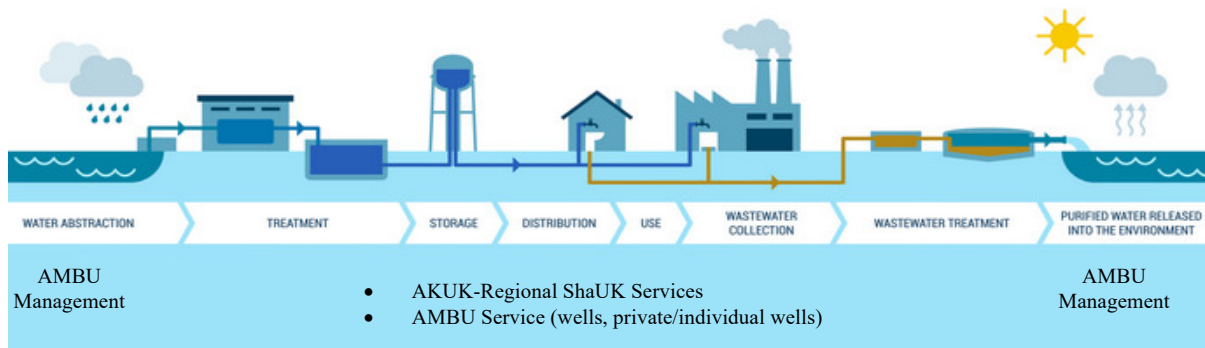


ALBANIA, SELF-ASSESSMENT

EQUITABLE ACCESS SCORE-CARD FOR WATER AND SANITATION



Tirana, 17 June 2024

Acknowledgment

Agency of Water Resources Management would like to acknowledge the successful completion of the project titled "Self-Assessment of the Situation of Equitable Access to Water and Sanitation in Albania." This comprehensive evaluation was achieved by meticulously applying the updated Equitable Access Scorecard, providing a thorough and nuanced understanding of the current state of water and sanitation access in the country.

Our heartfelt gratitude goes to everyone involved for their dedication and hard work, which made this crucial assessment possible. We extend our deepest appreciation to the UNECE-United Nations Office at Geneva, project team, local partners, stakeholders, and community members whose collaborative efforts and insightful contributions were instrumental in this endeavour.

Your contributions have significantly advanced our understanding and progress towards ensuring equitable access to essential water and sanitation services for all citizens of Albania. The findings and insights gained from this assessment will serve as a vital foundation for future initiatives and policy developments aimed at addressing disparities and promoting sustainable and inclusive water and sanitation solutions across the nation.

Thank you once again for your commitment to this important cause.

Gerta Lubonja
General Director,
Agency of Water Resources Management

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List of acronyms and abbreviations

AKUK	Water Supply and Sewerage National Agency
AMBU	Water Resources management Agency
DCM (or VKM)	Decision Council of Ministers
DSIP	Directive Strategic Implementation Plan
DWD	Drinking Water Directive
ERRU (or WRA)	Water Regulatory Authority
EU	European Union
EUR	EURO
INSTAT	Institute of Statistics
IWRM	Integrated Water Resource Management
MIE	Ministry of Infrastructure and Energy
NEA	National Environmental Agency
PMO	Prime Minister Order
RB	River Basin
SCADA	Supervisory Control and Data Acquisition System
SDGs	Sustainable Development Goals
TAR	Territorial Administrative Reform
UWWTD	Urban Wastewater Treatment Directive
WAS	Water supply and sanitation
WASH	Water, sanitation and hygiene
WS	Water Supply
WSSCs	Water Supply and Sewerage Companies
WSZs	Water Supply Zones
WWTPs	Wastewater Treatment Plants

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1 INTRODUCTION

Albania acceded to the UNECE-WHO/Europe Protocol on Water and Health in 2002. One of the Protocol's main objectives is to provide everyone with safe drinking water and sanitation, with particular consideration to ensuring equitable access to these services "for all members of the population, especially those who suffer a disadvantage or social exclusion."

Three critical factors in ensuring equitable access to water and sanitation are reducing geographical disparities, overcoming the barriers faced by vulnerable and marginalized groups, and addressing affordability concerns. In November 2013, Parties to the Protocol adopted the Equitable Access Scorecard¹, an analytical tool that can help governments and other stakeholders establish a baseline measure of the equity of access to water and sanitation, identify related priorities, discuss further actions to be taken, and evaluate progress through a process of self-assessment.

Following the discussions at the Regional Workshop on Equitable Access to Water and Sanitation (Geneva, June 13–14, 2022)², pan-European countries identified and emphasized the need to update the Equitable Access Scorecard in light of the lessons learned since its development ten years ago and its application in more than 10 countries. Furthermore, the workshop provided an opportunity to identify the inclusion of new parameters, such as a hygiene-based response or an enhanced accountability framework.

Albania announced its intention to apply the Equitable Access Scorecard nationally through correspondence and exchange with the UNECE secretariat in 2022. Albania agreed to be among the first countries where the draft updated Equitable Access Scorecard will be piloted in line with this revision process.

On that basis, a self-assessment of the situation of equitable access to water and sanitation in Albania was conducted by applying the updated Equitable Access Scorecard in order to:

- Achieve a better understanding of the situation and challenges of equitable access to water and sanitation in the country and, more specifically, in the mentioned districts and regions. Develop a comprehensive overview of the existing policy measures to address inequities in access to water and sanitation and identify information and policy gaps to ensure equitable access to water and sanitation.
- Identify relevant local stakeholders to contribute to the improvement of equitable access to water and sanitation and raise their awareness.
- Inform the existing targets or targets to be set under the Protocol, especially targets related to improving equitable access to water and sanitation.

The Equitable Access Scorecard assessment will focus on four key dimensions to understand how equity of access to water and sanitation is ensured: governance framework, geographical disparities, vulnerable and marginalized groups, and affordability.

The core team leading this initiative includes Mr. Arduen Karagjozi, Director of Strategic Management of Water Resources at AMBU; Ms. Ermela Toçi and Ms. Rovena Metoja, both representative of the Water Resources Management Agency of Albania; Ms. Zhaneta Misja, Ministry of Health and Social Protection; Ms. Enkelejda Gjinali, Scorecard Lead Consultant; Ms. Ana Majko, Social Care Consultant; Ms. Diane Guerrier; and Mr. Armin Bigham Ghazani, both Programme Managers from the UNECE joint secretariat at the United Nations Office in Geneva.

The stakeholders involved in the self-assessment exercise included representatives from the Ministry of Health and Social Protection, Ministry of Agriculture and Rural Development, National Environment Agency, Ishem-Erzen-Mat Water Basin Administration Offices, National Water and Sewerage Agency, Water Regulatory Authority, Water Utility Tirana and Durres, Vora Municipality, Ministry of Education, and students from the Department of Environmental Engineering as part of the Faculty of Civil Engineering.

¹ <https://unece.org/environment-policy/publications/equitable-access-score-card-supporting-policy-processes-achieve>

² <https://unece.org/info/Environmental-Policy/Water-Convention/events/360842>

2 PROFILE OF THE REPUBLIC OF ALBANIA

Albania has abundant water resources, split into seven river basins (Drin-Buna, Vjosa, Semani, Shkumbini, Mat, Ishem, and Erzen), of which two are transboundary: Drin-Buna is shared with Montenegro, North Macedonia, and Kosovo; Vjosa is shared with Greece. Albania also has three major natural lakes (Ohrid, Prespa, and Skadar), 247 small natural lakes, and 650 artificial reservoirs. The country has access to the Adriatic and Ionian Seas with a coastline of 427 km, of which 273 km are on the Adriatic Sea and 154 km are on the Ionian Sea. The coast is also home to several major protected natural lagoons: Kune-Vain in the north, Karavasta and Narta, and Butrinti in the south.

Albania has nearly 10,000 m³ of freshwater available per person per year, ranking in the top 10 in Europe. Groundwater resources are abundant, between 9 billion m³/y and 13 billion m³/y. However, the available quantity of surface water (and, to a lesser extent, of groundwater) drastically decreases during the summer dry season (July–September), with only 6-9% of annual runoff.

As an economy in transition, Albania is confronting a fast development trajectory. Rapid urbanization, economic development, and infrastructure development, notably mass tourism infrastructure in coastal areas, increasingly threaten the quality and quantity of water resources available, impacting the ecological health of water bodies and the environment. Other concerns include the multiplication of hydropower plants, deforestation in river basins, and gravel extractions. Climate change is an additional worsening factor.

Tourism is one of the most important sectors of the Albanian economy, being considered one of the main engines of the country's economic development and growth. From January to December 2023, Albania was visited by 10.1 million tourists, a record figure for tourism. In its report, the Bank of Albania notes that the income from the tourism sector for the nine months reached 3.2 billion euros, a figure that exceeds the entire year 2022, when the economy benefited a total of 2.8 billion euros.

Two devastating shocks have quickly hit Albania—a highly destructive earthquake in late 2019 was followed by the global COVID-19 pandemic in early 2020. Both events underline the need to strengthen Albania's growth model as the basis for a vigorous and sustainable economic recovery. In November 2019, Albania was struck by a 6.3-magnitude earthquake, killing 51 and displacing 17,000 people. Damages to physical assets and losses were equivalent to an estimated 7.5% of gross domestic product (GDP).

A second crisis hit as Albanians started the reconstruction process, supported by a significant financial assistance package from the international community. In March 2020, Albania was forced to take unprecedented public health measures to slow the spread of the global COVID-19 pandemic. The freezing of large parts of the economy due to the pandemic led Albania to a recession of 4% in 2020. The stress of the 2019 earthquake and COVID-19 crisis on public finances has meant reductions in planned government expenditures across several sectors, including water supply and sanitation (WSS).

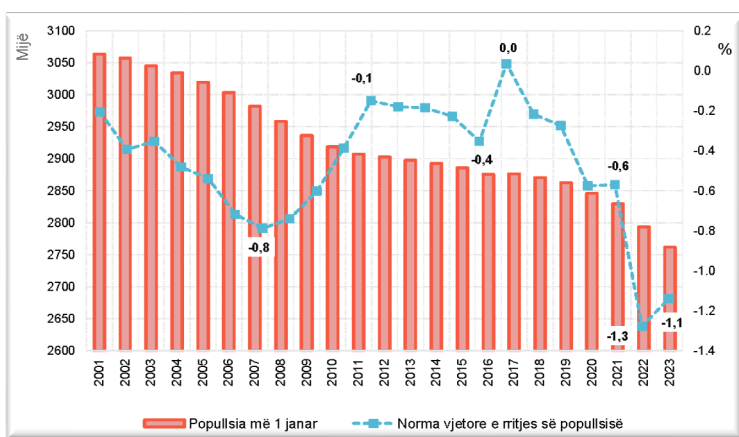


Figure 1. Population and annual growth rate

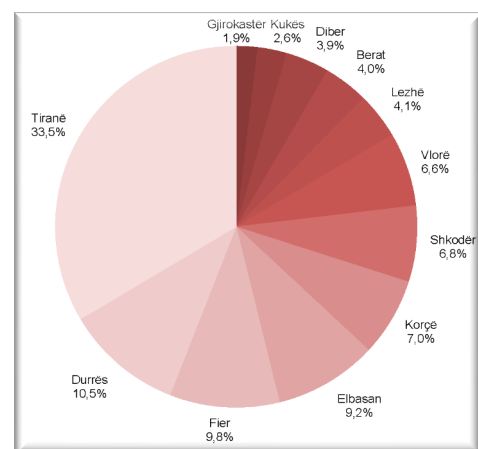
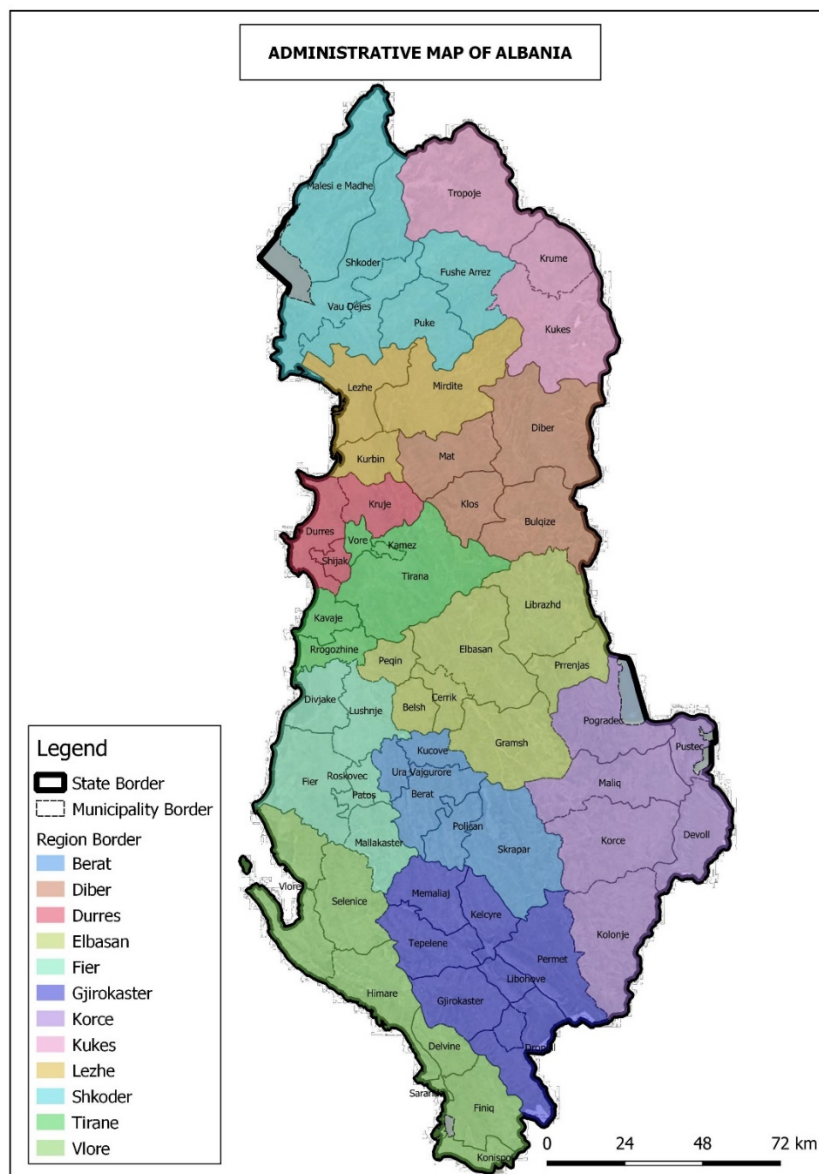


Figure 2. Distribution of the population for each district in relation to the general population

For historical reasons, Albania inherited a territorial-administrative structure characterized by many small and fragmented local government units. In July 2014, the Parliament of Albania adopted a law on “Administrative and Territorial Division,” which reduced the number of 374 municipalities and communes, each with their own administrative bodies of governance, to the current 61 municipalities that include the entire territory of the Republic of Albania. The territory of Albania is subdivided into (i) 12 regions, (ii) 61 municipalities, and (iii) 373 administrative units composed of (urban) 72 towns and cities and (rural) 2,997 villages.

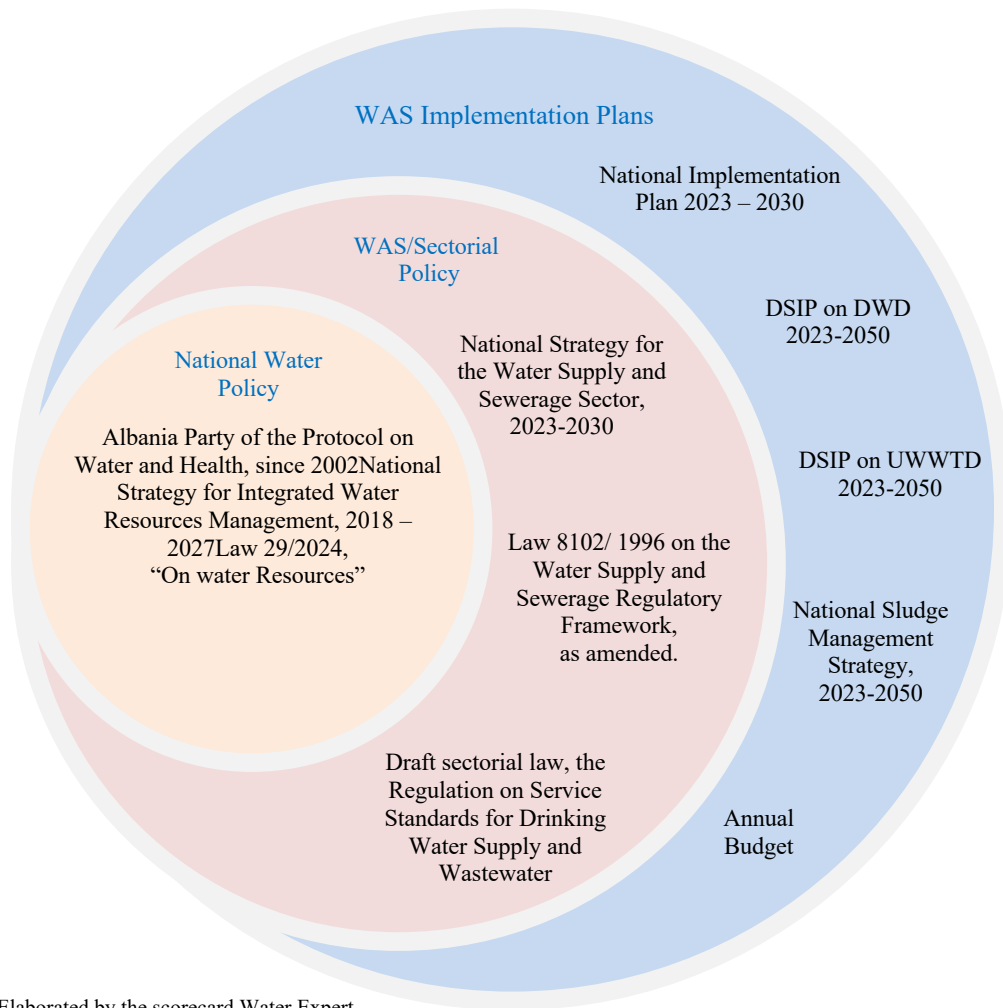
According to the Institute of Statistics of the Republic of Albania (INSTAT), the Albanian population on January 1, 2023, was 2.761.785 inhabitants (Fig. 1). Tirana Region occupies about 33.5% of the total population, continuing to be one of the most populated counties in the country, followed by Durrës and Fieri Regions with 10.5% and 9.8%, respectively. As for the other regions, five of them occupy 1.9% to 4.1% of the total population, respectively. (Fig.2)

Figure 3. Map of Regions and Respective Municipalities in Albania



Source: AKUK - NIPS Project 2021

Figure 4. Water Supply and Sewerage Services: National, Sectorial, and Implementation Policy Plans



Source: Elaborated by the scorecard Water Expert

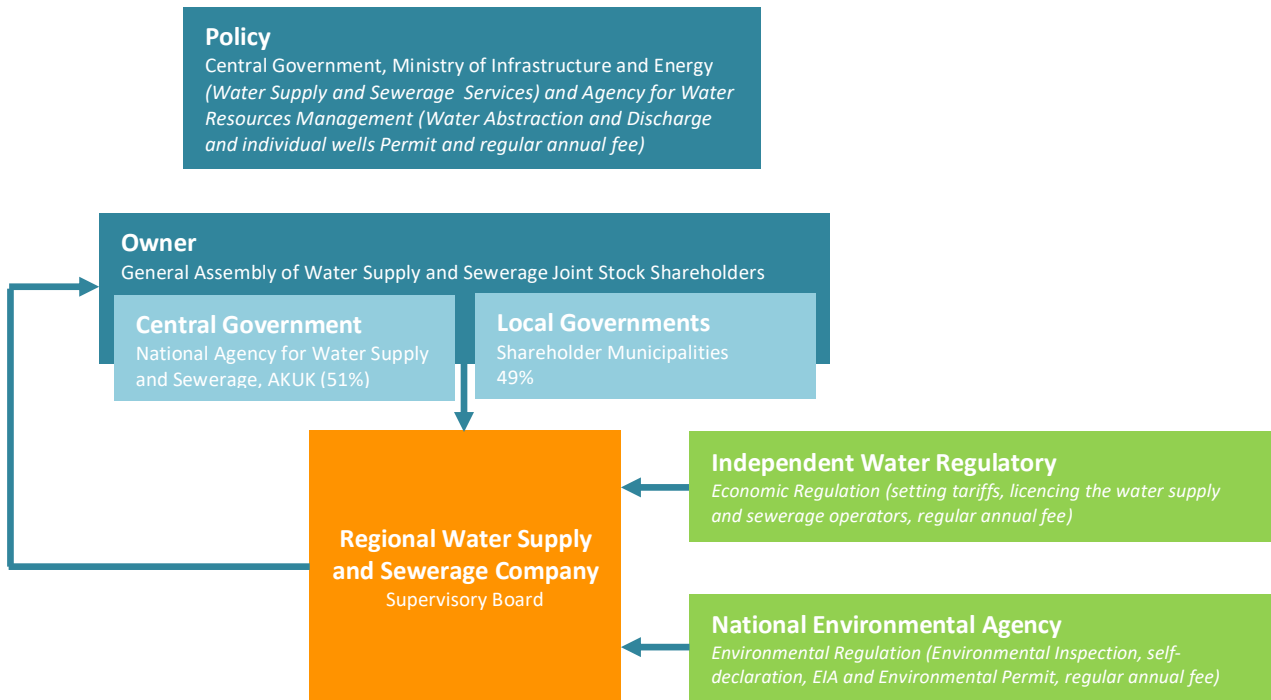
According to INSTAT, the rural population is estimated at 964,791 inhabitants (2020). The proportion of the rural population has steadily declined from 51% in 2015 to 46% in 2020, driven by outmigration and lower birth rates. The 2023 Population and Housing Census is the 12th census since Albania became independent in 1912; the first was conducted in 1923. Since the 1989 census, the census methodology has increasingly followed international recommendations for census taking.

The Population Census 2023 will produce (under the process of finalization) the official population counts in a country at the smallest geographical level, together with information on a selected number of demographic, social, and economic characteristics of the total population. Similarly, a housing census will produce the official counting of all dwellings in a country at the smallest geographical level and information on a selected number of housing characteristics split between urban and rural.

The WAS management and administration in Albania, includes 3 phases:

1. Drinking water resource usage (AMBU’s responsibility),
2. Water supply and sewerage services, including water treatment (responsibilities: AKUK/Regional Water Supply and Sewerage Companies and AMBU for Private Individual Wells).
3. Water discharge after being used or treated (AMBU responsibility).

Figure 5. Governance Framework for Water Supply and Sewerage Companies in Albania



Source: Elaborated by the scorecard Water Expert

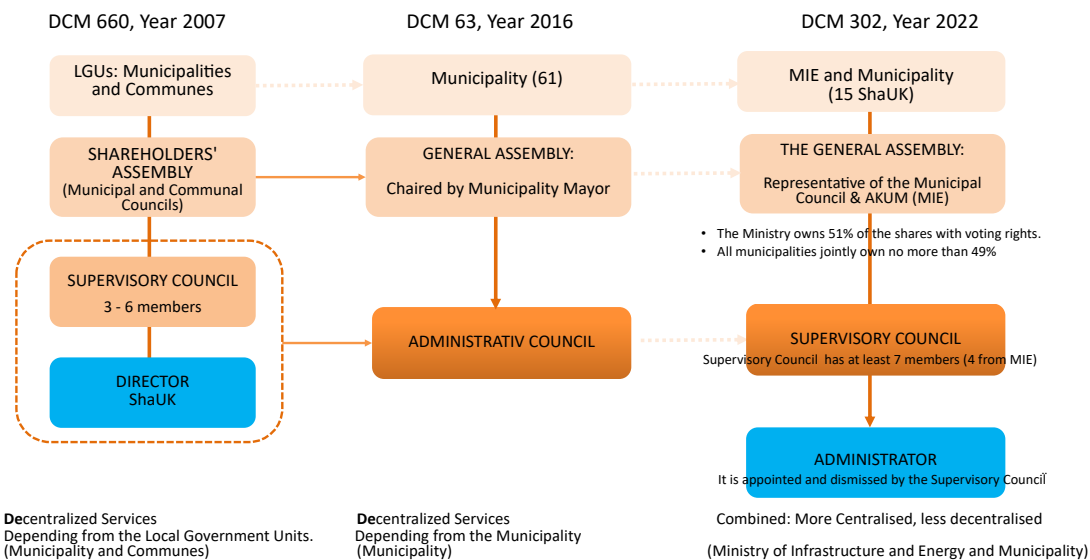
Regional Water Supply and Sewerage (WSS) Companies play a significant dual role in Albania’s economy as the sole providers of WSS services (serving to approx 2.8 million people in 2003) and employers of a considerable share of public sector staff (4.2%). Over the past 15 years, Albania has developed a strong water regulatory framework for WASH services and has undergone various changes in institutional arrangements to improve it. One of the water supply and sanitation reforms was initiated in January 2016, according to DCM No. 63, dated January 27, 2016, "On the Reorganization of the Water Supply and Wastewater Sector," ending in 2021. As a result, by the end of 2019, only 39 out of 58 WSSCs had completed their reorganization and were licensed by the Water Regulatory Authority (ERRU).

