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Action plan to ensure equitable access to water and sanitation in the region of Šumadija and Pomoravlje



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Content

List of abbreviations	3
Introduction	4
Methodology of Action plan creation for promoting equitable access to water and sanitation	6
ACTION PLAN 2019 - 2022	8
<i>Section 1 – Steering governance frameworks to ensure equitable access to safe drinking water and sanitation</i>	<i>8</i>
<i>Section 2 – Reduction of geographic disparities.....</i>	<i>19</i>
<i>Section 3 – Providing access to vulnerable and marginalised groups</i>	<i>28</i>
<i>Section 3 – Providing access to vulnerable and marginalised groups</i>	<i>28</i>
<i>Section 4 – Keeping water and sanitation affordable for all.....</i>	<i>37</i>
<i>Section 5 – Raising awareness of the decision makers and service users on the importance of equitable access to water and sanitation</i>	<i>46</i>



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

List of abbreviations

United Nations Economic Commission for Europe (UNECE)
World Health Organization (WHO)
Joint Body for implementation of Protocol on Water and Health in the Republic of Serbia (JB)
Ministry of Agriculture, Forestry and Water Management (MAFWM);
Ministry of the Public Administration and Local Self-Government (MPALSG)
Ministry of Environmental Protection (MEP);
Ministry of Labour, Employment, Veteran and Social Affairs (MLEVSA);
Ministry of Health (MH);
Ministry of Finance (MF);
Ministry of Education, Science and Technological Development (MESTD);
Ministry of European Integration (MEI)
Regional Economic Development Agency for Sumadija and Pomoravlje (REDASP)
Local self-government unit (LSGU)
Public Utility Company (PUC)
Centre for Social Work (CSW)
Non-governmental organisation (NGO)
Civil Society Organisation (CSO)



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Introduction

The human right to water and sanitation entitles everyone to water and sanitation that is available, accessible, affordable, acceptable and safe (Committee on the Economic, Social and Cultural Rights, General Comment 15 (E/C.12/2002/11), General Assembly resolution 64/292, Human Rights Council Resolution A/HRC/RES/15/9). Some components of the right to water and sanitation are subject to gradual realization, but obligations related with non-discrimination are of immediate effect. Thus, positive discrimination measures might be adopted to ensure access for all before improving the conditions of access for those who already have it.

On 16 April 2013, Serbia has ratified UNECE¹– WHO/ Europe² Protocol on Water and Health. One of the main objectives of the Protocol on Water and Health is the provision of safe drinking water and sanitation to everyone, with special consideration to ensure equitable access to these services to all members of the population. The three critical factors in ensuring equitable access to water and sanitation are: reducing geographical disparities; overcoming the barriers faced by vulnerable and marginalised groups; and addressing financial affordability issues.

In November 2016, at the fourth session of the Meeting of the Parties to the Protocol on Water and Health, Serbia confirmed its interest to carry out a self-assessment of the situation of equitable access to water and sanitation in Serbia on the basis of the Equitable Access Score-card. In 2017, the project was implemented by the Regional Economic Development Agency for Sumadija and Pomoravlje (REDASP) with support of the Ministry of Environmental Protection and the Ministry of Health of the Republic of Serbia. This assessment was carried out in the districts of Sumadija and Pomoravlje districts (12 municipalities in total).

The objectives of self-assessment of the situation of equitable access to water and sanitation were: to achieve a better understanding of the situation and challenges of equitable access to water and sanitation; to identify relevant stakeholders to contribute to the improvement of equitable access to water and sanitation and raise awareness on equitable access; to develop a comprehensive overview of the existing policy measures to address inequities in access to water and sanitation, and to identify information and policy gaps that need to be filled to ensure equitable access to water and sanitation. The main findings of this assessment were captured and analyzed in a country report³.

In 2018, after the realisation of the first phase, the Joint Body, in charge of monitoring the implementation of the Protocol on Water and Health in the Republic of Serbia, requested UNECE expertise and financial support to carry out a second phase, aiming at developing a bespoke action plan to promote and improve equitable access to water and sanitation in the districts of Šumadija and Pomoravlje - based on the priority areas and challenges identified in the assessment exercise. From 15 June 2018 to 28 February 2019 the action plan development project was carried out by REDASP as a project holder with support of the Ministry of Environmental Protection and the Ministry of Health of the Republic of Serbia. The project was funded by the United Nations Economic Commission for Europe.

The project was realised on the territory of 12 municipalities: Kragujevac, Knić, Arandjelovac, Topola, Rača, Batočina, Lapovo, Svilajnac, Despotovac, Čuprija, Paraćin, Rekovac.

The total area of these municipalities is 4531 km², which is about 5.1% of the territory of Republic of Serbia. In this territory, according to the last official Census conducted in 2011, there are 435.992 inhabitants, and the

¹ United Nations Economic Commission for Europe

² Regional Office for Europe of the World Health Organization

³ https://www.unece.org/fileadmin/DAM/env/water/activities/Equitable_access/Serbia_Report_2018.pdf



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PROTECTION



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MINISTRY OF HEALTH

average population density is 96/km². The share of the population of these 12 municipalities in the total population of the Republic of Serbia is 6%.

The development of an action plan for the promotion of equitable access to water and sanitation on the territory of Šumadija and Pomoravlje aimed at identifying:

- Priority measures to address identified challenges in equitable access to water and sanitation;
- Possibilities to include those measures into existing plans and projects, taking into account the current national policy context .

The following experts contributed to this project realisation:

- Chantal Demilecamps, co-secretariat of the Protocol on Water and Health, UNECE
- Diane Guerrier, co-secretariat of the Protocol on Water and Health, UNECE
- Nataša Dokovska Spirovska, NGO Journalists for Human Rights, North Macedonia

The project implementation team consisted of the REDASP project team and the thematic expert team.

REDASP Project team:

- Nenad Popović, Director of REDASP – Project manager;
- Jasminka Luković Jagličić, Advisor to the director of REDASP - Coordinator of focus groups work and development/creation of action plan;
- Marina Ćurčić, REDASP Financial advisor – Coordinator of financial and administrative processes;
- Goran Miljković, REDASP Project manager – Coordinator for workshops organisation, publication of materials and project output dissemination;
- Jelena Petković, REDASP project coordinator – Coordinator for workshops organisation, publication of materials and project output dissemination.

Thematic expert team:

- Aleksandra Savić (Ministry of Agriculture, Forestry and Water Management, Water Directorate, member of the JB), thematic expert for management frameworks for equitable access to safe drinking water
- Snežana Lakušić (Ministry of Construction, Transport and Infrastructure, member of the JB), thematic expert for reduction of geographical disparities;
- Marija Peruničić, (Ministry of the Public Administration and Local Self-Government, member of the JB), thematic expert for providing access to vulnerable and marginalised groups;
- Dragana Vasić (independent consultant), thematic expert for water management and sanitation so that they are accessible to all.



