

**IWA Webinar “Urban Sanitation Challenges: Case Studies from Africa and Asia”  
 Q&A Report – 19 June 2024**

Webinar recordings available at: <https://iwa-network.org/learn/urban-sanitation-challenges-case-studies-from-africa-and-asia/>

**Questions received from participants:**

#	Question	Speaker	Answer
1	Hi. Please can you explain how it is possible to give poor people in Dhaka legal notice for putting their waste into canals and enforce that where else are they supposed to put it? What option do they have?	Pritum Saha	Thank you for your question. There is no single answer to your question as different types of slums have varying waste management arrangements. However, when it comes to legal notices, the city corporation primarily targets formal housing and buildings. On a different note, I agree with your point that creating inclusive services for low-income people is crucial. At WSUP, we are working towards the same goal.
2	How to overcome urbanization caused drainage system imposed to urban water (surface water, if any model)?	Thuy Bui	Thank you very much for your question. In the case study of Hanoi, urbanization is a big issue. The way we try to overcome this is to have an integration approach on building a Master plan with water and wastewater sector based on city population increase by applying decentralized system for both wastewater and sanitation. For wastewater, we have been applied modelling to predict the scenario of wastewater generation to optimize the design and operation of WWTP.

3	How can cities and peri-urban areas prevent the growth of informal settlements while ensuring the human right to water and sanitation for all individuals, in line with the principles of Citywide Inclusive Sanitation?	Abishek Sankara Narayan	This is a complex question that requires answers at different levels. How do we prevent unplanned rural - urban migration from a macroeconomic perspective by providing adequate opportunities in different urban typologies. How do we plan cities to be able to absorb new migrants through affordable housing schemes etc? The CWIS approach alone might not be able to solve this problem, since the problem itself might be larger than simply a WASH issue. Perhaps colleagues from UN Habitat will be able to add more based on their experience.
4	Hello. We heard from the keynote presenter how awesome CWIS is. In light of this, why has IWA created an initiative with a separate name and concept?	IWA	Hello. The IWA Inclusive Urban Sanitation Initiative is NOT another sanitation concept/ approach BUT just an advocacy initiative with the aim to advance global efforts on urban sanitation. You can get more details about the initiative: <a href="https://iwa-network.org/projects/inclusive-sanitation/">https://iwa-network.org/projects/inclusive-sanitation/</a>
5	Although the proper Greywater management is a major part in CWIS approach, most of the people specially in non-sewered areas (LICs) are not yet considering this as a priority. This creates difficulties to the local authorities to suggest or implement onsite treatment systems for those areas. So		This is a very pertinent question in many contexts, especially in a country like India, which is moving past ODF towards safely managed services, and is a lot more reliant on water-based sanitation as compared to cities in SS Africa.  This also presents an opportunity to think of the close connections

	<p>my question is what could be the initial steps that local authorities should take to address this holistically? Mostly the local authorities are not capable in terms of technology and finance too. Would like to hear your views in this.</p>		<p>between water supply and sanitation (SBM and JJM mission synergies).</p> <p>Some first principles to consider:</p> <ul style="list-style-type: none"> <li>- better understanding of the greywater problems - in terms of the quantum of missed management, and qualitatively the effect it has on water sources including groundwater.</li> <li>- Create a catalogue of low-cost appropriate solutions for greywater management (from soak pits to small bore sewers to phytoremediation etc)</li> <li>- find innovative long-term financing - likely public sources in LICs, or through CSRs, or funds synergistically from environmental renewal missions or public health budgets etc.</li> </ul>
6	<p>I imagine they have options for vacuum truck service for faecal sludge collection, hoping they have on-site sanitation. Further to Mary Galvin's question, are these services provided by the local government? is this service supposed to be paid by community and the reason for illegal canal connection to avoid that?</p>	Pritum Saha	<p>There are VT services in Dhaka, but they are limited in number compared to the demand. Additionally, VT operators must work under the Utility or City Corporation to ensure safe disposal, an area which I believe can be improved. While the service is paid for by the community, with lower rates for low-income areas or slums, the biggest challenge for slum dwellers is not the cost but the access. Most slums have narrow roads that are difficult for the tankers to navigate.</p>

7	<p>Mr. Anderson (2Ei), thanks for sharing Burkina Faso's adaption to achieve sanitation for all. In the private sector support approach in construction of (improved) toilets. Is it a PPP arrangement? ii. Who takes the role of quality control? i.e. design, structural soundness etc</p>	<p>Harinaivo Anderson Andrianisa,</p>	<p>In Burkina Faso, the ONEA working together with the Ministry in charge of Water and Sanitation has elaborated a catalogue of adapted toilets for Burkina Faso. Normally, when someone want to build toilet, he has to contact the ONEA and select between these adapted toilets (approved). Now the ONEA, depending on the area has a list of facilities constructing enterprises that ONEA or his partners has trained. It optimizes the quality of infrastructures and in the end the ONEA will ensure the quality control. If the company as not doing it will be removed from the list of ONEA.</p>
8	<p>What role do local people play in planning more inclusive sanitation in the three countries? Is there a way that they hold private providers (that often assist with OSS) accountable for services? To ensure there is integrity in the implementation of CWIS, we look for participation, accountability and transparency.</p>	<p>Pritum Saha</p>	<p>In Bangladesh, WSUP facilitates private businesses to operate VTs in partnership with utilities and Local Government Institutes (LGIs). While there are other models, this approach ensures that VT operators are directly accountable to the utilities and LGIs.</p>