Lastly, the Albanian Government adopted DCM No. 302, dated 11.5.2022, on national policies for the reorganization of the water supply and sewerage services and the proposed list of the fifteen (15) joint (regional) Water Supply and Sewerage Companies (WSSCs). AKUK's new responsibilities include coordinating the aggregation process and leading the reform based on the institutional strategic development plan (Figure 3).

Albania's water supply and sewerage sector is organized as a two-tier system, with the national government responsible for sector strategies and policy development and local governments for service provision. The Central Government has the primary role of channeling donor and treasury funds for capital improvements based on needs assessment through National Master Plans and needs expression by local governments. It also provides sovereign guarantees on loans from international financial institutions and operating subsidies to WSSCs to cover their energy costs (Figure 5).

The Central Government (AKUK) owns 51% of the shares of the water supply and sewerage companies in Albania. Municipalities, as the owners (49% share) of the existing water supply and sewerage companies within their administrative boundaries, are challenged to deliver water supply and sewer services to their expanded territories following the enactment of Territorial Administrative Reform (TAR 2016) (Figure 6).

Figure 6. Reform process of Water Supply and Sewerage Sector 2007 - 2022



Source: Elaborated by the scorecard Water Expert

Water Supply Service

The welfare of all citizens, irrespective of their urban or rural residence, is significantly influenced by the water, sewer, solid waste, etc. services, public infrastructure, and public spaces crafted and overseen by municipalities.

A total of 1,185 Water Supply Zones (WSZs) have been identified, encompassing 2,117 villages and cities, which accounts for approximately 69%. About 92% of Albania's population (2.83 million) lives in these WSZs. The concept of a Water Supply Zone (WSZ) was introduced in Council Directive 98/83/EC of November 3, 1998, on the quality of water intended for human consumption (Drinking Water Directive). The DWD defines “a supply zone” as a geographically defined area within which water intended for human consumption comes from one or more sources and where water quality may be considered approximately uniform’. The DWD applies to all distribution systems serving more than 50 people or supplying more than 10 m³/day on average. So, 1,185 WSZs do not include distribution systems serving less than 50 people. The remaining population continues to be supplied with local individual water systems (e.g., springs, wells, etc.). AMBU should administer its water resources.

Albania is rolling out an integrated water resources management vision, passing a law on integrated water resource management, and creating national bodies for water administration and management, including the National Water Council and the National Agency of Water Resources Management (AMBU), and the management of water resources at the basin level is done, incipiently for now, through the River Basin Councils and River Basin Management Offices.

According to Law No. 111, dated 15.12.2012, on "Integrated Water Resources Management" as amended by Law No. 6, date 8.2.2018, and the Council of Minister Degree No. 221, dated 26.4.2018, "On the organization and functioning of the Water Resources Management Agency (AMBU), the Agency for Water and Resource Management (AMBU) is in charge of water resources management in Albania and of operations related to water resources management policy, water supply and exploitation, protection of water against pollution, planning of water and water courses, including drafting of flood risk management plans for each River Basin District.

On another note, AMBU is the competent authority to work directly on the harmonization process of EU water acquis with line ministries (DCM No. 221, dated 26.4.2018, "On the organization and functioning of the Water Resources Management Agency"). EU Water Integration Processes is part of Chapter 27, "Environment and Climate Change," under the jurisdiction of the Vice Minister of the Ministry of Tourism and Environment (Prime Minister Order No. 94, dated May 20, 2019, "On the establishment, composition, and functioning of inter-institutional working groups for European Integration"). In that regard, AMBU is a responsible institution for leading the Water Sub-chapter (11 Water Directives).

Albania, in terms of water resources management, is divided into seven water basins (DCM No. 697, date 30.10.2019 on territorial and hydrographic defined boundaries of the River Basins in the Republic of Albania and center and composition of each River Basin Council) as follows:

- Drin-Buna River Basin,
- Mat River Basin,
- Ishem River Basin,
- Erzen River Basin,
- Shkumbin River Basin,
- Seman River Basin,
- Vjosa River Basin.

As shown in Table 1, the data suggests that the highest number (323) of WSZs are in the Seman River basin. In contrast, the highest water demand and service connection rate is found in the Ishem Basin (about 38 million cum/year).

Table 1. Summary of WSZs and respective Water Demand by River Basin in Albania

River Basins (RB)	# of WSZs	Population	Population served	% of people served	Total WD	Total WD	Max. Total WD
		2020	2020	2020	2020	2050	2020-2050
	<i>number</i>	<i>number</i>	<i>number</i>	<i>%</i>	<i>cum/year</i>	<i>number</i>	<i>Number</i>
RB Drin - Buna	289	406,070	299,262	74%	18,605,858	19,273,373	21,165,991
RB Erzeni	81	114,780	96,814	84%	6,668,541	6,750,600	7,312,745
RB Ishëm	47	825,115	758,109	92%	38,250,754	44,535,625	45,011,806
RB Mat	91	341,609	300,475	88%	18,845,358	19,938,763	20,661,347
RB Seman	323	402,808	313,169	78%	16,079,990	15,511,718	17,882,013
RB Shkumbin	144	339,834	242,267	71%	12,328,851	12,687,368	14,745,272
RB Vjosë	210	404,021	328,270	81%	20,654,379	20,764,177	22,839,440
Total	1,185	2,834,237	2,338,367	83%	131,433,731	139,461,623	149,618,615

Source: NIPS Project 2021

Sewerage service

Based on 2022 data, the Albanian population's overall water supply service coverage remains at 77.8%. Sewerage coverage in 2022 reached only 54.2% of the national level (based on the 383 sewerage systems identified). However, these national figures mask huge differences between urban and rural areas. National statistics (2022) for piped water supply and sewerage coverage show a significant disparity in urban and rural coverage rates (93.5% vs. 58% for water supply and 82% vs. 15% for sewerage). The EUROSTAT data for Albania 2020 shows that nearly 60% of the population living in rural areas was at risk of poverty in 2021, the highest level in Europe.

A summary of the Wastewater Treatment Plant (WWTP)'s status and national plan is listed below:

- 10 WWTPs are operational (covering 815,000 PE).
- 4 WWTPs are still under construction or not operational (covering 438,000 PE).
- Several of the operational WWTPs are currently approaching 15 years of age.
- There are 16 WWTPs where a feasibility study or detailed design has been completed.

- To cover all of Albania with WWTPs, 114 WWTPs are planned to be constructed up to 2050.
- Some 2.3 billion euros are needed to implement this work entirely.

The access to water and sanitation by the different vulnerable and marginalized groups in Albania

Albania has a significant lack of specific data on access for vulnerable segments of the population, such as public policy, public funds, complaint mechanisms, tap water, and toilets, as indicated by the ranking in Figure 2. On a positive note, the analysis provides data access, Public Policy, Public Funds, and Complaint Mechanisms for vulnerable segments of the population (for more details, refer to Chapter 4/Section 3: Ensuring Access for Vulnerable and Marginalized Groups).

Table 2 Analysis of the access to water and sanitation for vulnerable segments of the population in Albania

Vulnerable and marginalised group analyses	Database	Public Policy	Public Funds	Complain Mechanism	Tap water, Toilets
Vulnerable and marginalised groups	Red	Red	Red		
Persons with special physical needs	Red	Yellow	Red		
Health care facilities	Red	Red	Red	Red	Red
Users of educational facilities	Yellow	Green	Green	Green	Red
Users of Retirement Homes	Yellow	Green	Yellow	Red	Yellow
Prisoners	Yellow	Green	Yellow	Red	Red
People living in collective centers and camps	Red	Yellow	Yellow	Red	Red
Homeless people	Red	Red	Red	Grey	Grey
Travelers and nomadic communities	Red	Red	Red	Grey	Grey
Persons in housing without safe drinking water and sanitation	Grey	Grey	Grey	Grey	Grey
Persons without access WASH e in their workplaces	Grey	Grey	Grey	Grey	Grey
Users of markets and public transport	Grey	Grey	Grey	Grey	Grey

Source: Elaborated by the scorecard Water Expert



The State Social Services General Directorate and the Municipal Social Services Directorates are key institutions mandated by the law on social services to plan, budget, and provide dedicated social care services. These services promote the well-being and social inclusion of individuals and families in need, as outlined in Law No. 121/2016, 'For social care services,' and the Strategy on Social Protection, 2019–2023.

Vulnerable and marginalized groups typically include populations at higher risk of experiencing disadvantages, discrimination, or exclusion due to factors such as socioeconomic status, ethnicity, gender, age, disability, and geographic location. Access to water supply and sanitation services in Albania still falls short of EU standards, particularly in rural areas and among Roma and other minority populations. Additionally, wastewater treatment remains at an early stage of development.

Public policies aimed at addressing the needs of vulnerable and marginalized groups, including persons with special physical needs, users of healthcare and educational facilities, residents of retirement homes, prisoners, people living in collective centers and camps, homeless individuals, travelers, nomadic communities, and those lacking access to safe drinking water and sanitation in their homes and workplaces, are crucial. Respective policies are considered in scorecard reports and analyses.

The 2024 Albanian state budget forecasts 735.9 billion lek (approximately EUR 7 billion) to bolster Albania's economic growth, foster employment, enhance social protection measures, and facilitate further fiscal consolidation. Notably, around one-third of the total public expenditure outlined in the 2024 state budget is allocated for social protection initiatives targeting vulnerable social groups, including retired individuals and newborns.

Main Stakeholders involved in the water supply and sewerage sector

Existing institutions of Albania competent for the drinking water legislation, including but not limited by the:

- Prime Ministry and its council of ministers
- National Water Council
- National Agency for Management of Water Resources (AMBU)
- The Ministry of Infrastructure and Energy (MIE)
- National Agency of Water Supply, Sewerage and Waste Infrastructure (AKUK)
- Ministry of Tourism and Environment (MTE)
- Water Supply Sector Regulatory Authority (ERRU)
- Water Supply and Sewerage Companies (WSSC)
- Municipalities (LSGU-MUN)
- River Basin Councils (RBCs)
- National Environmental Agency (NEA)
- Albanian Development Fund (FZSH).
- State Environmental Inspectorate (SEI)

Despite the abundance of water, Albania's water sector remains relatively weak. Water management competencies are shared among several institutions with insufficient capacity and coordination. Furthermore, the industry has incomplete and partially obsolete water and wastewater infrastructure, inefficient cost recovery policies for water-related services, and inadequate financial means for infrastructure development, operation, and maintenance.

3 SELF-ASSESSMENT OBJECTIVES AND METHODOLOGY

This self-assessment exercise is a valuable tool for developing a comprehensive overview of existing policy measures to address inequities in access to water and sanitation. It is suggested that the cycle of self-assessment should align with the policy process it seeks to influence. For instance, it could coincide with preparing strategic plans for the water and sanitation sectors. Furthermore, the self-assessment results could inform other strategies and plans for environmental and health concerns, social inclusion, regional development, or specific sectors like education and corrections (Reference Figure and 8).

It will serve multiple objectives, in particular:

- Gain a deeper understanding of the current situation and challenges related to the subject matter.
- Identify information and policy gaps that need to be addressed.
- Raise awareness among stakeholders about the issues at hand.
- Identify relevant stakeholders and establish connections with them to foster collaboration and partnership.
- Identify opportunities for better coordination between complementary policy measures to address the identified challenges effectively.

Background information on equitable access issues can be found in the UNECE-WHO/Europe publication “No One Left Behind.” The introduction to each scorecard section indicates the relevant section in the “No One Left Behind” publication that relates to each area of action.

3.1 Data collection, analyses, and reports

Preparatory work and launching workshop (August – October 2023):

- Prepared/invited the right stakeholders to nominate one representative from their institution to actively participate in the self-assessment exercise.
- An invitation letter was prepared and sent to the nominees to actively participate in the inception workshop.
- A launching workshop was conducted (30 October 2023).

Data Collection: (November 2023 – February 2024)

- An initial version of the situational analysis report was drafted.
- An agenda was developed and forwarded to the nominees to ensure their active involvement in the findings workshop.
- The situational analysis report was compiled.
- Nominees submitted written feedback/comments.

Findings Workshop (March 2024 – May 2024)

- Reviewed the comments and feedback received from stakeholders during the findings workshop,
- Reviewed of the country report based on the comments.

Reporting: (June 2024 – February 2025)

- Finalised the National Country Report,
- Report Translation in two languages Albanian and English and official Report distribution.

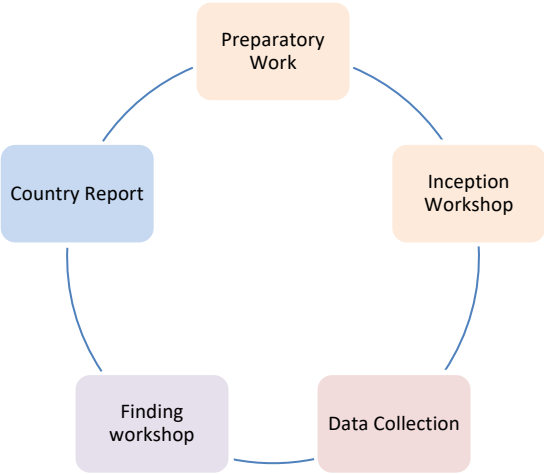
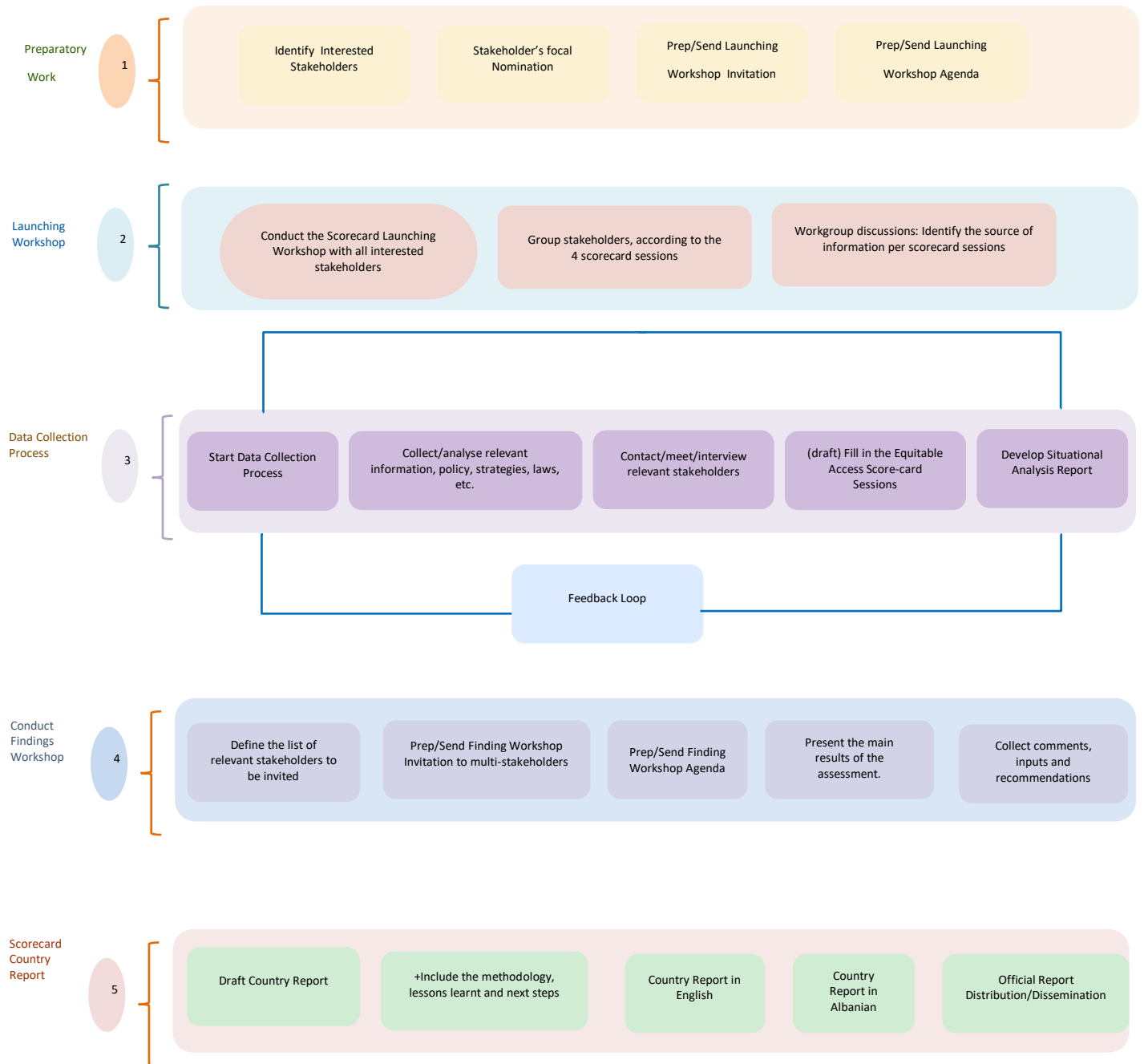


Figure 7. Phases of the self-assessment of the equitable access implementation in Albania

Figure 8. Plan of the self-assessment of the equitable access situation to water and sanitation in Albania



3.2 Scorecard rating system used

How is the qualitative self-assessment exercise structured?

The self-assessment scorecard comprises four main sessions, 12 areas of action, and 103 questions. The progress in each area of action is measured through qualitative questions. The total number of questions varies between 2 and 6. Each question required one answer. There are four possible answers: No, to a limited extent, to a large extent, or yes. The table below guides how to interpret each possible answer. Respondents were encouraged to spread the responses along the four possible scores to avoid clustering all the responses in the "to a limited extent" and "to a large extent" categories.

Scoring/Evaluation: Each question received an evaluation with points from 3 to 0, with four possible answers:

Figure 9. Area of Action and respective qualitative questions

Field of action	Qualitative questions	Scoring the answer								
Fusha 1.1 Kuadri strategjik për arritjen e aksesit të barabartë	1.1.1 Të drejtat e njeriut për ujë të pijshëm të sigurt dhe kanalizime janë integruar në kuadrin ligjor	<table border="1"> <tr> <td>Po</td> <td>Deri diku</td> <td>Pak</td> <td>Jo</td> </tr> <tr> <td>3</td> <td></td> <td></td> <td></td> </tr> </table>	Po	Deri diku	Pak	Jo	3			
Po	Deri diku	Pak	Jo							
3										
	1.1.2 Ekziston një plan strategjik për të siguruar akses të barabartë në ujë të pijshëm të sigurt, kanalizime dhe higjienë	<table border="1"> <tr> <td>3</td> <td></td> <td></td> <td></td> </tr> </table>	3							
3										

Each answer has been justified. So, respondents used quantitative and/or qualitative information from legal documents, guidance documents, analytical reports, surveys, or similar sources. Respondents were encouraged to use as much space as needed. One summary score was calculated for each area of action. The score was calculated taking into account the score for each question as well as the number of questions under each area of action. The summary score was reproduced in the summary sheet.

Table 3. How to interpret each possible answer

Score	Points	Interpretation
Yes	3	There is enough evidence available
Extensive	2	There is extensive information
Limited	1	There is limited information
No	0	There is little or no information

Assessment methodology

Respondents self-evaluated the reliability of each answer in gathering and reporting the data. There are three levels of reliability: high (very reliable), medium (reliable), and low (unreliable). Criteria for assigning a degree of reliability included procedures, traceability, and validation. The table 4 shows how the level of reliability was assigned according to those criteria.

Table 4. Reliability of answers

High: Very reliable	Medium: Reliable	Low: Unreliable
Several coherent and easily accessible documents support the answer.	Responsibilities for data collection, monitoring, and quality control of responses are identified.	Responsibilities for data collection, monitoring, and quality control of responses have not been identified.
The reference data are easily traced from the official source (s).	The data and source (s) can be traced from the official source.	Not all data can be traced
The data have been formally validated.	The data have been validated	Not all the data have been validated

WASH self-assessment card scoring calculations

- The average scoring response and reliability are calculated for each **Area of Action**.

The average scoring response for each area of action is calculated based on the sum of the points of all the answers to the questions in that area of action and the number of questions in that area of action. (Reference Formula 1)

$$\text{Average scoring response of the area of action} = \frac{\Sigma \text{ of points of all the answers of the actions}}{\# \text{ of questions of that area of action}} \quad [1]$$

The average scoring reliability of answers is calculated based on the sum of the reliability of answers to the questions in the area of action and the number of questions in each field of action. (Reference Formula 2)

$$\text{Average scoring reliability of answers in the area of action} = \frac{\Sigma \text{ of the reliability of all answers of actions}}{\# \text{ of questions of that area of action}} \quad [2]$$

- The average scoring response and reliability are calculated for **each section**.

The average scoring response for each section is calculated based on the sum of all the answers to the session's area of action and the number of areas of action in that session. (Reference Formula 3)

$$\text{Average scoring response rate of the session} = \frac{\Sigma \text{ average of the scoring response of the area of action}}{\# \text{ of areas of action in that session}} \quad [3]$$

The average scoring reliability of answers for each section is calculated based on the sum of the reliability of answers in the session's area of action and the number of areas of action in that session. (Reference Formula 4)

$$\text{Average scoring reliability of answers of the session} = \frac{\Sigma \text{ of the answer's scoring reliability in the session}}{\# \text{ of areas of action in that session}} \quad [4]$$

- Calculation of the scoring results and their reliability at the **national level of equitable access**

The average scoring result at the national level is calculated based on the sum of the scoring results of the four sections and the number of sessions of the card (# = 4). (Reference Formula 5)

$$\text{Average scoring result of the self assessment card} = \frac{\Sigma \text{scoring results of the four sections}}{4 (\# \text{ of sessions})} \quad [5]$$

The average scoring reliability of equitable access at the national level is calculated based on the sum of the reliability of the answers in the four sections and the number of sessions of the card (# = 4). (Reference Formula)

$$\text{Average scoring reliability of the self assessment card} = \frac{\Sigma \text{the reliability of answers of the four sections}}{4 (\# \text{ of sessions})} \quad [6]$$

The self-assessment summary of four main sessions, 12 areas of action, and 103 questions is presented at the end of Annex 2 of this document.

4.0 ANALYSIS OF THE SCORECARD AND MAIN FINDINGS

Session 1. Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene.

Everyone has the right to water and sanitation services. Albania defined these rights within its legal and strategic framework, such as the National Water Resources Strategy 2017-2027, the National Strategy for the Water Supply and Sewerage Sector 2023-2030, and the National Strategy for Development and European Integration 2023-2025.

Area of action 1.1 Strategic Framework for achieving equitable access

Albania's Integrated Water Resources Management (IWRM) Strategy defines IWRM as “a process that promotes the coordinated development and management of water, land, and related resources maximizes the resultant economic and social welfare equitably without compromising the sustainability of vital ecosystems.” Within its guiding principles, it recognizes the basic right of all human beings to access clean water and sanitation at an affordable price. In addition, managing water as an economic good is an important way of achieving efficient and equitable use and encouraging the conservation and protection of water resources.

