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# Self-assessment Score-card

## Equitable Access to Water and Sanitation

### Moldova Country Report

## Acknowledgements

The Equitable Access Score-Card was developed by United Nations Economic Commission for Europe to support Governments and other stakeholders in establishing a baseline measure of the equity of access, to discuss further actions to be taken and to evaluate the progress in ensuring equitable access to water and sanitation through a process of self-assessment. The Score-card has been conceived as a tool to support the progressive realization of the human rights to water and sanitation.

The main author of the Equitable Access Score-card Moldova country Report is Alexei BUZU, Expert of the Partnership for Development Center. At the same time, the implementing team is thankful for the significant contribution of all National and International experts participating in the piloted exercise in Moldova.

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## I. Introduction

This report aims to show the level of equitable access perspective mainstreaming into Moldova's water and sanitation public policy framework. In other words, it will show how much Moldovan public policies contribute to the full achievement of the *human right* to water and sanitation – ensuring that water and sanitation services are available to everyone, whether rich or poor, living in urban or rural areas, disabled or belonging to a minority, man or woman, and these services are accessible, safe, acceptable and affordable to all, without any discrimination.

The analysis is based on the equitable access score-card, a participatory evaluation tool that facilitates measurement of the level of water and sanitation equitable access perspective mainstreaming into sector policies. The equitable access score-card for water and sanitation has been a first exercise of this kind for Moldova. In addition to the relevant findings, this exercise prompted a debate focused on two main questions: (1) *How do we define equitable access to water and sanitation within the context of public policy?* and (2) *Why is equitable access relevant for the water and sanitation sector policy framework in Moldova?*

These questions are very much related and relevant for Moldovan context. First, by joining the Protocol on Water and Health, Moldovan authorities undertook to ensure equitable access to water, that is adequate access in terms of both quantity and quality that should be provided to all members of the population, in particular those disadvantaged or socially excluded.

The equitable access perspective should be the focus of all water and sanitation policies, and this implies understanding and taking into account the specific circumstances that generate and lead to inequalities in terms of water and sanitation. Access inequalities need to be understood from at least 3 angles (dimensions), as briefly described in the table below.

Dimension	Inequalities in access to water and sanitation
Geographical disparities: water resources, WSS infrastructure	Certain areas of a country (rural areas, poor urban neighborhoods) have no physical access or have access to services that are of lower quality than others
Social disparities: vulnerable and marginalized groups	Within areas with good access, certain groups do not have access because they do not have private facilities, the public and institutional facilities they rely on are not adequate, or they are exposed to unintentional or intentional discrimination
Economic disparities: affordability issues	Within areas with good access, for some households the water and sanitation bill accounts for a too large share of disposable income

Table 1: Defining main dimensions of unequal access to water and sanitation

The Republic of Moldova committed through Global Millennium Developmental Goals to ensure access to safe drinking water to 59% of population in 2010 and to 65% in 2015, as well as to increase the share of population with access to improved sewerage to 50.3% in 2010 and 65% in 2015. Despite the recent efforts to make Water Supply and Sanitation more available within rural regions in Moldova (the number of households with access to WSS has doubled in South and Center regions in 2010 as compared to 2007), data suggests that the



targets are unlikely to be achieved. Thus, Moldova needs a more effective water and sanitation strategy, but it also needs to have a more equitable perspective.

During the last decade public policies on water and sanitation failed to address many specific groups of citizens. The data for 2012 shows that 75.4% of urban population had access to public sewerage, while in the rural areas this rate was 1.6%. People with disabilities are extremely vulnerable as far as access to good quality drinking water is concerned. A survey<sup>1</sup> on access of vulnerable groups to public services found that 46% of people with disabilities reported lack of access to drinking water. This is a serious problem which negatively affects their daily lives, especially considering the difficulty they face in obtaining even a small amount of water for their needs.

There are significant disparities for the women led households as compared to the men led households. The households in the first group are less inclined to connect to the water pipeline, mainly because of financial constraints compared to men. In rural areas, in female-headed households, a smaller number of families are connected to the water pipeline (55% vs. 75% for male-headed households).

However, the most ignored by public policies for water and sanitation during the last decade was the category of the poorest members of Moldovan society. As shown by the figure below, the water and sanitation access gap between the richest and the poorest quintile: (1) was very significant at the beginning of the reference period – 37.7%, (2) the gap was not reduced at all (3); it actually increased significantly.

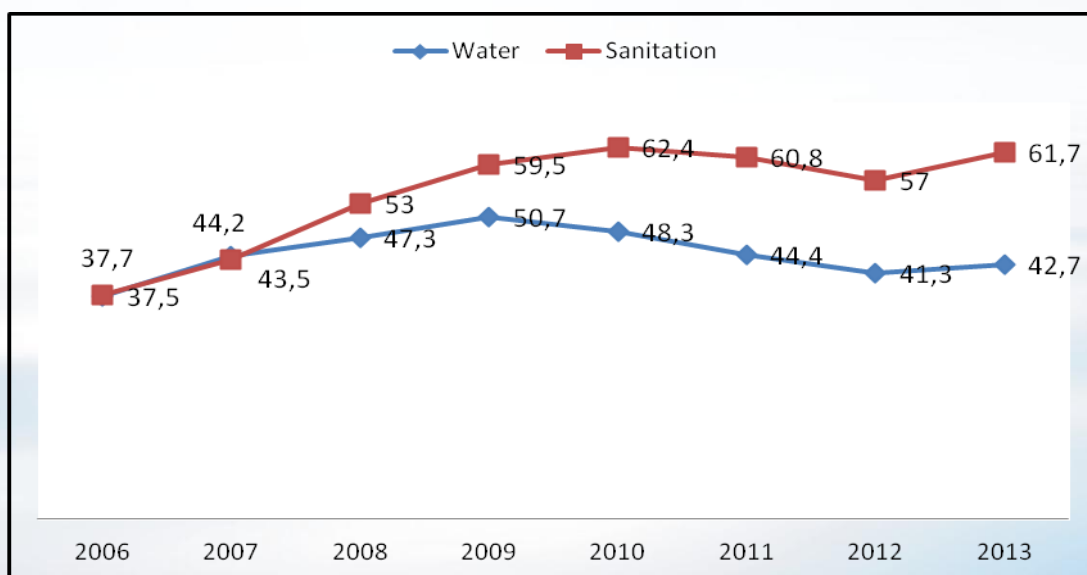


Figure 1: Access gaps for water and sanitation between the poorest and the richest quintile

Source: NBS, Author calculations.

That is why the equitable access perspective is so relevant for Moldovan policy making on water and sanitation. In 2014, Moldovan Government adopted a new long term policy on water and sanitation. One of its declared aims is to ensure widespread access to water and sanitation as a matter of human right principle. Moldovan authorities should learn from past mistakes and use the opportunity provided by this new policy cycle to have a stronger consideration for the specific factors that lead to significant inequalities in access, find the best ways to empower the most vulnerable and marginalized and ensure their rightful access to adequate water and sanitation. The objective of equitable score-card is to help decision makers do just that.

<sup>1</sup> Survey on Access of Women and Men representing Vulnerable Groups in Moldova to Services and Decision Making at the Local Level. The Joint Integrated Local Development Programme.

## II. Methodology

### *What is being measured?*

The score-card assesses the *status quo* of the public policy, institutional framework, and the current practices for the water and sanitation sector. The assessment focuses on the recently adopted Water and Sanitation Strategy (2014 - 2018) and other relevant legal acts for water and sanitation sector, such as: Law 272 – XIV on potable water, Law 436 on Local Public Administration, Law 272 on Water, Law 303 on Public Water Supply and Sanitation Service.

More specifically, the score-card measures four key sections: (1) Steering governance framework to deliver equitable access to safe water and sanitation; (2) Reducing geographical disparities; (3) Ensuring access for vulnerable and marginalized groups and (4) Keeping water and sanitation affordable for all. Each section is divided into action areas and furthermore, each action area is divided into specific *equitable access benchmarks* as shown in the figure bellow.

SECTION	ACTION AREA
Steering governance framework to deliver equitable access to safe water and sanitation	<p><b>1.1. Strategic framework for achieving</b> Equitable access.</p> <p><b>1.2. Sector financial policies.</b></p> <p><b>1.3. Rights and duties of users and rights-holders.</b></p>
	<p>The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated. The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified. The financing strategies for the water and sanitation take equity issues into account. There are mechanisms in place to induce service providers to implement investment that favor providing access to those right – holders that lack it. The national/regional/city government monitors and publicly reports financial resource allocation. International financial support for water and sanitation sector takes the equality principle into account. There are mechanisms in place to ensure that rights-holders are aware of their rights and obligations and of the manner to access relevant information. There are mechanisms in place to allow right-holders to participate in decision making process concerning the level and quality of their access. There are mechanisms in place to allow rights holders to seek redress and enforce remedial actions. There are mechanisms in place to allow rights-holders to keep responsible authorities accountable.</p>
Reducing geographical disparities	<p>2.1. Public policies to reduce access disparities between geographical areas.</p> <p>2.2. Public policies to reduce price disparities between geographical areas.</p> <p>2.3. Geographical allocation of external support.</p>
	<p>There is a public policy for reducing disparities between urban and rural areas. Integrated approaches have been adopted to support the delivery of water and sanitation services in rural areas. There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas. There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider. Sector policies mobilize sufficient financial resources to reduce the access gap in rural areas according to the established targets. There are mechanisms in place to track prices as well as cost of provision of water and sanitation services. Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced. Public subsidies are targeted to those areas that face higher cost of service provision (not just rights holders). The system is organized to enable cross-subsidization between localities with high-cost and low cost of service provision. Public Authorities have identified in the sector plan the areas that are lagging behind and require external support. There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan).</p>
Ensuring access for vulnerable and	3.1. Public policies to address the needs of vulnerable and

marginalized groups.	marginalized groups. 3.2. Persons with special physical needs. 3.3. Beneficiaries of health facilities. 3.4. Beneficiaries of educational facilities.
<p>There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups. Relevant policies in other sectors include their role in ensuring access to water and sanitation by vulnerable and marginalized groups. There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of the vulnerable and marginalized groups.</p> <p>Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups. Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups.</p> <p>There is data on the level of access to the safe drinking water and sanitation by persons in concerned groups.</p> <p>There is a public policy to ensure access to safe drinking water and sanitation by persons in the concerned groups.</p> <p>There is specific funding to support access to safe drinking water and sanitation by persons in the concerned groups.</p> <p>There are technical standards that ensure the establishment of facilities accessible to persons in concerned groups.</p> <p>There is a public policy for reducing disparities between urban and rural areas.</p> <p>Integrated approaches have been adopted to support the delivery of water and sanitation in rural areas.</p> <p>There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas.</p> <p>There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider.</p> <p>Sector policies mobilize sufficient financial resources to reduce the access gap in rural areas according to the established targets.</p> <p>There are mechanisms in place to track prices as well as cost of provision of water and sanitation services.</p> <p>Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced.</p> <p>Public subsidies are targeted to those areas that face higher cost of service provision (not just rights holders).</p> <p>The system is organized to enable cross-subsidization between localities with high-cost and low cost of service provision.</p> <p>Public Authorities have identified in the sector plan the areas that are lagging behind and require external support.</p> <p>There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan).</p>	
Keeping water and sanitation affordable for all.	4.1. Public Policies to ensure affordability. 4.2. Tariff related measures. 4.3. Social protection measures.