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MINISTRY OF HEALTH

Methodology for the development of the Action plan :

The action plan development is based on the methodology provided in UNECE publication *Guidance Note on the development of action plans to ensure equitable access to water and sanitation*⁴. The Self-assessment findings were used as basis to elaborate the action plan priority areas and actions.

The Action plan contains five main sections:

Section 1 – Steering governance frameworks to ensure equitable access to safe drinking water and sanitation

Section 2 – Reduction of geographic disparities

Section 3 – Providing access to vulnerable and marginalized groups

Section 4 – Keeping water and sanitation affordable for all

Section 5 - Raising awareness of the decision makers and service users on the importance of equitable access to water and sanitation

The suggested interventions in the Action plan address the challenges related with the Score-card questions which were scored with *to a limited extent*⁵ and *no*⁶.

The Action plan is a three-year plan, with an implementation period going from June 2019 to June 2022. Monitoring of the Action plan realisation will be performed continually, while the reporting on realisation will be performed once a year for the previous year, through a meeting with the Joint body.

The process of Action plan creation is guided and conducted based on the following principles:

- transparency
- broad participation
- partnership between stakeholders.

The elaboration of the plan lasted eight months.

The key steps of the process

- Choice of the leading organisation (June 2018)
- Formation of the project team (July 2018)
- Formation of the thematic expert team (August 2018)
- Organisation of the first workshop and composition of the 4 focus groups (August 2018)
- Organisation of 4 workshops with focus groups (October 2018)
- Organisation of the joint meeting with experts (November 2018)
- Creation of the draft version of the Action plan (November – December 2018)
- Organisation of the final workshop (December 2018)
- Creation of the final version of the Action plan (January – February 2019)
- Adoption of the Action plan by the Joint Body (February 2019)

By the decision of the Joint Body members, REDASP was appointed as the project implementer,

⁴ <https://www.unece.org/environmental-policy/conventions/water/enwaterpublicationspub/brochures-about-the-protocol-on-water-and-health/2016/guidance-note-on-the-development-of-action-plans-to-ensure-equitable-access-to-water-and-sanitation/doc.html>

⁵ "There is some limited information at local level supporting a positive answer. There is some limited information at national level partly supporting a positive answer"

⁶ "No or very little evidence supporting a positive answer is available, either at national or local level"



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Republic of Serbia
MINISTRY OF HEALTH

Project implementation team consisted of 8 members and had the following structure:

- Project team
- Thematic expert team

The organization of the first workshop aimed at familiarizing stakeholders with the results of the self-assessment as well as with the methodology to develop the Action plan. At the first workshop, participants defined the composition of the 4 thematic focus groups, as well as the priorities for each area.

After defining the priorities and members of the focus groups, **4 workshops** were organized, respectively **with the four thematic focus groups**. Based on self-assessment results in the first phase, thematic experts defined goals for each area, as well as measures (projects and initiatives) to improve the situation of equitable access to water and sanitation. These workshops aimed at enabling discussion and active participation of national and local stakeholders.

The organisation of a **joint meeting with thematic experts** aimed at recapitulating the results from each focus group workshops, reviewing the linkages and complementarity between the different areas, as well as integrating additional complements and changes to the proposed activities. Following the joint meeting, the thematic experts started to develop a draft version of the Action plan which was sent to UNECE for comments.

The final workshop was organized with the aim of presenting and validating the draft version of the Action plan to local and national stakeholders well as final changes in line with the comments received from UNECE experts.

Representatives of institutions and organizations from the local, regional and national levels participated and were actively involved in all workshops.

The final version of the Action plan **was adopted by the Joint Body**, in order to ensure commitment in achieving the set goals of the institutions and organizations that participated in its development.



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ACTION PLAN 2019 - 2022

Section 1 – Steering governance frameworks to ensure equitable access to safe drinking water and sanitation

NATIONAL LEVEL

Priority 1:	Steering governance frameworks to ensure equitable access to safe drinking water and sanitation
Objective 1.1:	Improve regulations to adequately regulate equitable access to safe drinking water and sanitation (National target: 6.2e) ⁷
Objective indicator:	Number of adopted changes/amendments to the laws in the part related to equitable access to safe drinking water and sanitation
Expected result:	Prepared changes/amendments to the laws in the part related to equitable access to safe drinking water and sanitation
Verification sources:	The Official Gazette of the Republic of Serbia

Project/ Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donor
			Ministry *	REDASP	LSGU/PUC/CSW			National	Local	
1.1.1. Initiative: Improve regulations that adequately regulate equitable access to safe drinking water and sanitation	Initiative for the improvement of laws in the part related to equitable access to water and sanitation	09/2019	Joint body			REDASP	*			
	Formation of work	12/2019	Joint body			REDASP	*			

⁷ 6.2.e The level of performance/service to be achieved by such joint systems and other means of water supply i.e. sanitary measures

To develop Action plan for the equitable access to water and sanitation on the regional level (Šumadija and Pomoravlje) on the basis of self-assessment results

To achieve equitable access to water and sanitation for all marginalized and vulnerable categories of population on the territory of Šumadija and Pomoravlje, by integrating all agents in the system of social protection and right to water and sanitation



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Republic of Serbia
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Project/ Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding				
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			Ministry *	REDASP	LSGU/PUC/CSW			National	Local		
	group for the creation of changes/amendments to the laws in the part related to equitable access to safe drinking water and sanitation										
	Elaborate changes/amendments to the laws in the part related to equitable access to safe drinking water and sanitation	2/2020	Joint body			REDASP	*				
	Present proposed draft changes/amendments to the laws in the part related to equitable access to safe drinking water and sanitation to the authorized proposer	12/2020	Joint body				*				



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LOCAL LEVEL

Priority 1:	Steering governance frameworks to ensure equitable access to safe drinking water and sanitation
Objective 1.2:	Ensure that strategic development documents at the level of local self-government units adequately regulate equitable access to safe drinking water and sanitation (National targets: 6.2c, 6.2d, 6.2e) ⁸
Objective indicator:	Number of new strategic development documents at the level of local self-government units that include equitable access to safe drinking water and sanitation Number of adopted changed/amended strategic development documents at the level of local self-government units in the part related to equitable access to safe drinking water and sanitation
Expected result:	1 strategic development document adopted at the level of local self-government units that include equitable access to safe drinking water and sanitation 4 changed/amended strategic development documents adopted at the level of local self-government units in the part related to equitable access to safe drinking water and sanitation
Verification sources:	The official journal of municipalities and cities

⁸ **6.2.c** Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where drinking water supply should be improved by other means.
Conduct a study on implemented activities for the improvement of water supply and sanitary and hygienic conditions in village schools in Šumadija and Pomoravlje and achievement of sustainable development objectives

6.2.d Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where sanitation measures should be improved by other means.
Conduct a situational analysis of water supply and sanitation and hygienic conditions in health care institutions with special emphasis to rural areas.

