

Section I: Identification and JP Status

Securing Access to Water through Institutional Development and Infrastructure

Semester: 2-12

Country	Bosnia and Herzegovina
Thematic Window	Democratic Economic Governance
MDGF Atlas Project	
Program title	Securing Access to Water through Institutional Development and Infrastructure
Report Number	
Reporting Period	2-12
Programme Duration	
Official Starting Date	
Participating UN Organizations	* UNDP * UNICEF

Implementing Partners

- * 11 associated water utility companies
- * 13 participating municipalities
- * BiH Directorate for Economic Planning
- * BiH Ministry of Civil Affairs
- * BiH Ministry of Foreign Trade and Economic Relations;
- * Budimo aktivni
- * FBiH Ministry of Agriculture, Forestry and Water Management
- * FBiH Ministry of Labour and Social Policy
- * Hydro-Engineering Institute Sarajevo (HEIS)
- * Initiative for Better and Humane Inclusion (IBHI)
- * Nasa djeca
- * Prism research
- * RS Ministry of Agriculture, Forestry and Water Management
- * RS Ministry of Health and Social Welfare
- * Svjetionik
- * Zdravo da ste

Budget Summary

Total Approved Budget

UNDP	\$3,060,342.00
UNICEF	\$1,388,803.00
Total	\$4,449,145.00

Total Amount of Transferred To Date

UNDP	
UNICEF	
Total	\$0.00

Total Budget Committed To Date

UNDP	\$3,038,879.58
UNICEF	\$1,410,265.39
Total	\$4,449,144.97

Total Budget Disbursed To Date

UNDP	\$2,775,304.86
UNICEF	\$1,181,801.22
Total	\$3,957,106.08

Donors

As you can understand, one of the Goals of the MDG-F is to generate interest and attract funding from other donors. In order to be able to report on this goal in 2010, we would require you to advise us if there has been any complementary financing provided for each programme as per following example:

Please use the same format as in the previous section (budget summary) to report figures (example 50,000.11) for fifty thousand US dollars and eleven cents

Type	Donor	Total	For 2010	For 2011	For 2012
Parallel	KfW, GAP, EC Del, EIB	\$15,800,000.00	\$9,300,000.00	\$2,000,000.00	\$4,500,000.00
Cost Share	Goal Wash, Coca Cola	\$252,000.00	\$100,000.00	\$102,000.00	\$50,000.00
Counterpart	Local Governments	\$486,000.00	\$120,000.00	\$184,000.00	\$182,000.00

DEFINITIONS

1) PARALLEL FINANCING – refers to financing activities related to or complementary to the programme but whose funds are NOT channeled through Un agencies. Example: JAICA decides to finance 10 additional seminars to disseminate the objectives of the programme in additional communities.

2) COST SHARING – refers to financing that is channeled through one or more of the UN agencies executing a particular programme. Example: The Government of Italy gives UNESCO the equivalent of US \$ 200,000 to be spent on activities that expand the reach of planned activities and these funds are channeled through UNESCO.

3) COUNTERPART FUNDS - refers to funds provided by one or several government agencies (in kind or in cash) to expand the reach of the programme. These funds may or may not be channeled through a UN agency. Example: The Ministry of Water donates land to build a pilot 'village water treatment plant' The value of the contribution in kind or the amount of local currency contributed (if in cash) must be recalculated in US \$ and the resulting amount(s) is what is reported in the table above.

Beneficiaries

Beneficiary type	Targetted	Reached	Category of beneficiary	Type of service or goods delivered
Water Supply Companies	10	11	Water Supply Companies	Construction of Infrastructure
Municipalities	10	13	Local Institutions (number of institutions, not persons)	Establishment of Local Councils/Organisations

Beneficiary type	Targetted	Reached	Category of beneficiary	Type of service or goods delivered
CSO	10	20	Civil Society Organisations (number of organisations, not persons)	Promote Public Participation in Round Tables/Dialogues
Schools	10	20	Local Institutions (number of institutions, not persons)	Public Awareness Campaigns
Health institutions	10	12	Local Institutions (number of institutions, not persons)	Consultations/Dialogues With Other Actors
Municipalities	10	15	Local Institutions (number of institutions, not persons)	Provision of Information for Improved Planning and Policy
Centre for Social Protection	10	13	Local Institutions (number of institutions, not persons)	Strengthen Relations Local Actors –Governments (at Different Levels)
Municipalities	10	13	Local Institutions (number of institutions, not persons)	Capacity Building
Municipalities	10	13	Local Institutions (number of institutions, not persons)	Capacity Building
Municipalities	10	13	Local Institutions (number of institutions, not persons)	(Support to) Formulation of Policy Documents/ Guidelines
State Ministry Water Department	1	1	National Institutions (number of institutions, not persons)	Capacity Building
State Ministry Water Department	1	1	National Institutions (number of institutions, not persons)	Establishment of Administrative Units (at Different Levels)
Citizens	500	20,000	Civil Servants/Men	Public Awareness Campaigns
Citizens	500	20,000	Citizens/Women	Public Awareness Campaigns
Citizens/boys	500	5,347	Citizens/Men	Public Awareness Campaigns
Citizens/girls	500	5,402	Citizens/Women	Public Awareness Campaigns

Section II: JP Progress

1 Narrative on progress, obstacles and contingency Measures

Please provide a brief overall assessment (1000 words) of the extent to which the joint programme components are progressing in relation to expected outcomes and outputs, as well as any measures taken for the sustainability of the joint programme during the reporting period. Please, provide examples if relevant. Try to describe facts avoiding interpretations or personal opinions

Plases describe three main achievements that the joint programme has had in this reporting period (max 100 words)

-Sustainable Local Governance Structures for Social Protection functional (Commissions for Social Protection and Inclusion, Protocols on Cooperation and Procedure, Criteria and Measures of Social Policy within the Water Supply System) and 13 Action Plans for Social Protection developed and adopted, while 13 new Action Plans are being finalized.

