

Steps towards safely managed sanitation webinar series: Guided clinics for practical progress

Webinar #5. Scaling up service delivery in urban settings

Tuesday 3 June 2025 – 16.00-17.00 CEST



Housekeeping



Please **turn off your microphones** (except for the final discussion/Q&A).



In case of **technical problems**, feel free to **ask for assistance in the chat**.



Please **use the chat** for questions and comments – which will be addressed at the end of the webinar, or later by email.



Webinar will be recorded – recording and slides will be shared with attendees.



Please keep your **questions relevant to the topic of the webinar**.

You can switch between French and English interpretation by clicking the interpretation icon at the bottom of your Zoom window.

Overview of session

1

Steps

2

Introductory presentation urban sanitation

3

What are important enablers to drive urban sanitation?

Scaling-up City-wide Inclusive Urban Sanitation

Eng. Felix Twinomucunguzi (PhD)

Assistant Commissioner, Urban Water and Sewerage Service Department, Ministry of Water and Environment, Uganda

Decentralized Urban Sustainable Sanitation Program

Julio López

Director of Water and Sanitation, Autonomous Municipal Government of Montero, Bolivia

Steps to achieve universal access to SMS

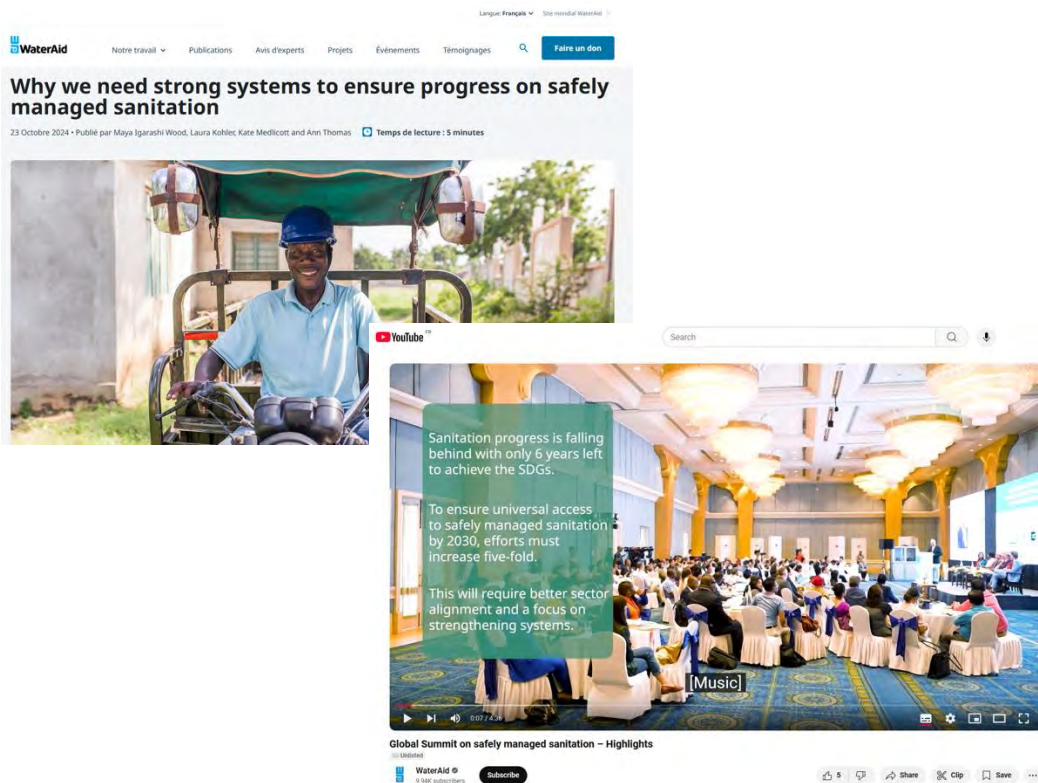
- **Checklist to demystify and help navigate** through available guidelines and tools.
- **Assist country teams** to work with national and sub-national levels counterparts to implement **government-led, systems strengthening approach**
- **Ensure activities are complementary** and aligned across partners and sector stakeholders.



Webinar series and related resources

Sanitation Summit, Nepal, June 2024

Watch [Summary](#) and [Thematic videos](#)



[Webinar series \(hosted at SuSanA\)](#)

- | | | |
|----|---|---------------|
| #1 | Strengthening sanitation governance and policy implementation | 25 February |
| #2 | Financing safely managed sanitation: accessing available resources | 25 March |
| #3 | Strengthening data systems for decision making | 15 April |
| #4 | Scaling up service delivery in rural settings | 13 May |
| #5 | Scaling up service delivery in urban settings | 03 June |
| #6 | Human resource capacity strengthening for safely managed sanitation | 17 June (tbc) |

Register here:



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Sanitation service delivery at scale – Urban settings