6.2.e The level of performance/service to be achieved by such joint systems and other means of water supply i.e. sanitary measures
To develop Action plan for the equitable access to water and sanitation on the regional level (Šumadija and Pomoravlje) on the basis of self-assessment results
To achieve equitable access to water and sanitation for all marginalized and vulnerable categories of population on the territory of Šumadija and Pomoravlje, by integrating all agents in the system of social protection and right to water and sanitation



Republic of Serbia
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Republic of Serbia
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Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/ CSW			National	Local	
1.2.1. Initiative: Improve existing and newly adopted strategic development documents at the level of local self-government units that adequately regulate equitable access to safe drinking water and sanitation	Initiative for starting the process of strategic development documents creation that adequately regulate equitable access to safe drinking water and sanitation through a notice / request for the development of strategic documents	6/2019		REDASP			*			
	Decision of municipal assemblies/city councils to start the process of strategic development documents creation that adequately regulate equitable access to safe drinking water and sanitation	9/2019			PUC	REDASP	*			
	Formation of work group for the creation of strategic development documents that	1/2020			PUC	REDASP	*			

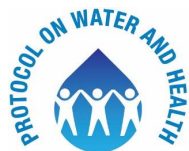


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PROTECTION



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Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level		Local level		Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
	adequately regulate equitable access to safe drinking water and sanitation									
	Creation of strategic development documents that adequately regulate equitable access to safe drinking water and sanitation	4/2020			PUC	REDASP			*	*
	Adoption of strategic development documents that adequately regulate equitable access to safe drinking water and sanitation	4/2021			PUC		*			



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Republic of Serbia
MINISTRY OF HEALTH

Objective 1.3:	Improved mechanisms for developing investment plans that that integrate equitable access to safe drinking water and sanitation (National target: 6.2e)⁹
Objective indicator:	Number of trained persons familiar with the competition procedures from various sources of funding and preparation of project proposals and implementation of projects that provide equitable access to safe drinking water and sanitation Number of projects that received funding for implementation from various sources of funding that provide equitable access to safe drinking water and sanitation
Expected result:	20 trained persons familiar with the competition procedures from various sources of funding and preparation of project proposals and implementation of projects that provide equitable access to safe drinking water and sanitation Received funding for implementation of 5 projects from various sources of funding that provide equitable access to safe drinking water and sanitation
Verification sources:	Realized projects with received funding for implementation from various sources of funding that provide equitable access to safe drinking water and sanitation

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
1.3.1. Project: Strengthening the capacity of local self-government units for successful allocation of funds from international organizations, EU funds and the RS budget to equitable access to water and sanitation through the development of employees' competencies on	Initiative for starting the procedure of strengthening the capacity of local self-government units for successful application for the allocation of funds from international organizations, EU funds and the RS budget through the development of employees'	06/2019		REDASP			*			

⁹ 6.2.e Ниво учинка/услуге који треба да се постигне таквим заједничким системима и таквим другим средствима за снабдевање водом, односно санитарним мерама
Развити Акциони план за подједнак приступ води и санитацији на регионалном нивоу (Шумадије и Поморавља) на основу резултата самопроцене
Достићи једнак приступ пијаћој води и санитацији за све маргинализоване и угрожене категорије становништва на територији Шумадије и Поморавља, интегрисањем свих чинилаца у систему остваривања социјалне заштите на нивоу и санитацију



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Republic of Serbia
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Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
implementation of investment plans	competencies on implementation of investment plans									
	Preparation of unique training plan to the local self-government representatives on the topic of promoting mechanisms for implementation of investment plans that integrate equitable access to safe drinking water and sanitation	09/2019		REDASP	LSGU	MEI, MAFW, MEP		*	*	*
	Creation of guide for local self-government units employees' in charge of implementation of investment plans that integrate equitable access to safe drinking water and sanitation	04/2020			REDASP	PUC, MEI, MAFW, MEP		*	*	*
	Monitoring regulations that regulate financial investments for equitable access to safe drinking water and sanitation	12/2020.- continual				LSGU	*			



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Republic of Serbia
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Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW LSGU			National	Local	
1.3.2. Project: Increase the investments from various sources of funding to provide promotion of equitable access to safe drinking water and sanitation	Organisation of mentoring support to the local self-government units in preparing and tion and appying to fundings from international organizations, EU funds and republic bodies to obtain sources to finance investments for promotion of equitable access to safe drinking water and sanitation	06/2019 - continual			LSGU	REDASP, MEI, MAFW, MEP, MF	*			
	Establishment of the monitoring process of implementation of the Action plan for ensuring equitable access to water and sanitation in Šumadija and Pomoravlje with the base of the realized projects promoting equitable access to safe drinking water and sanitation	12/2019 - continual			LSGU	REDASP	*			



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Objective 1.4:	Improve citizens information system on the right to equitable access to safe drinking water and sanitation and the manner of exercising these rights with the competent authorities through collecting citizens' and the business initiatives for the realization of the right to equitable access to safe drinking water and sanitation, creation of information guides and through the realization of citizens' education programme on these rights and the ways of achieving them (National targets: Articles 9. и 10.) ¹⁰
Objective indicator:	Developed software for collecting citizens' and business initiatives/number of trained persons authorized to provide information of importance for exercising the right to equitable access to safe drinking water and sanitation and the manner of exercising these rights with competent authorities /number of printed and published information guides/number of educational programs held
Expected result:	Informed citizens on the right to equitable access to safe drinking water and sanitation and the manner of exercising these rights with the competent authorities
Verification sources:	Published information on electronic portals Organiser' reports on received complaints and delivered solutions

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
1.4.1. Project: Improvement of local self-government units capacity for collection and analysis of citizens and business initiatives	Initiative for improvement of local self-government units capacity for collection and analysis of citizens and business initiatives	09/2019		REDASP			*			
	Creation of the Rule book on rights and procedures of reception and solution of citizens' and business complaints	12/2019			LSGU	REDASP	*		*	*

¹⁰ Article 9 and 10 of the Protocol on Water and Health: Raising public awareness, education, trainings, research and development, and informing; informing the public Building partnership with local self-governments and strengthening public and relevant institution/organisation participation on local level in the implementation of Protocol.