-Improved water supply services in partner municipalities.

-Developed capacities of local communities to properly manage water supply systems through preparation and adoption of the Water Supply Studies, enabling them to prepare new development projects

Progress in outcomes

Outcome 1.

-11 multi-sectoral Municipal Management Boards (MMBs) transformed into permanent Municipal Commissions enhancing social welfare system in municipalities, and ensuring inclusion of marginalized groups in decision making processes.

-Monitoring process on implementation of 13 Action Plans (AP) developed by MMBs and adopted by Municipal Councils for 2011-2012 addressing gaps in social protection system is being finalized. Until June 2012, out of 206 planned activities, 162 have been realized. New Action Plans for 2013–2014, incorporating the lessons learned from the previous processes, are being finalized and will be submitted to Municipal Councils for adoption.

-11 Participatory Action Groups (PAG) consisting of representatives of socially excluded groups have been influencing municipal decisions through contribution to Commissions' work and inputs for APs. This model increased participation of citizens in decision-making processes ensuring a basis for continuation of activities assumed by local representatives.

-13 Participatory Action Research Groups (PAR) - children from local schools (approx. 250), whose work was reinforced by adults in support groups (approx. 200) developed strategies/APs stipulating their priorities in their communities and suggesting solutions for their realization. They already implemented some activities from their plans.

-Commissions developed proposals for social mitigation measures for vulnerable groups facing problems in access to water and submitted them to local governments. Three municipalities (two for period Jan–Dec 2012, and one for period July 2012–July 2013) allocated funds for most vulnerable categories to cover part of their water utility bills. Additionally, one municipality provided water tanks for the most vulnerable who do not have access to water, while in another one a local garbage company copied this positive practice and ensured subventions for garbage services. 13 updated proposals will be submitted to Municipal Councils for 2013.

Outcome 2.

Significant progress has been made in the area of the capacity improvement of utilities for financial sustainability by developing action plans for tariff structure. Based on assessment finalized with local partners, new infrastructure projects are implemented in municipalities and general situation of water supply service has been significantly improved, including both water quality and quantity. Additionally, new projects are initiated in 2012. Through GoAL WaSH component, awareness about water and sanitation issues has been raised. In total 197 kids, but also their teachers and parents has been directly involved in implementation of the activities in period November-December 2012.

Outcome 3.
DevInfo database functional in each municipality. Municipalities are collecting and updating information. Commissions increased skills and knowledge in the Human Rights Based Approach (HRBA), Project Proposal Development and Monitoring and Evaluation (M&E), Gender (through PAG), Public Relations (PR), social and child protection and inclusion, Human Resources Management (HRM), Advocacy and DevInfo. PAR groups increased knowledge in environment, water and social issues.

Progress in outputs

Progress in outputs:

- 69 Commissions' members are skilled to apply the HRBA methodology. 61 members are able to use the PAR methodology in their daily activities. 39 local community members increased knowledge in Project Proposal Development and M&E. 70 local community members improved communication skills through PR training. 64 Commissions' members and representatives of institutions and associations capacitated in HRM and 58 in Advocacy and Raising Awareness.
- 13 special focus projects contributed to improve the living conditions of identified vulnerable groups and increased capacities of all stakeholders.
- Commissions, in cooperation with PAG and PAR members, developed a referral system with specific projects aimed at ameliorating the status of identified community vulnerable groups and individuals. This resulted in Protocols on Cooperation and Procedure, signed in 13 target Municipalities. They became functional in 11 municipalities where Operation teams, which are in charge of their implementation, have been established.
- Social mitigation measures for vulnerable groups facing problems in access to water were developed in 13 municipalities. Three municipalities allocated budget resources for their implementation. Updated social mitigation measures were prepared by each municipality for 2013.
- 26 priorities from the PAR Action Plans implemented/being implemented.
- Prepared 'General assessment of the water supply sector and its human development function in BiH' and used for strategic planning on local level.
- 10 water supply studies (WSS) are developed and adopted by local communities as strategic planning documents for water supply services in partner municipalities (WSS includes long term development plans, plans of priority investment measures, feasibility studies and proposal for tariff structure). Local communities are using those documents for strategic planning and submission of the new infrastructure projects to financial institutions..
- Assessment of the water utility companies financial management capacities, capacities for finance performance monitoring, as well as technical needs and based on that created and implemented model for capacity development activities (four different trainings).
- 16 infrastructure projects finalized and 2 ongoing (to be finalized in early 2013).

Measures taken for the sustainability of the joint programme

- All 11 MMBs became permanent municipal commissions continuing to foster multi-sectoral cooperation and social protection and inclusion.
- Commissions have been implementing 13 Action Plans (2012-2013). Monitoring of progress is ongoing and reports will be submitted to Municipal Councils at their next sessions. 13 new Action Plans (2013-2014) are about to be submitted to Municipal Councils for adoption.
- In order to strengthen the sustainability of the program related to social protection and inclusion, two entity Ministries for Social Policies became members of the Program Management Committee.
- In order to ensure the sustainability of the systems, referral mechanisms for the protection of the rights of marginalized girls and boys were established in the municipalities. Education, health and social protection sectors signed Protocols on Cooperation and Procedure which clearly define their roles within this model. Eleven Operation Teams have been formed and appointed by the Mayor in order to continue functioning after the project ends. Municipal Commissions closely monitor the implementation of Protocols and the work of Operation Teams.
- Water subventions for the vulnerable have been allocated in three Municipalities (benefiting 98 persons in total), based on suggestions on the Criteria and Measures of Social Policy in Water Supply.
- Water Supply Studies will be considered to be adopted by Municipal Commissions and used as strategic document. In few partner Municipalities this process already began during 2012.