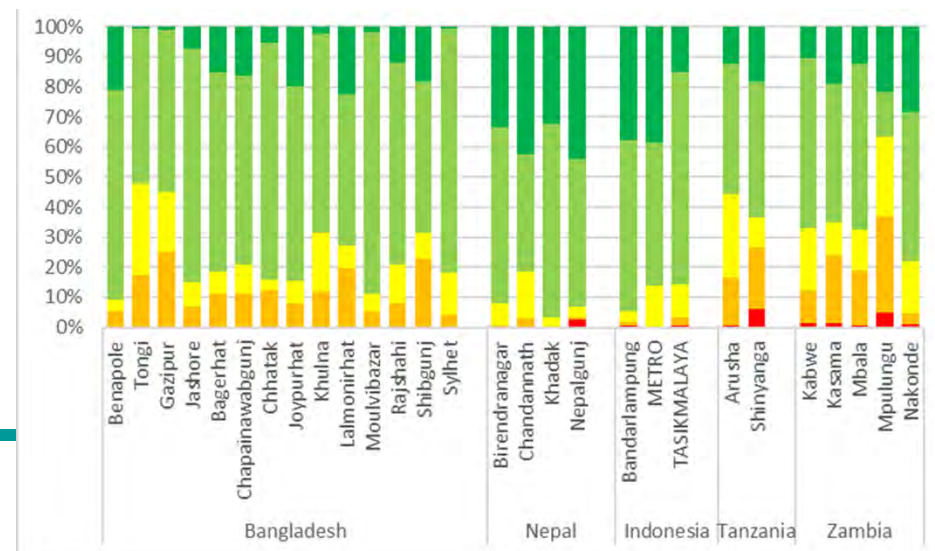
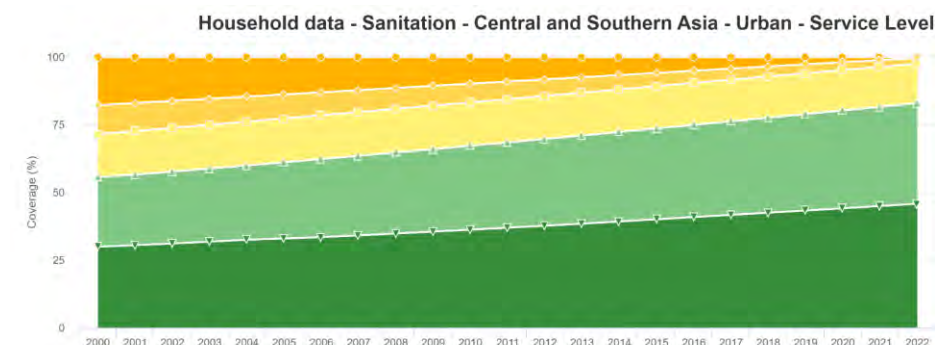
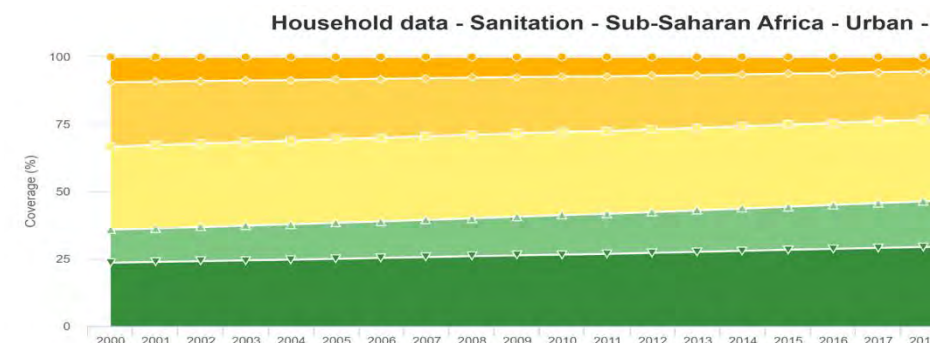
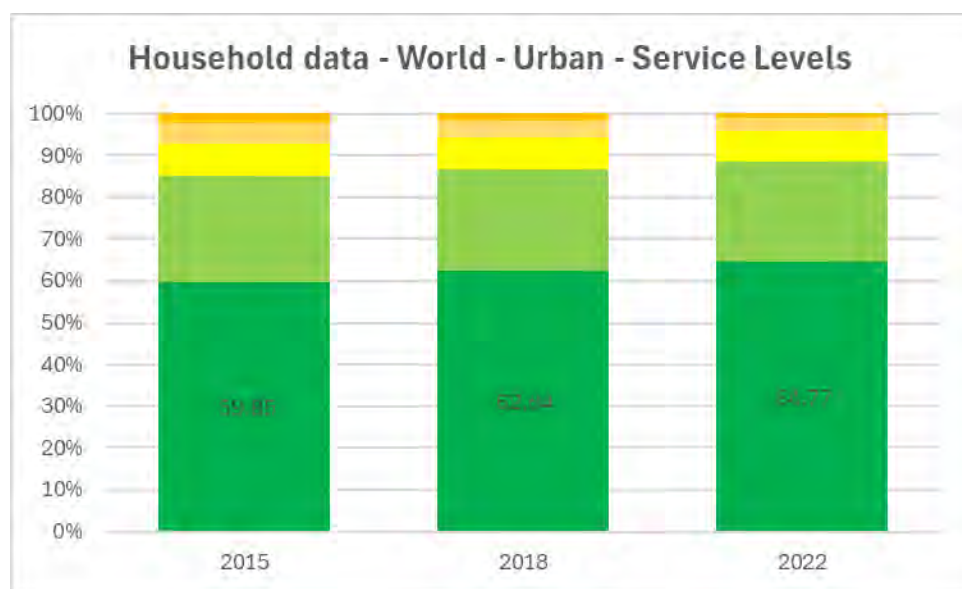
Antoinette Kome

*Global Sector Head – Water
SNV*



Sanitation in Urban Settings

- Rapid urban population growth
- High % of the urban population lives in informal settlements



What is unique about the urban context?