Table 2: Equitable Score-Card sections, action areas and equitable benchmarks

Some of the sections within the score-card were adapted to better fit Moldovan context. The coordination team chose to exclude a number of action areas concerning groups that are not relevant to Moldova. More specifically the following groups were excluded: beneficiaries of retirement homes, refugees living in refugee camps and centers, homeless people, travelers and nomadic communities, persons living in housing without water and sanitation and persons without access to safe drinking water and sanitation in their workplaces.

### How Was the Score-card Used?

The scorecard measures progress under each area through qualitative questions. For each question there are four possible answers: *No*, *To a limited extent*, *To a large extent*, *Yes*. Each question requires only one answer. Each answer requires an objective justification. The table below provides the guidance on how each answer should be interpreted.

ANSWER	INTERPRETATION	SCORE
No	No or very little evidence supporting a positive answer. Authorities are not aware and do not intend to act on the particular water and sanitation equitability concern.	0
	There is some evidence and information of the authorities' awareness and intent to act regarding a particular water and	



To a limited extent	sanitation equitable concern. <i>Ex: broad statements of intent with no clear follow up (methodology, specific action plans, budgets)</i>	1
To a large extent	There is evidence of authorities' awareness and intent to act regarding the particular water and sanitation equity concern. <i>Ex: clear statements of intent with intermediary follow up (methodology spelled out, planned activities, possible funds).</i>	2
Yes	There is a proven record of awareness and intent on behalf of authorities to act as regards to particular water and sanitation equitable concern. <i>Ex: intent already happened/ is happening and it can be documented via reports, funds spent and projects completed.</i>	3

Table 3: Scoring methodology and justification

The reliability of each answer should be assessed too. There are three levels of reliability: high (very reliable), medium (reliable), low (unreliable). The following criteria should be used in assessing the reliability level: procedures, traceability and validation. Only answers with a high or medium degree of reliability were considered when final average score was calculated. The table below provides a more detailed description on how to assign reliability to each answer.

HIGH: VERY RELIABLE	MEDIUM: RELIABLE	LOW: UNRELIABLE
There is a coherent and easily accessible set of documents identifying the responsibilities for data collection, treatment and quality control. The data can be traced to a formal source that is accessible to any interested person. The data have been formally validated. At least two sources were used.	Responsibilities for data collection, treatment and quality control have been identified. The data can be traced to a source. The data have been validated. At least one source used.	Responsibilities for data collection, treatment and quality control have not been identified. Not all the data can be traced to a source. Not all the data have been validated. No data source has been found.

Table 4: How to define reliability

Using all the equitable access benchmarks helps measure the level of equitable access perspective mainstreaming and the most relevant entry points within the public policy framework. The score-card is also a consensus builder, as the perspectives of multiples stakeholders are reflected and aggregated in the final score. Three workshops were conducted with representatives of the Ministry of Environment, Ministry of Construction and Regional Development, Local Public Administration, Environment NGOs, Donor Community, Water Supply and Sanitation Utility etc. The list of participants is provided in the annex of the report.

### III. Main Findings

(1) The overall assessment shows that the current policy framework for water and sanitation takes the equitable access perspective into account to a little extent. The average score is 1 out of maximum 3 points (see the table 2 below). Considering the access gaps for water and sanitation in Moldova, it can be safely assumed that unless there is a strong overhaul of the current policy and strong commitments on behalf of the authorities, the gaps will remain unchanged.

Nr.	Equitability area	Average score
1	Steering governance framework to deliver equitable access to safe water and sanitation.	1,36
2	Reducing geographical disparities.	1,11
3	Ensuring access for vulnerable and marginalized groups.	1,12
4	Keeping water and sanitation affordable for all.	0,28
<b>Average Score</b>		<b>1</b>

Table 5: Equitable access score-card results based on each equitability area

(2) Most relevant access gaps are recognized, especially gaps related to poor/rich and rural/urban households, but the public policy approach is not human rights based, i.e. recognizing that there are systemic barriers that prevent most vulnerable people from having reliable access to water and sanitation, and that one needs to focus on empowerment in the policy mix.

(3) Water and Sanitation institutional framework is a complex one and none of the stakeholders has any specific and clear mandate to ensure equitable access to water and sanitation. This is one of the main bottlenecks that create this cycle of human rights blind policy making and implementation.

(4) There is a broad consensus that the new Water and Sanitation Strategy is a significant improvement as compared to the previous strategic document in this sector and that equitable access perspective is taken into account in a more consistent manner. However, the Strategy is handicapped by: (1) having a generic vision on how specific access gaps for most vulnerable groups will be closed or at least reduced, (2) having no specific time bound targets, (3) failing to clarify specific equitable access mandates for the involved institutions.

SECTION	AREA OF ACTION	SCORE
<b>Steering governance framework to deliver equitable access to safe water and sanitation.</b>	1.1. Strategic framework for achieving equitable access.	1,4
	1.2. Sector financial policies.	1,48
	1.3. Rights and duties of users and rights-holders.	1,20
<b>Reducing geographical disparities.</b>	2.1. Public policies to reduce access disparities between geographical areas.	1,05
	2.2. Public policies to reduce price disparities between geographical areas.	1,63

	2.3. Geographical Allocation of External Support for the Sector	1,5
<b>Ensuring access for vulnerable and marginalized groups.</b>	3.1. Public policies to address the needs of vulnerable and marginalized groups.	0,70
	3.2. Persons with special physical needs.	0,06
	3.3. Users of health facilities.	2,32
	3.4. Users of educational facilities.	1,38
	3.4. Prisoners	1,13
<b>Keeping water and sanitation affordable for all.</b>	4.1. Public Policies to ensure affordability.	0,48
	4.2. Tariff measures.	0,19
	4.3. Social protection measures.	0,17

Table 6: Equitable access score-card results based on each action area

(5) As shown in table 5, a particular concern is the fact that the Water and Sanitation Strategy does not provide a clear perspective of how affordability of water and sanitation will be ensured. This issue is left to the Local Public Administration, water utilities and water users associations. Without a proper mix of incentives, these local stakeholders will fail to give the affordability the priority it deserves.

(6) Moldovan legal and strategic framework on water and sanitation does not have a strong duty bearers/ rights holder's perspective. There is no clear accountability framework, no empowerment mechanism, and weak means for rights holders to claim their rights.

(7) Some relevant vulnerable groups are absent from the policy approach. This mainly refers to people with physical disabilities, the elderly, in particular the elderly women and Roma men and women. Access gaps for these groups are more significant and they face additional challenges in having reliable access to water and sanitation.

(8) The affordability section of the score-card is the one with the lowest score. As presented in the introduction to this report, this partly explains why the access gap for rich/poor households has been widening since 2006 to present. Due to system inefficiencies and low mainstreaming, the policy makers chose to have a more market oriented approach to water and sanitation, according to which water and sanitation is a service to be paid for by everyone and every exceptions made can distort the prices and be abused. The newly adopted strategy proposed the so called 3T approach (Tariffs, Transfers and Taxes) but it does not state clearly how this approach will be used since there are no specific references to the action plan of the strategy.

## IV. Main Recommendations

SECTION	ACTION AREA	RECOMMENDATIONS
<b>Steering governance framework to deliver equitable access to safe water and sanitation.</b>	1.1. Strategic framework for achieving equitable access.	Make sure that the equitable access perspective is mainstreamed into the Water and Sanitation Decentralization Strategy.  Develop a specific set of equitable access indicators for water and sanitation sector to be collected and used by the main stakeholders on permanent basis. Introduce better accountability for equitable access perspective. Ex: special annual reports or at least special chapters in progress reports n ensuring equitable access.
	1.2. Sector financial policies.	
	1.3. Rights and duties of users and rights-holders.	Pilot community based participation channels for most vulnerable men and women in the area of water and sanitation.
<b>Reducing geographical disparities.</b>	2.1. Public policies to reduce access disparities between geographical areas.	Develop master plans and clusters with clear delimitations on what type of water and sanitation systems will be most feasible. The investments should target the most vulnerable and marginalized communities and regions for water and sanitation.
	2.2. Public policies to reduce price disparities between geographical areas.	
	2.3. Geographical Allocation of External Support for the Sector	Debate scorecard report at the sector donor's meeting. Decide on annual review of progress in terms of equitable access to water and sanitation. Develop a more sustained dialog with RM Authorities on equitable access to water and sanitation.
<b>Ensuring access for vulnerable and marginalized groups.</b>	3.1. Public policies to address the needs of vulnerable and marginalized groups.	Make data collection based on different vulnerability criteria mandatory. Consult NGOs representing persons with disabilities on best ways to integrate the disability perspective into the water and sanitation policy. Pilot the most innovative technical solutions to ensure access for disabled persons.
	3.2. Persons with special physical needs.	
	3.3. Users of health facilities. Users of educational facilities.	Introduce better data and earmark specific funding for most vulnerable communities and schools.
<b>Keeping water and sanitation affordable for all.</b>	4.1. Public Policies to ensure affordability.	Collect more data on affordability. Identify the most vulnerable communities and regions. Introduce special measures.  Assess the opportunity to introduce a onetime allowance for water and sanitation connection targeted to poor households.
	4.2. Tariff measures.	
	4.3. Social protection measures.	

Table 7: Summary of recommendations for each action area

## V. Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation

### 5.1. Strategic framework for achieving equitable access

This section concerns the overall policy set up for water and sanitation. A policy framework that consistently integrates the equitable access perspective recognizes the core causes for the most relevant access gaps, details specific actions to reduce them and clearly establishes a monitoring and evaluation framework to measure the progress in reducing the access gaps.

The overall score for this section is 1,4 of a maximum 3 points, this shows in intermediate level of integration of the equitable access perspective (see table 7). This means that there is a broad recognition of main access gaps and the public policy proposes remedies to reduce them.

Nr	Equitable Benchmark	Score	Justification
1	The right to water and sanitation has been introduced in the country's legal order.	2	Water and Sanitation Strategy makes reference to access to clean water and sanitation as the exercise of a human right. Moldova indirectly recognizes the right to water and sanitation by signing the Protocol on Water and Health.
2	There is a strategic plan in place to ensure equitable access to water and sanitation.	1,5	Water and Sanitation Strategy approaches two main access gaps (rural/urban and rich/poor).
3	Equitable access targets have been set.	1,75	Targets are mainly set for rural/urban gaps.
4	Responsibilities for achieving equitable access have been identified and allocated.	1,5	No authority has a specific mandate to ensure equitable access to water. This mandate is rather implied.
5	There are mechanisms in place to enable discussion and coordination by competent authorities.	0,88	To a little extent.
6	The country/region/city has assessed the equity of access to safe drinking water and sanitation.	0,75	Mainly done by the donors for specific groups like Roma, people with disabilities, poor single headed households.
<b>AVERAGE Strategic framework for achieving equitable access</b>		<b>1,4</b>	

Table 8: Scoring strategic framework for achieving equitable access

This Water and Sanitation legal framework in Moldova indirectly endorses the right to water and sanitation. In 2010, the UN General Assembly adopted a resolution recognizing access to clean water and sanitation as a human right, Moldova abstained from the vote. However, in 2014, the Government of Moldova adopted the new Water and Sanitation Strategy (2014-2028). The document makes reference to access to clean water and sanitation as fulfillment of a human right. Moldova indirectly recognizes the right to water and sanitation by signing the Protocol on Water and Health.