Area of action 1.2 Sector Financial Policies

The National Sectorial Strategy on Water Supply and Sewerage by 2030 is estimated to cost US\$1.65 billion, with funding coming from a combination of tariffs, taxes, and transfers. The government's total estimated contribution by 2030 will be US\$973 million, based on historical and currently committed allocations to sector expenditure. The leaves a funding gap of nearly 41% of the overall cost of implementing the strategy. However, given these entities' limited financing and creditworthiness capacities, additional resources will be necessary to fund the WSS in the medium to long run, covering capital expenditures, technical assistance, and operational expenses. (for more details, refer to Chapter 4/Session 1 Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water, Sanitation, and Hygiene/Area of action 1.2 Sector Financial Policies).

Area of action 1.3 Rights and Duties of Users and Other Right Holders

The mechanism for ensuring the rights, obligations, and access to relevant information regarding water and sanitation for the right holders is in place. The National Regulatory Commission approved and implemented the Model Contract for Water Supply and Sewerage Services with Decision No. 8, dated February 4, 2011. This contract governs the relationship between customers (both private and public) and the operator responsible for providing water supply and sanitation services. It outlines the rights and obligations of both parties, ensuring access to pertinent information when needed.

Regarding access to basic WSS services and vis-à-vis the EU water-related acquis and Sustainable Development Goals (SDGs), coverage of services in peri-urban and rural parts of the country still lags far behind, and Roma and other vulnerable and minority populations are particularly disadvantaged. Albania requires a more inclusive growth strategy to achieve and sustain its long-term development objectives, including equity issues.

Section 2 Reducing Geographical Disparities

Area of action 2.1 Public policies to reduce access disparities between geographical areas

To a significant degree, the National Strategy for the Water Supply and Sewerage Sector, 2023-2030, serves as the primary public policy to reduce disparities between urban and rural areas progressively. It targets technical and operational aspects to improve the quality and efficiency of water supply and sewerage services in urban and rural areas. (Table 5)

Table 5. Protocol on Water and Health Strategic Objectives and Performance Indicators (in %), 2023 – 2030

<i>Strategic Objectives/Priority Measures</i>	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
<i>Water Coverage</i>	77.7	78.3	79.7	80.8	82.0	83.5	85.1	87.7	88.0	90.0
<i>urban</i>	92.0	93.0	94.0	94.5	95.0	95.5	96.0	97.0	98.0	99.0
<i>rural</i>	57.9	58.0	60.0	62.0	64.0	67.0	70.0	75.0	80.0	85.0
<i>Sewerage Coverage</i>	53.0	53.5	54.0	54.5	55.3	56.8	58.8	60.8	62.8	64.8
<i>urban</i>	82.4	83.0	83.5	84.0	84.5	85.0	87.0	89.0	91.0	93.0
<i>rural</i>	12.6	13.0	13.5	14.0	15.0	18.0	20.0	22.0	24.0	26.0
<i>UWWTPs</i>	14.4	15.0	15.5	16.0	16.5	18.0	20.0	22.0	24.0	26.0

Source: AKUK, National Strategy for the Water Supply and Sewerage Sector, 2023-2030

In addition to AKUK, the Albanian Development Fund (ADF) is a central government mechanism established in 1993 to facilitate infrastructure development, urbanization, tourism, and cross-border interaction in rural areas. Given that service provision in peri-urban and rural regions still lags, the populations residing in these areas face particular disadvantages.

Area of action 2.2 Public policies to reduce price disparities between geographical areas

The National Strategy for Integrated Water Resource Management, 2017-2027 emphasizes the challenge of enhancing service efficiency in both urban and rural areas by adhering to the principle of full cost recovery.

In Albania, local governments and AKUK jointly provide water supply and wastewater services, while the Water Regulatory Authority (WRA) is responsible for tariff setting. The central government subsidizes public companies and covers infrastructure development costs.

Tariffs consist of a fixed component, uniform for all customers within the utility's service area, and a variable component that varies based on service categories (water supply, wastewater collection, and wastewater treatment) and customer types (households, commercial, and industrial). The WRA permits the variable part of the tariff to differ among customer types to facilitate cross-subsidization.

The tariff-setting methodology is expected to incorporate a free allowance of 50 litres per capita per day for customers who need social assistance or have disabilities. Cross-subsidies between consumer categories are included in the policies and action plans of the National Strategy for Water Supply and Sewerage, 2011–2017.

Area of action 2.3 Geographical allocation of external support for the sector

AKUK is the legal, individual, and budgetary unit representing the only specialized government technical institution in the water supply and sewerage sector to plan the areas that are lagging services and require external support. The Agency, in collaboration with local water supply and sewerage companies and local governments, also exercises its statutory authority to coordinate and monitor the activities of service providers regarding water supply and sewerage services for the country's entire population. Each utility has a municipal structure and an administrative unit (geographical) that can offer several advantages, including:

- close communication with local customers,
- strong collaborative teams at each location,
- the ability to better serve local needs and tailor their approach to the local market,
- the ability to encourage positive competition between different departments.

Thanks to the above-mentioned structures, it has been analyzed that Albania's water supply and sewerage services sector is facing old infrastructure and a need for more machinery and equipment, especially in rural areas. There is also a need for significant investments in water supply and sanitation services. Investments in water supply are below the appropriate level to support good quality and uninterrupted service in the long term. Foreign financing has been focused on managing wastewater, while investments in water supply are mainly financed from the state budget.

Section 3 Ensuring Access for Vulnerable and Marginalized Groups

Vulnerable and marginalized groups considered in the scorecard initiative for Albania are assessed for the first time. There are public policies to address the needs of vulnerable and marginalized groups: persons with special physical needs, users of healthcare facilities, users of educational facilities, users of retirement homes, prisoners, people living in collective centres and camps, homeless people, travellers, and nomadic communities, persons living in housing without safe drinking water and sanitation, persons without access to safe drinking water, sanitation, and hygiene in their workplaces, and users of markets and public transport.

The only legislation considering a few marginalized groups is DCM No. 18, dated January 12, 2018, “on subsidizing contract agreements and installing the water meters for the categories in need” proposed by the Ministry of Health and Social Protection. Referring to this DCM, the main categories benefiting are:

- Families are treated with economic assistance.
- Families with members who receive disability benefits and do not have employed or self-employed family members.
- Families with members who benefit from state disability pensions and full rural disability pensions do not have employed or self-employed family members.
- Family heads who benefit from the state old-age pension or who benefit from the village old-age pension but who live in the city and who do not have employed or self-employed family members.

Regarding access to essential WSS services and vis-à-vis the EU water-related acquis and Sustainable Development Goals (SDGs), coverage of services in peri-urban and rural parts of the country still lags far behind. Roma and other vulnerable and minority populations are at a particular disadvantage. Most utilities do not have a pro-poor policy, and many are neither using the mechanisms established by the MIE to connect poor and vulnerable households nor an efficient tariff policy to promote the efficient use of water. Consequently, Albania requires a more inclusive growth strategy to achieve and sustain its long-term development objectives with the UN motto “Leaving no one behind”!

Area of action 3.1 Public policies to address the needs of vulnerable and marginalized groups

Public policies play an important role in addressing the needs of vulnerable and marginalized groups, ensuring equitable access to essential services like water supply, sewerage, and social care. However, existing policies often lack specific provisions tailored to these groups' unique challenges.

For instance, while the national water policy outlines general objectives, it fails to address the differentiated needs of vulnerable communities. However, recent initiatives, such as drafting a national law for drinking water supply and sewerage services (to be in full compliance with the new water Directive) within 2027, will improve the perspective. Therefore, the results of this self-assessment will help identify key areas for improvement and provide concrete suggestions to enhance access to water and sanitation for vulnerable and marginalized groups.

Moreover, the legal framework surrounding social care services, administered by bodies like the State Social Services General Directory and Municipal Social Services, plays the main role. These institutions are mandated to plan, budget, and provide dedicated social care services, fostering the well-being and social inclusion of those in need. The law governing social services defines benefits, eligibility criteria, and application procedures and assigns responsibilities to public and non-public entities, ensuring accountability and efficiency.

Furthermore, targeted action plans like the National Action Plan for Equality, Inclusion, and Participation of Roma and Egyptians 2021–2025 signify progress. This plan prioritizes infrastructure development, including water supply and sanitation, in areas predominantly inhabited by these communities. By investing in critical infrastructure, the plan aims to address longstanding disparities and improve living conditions for marginalized groups. While gaps exist in current policies, initiatives like the draft national law and targeted action plans demonstrate a commitment to addressing the needs of vulnerable and marginalized communities.

Area of action 3.2 Persons with special physical needs

Many disabled, sick, and elderly people face problems accessing water supply and sanitation services because of their specific physical needs:

- National database with persons with disabilities (Table 6) exist but the access to safe drinking water, sanitation, and hygiene by persons with special physical needs it is not assessed.
- It is public policy to ensure access to safe drinking water, sanitation, and hygiene for people with special physical needs, but it not always is fulfilled.
- Public funding supporting access to safe drinking water, sanitation, and hygiene for people with special physical needs (such as adapting home facilities), are limited.
- Minimum technical standards ensure the establishment of facilities accessible to people with special physical needs exist, but they not always are implemented.

Table 6. Persons with disabilities

Region	Disable total number	Blind%	Paraplegic tetraplegic %	Mental and physically disabled %
<i>Berat</i>	3.705	22	6	72
<i>Diber</i>	3.387	13	8	80
<i>Durres</i>	6.419	19	10	71
<i>Elbasan</i>	12.259	14	5	81
<i>Fier</i>	8.152	20	11	69
<i>Gjirokaster</i>	2.198	21	7	72
<i>Korçe</i>	6.447	15	7	78
<i>Kukes</i>	2.451	8	10	82
<i>Lezhe</i>	4.430	14	10	76
<i>Shkoder</i>	5.291	14	9	78
<i>Tirane</i>	11.976	19	11	70
<i>Vlore</i>	4.567	22	13	66
<i>Albania</i>	71.281	17	9	74

Source: State Social Services elaborated by INSTAT

The National Action Plan for Persons with Disabilities 2021–2025 is a cross-sectoral document of the Albanian government that includes specific policies aimed at improving the quality of data and access within the water supply and sanitation sector for persons with disabilities. Its purpose is to continue promoting and supporting the integration of persons with disabilities in the country's socio-economic life, paying constant attention to fulfilling the obligations of the Convention on the Rights of Persons with Disabilities through specific measures. The legal framework is based on the National Plan for Persons with Disabilities 2021–2025 and DCM No. 355, dated June 2, 2022, “on the approval of standards of integrated mobile service in the family, for children with disabilities and their families, and the manual of implementation.

Area of action 3.3 Users of healthcare facilities

All sanitation and hygiene in healthcare facilities (Table 6) have access to drinking water and sanitation. In some isolated areas, there is a water connection, but it can be identified as having difficulties with continued service from the network. In most cases, the 24-hour service is supported by individual water tanks. There is no published database on these services. The regulatory framework, as outlined in DCM No. 237, dated March 6, 2009, mandates healthcare facilities to ensure uninterrupted water supply and maintain sufficient water reserves during disruptions. This regulation underscores the importance of compliance with standards to safeguard public health and ensure the provision of essential services in healthcare facilities.

For some marginalized groups, the infrastructure for drinking water and sanitation, based mainly on an internal network, is financed by the central government under specific budget programs for the modernization of the services.

All healthcare facilities in the urban area have access to the water supply and sewerage network. In rural areas where the water supply network is missing, in some cases, the water source is secured through the well, where groundwater can be pumped. In most cases, separate toilets for males and females exist in all reconstructed structures. All of them have functional handwashing facilities and hygiene products. The COVID-19 pandemic period and measures have significantly improved attention to this very important infrastructure.

Area of action 3.4 Users of educational facilities

The national report for the implementation of the platform for action presents the number of educational institutions (public and private) with access to drinking water, shared basic sanitary facilities, and basic hand washing facilities for the year 2017. The National Strategy on Education 2021-2026 aims to contribute to an educational system that is based on the needs and interests of students; that creates the conditions and opportunities for students to build and develop their knowledge, skills, and values required by society; that allows students to develop independently, contribute to their well-being and society, and constructively face life's challenges.

The national strategy of the water supply and sanitation sector for 2023–2030 envisages a commitment to fulfill obligations for access to water supply and sanitation for the entire population. WRA has defined schools, kindergartens, nurseries, student dormitories, and university campuses as public customers with special status in the methodology of setting tariffs.

Area of action 3.5 Users of Retirement Homes

Service standards in daycare centres for the elderly guarantee their rights under the Constitution of Albania, the Declaration Policy and the International Action Plan for the Elderly, the European Social Charter (revised), recommendations of the Council of Europe, etc. Standards of Social Care Services for the Elderly in Residential Institutions are based on the well-known principles of social care, such as respect for values and individuality, universality, equality of opportunity, right to benefit, partnership, transparency and impartiality, non-discrimination, social integration, independence, and participation in community life. The legal framework is based on DCM No. 823, dated 6.12.2006, on the approval of the standards of social care services for the elderly in day-care centres, and DCM No. 821, dated 6.12.2006, on the approval of the standards of social care services for the elderly in residential centres.

Regarding retirement homes, the infrastructure for drinking water and sanitation, mainly an internal network, is financed by the local and central governments under specific budget programs for modernizing this infrastructure. Investments are made through the local and central governments. In decision No. 821, dated December 6, 2006, "for the approval of care services standards social for the elderly in residential centres," the drafting of the residential services standards document will serve the local government structures to fulfil the new functions related to meeting the social needs of the community and planning and allocating relevant funds for the establishment and support of existing services for the elderly.

Area of action 3.6 Prisoners

Studies have shown that prisons flush toilets 35 to 65 times per day. By comparison, a typical single-family household may flush a single toilet 10 to 12 times per day. The water consumption numbers are high. **Prisoners** (Table 7) cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at prisons and other detention centres.

Table 7. Report of 2023: In Albania, there are 2,222 convicts and 2,800 detainees

PRISONS	Amount	< than 1 Year	1 < 3 Years	3 < 5 Years	5 < 10 Years	10 < 20 Years	20 < 25 Years	Ever
Jordan Misja	6	1	0	1	1	1	2	0
Fier	569	11	44	167	153	136	58	0
Ali Demi (Women)	34	5	2	4	12	8	3	0
Rrogozhine	266	41	64	72	57	17	15	0
Lezha	4	1	0	1	0	1	0	1
Lushnje	153	7	17	43	42	30	14	0
Burrel	86	2	1	7	14	18	25	19
Peqin	332	0	0	0	40	65	103	124
Fushe-Kruje	70	1	2	6	8	31	18	4
Korçe	207	11	16	30	55	43	27	25
Kavaje	3	1	0	0	2	0	0	0
Durres	56	7	5	8	10	9	4	13
Berat	38	5	5	12	7	5	4	0
Shkoder	398	10	34	88	87	110	69	0
AMOUNT	2222	103	190	439	488	474	342	186
	100%	4,6	8,6	19,8	22,0	21,3	15,4	8,4

Source: INSTAT

The legal framework is based on DCM No. 209, dated 6.4.2022, on the approval of the general regulations of prisons:

“The purpose is to determine the rules for the organization and operation of the prison system, internal discipline, treatment with dignity and respect for rights, the primary conditions of the prisoners, the living conditions in the institution, the environments, the norms of the behaviour of the of the prisoners, to rehabilitate and reintegrate them, as well as any element related to the execution of criminal decisions, according to legal provisions.”.

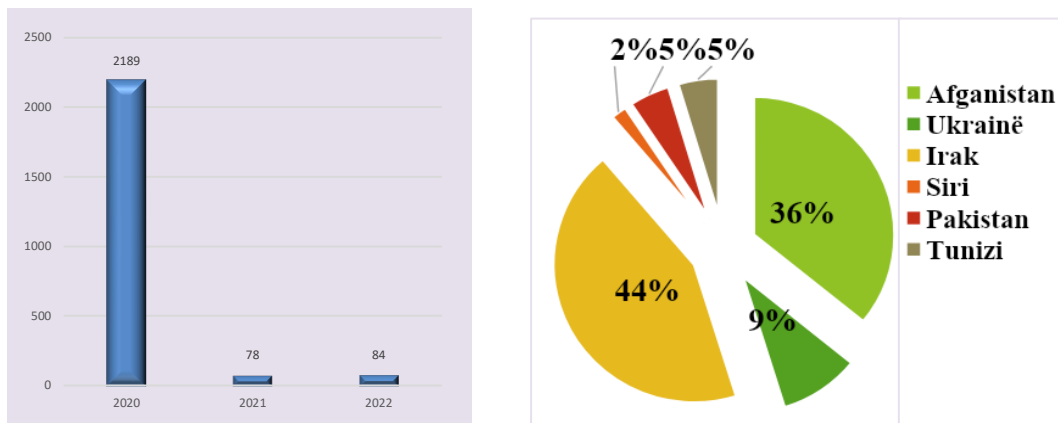
Area of action 3.7 People living in collective centers and camps

The legal framework of the asylum issues is based on DCM No. 630, dated October 27, 2021, “On the organization and operation of the asylum rec Reception Center.” The Asylum Reception Center has the following responsibilities:

- Organizations work to ensure the collective acceptance of applicants for international protection.
- Organizes the work to ensure the provision of adequate living standards for international protection seekers.
- Organizations work to ensure the development of pedagogical and educational programs and free legal counselling for applicants for international protection.

The number of asylum seekers accommodated in Albania in 2020 is 2189. The number of asylum seekers accommodated in the period January–December 2021 is much lower compared to the period January–December 2022, where 78 people were accommodated in the period January–December 2021 and 84 people were accommodated in the period January–December 2022. (Figure 10)

Figure 10. Accommodated asylum seekers and their respective families by country of origin 2020-2022



Source: INSTAT

The Asylum Reception Center has the following responsibilities: i) organizes work to ensure the collective acceptance of applicants for international protection; ii) organizes work to ensure the provision of adequate living standards for international protection seekers; iii) organizes work to ensure the development of pedagogical and educational programs and free legal counseling for applicants for international protection.

Law 10/2021, "On Asylum in the Republic of Albania," in Article 44, states that Asylum Reception Centers must ensure minimum hygiene conditions. The National Mechanism for the Prevention of Torture, Cruel, Inhuman, or Degrading Treatment or Punishment, based on the verification of the living conditions of asylum seekers in the Republic of Albania, draws up a summary of the minimum living conditions in these centers.

Area of action 3.8 Homeless People

The 2016–2025 Social Housing Strategy places particular importance on creating and strengthening a data collection system so municipalities can recognize housing needs and design appropriate programs based on local resources. In Law No. 22/2018, "social housing" was defined as one of the conditions for suitable housing and access to public services. Public services include drinking water, electricity supply, wastewater removal, and waste management. These services are defined under the conditions of social housing management for rent.

The Municipality of Tirana, through its structures, implements and manages the shelter for homeless people identified in street situations in the city of Tirana, the only one in Albania. This center, in contrast to the administration of five other social centers under the Municipality of Tirana, serves as a functional shelter every day, where the target group can benefit from the package of services needed by 20:00–8:00. In cases where a civil emergency is declared, this center operates 24 hours a day, covering water, food, and hygiene facilities without any barrier to benefiting from these services.

Area of action 3.9 Travelers and nomadic communities

Roma minorities, on average, have only 46% access to piped water on their premises, while 89% of their Roma from neighbouring countries do. Several people need access to safe drinking water, sanitation, and hygiene services, not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include travellers and nomadic communities. Travelers and nomadic communities must rely on public facilities. The policy-approved document is National Action Plans for Roma and Egyptian Minorities, 2021-2025.

The adaptation of the National Action Plans for Roma and Egyptian minorities (2021-2025) and the LGBTI community (2021-2027) affirms the Albanian Government's commitment to further advance the respective agendas in compliance with European standards and values. The European Union and the Council of Europe supported the respective domestic authorities in carrying out comprehensive analysis and an inclusive series of consultations with the respective communities in the drafting of the new action plans.

The adopted Roma and Egyptian action plan, taking into consideration priorities established in the EU Roma Strategic Framework (2020-2030) and the CoE Strategic Action Plan for Roma and Travelers Inclusion (2020-2025), includes a new chapter on "Combatting Antigypsyism". It aims to ensure that antigypsyism is recognized and addressed in public policies through systemic and structural change to contribute to an Albanian society free from discrimination against Roma and Egyptians.

Area of action 3.10 Persons living in housing without safe drinking water and sanitation

People belonging to vulnerable and marginalized groups (poor people) (Table 8) often live in housing without access to water and sanitation, even if they are located in neighborhoods or localities with access. The causes include illegal tenure, low quality of rented accommodation, squatting, discrimination, and lack of inclusion or access to services due to far distances from the services.

Table 8. Families with economic assistance by Regions in Albania, 2021

Berat	1.627	12	2	10
Diber	10.434	10	0	10
Durres	781	21	6	18
Elbasan	16.303	18	2	9
Fier	2.375	6	6	12
Gjirokaster	915	9	3	6
Korçe	8.825	13	7	10
Kukes	8.154	11	0	8
Lezhe	2.801	17	2	11
Shkoder	4.488	16	1	10
Tirane	3.205	16	6	14
Vlore	2.123	10	3	23
Albania	62.030	14	3	10

Source: State Social Services, elaborated by INSTAT

Note: The average number of families benefiting from the economic aid scheme includes only those benefiting from the evaluation system.

Area of action 3.11 Persons without access to safe drinking water, sanitation, and hygiene in their workplaces

Public information regarding individuals needing access to safe drinking water, sanitation, and hygiene in their workplaces is unavailable.

Area of action 3.12 Users of markets and public transport

Public transportation service is provided under the municipality's responsibility. Access to safe drinking water, sanitation, and hygiene on public transport is limited. In the newly established markets of the municipality, there is access to sanitation but no information about safe drinking water.

Section 4 Keeping water and sanitation affordable for all

The Water Regulatory Authority WRA calculates and approves tariff services to ensure affordable access, ensuring that they do not exceed 5% of the monthly expenses of the Family Economic Unit. This calculation is based on the annual publication "Household Budget Survey" by INSTAT. According to the Water Regulatory Authority Report for 2022, there are considerable reserves available to increase and maintain affordable access to service tariffs. Tariff Setting Methodology of WRA stands in four criteria or pillars:

- Justified Cost Coverage of the utility activity
- Management Efficiency of the utility
- Affordability of the bill by the customers
- Environmental Efficiency

Affordability is expressed as a percentage of monthly ratio amount of the water bill towards the average monthly income of household customers. INSTAT provides detailed data that allow a more precise and deep analysis for estimation of the Affordability criterion. Data are provided on a county basis for the average monthly expenditure of a household for 10 categories of the population (deciles) from the poor (deciles 1) to the rich (deciles 10). The data (Table 9) are detailed for different family sizes according to the average number of persons occupancy, respectively 3.8 persons per household for the total of 10 deciles and 3.9 persons per household for the sum of the deciles from 1-9. The data give as a percentage the monthly expenditures of households for the total expenditures on energy, water, rent (about 10.2% to 10.4% of the total), but not separately for the water services.

Table 9 Average monthly income according to deciles scale, Qark/Regions, 2021

deciles	Berat	Dibër	Durrës	Elbasan	Fier	Gjirokastrër	Korçë	Kukës	Lezhë	Shkodër	Tiranë	Vlorë	Average
1 (*)	27,299	34,309	35,926	34,023	31.562	28715	30,850	39,360	40,565	34,187	32,907	29,639	33,237
2	45,128	41,000	47,466	41,967	43621	40,043	37714	51,174	44631	48,881	44,748	39,713	43,805
3	54262	43,354	54,170	46.528	48,819	46676	50,086	59654	57645	53,101	53,133	40,485	50,809
4	56,811	54,019	59,060	56,137	57,535	54,474	47,060	71,145	61,457	58,849	62,478	47,123	57244
5	59,301	55246	56,309	53.571	63,163	52285	60,356	61219	66649	60,265	69,367	46,046	61,127
6	64,325	57.507	77,765	69,239	68,872	64276	70,924	71652	68,349	75,761	73,967	58,963	69,532
7	77,625	64,185	85,158	72,912	76,013	66257	74,798	80,817	72,434	79,375	77,376	61,310	75691
8	87,085	67,052	91,334	70219	86,030	92,150	78,955	72722	81,933	84,465	92259	75,886	86,089
9	94,555	89,439	110,239	85,987	110,271	82,262	104,372	71,885	116,322	101662	108,199	101,133	104,398
10	141,868	91,948	138,155	101.560	163,988	135,669	154,703	183,805	167664	163,115	158,404	136702	152,079
Average monthly income (deciles 1-10)	70,826 (590 €)	59,806 (500 €)	75,558 (630 €)	63,214 (527 €)	74,987 (625 €)	66,281 (552 €)	70,982 (591 €)	76,343 (636 €)	77,765 (648 €)	75,966 (633 €)	77,284 (644 €)	63,370 (528 €)	73,401 (612 €)

(*) 1 is the lowest decile or people below the national poverty line.