Diversity of people



A diversity of containments



Mixture of wastes



Interfaces with other services and sectors



Pollution of our living environment



Density of housing



Plight of sanitation workers



Large investments...
Too many unused



Complex regulatory settings



Pollution of the water bodies we depend on

Why aren't we there yet?

- Inadequate and/or sporadic investments
- The needs of marginalised groups of people are not considered
- Behaviour change
- Non-sewered sanitation is left to the household to manage
- Minimal co-ordination between the responsible authorities



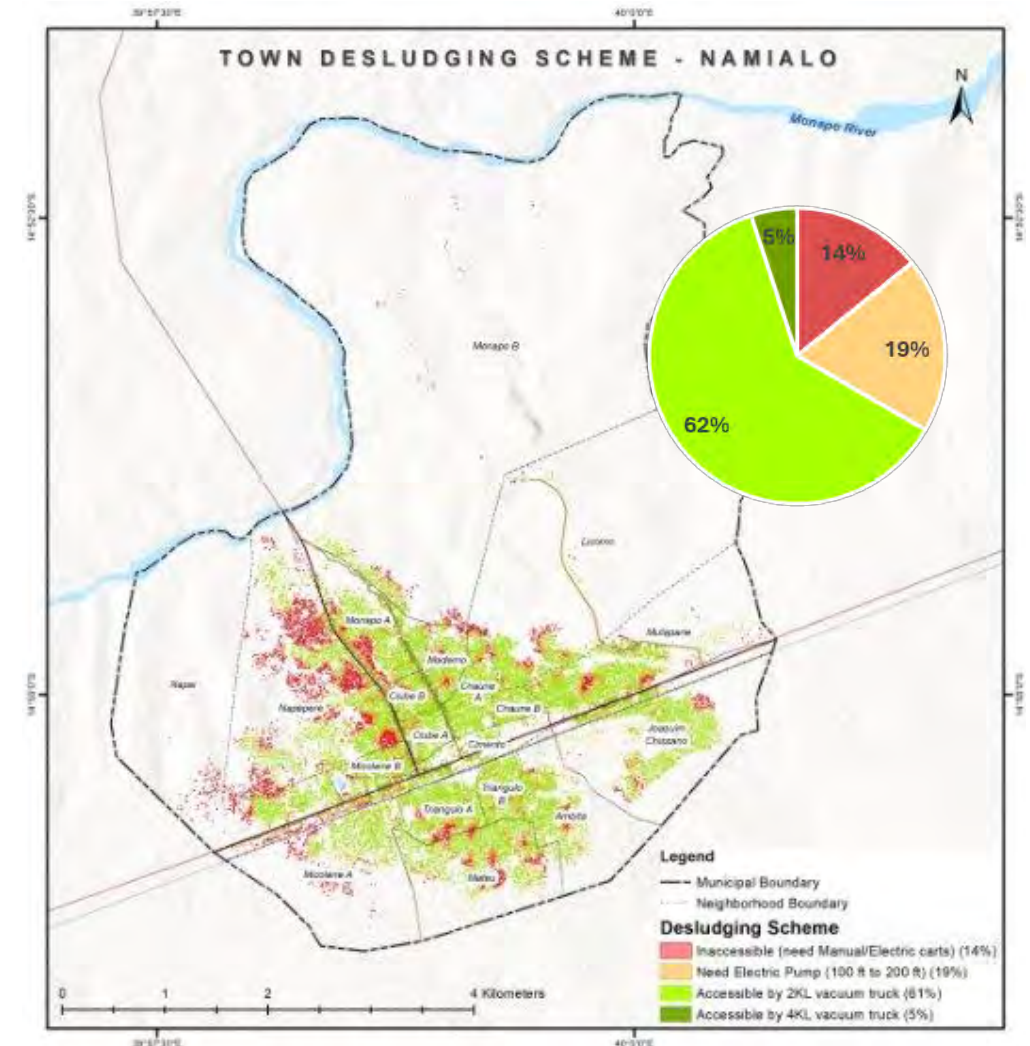
What do we mean by city wide?