In 2014 Moldovan Government adopted a new version of the Water and Sanitation Strategy, which to some extent makes reference and will contribute to a more equitable access to water and sanitation, primarily by: (1) recognizing access disparity among small communities and (2) access gaps for the poor households. In



addition, the National Roma Action Plan<sup>2</sup> (2011-2015) and Reform of the Penitentiary System (2004-2020) plans some specific investments to be made in order to improve access to clean water and sanitation for communities with a significant Roma population.

As the table 8 shows, the Water and Sanitation Strategy has relevant equitable access provisions, however they are not sufficiently detailed and specific as to ensure they will be implemented. A careful analysis of the action plan for each of the specific objectives showed that none of the relevant equitable access provisions described in the Strategy was transposed into the actions and they thus risk being just *guiding principles* in a public policy document.

Specific Objective	Key Activities 2014-2018	Provisions from equitable access perspective
<b>(1) Decentralization of water and sanitation services</b>	Develop decentralization action plan along with regionalization of water and sanitation services. Improve key procedures like: planning, feasibility studies, resource allocation, tariff setting, data collection.	For small communities a different model of water and sanitation service provision based on ApaSan model will be offered. Active participation of the community members will be encouraged in all key decisions regarding water and sanitation service set up and delivery (investment prioritization, tariffs).
<b>(2) Extension of access to water and sanitation systems.</b>	Develop feasibility studies for key regional water and sanitation systems. Improvement and construction of water and sanitation systems for targeted regions and communities.	Water and sanitation systems will be adapted based on the community size and location, though priority will be given to the most cost effective projects in larger communities.
<b>(3) Promote market based approaches to the system and capital formation in the sector.</b>	Increase competition among service providers, increase transparency in the sector, reform local service providers, attracting private capital in the sector. Implement key EU legislation.	Have an integrated approach to recuperate capital investments under the 3 T approach (tariffs, taxes and transfers). Increase transparency and predictability in public subventions in capital investments for water and sanitation. Tariff formation should take into account the affordability aspect.

Table 9: Summary of Water and Sanitation Strategy 2014-2028

If Water and Sanitation Services become truly decentralized, a key part of this effort will have to be a genuine empowerment of local communities and most vulnerable men and women to influence the set up and management arrangements for services in this sector. Without specific requirements, methodologies and enforcement measures, this is unlikely to happen. The Strategy does not detail how ApaSan model will be scaled up to other small and marginalized communities. It does not contain actions that will lead to the inclusion of the affordability of water and sanitation services in tariff formation and investment prioritization.

## 5.2. Sector Financial Policies

Before the Water and Sanitation Strategy was adopted, the government of Moldova had not had any financial policy in the sector, the main results of which were delays in project implementation and weak capital

<sup>2</sup> <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=339319>

recovery. For example in 2012, 51% of spending in the sector was funded from the general government revenues, 4% from fees and revenues raised independently by local authorities and 45% were externally funded<sup>3</sup>. Moldovan experience shows that decentralization of the water and sanitation system coincided with the deterioration of these systems. That is why one of the desired outcomes of the Water and Sanitation Strategy is to leverage economies of scale and encourage creation of 4 regional major services in the sector. This effort will have to be complemented with specific cost efficient solutions for small and marginalized communities.

Nr	Equitable Benchmark	Score	Justification
1	The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated.	2,13	Precise estimation of cost and costing investment scenarios has been developed.
2	The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified.	1,50	To some extent. The strategy developed basic principles on how the funds will be allocated based on the community size. Action plan details ongoing or near future investments backed by donors.
3	The financing strategies for the water and sanitation take equity issues into account.	1,25	
4	There are mechanisms in place to induce service providers to implement investment that favor providing access to those right –holders that lack it.	0,5	To a little extent.
5	The national/regional/city government monitors and publicly reports financial resource allocation.	1,50	There are reports produced by the ministry of finance. Also, the State Chancellery produces annual ODA report that details funding for water and sanitation.
5	International financial support for water and sanitation sector takes equity issues into account.	2	To a large extent.
<b>Average:</b>		<b>1,48</b>	

Table 10: Scoring Sector Financial Policies

Another challenge is that beyond finding specific solutions for equitable access financing, Moldova has to raise more funds overall since the current level of water and sanitation spending is barely sufficient to halt the deterioration of the existing infrastructure. An estimation<sup>4</sup> showed that depending on the level of targeted objectives (compliance with EU Directives or achievement of the MDGs), the total investment cost was recognized to be in the range of 1,3 to 3,2 billion EUR. The overall capital investment for implementing the WSS Strategy over the period 2013-2027 is estimated to be around 705 million EUR (equivalent of 11.329 Million MDL), of which 194 million EUR would need to be invested in the first five years (2013-2017). However, no specific estimation was made on reducing access gaps between rich and poor households.

The Water and Sanitation Strategy proposes the following approach to solve the issue of poorer households access to clean water and sanitation: (1)Adapt the technical design standards and technology applied in centralized systems to lower to the maximum their investment and future operating costs; (2)Promote and apply decentralized on site systems when it is clear that the operation cost of a centralized system is unaffordable to the beneficiary population as a whole; (3)In urban areas where centralized systems are necessary and where services are partially unaffordable to some segment of the population in spite of a cross subsidizing block tariff scheme, consider the possibility of social subsidy scheme, and other type of

<sup>3</sup> Moldova Public Expenditure Review, The World Bank 2013.

<sup>4</sup> Republic of Moldova's Water Supply &Sanitation Strategy (Revised Version 2012) – 2nd Draft, October 2012

instruments that can subsidize the payment due by poor households to the WOCs to allow them to cover their costs. However, these are generic approaches and are not specified further in the action plan of the strategy.

### 5.3. Rights and Duties of Users and other rights-holders

A survey<sup>5</sup> from 2012 showed that water and sanitation were ranked as the second issue for community priority development, with 41.9% as compared with 56% (road rehabilitation). The same survey showed that at most 8% of citizens ever consulted Local Authorities (in this case responsible for ensuring access to water and sanitation at the community level) in matters of community development.

Moldovan legal and strategic framework on water and sanitation does not have any strong and duty bearers/ rights holder's perspective. There is no clear accountability framework for the duty bearers, no empowerment mechanism, and weak means for rights holders to claim their rights. There is a generic mechanism as described by the law on transparent decision making, adopted in 2008. According to the law, the authorities shall make the decision making process more transparent and empower the citizens to fully participate in the decision making process. The UNECE Aarhus Convention is the benchmark in Europe for access to environmental information, public participation in environmental decision and access to environmental justice.

There is no specific mechanism as defined by the law for water and sanitation. The law on consumer protection defines the basic mechanism and treats the right-holders as consumers that is one would be entitled to specific rights in water and sanitation if one is a client first. ANRE has also a statutory obligation to protect the consumers' interests in assessing the performance of water utilities.

Nr	Equitable Benchmark	Score	Justification
1	There are mechanisms in place to ensure that rights-holders are aware of their rights and obligations as well as about how to access relevant information.	1,13	Only a generic mechanism prescribed by the law on transparency in decision making. Water and Sanitation Strategy recognizes the need to involve community members in the sector decision making with no specific detailed action in the plan.
2	There are mechanisms in place to allow right-holders to participate in decision making process concerning the level and quality of access that they receive.	1	
3	There are mechanisms in place to allow rights holders to seek redress and enforce remedial actions.	1,25	Only if there are consumers with a law required service provision contract, which is problematic for some rural areas since many services do not use contracting.
4	There are mechanisms in place to allow rights-holders to keep responsible authorities accountable.	1,13	
<b>Average</b>		<b>1,2</b>	

Table 11: Score for rights and duties of users and other rights-holders

<sup>5</sup> Survey "Women and Men Participation in Decision Making Process"  
[http://www.progen.md/files/9908\\_women\\_and\\_men\\_participation\\_in\\_decision\\_making\\_process.pdf](http://www.progen.md/files/9908_women_and_men_participation_in_decision_making_process.pdf)

## VI. Reducing Geographical Disparities

### 6.1. Public Policies to reduce Access Disparities between Geographical Areas

The best way to capture the relevance of an urban/rural approach in policy making for water and sanitation is to assess the progress achieved over the last decade in providing rural and urban populations with clean and safe water and sanitation. As the graphs below show, despite some progress in connecting rural communities to water, there is still a lot to be done (since 2011 no significant progress was achieved) and almost no progress has been achieved in connecting rural population to clean sanitation.

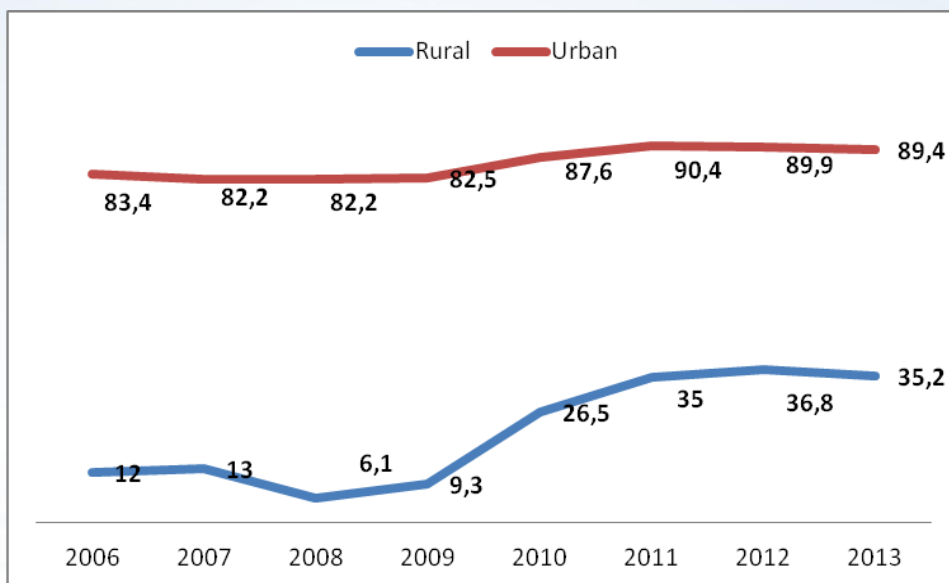


Figure 2: Progress made in connecting rural population to public water systems  
Source: National Statistics Office

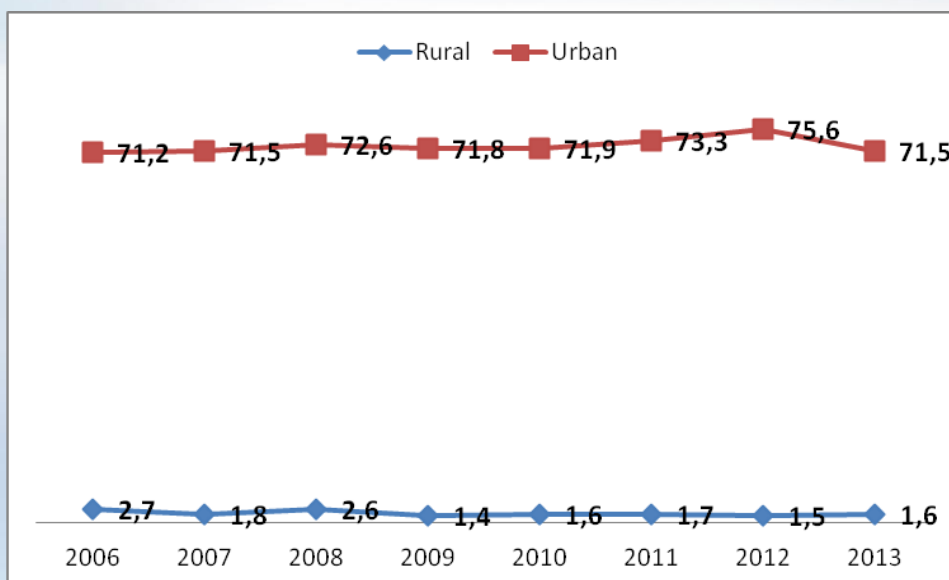


Figure 3: Progress made in connecting rural population to public sanitation systems  
Source: National Statistics Office



The Water and Sanitation Strategy adopts a differentiated approach to urban and rural areas. Rural areas will be clustered based on the number of population (7000/5000/less than 5000). Funds will be allocated based on clear criteria: (1) reduction of water born diseases especially for vulnerable groups, (2) potential to achieve Millennium Development Goals in terms of access to water and sanitation, (3) risks as related to WS infrastructure destruction and use, (4) technical feasibility and (5) LPA and community engagement in the project.

