

# Links in the sanitation services chain



# Links in the water services chain



For the chain to work each link must be:

- ▶ Distinct
- ▶ Strong
- ▶ Connected to the others
- ▶ Pulled in the same direction

# Links in the water services chain



Decides Public Policy Objectives  
Sets Policy for Action  
Allocates Public Resources  
Sets Tariffs & cost recovery  
Arbitrates between diverging interests  
Reviews Changes in conditions  
Adjusts Policy Objectives

# Links in the water services chain



## **Support to Policy Makers**

Planning, Information, Options etc.

## **Implementation of Public Policy**

Public Procurement

Enforcement / Compliance

## **Regulation**

Financial / Accounting

Technical

Quality

## **Monitoring, Control & Data**

# Links in the water services chain



## **“Industrial” Operation of Service:**

*(Some or all of the following)*

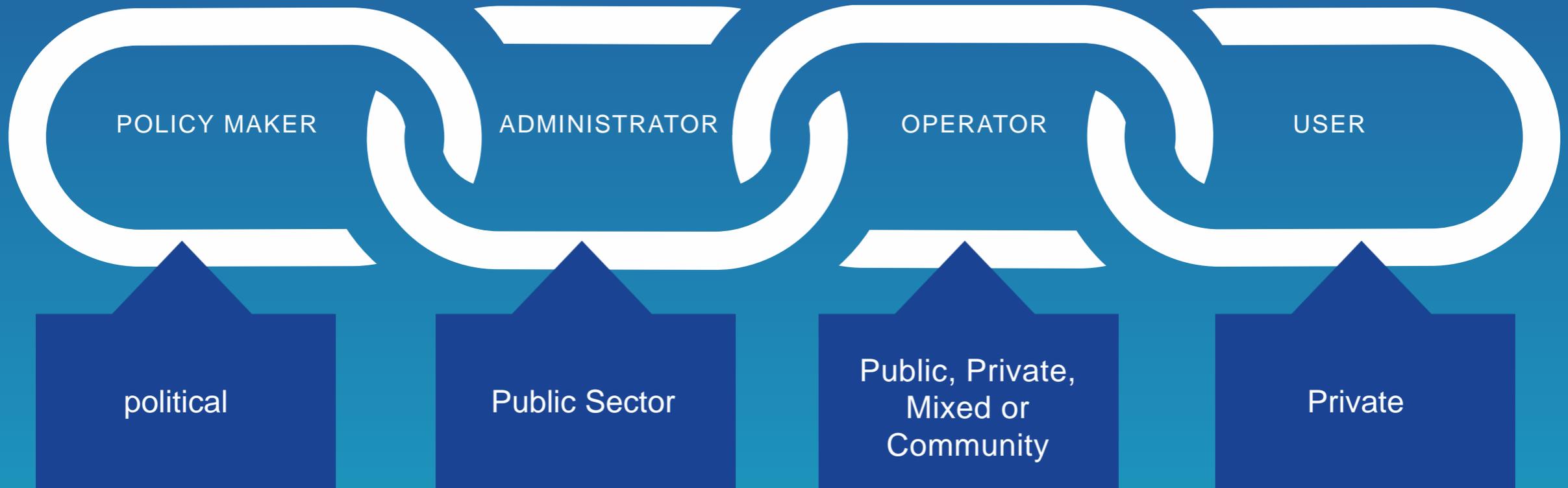
- Routine operation
- Customer & community relations
- Maintain infrastructure & equipment
- Repair/replace assets
- Construct infrastructure
- Operate cost recovery
- Management of suppliers & sub-contractors
- Provide advice to Policy Makers**

# Links in the water services chain



Enjoys the Benefit of the services  
Respects the terms & conditions  
Pays the Tariff or Taxes  
Respects other users  
Respects the service provider  
Engages in public interest issues

# Links in the water services chain



**BORDA** 