

UNDP Serbia



Water Sector Development
in Serbia
Challenges and Opportunities

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"Drinking water – a Strategic Resource for Serbia"

Is 'Access to Water and Sanitation' an issue in Serbia today?



- Overall picture – distorted:
 - 75% average water-connection rate:
 - urban-rural disparity 98% in urban vs. **60% in rural areas**
 - figures differ greatly from source to source
 - Infrastructure deteriorating (water losses of 30-50%)
 - Only 46% of the total population connected to sewerage (75% urban – **16% rural populations**)
 - Large disparities among different parts of population
- Serbia's Water Law and policy / strategy framework:
 - Good on paper – implementation lagging behind
 - The “Right to Water” not yet a reality for 86,000 refugees; 205,000-210,000 IDPs; 200,000-500,000 Roma...

Water Governance in Serbia



- **Water (and mineral resources):**
 - Potential to fuel significant economic growth
 - Unsatisfactory condition (quality, monitoring, mgmt)
 - Insufficient attention and investment in wastewater treatment (polluted water courses)
- **Water Resources & Wastewater Management:**
 - Inadequate tariff structure for full cost-recovery (< 1% of 1% of household annual budget)
 - Low water metering rate in most PWCs
 - Lack of financial incentives or penalty system to deter polluting and over-consuming behavior
 - Unclear roles and responsibilities

New UNDP Study (Sept 2010): *Serbia Water Sector Assessment*



Needs and opportunities for interventions:

1. Review/improvement of current policy framework, with an aim for improved citizens' access to information and decision-making
2. Improvements for Roma and other vulnerable groups
3. Improvement of customers' rights and access to quality service (incl. PWC accountability)
4. Linking water governance with aspects of climate change adaptation, mitigation and disaster risk management
5. Capacity Strengthening towards River Basin Management (IWRM) and fostering of transboundary cooperation

Needs and opportunities (1): Review of current policy framework



- Review of new Water Law & Water Management Plans (implementation) in view of EU & international standards
- Citizens' access to information
- Capacity Building towards EU WFD / IWRM / intl. treaties
- Stakeholder participation in law, policy, strategy making

- *Entry point:*
 - Citizens' consultation on new projects and programmes (EU MISP, Standing Conference of Towns and Municipalities, etc.)
 - Strengthening of local self governments to facilitate public participation
 - Strengthening of inter-Ministerial/-agency coord./collaboration
 - Public hearings in Parliament on new laws
 - National implementation of the Protocol on Water and Health

Needs and opportunities (2): Improvements for Roma / vulnerable groups



- Access to water, hygiene and sanitation
- Improvements at policy level (housing strategies etc.)
- Strengthened public & Roma organizations
- Improvement of Roma health and hygienic behavior
- improved and systematic monitoring of water quality

- *Entry points:*
 - Better housing strategy and programme implementation
 - Capacity strengthening for public bodies (translating normative instruments into on-site implementation and oversight)
 - Knowledge/capacity building for Roma (et al.) organizations
 - Targeted health and hygiene improvement programs
 - Extension of water network, monitoring of water quality and dissemination of results to Roma

Needs and opportunities (3): Customers' rights and access to quality service



- Quality customer services in PWCs
 - (i) measurement, M&E of customers' satisfaction, and reporting and listening feedback to improved services,
 - (ii) complaint handling mechanisms,
 - (iii) information system on billing/collection, service schedules, changes and interruptions, water quality, water use and conservation, and emergencies.
- Improved PWC accountability
- *Entry points:*
 - PWC capacity strengthening & strategic planning
 - Awareness raising of PWC customers on their rights and obligations, including complaint recourses

Needs and opportunities (4): Linking water governance and climate change adaptation & disaster risk management



- “Climate proof” development and Disaster Risk Reduction strategies
- National / regional Water Safety plans
- Improved understanding and instruments linking Climate Change Mitigation and Water Governance

- *Entry points:*
 - Facilitation of an impact studies of climate change on access to, and quality of, drinking water and management of wastewater
 - Regional (Western Balkan) programme on Disaster and Climate Risk Management (droughts, floods, water quality)

Needs and opportunities (5): River Basin Mngt. & transboundary cooperation



- National-level Capacity Strengthening towards River Basin Management / IWRM
- Fostering of transboundary cooperation
- *Entry points:*
 - Morava River Basin Management Plan?
 - Facilitation of bilateral cooperation on water management with Bosnia i Herzegovina, Croatia, Macedonia, ...
 - Regional strategy of transboundary cooperation on water management in line with bilateral, regional and international agreements (incl. ICPDR, Sava RB Commission, Tisza RB Forum)



Thank you!

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