Nr	Equitable Benchmark	Score	Justification
1	There is a public policy for reducing disparities between urban and rural areas.	1	Water and Sanitation strategy recognizes rural/urban disparities and to some extend details possible solutions. Priority still to be given to large communities.
2	Integrated approaches have been adopted to support the delivery of water and sanitation in rural areas.	1,25	The 3 T (tariff, taxes and transfers) approach proposed with no specific implementation arrangements.
3	There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas.	1,5	There are approaches like the one developed by ApaSan. No specific actions planned to scale them up.
4	There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider.	0.63	To a little extent.
5	Sector policies mobilize sufficient financial resources to reduce the access gap in rural areas according to the established targets.	0,88	To some extent.
<b>Average</b>			

Table 12: Scoring for public policies to reduce access disparities between geographical areas

It is expected that about 1.3 and 3.2 billion EUR are needed to reach MDG targets and implement and ensure compliance with EU directives. For the period of 2008-2012, the WS system was able to attract 120 million of EUR, 68% of which were donor contributions. Considering the basic macroeconomic assumptions (steady growth of budget revenues, reliable exchange rate, and willingness to make domestic investments in Water and Sanitation), it is expected that about 194 million EUR can be invested during the period 2013-2017

## 6.2. Public Policies to Reduce Price Disparities between Geographical Areas

Until 2014 the costs/tariffs setting for water and sanitation would be decentralized to each local authority. The tariff would be set in accordance with an outdated methodology at least in urban settings by the municipal enterprises and adopted by the Local Public Authorities. As a result, the tariff was too big as to cover inefficiencies and losses for the municipal enterprise or too small and subsidized by the local authorities in general. Since 2014, ANRE has had additional responsibilities to *depoliticize* the price of WS, that is, each local authority has to receive a range of price option first from ANRE and adopt the price within that range or otherwise provide additional rationale. Local Public Authorities can altogether leave price setting to ANRE. This creates more opportunities for the tariff setting to be more transparent and efficient. The ANRE will be able to participate in tariff setting only in urban and in large rural settlements.



Nr	Equitable Benchmark	Score	Justification
1	There are mechanisms in place to track prices as well as cost of provision of water and sanitation services.	1,75	To be performed by an independent institution, ANRE, especially for Municipalities and cities.
2	Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced.	1,13	Price benchmarks were identified in the strategy but there is no clear description on how they will be put into practice.
3	Public subsidies are targeted to those areas that face higher cost of service provision (not just rights holders).	0	Not existent.
4	The system is organized to enable cross-subsidization between localities with high-cost and low cost of service provision.	0	Not existent.
<b>Average:</b>		0,72	

Table 13: Score for public policies to reduce price disparities between geographical areas

### 6.3. Geographical Allocation of External Support for the Sector

During 2008-2012, 68% of the investments in WS came from external sources. This ratio is expected to remain the same in the medium term. The WS Strategy identified the communities that will benefit from WS infrastructure investment and will primarily benefit from external support (World Bank, EBRD, EU).

Nr	Equitable Benchmark	Score	Justification
1	Public Authorities have identified in the sector plan the areas that are lagging behind and require external support.	1,63	Communities are clustered based on the population number.
2	International financial support to increase access in geographical areas that lag behind (as identified in the sector plan) is available.	1,5	To some extent. Multiple donors have different support objectives in water and sanitation sector.
<b>Average</b>		<b>1,56</b>	

Table 14: Score for Geographical allocation of external support for the sector

## VII. Ensuring Access for Vulnerable and Marginalized Groups

### 7.1. Public Policies to Address the Needs of Vulnerable and Marginalized Groups

For the last decade public policies in water and sanitation failed to address many specific groups of citizens. The data for People with disabilities are very vulnerable as far as access to good quality drinking water is concerned. A survey<sup>6</sup> on access of vulnerable groups to public services found that 46% of people with disabilities reported that they had no access to drinking water. This is a serious problem which negatively affects their daily lives, especially considering the difficulty they face in obtaining even a small amount of water for their needs. As figure 4 shows, there are significant gaps in terms of availability of water sources for Roma men and women.

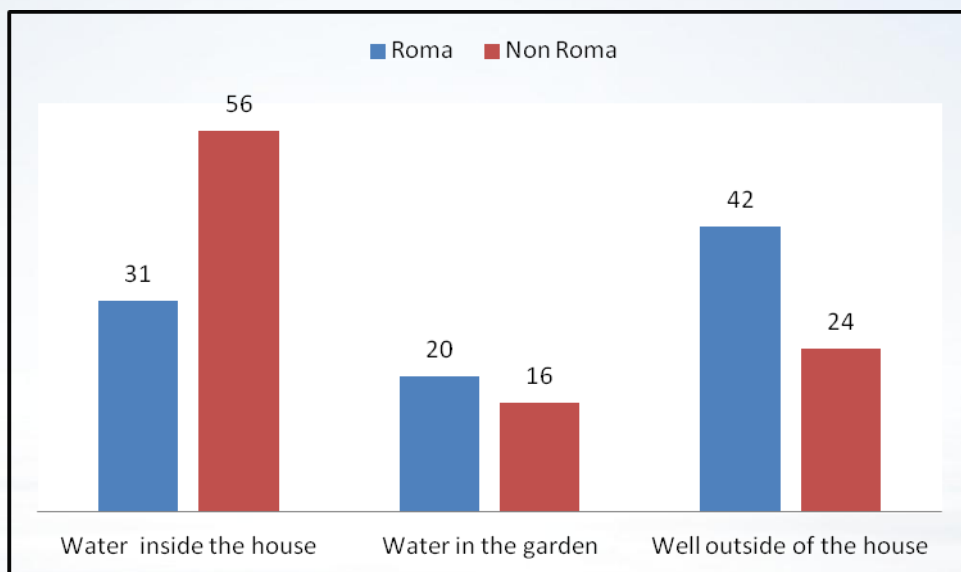


Figure 4: Availability of water sources for Roma and non Roma populations

There are significant disparities for the women led household as compared to the men led households. The first are less inclined to connect to the water pipeline, mainly because of financial constraints compared to men. In rural areas, in female-headed households, a smaller number of families are connected to the water pipeline (55% vs. 75% in the case of male-headed households).

In 2014 the Government of Moldova adopted a new version of the Water and Sanitation Strategy that to some extent makes reference and will contribute to a more equitable access to water and sanitation, primarily by: (1) recognizing access disparity among small communities and (2) access gaps for the poor households. Also, the National Roma Action Plan (2011-2015) plans for specific investments to be put in use to improve access to clean water and sanitation for communities with significant Roma population.

Nr	Equitable Benchmark	Score	Justification
1	There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups.	1,13	Water and Sanitation Policy recognizes to some extent the needs of poor households.
2	Relevant policies in other sectors include their role in ensuring access to	1,63	National Roma Action Plan (2011-2015) plans effective investments for

<sup>6</sup> Survey on Access of Women and Men representing Vulnerable Groups in Moldova to Services and Decision Making at the Local Level. The Joint Integrated Local Development Programme.

	water and sanitation by vulnerable and marginalized groups.		water and sanitation in Roma dense communities.
3	There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of the vulnerable and marginalized groups.	0,25	No specific mechanism targeting the most vulnerable groups.
4	Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups.	0,13	Only in sector policies like Roma Action Plan, Education 2020, etc.
5	Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups.	0,38	To a very little extent.
<b>Average</b>		<b>0,70</b>	

Table 15: Scoring Public Policies to Address the Needs of Vulnerable Groups

The Water and Sanitation Strategy provides generic approaches to encourage public participation in WS matters with no consideration to vulnerable and marginalized groups (special measures and considerations to be taken by the WS authorities). According to the National Decentralization Strategy, decision makers will have to take into account gender and human rights perspectives when local and sector decentralization plans will be developed. One of the key principles of the Human Rights based approach is to encourage and empower vulnerable men and women to participate and be relevant to decision making process that affects them. In reality, this only occurred when UN agencies and other development partners allocated resources to mobilize communities and vulnerable groups. The Water and Sanitation Decentralization Strategy is expected to be completed in 2015.

As table 15 shows, there is very little data to properly assess how water and sanitation policy framework addresses the special needs of persons with special physical needs.

Nr	Equitable Benchmark	Score persons with special physical needs	Users of Health Facilities	Users of Educational Facilities	Prisoners
1	There is data on the level of access to the safe drinking water and sanitation by persons in concerned groups.	0	2,38	1,5	1,5
2	There is a public policy to ensure access to safe drinking water and sanitation by persons in the concerned groups.	0	2,25	1,38	1,3
3	There is specific funding available to support access to safe drinking water and sanitation by persons in the concerned groups.	0	2	1,38	1,2
4	There are technical standards that ensure the establishment of facilities accessible to persons in concerned groups.	0,25	2,63	1,25	0,5
<b>Average</b>		<b>0,06</b>	<b>2,32</b>	<b>1,38</b>	<b>1,13</b>

Table 16: Scoring for Special Vulnerable Groups

Regarding the beneficiaries of health facilities, the situation is improving. About 52.5% of all water system is 70% has out passed the usability rate; the figure for sewage systems, with usability rate of 70%, is 37.7%. In 2012 Ministry of Health adopted a program<sup>7</sup> for hospital improvement for the period 2012-2016. One of action lines is to consolidate and improve water and sanitation systems. In 2010 the Ministry of Health established<sup>8</sup> a development fund to finance modernization and improvement of health facilities. The same situation is characteristic for the users of education facilities. The Education Strategy 2020 identifies the low access to safe drinking water and indoors sanitation in educational facilities as one of the problems related to education. The medium term financial planning<sup>9</sup> envisaged by the Ministry of Education does not have a special budget headline designated to improve water and sanitation being rather general in terms of rehabilitation and infrastructure improvement.

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<sup>7</sup> <http://old.ms.md/files/13119-Ordin%2520siguranta%2520spitalelor.pdf>

<sup>8</sup> [http://www.cnam.md/editorDir/file/Ordine ale CNAM/ordin 663 175 din 27 09 2010.pdf](http://www.cnam.md/editorDir/file/Ordine%20ale%20CNAM/ordin%20663%20175%20din%2027%2009%202010.pdf)

<sup>9</sup> <http://www.edu.gov.md/ro/elaborarea-strategiei-sectoriale-de-cheltuieli-2015-2017/>

## VIII. Keeping Water and Sanitation Affordable for All

According to the newly adopted Water and Sanitation Strategy, the poorest 10% of population can spend up to 15% of their income for minimum access to water and sanitation. However, it is believed that on average, a household will be willing to devote up to 5% of income on water and sanitation. One should also consider other similar expenses that a household makes. The data from household budget surveys shows that the poorer households are able to devote fewer resources (as a share of their income) as compared to richer households (see the figure below).

