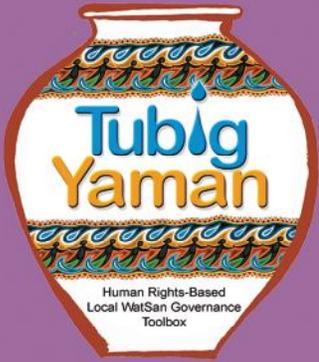
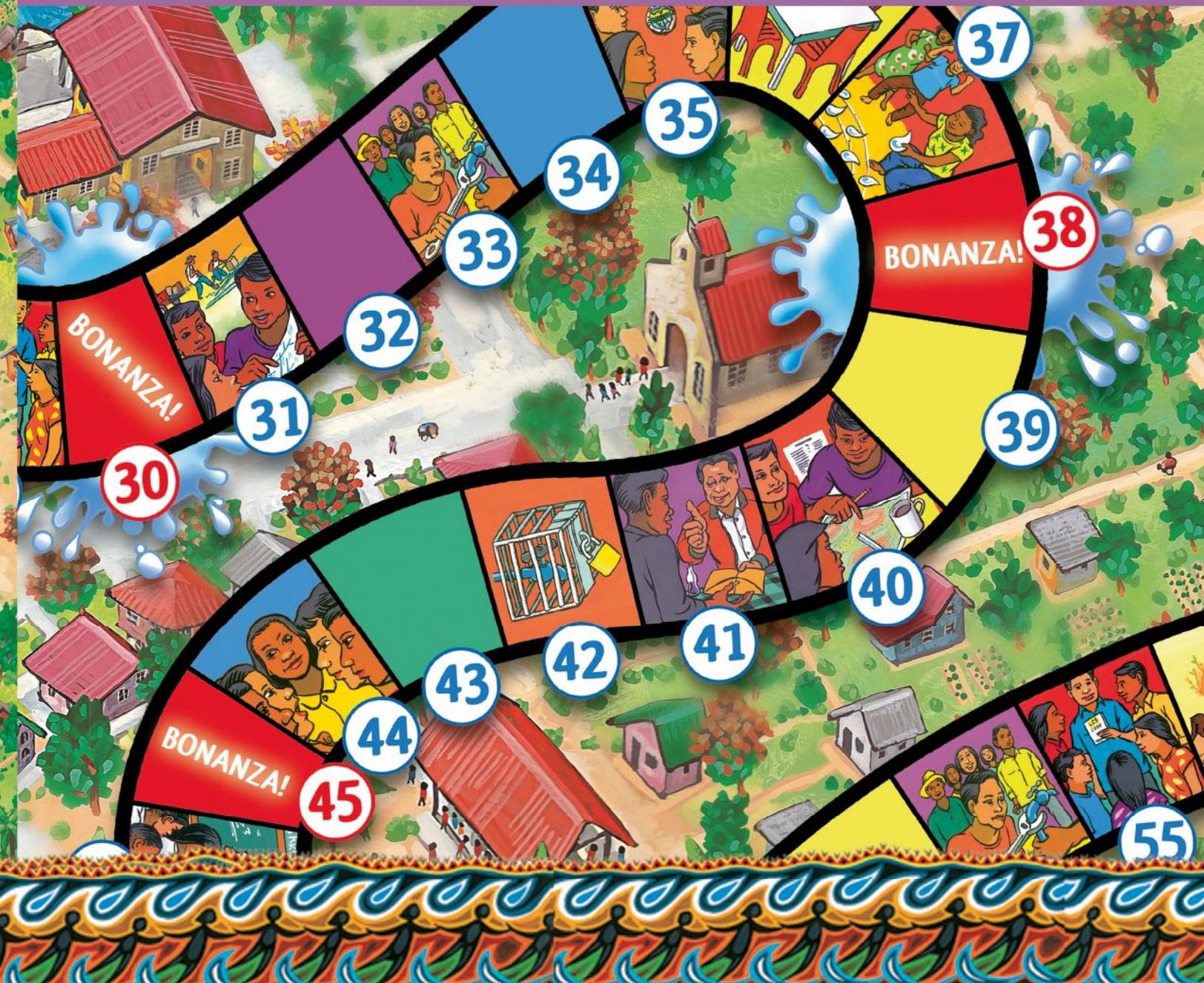


A Handbook on Human Rights Based Local WatSan Governance



Karapatan, Kakayanan at Kaalaman sa Katubigan



A Handbook on Human Rights Based Local WatSan Governance

Karapatan, **Kakayanan** at **Kaalaman** sa Katubigan

USER'S GUIDE

Karapatan, Kaalaman at Kakayanan sa Katubigan
A Handbook on Human Rights Based Local WatSan Governance

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Why a Handbook?

The Karapatan, Kaalaman at Kakayanan sa Katubigan (Rights, Knowledge and Capacities in Water): A Handbook on Human Rights Based Local WatSan Governance was developed as a major part of TubigYaman to help local government units, water service providers, and communities in providing access to safe water supply and sanitation services to waterless municipalities in the country and therefore fulfill, promote and protect people's right to water.