Along the sanitation value chain



Socially reaching all classes of people in the city

Spatially reaching all parts of the city



What does it mean to organise city wide?

example	User interface	containment	Emptying----- Transport	Treatment	Disposal – and/or re-use

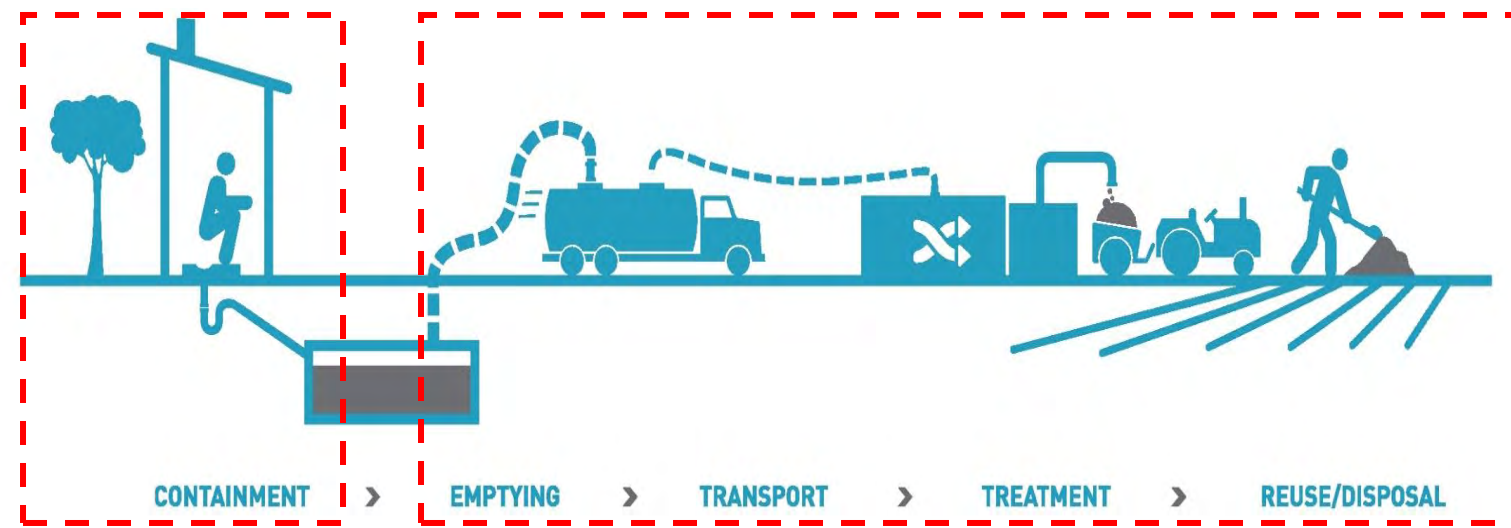
Urban Sanitation Service Delivery

POLICIES

FINANCE

STANDARDS

DATA



Household

Public utility (national, sub-national)

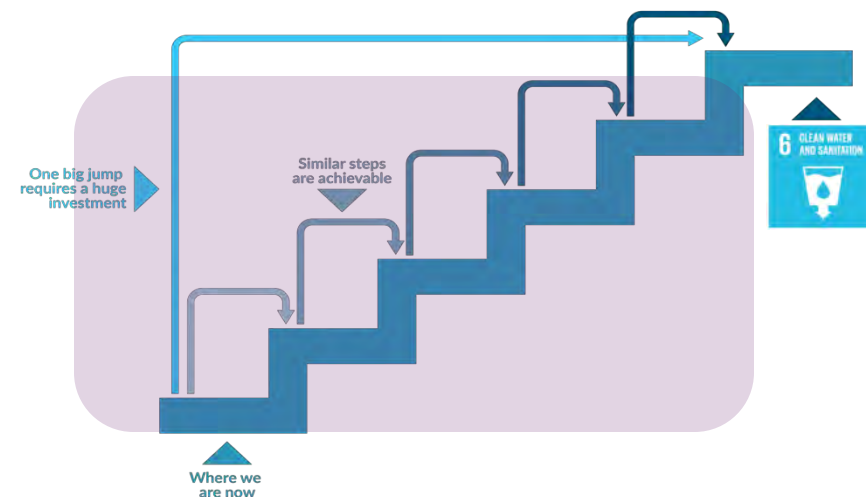
Local government
Private operator/s

REGULATION

INNOVATION

CWIS is one of the approaches to scale sanitation across a city. It is...

- A framework for a public service approach to urban sanitation, where all members of the city have equitable access to adequate and affordable improved sanitation services
- CWIS means using appropriate systems of all scales (sewered & non-sewered) across the entire sanitation value chain to achieve safe, equitable and sustainable service outcomes
- CWIS brings together urban service 'problem solvers' to use data and evidence to leverage scarce public resources