Source: <https://unece.org/regional-workshop-equitable-access-water-and-sanitation>

Figure 11 Water Supply Bill Affordability for Household Customers with water meter %, 2021

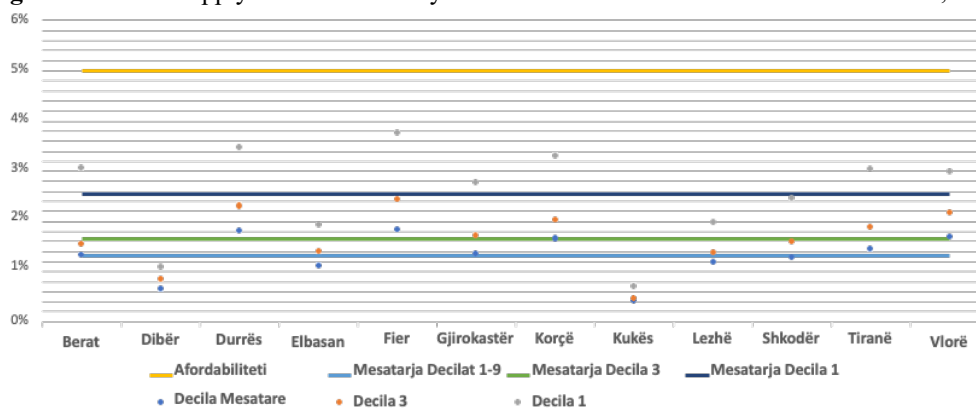
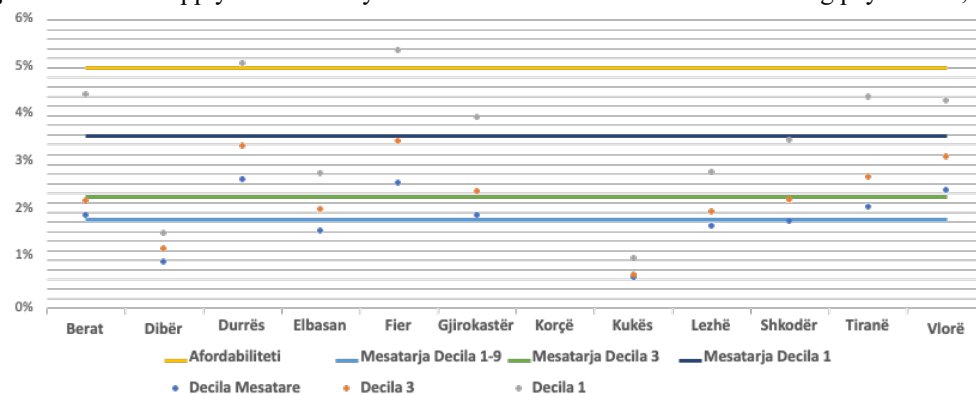


Figure 12 Water Supply Affordability for Household Customers with flat Billing payment %, 2021



In conclusion (Figure 11 and 12):

- At the national level, based on average, affordability seems guaranteed, however the assessment should be made case by case for to each region.
- Generally each county has average utility tariffs that meet the affordability criteria, both for metered billing and in the flat rate.
- For customers with meters there are still margins to increase the tariff and being affordable economically by household customers, including deciles 3 of customers (with the exception of Durrës and Korçë counties).
- Most companies are quite problematic with a current collection rate of around 70% and urgently need to analyze the reasons of the low collection rate and should take measures to improve it to avoid the problem of Tariff Affordability.

Area of action 4.1 Public policies to ensure affordability of safe drinking water, sanitation, and hygiene

The service provider should offer social assistance to consumers by providing 20 liters per person per day free of charge. Any consumption beyond this allocation will be billed based on water meter readings installed by the company. The eligibility list for social assistance will be obtained officially from local government units within the company's service area. While mechanisms exist to address households or individuals needing access to water and sanitation services from a provider within the area, no policy currently addresses the affordability of self-supplied WASH services.

Area of action 4.2 Water and sanitation policy measures (to ensure affordability)

Water and sanitation policy priority measures addressing affordability issues are included in Strategic Policy Objective #4 of the Strategy "Improving the financial sustainability and affordability of WASH services according to the principles of control and full coverage of operational costs" as follows:

- Coverage of maintenance costs and capital investment expenditures.
- Reconceptualize and unify the sector service fees, aiming to cover costs and protect consumers,
- Increase the level of tariff collections.
- Design and implement a unified asset management and maintenance system.
- Implement a new approach to investments in the sector towards reducing energy consumption through investments in the energy supply from photovoltaics, the installation of pumps according to EU criteria, and installing the SCADA program that increases their efficiency.

In implementing the new methodology for water and sanitation tariff applications for new regional companies, ERRU will establish term tariffs throughout the regulatory period based on a 5-year business plan. Data will be monitored annually to assess realization, impact the fee structure, and promote achieving objectives. ERRU is responsible for ensuring that consumer fees are based on necessary and reasonable costs for services provided, ensuring they do not exceed 5% of the monthly expenses of the Family Economic Unit.

Area of action 4.3 Social Protection Policy Measures

Direct social protection policy measures addressing affordability issues have yet to be implemented in Albania. The Albania National Water Supply and Sanitation Sector Modernization Program (PforR), funded by the World Bank, focuses on Project Results Area 3 (RA3), "Closing the Gap toward Universal Access to Water Supply Services." This initiative will support the establishment of a new financing window within AKUK for investments in Water Supply and Sanitation (WSS) utilities. The aim is to increase and improve access to water supply services in unserved areas, particularly in municipal peri-urban and rural areas. This will be achieved by providing connection investment grants to selected WSS utilities.

Regarding the affordability of monthly bills, the World Bank Program and the Albanian Water Supply and Sanitation Sector Modernization Program (launched in 2023) will explore subsidy mechanisms. These mechanisms aim to subsidize the first 40 liters per capita per day for households, as proposed in the new sector law.

5.0 COUNTY OVERVIEW OF RESULTS AND RECOMMENDATIONS

5.1 County Overview of Results (Table 10)

<i>SECTION</i>	AREA OF ACTION	SCORE	RELIABILITY
<i>Session 0.</i>	Country/Region Profile, Socioeconomic and Sector Data		
<i>Session 1.</i>	Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene	2.5	High
	1.1 Strategic framework for achieving equitable access	2.1	High
	1.2 Sector financial policies	3.0	High
	1.3 Rights and Duties of Users and Other right holders	1.8	High
<i>Session 2.</i>	Reducing geographical disparities	2.4	High
	2.1 Public policies to reduce access disparities between geographical areas	2.4	High
	2.2 Public policies to reduce price disparities between geographical areas	2.3	Medium
	2.3 Geographical allocation of external support for the sector	3.0	Medium
<i>Session 3.</i>	Ensuring Access for Vulnerable and Marginalized Groups	1.0	Medium
	3.1 Public policies to address the needs of vulnerable and marginalized groups	1.3	Medium
	3.2 Persons with special physical needs	1.3	Medium
	3.3 Users of health care facilities	1.0	Medium
	3.4 Users of educational facilities	2.4	Medium
	3.5 Users of Retirement Homes	2.0	Medium
	3.6 Prisoners	1.8	Medium
	3.7 People living in collective centers and camps	1.4	Medium
	3.8 Homeless people	0.6	Medium
	3.9 Travelers and nomadic communities	0.8	Medium
	3.10 Persons living in housing without safe drinking water and sanitation	0.0	Medium
	3.11 Persons without access to safe drinking water, sanitation, and hygiene in their workplaces	0.0	Medium
	3.12 Users of markets and public transport	0.0	Medium
<i>Session 4.</i>	Keeping water and sanitation affordable for all	1.8	High
	4.1 Public policies to ensure affordability of safe drinking water, sanitation, and hygiene	2.0	High
	4.2 Water and sanitation policy measures (to ensure affordability)	3.0	High
	4.3 Social protection policy measures	0.3	High

Table 11 The national-level summary scores by sections.

<i>No</i>	<i>Session</i>	<i>Average Score</i>	<i>Reliability</i>
1	Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene	2.5	High
2	Reducing geographical disparities	2.4	High
3	Ensuring Access for Vulnerable and Marginalized Groups	1.0	Medium
4	Keeping water and sanitation affordable for all	1.8	High
<i>County Result Overview</i>		1.9	High

5.2 Scorecard Gap Analysis for Equitable Access to WASH in Albania

To deliver equitable access to safe drinking water, sanitation, and hygiene (WASH) in Albania, particularly for vulnerable and marginalized groups, a detailed scorecard gap analysis is essential. This approach will identify key areas for improvement and enhance information reliability.

Setting Target Values aligned with SDG

- Safe Drinking Water Access: 100% by 2030 (aligned with SDG 6.1).
- Sanitation Access: 100% by 2030 (aligned with SDG 6.2).
- Hygiene Practices: 100% by 2030 (aligned with SDG 6.2).
- Water Quality Compliance: 100% compliance with standards.
- Reduction in WASH-related Illnesses: Significant reduction based on current incidence rates.
- Inclusion of Vulnerable Groups: 100% access for marginalized populations by 2030.

Actions to be undertaken

<i>Topics</i>	<i>Current Performance</i>	<i>Gap considering Target Performance 100%</i>	<i>Actions Needed</i>
<i>Access to Drinking Water</i>			
Total Population:	Urban: 85%, Rural: 60%	Urban: 15%, Rural: 40%	<ul style="list-style-type: none"> • Total Population database • Vulnerable Groups database • Infrastructure development in rural and marginalized areas. • Improve reliability of existing urban water systems. • Invest in water treatment facilities, especially in areas with vulnerable populations
Vulnerable Groups:	50% overall	50%	
<i>Access to Sanitation</i>			
Total Population:	Urban: 80%, Rural: 50%	Urban: 20%, Rural: 50%	<ul style="list-style-type: none"> • Build new sanitation facilities, prioritizing marginalized communities. • Educate communities on the importance of improved sanitation. • Provide financial and technical support to rural and marginalized areas
Vulnerable Groups:	Vulnerable Groups: 45% overall	55%	
<i>Hygiene</i>			
Total Population:	Urban: 70%, Rural: 40%	Urban: 30%, Rural: 60%	<ul style="list-style-type: none"> • Implement community-based hygiene education programs. • Launch school and workplace hygiene initiatives, with a focus on vulnerable groups.
Vulnerable Groups:	35% overall	65%	
<i>Water Quality</i>	75%	25%	<ul style="list-style-type: none"> • Regular water quality monitoring and reporting, especially in marginalized areas. • Upgrade water treatment infrastructure. • Enforce water quality standards.

<i>Topics</i>	Current Performance	Gap considering Target Performance 100%	Actions Needed
<i>Health Impact</i>			
Current Incidence Rate of Diarrheal Diseases:	High in rural and marginalized areas	Significant reduction. Based on current health data	<ul style="list-style-type: none"> • Improve WASH services in vulnerable and marginalized communities. • Conduct public health campaigns. • Enhance healthcare facilities in rural and marginalized areas.

Areas where information could be more reliable

Data Collection Methods:

- Ensure consistent and comprehensive data collection across urban, rural, and marginalized areas.
- Utilize modern technology (e.g., GIS, mobile data collection) for real-time monitoring.
- Disaggregate data by demographics (age, gender, income level, disability status).

Reporting and Transparency:

- Establish transparent mechanisms for WASH data reporting.
- Engage communities in data verification processes.
- Publish regular reports on progress and gaps.

Interagency Coordination:

- Enhance coordination between governmental agencies, NGOs, and international organizations.
- Share best practices and data to avoid duplication and gaps.
- Foster partnerships with community-based organizations to improve data reliability.

Health Data:

- Strengthen health surveillance systems for accurate tracking of WASH-related illnesses.
- Conduct regular health surveys to gather up-to-date information.
- Focus on health outcomes among vulnerable and marginalized groups.

Conclusion

Addressing the equity gaps in Albania’s WASH sector, with a particular focus on addressing barriers faced by vulnerable and marginalized groups, requires a comprehensive strategy that includes infrastructure development, education, health interventions, and improved data reliability. By focusing on these areas of action, Albania can make significant progress towards achieving universal and equitable access to safe drinking water, sanitation, and hygiene, thereby improving public health and quality of life for all its citizens.

5.3 Country Recommendations

The **steering governance frameworks** to deliver equitable access to safe drinking water, sanitation, and hygiene (WASH) face several challenges that must be addressed. These challenges can include:

Policy Coordination: Ensuring effective coordination among various government agencies, departments, and stakeholders involved in WASH policies and programs is essential. Upgrade the integrated approach of relevant national institutions and bodies to equitable access to water and sanitation and apply it to the national water management strategy. The national law for drinking water supply and sewerage services will incorporate the provisions of the Drinking Water Directive 2020/2184 and address the issue of ensuring access for vulnerable and marginalized groups.

Regulatory Frameworks: Developing and implementing robust regulatory frameworks is crucial to ensuring the quality, affordability, and accessibility of WASH services. Strong regulatory oversight can improve service delivery, water contamination, and sanitation issues.

Resource Mobilization: Securing adequate financial resources to fund WASH infrastructure development, maintenance, and service provision is a significant challenge. Limited funding can hinder expanding access to safe drinking water and sanitation facilities, particularly in marginalized and underserved communities.

Capacity Building: Building the capacity of government institutions, local authorities, and community-based organizations is vital for effective WASH governance. Capacity gaps in planning, implementation, monitoring, and evaluation can impede progress toward achieving equitable access to WASH services.

Community Participation: Promoting meaningful engagement and participation of communities, particularly vulnerable and marginalized groups, in decision-making processes related to WASH is essential. Lack of community involvement can lead to project failures and unsustainable outcomes.

Data Collection and Monitoring: Improving data collection, analysis, and monitoring mechanisms is critical for tracking progress, identifying gaps, and informing evidence-based decision-making in the WASH sector. Increase the WASH monitoring system using KPs for marginalized groups, as scorecards are mentioned. More data availability and better monitoring systems can hamper efforts to address access to WASH services inequities.

Climate Change Resilience: Building resilience to climate change impacts, such as water scarcity, droughts, floods, and waterborne diseases, is essential for ensuring sustainable access to safe drinking water and sanitation services. Integrating climate change adaptation measures into WASH policies and programs is necessary to mitigate risks and enhance resilience.

Addressing these challenges requires a **holistic approach involving multi-stakeholder collaboration**, innovative solutions, and sustained political commitment to achieving equitable access to safe drinking water, sanitation, and hygiene.

The most recent revised Drinking Water Directive includes strengthened water quality standards that exceed the World Health Organization's (WHO) recommendations. Therefore, Albania should take measures to promote tap water in public spaces and restaurants to reduce plastic bottle consumption:

- Implementing public awareness campaigns to promote the benefits of tap water consumption and discourage the use of single-use plastic bottles.
- Installing public water fountains or refill stations in public spaces, parks, and high-traffic areas will encourage people to refill their reusable water bottles.
- Providing incentives or discounts for restaurants and cafes that offer free tap water to customers and refrain from selling single-use plastic bottles.
- Collaborating with businesses, schools, and community organizations to promote refillable water bottle programs and encourage the use of reusable alternatives.

Measures to ensure better access to water, particularly for vulnerable and marginalized groups:

- Conducting targeted outreach programs to identify and address the specific water access needs of vulnerable and marginalized communities, including low-income households, rural populations, and minority groups.
- Implementing subsidy programs or financial assistance schemes to help low-income households afford water bills and access basic water services.
- Strengthening partnerships with local governments, NGOs, and community-based organizations to provide support services, such as water delivery or transportation assistance, to individuals facing barriers to accessing clean water.
- Developing inclusive policies and strategies that prioritize equitable access to water for all members of society, regardless of socioeconomic status or demographic characteristics.

Measures to reduce water leakages (losses) and increase sector transparency:

- Investing in infrastructure upgrades and maintenance to repair aging water distribution networks and reduce water losses from leaks and pipe bursts.
- Implementing advanced monitoring and leak detection technologies, such as smart meters and remote sensing systems, to identify and address leaks in real-time.
- Enhancing data collection and reporting mechanisms to track water usage, identify trends, and improve accountability and transparency within the water sector.
- Strengthening regulatory frameworks and enforcement mechanisms to ensure compliance with

water conservation measures and leakage reduction targets.

- Promoting public engagement and participation in water management processes, including transparency initiatives, public consultations, and stakeholder engagement forums, to foster greater accountability and trust in the water sector.

6 ANNEXES

Annex 1, Equitable Access Scorecard to Safe Drinking Water, Sanitation And Hygiene



Summary:

This document is a revised version of the scorecard and glossary sections of the Equitable Access Scorecard document published by UNECE and WHO/Europe under the Water and Health Protocol (2013).

This is the result of review rounds, through which comments and evaluations were received from various countries and organizations during and after the Regional Seminars on Equitable Access to Water and Sanitation (Geneva, June 13-14, 2022).

The purposes of the revised scorecard and vocabulary are:

- to reflect the lessons learned from the COVID-19 pandemic by assessing the capacity to ensure the provision of WASH services in emergency situations and to address other key equity issues discussed during the Regional Seminars on Equitable Access to Water and Sanitation;
- to ensure alignment with recent work on affordability carried out by the Expert Group on Equitable Access to Water and Sanitation, as documented in the 2022 Protocol publication Making Water and Sanitation Affordable for All: Policy Options and good practices to ensure affordability of safe water and sanitation services in the pan-European region".

It is envisaged that the revised scorecard will be piloted during the self-assessment exercise in Albania and Montenegro (2022-2023), for which the lessons learned from these two cases will be reflected in the next meeting of the Expert Group for Equal Access, to allow, if necessary, further review of the scorecard.

Profile of Albania

Socio-economic and sectoral data

	2021 or latest available year (indicate year)	2015 (select a different baseline year if it fits better with your national/regional processes)	Source (use official statis- tics wherever possi- ble)
Population (inhabitants)	2,829,741	2,885,796	Institute of Statistics of the Republic of Albania (INSTAT)
Extension (km ²)	28,748 km ²	28,748 km ²	Institute of Statistics of the Republic of Albania (INSTAT)
GDP* per capita (EUR/person)	6373,3 (\$/person)	3953,6 (\$/person)	International Monetary Fund https://www.imf.org/external/datamapper/NGDPDPC@WEO/ALB https://www.macrotrends.net/countries/ALB/albania/gdp-per-capita https://www.instat.gov.al/media/3545/abania_in_figures_2015.pdf
% of the population below the national poverty line*	21,8 %	26.2 %	Institute of Statistics of the Republic of Albania (INSTAT): % of the population at risk of poverty Albania in Figures, 2021 https://www.instat.gov.al/media/10321/albania-in-figures-2021.pdf WB source: https://data.worldbank.org/topic/poverty
% of population unemployed	11.5%	17.5%	Institute of Statistics of the Republic of Albania (INSTAT): https://www.instat.gov.al/media/10066/tregu-i-punes-2021.pdf https://www.instat.gov.al/media/1367/tregu_i_punes_2015.pdf
% of population living in urban areas	62.97	57.43	https://www.statista.com/statistics/444566/urbanization-in-albania/
% of population living in peri-urban* areas (ONLY if this category is relevant in your country/region)	Not applicable for Albania	Not applicable for Albania	https://www.instat.gov.al/media/2919/a_new_urban-rural_classification_of_albanian_population.pdf The territory of Albania is sub-dividend into (i) 12 Regions (qark), (ii) 61 municipalities, (iii) 373 administrative units are composed by (urban) 72 towns/cities and (rural) 2,997 villages.
% of population living in rural areas	37.03% (decreased)	42.57%	https://www.statista.com/statistics/444566/urbanization-in-albania/
Renewable freshwater resources (million m ³ per ??)	9,480 m ³ /capita Renewable internal freshwater resources per capita (cubic meters)	9,338 m ³ /capita	Table: https://data.worldbank.org/indicator/ER.H2O.INTR.PC?locations=AL

% of population without access to safe drinking water			https://erru.al/doc/Raporti_Vjetor_2021.pdf https://erru.al/doc/ERRU_Raporti_Vjetor_2015.pdf DCM no. 448, dated 26.07.2023 "On approving the National Strategy for the water supply and sewerage sector, 2023-2030. Author's calculation based on the above documents and water and sanitation sector reorganisation set up in 2016
% of population without access to wastewater collection	47%	50%	https://erru.al/doc/Raporti_Vjetor_2021.pdf https://erru.al/doc/ERRU_Raporti_Vjetor_2015.pdf DCM no. 448, dated 26.07.2023 "On approving the National Strategy for the water supply and sewerage sector, 2023-2030. Author's calculation based on the above documents and water and sanitation sector reorganisation set up in 2016.
% of population without access to wastewater treatment (any level)	100% - 14.4%= 85.6%	100% - 10.0%= 90%	https://erru.al/doc/ERRU_Raporti_Vjetor_2015.pdf https://erru.al/doc/Raporti_Vjetor_2021.pdf DCM no. 448, dated 26.07.2023 "On approving the National Strategy for the water supply and sewerage sector, 2023-2030. Author's calculation based on the above documents.
Public financial resources* spent on the water and sanitation sector	13,290,075,000 ALL 106,320,600 Euro (Exchange rate: 1EUR=125ALL)	4,383,149,000 ALL 35,065,192 Euro (Exchange rate: 1EUR=125ALL)	Actual Budget, Ministry of Finance 2015 https://financa.gov.al/paketa-e-projektligjit-te-buxhetit-faktik-2021/ Actual Budget, Ministry of Finance 2015 https://financa.gov.al/buxheti-faktik-2015/
Public financial resources spent on ensuring equitable access to water and sanitation	Not applicable for Albania	Not applicable for Albania	
Please provide the definition of safe drinking water if different from the one described in chapter 2	Same definition	Same definition	DCM no. 379/2016 'On drinking water quality (definitions)

International Obligations on Water and Sanitation

		No.
Is your country party to the 1966 International Covenant on Economic, Social and Cultural Rights?	yes, since October 4, 1991 Ratification, Accession(s), Succession(s)	https://treaties.un.org/Pages/ViewDetails.aspx?src=IND&mt_dsg_no=IV-3&chapter=4&clang=_en
Is your country party to the 1999 Protocol on Water and Health?	yes, since 2002	

Section 1.