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
	access to water and sanitation									
	Training of persons authorised to provide relevant information for obtaining right to the equitable access to safe drinking water and sanitation	12/2020		REDASP		LSGU	*		*	*
	Software creation for collecting citizens' and business initiative	05/2020		REDASP		LSGU, PUC	*		*	*
	Established/improved interactive electronic portal (website) as a complaint mechanism	06/2020				LSGU	REDASP	*		*
	Creation and publication of information guide with important information for citizens	06/2020				LSGU	REDASP	*		
	Initiative for raising public awareness on the meaning of exercising rights to the equitable access to safe drinking water and sanitation and on the manner of exercising	09/2019		REDASP		LSGU	*		*	



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
	those rights with competent authorities									
	Promotional activities on public awareness raising on the meaning of exercising rights to the equitable access to safe drinking water and sanitation and the manner of exercising those right include: - organising public debates - preparation and distribution of flyers and publication, - preparation and presentation of the shows, - surveys.	09/2019 continual		REDASP		LSGU, PUC	*		*	*



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PROTECTION



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MINISTRY OF HEALTH

Section 2 – Reduction of geographic disparities

NATIONAL LEVEL

Priority 2:	Reduction of geographic disparities
Target 2.1:	Improvement of public policies at the national level that deal with the quality of drinking water (National targets: 3, 4, 6.2.d ¹¹)
Expected result:	Innovate/Complement the existing laws and by-laws and adopt new ones
Objective indicators:	Adopted law on water for human use (NOPWH) with incorporated provisions of water supply from small water supply systems, their management and maintenance as well as the adoption of by-laws that have ground to be adopted in the Law on Utility Services and the Water Law
Verification sources:	The Official Gazette of the Republic of Serbia

Project/initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
2.1.1. Initiative for adoption of the laws and by-laws with harmonization with other legal acts dealing with reduction of geographic differences	Initiation of proposal that Into the existing draft Law on waters for human use, the provisions of permanent control of the safety of drinking water from rural water supply systems by authorized organizations and	06/2019	Joint body			REDASP	*			

¹¹ Revised objective 4 - To adopt a draft Law on waters for human use harmonized with EU Directive (98/83/EC; 2015/1787)

Revised objective 4 - Raising capacity of relevant institutions for introduction, application, and monitoring of the Plan for securing health safety of drinking water from the source to its final point

6.2.d. - Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where sanitation measures should be improved by other means

Objective 3 - Water supply in accordance with the quality of water according to the Rule book, quantity of delivered water, affordability of price and availability of water

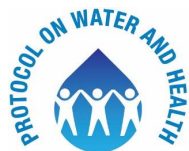


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	informing public that would lead to reduction of difference in access to water and sanitation among geographic areas should be introduced									
	Drafting amendments to the Law on Waters for Human Use in the part referring to the equal access to safe drinking water and sewerage by the authorized proposer	06/2019	Joint body				*			
2.1.2. Initiative for proposing the adoption of by-laws aiming to improve the system for supply of drinking water, purification and drainage of atmospheric and waste waters where there is legal ground to be adopted (Law on waters and Law on utility activities)	Delivery of initiative to the ministries to adoption of Regulation on methodology for calculation of the price of supplying drinking water by system of public water supply and the price of purification and drainage of atmospheric and waste waters	06/2019	Joint body				*			
	Delivery of initiative to the ministries for adoption a Regulation on criteria for performing utility	06/2019	Joint body				*			



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

	<p>activities as follows: minimal range that covers areas, i.e. number of population for which a certain utility services is provided; frequency of providing utility service; contents of utility service; indicator of quality and efficiency of providing services.</p>									
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Note:

1. Water Law („Official Gazette of RS”, no. 30/2010, 93/2012 and 101/2016)

Provides a ground for Regulation on methodology for calculation of the price of supplying drinking water by the system of public water supply and the price of purification and drainage of atmospheric and waste waters

2. Law on Utility Services („Official Gazette of RS”, no. 88/11and 104/16) Article 4

Provides a ground for the Regulation on criteria for perorming utility activity



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MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

LOCAL LEVEL

Objective 2.2:	Improvement of public policies at the level of LSG that deal with the reduction of difference in access to water and sanitation among geographical areas (National target: 6.2.a, 6.2.c ¹²)
Очекивани резултат	Adopted new acts and strategic developmental documents and adopted changed/amended general acts and strategic developmental acts at the level of the local self-governments units that regulate equitable access to safe drinking water and sanitation
Индикатори циља:	90% of the territory of Šumadija and Pomoravlje has adopted general acts and strategic developmental documents at the level of the local self-governments units with a goal of equitable access to water and sanitation in the region of Šumadija and Pomoravlje
Извори верификације индикатора:	Municipal official gazettes

Project/initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level		Local level		Existing resources	Budget		Donator
			Ministry	REDASP				LSGU/PUC /CSW	National	
2.2.1. Initiative: Analysis of existing municipal decisions: drinking water supply and purification and drainage of atmospheric and waste waters on the territory of Šumadija and Pomoravlje	Creation of analyses of the existing municipal decisions on drinking water supply and purification and drainage of atmospheric and waste waters in the part related to the equitable access to the healthy drinking water and sewerage system in order to better reflect equitable access to	06/2019		REDASP	LSGU		*		*	

¹² **6.2.a** Quality of delivered drinking water, taking into account the World Health Organization's Drinking Water Quality Guidelines - Revised objective: Raising capacity of relevant institutions for the introduction, implementation and monitoring of the Plan for ensuring the health safety of drinking water from sources to its end point.

6.2.c Territory size, population size or population share to be served by common drinking water supply systems or where drinking water supplies need to be improved by other means - objective: To increase the number of connected population to centralized water supply systems in rural areas: A) Expansion of existing regional systems for water supply; B) Completion of the water supply network according to plans.



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

	water and sanitation and propose improvement to the municipal decisions									
	Adoption of revised/improved municipal decisions by the Assemblies of all Local Self-government Units	12/2020		REDASP	LSGU		*		*	
2.2.2. Initiative: Revision of existing strategic-planning documents that recognize equitable access to water and sanitation	Production of analyses of what can be improved within the existing strategic-plan documents that adequately regulate equitable access to the safe drinking water and sanitation	06/2019		REDASP	LSGU		*		*	
	Adoption of new/ updated/ revised strategic-planning documents by the Assemblies of all LSGUs	12/2020		REDASP	LSGU		*		*	
2.2.3. Initiative for the creation of financial mechanism within the budget of LSG to support individual users distant from centralized water and sanitation systems	Development of financial mechanisms for individual users distant from organized supply with water and sanitation and adoption of suggestions by the Assembly of LSGU	12/2020			LSGU		*		*	

Note: assemblies of local self-government units by their decisions prescribe general and special rights and duties of the performers of utility activity and users of utility services on the entire territory



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Objective 2.3:	Improve steering governance framework on water supply facilities in rural areas with the aim to increase the quality of living by safe access to drinking water, necessary for everything (National target: 6.2.b ¹³)
Expected result:	Developed models of steering governance frameworks for water supply facilities that are out of the system controlled by a local self-government unit
Objective indicator:	90 % of the territory of Sumadija and Pomoravlje region as covered by the analysis and development of a model of managing water supply systems that are out of the system controlled by a unit of local self-government
Verification sources:	Report with recorded rural and other water supply facilities

Project/initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC /CSW			National	Local	
2.3.1. Project: Mapping the state of the existing and the development of general models of management of water supply facilities that are out of the system controlled by LSGU	Record and inventory of facilities of water supply that are out of the system controlled by Local Self-government Units with a proposal for their improvement	Project concept: 06/2019		REDASP	LSGU		*			*
2.3.2. Project: Production of a Study on the necessary investments for	Report with the analysis of condition and proposal of measures	06/2020		REDASP						*