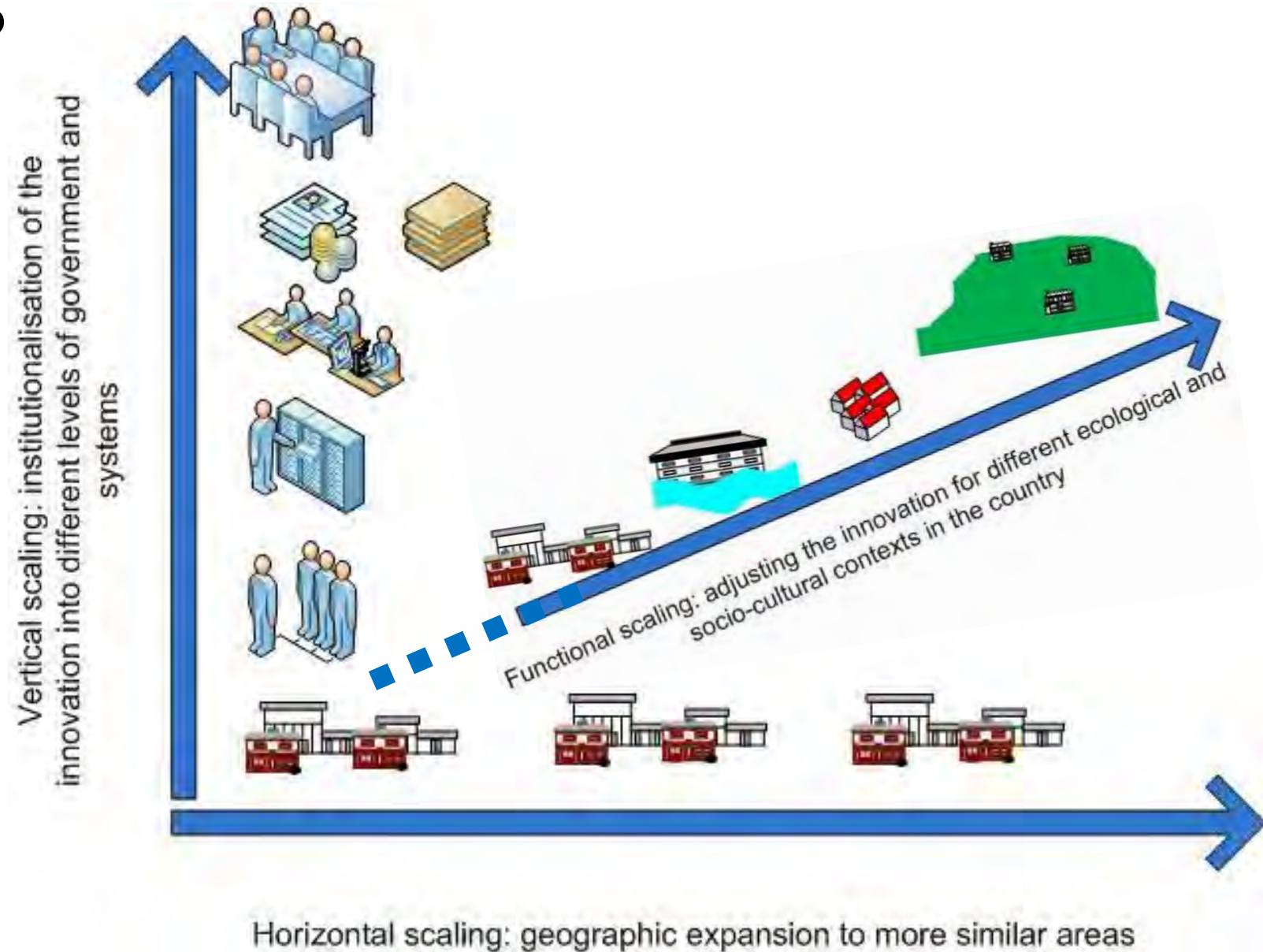


CWIS 2x3 framework

CWIS SERVICE FRAMEWORK			
CORE CWIS OUTCOMES	EQUITY   	SAFETY  	SUSTAINABILITY  
	Services reflect fairness in distribution and prioritization of service quality, prices, and deployment of public finance/ subsidies.	Services safeguard customers, workers, and communities from safety and health risks—reaching <i>everyone</i> with safe sanitation.	Services are reliably and continually delivered based on effective management of human, financial and natural resources.
CORE CWIS FUNCTIONS	RESPONSIBILITY	ACCOUNTABILITY	RESOURCE PLANNING AND MANAGEMENT
	An authority(ies) executes a clear public mandate to ensure safe, equitable, and sustainable sanitation for all.	Authorities' performance against their mandate is monitored and managed with data, transparency and incentives.	Resources—human, financial, natural, assets—are effectively managed to support execution of mandate across time/space.

How to scale from city-wide to nation-wide urban sanitation?

- What to scale?
- By whom?
 - Who leads
 - Who supports?
- What is the pace?
- What is the investment?



The background features several overlapping circles in shades of light blue and light green. A solid teal horizontal line runs across the bottom of the image.

Thank you!

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Scaling-Up City-Wide Inclusive Urban Sanitation: Uganda



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Urban Sanitation in Uganda: Outlook