Steering Governance Framework to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene

Areas of Action	Relevant section in the No one Left Behind publication
1.1 Strategic framework for achieving equitable access	section 3.1 section 3.4
1.2 Sector financial policies	section 3.1 section 2.3
1.3 Rights and duties of users and other right-holders	section 3.2

Area 1.1 Strategic framework for achieving equitable access				
<p>Rational. Although progress is achieved through individual initiatives, a strategic framework is needed to ensure that the whole water and sanitation sector (and the whole public administration more generally) contributes to achieving equitable access.</p>				
<p>1.1.1 The human rights to safe drinking water and sanitation have been introduced in the country's legal order</p>	Yes	To a large extent	To a limited extent	No
	3			
<p>Score justification: (explain briefly and give examples that justify the answer) Human rights to safe drinking water and sanitation have been addressed in various official documents, including the National Water Resources Strategy (DCM No. 73/2018), the National Strategy for the Water Supply and Sewerage Sector, 2023-2030 (Declaration of Vision) (DCM no. 448/2023), as well as the National Strategy for Development and European Integration 2022-2030.</p> <p>The Republic of Albania has ratified the 'UNECE Protocol on Water and Health' on 8 March 2002. The main purpose of the Protocol is to protect human health and well-being through better water management, including the protection of aquatic ecosystems and by preventing, controlling, and reduce water-related diseases. Albania, as a signatory of the United Nations Resolution on "Access to safe drinking water and sanitation as a human right", is committed to show, through actions, why, at this stage of development, it has the will and strength to 'responded to the challenges, doing what is right to guarantee equality for all citizens, in terms of human rights for the provision of water supply service and the collection, removal and treatment of urban wastewater. (Citation from DCM No. 448, dated 26.07.2023).</p> <p>Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • DCM No. 88, dated 22.02.2023, "On the approval of the National Strategy for Development and Integration" 2022-2030 WEB: https://qbz.gov.al/eli/vendim/2023/02/22/88/59519cb2-2180-4e7e-9d91-68545a68e008 • DCM No. 73, dated 7.2.2018, "For the approval of the National Strategy for the Integrated Management of Water Resources, 2018 - 2027. WEB: https://faolex.fao.org/docs/pdf/alb181221.pdf • Approved: DCM no. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030." WEB: http://qbz.gov.al/eli/vendim/2023/07/26/448 • Drafted: Water Resource Management Law (under final approval). WEB: http://www.ambu.gov.al/publikimi-i-draft-projektligjit-per-burimet-ujore/ • The recognition of human rights to safe drinking water and sanitation is also displayed on the WEB page of the Water Regulatory Authority: https://www.erru.al/doc/UN_Access_to_safe_water_and_sanitation_oct_2011_alb.pdf. <p>Reliability of the response: (high, medium, or low) high</p>				
<p>1.1.2 A strategic plan is in place to ensure equitable access to safe drinking water, sanitation* and hygiene*</p>		2		
<p>Score justification: (explain briefly and give examples that justify the answer) Yes, the National Strategy for the Water Supply and Sewerage Sector has the objective of ensuring equal access to safe drinking water, sanitation and hygiene, which also includes a detailed action and monitoring plan 2023 - 2030 (DCM 448/2023). In the framework of European Integration, Albania has drawn up "Specific Plans for the implementation of EU directives" for the Drinking Water Directive (DSIP-DWD) and the Urban Wastewater Treatment Directive (DSIP-UWWTD). (Pending approval of DSIPs) These plans (DSIPs) also include a detailed financial strategy from 2023 to 2050. The above-mentioned strategies consider three types of consumers: family members, state entities and private entities, but without making any further and more detailed division of vulnerable and marginalized groups.</p> <p>Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • Approved: DCM no. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030." WEBSITE: http://qbz.gov.al/eli/vendim/2023/07/26/448 • Approved: DCM no. 302, dated 11.5.2022, "On national policies for the reorganization of the water supply sector and for the removal, treatment and processing of polluted water". WEBSITE: http://qbz.gov.al/eli/vendim/2022/05/11/302 • Drafted in March 2023: Specific Implementation Plan of the Albanian Directive (DSIP) regarding UWWTD 				

<p>(91/271/EEC) (in preparation), 2020-2030 (Translation: 3.3.2.5 Water and Sewage Companies) StatuS: Draft</p> <ul style="list-style-type: none"> • Drafted March 2023: Directive-specific implementation plan (DSIP) for the Council Directive of 3 November 1998 on the quality of water intended for human consumption (the "Drinking Water Directive") StatuS: Draft <p>Reliability of the response: (high, medium, or low) high</p>					
1.1.3 Equitable access targets have been set		3			
<p>Score justification: (explain briefly and give examples that justify the answer) The objectives for equal access are set in the National Strategy for the Integrated Management of Water Resources, respectively, the mission of objective 1, The fair and sustainable use of all water resources is provided, in the service of all interests, and the objective of mission 5, Water managed sustainably and comprehensively, serving all interests, ensuring equal socio-economic benefits related to water and inclusion in decision-making, for future generations. The National Strategy for the Water Supply and Sanitation Sector, 2023-2030, underlines that it has been developed in accordance with the principles of SDG6 and that it aims to ensure the availability and sustainable management of WASH services for all without distinction.</p> <p>Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • DCM No. 73, dated 7.2.2018 for the Approval of the National Strategy for the Integrated Management of Water Resources 2018 - 2027 WEB:http://ambu.gov.al/public/NATIONAL%20STRATEGY%20FOR%20INTEGRATE%20MANAGEMENT%20OF%20WATER%20RESOURCES.pdf • DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030. WEB: https://qbz.gov.al/share/zbtom_ibto2ngrHuZC-AQg <p>Reliability of the response: (high, medium, or low) high</p>					
1.1.4 Responsibilities for achieving equitable access have been identified and allocated, including those of local governments			2		
<p>Score justification: (explain briefly and give examples that justify the answer) Responsibilities for achieving equal access are set out in the Law on Local Self-Government (2015) which defines municipal functions including water supply, wastewater management, stormwater management and fire protection. This law also encourages cooperation between municipalities for the provision of services. This collaborative approach influenced the adoption of DCM No. 302/2022, with a focus on the Regionalization/Agglomeration Reform of ShaUKs in Albania. DCM 302/2022 grants the Central Government (AKUK) the majority of shares (51%) of joint-stock water and sewerage companies, while municipalities hold 49% of shares and manage services within their areas. Also, DCM 448/2023 National Strategy for the Water Supply and Sewerage Sector 2023-2030 has established the responsible authorities for each mission objective defined therein.</p> <p>Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • Approved: Law no. 115/2014 "On the territorial and administrative division of local government units" WEB:http://qbz.gov.al/eli/ligj/2014/07/31/115 • Approved: Law no. 139/2015 "On Local Self-Government" Amended by law no. 38/2019, dated 20.6.2019 WEB:http://qbz.gov.al/eli/ligj/2015/12/17/139 • Approved: DCM no. 302, dated 11.5.2022, "On national policies for the reorganization of water and sewage services. WEB: http://qbz.gov.al/eli/vendim/2022/05/11/302 • Approved: Decision of the Council of Ministers no. 448, dated 26.07.2023 "On the approval of the National Strategy for the water and sewerage sector, 2023-2030. WEB:http://qbz.gov.al/eli/vendim/2023/07/26/448 <p>Reliability of the response: (high, medium, or low) high</p>					
		Yes	To a large extent	To a limited extent	No
1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities, including local governments			2		

Score justification: (explain briefly and give examples that justify the answer)

One of the mechanisms to enable the discussion and coordination of the competent authorities, including the local government, is for example: Prime Minister's Order no. 157/2018 (updated by PM Order No. 157, No. 90, dated 01.08.2023) that created the Integrated Policy Management Groups (GPMG) to implement a broad sectoral/intersectoral approach, for the Planning System of Integrated (PSI). IPMG-Water, led by the National Water Council (NWC), serves as the decision-making body for the main interventions in the water sector, structured around the Thematic Groups of "Water Resources" and "WASH Reform". As part of the National Strategy for European Development and Integration (NSEDI) 2022-2030, IPMG-Water is set to expand into four thematic groups: Water for People, Food, Environment and Economy/Industry. Also, the Albanian Government approved in 2022, DCM no. 302, outlining national policies for the reorganization of WU services. This also constitutes the establishment of 15 joint WU Companies, with 51% of shares owned by AKUK (Central Government) and 49% of shares owned by 61 Municipalities that are also responsible for water and sewerage services in their respective Areas.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 88, dated 22.02.2023, "For the approval of the National Strategy for European Development and Integration 2022-2030."
WEB:<https://qbz.gov.al/eli/vendim/2023/02/22/88/59519cb2-2180-4e7e-9d91-68545a68e008>
- PM Order No. 157, dated 22.10.2018 "On the institutional and operational measurements taken for the implementation of the sectoral approach and the creation of Integrated Policy Management Groups" IPMG - Water, followed by PM Order No. 157, No. 90, dt. 01.08.2023 "Taking measures for the reorganization of the integrated sectorial intersectoral mechanism, setting up the mechanism".
- DCM no. 431, dated 11.7.2018 "On the creation, organization and operation of the National Water and Sewerage Agency", amended by DCM No. 617, dated 01.11. 2023.
WEB: <https://backoffice.HERE.gov.al/storage/8/VKM-No.431,-dt-11.07.2018.pdf>

Reliability of the response: (high, medium, or low)

high

1.1.6 The country has assessed the equity of access to safe drinking water, sanitation and hygiene		2		
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Score justification: (explain briefly and give examples that justify the answer)

Until today, all the strategies of the water supply and sanitation sector have taken into consideration three types of consumers: the family consumer, state entities and private entities, but without making any distinction for the distribution and influence of vulnerable and marginalized groups. Thus, 77.7% of the population has access to safe water supply, while 53% has access to sanitation and only 14.4% has access to wastewater treatment (2022). The Water and Sewerage Service is monitored monthly by the National Water and Sewerage Agency - AKUK and annually by the Water Regulatory Authority.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

- Approved DCM decision no. 448, dated 26.07.2023 "On the approval of the National Strategy for the water supply and sewerage sector, 2023-2030."
WEB: https://qbz.gov.al/share/zbtom_ibTO2ngrHuZC-AQg
- Water Regulatory Authority, National Sectoral Report 2021
WEB:<https://erru.al/an/raportet/>

Reliability of the response: (high, medium, or low)

high

1.1.7 The WASH sector's plans include measures to ensure equitable access to hygiene for all (such as hygiene roadmaps, guidelines for hygienic-sanitary measures, promotion of hygiene behavior, capacity building efforts, availability of handwashing facilities, and access to hygiene products such as soap)		3		
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Score justification: (explain briefly and give examples that justify the answer)

The Water and Sewerage Association of Albania (SHUKALB), founded in 2000, serves as a professional, non-profit organization dedicated to improving the management of the water supply and sanitation (WU) sector. Historically, it has played a key role in shaping the National Test-Based Training and Certification Program, working closely with the Ministry of Infrastructure and Energy (MIE) and the National Water and Sewerage Agency (AKUK). Additionally, SHUKALB serves as a key provider of capacity building initiatives across the country. During the COVID-19 pandemic, SHUKALB has been instrumental in distributing essential documents, including normative acts and laws related to infection prevention and control, approved by the Ministry of Health and the Council of Ministers, to all societies throughout Albania.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

WEB: <https://documents1.worldbank.org/curated/en/389851652556784360/pdf/Albania-National-Water-Supply-and->

[Sanitation-Sector-Modernization-Program.pdf](#)

WEBSITE: <https://shukalb.al/en/covid-19-and-water/>

Law no. 15/2016, "On the prevention and fight against infections and infectious diseases" and Normative Act of the Ministry of Health No. 2, dated 11.3.2020 of Law no. 15/2016, "On the prevention and fight against infections and infectious diseases"

WEB: <https://shukalb.al/wp-content/uploads/2022/10/akt-normativ-2020-03-11-2.pdf>

Normative act of the Council of Ministers no. 3, dated 15.3.2020, for taking special administrative measures during the period of infection caused by COVID-19.

WEBSITE: <https://shukalb.al/wp-content/uploads/2022/10/Akti-Normativ-nr.-3-date-15-mars-Per-marrjen-e-masava-te-vecanta-administrative-gjate-kohezgjatjes-of-the-period-of-the-infection-caused-by-COVID-19.pdf>

Reliability of the response: (high, medium, or low)

high

1.1.8 The WASH sector's plans include measures to ensure preparedness and response of the WASH sector in emergency* situations (such as training of staff, communication campaigns, backup water sources, and, when relevant, classification of staff from WASH service providers* as priority group for vaccination purposes)

3

Score justification: (explain briefly and give examples that justify the answer)

The national plan for civil emergencies (DCM No. 807, dated 28.12.2023), also sanctions the plan for taking measures to ensure the readiness and response of the WASH sector in emergency situations. Among the responsibilities defined in this DCM, the Civil Defense Commission at the Municipality level and the permanent structure that oversees the planning and operations of the Civil Defense are charged with preparedness and response, as well as having the task of ensuring hygienic conditions, maintaining supply systems with water and sanitation and ensuring access to electricity.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

WEB: DCM No. 807, dated 28.10.2023, for the national plan for civil emergencies <https://akmc.gov.al/legjislacioni/>

WEB: https://shendetesia.gov.al/wp-content/uploads/2020/03/Covid_AL-spreads.pdf

WEB: <https://shendetesia.gov.al/masat-e-reja-per-te-parandaluar-perhapjen-e-covid-19/>

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 1.1

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **20**

Divide the number of total points by 8: **2.5**

Please estimate the average reliability of the responses for this area (please mark one option)

High.

Medium

Low

Area 1.2 Sector financial policies

Rational. Financial resources will have to be spent to implement the initiatives needed to achieve the equitable access targets. At the same time, the overall policies steering sector revenue and expenditures may have large positive and negative impacts on achieving equitable access. In some countries, sector financing is dependent to a large extent on development partners' support and there is scope to increase the contribution of this support to achieving equitable access.

	Yes	To a large extent	To a limited extent	No
1.2.1 The amount of financial resources needed to achieve equitable access to safe drinking water, sanitation and hygiene has been estimated	3			

Score justification: (explain briefly and give examples that justify the answer)

(Ref: World Bank, page 115) The total cost of the National Sectoral Strategy until 2030 is estimated to be 1.65 billion dollars. Estimated expenditures of the sector do not include investments financed directly from the local government budgets or the companies themselves. Thus, considering the limited financial capacities, the financing of the strategy in the medium and long term (CAPEX, technical assistance and OPEX) will require additional resources.

The specific implementation plan of the Directives regarding WWD and UWWTD respectively:

- For access to safe drinking water: it is estimated that a total of 1,380.10 MEUR is needed in the period 2023-2050
- For access to sanitation and hygiene: it is estimated that a total of 2,354.57 MEUR is needed in the period 2023-2050

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

- **WEB:**(World Bank document: <https://documents1.worldbank.org/curated/en/389851652556784360/pdf/Albania-National-Water-Supply-and-Sanitation-Sector-Modernization-Program.pdf>
DCM No. 448, dated 26.07.2023, "For the approval of the National Strategy for the water and sewerage sector, 2023-2030."
WEB: <http://qbz.gov.al/eli/vendim/2023/07/26/448>
- Drafted March 2023: Directive-specific implementation plan (DSIP) for the Council Directive of 3 November 1998 on the quality of water intended for human consumption ("Drinking Water Directive"), 2020-2050
- Drafted in March 2023: Specific Implementation Plan of the Albanian Directive (DSIP) regarding UWWTD (91/271/EEC) (in preparation), 2020-2030 (Reference: 3.3.2.5 Water and Sewage Companies)

Reliability of the response: (high, medium, or low)

high

1.2.2 The source of funding to achieve equitable access to safe drinking water, sanitation and hygiene has been identified	3			
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Score justification: (explain briefly and give examples that justify the answer)

The source of funding for the water supply and sanitation sector strategy to achieve equitable access to safe drinking water, sanitation and hygiene is Taxes 25%, Transfers 30% and Fees 45%. The annual budget estimates of the medium-term budget plan are not sufficiently aligned with the short-term and medium-term action plan of the National Water and Sewerage Strategy (World Bank, page 20). The total cost of the government program for this sector over five years is estimated at 560 million US dollars. Government cost and expenses (including financing from FIs) are estimated based on current allocations in the 2023-2025 AKUK Medium-Term Budget Plan (TBP). The CSO program for the WU sector is included in the National Water and Sewerage Sector Strategy 2023–2030 (National Sectoral Strategy), which is estimated to cost US\$1.65 billion and will be funded by a mix of fees, taxes and transfers. Based on historical and currently committed allocations, and foreign financing already committed, the sector's total spending by 2030 will be around \$998 million. A funding gap between this and the strategy's \$652 million will need to be provided by the government in order to meet the sector's development targets beyond 2025.

According to AKUK:

Buxheti, plani i shpenzimeve per vitin 2023 dhe vitet e kaluara (Buxhet + Financim i Huaj)											
000/leke											
Emërtimi	Viti 2013	Viti 2014	Viti 2015	Viti 2016	Viti 2017	Viti 2018	Viti 2019	Viti 2020	Viti 2021	Viti 2022	Viti 2023
Total FU+ K (Financimi i Huaj)	3 179 712	7 351 754	7 175 376	8 504 013	6 435 508	3 734 721	5 133 868	2 261 270	2 578 312	1 669 274	1 713 274 000
Total FU+ K (Buxheti i Shtetit)	3 036 542	3 040 458	4 122 056	4 542 324	4 187 758	3 380 970	4 139 814	7 904 355	12 910 076	8 428 226	12 223 972 000
Totali i investimeve	6 216 254	10 392 212	11 297 432	13 046 337	10 623 266	7 115 691	9 273 682	10 165 625	15 488 388	10 097 500	13 937 246 000

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)
 WEB (World Bank document): <https://documents1.worldbank.org/curated/en/389851652556784360/pdf/Albania-National-Water-Supply-and-Sanitation-Sector-Modernization-Program.pdf>
 DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.
 WEB: <http://qbz.gov.al/eli/vendim/2023/07/26/448>
 Drafted in March 2023: Specific Implementation Plan of the Albanian Directive (DSIP) regarding UWWTD (91/271/EEC) (in preparation), 2020-2030 (Reference: 3.3.2.5 Water and Sewage Companies)
 WEB: Draft
 Drafted March 2023: Directive-specific implementation plan (DSIP) for the Council Directive of 3 November 1998 on the quality of water intended for human consumption (the "Drinking Water Directive")
 WEB: Draft

Reliability of the response: (high, medium, or low)
 high

1.2.3 The financial strategies for the WASH sector take equity issues into account and include specific targets to eliminate them progressively

3

Score justification: (explain briefly and give examples that justify the answer)

Yes, the National Strategy for the Water Supply and Sewerage Sector, 2023-2030, includes specific targets to progressively eliminate the population's access to WU services without coverage, as shown in the table below:

No.	Strategic Objectives/Priority Measures	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
1.1	Water Coverage (national level)(%)	77.7	78.3	79.7	80.8	82.0	83.5	85.1	87.7	88.0	90.0
1.1.1	Water Coverage for urban area %	92.0	93.0	94.0	94.5	95.0	95.5	96.0	97.0	98.0	99.0
1.1.2	Water Coverage for rural area %	57.9	58.0	60.0	62.0	64.0	67.0	70.0	75.0	80.0	85.0
2.1	Sewerage Coverage (National Level)	53.0	53.5	54.0	54.5	55.3	56.8	58.8	60.8	62.8	64.8
2.1.1	Sewerage Coverage for the urban area	82.4	83.0	83.5	84.0	84.5	85.0	87.0	89.0	91.0	93.0
2.1.2	Sewerage Coverage for the rural area	12.6	13.0	13.5	14.0	15.0	18.0	20.0	22.0	24.0	26.0
2.2	WWTP Coverage	14.4	15.0	15.5	16.0	16.5	18.0	20.0	22.0	24.0	26.0

In addition, specific objectives to eliminate the access of residents without coverage until 2050 are provided respectively in DSIP- WWD and UWWTD:

- For access to safe drinking water: 1,380.10 MEUR is needed from 2023-2050 to have 98% access to safe drinking water.
- For access to sanitation and hygiene: 2,354.57 MEUR is needed from 2023-2050 to access 98% of safe sanitation needs.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.
 WEB: <http://qbz.gov.al/eli/vendim/2023/07/26/448>
- Drafted in March 2023: Specific Implementation Plan of the Albanian Directive (DSIP) regarding UWWTD (91/271/EEC) (in preparation), 2020-2030 (Reference: 3.3.2.5 Water and Sewage Companies)
- Drafted March 2023: Directive Specific Implementation Plan (DSIP) for the 3rd Council Directive November 1998 on the quality of water intended for human consumption ("Drinking Water Directive")

Reliability of the response: (high, medium, or low)
 high

1.2.4 There are mechanisms in place to induce service providers to implement investment plans that favor providing access to those right-holders* that lack it

2

Score justification: (explain briefly and give examples that justify the answer)

Yes, the National Strategy for the Water Supply and Sanitation Sector, 2023-2030, not only serves as a legal framework, but also aims to expand access to essential services for the population that does not have adequate water supply or sanitation. Monthly monitoring of the water supply and sewerage sector is carried out by the National Water and Sewerage Agency (AKUK), with additional annual supervision by the Water Regulatory Authority.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

WEB:(World Bank document):<https://documents1.worldbank.org/curated/en/389851652556784360/pdf/Albania-National-Water-Supply-and-Sanitation-Sector-Modernization-Program.pdf>

DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEB:<http://qbz.gov.al/eli/vendim/2023/07/26/448>

Reliability of the response: (high, medium, or low)
 high

1.2.5 The national government monitors and publicly reports financial resource allocation

3

Score justification: (explain briefly and give examples that justify the answer)
 Yes, the Ministry of Infrastructure and Energy (MIE) provides annual reports on progress towards achieving the objectives of the investment plan, including the qualitative and quantitative indicators described in the respective strategies and plans. These reports regularly inform the government about developments in the water supply and sanitation sector. Also, the Ministry of Finance performs annual assessments, according to the mandate of law no. 9936, for meeting the legal requirements for reporting and implementation of the annual budget within government institutions. These assessments analyze information related to the achievement of objectives, financial management, internal controls and auditing.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)
WEB:(World Bank document):<https://documents1.worldbank.org/curated/en/389851652556784360/pdf/Albania-National-Water-Supply-and-Sanitation-Sector-Modernization-Program.pdf>
 DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.
WEB:https://qbz.gov.al/share/zbtom_iBTO2ngrHuZC-AQg
 Min of Finance: Current Budget 2003-2022
WEB:<https://financa.gov.al/buxheti-faktik-nder-vite/>
 Law no. 9936 dated 26.06.2008 "On the management of the budget system in the Republic of Albania, amended".
WEB: <http://qbz.gov.al/eli/ligj/2008/06/26/9936>
Reliability of the response: (high, medium, or low)
 high

	Yes	To a large extent	To a limited extent	No
1.2.6 International financial support for the WASH sector takes equity issues into account			1	

Score justification: (explain briefly and give examples that justify the answer)
 International financial support for the coverage/expansion of new infrastructure taking into account the population in general. Finally, there is a WB project which will take care for the first time to analyze marginalized groups. Always in basic Water Supply and Sanitation (WSS) services, international financial support for the WASH sector generally takes equity issues into account, particularly in relation to compliance with EU water regulations and the Sustainable Development Goals (SDGs). However, all the reports below find that WU coverage remains significantly lacking in rural areas of the country.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)
 Some bilateral and multilateral agreements and IPA II and IPA III funds.

- Some bilateral and multilateral agreements and IPA II and IPA III funds.
- National Strategy for Integrated Management of Water Resources
WEB:<http://ambu.gov.al/public/STRATEGJIA%20KOMB%C3%8BTARE%20P%C3%8BR%20MANAGEMENT%20E%20INTEGRUAR%20T%C3%8B%20BURIMEVE%20JORE.pdf>
- EU support for the water supply sector in Albania brings direct benefits to its citizens
WEB:https://www.eeas.europa.eu/node/38210_en
- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.
WEB:<http://qbz.gov.al/eli/vendim/2023/07/26/448>

Reliability of the response: (high, medium, or low)
 high

1.2.7 The finance strategies for the WASH sector include measures to ensure that policy responses to pandemics and other emergencies do not undermine the financial sustainability of service providers				0
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Score justification: (explain briefly and give examples that justify the answer)
No, they are not included

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)
 expert opinion

Reliability of the response: (high, medium, or low)
 high

Please calculate the score for Area 1.2
 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **15**

Divide the number of total points by 7: **2.1**

Please estimate the average reliability of the responses for this area (please mark one option)

High **Medium** **Low**

Area 1.3 Rights and duties of users and other right-holders

Rational. Water and sanitation* users and right-holders should not be considered merely the beneficiaries of access to water and sanitation. They have roles to play in demanding, shaping and maintaining equitable access to water and sanitation.