-Training modules developed and delivered during JP implementation are going to be used in other B&H municipalities through other UNDP project (Integrated Local Development Project)

The programme also advocated more solid structure for water related policies at the national level resulting in establishment of Department for Water in key stakeholder Ministry of Foreign

Trade and Economic Relationship (MOFTER). Department for Water become permanent body within MOFTER and they are responsible for coordination of WATSAN activities in B&H. New initiatives are considering to continue cooperation. Furthermore, significant activities were initiated regarding involvement of other relevant stakeholders, particularly Associations of Public Enterprises and Water Agencies, as well as Cantonal Ministries for Water Management in Federation of the Bosnia and Herzegovina.

Are there difficulties in the implementation?

Joint Programme design

What are the causes of these difficulties?

Other. Please specify

-During the development of the joint programme in the Annual work plan for the first year the process of selection of municipalities was not envisaged at all. This caused the programme to delay certain activities since the process of selection of municipalities had to be an initial activity and a precondition for any further engagement at the local level. The process lasted for almost 6 months and included detail desk review of more than 50 municipalities and detailed field assessments of 22 pre-selected municipalities.

-The process of selection of municipalities highlighted a joint approach among national partners and UN Agencies in selecting final 13 partner municipalities.

Briefly describe the current difficulties the Joint Programme is facing

Briefly describe the current external difficulties that delay implementation

Explain the actions that are or will be taken to eliminate or mitigate the difficulties

2 Inter-Agency Coordination and Delivering as One

Is the joint programme still in line with the UNDAF?

Yes true

No false

If not, does the joint programme fit the national strategies?

Yes

No

What types of coordination mechanisms

Please provide the values for each category of the indicator table below

Indicators	Baseline	Current Value	Means of verification	Collection methods
Number of managerial practices (financial, procurement, etc) implemented jointly by the UN implementing agencies for MDF-F JPs	0	2	Selection of municipalities, Signed MOUs	Reports and other documentation
Number of joint analytical work (studies, diagnostic) undertaken jointly by UN implementing agencies for MDG-F JPs	0	5	'General assessment of the water supply sector and its human development function in BiH', Social inclusion HRBA Action plans, Water supply studies Suggestions on the criteria measures of social policy within water supply Rising awareness activities on water and sanitation in local communities	Reports and other documentation
Number of joint missions undertaken jointly by UN implementing agencies for MDG-F JPs	0	108	Field trips(trainings, capacity developments and joint events, presentations, DevInfo, PAR groups, MMB meetings	Field trip reports and other documentation and minutes from the MMB meetings

3 Development Effectiveness: Paris Declaration and Accra Agenda for Action

Are Government and other national implementation partners involved in the implementation of activities and the delivery of outputs?

Not Involved false
 Slightly involved false
 Fairly involved false
 Fully involved true

In what kind of decisions and activities is the government involved?

Policy/decision making
 Management: budget
 Management: procurement
 Management: service provision

Who leads and/or chair the PMC?

PMC have no specific chair persons, the meetings are usually run by the National Programme Manager and Coordinator providing progress and presenting decision making points while the PMC in full capacities are making decisions and providing directions to the programme.

Number of meetings with PMC chair

During 2012 the PMC had 2 official sessions and one online organized (via mail exchange) and numerous email forum type decisions making processes. In addition to this, bilateral meetings with PMC members were organized.

Is civil society involved in the implementation of activities and the delivery of outputs?

Not involved	false
Slightly involved	false
Fairly involved	false
Fully involved	true

In what kind of decisions and activities is the civil society involved?

Policy/decision making
Management: budget
Management: procurement
Management: service provision

Are the citizens involved in the implementation of activities and the delivery of outputs?

Not involved	false
Slightly involved	false
Fairly involved	false
Fully involved	true

In what kind of decisions and activities are the citizens involved?

Policy/decision making

Where is the joint programme management unit seated?

UN Agency

Current situation

4 Communication and Advocacy

Has the JP articulated an advocacy & communication strategy that helps advance its policy objectives and development outcomes?

Yes true

No false

Please provide a brief explanation of the objectives, key elements and target audience of this strategy

The programme prepared Communication strategy in close cooperation with national stakeholders combining specific elements in order to fit larger scale MDG strategy for BiH. Beneficiaries and other stakeholders are adequately informed about the programme principles and objectives, bearing in mind that a general awareness needs to be raised with regard to MDG and access to water as a part of development.

Strategy focuses on: Internal communication, External communication, Communication for behavior change (evidence-based series of community based and direct communication activities aimed at increasing understanding and significance of the access to water among and within identified target groups).

All elements of the communication strategy will in addition contribute towards greater socio-economic elements; not only by addressing specific target groups but also by ensuring their access to water through the MDG-F programme.

Target audience

Central level government:

- BiH Ministry of Foreign Trade and Economic Relations;
- BiH Ministry of Civil Affairs;
- Federal Ministry of Agriculture, Water Management and Forestry;
- RS Ministry of Agriculture, Forestry and Water Management,
- BiH Directorate for Economic Planning;
- Federal Ministry of Labor and Social Policy;
- RS Ministry of Health and Social Welfare;

Local level government:

- 13 Partner municipalities;

Public institutions:

- 13 Public Water Utility Companies;

CSOs:

- 11 representatives of various relevant stakeholders (Association of Water Utility companies BiH/FBiH/RS,
- CSOs (Youth, Gender, Environment, Social, etc.);

Citizens:

- 240,000 persons (Citizens in 13 municipalities with direct access to water supply system);

SMEs:

- 10 representations of SMEs involved in direct implementation of project activities (Entrepreneurs of the Medium and Small Firms in BiH);

The media:

-Electronic and print (local, regional and national).