¹³ **6.2.b.** - Reduction of the extent of epidemics and individual cases of diseases that are related to water
Raising awareness in rural environments about the significance of regular control of health safety of drinking water
To increase the number of population connected to the centralized systems of water supply in rural environments:
Creating Internet portals on web sites of competent state authorities, institutions, and local self-governments in the domain of water and channeling with information on quality of supplied drinking water and other waters relevant for the objectives
Raising public awareness, education, trainings, research and development, and informing: Informing the public



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

improvement of the state of water supply structures for the establishment of a system controlled by Units of Local Self-government										
2.3.3. Project: Finding a model of management framework for rural water supply systems that do not meet the conditions to be taken over by utility companies for maintenance and management.	Making a report on current condition of water supply structures that are not in the the system controlled by Local Self-government Units with a suggestion of decision on determining the manager	06/2020		REDASP						*
2.3.4. Project: Raising awareness of the importance of regular control of health safety of water, of the significance of prevention and suppression of diseases transmitted by water and the importance to be secured each individual both in urban and rural areas	Regional education, workshops, lectures	09/2019		REDASP	LSGU	MCTI, MEP, MAFW	*		*	*

Note: Local self-government units are obliged to provide performance of water supply and sanitation on the whole territory, what they through service provider (Public utility company, Public Company...) but they are obliged to put under surveillance, control, and to network into a unique system other structures that have a role of water supply and sanitation and that are not delivered to maintenance and management to the service provider due to the criteria they do not meet (small number of users, technical deficiencies of the facility – they are not built according to regulations, primary purification of water and sanitation is not performed on the source; they do not inform citizens of the quality of service and do not cooperate with them...).



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Objective 2.4:	Improve state in the area of access to sanitation in rural areas of Šumadija and Pomoravlje (National targets: 6.2.c, 6.2.n ¹⁴)
Expected result:	Analysed possibility of drainage and purification of waste waters in rural environments that are distant from constructed sewerage systems
Objective indicator:	Analysis of the state in the area of waste water management in rural areas where it is not appropriate in technical-economic and organizational manner to build a public - sewerage system
Verification sources:	Report with situational analysis and measures proposal, structured questionnaires, coordinators reports from the field

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding				
			National level		Local level		Existing resources	Budget		Donator	
			Ministry	REDASP	LSGU/PUC/CSW			National	Local		
2.4.1. Project: Mapping of settlements distant from constructed sewerage networks and which do not belong to recognized agglomerations	Analysis of the condition by collection and processing of data on number of rural settlements	06/2019		REDASP	LSGU		*		*	*	
2.4.2. Project: Suggestion of technical measures and estimation of investments for drainage of waste waters of rural households	Production of report and defining catalogues of technical solutions for waste water management in rural areas with estimation of investments	12/2019		REDASP	LSGU		*		*	*	
2.4.3. Initiative: Management framework for rural settlement that	Suggestion on decision on determining manager	12/2020		REDASP	LSGU		*		*	*	

¹⁴ 6.2.c - To increase the number of connections to central sewerage systems in rural environments

6.2.n - Creating Internet portals on web sites of competent state authorities, institutions, and local self-governments in the domain of water and channeling with information on quality of supplied drinking water and other waters relevant for the objectives



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

opt for joint waste water management										
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Note: Due to non-existence of built sewerage network in rural settlements, it is necessary to resolve the issue of waste water drainage by finding a possibility of applying alternative technical solutions such as: construction of small sewerage systems, installation of mini plants for purification of waste waters, construction of waterproof cesspits in accordance with standards.



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

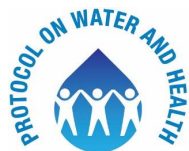
Section 3 – Providing access to vulnerable and marginalised groups

Priority 3:	Providing access to safe drinking water and sanitation of vulnerable and marginalised groups
Objective 3.1:	Improving public policies and institutional framework at national and local level that deal with needs related with access to safe drinking water and sanitation of vulnerable and marginalised groups (National target: 6.2.e ¹⁵)
Expected result:	<ul style="list-style-type: none"> • Adopted new/revised strategic documents on national and local level that regulate equitable access to safe drinking water and sanitation, and recognise vulnerable and marginalised groups • Revised/adopted decisions on extended social protection that recognise all categories of socially vulnerable and marginalised groups; • Adopted decisions on communal activities that subsidize all categories of marginalized groups; • Established integrated system between LSGU, the Centre for Social Work and the PUC; • Secured resources for providing access to marginalised groups;
Objective indicator:	<ul style="list-style-type: none"> • 1 Strategic planning document revised on a national level • 5 adopted/improved strategic documents on a local level • 12 – total number of decisions on extended social protection that recognise all categories of socially vulnerable and marginalised groups; • 12 – number of decisions on communal activities that subsidize all categories of marginalized groups; • 5 LSGU provide resources from the budget for equitable access to vulnerable and marginalised groups • 1 national measure recognises the right of equitable access to water and sanitation of vulnerable and marginalised groups
Verification sources:	National strategies, Local strategies, National budget, LSGU budgets

¹⁵ **6.2.e** The level of performance/service to be achieved by such joint systems and other means of water supply i.e. sanitary measures

To develop Action plan for the equitable access to water and sanitation on the regional level (Šumadija and Pomoravlje) on the basis of self-assessment results

To achieve equitable access to water and sanitation for all marginalized and vulnerable categories of population on the territory of Šumadija and Pomoravlje, by integrating all agents in the system of social protection and right to water and sanitation



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	National level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
3.1.1. Initiative: Improvement of the existing and adoption of new strategic planning documents at the level of LSGU regulating equitable access to safe drinking water and sanitation, which recognize vulnerable and marginalized groups	Directing the initiative toward LSGU	06/2019		REDASP		LSGU	*			
3.1.2. Initiative: Improvement of the existing and adoption of new strategic planning documents on a national level regulating equitable access to safe drinking water and sanitation, which recognize vulnerable and marginalized groups	Directing the initiative toward MLEVSA	06/2019	Joint body			LSGU	*			
3.1.3. Initiative: Revision/adoption of the Decision on extended social protection that will recognize all categories of socially vulnerable and marginalised groups, as	Starting the initiative	06/2019		REDASP		LSGU	*			



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	National level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
well as the right of those categories to equitable access to safe drinking water and sanitation as a fundamental human right										
3.1.4 Initiative: Adoption of the decision on communal activities at the level of LSGU which will recognize all levels of socially vulnerable and marginalised groups, regarding both the price of connection as well as the subsidised price for users	Revision/adoption of the decision on communal activities	06/2020			LSGU		*		*	
3.1.5. Project: Establishment of an integrated system between LSGU, Centre for Social Work and communal utility companies in charge of water supply and sanitation	- Creation of an analysis of the state and database of households with no access, the number of social protection beneficiaries - Development of a study dealing with the financial analysis of the necessary resources for providing access to	Project concept: 06/2019		REDASP		LSGU PUC CSW				*