	Yes	To a large extent	To a limited extent	No
<p>1.3.1 There are mechanisms in place to ensure that right-holders know their rights and obligations as well as how to access relevant information</p>	3			
<p>Score justification: (explain briefly and give examples that justify the answer) The mechanism of rights holders to ensure that they know their rights and obligations, as well as how they can access the relevant information is in place. The National Regulatory Commission has approved the Model Contract for WU Services with decision no. 8, dated 04.02.2011. This contract regulates the relationship between consumers (including families, private entities and public institutions) and the service providers responsible for water supply and sewage, as well as shows how consumers can access various information, mainly at customer care points where services and payments. For the rural population, access to this information is more challenging because customer care for water supply and sanitation services, as well as payment points, are more concentrated in urban areas.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) DCM no. 1304, dated 11.12.2009 Code of Water Supply and Sewerage Services WEBSITE: https://www.erru.al/doc/Kodi_i_Furnizimite_me_Uje_dhe_Kanalizimete.pdf WEBSITE: Water Regulatory Authority: https://erru.al/wp-content/uploads/2022/03/Kontrata_Model_vendim_KKRR_date_08_07_2015.pdf</p> <p>Reliability of the response: (high, medium, or low) high</p>				
<p>1.3.2 There are mechanisms in place to allow right-holders to participate in the decision-making process concerning the level and quality of access that they receive</p>	3			
<p>Score justification: (explain briefly and give examples that justify the answer) In Albania, the mechanism that allows rights holders to participate in decision-making processes related to access to water and sanitation is in place. For example, the Law on Public Notification/Information and Consultation defines the procedures for public bodies to notify and consult with the public on draft laws, national and local strategic documents and policies of high public interest. This law promotes transparency, accountability and integrity in the actions of public authorities and includes an electronic register for public notices and consultations.</p> <p>Also, the Water Regulatory Authority conducts hearings for the approval of water supply and sewerage tariffs, ensuring public input. In addition, the Water and Sewerage Code requires that a fair legal relationship be established between consumers and suppliers of WU services. It defines the obligations and rights of each party, including determining the levels and quality of access through separate agreements within the legal framework.</p> <p>Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion) WEBSITE: https://konsultimipublik.gov.al Water Regulatory Authority: https://erru.al/wp-content/uploads/2023/06/Rregullore-per-Seancen-Degjimore-e-Rishikuar-23-06-2023.pdf Water and Sewerage Code WEBSITE: https://erru.al/wp-content/uploads/2021/12/Kodi_i_Furnizimit_me_Uje_dhe_Kanalizimetu.pdf DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030. WEBSITE: http://qbz.gov.al/eli/vendim/2023/07/26/448 WEBSITE: https://faolex.fao.org/docs/pdf/alb214413.pdf https://erru.al/minitorimi-i-performances/</p> <p>Reliability of the response: (high, medium, or low) high</p>				
<p>1.3.3 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions*</p>	3			

Score justification: (explain briefly and give examples that justify the answer)

According to the regulation of the Water Regulatory Authority, there is a mechanism to empower rights holders to seek legal protection and implement remedial measures. Any interested individual may submit a written complaint to the National Regulatory Commission, overseen by the Regulatory Body, regarding any perceived violation of Law 8102/1996 or its related orders, rules, licenses or guidelines.

In addition, the Water Supply and Sewerage Code defines different types of water supply contracts. These contracts regulate the relationship between consumers (including households, private entities and public institutions) and service providers responsible for water supply, wastewater and treatment services. They define rights and obligations for both parties and apply to all water supply and sanitation sectors.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

DCM no. 1304, dated 11.12.2009 Code of Water Supply and Sewerage Services

WEB: Water Regulatory Authority: https://erru.al/wp-content/uploads/2022/03/Kontrata_Model_vendim_KKRR_date_08_07_2015.pdf

Law no. 8102, dated 28.03.1996 "On the Regulatory Framework of the Water Supply Sector and the removal and treatment of polluted water, amended.

WEB: <https://erru.al/ligje/>

Water and Sewerage Code

WEB: https://erru.al/wp-content/uploads/2021/12/Kodi_i_Furnizimit_me_Uje_dhe_Kanalizimetu.pdf

Reliability of the response: (high, medium, or low)

high

1.3.4 There are mechanisms in place to allow right-holders to keep responsible authorities accountable	3			
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Score justification: (explain briefly and give examples that justify the answer)

In accordance with the regulations of the Water Regulatory Authority, there is a mechanism that allows rights holders to request explanations from the competent authorities. The National Regulatory Commission has approved the Regulation for handling and resolving disputes on contractual obligations between WU service providers and consumers. This process involves mediation by a designated unit established within the Water Regulatory Authority.

In addition, the water supply and sanitation code categorize water supply contracts based on the duration of supply (permanent or temporary) and outlines provisions for contract suspension when necessary. These contracts regulate the relationship between customers (including households, private entities and public institutions) and service providers responsible for water supply and wastewater treatment services. They establish rights and obligations for both parties and are applicable to all customers within the water and sewerage sectors.

Means of verification used: (eg, official documents, multi-stakeholder consultation, expert opinion)

DCM no. 1304, dated 11.12.2009 Code of Water Supply and Sewerage Services

WEBSITE: Water Regulatory Authority: https://erru.al/wp-content/uploads/2022/03/Kontrata_Model_vendim_KKRR_date_08_07_2015.pdf

Decision of the Water Regulatory Commission no. 478, dated 09.12.2021 "Regulations for alternative dispute resolution procedures between the consumer and the water and sewerage operator"

WEBSITE: <https://www.erru.al/doc/Rregullore%20per%20procedurat%20e%20r%C3%A4ztjes%20alternative%20te%20mosmarreshes.pdf>

Water and Sewerage Code

WEBSITE: https://erru.al/wp-content/uploads/2021/12/Kodi_i_Furnizimit_me_Uje_dhe_Kanalizimetu.pdf

Law no. 8102, dated 28.03.1996 "On the Regulatory Framework of the Water Supply Sector and the removal and treatment of polluted water", as amended.

WEBSITE: <https://erru.al/ligje/>

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 1.3

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **12**

Divide the number of total points by 4: **3**

Please estimate the average reliability of the responses for this area (please mark one option)

High

Medium

Low

Section 2.

Reducing geographical disparities

Areas of Action	Relevant section in the No one Left Behind publication
2.1 Public policies to reduce access disparities between geographical areas	section 4.1
2.2 Public policies to reduce price disparities between geographical areas	section 4.2
2.3 Geographical allocation of external support for the sector	section 2.3

Quantitative Information on Geographical Disparities

Provide the official definition of rural, urban and (if applicable) peri-urban areas in your country/region

	2021 or closest year (indicate year)	2015 or closest year	Source (indicate year) whether this is an official source)
Rate of access to safe drinking water in urban areas (%)	93.5%	90.4%	AKUK benchmarking data/indicators 2015, 2021
Rate of access to safe drinking water in peri-urban* areas (%) (only if this category is relevant in your country/region)	Not applicable for Albania		
Rate of access to safe drinking water in rural areas (%)	58.0%	36%	AKUK benchmarking data/indicators 2015, 2021
Rate of access to sanitation in urban areas (%)	82.4%	64%	AKUK benchmarking data/indicators 2015, 2021
Rate of access to sanitation in peri-urban areas* (%) (only if this category is relevant in your country/region)	Not Applicable for Albania		
Rate of access to sanitation in rural areas (%)	12.6%	6%	AKUK benchmarking data/indicators 2015, 2021
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (million EUR)	106,320,600 Euros	35,065,192 Euros	Actual budget, Ministry of Finance 2021 https://financa.gov.al/paket-a-e-projektligjit-te-buxhetit-faktik-2021/ Current budget, Ministry of Finance 2015 https://financa.gov.al/buxheti-faktik-2015/

Public financial resources spent in reducing geographic disparities in access to safe drinking water and sanitation (EUR per capita)	37.6 EUR per person)	12.2 EUR per person)	Author's calculations
Public financial resources spent in reducing geographical disparities in access to safe drinking water, sanitation and hygiene (% of budget spent on water, sanitation and hygiene)	87% WS 13% WS+WWTP	25.7% WS 52.4% WW 22.0 WWTP	World Bank Albania-water for people financial policy and implementation measures, 2016 DSIP-DWD and DSIP- UWWTD 2020-2050

Area 2.1 Public policies to reduce access disparities between geographical areas

Rational. Public policies play a major role in reducing disparities in access between geographical areas and particularly in increasing access in rural areas. The disparities include those related to physical access and those related to the quality of the service.

According to the IWRM strategy, "Social equity is defined as "to ensure equal access to water and the benefits of water use, between women and men, rich and poor people, between different social and economic groups within and between countries, which includes issues of right, access and control"

Yes	To a large extent	To a limited extent	No
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2.1.1 There is a public policy for reducing disparities between urban, peri-urban* and rural areas

3

Score justification:(explain briefly and/or give examples that justify the answer)

One of the five strategic objectives of the MIBU Strategy (DCM No. 73/2018), defines Water Governance that requires that "water be managed in a sustainable and comprehensive manner, serving all interests, providing benefits to socio-economic equity and involving stakeholders in decision-making for the future, in accordance with the principles of environmental policies and management plans and EU requirements, with the involvement and consultation of stakeholders, to implement and improve the framework of integrated management of water resources." The basic principle of the MIBU National Strategy (DCM No. 73/2018), is "Social equality is defined "to ensure equal access to water and benefits from the use of water, between women and men, rich and poor people, between different social and economic groups within and between countries, involving issues of right, access and control".

Another important public policy is the National Strategy for the Water Supply and Sewerage Sector, 2023-2030, which aims at the progressive reduction of disparities between urban and rural areas. It includes specific objectives to progressively eliminate the lack of access in urban and rural areas in table 1.2.3.

The National Strategy for the Water Supply and Sewerage Sector, 2023-2030, serves as an important public policy aimed at the progressive reduction of disparities between urban and rural areas.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEBSITE:<http://qbz.gov.al/eli/vendim/2023/07/26/448>

- DCM No. 73, dated 7.2.2018, "For the approval of the National Strategy for IWRM, 2018 - 2027.

WEB:<https://faolex.fao.org/docs/pdf/alb181221.pdf>

Reliability of the response:(high, medium, or low)

High

2.1.2 Integrated approaches have been adopted to support the delivery of water, sanitation and hygiene services in rural areas and, informal settlements*

0

Score justification:(explain briefly and/or give examples that justify the answer)

Unfortunately, not yet!

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

- Law no. 111/2012 on "Integrated management of water resources, amended (and new draft law in preparation)

WEB:<https://faolex.fao.org/docs/pdf/alb181221.pdf>

- DCM No. 73, dated 7.2.2018, "For the approval of the National Strategy for the Integrated Management of Water Resources, 2018 - 2027.

WEBSITE:<http://qbz.gov.al/eli/vendim/2023/07/26/448>

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEBSITE:<http://qbz.gov.al/eli/vendim/2023/07/26/448>

Reliability of the response:(high, medium, or low)

high

2.1.3 There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas and, informal settlements*

2

Score justification:(explain briefly and/or give examples that justify the answer)

The Albanian Development Fund (AFDF) serves as a central government mechanism established in 1993 to promote infrastructure development, urbanization, tourism and cross-border interactions in rural areas. Typically, ADF plays a crucial role in the preparation of the national budget and cooperation with donors, seeking/spending funds to improve water, sanitation and hygiene services in rural areas. (Example: Water supply of rural areas, Program III and IV financed by the German Government through KfW). In accordance with this objective, the National Strategy for the Water Supply and Sewerage Sector, which extends from 2023 to 2030, aims at technical and operational improvements in the quality and efficiency of water supply and sanitation services in urban and rural areas.

Also, the National Strategy for the Integrated Management of Water Resources identifies a key challenge in increasing the efficiency of the service in urban and rural areas for individuals far from the WASH network.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

WEBSITE:<https://www.albaniandf.org/en/#aboutus>

National Strategy for Integrated Management of Water Resources

WEBSITE:<http://www.ambu.gov.al/programi-kombetar-sektorial-i-ujit-2/>

National Strategy of the Water Supply and Sewerage Sector, 2020-2030

WEBSITE:<https://www.infrastruktura.gov.al/wp-content/uploads/2020/01/Strategjia-UK-2020-2030.pdf?page=16&zoom=100,116,398>

Reliability of the response:(high, medium, or low)

high

2.1.4 There are mechanisms in place to support the implementation of appropriate technical solutions for self-supply* of services by households in areas where there is no service provider

2

Score justification:(explain briefly and/or give examples that justify the answer)

There are mechanisms for a family or any individual without a Water and Sewer service provider in the area. Families can dig a well no more than 15 meters deep (DCM No. 550/2020) to use it for daily life activity or for other purposes (technological purposes, irrigation, etc.). Although they can use it free of charge, the family or any individual must obtain permission from the RBC (Law no. 111/2012)

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

- Law no. 111/2012 on "Integrated management of water resources, amended (and new draft law in preparation)

WEB:<https://faolex.fao.org/docs/pdf/alb181221.pdf>

- DCM No. 550/2020 permit/authorization for water use (extraction, discharge)

WEBSITE:<https://qbz.gov.al/share/ErG0nXpnQEaEB4GyYKMW5A>

- DCM no. 1304, dated 11.12.2009 Code of Water Supply and Sewerage Services

WEB: Water Regulatory Authority:https://erru.al/wp-content/uploads/2022/03/Kontrata_Model_vendim_KKRR_date_08_07_2015.pdf

Reliability of the response:(high, medium, or low)

high

2.1.5 WASH sector* policies mobilize sufficient financial resources to reduce the access gap in rural and peri-urban* areas according to the established targets

2

Score justification:(explain briefly and/or give examples that justify the answer)

In recent years, Albania has made significant strides in developing a strong regulatory framework for the provision of WU services and has implemented changes in institutional arrangements to increase the efficiency of WU service provision. (Table 1.2.3). The National Strategy for the Water Supply and Sewerage Sector, 2023 to 2030, determines the direction of investments, focusing on the provision of higher quality services and the mobilization of financial resources to narrow the access gap in rural and urban areas during this period.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEBSITE:https://qbz.gov.al/share/zbtoM_iBTO2ngrHuZC-AQg

- WASH in rural areas

WEBSITE:[https://emergency.unhcr.org/emergency-assistance/water-hygiene-and-energy/wash-rural-areas#:~:text=WASH%20\(water%20sanitation%20and%20hygiene,schools%20and%20other%20institutions%2C%20me](https://emergency.unhcr.org/emergency-assistance/water-hygiene-and-energy/wash-rural-areas#:~:text=WASH%20(water%20sanitation%20and%20hygiene,schools%20and%20other%20institutions%2C%20me)

- Albania will reform and improve its water supply services, with the support of the World Bank

WEBSITE:<https://www.worldbank.org/en/news/press-release/2022/05/12/albania-to-reform-and-improve-its-water-supply-services-with-world-bank-support>

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-

Area 2.2 Public policies to reduce price disparities between geographical areas

Rational. Some geographical areas face higher prices than others. This may be due to higher levels of service, higher cost of service provision (eg due to expensive access to clean water sources, or to low density of population), less efficient provision of services (eg poor maintenance leading to higher cost, or too many staff per connection), or uneven distribution of public subsidies. Public policies can play a major role in reducing price disparities between geographical areas.

	Yes	To a large extent	To a limited extent	No
2.2.1 There are mechanisms in place to track prices as well as costs provision of water and sanitation services	3			

Score justification: (explain briefly and/or give examples that justify the answer)

The Water Regulatory Authority (ERRU) is an independent public institution, created by Law 8102, dated 28.03.1996 as amended, with the objective of protecting public interests and promoting a transparent regulatory environment in the water supply and sanitation sector. Playing a key role, the Water Regulatory Authority sets policy for WU service charges, steering the sector towards cost recovery, protecting consumer interests in relation to service conditions, quality, continuity and affordability. Currently, tariff affordability in Albania remains manageable due to low tariff levels, but future tariff increases to cover operational costs will present challenges.

The "National Water Supply and Sewerage Sector Strategy, 2023-2030" aims to increase water supply and sanitation services by formulating appropriate policies and allocating sufficient funds. A key policy initiative is strengthening the financial sustainability and affordability of services through cost containment and full cost recovery principles. This includes designing and implementing rate structures to improve coverage and efficiency while protecting low-income consumers.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

- Law no. 8102, dated 28.03.1996 "On the regulatory framework of water and sewage services" (amended)
WEBSITE: https://erru.al/doc/Law_8102_with_amendments.pdf
- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030."
WEB: <http://qbz.gov.al/eli/vendim/2023/07/26/448>
- Regulation of ERRU fees
WEBSITE: <https://erru.al/regularimi-i-tarifave/>

Reliability of the response: (high, medium, or low)

high

2.2.2 Price benchmarking tools (such as affordability* indicators or tariff reference values*) have been introduced	3			
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Score justification: (explain briefly and/or give examples that justify the answer)

Since 2006, the WU Sector Monitoring and Evaluation Unit has been operating within AKUK, collecting approximately 300 monthly data from all water supply and sanitation service providers. From these data, 74 performance indicators per year are calculated. Also, to assess the performance of WU operators, the Water Regulatory Authority (ERRU) uses additional data provided by WU service providers. Affordability is a key consideration in the rate-setting methodology used by ERRU. In order to protect consumers from high and unjustified charges, ERRU assesses the affordability of bills calculated for household consumers. The criterion guarantees that the bill, based on the fees approved by ERRU, does not exceed 5% of the monthly expenses of the Family Economic Unit, published by the Institute of Statistics every year. In response to the overall increase in unit costs in 2022, there has been an upward trend in rate adjustments for water supply and sanitation services. ERRU defends the idea of proposals with gradual increases in tariffs to mitigate the problems associated with sudden increases, (so that the decrease in collections is not affected).

Means of verification used: (eg official documents, multi-stakeholder consultation, expert opinion)

- Law no. 8102, dated 28.03.1996 "On the regulatory framework of water and sewage services" (amended)
WEB: https://erru.al/doc/Law_8102_with_amendments.pdf
WEBSITE: <https://erru.al/an/minitorimi-i-performances/>
- National Agency of Water Supply and Sewerage - AKUK
WEBSITE: <https://www.HERE.gov.al/about-ne/structure>
- 2022 Annual Report
WEBSITE: https://erru.al/wp-content/uploads/2023/08/Raporti_Vjetor_2022-FINAL.pdf

<ul style="list-style-type: none"> The methodology and procedure for approving rates for water and sewerage services approved by decision no. 539, dated 30.12.2021. WEBSITE: https://www.erru.al/doc/Vendim_539_2021_per_metodologjine_e_llogaritjes_se_tarifave.pdf <p>Reliability of the response:(high, medium, or low) high</p>				
<p>2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)</p>		2		
<p>Score justification:(explain briefly and/or give examples that justify the answer) According to AKUK and ERRU, losses at the national level for 2023 are 64.6%. Almost all Water and Sewerage Companies are loss-making entities (there are many companies that do not even cover operation and maintenance costs) and are therefore subsidized annually by the central government through operating subsidies and capital investments. Consequently, they receive annual subsidies from the central government (distributed by AKUK in accordance with the Annual Budget Law set by the Ministry of Finance) for both operations and capital investment.</p> <p>Despite efforts to create an effective subsidy scheme to help financially vulnerable families, such initiatives have not yet been implemented. Instead, central government mainly channels donor and treasury funds for capital investment, guided by needs assessments outlined in National Master Plans and local government requirements.</p> <p>The methodology and approval process for water and sewer service rates prioritizes the creation of affordable rate structures, especially for low-income consumers in areas where subsidy programs are not yet in place. The National Sectoral Water Program includes measures aimed at increasing subsidy policies, with plans to design a "pro-poor" subsidy scheme for investment in improving water supply services.</p> <p>Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> WEB: https://erru.al/wp-content/uploads/2024/04/Raporti-ERRU_2023_06.02.2024-Final.pdf (Annual) Order of the Minister of Infrastructure no. 20, dated 14.10.2022 for the approval of the methodology for the criteria and procedures for the distribution and use of state subsidies for service providers in the water and sewerage sector. WEBSITE: https://qbz.gov.al/eli/fz/2022/139/be3578c9-b538-49f8-a12e-5d53c891541e;q=“On%20criteria%20and%20procedures%20for%20%20implementation%20of%20state%20subsidies,%20for%20joint%20companies%20of%20water-sewage%20for%20years%20budgetary%202020%20and%202021 National Strategy of the Water Supply and Sewerage Sector, 2020-2030 WEBSITE: https://www.infrastruktura.gov.al/wp-content/uploads/2020/01/Strategjia-UK-2020-2030.pdf#page=16&zoom=100,116,398 The methodology and procedure for approving rates for water and sewerage services approved by decision no. 539, dated 30.12.2021. WEBSITE: https://www.erru.al/doc/Vendim_539_2021_per_metodologjine_e_llogaritjes_se_tarifave.pdf <p>Reliability of the response:(high, medium, or low) high</p>				
<p>2.2.4 The WASH sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision</p>			1	
<p>Score justification:(explain briefly and/or give examples that justify the answer) Cross-subsidization is the practice of financing one product with profits generated by another product. Therefore, ERRU sets different WASH service rates for households, public entities and private entities. The lowest rates apply to households and the highest rates are set for private entities.</p> <p>In Albania, local governments are responsible for water supply and wastewater services, while the Water Regulatory Authority (ERRU) is responsible for setting tariffs. The central government subsidizes public companies and finances infrastructure development costs. The tariff includes a fixed part which is the same for all customers in Sha WU's service area and a volumetric part which varies for different categories of service (water supply, waste water collection and waste water treatment) and customer (family, commercial, and industrial). ERRU allows the volumetric part of the tariff to vary by customer types to enable tariff cross-subsidisation. An additional 50 liters per capita per day for classified customers who need social assistance or are disabled is expected to be included in the rate-setting methodology.</p> <p>Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> Water Regulatory Authority WEBSITE: https://erru.al/an/current_rates/ 				

- Making water and sanitation affordable for all: Policy options and good practices to ensure the affordability of safe drinking water and sanitation services in the pan-European region
WEBSITE: <https://unece.org/environment-policy/publications/making-water-and-sanitation-affordable-all-policy-options-and-good>
- National Water Supply and Sewerage Strategy, 2011–2017
WEBSITE: https://www.erru.al/doc/Strategjia_Kombetare_e_Furnizimit_me_UK.pdf

Reliability of the response:(high, medium, or low)
high

Please calculate the score for Area 2.2

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 9

Divide the number of total points by 4: 2.3

Please estimate the average reliability of the responses for this area (please mark one

option)**High**..... Medium Low

Area 2.3 Geographical allocation of external support for the WASH sector

Rational. In some countries, development partners* (donor countries) are key providers of funding for water and sanitation infrastructure. There is often scope to reallocate the funding to accelerate access in geographical areas that lag behind.

	Yes	To a large extent	To a limited extent	No
<p>2.3.1 Public authorities have identified in the WASH sector plans the areas that are lagging behind and require external support</p> <p>Score justification: (explain briefly and/or give examples that justify the answer) AKUK is a legal, individual and budgetary unit that represents the only specialized technical institution of the government in the water supply and sewerage sector, which also includes investment planning in areas that are lagging behind and require international support. The Agency, in cooperation with their reactive Municipalities/Sha WU's, exercises its statutory authority to coordinate and monitor the activity of water and sewerage service providers for the entire population of the country. The water and sewerage services sector in Albania is facing old infrastructure as well as a lack of machinery and equipment, especially in rural areas. There is also a lack of significant investment in water supply and sanitation services. Means of verification used: (eg official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • DCM No. 448, dated 26.07.2023, "For the approval of the National Strategy for the water and sewerage sector, 2023-2030. WEBSITE: https://qbz.gov.al/share/zbtoM_iBTO2ngrHuZC-AQg • Drafted March 2023: Directive-specific implementation plan (DSIP) for the Council Directive of 3 November 1998 on the quality of water intended for human consumption ("Drinking Water Directive"), 2023-2050 • Drafted in March 2023: Specific implementation plan of the Albanian Directive (DSIP) regarding UWWTD (91/271/EEC) (in finalization), 2023-2030 • National Strategy of the Water Supply and Sewerage Sector, 2020-2030 WEBSITE: https://www.infrastruktura.gov.al/wp-content/uploads/2020/01/Strategjia-UK-2020-2030.pdf#page=16&zoom=100,116,398 <p>Reliability of the response: (high, medium, or low) high</p>	3			
<p>2.3.2 There is international financial support to increase access in geographical areas that lag behind (as identified in the WASH sector plans)</p> <p>Score justification: (explain briefly and/or give examples that justify the answer) There is international financial support to increase access in geographical areas that are lagging behind. Example: The Rural Water Supply Program IV (RWSP IV) involves the design, tendering and construction supervision of water supply and sewerage systems in urban and rural areas. The overall objective is to reduce human health risks and environmental pollution, especially in tourist areas such as Himara and Orikumi. The World Bank (WB), as a trusted partner, aims to assist the Albanian Government (AG) through the implementation of the Modernization Program of the National Water Supply Sector. This program consists of a Program-for-Results (PforR) funding component (the "Program"). The Pf4R program aims to support results-based programmatic engagement across the WU sector in Albania. The program will strengthen and reinforce the government's self-funding oversight of WU service delivery by local government units and their WU Regional Companies, focusing on improving the operational and financial performance of WU companies and increasing access to service delivery. water, in rural areas, which are currently lagging behind. Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <ul style="list-style-type: none"> • DCM No. 448, dated 26.07.2023, "For the approval of the National Strategy for the water and sewerage sector, 2023-2030. WEBSITE: https://qbz.gov.al/share/zbtoM_iBTO2ngrHuZC-AQg • Drafted March 2023: Directive-specific implementation plan (DSIP) for the Council Directive of 3 November 1998 on the quality of water intended for human consumption ("Drinking Water Directive"), 2020-2050 • Drafted in March 2023: Specific implementation plan of the Albanian Directive (DSIP) regarding UWWTD (91/271/EEC) (in preparation), 2020-2030 • National Strategy of the Water Supply and Sewerage Sector, 2020-2030 WEBSITE: https://www.infrastruktura.gov.al/wp-content/uploads/2020/01/Strategjia-UK-2020-2030.pdf#page=16&zoom=100,116,398 <p>The National Program for the Modernization of the Water Supply and Sewerage Sector of Albania.</p>	3			

Section 3.