What concrete gains are the advocacy and communication efforts outlined in the JP and/or national strategy contributing towards achieving?

Increased awareness on MDG related issues amongst citizens and governments

Increased dialogue among citizens, civil society, local national government in relation to development policy and practice

New/adopted policy and legislation that advance MDGs and related goals

Establishment and/or liaison with social networks to advance MDGs and related goals

Key moments/events of social mobilization that highlight issues

Media outreach and advocacy

What is the number and type of partnerships that have been established amongst different sectors of society to promote the achievement of the MDGs and related goals?

Faith-based organizations	0
Social networks/coalitions	13
Local citizen groups	13
Private sector	0
Academic institutions	12
Media groups and journalist	211
Other	52

What outreach activities do the programme implement to ensure that local citizens have adequate access to information on the programme and opportunities to actively participate?

Focus groups discussions

Household surveys

Use of local communication mediums such radio, theatre groups, newspapers

Open forum meetings

Capacity building/trainings

Others

Facebook profile

Section III: Millenium Development Goals Millenium Development Goals

Additional Narrative Comments

Please provide any relevant information and contributions of the programme to de MDGs, whether at national or local level

Since the first year of implementation JP actively participated in the government efforts in preparation of the B&H Report on MDG achievement, by providing facts on several MDG Goals and contributed to several chapters of the report (mainly MDG 7)

Please provide other comments you would like to communicate to the MDG-F Secretariat

During the implementation of the programme components several new potential partnerships were identified with the aim to maximize the impact in the field and to extend the programme to cover water supply but also sanitation.

GoAL WaSH activity was implemented in cooperation with UNESCO. UNDP and UNESCO have signed agreement to jointly implement this component thus utilizing UNESCO material and methodology developed during the campaign 'Water for Life'. The GW component was presented in each programme municipality targeting primary schools and MDGF DEG programme stakeholders. The initial survey was conducted and presentations were held in schools. The team of consultants adapted of the booklets from the campaign 'Water for Life' adjusting booklets to the GW and MDGF DEG principles and preparing booklets to the wide distribution in all schools in BiH. The booklets are officially introduced to the Entities ministries of educations and booklet is officially recognized as additional part of the school curriculum. After successful implementation of the first phase, project received financial support for second phase which started in November 2012 and will be finalized in spring 2013.

UNDP Regional programme – Ustikolina municipality – during the development of the UNDP regional initiatives in BiH the Ustikolina municipality was identified as municipality with urgent need in water supply, particularly in the settlements of Filipovici (70 families) that stayed without water during the summer. The intervention was prompt from several subjects resulting in cost sharing agreement with municipality and procurement of the necessary equipment for reconstruction of the new system. The municipality is furthermore included in all Capacity development activities of the programme.

'Clean Vrbas' project implemented in cooperation with Coca Cola, through Corporate Social Responsibility activities of Coca Cola focusing on protection of Vrbas river with clear vision and action plan for protection and sustainable use of Vrbas river, organized Vrbas Eco Regatta, and implemented project with concrete impact on reduction of water pollution. JP provided technical support for preparation of the Clean Vrbas project (second phase) which was approved during 2012 and will be funded by Government of Japan.

PMC membership – was expanded to involve Ministries of Social Welfare of RS and FBiH in order to maximize impact in the municipalities and also strengthen the policy design at the higher levels of governments.

Midterm Evaluation Report - During second half of 2011, Midterm Evaluation Report has been prepared. Process of MTE Report has been organized in participatory manner and all stakeholders have been involved. In the end, based on MTE Report, Improvement Plan has been prepared together with all stakeholders.

World Water Week – During August 2011, JP has been presented on World Water Week in Stockholm. This occasion was used to exchange information and experience with colleagues from all around the World and promote MDG JP as such. JP was successfully presented during WWW 2012. Promotional material was disseminated, and follow up is significant. Products that has been developed during JP are valued very well and contacts with new partners were established (e.g. UNDP Water Solidarity).



No cost extension – JP received approval for no cost extension in order to to secure effective collaboration between institutional building, infrastructure works and social protection components, which would strength local ownership of the project and its sustainability. programme to operationally close during the months of April and May.

IWA World Water Congress 2012 – JP received invitation to present lessons learned and gained experience during international water congress in South Korea. NPMC was invited to deliver presentation (Human Resource capacity workshop), but also to be panelist during one of the dialog sessions on HR capacity development.

Section IV: General Thematic Indicators

1 Strengthen national and local governments' capacity to manage and monitor water supply and sanitation services

1.1 Number of institutions, civil servants and/or citizens trained to take informed decisions on water management and sanitation issues

Public institutions

Total 68

Private Sector Institutions

Total

NGOs

Total 27

Community based organizations

Total 29

Civil servants

Total 145

Women 48

Men 97

Citizens

Total 32

Women 13

Men 19

Other, Specify

Total

Women

Men

1.2 Increase in the coverage the water supply and sanitation monitoring systems due to the JP Intervention

Water supply system

% increase over the total system extension 2

Sanitation system

% increase over the total system extension N/A

Level of analysis of the information compiled

National Information System

Local Information System

1.3 Budget allocated to provide water and sanitation services before the implementation of the Joint Programme

National Budget 20,000,000.00

Total Local Budget 400,000.00

National budget refers to state level, including both entities, while total local budget refers to 13 partner municipalities for the period before 2010 (best estimation).