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level		National level		Existing resources	Budget		Donator
			Ministry	REDASP				LSGU/PUC/CSW	National	
	social categories - Creation and application of the information system for monitoring the needs and state of equitable access to water and sanitation for social protection beneficiaries - Good practice examples regarding the application of law to social categories									
3.1.6. Initiative: Introduction of a financial measure in the LSGU budgets for the next year to provide access to water and sanitation to marginalized groups in public places	Directing the initiative toward LSGU	09/2019		REDASP		LSGU	*			
3.1.7. Initiative: Introduction of a financial measure on a national level within MLEVSA budget for the next year to provide	Directing the initiative toward MLEVSA	06/2019	Joint body				*			



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	National level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
access to water and sanitation to marginalized groups in public places										

Objective 3.2:	Improving access to people with special physical needs in public places (National target: 6.2.e ¹⁶)
Expected result:	Created analysis of the state and estimation of the necessary financial resources to improve equitable access to water and sanitation in public places on the territory of Šumadija and Pomoravlje Realised investments on the part of public buildings with the purpose of improved conditions for equitable access to vulnerable and marginalised groups
Objective indicator:	20% of public buildings have improved access to water and sanitation
Verification sources:	Report on the existing state Photographs of the realised investments

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	National level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
3.2.1. Project: Creation of an analysis of the state of public facilities (institutions, in particular toilets inside these institutions) in LSGU, and necessary investments for their reconstruction in order	- Survey development - Survey implementation - Report creation - Estimation of the investment value	Project concept: 06/2019 Project: 01/2020		REDASP	LSGU					*

¹⁶ **6.2.e** The level of performance/service to be achieved by such joint systems and other means of water supply i.e. sanitary measures

To achieve equitable access to water and sanitation for all marginalized and vulnerable categories of population on the territory of Sumadija and Pomoravlje, by integrating all agents in the system of social protection and right to water and sanitation



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	National level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
to ensure technical standards in all public facilities for accessibility of persons with disabilities										
3.2.2. Project: Creation of project-technical documentation for the reconstruction of a number of public facilities with the purpose of improving access to water and sanitation	- Public procurement for service delivery - Contracting and delivering services	01/2021		REDASP		LSGU		*	*	*
3.2.3. Project: Reconstruction of the part of public objects on the territory of Šumadija and Pomoravlje with the purpose of improving access to water and sanitation in public places	- Public procurement for service delivery - Contracting and realization of the investment - Obtaining Use Permits	09/2021		*		LSGU		*	*	*

Objective 3.3:	Improving access to users of educational institutions (National target: 6.2.a ¹⁷)
Expected result:	Improved access to safe drinking water and sanitation to users of educational institutions
Objective indicator:	Number of reconstructed educational institutions (toilets); number of educational institutions connected to water supply and sanitation system; number of workshops held; training

¹⁷ 6.2.a - The quality of the delivered drinking water, taking into account the World Health Organization's Drinking Water Quality Guidelines



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Verification sources:	Report on realized investments Reports from the workshops and trainings held
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Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry *	REDASP	LSGU/PUC/C SW			National	Локални	
3.3.1. Project: Analysis/Status review of the of toilets in educational institutions which do not have separate toilets for men and women and identification of reconstruction investment needs	Creation of state analysis of toilets in educational institutions and necessary investments for their reconstruction, in order for everybody to have separate toilets for men and women	12/2019		REDASP		LSGU MEST		*	*	*
3.3.2. Project: Increase the number of connections to water supply and sanitation system in educational institutions (in rural and village areas)	Realisation of the investment ¹⁸	12/2020		REDASP		LSGU PUC MEST		*	*	*
3.3.3. Project: Maintenance of the health safety of drinking water and maintenance of hygiene of sanitary places in educational institutions in	Establishment of the regular control system of the safety of drinking water in educational institutions in rural areas on the territory of	01/2022		РЕДАСП		LSGU MEP MAFW		*	*	

¹⁸ Data on situation in rural schools in Šumadija and Pomoravlje and investment needed in: STUDY – Water, Sanitation and Hygiene (WASH) in rural schools in Šumadija and Pomoravlje in the Republic of Serbia http://www.redasp.rs/download.php?file_id=785



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry *	REDASP	LSGU/PUC/C SW			National	Локални	
village and rural areas that are connected to rural water supply systems and septic tanks	Šumadija and Pomoravlje									



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PROTECTION

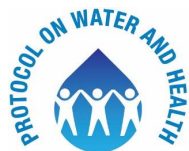


Republic of Serbia
MINISTRY OF HEALTH

Objective 3.4:	Improving the level access to safe drinking water and sanitation of households with no basic water supply and sanitation network in the part of settlements with access to water and sanitation (National targets: 6.2.c; 6.2.d ¹⁹)
Expected result:	Enabled access to safe drinking water and sanitation of households located in the part of settlements with access
Objective indicator:	Number of connected households, amount of provided resources, number of applied/realised projects
Verification sources:	Report on the current situation, Report on realized investments, LSG budgets

Project/Initiative	Activity	Start of activity	Project holder/Initiator			Partner Budget	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry *	REDASP	LSGU/PUC/CSW			National	Local	
3.4.1. Project: Providing access to safe drinking water and sanitation of households with no basic water supply and sanitation network in the part of settlements with access to water and sanitation	Creation of state analysis on the territory of LSGU about the existence of part of the settlements that are not connected to water supply and sanitation network, estimation of problem in each concrete case and necessary investments so that those households could also be connected	12/2019 – continual		REDASP	LSGU/PUC/CSW	LSGU PUC	*		*	*
	Providing additional funds from accession international funds, EU funds and state bodies, through projects	01/2020		REDASP	LSGU	MAFW MEP MCTI		*	*	*

6.2.c - Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where drinking water supply should be improved by other means
6.2.d Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where sanitation measures should be improved by other means..



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Section 4 – Keeping water and sanitation affordable for all

NATIONAL LEVEL

Objective 4.1:	Improvement of tariff system for water and sewage in order to improve sanitary and technical conditions for water supply and sewerage and quality and protection of aquatic ecosystems (National targets: 6.2.c, 6.2.g 20)
Expected result:	Implemented preparatory activities for improvement of water and sewage tariffs in the Republic of Serbia
Objective indicators:	Adopted Methodology for calculating the price of supply of drinking water, collection, drainage and treatment of wastewater by the public sewer system by the Government of the Republic of Serbia Beginning of pilot project for the application of water and sewage price in 20 municipalities in Republic of Serbia in accordance with Methodology
Verification sources:	Official Gazette of the Republic of Serbia, National Strategies

20 **6.2.c** Area of territory, size of population or population share to be served by common drinking water supply systems or where supply: Increasing the number of population connected to centralized water supply systems in rural areas: A) Expansion of existing regional water supply systems, and V) Completing the water supply network according to plans