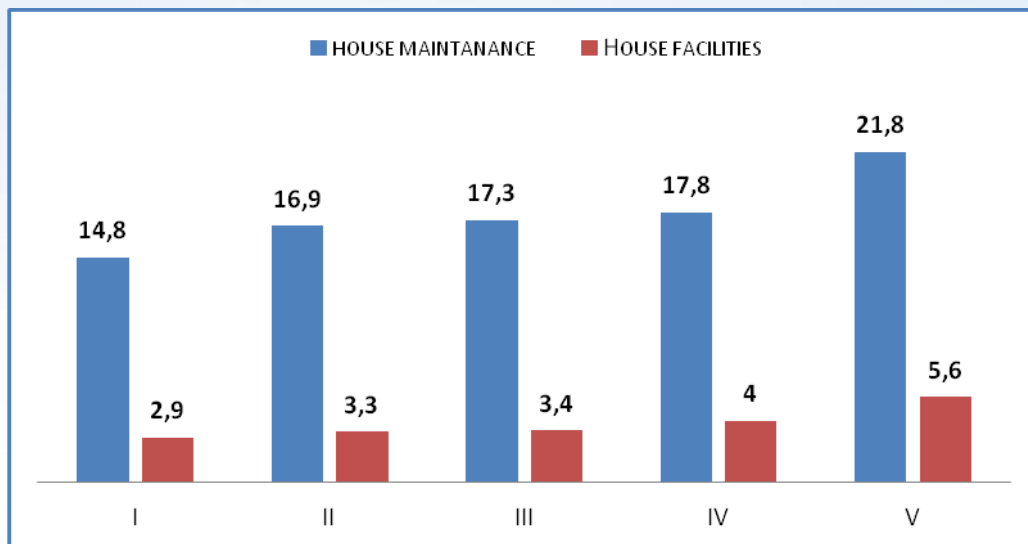


Figure 5: How much income is spent on home facilities and maintenance by income quintals in rural areas in 2013

Source: NBS

It is also important to note that water and sanitation affordability concerns two main elements for Moldovan households. The most relevant one is affordability at the connection. Since most of the water and sanitation systems have to be repaired in rural areas, some relevant contribution is required at the initial stage for each community household. This is usually a significant sum that has to be paid up front. As shown in Figure 5 above, for poorer households, the available income to be devoted to house facilities is almost twice as little as compared to richer households.

In order for the public policies to impact the affordability aspect of water and sanitation, the most effective ways to target the poorest families during the initial phase of water and sanitation programs should be found. One idea is to provide poorest families with a onetime water and sanitation connection allowance to cover part of the connection fee. This should be done in a transparent manner, based on clear criteria and with the buy in of majority of communities.

A second issue concerning the affordability aspect is the tariff based one. By 2014 the costs/tariffs setting for water and sanitation would be decentralized at the level of each local authority. The tariff would be set in accordance with an outdated methodology at least in urban settings by the municipal enterprises and adopted by the Local Public Authorities. This led to a situation when the tariff was too large to cover inefficiencies and losses for the municipal enterprise or too small and subsidized by the local authorities in general.

Figure six plots the communities based on the relationship between community deprivation (measured by IDAM, a low score indicates more deprivation) and the APA Canal water tariffs. The figure shows that there is a correlation in the sense that in poorer regions of Moldova the water tariff tends to be higher, with the communities at the bottom right of the plotting area as the most vulnerable ones.



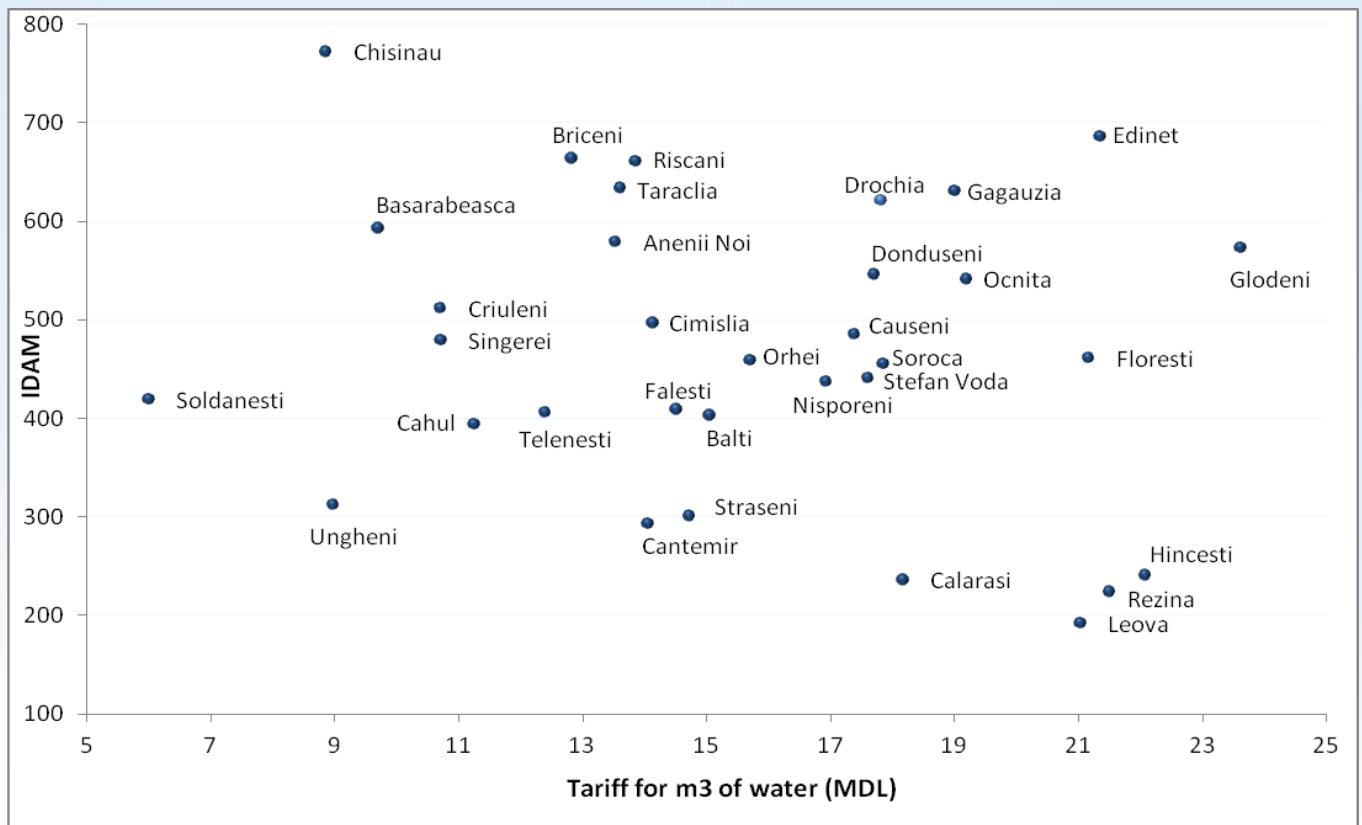


Figure 6: Correlation between water tariffs and deprivation of Moldova's regions  
 Source: Ministry of Economy, AMAC.

Since 2014, ANRE has had additional responsibilities to *depoliticize* the price of WS, according to which each local authority first has to receive a range of price options from ANRE and then adopt the price within that range or otherwise provide additional rationale. Also, local governments can altogether leave the price setting to ANRE. This creates more opportunities for the tariff setting to be more transparent and efficient. ANRE will be able to participate in tariff setting only in urban and in the large rural settlements.

Despite recognition by the authorities of the affordability aspect for water and sanitation, the scorecard shows that the Water and Sanitation policies in Moldova are rather *affordability blind*, that is they do not provide any relevant approach to make sure that water and sanitation services are affordable for all.

Nr	Equitable Benchmark	Average Score	Justification
1	Public Policies to ensure affordability (contains 5 sub indicators).	0.48	There is basic recognition of the need to make water and sanitation more affordable but no specific measures are planned to achieve affordability.
2	Tariff measures (contains 4 sub indicators)	0.19	Water and sanitation tariffs will be based solely on market based principles. LPAs will be responsible to introduce subsidies within the limits of available resources.
3	Social Protection measures (contains 3 sub indicators).	0.17	No social protection measures are implemented in the area of water and sanitation. Social payments are provided to the most vulnerable; no data are available on how such payments are spent and if they help make water and sanitation more affordable.
<b>Average</b>		<b>0.28</b>	

Table 177: Scoring for Keeping water and sanitation affordable for all

## Annexes

### A. Socioeconomic and Sector Data

Indicator	2011	2006	Sources
<b>Population (inhabitants)</b>	3669986	3585209	World Bank Population Data Set. <a href="http://data.worldbank.org/indicator/SP.POP.TOTL/countries/MD?display=graph">http://data.worldbank.org/indicator/SP.POP.TOTL/countries/MD?display=graph</a>
<b>Extension (Km2)</b>	33843,5 km <sup>2</sup>	33843,5 km <sup>2</sup> .	
<b>GDP per capita (USD/person)</b>	1970,8	950,7	World Bank economic data set. <a href="http://data.worldbank.org/indicator/NY.GDP.PCAP.CD/countries/MD?display=graph">http://data.worldbank.org/indicator/NY.GDP.PCAP.CD/countries/MD?display=graph</a>
<b>% population below national poverty line</b>	17,5	30,2	World Bank poverty data set. <a href="http://data.worldbank.org/indicator/SI.POV.NAHC/countries/MD?display=graph">http://data.worldbank.org/indicator/SI.POV.NAHC/countries/MD?display=graph</a>
<b>% of population unemployed</b>	6,7	7,4	International Labor Organization, Key Indicators of the Labor data base.
<b>% of population living in urban areas</b>	47,3	42,9	World Bank urban development data set. <a href="http://data.worldbank.org/indicator/SP.URB.TOTL/countries/MD?display=graph">http://data.worldbank.org/indicator/SP.URB.TOTL/countries/MD?display=graph</a>
<b>% of population living in peri-urban areas (only if this category is relevant)</b>	N/A	N/A	
<b>% of population living in rural areas</b>	52,7	57,1	World Bank urban development data set. <a href="http://data.worldbank.org/indicator/SP.URB.TOTL/countries/MD?display=graph">http://data.worldbank.org/indicator/SP.URB.TOTL/countries/MD?display=graph</a>
<b>Renewable freshwater resources (million m3 per capita)</b>	281	280	World Bank data set <a href="http://data.worldbank.org/indicator/ER.H2O.INTR.PC?order=wbapi_data_value_2007+wbapi_data_value+wbapi_data_value-first&amp;sort=desc&amp;page=1">http://data.worldbank.org/indicator/ER.H2O.INTR.PC?order=wbapi_data_value_2007+wbapi_data_value+wbapi_data_value-first&amp;sort=desc&amp;page=1</a>
<b>% of population without access to safe drinking water</b>	41	54	Third Millennium Development Goals Report. <a href="http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf">http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf</a>
<b>% of population without access to wastewater collection</b>	45,4	56,7	Third Millennium Development Goals Report. <a href="http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf">http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf</a>
<b>% of population without access to wastewater</b>	45,4	56,7	Third Millennium Development Goals Report. <a href="http://www.md.undp.org/content/dam/moldova/docs/Publications/">http://www.md.undp.org/content/dam/moldova/docs/Publications/</a>