1.4 Variation (%) in the Budget devoted to provide water and sanitation services from the beginning of the joint programme to present time

National Budget

% Overall N/A

% Triggered by the joint programme N/A

Local Budget

% Overall N/A

% Triggered by the joint programme 50

Comments

Municipalities decided to allocate additional funds for 2011&2012 implementation in order to contribute to the Joint implementation fund.

1.5 Number of laws, policies or plans supported by the programme that explicitly aim to improve water and sanitation policies and management

Policies	
National	3
Local	11

Laws	
National	4
Local	0

Plans	
National	2
Local	36

1.6 Please briefly provide some contextual information on the law, policy or plan and the country/municipality where it will be

1.7 Sector in which the law, policy or plan is focused

Regulation of competencies and integrated management
Access to drinking water
Water use and pricing
Water supply and quality control
Sanitation services and spills and dumping control
Infrastructure

Comments

1.8 Number of citizens and/or institutions to be affected directly by the law, policy or plan

Citizens

Total	3,842,565
No. Urban	2,113,411
No. Rural	1,729,154

National Public Institutions

Total	
Urban	
Rural	

Local Public Institutions

Total	52
No. Urban	52
No. Rural	

Private Sector Institutions

Total	
No. Urban	
No. Local	

2 Improve access to safe drinking water**2.1 Number of citizens that gained access to safe affordable drinking water with the support of the JP**

No. Citizens	50,000
No. Women	25,000
No. Men	25,000

2.2 Variation (%) of the population who gained access to drinking water in the region of intervention from the beginning of the programme to present time

% 2

2.3 Number of municipalities/communities/cities with access to safe drinking water through the JP

Total number	13 mun
No. Urban Communities	25 lc
No. Rural Communities	140 lc

2.4 Type of improvements produced on the wellbeing of the population through the access to potable water

Health
Women and children safety
Improvement of livelihoods
Children schooling
Affordability

Comments

3 Community empowerment and participation in the water management decision processes

3.1 Number of community organizations strengthened or created to increase the civil society participation in the decision making processes

No. Organisations	52
No. Women	51

No. Men 74
% from ethnic groups 4

3.2 Number of citizens sensitized in hygiene and sanitation issues

Total No. 1807
No. Children 1300
No. Women 305
No. Men 202
% from Ethnic groups 1

4 Strengthening water supply and sanitation services providers

4.1 Number and type of water and sanitation services providers strengthened

Public institutions 12
Private institutions
Community organizations
Public Private Partnership
Other: Specify

National Level No. N/A
Local Level No. 12

4.2 Indicate the type of intervention used to strengthen water and sanitation services providers

Training

Knowledge transfer
Equipment provision
Human resources reinforcement

4.3 Number of water and sanitation service providers mentioned above that have developed a financial plan and sustainability system

Total Number 13

Type of financial plan

Water use Tariff structures
Loans and grant funds
Environmental services payment mechanisms

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
OUTCOME 1 - Strengthened Inclusion of Citizens in the Participative Municipal Governance of Water Access								
<p>Output 1.1.: Municipal governance mechanisms improved to ensure quality participation of citizens and inclusion of vulnerable groups in issues affecting access to water.</p> <p>Output 1.2.: Increased capacities of vulnerable groups to influence municipal decision making on water access issues.</p>	<p>1 Indicator: Municipal Management Boards established and functional in partner municipalities.</p> <p>1 Quality control: - MMBs established by Mayors decisions - Composition of MMB: a.) Representative of the Municipal general/social politics department, b.) representative of the municipal relevant department, c.) representative of Center for Social Work, d.) representative of a Health care Center, e.) representative of a communal/water utility company, f.) representative of an NGO, g.) representative of an education institution or MZ representative, and h.) IBHI member. - meetings organized on need basis</p> <p>2 Indicator: Action plan produced by each MMB.</p> <p>2 Quality control: - Action plan adopted by Municipal councils</p> <p>3 Indicator: At least one project supporting realization of priorities from each Action plan implemented.</p> <p>3 Quality control: - projects targetting vulnerable groups</p> <p>4 Indicator: PAGs established in partner municipalities. Quality control: - Full representation of vulnerable groups ensured - Meet on need basis - PAGs contributes to the work of MMBs</p>	<p>1 Baseline: 0</p> <p>2 Baseline: 0</p> <p>3 Baseline: 0</p> <p>4 Baseline: 0</p>	<p>1 Target: 11 (except 3 municipalities forming 1 MMB)</p> <p>2 Target: 11</p> <p>3 Target: 11</p> <p>4 Target: 11</p>	<p>1 Target: 11</p> <p>2 Target: 22</p> <p>3 Target: 13</p> <p>4 Target: 11</p>	<p>1: - Project quarterly reports; - Minutes of MMB's.</p> <p>2: - Action Plans; - Minutes of meetings; - Municipal Councils' decisions; - Assessment tools and Action Plans. - HRBA assessment methodology tools and existing municipal development strategies or socio-economic profiles and Action Plans and Official Gazettes</p> <p>3: - Action Plans - Small-scale project documents.</p> <p>4: - Project quarterly reports - Minutes of PAG meetings</p>	<p>1: - MMB Minutes (3-monthly basis) - Field visits to MMBs (3-monthly basis)</p> <p>2: - Submission of Action Plans (end of year I) - Annual reports (years I, II, III) - Submission of assessment documents (year I, once)</p> <p>3: - MMBs' monitoring reports (end of year II and III) - Project implementation reports (quarterly) - Field visits to small scale projects (quarterly)</p> <p>4: - PAG Minutes (3-monthly) - Field visits (3-monthly) - Annual reports (years I, II, III)</p>	UNICEF	<p>1. Political agenda prevents the decision by Mayors on the establishment of MMBs. Lack of responsiveness from MMB members in the work of MMBs.</p> <p>2. Political agenda prevents the adoption of Action Plans by Municipal Councils.</p> <p>3. Concensus on priority project by MMBs, municipal councils are not reached.</p> <p>4. Vulnerable groups and local community officials are interested to work on participation improvement</p>