6.2.g Occurrence of outflow: I) untreated wastewater, II) untreated overflow atmospheric waters from common wastewater systems into waters falling within the scope of this Protocol - Establishing the protection zone of existing sources A) Revitalization and completion of started PWTP, B) Construction of new PWTP in line with priorities C) Construction of atmospheric sewage



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project / Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/C SW			National	Local	
4.1.1. Initiative to adopt Methodology for calculating the price of supply of drinking water, collection, drainage and treatment of wastewater with public sewage system	Delivery of the initiative to the ministries for the adoption of the Methodology which was prepared by the MWAF, by the Joint Body for the Implementation of the Protocol on Water and Health	12/2019	Joint body				*			
4.1.2. Project for the application of water and sewage prices to twenty municipalities of the Republic of Serbia according to Methodology	Introduction of the calculation of the economic price of water and sewage in twenty selected municipalities of the RS and their implementation	12/2020	MAFW		20 selected municipalities		*			EU IPA 2017



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

LOCAL LEVEL

Objective 4.2:	Improvement of policies for ensuring affordability on national and local level
Expected result	Implemented preparatory activities for improving the policy at national and local level that ensures the affordability of drinking water and sewerage for all in the municipalities of Sumadija and Pomoravlje
Objective indicators:	Completed study of the financial and operational sustainability of utility companies in case of subsidizing drinking water and sewage for vulnerable categories of consumers with case study on national level and situation analysis of utility companies in Šumadija and Pomoravlje Number of public gatherings and presentations on increasing the affordability of drinking water and sewage
Verification sources:	Published information on electronic portals and sites of municipalities and water utility companies

Project / Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSG/PUC/C SW			National	Local	
4.2.1. Project: Creation of study of the financial and operational sustainability of utility companies in case of subsidizing drinking water and sewage for vulnerable categories of consumers with case	Assessment of the financial and operational sustainability of municipalities and utility companies in the municipalities of ŠiP in case of introducing subsidies for water and sewage according to the Law on Communal Activities	12/2020		REDASP		Consultant LSGU PUC				*



Republic of Serbia
 MINISTRY OF ENVIRONMENTAL
 PROTECTION



Republic of Serbia
 MINISTRY OF HEALTH

study on national level and situation analysis of utility companies in Šumadija and Pomoravlje	Development of proposals for municipalities and utility companies to preserve their financial and operational sustainability during the period of introduction of subsidies for water and sewage.	12/2020		REDASP		Consultant				+
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Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Objective 4.3:	Improvement of system of measures for water and sewage tariffs in order to increase number of inhabitants connected to public water supply and sewage systems (National target: 21) and enhancing of cooperation and communication between municipalities and utility companies with consumers to achieve increase in payments
Expected result	Proposed system of measures for water and sewage tariffs that enables the increase in the number of inhabitants connected to the public water supply and sewage system Improved cooperation and communication system between service providers and final consumers to achieve increase in payments. Increased interest of inhabitants for connection to public water supply and sewerage
Objective indicators:	Study on tariff systems for payment of water and sewage in Sumadija and Pomoravlje completed Established sustainable database of tariff systems for drinking water and sewage in Sumadija and Pomoravlje and a measure taken by municipalities and utility companies to increase affordability
Verification sources:	Published information on electronic portals and sites of municipalities and water utility companies Local strategies

Project / Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC /CSW			National	Local	
4.3.1. Project: Preparation of the Study on prices and tariff systems, which are applied in all municipalities of the Region: - by utility companies that perform organized	-Analysis of water and sewer prices and tariff systems applied in the ŠP municipalities for all models of organized water supply -Estimated investment to increase the number of connections Development of communication	12/2019		REDASP		PUC Consultant				*

²¹ Increase the number of connections to central sewage systems in rural areas,

Water supply in accordance with the quality of water according to the Regulation, the quantity of water supplied, affordability of the price and availability of water.

Creation of Internet portals on the sites of all competent state authorities, institutions and local governments in the field of water and sewage with information on the quality of the delivered drinking water and other waters that are relevant for the objectives



Republic of Serbia
 MINISTRY OF ENVIRONMENTAL
 PROTECTION



Republic of Serbia
 MINISTRY OF HEALTH

<p>water supply and sewage disposal, and - local waterworks and sewers, maintained by groups of citizens and local communities.</p>	<p>mechanism between service providers and consumers in order to achieve increase in payments with Establishment of a regional database and ensuring access to the public, which would provide the interested parties with an insight into:</p> <ul style="list-style-type: none"> - Current tariffs for water and sewage - Hooks for payment of connection to these systems (deferred payment / rates) - Facilitating the payment of other services (drainage of septic tanks and sewage disposal) 									
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Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Project/ Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC /CSW			National	Local	
4.3.2. Project: An analysis of how many citizens from vulnerable categories can be introduced into organized water supply and wastewater disposal	Initiative for establishment of database of citizens from vulnerable categories which: - have connection to the water supply and sewage system, but don't have possibility to pay it - are not connected to the system.	12/2019		*		LSGU PUC MLEVSA	*			
4.3.3. Project: Analysis of whether it is possible to impose relief on citizens for payment of specific water and sewer services in the municipalities of ŠiP	Initiative for creating a database of households that do not have the possibility of connection in any organized way of water supply and sanitation, as a proposal for measures of the municipal budget of the Šumadija and Pomoravlje region to be subsidized: - construction of wells and reservoirs in the municipalities where there is no organized supply of water and sewage - construction of septic tanks	12/2019		*		LSGU PUC	*			



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

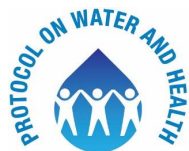
Objective 4.4:	Introduced measures of social protection (National target: Article 9 and 10, 6.2.c, 6.2.d ²²)
Expected result	Subsidies applied for endangered consumers of drinking water and connected to sewerage in all municipalities under the Law on Communal Activities
Objective indicators:	Number of municipalities of Sumadija and Pomoravlje, which introduced the implementation of subsidies for endangered consumer categories Number of municipalities where training was held on possible social protection programs that can be introduced into utility companies
Verification sources:	Published information on electronic portals and sites of municipalities and water utility companies Local strategies Official Gazette of Municipalities and Towns

Project/ Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding				
			National level		Local level		Existing resources	Budget		Donator	
			Ministry	REDASP	LSGU/PUC /CSW			National	Local		
4.4.1. Project: Assessment of the applicability of subsidies under the Law on Communal Activities in the municipalities of ŠP	Identification of municipalities requiring the introduction of subsidized prices for endangered categories of consumers in utility companies that perform organized water supply and sewage disposal.	12/2019			LSGU	MLEVSA REDASP	*				
	Estimation of the number of municipalities in which the implementation of water and sewage subsidies is required in municipal development strategies.	12/2019			LSGU		*				
4.4.2. Иницијатива: Introduction of	Making municipal decisions on cumulated activities in the part	12/2020			LSGU		*				

²² **Article 9 and 10:** Raising public awareness, education, training, research and development, and information;

6.2.d Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where sanitation measures should be improved by other means - the number of connections to central sewage systems in rural areas