<b>treatment (any level).</b>			UNDP_MD_3rdMDGReport_Eng.pdf
<b>Public financial resources spent on the water and sanitation sector</b>			
<b>Public financial resources spent on ensuring equitable access to water and sanitation</b>	N/A	N/A	

**B. International Water and Sanitation Commitments**

	Yes	No
Is your country Party to 1966 International Covenant on Economic, Social and Cultural Rights?	<b>X</b>	
Is your country Party to the 1999 Protocol on Water and Health?	<b>X</b>	

### C. Score-Card: Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation

AREA 1.1. Strategic Framework for Achieving Equitable Access				
	Yes	To a large extent	To a limited extent	No
<b>1.1.1. The right to water and sanitation has been introduced in the country's legal order.</b>		X		
<p><b>Score Justification:</b> The Water and Sanitation legal framework in Moldova indirectly endorses the right to water and sanitation. In 2010, the UN General Assembly adopted a resolution<sup>10</sup> recognizing access to clean water and sanitation as a human right; Moldova abstained from the vote. However, in 2014, the Government of Moldova adopted the new Water and Sanitation Strategy (2014-2028). The document makes reference to access to clean water and sanitation as fulfillment of a human right. Moldova indirectly recognizes the right to water and sanitation by signing the Protocol on Water and Health.</p> <p><b>Means of verification used:</b> Water and Sanitation Strategy (2014-2028), expert opinion.</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.1.2. There is a strategic plan in place to ensure equitable access to water and sanitation.</b>			X	
<p><b>Score justification:</b> In 2014, the Government of Moldova adopted a new version of the Water and Sanitation Strategy, which to some extent makes reference and will contribute to a more equitable access to water and sanitation primarily by: (1) recognizing access disparity among small communities and (2) access gaps for the poor households. In addition, the National Roma Action Plan<sup>11</sup> (2011-2015) and the Penitentiary System Reforms (2004-2020) contain provisions on planned specific investments to be put in use in order to improve access to clean water and sanitation for communities with significant Roma population.</p> <p><b>Means of verification used:</b> Water and Sanitation Strategy (2014-2028), National Roma Action Plan, Penitentiary System Reform 2004-2020</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.1.3. Equitable access targets have been set.</b>			X	
<p><b>Score justification:</b> The WS Strategy has a weak and generic monitoring and evaluation framework. The strategy refers to achieving 65% access to clear water by 2020 and 65% access to clean sanitation. Roma Action plan refers to a target of 8 densely Roma populated communities.</p> <p><b>Means of verification used:</b> Water and Sanitation Strategy (2014-2028), National Roma Action Plan</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.1.4. Responsibilities for achieving equitable access have been identified and allocated.</b>			X	
<p><b>Score justification:</b> Generic responsibilities are defined according to the Water and Sanitation legal framework. There are no specific responsibilities to ensure equitable access to clean water and sanitation. The WS Strategy refers to the possibility of subsidies and special grants/transfers to be introduced by the Government in the rare cases when households and communities objectively cannot afford access to water and sanitation.</p> <p><b>Means of verification used:</b> Water and Sanitation Strategy (2014-2028),</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.1.5. There are mechanisms in place to enable discussion and coordination by competent authorities.</b>			X	
<p><b>Score justification:</b> A review of the institutional capacity performed within the Technical Assistance for the</p>				

<sup>10</sup> <http://www.un.org/News/Press/docs/2010/ga10967.doc.htm>

<sup>11</sup> <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=339319>



<p>Implementation of Sector Policy Support Program in the Water Sector came to the following conclusions: (1) current institutions active in the WSS sector are fragmented, inadequately policed and staffed and as a whole poorly equipped to address the WSS challenges; (2) there is weak communication and coordination between the existing structures, in particular regarding the WSS investment programming and monitoring (MoF, MoEn and MoRDC); (3) there is uncoordinated development of WSS infrastructure at the local level often driven by donors without coherent oversight or monitoring at the national level.</p> <p>In 2015 the coordination and monitoring capacity of the Ministry of Environment for WS projects and programs is planned to be strengthened.</p> <p><b>Means of verification used:</b> expert opinion, Republic of Moldova’s Water Supply &amp; Sanitation Strategy (Revised Version 2012) – 2nd Draft, October 2012</p> <p><b>Reliability of the response:</b> Medium</p>					
<b>1.1.6. The country/region/city has assessed the equity of access to safe drinking water and sanitation.</b>				<b>X</b>	
<p><b>Score justification:</b> The Republic of Moldova has ignored to a large extent the issue of equality in access to WWS. The National Bureau of Statistics via the household budget survey produces the official data on access to water and sanitation mainly concerning two access gaps: rural/urban, and access to WSS based on income. The UN agencies based in Moldova covered the access gaps for Roma men and women in various studies.</p> <p><b>Means of verification:</b> expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>					
<b>Average score: 1,40</b>					
<b>Average reliability score: Medium</b>					

<b>AREA 1.2. Sector Financial Policies</b>				
	<b>Yes</b>	<b>To a large extent</b>	<b>To a limited extent</b>	<b>No</b>
<b>1.2.1. The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated.</b>		<b>x</b>		
<p><b>Score justification:</b> An estimation<sup>12</sup> showed that depending on the level of targeted objectives (compliance with EU Directives or achievement of the MDGs), the total investment cost was recognized to be in the range of 1.3 to 3.2 billion EUR. The overall capital investment for implementing the WSS Strategy over the period 2013-2027 is estimated to be around 705 million EUR (equivalent of 11.329 Million MDL), of which 194 million EUR would need to be invested in the first five years (2013-2017). However, no specific estimation was made on reducing access gaps between rich and poor households.</p> <p><b>Means of verification:</b> Expert calculations.</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.2.2. The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified.</b>			<b>x</b>	
<b>Score justification:</b> To some extent, the main funding needs were identified and proposed for adoption as part				

<sup>12</sup> Republic of Moldova’s Water Supply & Sanitation Strategy (Revised Version 2012) – 2nd Draft, October 2012

<p>of the WS Strategy and Medium Term Expenditure Framework (not yet completed). The Government will rethink its contribution to the WSS Strategy by raising its allocation of budget revenues to WSS capital investment starting with at least 1.2% in the first 5 years (2013-2017) as a share of consolidated budget revenues (state budget + local budgets). This government contribution will then be increased gradually to 1.3% in 2018-2022 and to 1.4% in 2023-2027 years.</p> <p><b>Means of verification:</b> expert calculations, Republic of Moldova’s Water Supply &amp; Sanitation Strategy (Revised Version 2012) – 2nd Draft, October 2012</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.2.3. The financing strategies for the water and sanitation take equity issues into account.</b>			<b>x</b>	
<p><b>Score justification:</b> WSS proposes to use a range of 3-5% of the average disposable household income as the “affordability” yardstick when setting the WSS tariffs. The Water and Sanitation Strategy details to some extent the approach the Authorities should take when applying subsidies as direct transfers/grants etc.</p> <p><b>Means of verification:</b> Water and Sanitation Strategy (2014-2028),</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.2.4. There are mechanisms in place to induce service providers to implement investment that favor providing access to those right –holders that lack it.</b>				<b>x</b>
<p><b>Score justification:</b></p> <p>The WS Strategy proposes the following approach to solving the issue of poorer households access to clean water and sanitation:</p> <p>(1)Adapt the technical design standards and technology applied in centralized systems to lower their investment and the future operating costs to the maximum;(2)Promote and apply decentralized on site systems when it is clear that the operation cost of a centralized system is unaffordable to the beneficiary population as a whole;(3)In urban areas where centralized systems are necessary and where services are partially unaffordable to some segment of the population in spite of a cross subsidizing block tariff scheme, consider the possibility of a social subsidy scheme, and other type of instruments that can subsidize the payment due by poor households to the WOCs to allow them to cover their costs. However, these are generic approaches and are not specified further in the strategy’s action plan.</p> <p><b>Means of verification:</b> Water Supply &amp; Sanitation Strategy</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.2.5. The national/regional/city government monitors and publicly reports financial resource allocation.</b>		<b>x</b>		
<p><b>Score justification:</b> Data on capital water and sanitation projects are collected and reported by the Ministry of Finance<sup>13</sup>. Along with this, the National Audit Court scrutinizes all water and sanitation investments as part of their annual work. However, the data is hard to access and comprehend by ordinary citizens or the media. As part of the new WS Strategy, it is planned to increase transparency in the use of funds within the sector by developing a special portal.</p> <p><b>Means of verification:</b> Ministry of finance</p> <p><b>Reliability of the response:</b> High</p>				
<b>1.2.6. International financial support for water and sanitation sector takes in equity in to account.</b>		<b>x</b>		
<p><b>Score justification:</b> There is a broad consensus that donor’s community is the main promoter of equitable access to water and sanitation by providing expertise, funds and pressure on authorities to take the issue into account. Many of the vulnerable groups, institutions and communities increased their access to water and sanitation manly due to donor’s community contribution.</p> <p><b>Means of verification:</b> expert opinion</p>				

<sup>13</sup> Access BOOST data base <http://www.mf.gov.md/actdoc/BOOST>

<b>Reliability of the response:</b> medium
<b>Average score:</b> 1,48
<b>Average reliability score:</b> Medium

<b>AREA 1.3.Rights and duties of users and other rights holders</b>				
	<b>Yes</b>	<b>To a large extent</b>	<b>To a limited extent</b>	<b>No</b>
<b>1.3.1. There are mechanisms in place to ensure that rights-holders know their rights and obligations as well as how to access relevant information.</b>			<b>x</b>	
<p><b>Score justification:</b> there is no specific mechanism as defined by the law for water and sanitation. The law on consumer protection defines the basic mechanism and treats the right-holders as consumers. According to this approach, one would be entitled to specific rights in water and sanitation if one is a client first. Also, ANRE has a statutory obligation to protect the interests of the consumers in assessing the performance of the water operators.</p> <p><b>Means of verification:</b> Law on consumer protection.</p> <p><b>Reliability of the response:</b> medium</p>				
<b>1.3.2. There are mechanisms in place to allow right-holders to participate in decision making process concerning the level and quality of access that they receive.</b>			<b>x</b>	
<p><b>Score justification:</b> There is a generic mechanism as described by the law on transparent decision making, adopted in 2008. Under the law, the authorities shall make the decision making process more transparent and allow the citizens to fully participate in the decision making process. A survey<sup>14</sup> from 2012 showed that at most 8% of citizens ever consulted the Local governments (in this case responsible for ensuring access to water and sanitation at the community level) in matters of community development. The UNECE Aarhus Convention is the benchmark in Europe for access to environmental information, public participation in environmental decision and access to environmental justice.</p> <p><b>Means of verification:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.3.3. There are mechanisms in place to allow rights holders to seek redress and enforce remedial actions.</b>			<b>x</b>	
<p><b>Score justification:</b> To a little extent. Only if rights holders are consumers. As explained in 1.3.1.</p> <p><b>Means of verification:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>1.3.4. There are mechanisms in place to allow rights-holders to keep responsible authorities accountable.</b>			<b>x</b>	
<p><b>Score justification:</b> To a little extent. Right-holders can use the law on transparent decision making. In reality it rarely happens. The WS Strategy intends to promote active participation of citizens, in particular for: (1)WS public financing, (2)demand for improved efficiency of WS services, (3) participation of the private sector in WS development and (4) improved accessibility of WS services.</p> <p><b>Means of verification:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>Average score: 1, 2</b>				

<sup>14</sup> Survey "Women and Men Participation in Decision Making Process"

[http://www.progen.md/files/9908\\_women\\_and\\_men\\_participation\\_in\\_decision\\_making\\_process.pdf](http://www.progen.md/files/9908_women_and_men_participation_in_decision_making_process.pdf)

Average reliability score: Medium

#### D. Score-card: Reducing Geographical Disparities

Indicator	2011	2006	Sources
Rate of access to safe drinking in urban areas (%)	99,4	99	World Bank Urban Development Data Set <a href="http://data.worldbank.org/indicator/SH.H2O.SAFE.UR.ZS/countries/MD?display=graph">http://data.worldbank.org/indicator/SH.H2O.SAFE.UR.ZS/countries/MD?display=graph</a>
Rate of access to safe drinking water in rural areas (%)	35	12	National Bureau of Statistics
Rate of access to sanitation in urban areas (%)	89	88,2	World Bank Urban Development Data Set <a href="http://data.worldbank.org/indicator/SH.STA.ACSN.UR/countries/MD?display=graph">http://data.worldbank.org/indicator/SH.STA.ACSN.UR/countries/MD?display=graph</a>
Rate of access to sanitation in rural areas (%)	1,7	2,7	National Statistics Office
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation.			
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation.			
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (% of budget spent on water and sanitation).			