OUTCOME 2 - Improved Economic Governance in Water Utility Companies for Better Services to Citizens in Targeted Municipalities								
<p>Output 2.1.: Improved institutional capacities of utilities for financial sustainability.</p> <p>Output 2.2.: Improved infrastructure capacities for water supply services in underdeveloped municipalities</p> <p>Output 2.3.: Improved capacities at municipal level for service delivery control</p>	<p>5 Indicator: - Strategic action plan for each water utility company developed including scenarios for financial sustainability.</p> <p>5 Quality Control: - Capacity assessment for long-term capacity development in financial management for water utility companies included; - Assessment of fee structure and collection methods included; - Citizens' inputs included through participatory mechanisms.</p> <p>6 Indicator: - 1 priority addressed in each municipality (project design or infrastructural project)</p> <p>6 Quality Control - Feasibility studies developed; - Infrastructural projects implemented</p> <p>7 Indicator: - Policy options on fee structure and fee collection measures presented</p> <p>7 Quality Control: - Assessment of fee structure and collection method produced; - Stakeholder consultation conducted; - Policy options incorporated in (MMBs')Municipal Action Plans.</p> <p>8 Indicator: - Master plan for each municipal water system developed.</p> <p>8 Quality Control: - Assessment of technical capacities included; - Relevant stakeholders consulted.</p> <p>9 Indicator: - Each municipality produce at least one project proposal for external funding.</p> <p>9 Quality Control: - Master plans, Fisibility studies.</p> <p>10 Indicator: - At least one priority on service delivery identified in each municipality by local community.</p> <p>10 Quality Control: - Stakeholders agree on priority action to be</p>	<p>5 Baseline: - 2 Water-utility companies already have strategic action plans.</p> <p>6 Baseline: 0</p> <p>7 Baseline: - No policy options on fee and fee collection.</p> <p>8 Baseline: - 2 Existing master plans.</p> <p>9 Baseline: 0</p> <p>10 Baseline: 0</p>	<p>5 Target: - 11 Water-utility companies have strategic action plans</p> <p>6 Target: - 13 priorities addressed</p> <p>7 Target: - Policy options on fee structure and fee collection measures presented.</p> <p>8 Target: - 13 Master plans.</p> <p>9 Target: 13</p> <p>10 Target: - At least one priority on service delivery identified in each municipality.</p>	<p>5 Target: 13</p> <p>6 Target: 16</p> <p>7 Target: 11</p> <p>8 Target: 13</p> <p>9 Target: 10</p> <p>10 Target: 11</p>	<p>5: - Analytical documents and trainings in financial management; - Assesment of fee structure; - Project proposals prepared.</p> <p>6: - Project designs - Reports - Field visits</p> <p>7: - Assesment of fee structure; - Workshops; - Action plans.</p> <p>8: - Technical assessments; - Master plan; - Fisibility studies.</p> <p>9: - Project proposals, - Master Plans, - External Review of project proposals</p> <p>10: - Field Visit Reports; - Master Plans</p>	<p>5: - Analytical documents and training on financial management; (Years 1 & 2; Frequency: 6-monthly); - Assessment of fee structure; (Years 1 & 2, Frequency: 6-monthly); - Project proposals prepared; (Year: 3; Frequency: once).</p> <p>6: - Reports (Year: 2&3; Frequency: once)</p> <p>7: - Assesment of the fee structure; (Years 1 & 2, Frequency: once); - Workshops; (Years: 1 & 2, Frequency: 6-monthly); - Action plans; (Years: 2 & 3, Frequency: once).</p> <p>8: - Technical assessments; (Years: 1 & 2; Frequency: once) - Master plan; (Years 1 & 2; Frequency: once); - Feasibility studies; (Years 2 & 3; Frequency: once).</p> <p>9: - Desk Review; (Year 3).</p> <p>10: - Desk review and Field verification; (Years: 1, 2 & 3); - Reports; (Years: 1, 2 & 3; Frequency: 6-monthly).</p>	<p>UNDP</p>	<p>5: - Parliamentary elections (possible changes in water policy) - Year 1; - Reflection of global financial crisis on municipal budgetary opportunities.</p> <p>6: - Risk: Reflection of global financial crisis on municipal budgetary opportunities</p> <p>7: - Parliamentary elections (possible changes in water policy) - Year 1; - Reflection of global financial crisis on municipal budgetary opportunities.</p> <p>8: - Assumption: Active participation by citizens' groups, water utilities and municipalities.</p> <p>9: - Limited funding opportunities.</p> <p>10: - Limited capacities;</p>