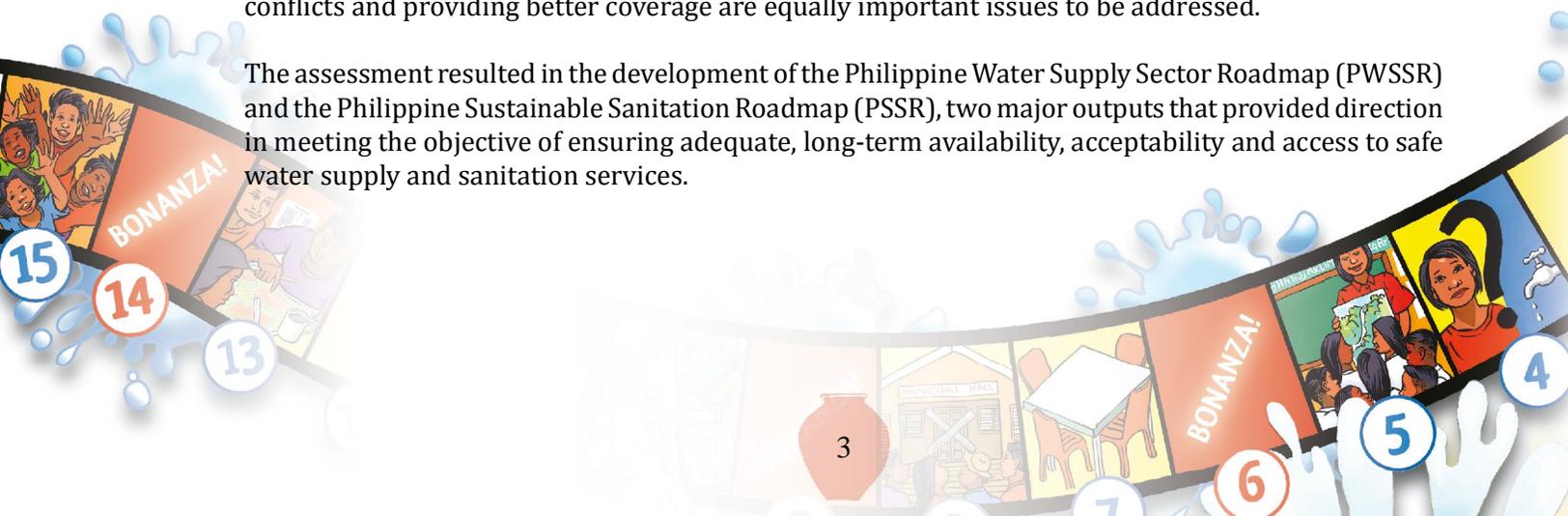
The Right to Water is the right to sufficient, safe, acceptable, physically accessible and affordable water, water facilities and services for personal and domestic use. The Right to Water views water as a *"public good fundamental for life and health...indispensable for leading a life in human dignity... a prerequisite for the realization of other human rights."*

The Handbook distills within its volumes, sections and chapters the results, outputs and field experiences of the different components of Outcome 2 of MDGF 1919 such as the Capacity Assessment, Municipal Water Supply, Sewerage and Sanitation Sector Plan (MW4SP), Community Organizing, and Information, Education and Communication (IEC) using a human rights based approach to local WatSan governance and other resources in the Philippines and elsewhere.

In 2007, a multi-stakeholder and participatory assessment was made of the country's water supply and sanitation sector to determine how it can effectively and more meaningfully respond to the need to develop institutional capacities in providing water supply and sanitation services. The assessment results identified two core problems and their ensuing effects: one, the lack of water supply facilities, whose effects are the twin problems of inadequate supply of potable water and poor health conditions, and two, the parallel lack of sanitation facilities, resulting in poor health conditions, environmental degradation, and losses in tourism.

The assessment also showed that government programs for waterless municipalities outside of Metro Manila have always focused on the provision of water supply infrastructure, or the "hard component." It also showed that local level actors in charge of water services delivery such as Local Government Units (LGUs), rural water supply associations (RWSAs), barangay water and sanitation associations (BWSAs), cooperatives and private utilities were often unable to perform satisfactorily as they do not have the capacity to undertake the functions expected of them. Besides the need to install infrastructure, sustaining the management of local water supply facilities, minimizing institutional conflicts and providing better coverage are equally important issues to be addressed.

The assessment resulted in the development of the Philippine Water Supply Sector Roadmap (PWSSR) and the Philippine Sustainable Sanitation Roadmap (PSSR), two major outputs that provided direction in meeting the objective of ensuring adequate, long-term availability, acceptability and access to safe water supply and sanitation services.



The two roadmaps guided the sector in aligning its priority programs and activities with the Medium-Term Philippine Development Plan (MTPDP) of 2010 as well as with the targets of the Millennium Development Goals (MDGs), specifically the target of halving the proportion of the population without sustainable access to safe drinking water and basic sanitation by 2015.

The PWSSR stressed that equally important as the hard infrastructure are the “soft components” of water supply provision to ensure benefits from these programs are actually derived, optimized and sustained.

The PWSSR affirmed support for development interventions on the soft aspects of water supply provision in:

- a** Strengthened Institutions (as interventions respond to the challenge of improving the institutional environment by nurturing a coherent institutional and regulatory framework);
- b** Developed Capacities (as these work to achieve its objective of a Philippine water supply and sanitation system sustainably managed by capable LGUs, WSPs and national government agencies (NGAs), anchored on a paradigm shift from NGAs directly implementing programs and projects to developing capacities at the local level. (This complements the institutional principle of decentralizing functions and decisions at the lowest local levels.); and
- c** Built Strategic Alliances. (Underscoring the importance and establishment of political support from the legislative and executive champions and strong public support from communities.)

In their 2010 Philippines Progress Report on the Millennium Development Goals (MDG), the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF) Joint Monitoring Program (JMP) for Water Supply and Sanitation, said that access to improved drinking water sources reached 93 per cent in urban areas and 87 percent in rural areas. However, it pointed out that despite nearing the attainment of the MDG targets, the sector is still facing many challenges.

Among these are:

- Institutional fragmentation. There are many institutions with water and sanitation related mandates but responsibilities are unclear. The 2009 PWSSR says the situation is made difficult by the absence of a national government department (or an apex body) that will resolve conflicts and translate government’s policies, strategies and goals into a comprehensive water supply program.
- Weak sector planning and monitoring. Sector planning is severely constrained by lack of updated local master plans as well as lack of, and oftentimes conflicting, sector information.
- Low public and private investment. A major problem in financing urban projects is the lack of

responsive public sector financing as the level of national government funding specifically for enhancing water supply service provision has declined over the years.

