



International
Water Association



DRAFT

The Vienna Charter on Urban Sanitation



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CONTENTS

Forward	2
1 Introduction	4
1.1 Purpose	4
1.2 Goal	4
1.3 Audience	4
1.4 How the Charter should be used	4
2 Key Principles	4
2.1 Optimum Services to be delivered	4
2.2 The Sanitation System	5
2.3 Technologies	5
2.4 Effective Planning	5
3 The Sanitation System as a Whole	6
4 Roles and Responsibilities	6
4.1 What should National Government and Regulatory Authorities do?	6
4.2 What should Municipal authorities do?	6
4.3 What should utility service providers and independent providers do?	7
4.4 What should Citizens/ consumers do?	7
4.5 What should NGOs and other civil society organizations do?	7
5 Certification and Verification	7
5.1 Certification of organizations who provide support	7
5.2 Universal Urban Sanitation Index for cities and towns	8
6 Resources	8
7 Taking the Charter Forward	8

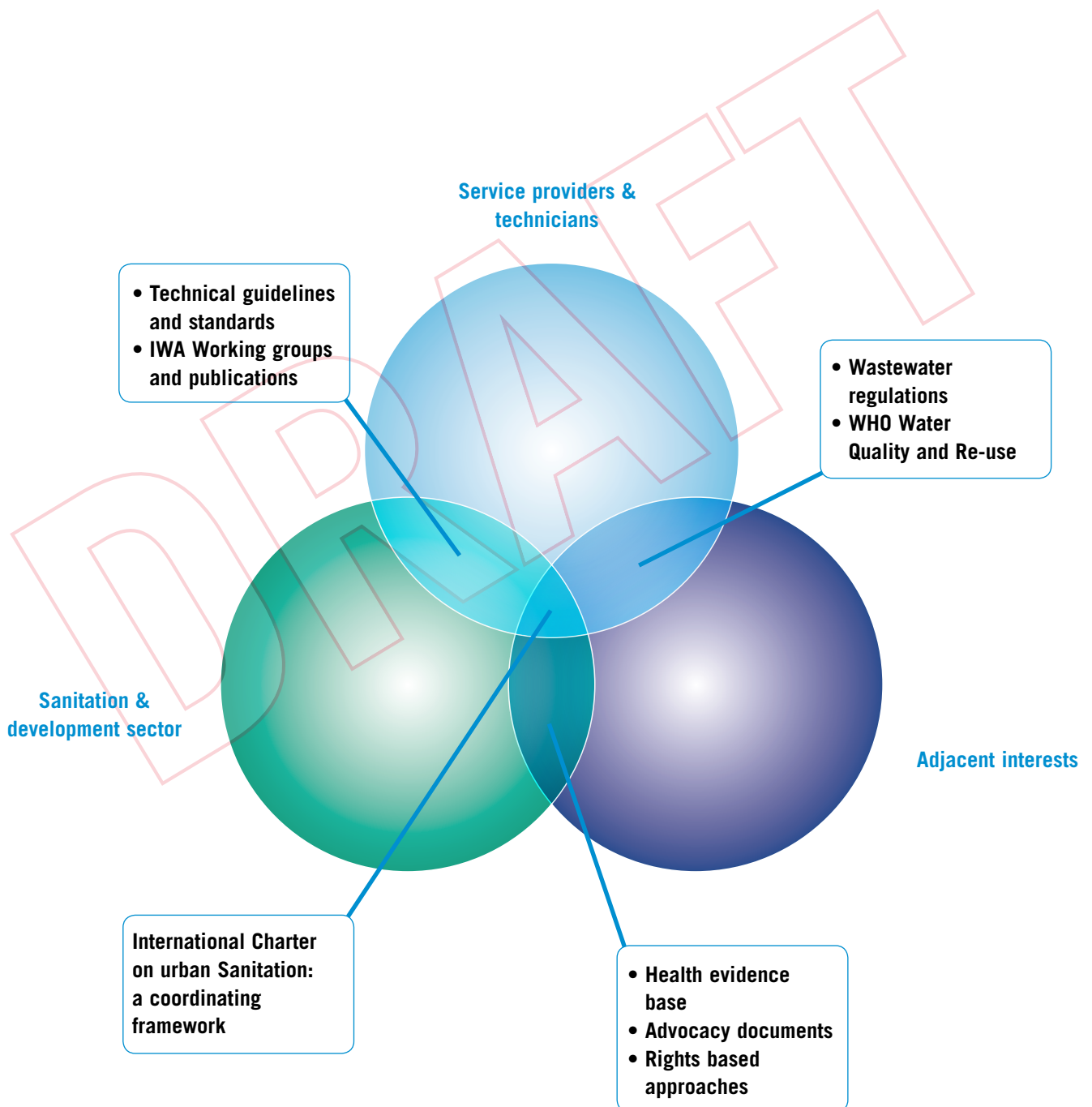
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The Vienna Charter on Urban Sanitation