Ensuring Access for Vulnerable and Marginalized Groups

Areas of Action	Relevant section in the No one Left Behind publication
3.1 Public policies to address the needs of vulnerable and marginalized groups	section 5.1
3.2 Persons with special physical needs	section 5.2
3.3 Users of health care facilities	section 5.3
3.4 Users of educational facilities	section 5.3
3.5 Users of retirement homes	section 5.3
3.6 Prisoners	section 5.3
3.7 People living in collective centres and camps	section 5.3
3.8 Homeless people	section 5.4
3.9 Travelers and nomadic communities	section 5.4
3.10 Persons living in housing without safe drinking water and sanitation	section 5.5
3.11 Persons without access to safe drinking water, sanitation and hygiene in their workplaces	not discussed
3.12 Users of markets and public transport	not discussed

Quantitative Information on Vulnerable and Marginalized Groups*

Please, provide the official definition of vulnerable and marginalized groups in your country/region/city

	2021 or closest year (indicate year)	2015 or closest year (indicate year)	Source(indicate whether this is an official source)
% of persons with access to safe drinking water in the country/region/city	77.7%	67%	
% of persons with access to safe drinking water by the poorest fifth of the population*			
% of persons with access to sanitation in the country/region/city	53%	50%	
% of persons with access to sanitation by the poorest fifth of the population	NI	NI	
% of water and sanitation facilities open to the public that are accessible to people with disabilities	NI	NI	
% of hospitals that have sufficient and adequate safe drinking water, sanitation and hygiene services	References 3.3.1	NI	https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektiveve-2022.pdf
% of schools that have sufficient and adequate safe drinking water, sanitation and hygiene services	References 3.4.1		https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektiveve-2022.pdf
% of prisons that have sufficient and adequate safe drinking water, sanitation and hygiene services	References 3.6.1		https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektiveve-2022.pdf
% of persons without a fixed residence that have access to safe drinking water, sanitation and hygiene through public facilities	References 3.9.1		

Number of people lacking access to safe drinking water at home (while living in neighbourhoods where access is available)	No date	No date	
Number of people lacking access to sewer at home (while living in neighbourhoods where access is available)	No date	No date	
Public financial resources spent in ensuring access to safe drinking water, sanitation and hygiene by vulnerable and marginalized groups (million EUR)	There is no separate dedicated budget	There is no separate dedicated budget	

*NO-not identified

Area 3.1 Public policies to address the needs of vulnerable and marginalized groups

Rational. There are many vulnerable and marginalized groups, each with their own needs and facing different barriers to achieve equitable access, and thus requiring different solutions. Public policies, both in the water and sanitation sector and other sectors, can play a major role in ensuring access. An integrated policy response needs to be articulated.

	Yes	To a large extent	To a limited extent	No
3.1.1 There is a safe drinking water, sanitation and hygiene policy recognizing the special and differentiated needs of vulnerable and marginalized groups			1	

Score justification:(explain briefly and/or give examples that justify the answer)

The current National Water Supply and Sanitation Policy lacks specific provisions that address the needs of vulnerable and marginalized groups. However, a recent draft law on drinking water supply, sewerage and wastewater treatment services allows municipalities to define the categories of utility users who qualify for subsidized services. The municipality has the role to specify which are the vulnerable groups based on their needs and they are different from one municipality to another. Regarding the qualification criteria of these users, the case of the economic assistance scheme is taken into consideration, which has a list of criteria within the system that they apply in relation to income, housing conditions, social status if they are victims of domestic violence, trafficking, disability, etc.

According to the law on social services, the General Directorate of State Social Services and Municipal Directorates of Social Services are mandated to plan, budget and provide dedicated social care services to increase the well-being and social inclusion of individuals and families in need. This legislation describes the types of benefits, eligibility criteria, application procedures and the roles of public and non-public entities responsible for implementing the law. The law on social services is the only legislative framework that deals with social care services, no provision or mechanism is directly mentioned, but all standards that depend on this law for residential care institutions for the elderly include mechanisms for sanitation and guarantee of rights for all.

Furthermore, the National Action Plan for Equality, Inclusion and Participation of Roma and Egyptians 2021-2025 focuses on improving infrastructure, including water supply and sanitation facilities. The plan includes investments in infrastructure in areas mainly inhabited by Roma and Egyptians, with provisions for water and sewage systems.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Law no. 121/2016 "On social care services".

WEBSITE: <https://www.refworld.org/pdfid/5a84406b4.pdf>

Draft law on drinking water supply, sewerage and wastewater treatment services (in preparation)

National Action Plan for Equality, Inclusion and Participation of Roma and Egyptians 2021-2025 WEB:

https://www.undp.org/sites/g/files/zskgke326/files/migration/al/46eb57a0095aac6d46fe42b6cfb3084534307cd_0b.pdf

Reliability of the response:(high, medium, or low)

Medium

3.1.2 Relevant policies in other sectors (e.g., social inclusion, social protection, education, health, prisons, housing) include their role in ensuring access to safe drinking water, sanitation and hygiene by vulnerable and marginalized groups			1	
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Score justification:(explain briefly and/or give examples that justify the answer)

Addressing access to safe drinking water, sanitation and hygiene for vulnerable and marginalized groups requires a holistic approach that includes coordination across sectors beyond water and sanitation. However, existing policies in sectors such as social inclusion, social protection, education, health, prisons and housing often lack direct measures specifically targeting this issue.

For example, the National Social Protection Strategy 2019-2022, extended until the end of 2023, serves as a basic document for the Ministry of Health and Social Protection. While it aims to develop an integrated system of social care and health services that promote choice, independence and social participation for all citizens, including vulnerable groups, it lacks clear measures regarding access to safe drinking water, sanitation and hygiene.

However, the strategy provides a framework for creating an integrated system of social and health services at the local level, especially for the benefit of families and individuals in need, including those with disabilities and economically disadvantaged individuals. By setting rules for the provision of social care services, the strategy aims to improve the lives of those in need

of social assistance, including vulnerable and marginalized groups. On the other hand, the strategy is a national document that guides the Municipalities to encourage and support their vulnerable groups depending on their needs. The strategy includes the support of all citizens who have access to social care services, comprehensive services and directly related to persons with disabilities, economic assistance and poverty.

Despite the lack of direct provisions in other sectoral policies, there is an opportunity for synergy and collaboration between sectors to address the water, sanitation and hygiene needs of vulnerable communities. For example, initiatives within the education sector can integrate hygiene education into curricula, while health sector policies can prioritize waterborne disease prevention and sanitation infrastructure in underserved areas.

Furthermore, social protection policies can include measures to ensure access to clean water and sanitation as part of essential services provided to vulnerable populations.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

National Social Protection Strategy 2019-2022 (extends until the end of 2023)

WEBSITE: <https://shendetesia.gov.al/mbrojtja-sociale-5/>

Reliability of the response:(high, medium, or low)

Medium

3.1.3 There are mechanisms in place to identify (in a participatory manner) and address the safe drinking water, sanitation and hygiene needs of vulnerable and marginalized groups		2		
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Scoring justification: (explain briefly and/or give examples that justify the answer)

There are mechanisms in place, but not to identify and address the safe drinking water, sanitation and hygiene needs of vulnerable and marginalized groups. The Ministry of Health and Social Protection and its institutions such as the State Social Service and the directorates of social services in the Municipality are responsible for determining:

- economic assistance and benefits for individuals with disabilities and families in need, who cannot ensure the fulfillment of basic vital needs, the development of personal skills and opportunities, the preservation of integrity and social inclusion due to economic and physical limitations, psychological, and social skills and opportunities.
- alleviating poverty and social exclusion for individuals and families, as well as creating opportunities for their integration, offering a system of interventions and services to improve their lives;
- guaranteed social assistance through immediate financial assistance for newborn babies.
- good organization and proper functioning of state institutions responsible for providing and administering social assistance.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

- Law no. 57/2019 "On social assistance in the Republic of Albania".

WEBSITE: <https://qbz.gov.al/eli/ligj/2019/07/18/57/37004448-df0e-4768-9e88-35766f95ee4f>

- DCM no. 518, dated 4.9.2018, "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for the beneficiaries of the organized service"

Reliability of the response: (high, medium, or low)

High

3.1.4 Public budgets provide specific funding to address the safe drinking water, sanitation and hygiene needs of vulnerable and margin-alized groups			1	
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Score justification: (explain briefly and/or give examples that justify the answer)

For marginalized groups, infrastructure improvements in drinking water and sanitation, especially internal networks, are mainly financed by the central government through specific budget programs aimed at modernizing services. This includes initiatives such as the reconstruction or renovation of hospitals, health centers, social centers, nursing homes, orphanages and prisons, which are carried out under specific projects led by ministries such as Health and Social Care, as well as the Ministry of Justice.

Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion)

Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.

<https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/>

Reliability of the response: (high, medium, or low)

High

	Yes	To a large extent	To a limited extent	No
3.1.5 Integrated approaches (involving different administrations) have been adopted to support the delivery of safe drinking water sanitation and hygiene services for vulnerable and marginalized groups and eliminate their inequalities progressively		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer) The Municipal Needs Assessment and Referral Unit is the authority responsible for providing some specific integrated services for vulnerable and marginalized groups (with an inter-sectoral approach to case management). Its specific roles include:</p> <ul style="list-style-type: none"> a) Identification of individuals and families in need. b) Conducting initial needs and risk assessments for those in need. c) Provision of information and public counselling on rights and opportunities for care, treatment, health, education, employment and social payments. ç) Designing individual care and support plans. d) Coordination of support and referral of individuals and families to social care services at the local, regional and central level. dh) Preparation of the necessary documentation for individuals' access to services. e) Monitoring the progress of the case and assessing the suitability of the service. ë) Entering relevant data in the National Electronic Register. f) Assistance in applications for economic assistance and disability benefits. <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Law 121/2016, "On social care services in the Republic of Albania", in articles 36 and 37, has defined not only the role of the municipality in terms of social care services, but also the structures that must be created and function as part of it, so that a local community system of these services becomes functional WEBSITE: https://www.refworld.org/pdfid/5a84406b4.pdf</p> <p>Reliability of the response: (high, medium, or low) High</p>				
3.1.6 When changes to customer services (such as digitalization of bill-ing) have been considered, there impacts on vulnerable and marginalized groups have been assessed and solutions identified.			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) In Albania, initiatives such as the "e-Albania" government portal and the proposed law on eGovernment aim to modernize the provision of services and increase access for all citizens. However, challenges persist, including a lack of internet access in rural areas and lower internet usage among individuals over 50. Despite these obstacles, policy makers are actively addressing inclusion concerns through provisions in the e-government bill and existing legislation such as the Water Code, which prioritizes support for vulnerable populations. Bridging the digital divide will require targeted efforts to improve Internet infrastructure in rural regions, expand digital literacy programs for the elderly, and continuously improve e-government platforms to ensure usability and accessibility for all. the citizens.</p> <p>In Albania's efforts to modernize governance, the "e-Albania" portal and the upcoming e-Government law signal a commitment to efficiency and inclusiveness. However, the digital divide presents challenges, particularly with internet access in rural areas and lower internet usage among older demographics. Policymakers are responding with measures to address these disparities, emphasizing e-security and accessibility in legislation and providing support for vulnerable populations through existing frameworks. Overcoming these barriers requires strategic investments in Internet infrastructure, tailored digital literacy initiatives, and continuous improvements in e-government platforms to ensure equitable access and service delivery across the country.</p> <p>Means of verification used:(e.g., official documents, multi-stakeholder consultation, expert opinion) Medium-term budgets published on the official websites of line ministries and the Ministry of Finance. https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/ Procedures for providing online services by service providers and monitoring institutions the methodology for the supervision of the administrative activities of the provision of services WEBSITE: file:///C:/Users/ana87/Downloads/ESPN%20-%20Flash%20report%202022%20-%202030%20-%20AL%20-%20June%202022.pdf DCM no. 1304, dated 11.12.2009 Code of Water Supply and Sewerage Services WEBSITE: https://www.erru.al/doc/Kodi_i_Furnizimite_me_Uje_dhe_Kanalizimete.pdf</p>				

Additional text: expert opinion

Reliability of the response: (high, medium, or low)

High

Please calculate the score for Area 3.1

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **8**

Divide the number of total points by 6: **1.3**

Please estimate the average reliability of the responses for this area (please mark one option)

High **Medium** **Low**

Area 3.2 Persons with special physical needs

Rationale. Many disabled, sick, and elderly people face problems in accessing water supply and sanitation services because of their specific physical needs.

	Yes	To a large extent	To a limited extent	No
3.2.1 There is data on levels of access to safe drinking water, sanitation and hygiene by persons with special physical needs			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) In Albania, efforts to address the needs of persons with disabilities are described in the National Action Plan for Persons with Disabilities (APPD) 2021-2025, a comprehensive document aimed at promoting their integration in socio-economic life. Emphasizing the obligations set out in the Convention on the Rights of Persons with Disabilities, APPD outlines measures to improve data quality and access within the water supply and sanitation sector. In addition, the National Plan sets clear goals for increasing access to safe drinking water, sanitation and hygiene, recognizing the importance of inclusion and equal access to services. Law no. 93/2014 further strengthens the rights of persons with disabilities, promoting all inclusion and access in all sectors, including water supply and sanitation.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) National Plan for Persons with Disabilities 2021-2025 WEBSITE: https://www.sherbimisocial.gov.al/wp-content/uploads/2023/06/Plani-Kombetar-PAK-2021-2025_AL.pdf Law No. 93/2014 On the Inclusion and Accessibility of Persons with Disabilities: Determination of essential rights related to the inclusion and accessibility of persons with disabilities in public services. WEBSITE: http://qbz.gov.al/eli/ligj/2014/07/24/93 Reliability of the response: (high, medium, or low) High</p>				
3.2.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by persons with special physical needs		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer) The National Council for Persons with Disabilities, in accordance with the legal framework for PWDs, considers the following objectives:</p> <p>a) Determining the essential rights related to the inclusion and accessibility of persons with disabilities, aiming to guarantee equal opportunities for all individuals under equal conditions.</p> <p>b) Ensuring independent living for all persons with disabilities who choose to live autonomously, maximizing their autonomy and decision-making abilities to ensure equal participation in community life.</p> <p>c) Establishing guidelines for the assessment of disability, identification of the needs of persons with disabilities and determination of means of support.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Law no. 93/2014 "On the inclusion and accessibility of persons with disabilities." WEBSITE: https://platforma-pak.al/wp-content/uploads/2019/03/1.-ligj_nr_93_dt_24_7_2014-converted.pdf</p> <p>Reliability of the response: (high, medium, or low) High</p>				
3.2.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by persons with special physical needs (such as for adapting home facilities)			1	

<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>In Albania, specific public funding initiatives have been put in place to support this goal, demonstrating a commitment to address the unique needs of this vulnerable population, mobilizing financial resources to avoid any barriers and infrastructure dedicated to the provision of public services.</p> <p>A notable initiative is the adoption of standards for integrated mobile services within families for children with disabilities and their families by the Ministry of Health and Social Protection in June 2022. This initiative aims to provide comprehensive support for families, including access to safe drinking water, sanitary and hygienic facilities adapted to the specific needs of children with disabilities. The implementation of these standards is closely monitored by state social services to ensure that social care services, including infrastructure improvements, are financed and delivered effectively.</p> <p>In addition, central government funding supports infrastructure projects aimed at modernizing drinking water and sanitation services, particularly within institutions serving marginalized groups. For example, nursing homes and orphanages receive support for reconstruction or renovation projects through specific budget programs administered by the Ministry of Health and Social Care, but no specific budget has been identified in the entire budget to be identified for water sanitation, etc. These initiatives not only improve residents' living conditions, but also prioritize access to safe drinking water and sanitation facilities, promoting health and well-being.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) DCM no. 355, dated 02.06.2022 "for the approval of the standards of the integrated mobile service in the family, for children with disabilities and their families and the implementation manual. Instructions no. 667, dated 01.10.2019 for the control methodology of the biopsychosocial assessment of persons with disabilities. Medium-term budgets published on the official websites of line ministries and the Ministry of Finance. WEBSITE: https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/</p> <p>Reliability of the response: (high, medium, or low) High</p>			
<p>3.2.4 There are minimum technical standards that ensure the establishment of facilities accessible to persons with special physical needs</p>		1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) Yes, there are minimum technical standards that ensure the creation of accessible facilities for persons with special physical needs. The most important standards used in Albania are listed below.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>WEBSITE: https://qbz.gov.al/share/rU2YH5OUS1W7qYWrf2OSUQ DCM no. 1503, dated 19.11.2008, regulation on the use of spaces by persons with disabilities DCM no. 152, dated 13.03.2024 "for the approval of the National Social Protection Strategy 2024-2030 and the action plan for its implementation". DCM no. 114, dated 6.03.2024 "for the approval of design standards for hospitals and medical clinics".</p> <p>Reliability of the response: (high, medium, or low) Medium</p>			
<p>Please calculate the score for Area 3.2 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 5 Divide the number of total points by 4: 1.3</p>			
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>			

Area 3.3 Users of health facilities

Rationale. Uses of health facilities cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at health facilities.

	Yes	To a large extent	To a limited extent	No
3.3.1 There is data on levels of access to safe drinking water, sanitation and hygiene in health care facilities			1	

Scoring justification: (explain briefly and/or give examples that justify the answer)

All sanitation and hygiene in health care facilities have access to potable water and sanitation. In some isolated areas, there are water connections, but difficulties can be identified in continuing the service from the network. In most cases 24-hour service is supported through individual water tanks. There is no published database for these services. The regulatory framework, as described in decision no. 237, dated March 6, 2009, mandates health care facilities to ensure uninterrupted water supply and maintain sufficient water reserves during interruptions. This regulation underlines the importance of complying with standards to protect public health and ensure the provision of essential services in health care facilities.

In 2022, the inspection bodies of ISSH have carried out a total of 108 inspections and re-inspections in hospitals. These inspections revealed significant deficiencies related to hygienic and sanitary conditions, as well as problems with infrastructure and operational compliance with established regulations and protocols for hospital facilities. These deficiencies were observed in various areas, including environments, facilities and hydro sanitary systems, all of which failed to meet the standards described in the relevant protocols and regulations.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.

WEBSITE: <https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/>

DECISION No. 237, dated 06.03.2009, "On determining the criteria for opening and closing hospitals", (amended by the decision of the Council of Ministers no. 800, dated 11.12.2019).

WEBSITE: <https://qbz.gov.al/eli/vendim/2009/03/06/237>

<https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektiveve-2022.pdf>

Reliability of the response: (high, medium, or low)

medium

3.3.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by users of health care facilities			1	
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Scoring justification: (explain briefly and/or give examples that justify the answer)

Primary Health Care is considered a fundamental service in the efforts of the Albanian Health System to control diseases and protect the health of all citizens.

The Primary Health Care Strategy (PHC) in Albania is being built for the first time, but it has been drawn up on a well-established tradition. It says that the vast majority of the population's contacts with the health system are made at the level of health centers and many health problems are treated by general practitioners or even nurses in primary health care structures. Despite this, demographic and epidemiological changes, ever-increasing expectations for health care, together with high risks of increasing inequalities, require more support, adaptation and reforms in primary health care.

Means of verification used: (eg official documents, multi-stakeholder consultation, expert opinion)

Law no. 10 107, dated 30.3.2009 "on health care in the Republic of Albania".

WEBSITE: https://docs.google.com/document/d/1ugd-gRtG35_LTq3M7a3Zyir8J8e6FB7Z/edit?usp=sharing&oid=106217760227202599953&rtpof=true&sd=true

Decision no. 210, dated 6.4.2022 "for the approval of the national health strategy 2021-2030".

WEBSITE:

<https://docs.google.com/document/d/19cvO4wzZYFi5R3QL9KZJUUYZiOrOemY/edit?usp=sharing&oid=106217760227202599953&rtpof=true&sd=true>

Decision no. 405, dated 20.5.2020 "for the approval of the strategy for the development of primary health care services in

Albania 2020-2025".

WEBSITE: https://docs.google.com/document/d/1b_SwF6bWLqmykCtw5tkaiW47YfddZwe_/edit?usp=sharing&ouid=106217760227202599953&rtpof=true&sd=true

Reliability of the response: (high, medium, or low)
High

3.3.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by users of health care facilities

1

Score justification: (explain briefly and/or give examples that justify the answer)

In terms of marginalized groups, the central government finances drinking water and sanitation infrastructure, focusing mainly on domestic networks. This funding has been allocated through specific budget programs aimed at modernizing services. Examples of facilities that benefit from this support include hospitals, health centers and social centers that undergo reconstruction or renovation through projects overseen by the Ministry of Health and Social Care.

Means of verification used: e.g., official documents, multi-stakeholder consultation, expert opinion)

Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.

WEBSITE: <https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/>

Reliability of the response: (high, medium, or low)
High

3.3.4 Health care facilities have effective complaint mechanisms* inplace

1

Score justification: (explain briefly and/or give examples that justify the answer)

In decision no. 405, dated 20.04.2020 "On the approval of the strategy for the development of primary health care services in Albania 2020-2025" the document is followed by the operation and organization procedures of the operator, which include several regulations and mechanisms.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

Decision no. 405, dated 20.04.2020 "On the approval of the strategy for the development of primary health care services in Albania 2020-2025"

WEBSITE: <https://shendetesia.gov.al/wp-content/uploads/2022/10/Strategjia-Zhvillimit-t%C3%AB-Kujdesi-Paresor-2020-2025.pdf>

Procedural document for the organization and function of the operator of health care services.

WEBSITE: <https://shendetesia.gov.al/wp-content/uploads/2021/04/Rregullore-miratuar-DQOSHKSH.pdf>

Reliability of the response: (high, medium, or low)
High

3.3.5 Health care facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management*, functional handwashing facilities, and hygiene products: soap, menstrual pads/solutions, toilet paper)

1

Score justification: (explain briefly and/or give examples that justify the answer)

In urban areas, all health care facilities have access to the water supply and sewerage network. In rural areas where there is no water supply network, water sources are often provided through wells, allowing groundwater to be pumped. Most health care facilities, especially those that have been reconstructed, have separate toilets for men and women. Additionally, functional hand washing facilities and hygiene products are available in all facilities. Attention to this critical infrastructure has increased significantly during the period of the COVID-19 pandemic and accompanying measures.

Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)

There is no public data, but the conclusion can be from the general survey.

Referring to the lack of public data, the reasoning of the point is based on the opinion of the expert.

DCM no. 114, dated 6.03.2024 "for the approval of design standards for hospitals and medical clinics".