• **Lack of effective governance and regulation.** The PWSSR identifies the lack of effective national sanitation policies including the lack of clear policy on sanitation and economic regulation as one of the critical gaps in the sector.

• **Poor enforcement of relevant policies.** There are many laws and standards relating to sanitation and wastewater management that need to be integrated and updated. Mandates on implementing and monitoring policy implementation remain vague. LGUs in the forefront of implementing, monitoring, and to some extent, regulating sanitation programs and projects are generally not informed adequately about these standards.

- **Inadequate service delivery.** Effective service delivery is hampered by lack of capacities. Since there is no single sanitation agency, personnel from different agencies usually handle both water and sanitation. These people usually come from different backgrounds.
- **Sanitation crisis in emergency situations.** During Typhoons Ondoy, Pepeng and Santi, one of the more problematic issues that confronted the government was that of sanitation during emergency situations. Both sanitation and hygiene promotion were identified as highly critical during relief and rehabilitation phases due to increasing cases of waterborne diseases, health risks due to open defecation, ground water contamination and the generally unsanitary conditions in evacuation centers and resettlement areas.

Understanding these problems will allow LGUs and other actors to navigate the challenging terrain of water governance with more confidence.

The crucial role that LGUs play in providing safe water for citizens within their territorial jurisdictions and addressing critical issues that impact on this life-sustaining service with clear implications for health, education and people's general wellbeing, the role of the communities in the establishment and sustainability of a water and sanitation system define the arenas for participation and partnership grounded on the people's right to water.

It is for this same reason that the Karapatan, Kaalaman at Kakayanan sa Katubigan Handbook was developed.





SOMETHING TO PONDER

Ten basic principles that respond to the reality that water scarcity and misuse pose threats to sustainable development and the environment served as the overarching guidelines of the PWSSR:

1. Water is a human right and the government has an obligation to respect, protect and fulfill the enjoyment of the right to water.
2. Water is a finite and vulnerable resource, essential to sustain in life development and the environment. It should be managed for the common good.
3. Access to water should be equitable and sensitive to gender and the disadvantaged.
4. The governance of water resources should be transparent and socially accountable and its management should be decentralized at the lowest possible level.
5. Water supply services should be financially sustainable and socially acceptable.
6. Water supply services should be demand - responsive. This includes appropriateness and viability of technology and management options at various levels.
7. Water supply projects should have capacity development components at all levels inclusive of knowledge management that promotes a learning environment for all stakeholders.
8. Water supply provision should be a priority component in poverty reduction programs. This means giving priority to public allocations for water and supply services.
9. Sanitation is linked to water supply.
10. The development of the water supply sector should contribute to the promotion of gender equality.

What's inside your Handbook?

Your Handbook on Human Rights Based Local WatSan Governance is a two-volume document that will help you develop a water supply and sanitation service system especially for those who are most vulnerable by providing you the necessary principles, concepts, tools, approaches, and technologies grounded on field experiences and research.

It is an important element of your Tubig Yaman Toolbox and will be your constant companion as you embark on an empowering process of engagement with different water actors in your common quest for water.

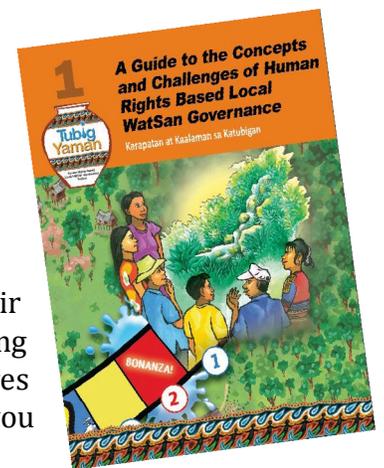
Inside you will find:

Volume I

Karapatan at Kaalaman sa Katubigan

Concepts and Challenges of Human Rights Based Local WatSan Governance

This volume is further divided into two main sections with their corresponding chapters. It provides you an overview of the working framework on human rights based local governance, the challenges and constraints that you may encounter along the way, and how you can address these through various tools and strategies.



Section 1 Introduction to Human Rights Based Local WatSan Governance is composed of the following chapters:

Chapter 1 Human Rights and the Right to Water provides an overview of the basic principles of human rights, international instruments recognizing the right to water, and a short history of human rights in the Philippines to enable you to have a firmer grasp of what human rights is all about and its implications for water.

Chapter 2 The Human Rights Based Local WatSan Governance Framework presents (i) an overview of local water governance and (ii) the human rights based local WatSan governance framework.

The discussion on local WatSan governance is a short but detailed journey through the premises, principles and practices that make up the framework on local WatSan governance that is based on human rights standards. It also explains the roles, rights and responsibilities of the actors in WatSan governance such as the Duty Bearers and Claimholders.

The human rights based local WatSan governance framework presents the guiding premise, principles and practices around which the framework was developed. Essentially, the discussion centers on how the human rights based approach to local WatSan governance is a framework based on human rights standards that seeks to guarantee safe, accessible, affordable, and acceptable water and sanitation for those most vulnerable. It also provides an overview of the mechanism by which the framework will be operationalized in the entire cycle of water and sanitation provision.

Chapter 3 Knowing the Local WatSan Governance Actors walks you through the terrain that highlights the important role of different actors in water and sanitation. It examines the “hows” and “whys” of engagement between Claimholders and Duty Bearers and other actors such as cooperative water service providers and private company water service providers.