Forward

1. The Forward will briefly describe the motivation of IWA to lead the process of developing a charter, the genesis through the S21 task Force and the consultation process which has resulted in the drafting of the Charter.
2. The Forward will also briefly reiterate that the Charter is not new work but pulls together key

ideas from three constituencies or communities of practice; service providers/ technicians and engineers; sanitation and development specialists; and adjacent interests including health, urban planners, urban poverty and education specialists and human rights workers. The diagram below may be useful in 'locating' the charter in the centre of these overlapping communities.



The Vienna Charter on Urban Sanitation

1 Introduction

1.1 Purpose

1.1.1 The purpose of the Vienna Charter on Urban Sanitation hereafter referred to as 'the Charter' is to consolidate best practice in effective and sustainable urban sanitation as it has been developed in several communities of practice into a single coherent unifying set of guiding principles. It builds on past work and is not a new analysis.

1.1.2 The Charter is focused on sanitation systems which require for their good operation significant services or infrastructure beyond the boundaries of the household and its immediate neighbours (for example sludge collection and treatment, sewers, wastewater treatment facilities etc). Such systems are more generally found in built up areas, in cities, towns and growth centers and are commonly referred to as 'urban' sanitation systems. By contrast the charter does not address household sanitation in less dense rural areas where individual household facilities can provide a complete service.

1.1.3 The Charter is further focused on that element of sanitation which refers to the management of human excreta, while recognizing that other elements of sanitation, including surface drainage, solid waste, sullage management and hazardous wastes, may impact on the management of human excreta, particularly in urban areas.

1.2 Goal

1.2.1 The goal of the Vienna Charter on Urban Sanitation is to promote the delivery of: Sustainable urban sanitation systems which serve all citizens, protect and promote human health, and achieve an optimum outcome by balancing:

- the social acceptability of the services offered;
- the long term economic viability of the system as a whole.
- the technical and institutional viability of the technology deployed;
- the prevention of environmental degradation; and
- the protection of the resource base;



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1.3 Audience

1.3.1 The Charter has been prepared for all those collectively contributing to the provision of sustainable sanitation in urban areas. Given their responsibilities for effective service delivery the Charter recognizes the pivotal role played by city and utility managers and their advisors, third party service providers and citizens' organizations in managing sanitation service delivery.

1.4 How the Charter should be used

1.4.1 The Charter sets out the principles of an effective urban sanitation service delivery system and the responsibilities of key parties in delivering such a system. It forms the basis for the planning, design, management and operation of a system including new systems and older systems in need of improvement. Independent third-party assessment of performance (certification and verification) is a key element of the Charter.

2 Key Principles

2.1 Optimum Services to be delivered

2.1.1 Urban sanitation systems must prima facie deliver the means of safely separating faeces from humans, and of practicing basic hygiene, to all citizens.

2.1.2 The system must further deliver the means to manage the entire waste stream, from the initial production of human excreta right up to final disposal or reuse and their integration with other flow streams including stormwater, greywater, solid waste and hazardous waste.

2.2 The Sanitation System

2.2.1 Urban sanitation works best when it is designed as part of a fully integrated but flexible system (combining requirements for management of all elements of the waste stream, and services from the household to ultimate disposal for example) rather than as set of discrete technological 'fixes'.

2.2.2 The urban sanitation system functions in all 'domains' of the city (at the household level providing a toilet, in the neighbourhood providing a clean environment and at the city level managing the overall resource and waste economy).

2.2.3 Notwithstanding the above the system may be developed progressively over time and delivered by a wide variety of actors.