48% in slums/ informal settlements



7.2% HHs use sewer system and 9.2% practice OD



Most HHs (72%) have pit latrines



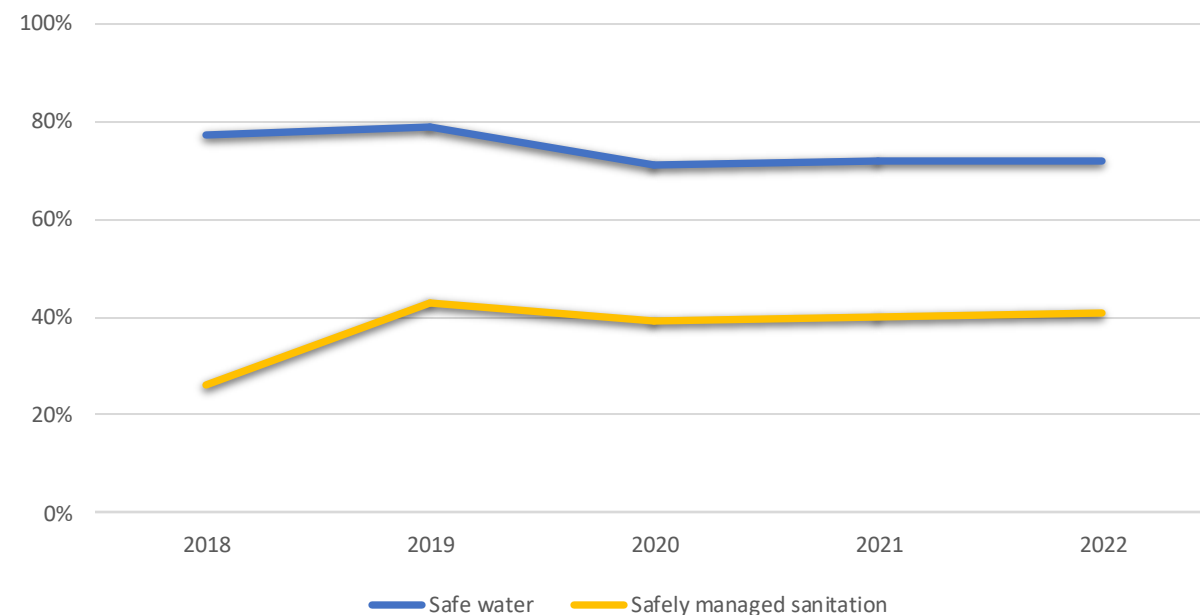
95% are onsite systems with a big proportion being **UNLINED**

Population

45m

Urbanization

25% (5.2% rate)



City-wide Inclusive Sanitation Experiences

Enabling Environment (MWE)

- Minimum sanitation standards
- Capacity-building
- Stakeholder co-ordination
- Resource mobilisation
- Strengthening regulation

Kampala City

- Scheduled emptying - *Weyonje*
- Mapping sanitation facilities
- Call centre
- Private emptiers facilitation
- KCCA sanitation ordinance (2019)

Small Towns

- Clustering: demand aggregation
- Town Sanitation Planning
- Leasing Cesspool trucks to Private sector
- Financial incentives to HHs
- Institutional focus

What has worked?



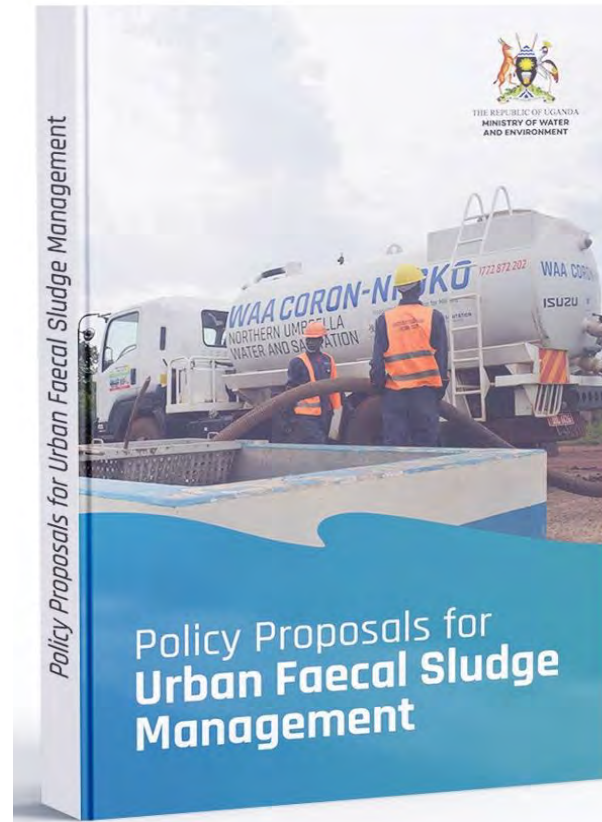
KCCA collaborated with Ministry, NWSC, Civil Society and Private Sector in improving non-sewered sanitation in Kampala City



Public support has improved inclusive sanitation services to the small towns

Challenges

- Poor infrastructure: Unlined pits, Limited FSTPs »
Low investment funding
- Limited technical capacity at Municipal level
- Private Sector and Utilities participation still low due to low revenues (Small Towns)
- **Strengthening Urban Faecal Sludge Management in the Policy Framework »
Improved Gov't Support & Clear Roles**



Call to Action

- **Strengthen Local Governments/Municipalities** to take lead in Inclusive Sanitation
- **Public support** still required for small towns – low economies of scale
- Improve **Policy Framework** for sustainable services



Thank You!