Chapter 4 Normative Elements of the Right to Water explains why the Right to Water should not be interpreted simply to mean that water is just an economic good. It presents six normative core elements that should serve as the standard by which efforts of government and development agencies must be measured and assessed in the provision of water supply and sanitation.

Chapter 5 Fulfilling Our Obligations discusses the obligations of the State to respect, protect, and fulfill all human rights through what is called the trinity of state obligations. It also takes you through the different aspects of how the obligations of conduct and of result in local water governance are better understood through the obligations to respect, protect and fulfill the right to water.

Chapter 6 Abiding by the Guiding Principles of Good Governance emphasizes the PANTHER principles of Participation, Accountability, Non-discrimination, Transparency, Human Dignity, Empowerment, and Rule of Law as corollaries to human rights and the right to water.

Section 2 Understanding the Challenges in Local WatSan Governance presents and discusses major challenges that you may encounter along the way. These are detailed in seven chapters:

Chapter 1 Enhancing Integrity in Water points out the need to understand how corruption multiplies costs of poor water management to the detriment of those who are least able to access water: the most vulnerable.

Chapter 2 Capacity Development Challenges explains why the lack of capacities in the local water sector is a critical factor that constrains the achievement of targets and goals in water and sanitation. The chapter further takes you through a discussion of the capacities available among the different types of WSPs or water service providers as well as a summary of capacity building tools and mechanisms that can be accessed from various sources.



Chapter 3 Knowing Climate Change and Disaster Risk Impacts in Water is an examination of the implications for water and sanitation of variabilities in climate and the impact of recurring natural catastrophic events and provides you with a number of insights on what kind of strategies you can develop to cope with these phenomena.

Chapter 4 Understanding Conflict in Water takes you on various paths through which you will learn about the meaning of conflict in relation to water, the different ways to classify local conflicts with water elements, and the mix of geographical and social criteria when classifying the situations.

Chapter 5 Water Issues in Culture and Indigenous Practices briefly presents indigenous water governance practices that have stood the test time and could also provide some insights for developing and managing water resources especially in areas where these are located in or near ancestral domains.

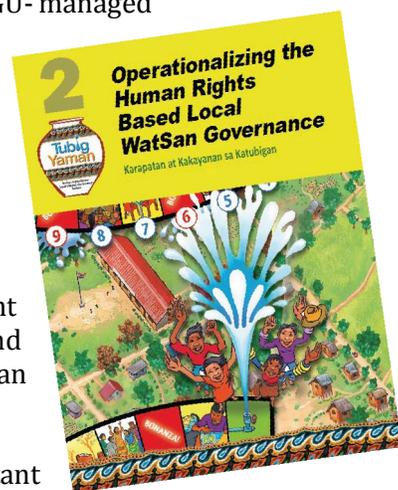
Chapter 6 Gender, Water and Sanitation explains how a gender approach in water supply and sanitation service development and management takes into consideration the roles and responsibilities of both men and women. This approach recognizes that both sexes do not have the same access to, or control over resources and that benefits and impacts differ for women and men.

Chapter 7 Water Financing explains why water supply projects are a foremost concern as it is becoming more and more difficult for government to provide funds for water expansion and mobilize resources particularly for rural water supply projects. On the operational side, financial sustainability continues to be a critical issue as water tariffs are not always adequate to cover the full costs of operation and maintenance. LGU- managed water utilities, in particular have difficulty raising their tariff to appropriate levels.

Volume II
Karapatan at Kakayanan sa Katubigan
Operationalizing the Human Rights Based Local
WatSan Governance Framework

This volume has two main sections that will take you through different processes in determining your path in providing safe water supply and sanitation services especially to those most vulnerable using a human rights based approach.

Each section has several chapters that will lead you through important processes and lessons that may prove useful in your quest for safe water and sanitation.



Section 1: From Raising Awareness to Ensuring the Sustainability of Water presents in four parts various aspects of the entire cycle of water service provision using the human rights-based approach to local governance framework. Its four parts are:



Part 1
RECOGNIZE THE NEED!

Awareness Building and Community Organizing

This part takes you on a journey of discovery and insight by providing windows through which you may know and understand your local water situation, why water is a right that must be fulfilled and why it is a resource that must be conserved and managed responsibly.

Knowing your local water situation as a consumer, community member, local government unit or water service provider is an important first step in developing and managing a sustainable water supply and sanitation service using the human rights-based approach to local water governance.

Part 1 has three chapters:

Chapter 1 Defining a Governance Structure discusses the importance of understanding the relationship among the actors in water governance, their roles, responsibilities as well as their rights and obligations. This chapter also presents different types of water governance structures giving you a wide range of options.

Chapter 2 Conducting a Water and Sanitation Sector Assessment provides insights into how a LGU can have a better understanding of the status of the water and sanitation sector, who the actors are, and what the needs are of the community so that it can fulfill its obligations as Duty Bearer.

Chapter 3 Community Organizing illustrates how an LGU, for example, can fully engage the community in establishing community-based water organization or a BWSA. The participation of key members of the community in development and governance activities fosters a keen sense of ownership and commitment crucial to the success of a water supply and sanitation service utility.



Part 2

GET TOGETHER!

Planning and Development

Whether you're an LGU, WSP or Water User you need to know and understand the principles and premises of good governance and the human rights based approach when planning and developing a water supply system and sanitation service. The human rights based approach to local WatSan governance framework should guide you as you navigate this Part on developing and nurturing partnerships and encouraging greater and more meaningful participation from various water stakeholders when planning for, developing, and constructing a water supply and sanitation service system.