2.2.4 Urban sanitation systems which offer a range of options to users including individual, shared and communal facilities, and toilets and means of practicing basic hygiene in public settings, institutions and schools, provide the most reliable and effective services to citizens and the greatest improvements in public health.

2.2.5 An urban sanitation system will only be technically viable if management and financing requirements are matched by adequate human and financial capacity right from the toilet to the point of disposal and/or reuse.

2.2.6 In selecting a sanitation system, it is important to ensure that the institutions which administer it have capacities commensurate with any requirements to enforce behaviours and ensure proper operation of the system selected.

2.3 Technologies

2.3.1 A wide range of sanitation technologies may be utilized within a selected sanitation system, with variations both across urban areas and between domains of the city.

2.3.2 The cheapest and most appropriate technologies should be selected at each 'domain' of the system and in each area of the city provided that these:

- Provide services which can be used by all members of society including children, the elderly, people living with disabilities and all sections of society
- Do not result in a worsening risk to human health (and preferably reduce such risks)
- Do not result in increased degradation of the environment, water resources or other utility services (and preferably reduce such degradation)
- Make optimum use of the available resources (waste) as an input to agriculture and other productive uses
- Are appropriate for the economic context, available supply chains of goods and services, and realistically assessed levels of available water
- Build on existing practices

2.3.3 To keep costs and management requirements as low as possible collection, treatment, re-use and disposal of treated wastes should be carried out as close as practicable to the point of production (for example by means of household or localized treatment and reuse where these are appropriate).

2.4 Effective Planning

2.4.1 Adequate time and resources are needed for effective planning and decision making about urban sanitation. Successful urban sanitation systems may be complex, supporting a range of technologies, approaches, and suppliers of goods and services. Leadership and accountability for the planning process are requirements for success.

2.4.2 A good planning process follows rational principles, with decision making at all



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levels based on good quality and appropriate information.

2.4.3 To deliver an effective sanitation system the planning process needs to consider outcomes throughout the domains of the city with adequate attention to participation at every domain level particularly where participation has traditionally been weak.

2.4.4 A good planning process is responsive to the dynamic nature of the urban environment and can accommodate population movements, developments in socio-economic status and changes in land use

2.4.5 To ensure proper use and operation every toilet should be a 'wanted' toilet; that is, one which users have taken a decision to invest in, operate and maintain. This means that technical and financial considerations alone should not drive decisions about household technologies and there may be a need to invest in understanding and influencing household demand for sanitation and hygiene facilities.

3 The Sanitation System as a Whole

3.1.1 This Charter is built on a recognition that historically some urban sanitation systems have failed to provide adequate services right from the treatment and/or re-use of wastes up to the provision of adequate toilets in every home and public place. In particular it recognizes that there is a strong need to promote the interests of the poorer citizen and to ensure that an appropriate range of services are on offer. Any sanitation

system should be considered in the light of whether the services it offers in every domain of the city match the context, needs and capacities to be found within that domain.

4 Roles and Responsibilities

4.1 What should National Government and Regulatory Authorities do?

4.1.1 Create incentives coupled with enforcement mechanisms to promote good urban sanitation services delivery by city and services providers

4.1.2 Provide appropriate funding for the auxiliary services needed by cities and service providers to comply with national requirements for improved urban sanitation

4.1.3 Ensure that financing arrangements promote a whole-sanitation-systems approach and do not skew incentives faced by cities and towns to invest inappropriately in some elements of the system over others.

4.1.4 Take action to prevent environmental degradation, and to protect the interests of the poorest and most vulnerable citizens in urban sanitation systems

4.1.5 Promote coordination between regulatory requirements on cities for the delivery of safe water and sustainable sanitation services.

4.1.6 Establish a national monitoring process to measure progress against effective and sustainable urban sanitation service delivery in cities and towns.