OUTCOME 3 - Strengthened Capacity of Governments for Evidence-Based Policy Making and Resource Planning for Equitable Water Related Service Provision.								
<p>Output 3.1.: Improved capacity of municipal decision makers to assess and analyse the status of vulnerable groups and plan social mitigation measures/ policies.</p>	<p>11 Indicator: - No. Training & workshops organised</p> <p>11 Quality control: - M&E training, - HRB approach training, - PCM training.</p>	<p>11 Baseline: 0</p> <p>12 Baseline: 2</p> <p>13 Baseline: 2</p> <p>14 Baseline: 0</p>	<p>11 Target: 5</p> <p>12 Target: 13</p> <p>13 Target: 13</p> <p>14 Target: 2</p>	<p>11 Target: 5</p> <p>12 Target: 13</p> <p>13 Target: 13</p> <p>14 Target: 0</p>	<p>11: - Policy discussion reports.</p> <p>12: - Municipal Devinfo data bases communication with municipalities.</p> <p>13: - Round table workshops' minutes/reports; - Project report; - 2 Policy reports; - NDIS & SIS.</p> <p>14: - Printed and Electronic Publications; meeting minutes.</p>	<p>11: - Conference and meeting reports by national social welfare stakeholders (Year: 3; Frequency: 2 technical conferences). - Implementing reports and data reports by implementing CSO (Years: 1 - 3; Frequency: Once per year).</p> <p>12: - Desk Reivew, Field Verification (Years: 1 - 3; Frequency: Once per year). - Training reports upon each training session and annual supervision reports by implementing CSO (Years: 1 - 2; Frequency: once per training session).</p> <p>13: - Assessment and Reporting (Year: 2 and 3). - Reports prepared by implementing CSO (Year: 2 and 3; Frequency: Once per conference). - Annual reviews of NDS/SIS action plan implementation by DEP (Years: 1 - 3; Frequency: Once per year).</p> <p>14: - Desk Review and Field Verification (Years: 1 - 3;</p>	<p>UNICEF</p>	<p>11: - Adequate level of interest of decision makers in social mitigation measured derived from project implementation.</p> <p>12: - Political will of municipal governance system to support Devinfo; - Interest in the M&E and evidence base policy making exists.</p> <p>13: - Level of interest of municipal stakeholders and water companies to participate in joint policy discussion is not sufficient. - Political will to support the replication and endorse recommendations and lessons learned by key policy decision makers. - The project research and assessment results found relevant by the working groups developing and monitoring implementation of NDS and SIS action plans.</p> <p>14: - Due to lack of data, the studies do not capture relationship between socio-economic impacts of water services.</p>
<p>Output 3.2.: Improved capacity of national and sub-national policy makers to collect and analyse data to ensure socially equitable water service Protection policies.</p>	<p>12 Indicator: - Devinfo database established in partner municipalities</p> <p>12 Quality control: - Set of indicators measuring socio-economic and vulnerability profiles developed - Databases maintained by municipalities</p> <p>13 Indicator: - Stakeholders' policy recommendation as a result of round table discussions on social impact of water utility produced.</p> <p>13 Quality control: - 2 workshops held by Municipal Associations and Water Companies in social and economic planning; - Set of recommendations from discussion documented and shared.</p> <p>14 Indicator: - 2 CRIA studies prepared</p> <p>14 Quality control: - Water and Sanitation Indicators included; - Inclusion of key stakeholders at municipal and higher levels in analysis - Wide dissemination of the reports</p>							

ANNEX 4.1. - MDG-F DEG Result Framework

UNDAF Outcome 1: By 2014, Government with participation of CSO implements practices for more transparent and accountable governances and meets the requirements of the EU accession process
UNDAF Outcome 2: By 2014, Government develops and implements policies and practices to ensure inclusive and quality health, education, housing and social protection, and employment services
UNDAF Outcome 3: By 2014, Governments meets requirements of EU accession process and multilateral environment agreements (MEA), adopts environments as a cross-cutting issue for participatory