There are four chapters in Part 2:

- Chapter 1** Developing the Local Water and Sanitation Plan (Municipal Water Supply, Sewerage and Sanitation Sector Plan - MW4SP) describes how the planning process should be done in the context of Integrated Water Resources Management (IWRM). It shows you how to optimize the MW4SP as an organized and customized approach to planning that can assist LGUs, the community and water service providers in developing a long-term plan for the sector at the municipal level.
- Chapter 2** Setting Up the Water Utility lists down various models of WSP currently operating in the Philippine water sector and discusses how the community with guidance from the LGU can select the WSP that best serves its needs.
- Chapter 3** Planning and Design takes you through the detailed steps of planning and designing a water system based on the PANTHER principles of good governance. For example, it guides you in conducting a planning survey and determining the service area, sources of supply, population served and water demand.
- Chapter 4** Construction of the Water Supply System enables you to determine how the community can be involved in the construction and management of the water supply system. It also provides templates of steps and procedures in water supply system construction including definition of terms and different stages in construction.

Here's a Tip

One way of sparking interest in your initiative is by introducing them to a board game on Human Rights Based Local WatSan Governance called the "WatSan Quest!" that you will find in Compartment 7 of TubigYaman.

WatSan Quest is a board game conceptualized to raise awareness about human rights based local WatSan governance and to encourage people's participation in the development of water systems at various levels in the Philippines especially in waterless communities. It seeks to kindle the bayanihan spirit among the different water sectors by providing them an opportunity to translate complex water and governance concepts into simple, doable steps in the form of a game.



Part 3 **WORK TOGETHER!**

Operating and Managing the Water Utility

This is where you start rolling up your sleeves for the hard work ahead in applying the principles of human rights based local WatSan governance in operating and managing a water supply and sanitation service delivery system at various levels.

It will guide you through various strategies and processes (including tips based on local field experience) on how to set up systems and procedures, how to do business planning, tariff setting and strengthening community participation.

Part 2 will also guide you on how to strengthen partnerships so you can build public audit and reporting mechanisms like a Citizens' Watch, Ulat sa Bayan, and Engaging the Community Media, to name a few. Or explore the exciting ways of connecting with others through learning and sharing activities, through coaching and mentoring like the Godparent Mentoring Scheme.

It will let you know how to develop and use social contracts like the Localized Customer Service Code to ensure that while water rights are respected, obligations such as paying for water service are fulfilled.

For each strategy, approach, mechanism, or activity you will find an accompanying tool that will help you along the way.

Its chapters are:

Chapter 1 Setting Up Systems and Procedures discusses why systems and procedures are necessary for each set of tasks in the operation and management of the water utility as these ensure the efficient operation of the utility and timely delivery of water services. It also provides you a glimpse as to how systems and procedures can provide controls and a system of check and balance to ensure the integrity of your water utility.

Chapter 2 Business Planning and Tariff Setting. This chapter provides a step-by-step guide on developing a business plan to help the water utility or company achieve its targets over a period of time. It also illustrates steps in business planning, parts of a business plan, detailed steps and procedures in financial planning plus cost recovery and tariff setting.

Chapter 3 Development and Adoption of a Localized Customer Service Code encourages you to present the Business Plan to the community so as to provide community members an understanding of the service obligations of the WSP and the water users as well as the obligations and rights of the consumers. These agreements are laid out in a Customer Service Code that serves as a social contract between consumers and the WSP.

Part 4
MOVE FORWARD!
Ensuring Water Sustainability

This part guides you through some experience-based processes and formulas for sustaining what you have started.

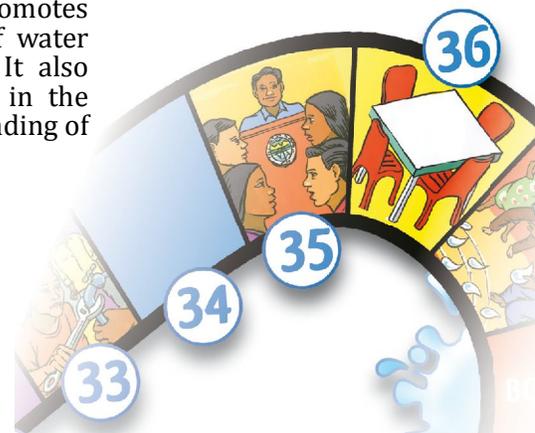
It tells you, for example, that “practice makes perfect,” meaning that you can’t yet rest on your laurels because you have to ensure, especially if you are an LGU, that your partnership engagements are standing on solid ground, that your water plans not only are integrated in your development plans but articulate how critical governance issues such as climate change, for instance, will be addressed.

Along the way you will find out more about how to build consensus when tackling critical issues; or how to strengthen partnerships by forging alliances and expanding networks or how to do participatory monitoring and evaluation.

There are two chapters in Part 4:

Chapter 1 Monitoring and Evaluation. This chapter presents two types of monitoring: the monitoring of a program or project which closely follows the MW4SP M&E system and monitoring which refers to the periodic review and assessment of the operations of the water utility to check the attainment of its goals as stated in the Business Plan.

Chapter 2 Adopting or Supporting Integrated Water Resource Management. The chapter emphasizes the importance of the IWRM approach as a process that promotes coordinated development and management of water and land resources in an equitable manner. It also discusses the IWRM implementation process in the Philippines that provides you a better understanding of its directions and results.



Section 2 Tools and Mechanisms for Enabling Access to Water Services through Human Rights Based Local WatSan Governance.

This Section enables you to make use of various people-centered tools and mechanisms to make sure that what you have started will be able to stand the test of time and the rigors of change. It will walk you through some concrete steps in developing collaborative partnerships, how to engage the community, how to develop social marketing strategies, tools and activities and how to develop a human rights-based regulatory framework. There are five chapters in the Section:

Chapter 1 Collaborative Partnerships. The chapter discusses the partnership between the LGU, WSP and the community in setting up and sustaining a water and sanitation system and how this partnership creates enduring public value that generates widespread and lasting benefit at reasonable cost.