DECENTRALIZED URBAN SUSTAINABLE SANITATION PROGRAM



Julio López

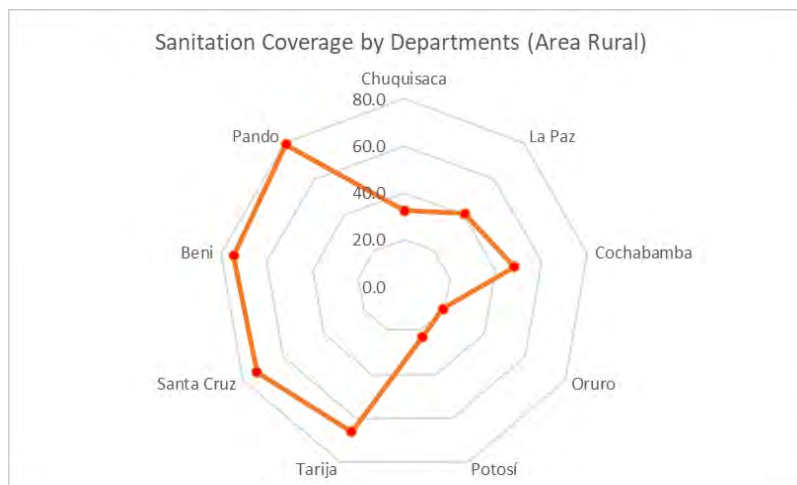
Director of Water and Sanitation

Autonomous Municipal Government of Montero

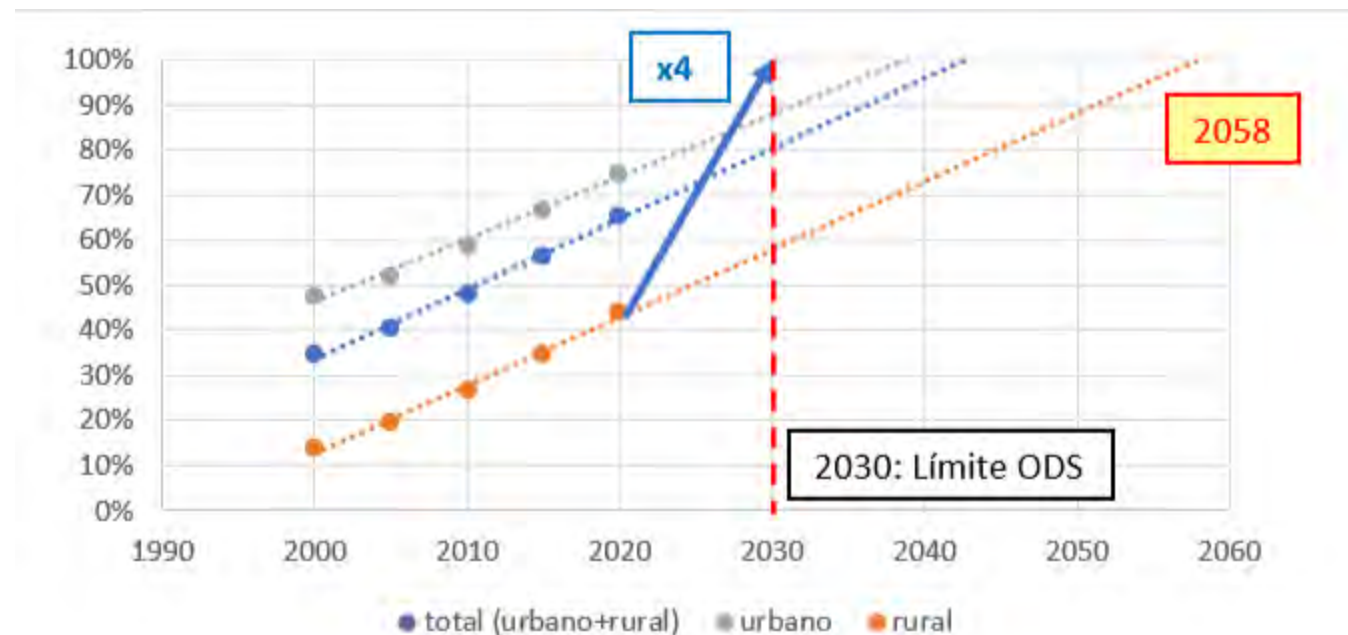


CONTEXT BASIC SANITATION IN BOLIVIA

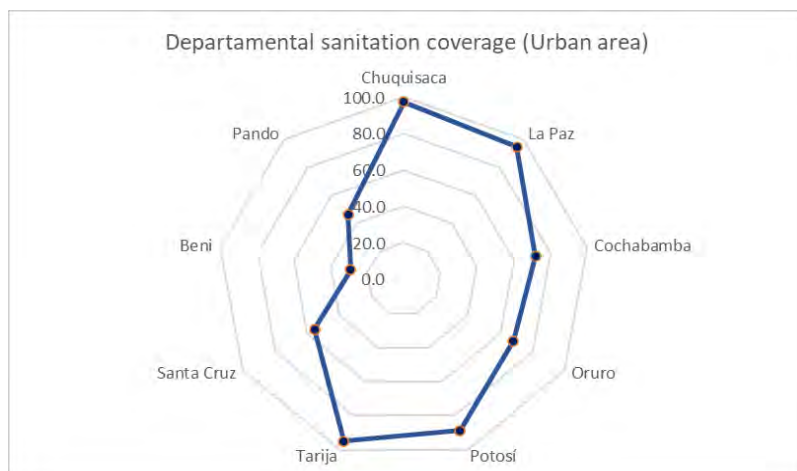
Rural



Projections of urban and rural sanitation coverage to achieve SDG 6.2:



Urban



Situación General del Saneamiento en la Ciudad de Montero

SANITARY SEWERAGE SYSTEM

Conventional system with WWTP
Approximate connections: 9,400
Operator: COSMOL

ECOLOGICAL TOILETS

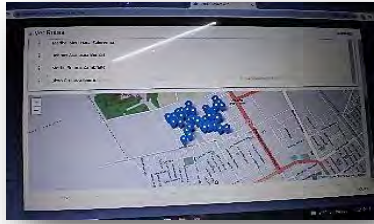
Chambers and containers
Approximate beneficiary families: 200
Operator: COSMOL

WELLS AND SEPTIC TANKS

Flush toilets and latrines
Approximate number of families: 16,500
Operator: 3 companies transporting household sludge (to the WWTP)



DEVELOPED MODEL



Digitalization of
the Monitoring
System



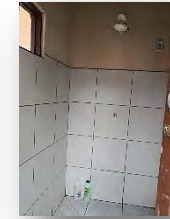
Fecal Sludge
Collection



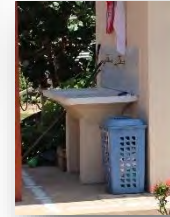
MOSAFA
SBC/HP/HHM



Transport



Greywater



Treatment



Organic garden

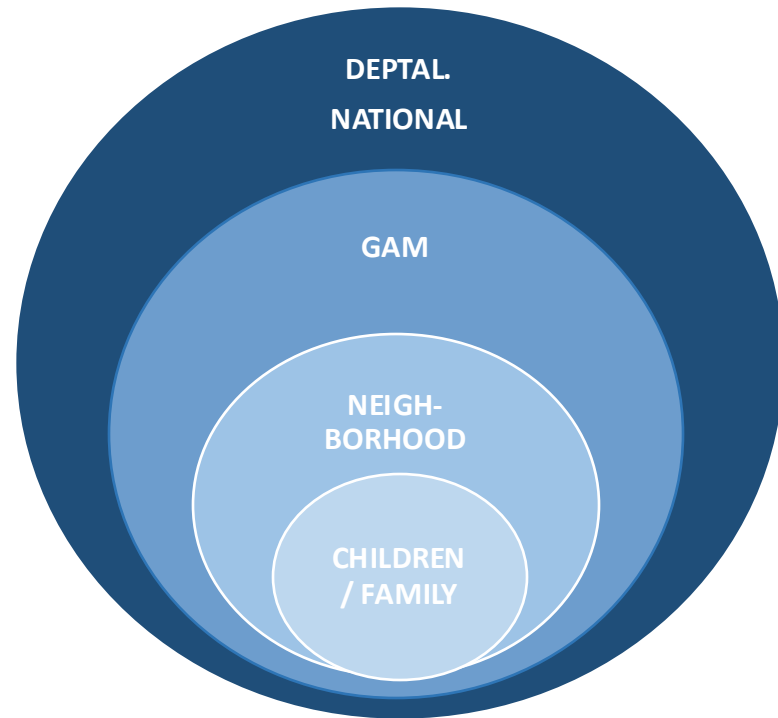


Reforestation



Investigation

Main Results



- 200 MOSAFAS in Montero (100% usage)
- All beneficiary families operate, maintain, and adopt key hygiene practices
- 7,400 children with knowledge in PH/SHM.
- Shared responsibility of neighborhood leadership.
- 12 risk management plans and 2 green spaces restored.
- Treatment plants operating
- Implemented school hygiene program
- Municipal water and sanitation plan of Montero
- 7 studies for cycle closure
- Model and Guide for SSDU and Menstrual Hygiene Guide approved by the MMAyA
- Cycle closure and use of fertilizer with research for replication and scalability at the national level
- Partnership with 7 key sector donors to build a joint agenda prioritizing sanitation

Challenges & What you are Still Learning

- Overcome the economic gap to ensure the service is sustainable without subsidies from the water utility, as the costs associated with collection services exceed the revenue from the established tariff.
- Expand the number of MOSAFAs to reduce costs through economies of scale.
- Conduct studies with academic institutions to determine which types of crops the produced compost can be applied to, in order to improve income from compost sales.

**Develop a municipal
sanitation plan**



**Advocacy with municipal
and neighborhood
authorities**



**SBC campaigns
targeting children and
their parents**

Questions & Answers



Summary and close



Andy Narracott

WASH Specialist - Sanitation

UNICEF



4 takeaways for urban sanitation service delivery

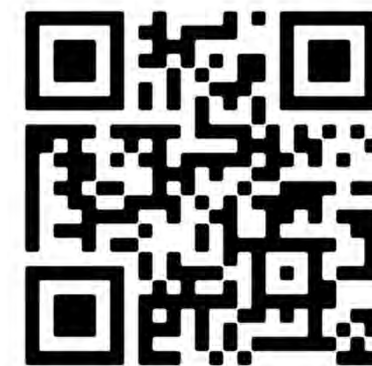
1. Move away from isolated and infrastructure-focused projects to comprehensive approaches and ensure continuity across urban areas.
2. As a public good, sanitation requires government leadership. For the urban context, this requires clarifying institutional responsibilities.
3. Coordination among actors—public and private--and accountability are key to delivering affordable, quality sanitation services, especially to marginalized populations.
4. A skilled workforce is essential for effective sanitation services across the entire service chain.



Upcoming webinars



Register here:



- | | | |
|----|--|----------------------|
| #1 | Strengthening sanitation governance and policy implementation | 25 February |
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