AREA 2.1. Public Policies to Reduce Access Disparities Between Geographical Areas				
	Yes	To a large extent	To a limited extent	No
2.1.1. There is a public policy for reducing disparities between urban and rural areas.			x	
<b>Score justification:</b> The WS Strategy adopts a differentiated approach to urban and rural areas. Rural areas				



<p>will be clustered based on the number of population (7000/5000/less than 5000). Funds will be allocated based on clear criteria: (1) reduction of water born diseases, especially for vulnerable groups, (2) potential to achieve Millennium Development Goals in terms of access to water and sanitation, (3) risks related to WS infrastructure destruction and use, (4) technical feasibility and (5) LPA and community engagement in the project.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<p><b>2.1.2. Integrated approaches have been adopted to support the delivery of water and sanitation in rural areas.</b></p>			<b>X</b>	
<p><b>Score justification:</b> The integrated approach within the new WS Strategy is based on a mix of the „3Ts“ (tariffs, taxes and transfers) to finance recurrent and capital costs, and to leverage other forms of financing; Predictability of public subsidies to facilitate investment (planning); Tariff policies making services affordable to all, including the poorest, while ensuring the financial sustainability of service providers.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<p><b>2.1.3. There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas.</b></p>				<b>x</b>
<p><b>Score justification:</b> No significant technical solutions are described and developed within the WS Strategy. The strategy makes reference to ApaSan solutions and models but it is not clear if they will be policy wise scaled up.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<p><b>2.1.4. There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider.</b></p>				<b>x</b>
<p><b>Score justification:</b> No significant technical solutions are described and developed within WS Strategy. The strategy makes reference to ApaSan solutions and models but it is not clear if they will be policy wise scaled up.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<p><b>2.1.5. Sector policies mobilize sufficient financial resources to reduce the access gap in rural areas according to the established targets.</b></p>			<b>X</b>	
<p><b>Score justification:</b> It is estimated that about 1.3 and 3.2 billion of EUR are required in order to reach MDG targets and implement and ensure compliance with EU directives. During 2008-2012, the WS system was able to attract a total of 120 million EUR, 68% of which were donor contributions. It is expected that in 2013-2017, about 194 million EUR can be invested, given the basic macroeconomic assumptions (steady growth of budget revenues, reliable exchange rate, willingness to step up domestic investments in WS)</p> <p><b>Means of verification:</b> Expert calculations, The Water Supply &amp; Sanitation Strategy of the Republic of Moldova (Revised Version 2012) – 2nd Draft, October 2012  <b>Reliability of the response:</b> Medium</p>				
<p><b>Average score: 1,05</b></p>				
<p><b>Average reliability score: Medium</b></p>				



AREA 2.2. Public Policies to Reduce Price Disparities to Reduce Price Disparities Between Geographical Areas				
	Yes	To a large extent	To a limited extent	No
<b>2.2.1. There are mechanisms in place to track prices as well as cost of provision of water and sanitation services.</b>		X		
<p><b>Score justification:</b> Until 2014 the costs/tariffs setting for water and sanitation would be decentralized to each local authority. The tariff would be set in accordance with an outdated methodology at least in urban settings by the municipal enterprises and adopted by the Local Public Authorities. This mostly created a situation when the tariff was too high to cover inefficiencies and losses for the municipal enterprise or too small and subsidized by the local authorities in general. Since 2014, ANRE has had additional responsibilities to <i>depoliticize</i> the price of WS. Thus, each local government first has to receive a range of price options from ANRE and then adopt the price within that range or otherwise provide additional reasoning. Local governments can altogether leave the price setting to ANRE. This creates more opportunities for the tariff setting to be more transparent and efficient. ANRE will be able to participate in tariff setting only in urban and in the large rural settlements.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<b>2.2.2. Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced.</b>			X	
<p><b>Score justification:</b> see above  <b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<b>2.2.3. Public subsidies are targeted to those areas that face higher cost of service provision (not just rights holders).</b>				X
<p><b>Score justification:</b> Currently, the national policy does not provide for any comprehensive scheme for targeted subsidies for specific areas where costs are high. Some settlements apply such scheme, but the subsidies are not targeted and for the most part are not transparent.</p> <p><b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
<b>2.2.4. The system is organized to enable cross-subsidization between localities with high-cost and low cost of service provision.</b>				X
<p><b>Score justification:</b> No such experience attested.  <b>Means of verification:</b> Expert opinion  <b>Reliability of the response:</b> Medium</p>				
Average score: 0,72				
Average reliability score: Medium				

AREA 2.3. Geographical Allocation of External Support for the Sector				
	Yes	To a large extent	To a limited extent	No

<b>2.3.1. Public Authorities have identified in the sector plan the areas that are lagging behind are require external support.</b>		<b>X</b>		
<p><b>Score justification:</b> The WS Strategy identified the communities that will benefit from WS infrastructure investment and will primarily benefit from external support (World Bank, EBRD, EU).</p> <p><b>Means of verification:</b> WS Strategy, Donor Country Strategies for Moldova</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>2.3.2. There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan).</b>		<b>X</b>		
<p><b>Score justification:</b> In 2008-2012, 68% of the investments in WS were from foreign sources. This share is expected to remain the same in the medium term.</p> <p><b>Means of verification:</b> Expert calculations, The Strategy of the Republic of Moldova on Water Supply &amp; Sanitation (Revised Version 2012) – 2nd Draft, October 2012</p> <p><b>Reliability of the response:</b> Medium</p>				
<p><b>Average score: 1,56</b></p>				
<p><b>Average reliability score: Medium</b></p>				

## E. Score-card: Vulnerable and Marginalized Groups

Indicator	2011	2006	Sources
% persons with access to safe drinking water in the country.	59	46	Third Millennium Development Goals Report. <a href="http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf">http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf</a>
% persons with access to safe drinking water by the poorest fifth of the population.	38,5	24,8	National Statistics Office
% persons with access to sanitation in the country.	54,6	43,3	Third Millennium Development Goals Report. <a href="http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf">http://www.md.undp.org/content/dam/moldova/docs/Publications/UNDP_MD_3rdMDGReport_Eng.pdf</a>
% persons with access to sanitation by the poorest fifth of the population.	8,5	20,5	National Bureau of Statistics
% of hospitals that have sufficient and adequate water and sanitation services.			
% of schools that have sufficient and adequate water and sanitation services.			
% of prisons that have sufficient and adequate water and sanitation services.			
% of persons without a fixed residence that have drinking water and sanitation through public facilities.			
Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available).			
Number of people lacking access to sewer at home (while living in neighborhoods where access is available).			
Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (million EUR).			
Public financial resources spent in			

ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (EUR per capita)			
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<b>AREA 3.1. Public Policies to Address the Needs of Vulnerable and Marginalized Groups</b>				
	Yes	To a large extent	To a limited extent	No
<b>3.1.1. There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups.</b>		X		
<p><b>Score justification:</b> In 2014 the Government of Moldova adopted a new version of the Water and Sanitation Strategy that to some extent makes reference and will contribute to a more equitable access to water and sanitation primarily by: (1) recognizing access disparity among small communities and (2) access gaps for the poor households. In addition, the National Roma Action Plan (2011-2015) and the Penitentiary System Reform (2004-2020) provide for specific investments to be put in use to improve access to clean water and sanitation for communities with significant Roma population.</p> <p><b>Means of verification used:</b> Water and Sanitation Strategy (2014-2028), National Roma Action Plan, Penitentiary System Reform 2004-2020</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.1.2. Relevant policies in other sectors include their role in ensuring access to water and sanitation by vulnerable and marginalized groups.</b>			X	
<p><b>Score justification:</b> Other public policies providing commitments to ensure access to water and sanitation by vulnerable groups include the National Roma Action Plan and the Penitentiary System Reform 2004-2020.</p> <p><b>Means of verification used:</b> National Roma Action Plan, Penitentiary System Reform 2004-2020</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.1.3. There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of the vulnerable and marginalized groups.</b>			X	
<p><b>Score justification:</b> The WS Strategy provides generic approaches to encourage public participation in WS matters with no consideration to vulnerable and marginalized groups (special measures and considerations to be taken by the WS authorities). The National Decentralization Strategy states that decision makers will have to consider gender and human rights perspectives when local and sectoral decentralization plans are developed. One of the key principles of Human Rights based approach is to encourage and empower vulnerable men and women to participate and be relevant to decision making process that affects them. In reality this only happened when UN agencies and other development partners applied resources to mobilize communities and vulnerable groups. Water and Sanitation Decentralization Strategy is expected to be completed in 2015.</p> <p><b>Means of verification used:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.1.4. Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups.</b>			X	
<p><b>Score justification:</b> Such practices documented only within National Roma Action Plan and Penitentiary System Reform 2004-2020</p> <p><b>Means of verification used:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				

<b>3.1.5. Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups.</b>				<b>X</b>
<b>Score justification:</b> No such practice has been identified and documented. <b>Means of verification used:</b> Expert opinion <b>Reliability of the response:</b> Medium				
<b>Average score:</b>				
<b>Average reliability score:</b>				

<b>AREA 3.2. Persons with Special Physical Needs</b>				
	<b>Yes</b>	<b>To a large extent</b>	<b>To a limited extent</b>	<b>No</b>
<b>3.2.1. There is data on level of access to the safe drinking water and sanitation by persons with special physical needs.</b>				<b>X</b>
<b>Score justification:</b> There is no such practice. WS statistics are not segregated based on this criterion. In 2012, the Joint Integrated Local Development Program implemented by UNDP and UN WOMEN via the opinion pool survey tried to establish a baseline access data on the access of vulnerable men and women to different community based services. <b>Means of verification used:</b> Expert opinion <b>Reliability of the response:</b> Medium				
<b>3.2.2. There is a public policy to ensure access to safe drinking water and sanitation by persons with special physical needs.</b>				<b>X</b>
<b>Score justification:</b> No such practice has been identified and documented. <b>Means of verification used:</b> Expert opinion <b>Reliability of the response:</b> Medium				
<b>3.2.3. There is specific funding to support access to safe drinking water and sanitation by persons with special physical needs (such as adapting home facilities).</b>				<b>X</b>
<b>Score justification:</b> No such practice has been identified and documented. <b>Means of verification used:</b> Expert opinion <b>Reliability of the response:</b> Medium				
<b>3.2.4. There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs.</b>				<b>X</b>
<b>Score justification:</b> No such practice has been identified and documented. <b>Means of verification used:</b> Expert opinion <b>Reliability of the response:</b> Medium				
<b>Average score:</b>				
<b>Average reliability score:</b>				