Chapter 2 Community Participation. This chapter presents some guidelines on how to strengthen community participation in local WatSan governance. It discusses in some detail characteristics of an active community and the participatory approach to development wherein all stakeholders should be involved.

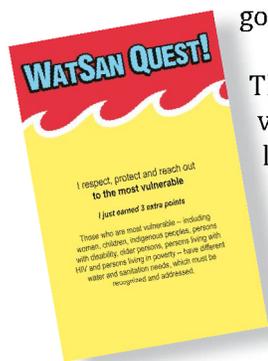
Chapter 3 Communication and Social Marketing examines how water and sanitation service users and providers can apply communications as well as behavior change principles in establishing and sustaining a water and sanitation system anchored on the framework of human rights based local WatSan governance.

Chapter 4 Regulation. This chapter illustrates why economic regulation is needed and how to set up an economic regulatory regime, whether internal or external for better governance in water. It also points out the importance of a regulatory framework that balances the interests of the Claimholders (customers) and the Duty Bearers (water service providers).

Yehey Points!

How to Use Your Handbook

As in the WatSan Quest board game that includes playing cards containing incentives when one is picked, each volume of the Handbook contains blurbs or dialogue balloons that, for example, will help you to either recall a step or process or be reminded about what to avoid in local WatSan governance.



These are useful ticklers that will save you time from going back and forth over voluminous text looking for a phrase or a reference to a particular piece of water legislation, for instance.

Must Know are boxes that provide capsule information, materials, steps, or processes that you should always keep in mind.

Know More are shaded balloons that prompt you to do further reading about a certain topic or subject that may have a bearing on your project or initiative.

Quick Quiz can be found in blurbs that prod you with questions relevant to the topic or subject you are reading. It serves to also test how much you have learned at that point.

Helpful Hints are boxes providing useful tips when, for example, determining an entry point for community organizing or initiating a dialogue with tribal leaders.

What to Look Out For is similar to Helpful Hints but provides suggestions, advice and words of caution that alert you to possible constraints and pitfalls that you may encounter along the way.

Something to Ponder is a blurb about ideas, experiences or stories that may provide important lessons for you.

Have a great time exploring your Karapatan, Kaalaman at Kakayanan sa Katubigan Handbook!



INDIGENOUS WATER TERMINOLOGIES

1. **Water** : **tubig** (Tagalog, Hiligaynon, Cebuano); **tubi** (Aklanon); **danum** (Ilocano, Kapampangan, Kankanaey)
2. **Drinking glass** : **baso** (Aklanon, Bicolano, Cebuano, Hiligaynon, Ilocano, Tagalog, Waray); **apag** (Kankanaey); **basu** (Kapampangan)
3. **Dipper** : **sagub** (Bicolano); **gaud** (Kankanaey); **tabu** (Kapampangan); **kaud** (Ilocano); **kabo** (Surigaonon); **tabo** (Tagalog, Hiligaynon, Aklanon, Cebuano); **timba** (Waray)
4. **Pail** : **balde** (Aklanon, Bicolano, Hiligaynon, Waray); **timba/balde** (Kapampangan); **gusi** (Kankanaey); **hiya** (Kapampangan)
5. **Jar** : **banga** (Aklanon, Cebuano, Bicolano, Hiligaynon, Waray); **tapayan** (Tagalog, Kapampangan); **gusi** (Kankanaey); **hiya** (Kapampangan)
6. **Water pump** : **bomba/poso** (Aklanon, Bicolano, Cebuano, Hiligaynon, Ilocano, Kapampangan, Tagalog, Waray); **bomba** (Kankanaey)
7. **Well** : **atabay** (Leyte and Surigao Norte); **balaan** (Kankanaey); **bobon** (Bicolano); **bubon** (Aklanon, Hiligaynon, Iligan); **balon** (Tagalog)
8. **Watershed** : **katunggan** (Aklanon); **sagub** (Bicolano); **pagdanuman** (Kankanaey)
9. **Ocean** : **baybay** (Aklanon, Hiligaynon, Kankanaey); **baybayon** (Surigao Norte); **dagat** (Bicolano, Tagalog, Waray); **dayat-malat** (Kapampangan)
10. **River** : **suba** (Aklanon, Hiligaynon, Cebuano); **salog** (Bicolano-Iriga); **sonong/sogong** (Bicolano-Camarines Sur); **ilog** (Tagalog); **ginawang** (Kankanaey); **karayan** (Ilocano); **ilug/sapa** (Kapampangan)

11. **Stream** : **katunggan** (Surigao Norte); **sapa** (Iligan); **sapa/subu** (Waray); **sulong** (Bicolano-Iriga City); **borabod** (Bicolano-Camarines Sur); **disik** (Kankanaey); **batis** (Kapampangan)
12. **Lake** : **lawod** (Bicolano); **sapa/subu** (Waray); **labnak** (Kankanaey); **lawa** (Tagalog)
13. **Rain** : **uean** (Aklanon); **uran** (Bicolano, Hiligaynon, Kapampangan, Waray); **uyan** (Cebuano); **ulan** (Tagalog); **udan** (Kankanaey); **tudo** (Ilocano)
14. **Cloud** : **diaura** (Aklanon); **darauda** (Hiligaynon); **panganoron** (Bicolano, Waray); **panganod** (Cebuano); **libo-o** (Kankanaey); **ulap** (Tagalog); **biga, alapap** (Kapampangan)
15. **Drinking water** : **ilimnung tubi** (Aklanon); **ilimnun nga tubig** (Cebuano); **irimnun** (Hiligaynon); **imnunun** (Iligan); **inomong tubig/tubig na inomon** (Bicolano); **mainom ay danum** (Kankanaey); **mainom nga danum** (Ilocano); **inumang danum** (Kapampangan)
16. **Fetch water** : **igib/salok** (Tagalog); **sag-ob** (Aklanon, Hiligaynon, Cebuano); **sagub** (Bicolano, Waray-Leyte); **sarok** (Waray-Samar); **men sakdo** (Kankanaey); **agsakdo** (Ilocano); **kumang danum** (Kapampangan)
17. **Wash hands** : **hugas it alima** (Aklanon); **hugas ka alima/ug kamot** (Hiligaynon, Cebuano); **ugat kamot** (Iriga City); **ugas kamot** (Camarines Sur); **hugas kamot/maghugas ug kamot** (Waray); **men ugas is ledeng** (Kankanaey); **ag ugas ti ima** (Ilocano); **manos gamat** (wash hands)
18. **Clean water** : **men kesang ay danum** (Kankanaey); **nadalos nga danum** (Ilocano); **malimpiyong tubi** (Aklanon); **matinlo nga tubig** (Hiligaynon); **malinig na tubig** (Bicolano); **malimpyo nga tubig/limpiyo nga tubig** (Waray) **malinis na tubig** (Tagalog); **malinis a danum** (Kapampangan)