Securing Access to Water through Institutional Development and Infrastructure

4,671,906

JP Outputs	SMART Outputs by UN Agency	Reference to Agency priority or Country Programme	Implementing Partner	Resource allocation and indicative time frame						
				Y1	Y2	Y3	Y4	Total		
Outcome 1: Government with participation of CSO implements practices for more transparent and accountable governances and meets the requirements of the EU accession process				683,751						
1.1	Municipal governance mechanisms improved to ensure quality participation of citizens and inclusion of vulnerable groups in issues effecting access to water.	Municipal management structures established and actively supported citizen participation in their communities' Water Sector decision-Members of municipal management boards able to assess, plan and implement actions to ensure protection of vulnerable groups. Baseline data on existing participation mechanisms and social protection systems in 13 municipalities available and used to address Thirteen (13) bi-annual Action Plans developed and adopted by the Municipal Councils. MMBs steer and monitor implementation of Action Plans in Year II and III. Information exchange and application of cooperation standards fully operational by Year II.	UNICEF	CSOs	Support the establishment of the municipal management boards in 10 municipalities. Capacity building of Municipal Management Boards. Support Human Rights Based analysis of the social protection system by MMBs. Development of human-rights based Action Plans to address the gaps in social protection system by MMBs. Support to implementation of priority actions as outlined in Action Plans. Support to MMBs, Water Companies and representatives of PAGs for development of cooperation mechanisms.	335,491	173,326	71,735	0	580,552
1.2	Increased capacities of vulnerable groups to influence municipal decision making on water access issues.	Participatory action groups of vulnerable citizens established by MMBs in 11 municipalities by Year II. Mechanisms of cooperation of PA groups, municipalities and water companies established by Year II. Municipal action plans to address and monitor social mitigation and water regulation measures developed and guide actions of vulnerable Representatives of vulnerable groups directly influence planning of social protection responses at municipal level.			Establishment of Participatory Action Groups (PAGs) of vulnerable citizens in 11 municipalities. Capacity development for PAGs to assess access to water and social vulnerability issues (linked with 2.1.4), with UNDP supplying input on investment issues and others. Facilitation of PAG meetings: participatory action assessment of social protection for vulnerable groups. Participatory action planning by PAGs.	32,535	48,310	22,354	0	103,199
Outcome 2: Improved economic governance in water utility companies for better services to citizens in targeted municipalities.				3,122,508						
2.1	Improved capacities of utilities for financial sustainability.	Financial management capacities of municipalities and water utilities improved. Developed action plan addressing fee structure and collection. Institutionalized mechanisms ensuring informed participation of citizens regarding water utilities' economic governance. Increased capacity of water utilities and municipalities to secure financing for infrastructure priorities. Analysis presented to Government as a demonstration piece of an analytical input for evidence-based policy making, and thus making a		Municipalities & Water Utilities	Capacity development for municipality and water utility company staff members in financial management. Assessment of fee structure and collection, recommendations for improvement, and definition of action plan with active participation of citizens. Developing a systematic mainstreaming mechanism to ensure action on citizens' informational inputs from JP Outputs 1.1 and 1.2. Capacity building for and support to water utilities and municipalities with regard to writing proposals for loans and grants (including those available under JP Output 2.2) needed to Comparative analysis of water utility company financial performance for participating municipalities.	339,599	525,527	20,918	131,075	1,017,119
2.2	Improved infrastructure capacities for water supply services in partner municipalities.	Technical water supply needs assessed in participating municipalities. General assesment of the water supply sector and its human Dissemination of assessment results to municipalities, water utilities, and citizens for the purpose of building consensus regarding priorities Strategic plans for infrastructure interventions clearly articulated. Water services improved through delivering priority infrastructure improvements. Monitoring capabilities at municipal and water utility levels improved.	UNDP	Expert Institutions & Municipalities, Water Utilities & Citizens	Technical assessment on water supplying infrastructure conditions and needs in 13 selected municipalities. Presentation of the assessment results and recommendations to municipalities, water utilities, and citizens for discussion. Strategic planning of infrastructure interventions for water supply systems. Implementation of Joint Intervention Strategies. Developing monitoring mechanisms and strengthening municipal capacities for implementation.	398,688	1,285,494	36,634	10,209	1,731,025
2.3	Improved capacities at municipal level for service delivery control.	Legal and technical requirements defined. Water quality improved through setting protection measures at water sources and enforcement of water quality control.		Expert Institutions & Municipalities	Technical assistance to municipalities and water utility companies on water safety and quality control for safe water for citizens. Support the establishment of efficient and responsible system of water quality control at municipal level in order to fully comply with national regulation for potable water.	51,019	78,639	21,946	0	151,604
2.4	Goal Wash	Raised awareness among targeted groups in the selected municipalities/schools		Expert Institutions,	Design and implement Water Rights/Responsibilities Awareness campaign in the selected schools in partner municipalities, based on UNESCO material	35,000	115,000	39,348	33,412	222,760

Outcome 3:		Government develops and implements policies and practices to ensure inclusive and quality health, education, housing and social protection, and employment services						726,515		
3.1	Improved capacity of municipal decision makers to assess and analyse the status of vulnerable groups and plan social mitigation measures/ policies.	Representatives from 13 municipalities, relevant cantons and entities developed evidence-based policy recommendations to address the Municipal databases to monitor implementation of the long-term social protection policies established.	UNICEF	CSOs	Support to Gvt to develop social mitigation measures in response to access to water issues. Establishment or upgrading of municipal level data bases on social and economic indicators using DevInfo. Training of municipal staff and CSOs on the application of the impact assessment methodology and data collection methods. Procurement of IT equipment and softwares for 10 municipalities.	94,792	11,902	15,970	0	122,664
3.2	Improved capacity of national and sub-national policy makers to collect and analyse data to ensure socially equitable water service Protection policies.	Representatives of the state, entity and cantonal institutions accountable for social protection possess skills to plan and support National baseline data on the impact of economic factors (including water regulation) on households produced. Thirteen (13) public discussions on impact assessment and municipal social mapping and analysis held in 13 municipalities by Year III. Two (2) workshops for association of municipalities and water companies held by Year III Two (2) dissemination conferences on project results held by end of Year III Three (3) technical meetings held by end of Year III Publications on municipal social mapping and impact assessment developed. Copies of training materials developed and distributed. Public DevInfo data base developed and contains data on economic and social indicators relevant for the project.		CSOs, Associations of Municipalities, DEP BiH, Municipal Management Boards	Training on M&E, CRIA and on the HRBA approach to social protection assessment and planning for state-level and sub-national policy makers. Implementation of two rounds of the Child Rights/ Social Impact Assessment including 1,000 households per assessment (with UNDP). Presentations of the Impact Assessment and community research findings to communities and to the municipal governance system. Organisation of know-how workshops for BiH Association of Municipalities and BiH Association of Water Companies (with UNICEF for social mitigation dimension). Presentation of the project results and methodologies to the entity, state and cantonal social and economic policy decision-makers. Presentation of the Project's lessons learned, research and assessment to support National Development and Social Inclusion Strategy development and evaluation (with Support to development of documentation and reports on assessments, mapping and analysis developed in the Project. Development and dissemination of training materials. Presentation of research data in the public DevInfo data base.	295,704	104,086	67,829	136,232	603,851
Monitoring & Evaluation										
	Strengthened accountability of the joint programme.	Consolidated accountability framework for results.	UNRC	Agencies	Monitoring and Evaluation	19,727	20,705	22,395	24,587	87,414
	Strengthened accountability of the joint programme.	Consolidated accountability framework for results.		Agencies	Communication	12,519	14,659	13,744	10,796	51,718
Total						1,615,074	2,377,648	332,873	346,311	4,671,906