AREA 3.3. Users of Health Facilities				
	Yes	To a large extent	To a limited extent	No
<b>3.3.1. There is data on levels of access to safe drinking water and sanitation in health facilities.</b>		X		
<p><b>Score justification:</b> In 2010 the WHO and the Ministry of Health conducted a hospital safety assessment in Moldova. The assessment included an evaluation of access to water and sanitation. Although all health facilities have water and sanitation systems, the quality of the systems varies. About 52.5% of all water systems are 70% past their usability rate; the figure for sewage systems based on a usability rate of 70% is 37,7%. The official data produced by the Ministry of Health on an annual basis does not contain data on access to safe drinking water and sanitation. And there is no centralized information on access to water of health facilities at the community level.</p> <p><b>Means of verification used:</b> Expert opinion, Hospital Safety Assessment in Republic of Moldova, 2010 Centre for Disaster Medicine.</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.3.2. There is a public policy to ensure access to safe drinking water and sanitation by users of health facilities.</b>		X		
<p><b>Score justification:</b> In 2012 Ministry of Health adopted a program<sup>15</sup> of hospital strengthening for the period 2012-2016. One of the action lines provides for strengthening and improving water and sanitation systems.</p> <p><b>Means of verification used:</b> National Program for Hospital Strengthening 2012-2016</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.3.3. There is specific public funding to support access to safe drinking water and sanitation by users of health facilities.</b>	X			
<p><b>Score justification:</b> In 2010 the Ministry of Health established<sup>16</sup> a development fund to finance modernization and improvement of health facilities. One of the criteria for financing is rehabilitation and improvement of the water and sanitation system. In 2012 57 projects were financed, but it is not clear how many of them contributed directly to improvements in access to water and sanitation.</p> <p><b>Means of verification used:</b> Regulation on establishing Development Fund for Health Institution Improvement and Modernization. Annual CNAM Report 2012.</p> <p><b>Reliability of the response:</b> High</p>				
<b>3.3.4. Health facilities have relevant complaint mechanism in place</b>		X		
<p><b>Score justification:</b> Patient satisfaction surveys have been conducted as part of a module funded by the World Bank-supported HSSAP. The results of the last survey conducted in 2012 showed that most of the patients' dissatisfaction is associated with a physical condition, e.g., sanitary block, rooms, water supply, food of the medical facilities and OOP payments. Moldova has outdated legal provisions for petitions and complaints, and the Ministry of Health has established an electronic complaint submission channel. However, the ministry has neither any specialized unit for patient complaints nor a system in place to monitor cases of infringement of patient rights. In February 2014, CNAM launched a hotline to receive complaints regarding the quality of care or out of the pocket payments.</p> <p><b>Means of verification used:</b> Expert opinion</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.3.5. Health facilities have separate toilets for males and</b>	X			

<sup>15</sup> <http://old.ms.md/files/13119-Ordin%2520siguranta%2520spitalelor.pdf>

<sup>16</sup> [http://www.cnam.md/editorDir/file/Ordine ale CNAM/ordin 663 175 din 27 09 2010.pdf](http://www.cnam.md/editorDir/file/Ordine%20ale%20CNAM/ordin%20663%20175%20din%2027%2009%202010.pdf)

females as well as adequate facilities for menstrual hygiene management.				
Average score:				
Average reliability score:				

AREA 3.4. Users of Educational Facilities				
	Yes	To a large extent	To a limited extent	No
<b>3.4.1. There is data on access to safe drinking water and sanitation in educational facilities.</b>	X			
<p><b>Score justification:</b> The Ministry of Education collects information on an annual basis. Some information (for 2010) is available to the public<sup>17</sup>.</p> <p><b>Means of verification used:</b> date.gov.md</p> <p><b>Reliability of the response:</b> High</p>				
<b>3.4.2. There is a public policy to ensure access to safe drinking water and sanitation by users of educational facilities.</b>	X			
<p><b>Score justification:</b> The Education Strategy 2020 identifies reduced access to safe drinking and especially indoors sanitation in educational facilities as one of the problems related to education. One of the specific objectives (objective 6.3) of the strategy is to enhance and better target investments in order to improve and consolidate school infrastructure, including the WS infrastructure.</p> <p><b>Means of verification used:</b> Education 2020</p> <p><b>Reliability of the response:</b> High</p>				
<b>3.4.3. There is specific public funding to support access to safe water and sanitation by users of educational facilities.</b>		X		
<p><b>Score justification:</b> The medium term financial planning<sup>18</sup> envisaged by the Ministry of Education does not have a special budget headline designated to improve water and sanitation, and is rather general in terms of the rehabilitation and infrastructure improvement.</p> <p><b>Means of verification used:</b> Education Medium Term Financial Planning 2014-2017</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.4.4. Educational facilities have relevant compliant mechanism in place.</b>		X		
<p><b>Score justification:</b> Almost every school has a parents' association that contributes to school/educational facility development and facilitates the dialog between parents and teachers. According to the newly adopted Education Code, parents and students will have a more relevant role in the school board and decision making process.</p> <p><b>Means of verification used:</b> Education Code</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>3.4.5. Educational facilities have separate toilets for males and females as well as adequate facilities for</b>			X	

<sup>17</sup> <http://date.gov.md/ckan/ro/dataset/4631-infrastructura-institutiilor-de-invataman-secundar/resource/56e2d27f-a42f-4a50-a57f-1acd2a062f04>

<sup>18</sup> <http://www.edu.gov.md/ro/elaborarea-strategiei-sectoriale-de-cheltuieli-2015-2017/>

<b>menstrual hygiene management.</b>				
<p><b>Score justification:</b> All educational facilities have separate toilets but majority of them, especially in the rural areas, are inadequate and pose serious threat to student’s health. An UNICEF report found that half of schools use unauthorized water sources for drinking purposes. One in twelve schools has interruptions in water supply of 4 up to 24 hours a day. Rural schools have even longer water supply interruptions. Water supply is interrupted 2.7 times more often in the Southern Zone’s pre-university institutions compared to the country as a whole, and 6.3 times more frequently than in the Central Zone’ schools, which supposedly have a higher risk of microbial pollution of drinking water.</p> <p><b>Means of verification:</b> Study on the quality of water, sanitation and hygiene practices in the schools of Moldova</p> <p><b>Reliability of the response:</b> Medium</p>				
<b>Average score:</b>				
<b>Average reliability score:</b>				

## F. Score-Card Keeping Water and Sanitation Affordable for all

AREA 4.1. Public Policies to ensure affordability				
	Yes	To a large extent	To a limited extent	No
<b>4.1.1. There is data on affordability of water and sanitation services.</b>			X	
Score Justification: (explain briefly and/or give examples that justify the answer) Some social studies were carried out in separated rayon and projects				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.1.2. Water and sanitation policy includes affordable access as one of the objectives.</b>			x	
Score Justification: (explain briefly and/or give examples that justify the answer) WSS strategy partially tackles the issue of affordability (in the analytical part, not as an objective).				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.1.3. Social policy addresses affordability of water and sanitation services.</b>				X
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.1.4. There is a policy to address affordability of self provided water sanitation services.</b>				X
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.1.5. There is specific funding to address affordability concerns.</b>				X
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
AREA 4.2.: Tariff measures				
	Yes	To a large extent	To a limited extent	No
<b>4.2.1. The public authorities have analyzed different options to address affordability issues thorough tariff measures.</b>			x	
Score Justification: (explain briefly and/or give examples that justify the answer) Cross subsidy between businesses and public institutions and population is used.				

Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.2.2. Tariff measures have been included in a strategy to address affordability issues.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low):				
<b>4.2.3. Tariff measures to address affordability issues have been implemented.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.2.4. Tariff measures implemented to address affordability issues contribute to the financial sustainability of service provision.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				

<b>AREA 4.3. Social Protection Measures</b>				
	<b>Yes</b>	<b>To a large extent</b>	<b>To a limited extent</b>	<b>No</b>
<b>3.3.1. The public authorities have analyzed the impacts of different alternatives to address affordability issues through social protection measures.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.3.2. Social protection measures have been included in a strategy to address affordability issues.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				
<b>4.3.3. Social protection measures to address affordability issues have been implemented.</b>				<b>X</b>
Score Justification: (explain briefly and/or give examples that justify the answer)				
Means of verification used: (e.g. official documents, multi-stakeholders consultations, expert opinion)				
Reliability of the response: (high, medium, low)				



## G. List of Workshop Participants

<b>Institution</b>	<b>Participant</b>
<b>Ministry of Environment</b>	<b>Dorin Dusciac</b> , Deputy Minister of Environment <b>Serafima Tronza</b> , Head Water Management Division <b>Diana Celac</b> , Deputy Head, Water Management Division
<b>Agency Apele Moldovei</b>	<b>Veaceslav Vladicescu</b> , Agency Director
<b>Swiss Cooperation Office (SDC)</b>	<b>Andrei Cantemir</b> , National Program Officer <b>Natalia Cernat</b> , National Program Officer <b>Matthias Leicht</b> , Senior Program Manager
<b>Austrian Development Cooperation</b>	<b>Constantin Mihailescu</b> , ADA Water and Sanitation Expert
<b>UNECE</b>	<b>Nataliya Nikiforova</b> , Associate Environment Affairs Officer <b>Chantal Demilchamp</b> , Expert <b>R. M. Hurtado</b> , Expert
<b>ApaSan Project in Moldova</b>	<b>Jonathan Hecke</b> , National Project Coordinator <b>Corina Andronic</b> , Communication Specialist
<b>National Centre for Public Health</b>	<b>Liliana Carp</b> , Consultant
<b>UNDP</b>	<b>Ivan Draganic</b> , UNDP Program specialist, ART initiative (GWS)
<b>Mama-86 NGO</b>	<b>Hanna Tsvietkova</b> , Expert
<b>Ministry of Regional Development and Constructions</b>	<b>Victor Caun</b> , Chief MRDC
<b>National Bureau of Statistics</b>	<b>Elena Orlova</b> , Head of Agriculture and Environment Statistics
<b>Association Moldova Apa-Canal</b>	<b>Mihai Stirban</b> , AMAC vice-director
<b>Congress of Local Authorities from Moldova</b>	<b>Ion Beschieru</b> , Expert
<b>National Agency for Energy and Regulation (ANRE)</b>	<b>Sergiu Jomiru</b> , Head of Section on water supply and sanitation, Department of Investment and Quality <b>Olga Lozan</b> , Principal Specialist, Section on water supply and sanitation, Department of Tariffs and Economic Analyses <b>Rata Vitalie</b> , Consultant <b>Malic Svetlana</b> , Consultant
<b>OECD Project</b>	<b>Tatiana Ivanova</b> , Local consultant
<b>ECO-Tiras</b>	<b>Tatiana Sineaeva</b> , Expert
<b>National Environmental Centre</b>	<b>Iuliana Cantaragiu</b> , Expert
<b>Solidarity Water Europe in Moldova</b>	<b>Daniela Bordeianu</b> , Head of Solidarity Water Europe in Moldova <b>Victoria Morozov</b> , Programme Coordinator
<b>Partnership for Development</b>	<b>Alexei Buzu</b> , Independent Expert

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