19. **Water source** : panibatan ning danum (Kapampangan); magapuwan di danum (Kankanaey); narpuwan ti danum (Ilocano)
20. **Sanitation** : kinadalos (Kankanaey); kalinisan (Tagalog)
21. **Toilet** : palikuran, kubeta (Tagalog); banyu (Kapampangan); kasilyas (Ilocano, Kankanaey)
22. **Human rights** : karapatang pantao (Tagalog); karapatang pang-tawu (Kapampangan); kalbengan di ipogaw (Kankanaey); karbegan ti tat-tao (Ilocano)
23. **Participation** : pakikilahok (Tagalog); pamakyabe (Kapampangan); makitapi (Kankanaey); panakiraman (Ilocano)

Did you know that?

1. The province of **Abra** is a derivative of the Spanish word, *abra*, which means "opening"? Originally the area was called *El Abra de Vigan* ("The Opening of Vigan"), referring to the narrow valley near the mouth of what is now called the Abra River on the south of Vigan, Ilocos Sur that served as a natural entrance to the fertile Abra River basin.
2. **Agusan** (del Norte and Sur) is a Manobo term for "where the water flows" referring to the river that bears its name
3. **Akean**, in Aklanon stands for "where there is boiling/frothing," referring to what is now known as the Aklan River
4. **Albay** is a derivative of the phrase *al baybay* from the Spanish preposition and Bicol root word, meaning "by the shore," which refers to the coastal settlement of Sawangan, now the port district of Legazpi City.
5. **Apayaw** in Isneg means "negotiable river," referring to what is now called the Apayao River that meanders through the mountains inhabited by the Isneg.
6. **Benguet** is a Hispanic rendering of *bengget*, the native term for a "lake where water does not drain," referring to the swampy area of what is now known as the La Trinidad Valley. It is also derived from *benget*, a Kankanaey word for "edge" referring to the town's location at the edge of a swampy area, or "smelly," referring to the odor emanating from the swamp.
7. **Cagayan** (Valley) is Hispanic form of the word *karayan*, which means "river" in Ilocano.
8. **Camarines** (Sur and Norte) is the plural form of the Spanish word *camarín*, or boat sheds that were found in the fertile and densely-populated Bicol plains in what is now Naga City and central Camarines Sur.
9. **Cebu** is a Spanish corruption of the Cebuano word *sugbu*, which means "to walk on shallow waters," referring to the shallows through which one had to wade to from the port to reach dry land.

10. **Ilocos** (Norte and Sur) from *ilook*, Ilocano for "of the coves/bays," referring to the lowland inhabitants of the northwest coast of Luzon, which is dotted with numerous bays and coves. *Yloco* was the early Hispanic rendering of this term, and in time the plural form *Ylocos*, later spelled as *Ilocos*, became prevalent.
11. **Cagayan** (Valley) is Hispanic form of the word *karayan*, which means "river" in Ilocano.
12. **Camarines** (Sur and Norte) is the plural form of the Spanish word *camarín*, or boat sheds that were found in the fertile and densely-populated Bicol plains in what is now Naga City and central Camarines Sur.
13. **Iloilo** is a Hispanicized corruption of *irong-irong*, Hiligaynon for "nose-like," referring to the shape of the delta formed by what are now called the Iloilo and Salog Rivers on which the settlement of the same name thrived.
14. **Laguna** in Spanish means "lake," or "lagoon," referring to the large body of freshwater (Laguna de Bay) that was named after the province's first capital, the town of Bay.
15. **Lanao**, Hispanicized form of *ranaw*, Maranao for "lake," the body of water at the center of the plateau comprising most of the province's territory.
16. **Maguindanao** is Hispanic rendering of the word *magindanaw*, which in Maguindanao means "that which has suffered inundation," referring to the flood plains of central Mindanao susceptible to seasonal inundation
17. **Pampanga** derives its name from the word *pampang* or *pangpang*, Kapampangan for "river bank," referring to the densely-populated area on the northern shores of Manila Bay.
18. **Pangasinan** is a Hispanicized form of the word *pang-asinan*, Pangasinense for "place where salt is made," referring to the coastal region of the Agno River plain which had an extensive and thriving salt-making industry even in pre-colonial times.