4.2 What should Municipal authorities do?

4.2.1 Create incentives coupled with enforcement mechanisms to promote better urban sanitation service delivery for service providers (whether these are internal municipal departments, external public bodies or delegated private providers)

4.2.2 Participate actively in effective planning of the entire urban sanitation system

4.2.3 Provide appropriate support services as institutionally appropriate (for example

sludge management and solid waste management) to facilitate basic sanitation service provision to the poorest and most vulnerable members of society

4.2.4 Support citizens and civil society groups to participate actively in effective urban sanitation services delivery.

4.3 What should utility service providers and independent providers do?

4.3.1 Provide services in line with the principles of the Charter.

4.3.2 Comply with all regulations and requirements established by municipal and national authorities.

4.3.3 Report promptly and fully on progress against the delivery of sustainable sanitation systems.

4.4 What should Citizens/ consumers do?

4.4.1 Participate actively in the planning, monitoring and delivery of effective urban sanitation services

4.4.2 Behave responsibly in the management of household and local sanitation services to ensure smooth operation of the sanitation system as a whole.

4.5 What should NGOs and other civil society organizations do?

4.5.1 Professional Associations should promote the principles outlined in the Charter and encourage members to apply them.

4.5.2 Educational/ research institutes can work to improve training, teaching and continuous professional development



Image courtesy of Kerry Moller

programs so as to promote the principles of effective and sustainable urban sanitation.

4.5.3 CBOs and citizens groups can support citizens to participate actively in the planning, delivery and operation of sustained urban sanitation systems, and actively participate in the generation of information for monitoring progress.

5 Certification and Verification

5.1 Certification of organizations who provide support

5.1.1 Sector professionals, those who manage the delivery of sanitation systems and those who advise them, may adopt and apply the principles outlined in the Charter freely.

5.1.2 To recognize a commitment the principles outlined here individuals or organizations may apply for (insert name of charter) certification. Certification provides a normative quality mark to demonstrate the high quality of urban sanitation services provided by certified professionals and organizations.

5.1.3 The requirements for Charter certification are:

- Adoption of the principles of the Charter
- Track record of planning, design, operation or management and administration of urban sanitation systems which apply the principles

5.1.4 Support agencies (development banks, donors and international organizations) may also apply for Charter Certification. In this case the additional requirement is that such organizations would require commitment to the principles of the Charter in any assignments for which they commission professional services and would give due acknowledgement to cities and authorities who perform well against the International Urban Sanitation Index (see overleaf).

5.1.5 The International Water Association will administer the Charter certification. Certification will be awarded on a basis of a retrospective review of a portfolio of work.

5.2 Universal Urban Sanitation Index for cities and towns

5.2.1 The principles of the Charter and Sanitation 21 framework will be used to develop an index to measure urban sanitation performance on a city / town basis. The index will be known as the International Urban Sanitation Index. It will include measures of:

- Sustainability (see clause 1.2)
- Equity and Access (see clause 2.1)
- Systems Integrity (see clause 2.2)
- Appropriate use of Technology (see clause 2.3)
- Good Planning (see clause 2.4)

5.2.2 WHO will provide support to develop the index to give normative credibility

5.2.3 Indexing will be carried out on a voluntary basis with results being prominently publicized.

6 Resources

6.1.1 Charter signatories and others who wish to convert the principles outlined here into an operationally urban sanitation system are directed to the following core documents providing additional guidance and information. Further detailed reading by those preparing detailed designs for urban sanitation can also be found within the references cited here:

Urban Sanitation Planning

- Sanitation 21
- Strategic Sanitation Planning
- Household Centred Environmental Sanitation

Related water Charter

- Bonn Charter

Sanitation technologies

- EAWAG Compendium of Sanitation Systems
- Sanitation for Low Income Communities
- Urban Sanitation (Mara)
- Sustainable sanitation technologies (Dutch)



7 Taking the Charter Forward

7.1.1 In combination with Sanitation 21, this Charter provides a comprehensive approach to delivery of sustainable and equitable urban sanitation.

7.1.2 Access to the means to practice basic hygiene and safe separation from human excreta is a sine qua non of development in the 21st century. Every city, every town, every service provider can recognize this fact and embrace the objective of achieving it.

7.1.3 The Charter goes one step further- it provides a framework against which action can be taken and progress can be measured.

7.1.4 To become a signatory of the Vienna Charter on Urban Sanitation go to www.iwahq.org.

7.1.5 To complete a self-certification of Charter compliance go to www.iwahq.org.

7.1.6 To register data about your city for an assessment of progress against the Charter go to www.iwahq.org.



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