6.2.c Territory surface, size of population or population share to be served by joint drinking water supply systems or in places where drinking water supply should be improved by other means - areas
Increase the number of people connected to centralized water supply systems in rural areas



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

subsidies in municipalities under the Law on Communal Activities	related to the application of subsidies									
	Application of subsidies in municipalities / utility companies responsible for drinking water and sewage. ²³	12.2021.			LSGU		*			

²³ Based on "Study of the financial and operational sustainability of utility companies when introducing subsidies" developed in activity of the objective 4.2



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Section 5 – Raising awareness of the decision makers and service users on the importance of equitable access to water and sanitation

Priority 5:	Raising awareness of the decision makers and service users on the importance of equitable access to water and sanitation
Objective 5.1	Raise the level of awareness of the national level decision makers on the importance of equitable access to water and sanitation (National target: article 9. и 10. ²⁴)
Очекивани резултат:	Equitable access to water and sanitation is recognised by the national level decision maker and integrated in the part of legislative, strategic and institutional framework
Индикатор циља:	At least 5 trainings for national and local stakeholders attended, a National campaign on equitable access to water and sanitation organized
Извори верификације:	Official Gazette of the Republic of Serbia, National Strategies

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
5.1.1. Project: Training for national decision makers on equitable access as part of human rights	- Organization of the training - Realisation of the training	09/2019	MEP, MH	*		Ombudsman of Serbia				*
5.1.2. Project: Training for national stakeholders on the necessity of improvement of legislative, strategic/institutional framework that	- Organization of the training - Realisation of the training	02/2020		*		CSO				*

²⁴ Члан 9. и 10. - Подизање свести јавности, едукација, обуке, истраживања и развој, и информисање; Информисање јавности



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

should provide equitable access to water and sanitation to vulnerable and marginalised groups										
5.1.3. Project: Training for national stakeholders on innovative management models and technical-technological solutions for access to water and sanitation in geographically inaccessible areas	- Organization of the training - Realisation of the training	09/2020		*		Association of technicians and engineers				*
5.1.4. Project: Training for the national level decision makers on the significance of use of tariff systems, presentation of good and bad practice models	- Organization of the training - Realisation of the training	02/2021		*		PUCs				*
5.1.5. Project: Training for national frequency	- Organization of the training - Realisation of the	03/2020		*		Journalists' Association of Serbia				*



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

media representatives on the significance of equitable access to water and sanitation	training									
5.1.6. Project: National campaign on the equitable access to water and sanitation	-Defining campaign objectives - Defining target groups - Developing project assignment for contracting campaign deliverer - Contracting service deliverer - Campaign realisation	01/2020		*		Journalists' Association of Serbia				*



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Objective 5.2.	Raise the level of awareness of the local level decision makers on the importance of equitable access to water and sanitation as one of the fundamental human rights (National target: Article 9. and 10.²⁵)
Expected result:	Equitable access to water and sanitation is recognised by the local level decision maker and integrated in the part of strategic and institutional framework
Objective indicator:	On the territory of Šumadija and Pomoravlje 25% local self-governments improved their strategic institutional framework for equitable access to water and sanitation
Verification sources:	Local strategies, LSGU budgets

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
5.2.1. Project: Training for local level decision makers on the significance of equitable access to water and sanitation and legislative possibilities of the decision makers for improvement of the situation	- Organization of the training - Realisation of the training	03/2020		*		LSGU/CSO				*
5.2.2. Project: Training for local level decision makers and representatives of PUC on innovative technological solutions for reduction of geographic disparities	- Organization of the training - Realisation of the training Preparation of Manual for municipalities and PUC responsible for drinking and wastewater on possible innovative technical and technological programs solutions for reduction of geographic disparities	11/2020		*		LSGU/CSO				*
5.2.3. Project: Training	-Organization of the training	09/2019		*		LSGU/CSO				*

²⁵ Члан 9. и 10. - Подизање свести јавности, едукација, обуке, истраживања и развој, и информисање; Информисање јавности



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

<p>intended to decision makers and social services deliverers on social innovations for equitable access to water and sanitation to vulnerable and marginalised groups</p>	<p>- Realisation of the training Preparation of Manual for municipalities and PUC responsible for drinking and wastewater on possible programs of support to vulnerable and marginalised groups</p>									
<p>5.2.4. Project: Training for representatives of PUC on the significance and models of introducing tariff systems</p>	<p>-Organization of the training - Realisation of the training</p>	<p>09/2021</p>		<p>*</p>		<p>LSGU</p>				<p>*</p>



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

Objective 5.3	Raise the level of awareness of service users on the right to access to information on prices and quality of the delivered services (National target: Article 9 and 10 26)
Expected result:	The level of awareness of service users is raised on the right to access to information on prices and quality of the delivered services
Objective indicator:	On the territory of Šumadija and Pomoravlje the level of exchanged information between the service deliverer and user to the access to water and sanitation is raised 50%, as well as the number of received and resolved complaints to the quality of services raised 10%
Verification sources:	WEB pages of municipalities' and PUC websites, integrated information systems on the right to the equitable access to safe drinking water and sanitation

Project/Initiative	Activity	Start of activity	Project holder / Initiator			Partner	Sources of funding			
			National level	Local level			Existing resources	Budget		Donator
			Ministry	REDASP	LSGU/PUC/CSW			National	Local	
5.3.1. Project: Public campaign on the influence of safe drinking water and controlled sanitation on citizens' health	- Defining campaign objectives - Defining target groups - Developing project assignment for contracting campaign deliverer - Contracting service deliverer - Campaign realisation	07/2019		*		CSO				*
5.3.2. Project: Public campaign on the service user right to information and quality of services as well as the methods of acquiring that right	-Defining campaign objectives - Defining target groups - Developing project assignment for contracting campaign deliverer - Contracting service deliverer - Campaign realisation	09/2020		*		CSO				*
5.3.3. Training for service	-Organization of the training	09/2019		*		CSO				*

²⁶ **Article 9 and 10** - Raising public awareness, education, training, research and development, and information; Informing the public



Republic of Serbia
MINISTRY OF ENVIRONMENTAL
PROTECTION



Republic of Serbia
MINISTRY OF HEALTH

users on the rights to equitable access to water and sanitation of vulnerable and marginalised groups	- Realisation of the training									
5.3.4. Project: Organization of public debates and presentations	Presentations about: - Protocol on water and health - Equal access to water and sewerage and - financial affordability of water and sewage - reduction of geographical disparities	12/2019		REDASP	LSGU	MAFW, MEP	*		*	
5.3.5. Project: Public debates (presentations) of public investments with the purpose of increasing the equal access to water and sanitation	Presentations for citizens and representatives of municipalities and utility companies about: - realization of municipal projects, - realization of projects financed by international financial institutions - projects on the supply of water to endangered categories, - Water and sewage projects after the introduction of the economic price of water	12/2020		REDASP	LSGU	MAFW, MEP	*		*	