19. **(Zamboanga) Sibugay** derives its name from *sibug-ay*, Cebuano for "to walk backwards or withdraw in numbers," from the root word *sibug* with the suffix *-ay* denoting reciprocity or action by many, perhaps in reference to the tidal movement in the bay or river that now bears the name.
20. **Siquijor** is a Hispanic form of the phrase *si Kihod*, Cebuano for "it's Kihod," referring to a former ruler of the island. "*Kihod*", in turn, means "low tide" in Cebuano.
21. **Sorsogon**. Hispanicized form of *sogsogon*, Bicol verb meaning "to continuously follow a course, such as a trail or a river." A different meaning of the verb defines it as "to avoid a river, lake or sea."
22. **Sulu** is a contraction of *sulug* or *suluk*, Bahasa Sug for "ocean current," a general name applied to the home island and the historical and cultural center of the Tau Sug ("people of the current").
23. **Surigao** (del Norte and Sur). Early historical accounts record the name of the river that empties on the northern tip of Mindanao as *Zurigan*, which may have been derived from *suligan*, native word for "where there is *sulig*," a species of fish that may have been abundant in the river that now bears the name or the adjacent sea.

ABBREVIATIONS

ACADA	Assessment of the program issues, Communication Analysis, Design of the strategy Plan, Action
ADB	Asian Development Bank
ADR	Alternative Dispute Resolution
AGWWAS	Alliance of Government Workers in the Water Sector
AIDS	Acute Immunity Deficiency Syndrome
ATSIC	Aboriginal and Torress Strait Islander Commission
BAC	Bids and Awards Committee
BCC	Behavior Change Communication
BEMO	Bohol Environment Management Office
BHW	Barangay Health Worker
BLGF	Bureau of Local Government Unit
BOD	Board of Directors
BOT	Build Operate Transfer
BWSA	Barangay Water and Sanitation Association
C4D	Communication for Development
CAEPR	Centre For Aboriginal Economic Policy Research
CAT	Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
CBDRRM	Community Based Disaster Risk Reduction Management
CBWSO	Community Based Water Supply Organization
CDA	Cooperative Development Authority
CDP	Comprehensive Development Plan
CEDARE	Centre For Environment and Development for the Arab Region and Europe
CEDAW	Convention on the Elimination of All Formss of Discrimination against Women
CMU	Construction Management Unit
CMW	Committee on Migrant Workers
CO	Community Organizing
CO2	Carbon Dioxide
COP	Conference of the Parties
CPC	Certificate of Public Conveyance
CRC	Convention on the Rights of the Child
CS	Construction Supervision
CSIRO	Commonwealth Scientific and Industrial Research Organization

CSO	Civil Service Organization
CSWCD	College of Social Work and Community Development
cumd	cubic meter per day
DAR	Department of Agrarian Reform
DBM	Department of Budget Management
DBP	Development Bank of the Philippines
DCWD	Davao City Water District
DENR	Department of Environment and Natural Resources
DILG	Department of the Interior and Local Government
DMF	Design and Monitoring Framework
DOF	Department of Finance
DOH	Department of Health
DOLE	Department of Labor and Employment
DPWH	Department of Public Works and Highways
DRRM	Disaster Risk Reduction Management Council
DTI	Department of Trade Industry
ENRD	Environment and Natural Resources Division
EO	Executive Order
EU	European Union
FAO	Food and Agriculture Organization
FASB	Financial Accounting Standards Board
FGD	Focused Group Discussion
FMS	Financial Management Systems
FS	Feasibility Study
GAAP	Generally Accepted Accounting Principles
GAD	Gender and Development
GFI	Government Financing Institutions
GHG	Green house gases
GM	General Manager
GOCC	Government-Owned and Controlled Corporation
GTZ	German Agency for Technical Cooperation
GWP	Global Water Partnership
GWTF	Inter-agency Task force on Gender Equality
HH	Household
HIV	Human Immunodeficiency Virus

HR	Human Rights
HRB	Human Rights Based Approach
IANWGE	Inter-Agency Network on Women and Gender Equality
IASG	Inter-Agency Support Group
ICC	Investment Coordination Committee
ICCPR	International Covenant on Civil and Political Rights
ICERD	International Convention on the Elimination of All Forms of Racial Discrimination
ICESCR	International Covenant on Economic, Social and Cultural Rights
IEC	Information and Education Campaign
IFI	International Financing Institution
ILO	International Labor Organization
IP	Indigenous People
IPCC	Intergovernmental Panel on Climate Change
IPRA	Indigenous Peoples Rights Act
IPSA	Initial Poverty and Social Analysis
IRA	Internal Revenue Allotment
IRC	International Water and Sanitation Centre
IRR	Implementing Rules and Regulations
IWADCO	Impart Waterworks and Development Company
IWRM	Integrated Water Resources Management
JP	Joint Programme
JV	Joint Venture
KII	Key Informant Interview
KPI	Key Performance Indicator
KRA	Key Result Areas
LCSC	Localized Customer Service Code
LEE	Local Economic Enterprise
LGA	Local Government Academy
LGU	Local Government Unit
LOS	Level of Service
lpcd	liters per capity per day
LWG	Local Water Governance
LWUA	Local Water Utilities Administration
M&E	Monitoring and Evaluation

TWG	Technical Working Group
UDHR	Universal Declaration of Human Rights
UN	United Nations
UNDP	United Nations Development Programme
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Educational, Scientific, and Cultural Organization
UNICEF	United Nations Children’s Fund
UNIFEM	United Nations Development Fund for Women
UPIS	Utility Plant in Service
USEPA	United States Environment Protection Agency
VMG	Vision Mission Goal
VMO	Vision-Mission-Objective
WatSan	Water and Sanitation
WB	World Bank
WCB	World Commission On Dams
WD	Water District
WHO	World Health Organization
WMRC	Waste Management and Recycling Center
WOP	Water Operators Partnership
WSP	Water Service Provider
WSS	Water and Supply Sanitation
WSSPT	Water and Supply and Sanitation Planning Tool
WSSU	Water Supply and Sanitation Unit
WUA	Water Users Association
WWDR	World Water Development Report
WWF	World Wildlife Fund

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