Reliability of the response: (high, medium, or low)
medium

Yes	To a large extent	To a limited extent	No
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3.3.6 Staff of health care facilities have been trained on good hy-giene practices and hygiene behavior promotion			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>All staff members of health facilities have the necessary knowledge and training for hygiene promotion. Strong support in this direction has been given during the COVID-19 pandemic, with information campaigns and posters published by the central government and various projects or organizations.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>There is no public data, but the conclusion can be from the general survey. Referring to the lack of public data, the reasoning of the point is based on the opinion of the expert.</p> <p>Reliability of the response: (high, medium, or low)</p> <p>High</p>				
<p>Please calculate the score for Area 3.3</p> <p>Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 6</p> <p>Divide the number of total points by 6: 1</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High..... Medium..... Low</p>				

Area 3.4 Users of educational facilities*

Rationale. Users of educational facilities (which include kindergartens, schools, and universities) cannot secure independent access to safe drinking water, sanitation and hygiene for a large part of the day and depend on the water, sanitation and hygiene services provided at educational facilities.

	Yes	To a large extent	To a limited extent	No
3.4.1 There is data on levels of access to safe drinking water, sanitation and hygiene in educational facilities (kindergartens, schools, universities)		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>The national report on the implementation of the platform for action presents the number of educational institutions (public and private) with access to drinking water, shared sanitary facilities and basic handwashing facilities for the year 2017. The National Education Strategy 2021-2026 aims to contribute in an education system that is based on the needs and interests of students; that creates the conditions and opportunities for students to build and develop their knowledge, skills and values required by society; that enables students to develop independently and contribute to their own well-being and society and to face life's challenges constructively.</p> <p>During the year 2022, 3839 inspections and re-inspections were carried out in public and non-public preschool educational entities, schools, higher education institutions, as well as dormitories and canteens of secondary and higher education institutions. 10% of them result with</p> <p>Bad condition of hydrosanitary annexes and their equipment. Lack of running water, lack of hot water. Lack of cooking block equipment in the gardens. Lack of necessary facilities in the nursery Inappropriate toilets for the age group in preschool educational institutions.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) National Education Strategy 2021-2026 WEBSITE:https://arsimi.gov.al/wp-content/uploads/2021/05/Draft-Strategjia-per-Arsimin-2021-2026.pdf</p> <p>The national report on the implementation of the platform for action presents the number of educational institutions (public and private) with access to drinking water. WEBSITE:https://shendetesia.gov.al/wp-content/uploads/2022/01/Raporti-Pekin25.docx</p> <p>WEBSITE:https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektimeve-2022.pdf</p> <p>Reliability of the response: (high, medium, or low) High</p>				
3.4.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene in educational facilities		3		
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>The national strategy for the water supply and sanitation sector from 2023 to 2030 emphasizes the commitment to ensure access to water supply and sanitation for the entire population. The Water Regulatory Authority (ERRU) has designated schools, kindergartens, nurseries, student dormitories and university campuses as public customers with a special status in the tariff determination methodology.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) National strategy of the water supply and sanitation sector 2023-2030 WEBSITE: https://qbz.gov.al/share/4F_MtM6rT--5YeF36W2LDQ DCM no. 319, dated 21.4.2017 "On the approval of design standards 2017 schools", amended 1 DCM No. 206, dated 29.1.2020 For an amendment to DCM no. 319, dated 12.4.2017, "on the approval of design standards of schools"</p> <p>Reliability of the response: (high, medium, or low) high</p>				

3.4.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene in educational facilities	3				
<p>Score justification: (explain briefly and/or give examples that justify the answer) For some educational facilities, drinking water and sewage infrastructure, mainly in the internal network, is financed by the local and central government, within the framework of specific budget programs for the modernization of educational infrastructure. Here we can list primary schools, secondary schools and universities.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Medium-term budgets published on the official websites of line ministries and the Ministry of Finance. WEBSITE: https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/</p> <p>Reliability of the response: (high, medium, or low) high</p>					
3.4.4 Educational facilities have effective complain mechanisms in place	3				
<p>Score justification: (explain briefly and/or give examples that justify the answer) The national strategy of the water supply and sanitation sector 2023-2030 envisages a commitment to fulfill obligations for access to water supply and sanitation for the entire population, including educational facilities. According to the National Education Strategy 2021-2026, the Law on Education and the Internal Regulations of every educational institution, it is mandated that every school establish a board of parents to deal with various issues related to the welfare of children in schools, including concerns and infrastructure complaints related to water and sanitation.</p> <p>In accordance with the "Regulation on the Appeal Procedure before the National Regulatory Commission of the Water Supply and Wastewater Treatment Sector for Licensees", dated April 19, 2019, any interested individual can submit a written complaint to ERRU if he thinks that their operator is failing to meet legal or contractual obligations. Initially, the complaint must be addressed to the operator, allowing compliance with the procedures established by the operator for the resolution of complaints. If the problem persists and the customer remains dissatisfied, they can escalate the matter by submitting a written complaint to ERRU. ERRU will then conduct an analysis, notifying the licensed operator of any alleged breach of contract or violation of law and requesting a formal written response.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) National strategy of the water supply and sanitation sector 2023-2030 WEBSITE: https://qbz.gov.al/share/4F_MtM6rT--5YeF36W2LDQ ERRU: "Regulation dated 19.04.2019 for the appeal procedure before the National Regulatory Commission of the Water Supply and Wastewater Treatment Sector for Licensees", WEBSITE: https://erru.al/an/ankesat/</p> <p>Reliability of the response: (high, medium, or low) high</p>					
		Yes	To a large extent	To a limited extent	No
3.4.5 Educational facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1		
<p>Score justification: (explain briefly and/or give examples that justify the answer) All educational facilities have separate toilets for men and women, facilities for washing hands. Hygiene products may very rarely be out of stock in some cases for short periods due to the distribution chain and procurement.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion) Expert opinion. There is no officially shared public data on this question.</p> <p>Reliability of the response: (high, medium, or low) medium</p>					

Please calculate the score for Area 3.4

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **12**

Divide the number of total points by 5: **2.4**

Please estimate the average reliability of the responses for this area (please mark one option)

High **Medium** **Low**

Area 3.5 Users of retirement homes

Rationale. Users of retirement homes cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at retirement homes.

	Yes	To a large extent	To a limited extent	No
3.5.1 There is data on levels of access to safe drinking water, sanitation and hygiene in retirement homes		2		

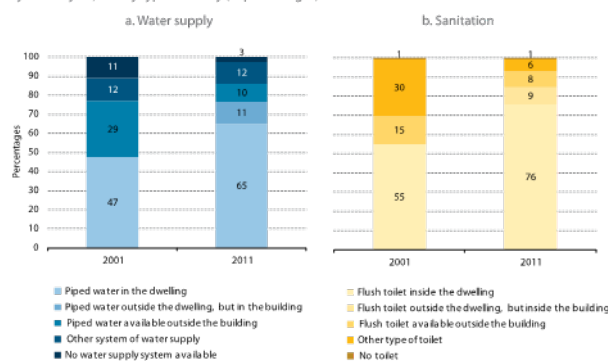
Score justification: (explain briefly and/or give examples that justify the answer)

According to instruction no. 581, dated 18.12.2017, "On the approval of the standards of social care services, family assistance, for the elderly", drafting the standards of domestic help for the elderly is one of the objectives of reforming the system of social care services. This reform targets a variety of home services for the elderly, including maintaining personal hygiene.

"INSTAT has conducted a study on the situation of the elderly in Albania. This study presents the access of the elderly to safe water supply systems according to the year of the population and housing census (2001 and 2011).

https://www.instat.gov.al/media/3550/population_ageing_situation_of_elderly_people_in_albania.pdf

Figure 3.8: Distribution of (a) water supply and (b) sanitation to the elderly population aged 65 and over, by census year, and by type of facility (in percentages)



The sanitary conditions of the elderly present a similar picture to the water supply situation. A large majority of 93% have access to some type of improved sanitation, but only 76% of them had this toilet inside their dwelling (Figure 3.8, panel b). About 6% have another type of toilet, for which the suitability is not known. An almost negligible percentage had no access to sanitation (less than 1%). Compared to 2001, a significant improvement is observed. At that time, only 70% of the elderly had access to a flush toilet, and only 55% had a toilet inside their home. Also, sanitary conditions for the elderly population have improved slightly more than for the population in general.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Decision no. 581, dated 18.12.2017, "On the approval of the standards of social care services, domestic assistance, for the elderly".

WEB: https://www.sherbimisocial.gov.al/wp-content/uploads/2014/03/Udh%C3%ABzim_581_18.12.2017.pdf

Reliability of the response: (high, medium, or low)

high

3.5.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene in retirement homes	3			
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Service standards in day care centers for the elderly are designed to guarantee the rights of the elderly in accordance with the Constitution of Albania, the Declaration Policy and international frameworks such as: the International Action Plan for the Elderly and the European Social Charter. These standards comply with the recommendations of the Council of Europe and support principles such as respect for individuality, equal opportunities and social integration. Similarly, the standards of social care services for the elderly in residential institutions are based on the fundamental principles of social care, including respect for individual values, equality, transparency and non-discrimination. These standards aim to promote independence and participation in community life among older individuals. The national strategy of the water supply and sanitation sector for 2023-2030 includes a commitment to ensure access to water supply and sanitation services for the entire population, including the elderly (Decision No. 823, dated 6.12.2006). The Water Regulatory Authority has recognized the elderly homes as public customers with a special status in the tariff determination methodology, emphasizing the importance of ensuring access to essential services for this vulnerable group.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Decision no. 823, dated 6.12.2006, "for the approval of social care service standards for the elderly in day care centers".</p> <p>WEBSITE: https://www.sherbimisocial.gov.al/wp-content/uploads/2016/12/Vendim-i-KM_823_06.12.2006-moshuar-ditore.pdf</p> <p>Decision no. 821, dated 6.12.2006 "for the approval of the standards of social care services for the elderly in residential centers".</p> <p>WEBSITE: https://www.sherbimisocial.gov.al/wp-content/uploads/2016/12/Vendim-i-KM_821_06.12.2006-moshuar-rezidencial.pdf</p> <p>National strategy of the water supply and sanitation sector, 2023-2030</p> <p>WEBSITE: https://qbz.gov.al/share/4F_MtM6rT--5YeF36W2LDQ</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
3.5.3 There is specific public funding to support access to safe drink-ing water, sanitation and hygiene in retirement homes		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>As far as nursing homes are concerned, drinking water and sewage infrastructure, mainly within the internal network, is financed by both local and central government resources through specific budget programs aimed at modernizing this infrastructure. Investments in these facilities are undertaken jointly by local and central authorities. In decision no. 821, dated December 6, 2006, "for the approval of service standards for the care of the elderly in residential centers", the drafting of standards for residential services aims to strengthen local government structures to fulfill new responsibilities in relation to fulfilling social conditions, community needs. This includes planning and allocating funds to create and support existing services for seniors within nursing homes.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.</p> <p>WEBSITE: https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/</p> <p>Decision 821, dated 06.12.2006 "for the approval of service standards of care for the elderly in residential centers".</p> <p>WEBSITE: https://qbz.gov.al/share/4GbJfQI0QP2xjICH6l656g</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
3.5.4 Retirement homes have water fountains (or other source of safedrinking water), separate toilets for males and females, func- tional handwashing facilities, and hygiene products (soap, men-strual pads/solutions, toilet paper)			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>All nursing home facilities are equipped with separate toilets for men and women, functional facilities for washing hands and necessary hygiene products to guarantee the health and well-being of residents.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Expert opinion, investigation.</p> <p>Reliability of the response: (high, medium, or low)</p>				

high				
	Yes	To a large extent	To a limited extent	No
3.5.5 Retirement homes have separate toilets for males and females		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>All nursing home facilities have separate toilets for men and women. Decision no. 821, dated 6.12.2006", in the package of service standards, includes respecting the client's privacy and dignity during personal hygiene services, standard 4 has this requirement.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Decision no. 821, dated 06.12.2006" For the approval of the social standards of the care service for the elderly in residential centers. WEBSITE: https://qbz.gov.al/share/4GbJfQI0QP2xj1CH6l656g</p> <p>Reliability of the response: (high, medium, or low) high</p> <p>Please calculate the score for Area 3.5 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 10</p> <p>Divide the number of total points by 5: 2</p> <p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>				

Area 3.6 Prisoners*

rationale. Prisoners cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at prisons and other detention centers.

	Yes	To a large extent	To a limited extent	No
3.6.1 There is data on levels of access to safe drinking water, sanitation and hygiene in prison facilities			2	
<p>Score justification: (explain briefly and/or give examples that justify the answer) The drinking water and sewage infrastructure in some prison facilities is financed by both the local and central governments, mainly through specific budget programs aimed at modernizing this infrastructure. However, the investments are mainly undertaken by the central government. Unfortunately, there is no public data on the level of access to drinking water and sanitation within these facilities.</p> <p>During the year 2022, the ISSH inspection bodies have carried out 65 inspections and re-inspections in the Institutions for the Execution of Criminal Decisions and detention facilities near the District Police Directorates and Commissariats. Inspections identified several deficiencies, including:</p> <ul style="list-style-type: none"> • Conditions that fall below hygienic and sanitary standards. • Insufficient material resources. • Unfavorable conditions for hydrosanitary infrastructure. • The presence of moisture in the areas where prisoners are housed. • Conditions that do not meet the standards of sanitary hygiene inside the kitchen. • Lack of proper implementation of DDD service <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Annual report of the State Sanitary Inspectorate, 2022 WEBSITE: https://ins-shendetesor.gov.al/wp-content/uploads/2023/07/Raporti-Vjetor-i-Inspektiveve-2022.pdf</p> <p>Reliability of the response: (high, medium, or low) high</p>				
3.6.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by prisoners		3		
<p>Score justification: (explain briefly and/or give examples that justify the answer) Law No. 81/2020 "On the rights and treatment of those sentenced to imprisonment and detention", deals with personal and environmental hygiene concerns within the prison premises. Article 36, paragraph 7, specifically states the continuous provision of drinking water to prisoners as a basic requirement.</p> <p>This regulation aims to establish guidelines for the organization and operation of the prison system, internal discipline and the treatment of prisoners with dignity and respect for their fundamental rights. It covers various aspects, including living conditions within the institution, environmental standards, norms of behavior for prisoners and measures aimed at their rehabilitation and reintegration into society in accordance with legal provisions.</p> <p>(Articles 31, 32)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) DCM no. 209, dated 6.4.2022 "for the approval of the general regulation of prisons". WEBSITE: https://dpbsh.gov.al/wp-content/uploads/2023/03/veindim-2022-04-06-209.pdf</p> <p>Law No. 81/2020 WEBSITE: https://qbz.gov.al/share/-NFeNNR-Tmy4vO5ULymqLA</p> <p>Reliability of the response: (high, medium, or low) High</p>				
3.6.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by prisoners			2	
<p>Score justification: (explain briefly and/or give examples that justify the answer) For some prison facilities, drinking water and sewage infrastructure, mainly in the internal network, is financed by the local and central government, within the framework of special budget programs for the modernization of this infrastructure. Investments are made through the central government.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p>				

Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.

WEBSITE: <https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/>

Reliability of the response: (high, medium, or low)

high

3.6.4 Prison facilities have effective complaint mechanisms in place

1

Score justification: (explain briefly and/or give examples that justify the answer)

Law No. 81/2020 "On the rights and treatment of those sentenced to imprisonment and detention", deals with personal and environmental hygiene concerns within the prison premises. Article 34 describes the procedure for submitting complaints by prisoners.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

WEBSITE: <https://dpbsh.gov.al/wp-content/uploads/2023/03/veindim-2022-04-06-209.pdf>

Law No. 81/2020

WEBSITE: <https://qbz.gov.al/share/-NFeNNR-Tmy4vO5ULymqLA>

Reliability of the response: (high, medium, or low)

high

3.6.5 Prison facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)

1

Score justification: (explain briefly and/or give examples that justify the answer)

All prison premises have separate toilets for men and women, functional facilities for washing hands and hygiene products. Typically, these facilities are regulated separately, as men's and women's prisons are separate entities.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Expert opinion and assessment.

Referring to the lack of public data, the reasoning of the point is based on the opinion of the expert.

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 3.6

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **9**

Divide the number of total points by 5: **1.8**

Please estimate the average reliability of the responses for this area (please mark one option)

High **Medium** Low

Area 3.7 People living in collective centers*and camps

Rationale. Asylum seekers, internally displaced people, migrants and other people living in collective centers and camps cannot secure independent access to safe drinking water, sanitation and hygiene and depend on the WASH services provided at those facilities.

	Yes	To a large extent	To a limited extent	No
3.7.1 There is data on levels of access to safe drinking water, sanitation and hygiene in collective centers and camps			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>The National Mechanism for the Prevention of Torture, Cruel, Inhuman or Degrading Treatment or Punishment, based on Article 19/1 of Law No. 8454, dated February 4, 1999, "On the Ombudsman", amended in Chapter I, Inspection, near the Center the National Reception of Asylum Seekers has verified the living conditions of asylum seekers in the Republic of Albania, as well as the measures taken to implement the recommendations of the Ombudsman given during previous inspections.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Law no. 8454, dated 4.02.1999 "On the Ombudsman", amended. WEBSITE:http://qbz.gov.al/eli/ligj/1999/02/04/8454</p> <p>Reliability of the response: (high, medium, or low) Low</p>				
3.7.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by people living in collective centers and camps		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Law 10/2021, "On Asylum in the Republic of Albania", in Article 44, states that Asylum Reception Centers must ensure minimum hygienic conditions.</p> <p>The Asylum Reception Center has the following responsibilities: a) organizes the work to ensure the collective acceptance of applicants for international protection; b) organizes work to ensure adequate living standards for international protection seekers; c) organizes work to ensure the development of pedagogical and educational programs and free legal counseling for applicants for international protection.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Decision no. 630, dated 27.10.2021 "on the organization and operation of the reception center for asylum". WEBSITE:https://docs.google.com/document/d/17T78uehoCxmEJ0Qh1ZdqH-99DRePmr4p/edit?usp=sharing&oid=106217760227202599953&rtpof=true&sd=true</p> <p>Decision no. 46, dated 7.2.2002 for the approval of the regulation "On the operation of reception and temporary treatment centers for non-asylum-seeking foreigners" WEBSITE:https://docs.google.com/document/d/1uWCVYIw4itEcV1m074lqXeZhteMy3MRg/edit?usp=sharing&oid=106217760227202599953&rtpof=true&sd=true</p> <p>Law 10/2021 "On Asylum in the Republic of Albania", in Article 44, states that Asylum Reception Centers must ensure minimum hygienic conditions. WEBSITE:http://qbz.gov.al/eli/ligj/2021/02/01/10</p> <p>Reliability of the response: (high, medium, or low) medium</p>				
3.7.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by people living in collective centers and camps		2		

Score justification: (explain briefly and/or give examples that justify the answer)

The asylum reception center is financed from the state budget, which is part of the budget of the Ministry of Interior that covers asylum issues.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Medium-term budgets published on the official websites of line ministries and the Ministry of Finance.

WEBSITE: <https://financa.gov.al/programi-buxhetor-afatmesem-ne-vite-2/>

Reliability of the response: (high, medium, or low)
medium

3.7.4 Collective centers and camps have effective complaint mechanisms in place			1	
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Score justification: (explain briefly and/or give examples that justify the answer)

Law 10/2021, "On Asylum in the Republic of Albania", in Article 44, states that Asylum Reception Centers must ensure minimum hygienic conditions.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Law 10/2021, "On Asylum in the Republic of Albania", in Article 44, states that Asylum Reception Centers must ensure minimum hygienic conditions.

WEBSITE: <http://qbz.gov.al/eli/ligj/2021/02/01/10>

Expert opinion: All camps have internal procedures that are not public and cannot be accessed, but these procedures have some actions related to complaint mechanisms in general.

Reliability of the response: (high, medium, or low)
medium

3.7.5 Collective centers and camps have water fountains (or other source of safe drinking water), separate toilets for males and fe-males, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1	
--	--	--	---	--

Score justification: (explain briefly and/or give examples that justify the answer)

During various crises, the Albanian government has shown commitment to manage this situation and these main services have also been provided.

The National Mechanism for the Prevention of Torture, Cruel, Inhuman or Degrading Treatment or Punishment, based on the verification of the living conditions of asylum seekers in the Republic of Albania, draws up a summary of the minimum living conditions in these centers.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Referring to the lack of public data, the reasoning of the point is based on the opinion of the expert.

Reliability of the response: (high, medium, or low)
medium

Please calculate the score for Area 3.7

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 7

Divide the number of total points by 5: 1.4

Please estimate the average reliability of the responses for this area (please mark one option)High

..... **Medium** Low

Area 3.8 Homeless people

Rationale. A number of people lack access to water and sanitation services not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include homeless people. Homeless people must rely on public water and sanitation facilities.

	Yes	To a large extent	To a limited extent	No
3.8.1 There is data on levels of access to safe drinking water, sanitation, and hygiene by homeless people				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) Official data on homeless people's access to drinking water and sanitation is not available.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Experts Opinion</p> <p>Reliability of the response: (high, medium, or low) High</p>				
3.8.2 There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by homeless people			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) The Social Housing Strategy 2016–2025 places particular importance on creating and strengthening a data collection system so that municipalities can recognize housing needs and design appropriate programs based on local resources.</p> <p>In Law No. 22/2018, "Social Housing" is defined as one of the conditions for adequate housing and access to public services. Public services include drinking water, electricity supply, sewage disposal and waste management. the conditions of the management of social housing for rent.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Law No. 22/2018 https://qbz.gov.al/share/T9rWG-cZSdS1ZUsqvdh5qA</p> <p>Reliability of the response: (high, medium, or low) medium</p>				
3.8.3 There is specific public funding to support access to safe drinking water, sanitation, and hygiene by homeless people			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) The Municipality of Tirana, through its structures, implements and manages the social service for the categories of risk, ensuring that the services offered are appropriate, effective, accessible and comprehensive. These programs ensure the guarantee of rights and standards of assistance and care for individuals and groups in need.</p> <p>The vision of TIRANA SHELTER, the only one in Albania, for the homeless is to provide an emergency shelter for the homeless identified in a street situation in the city of Tirana. This Center, in contrast to the administration of five other social centers under the Municipality of Tirana, serves as a functional shelter every day, where the target group can benefit from the package of necessary services from 8:00 p.m. to 8:00 a.m., and in cases where a civil emergency is declared, this center operates 24 hours a day, covering water, food, hygiene facilities, without any obstacle to the benefit of these services.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Social Plan of the Municipality of Tirana (It is not public)</p> <p>Reliability of the response: (high, medium, or low) high</p>				
3.8.4 There is an effective complaint mechanism in place covering facilities aimed at homeless people (public fountains, toilets, showers, and handwashing facilities)			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) Complaints are handled in Law No. 22/2018, "Social Housing," Article 28, Conditions of Management of Social Housing for Rent.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p>				

Law No. 22/2018

WEB: <https://qbz.gov.al/share/T9rWG-cZSdS1ZUsqvdh5qA>

Reliability of the response: (high, medium, or low)

high

	Yes	To a large extent	To a limited extent	No
3.8.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by homeless people				0

Score justification: (explain briefly and/or give examples that justify the answer)

In urban city centres, there are some public fountains and toilets managed by municipal authorities. However, on a national scale, the number of these facilities is very limited.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Referring to the absence of public data, the justification for the score is based on expert opinion.

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 3.8

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0):**3**

Divide the number of total points by 5: **0.6**

Please estimate the average reliability of the responses for this area (please mark one

option)

High **Medium** **Low**

Area 3.9 Travelers and Nomadic Communities

Rationale. A number of people lack access to safe drinking water, sanitation and hygiene services not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include travelers and nomadic communities. Travelers and nomadic communities have to rely on public facilities. (The challenge of settlements of ethnic minorities is considered under area 3.10).

	Yes	To a large extent	To a limited extent	No
3.9.1 There is data on levels of access to safe drinking water, sanitation and hygiene by travelers and nomadic communities			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Plan of Action of Roma and Egyptian Integration 2021-2025</p> <p>There are official public data related to the access to safe drinking water, sanitation and hygiene by travellers and nomadic communities.</p> <p>730 Roma and Egyptians have been identified during 2019 as having a civil registration which did not match to the real one. The data from the Regional Roma Survey indicate that 84% of the Roma community have access to electricity and 50% of them have access to piped water in their dwelling.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Action Plan for the Integration of Roma and Egyptians 2021-2025</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
3.9.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by travelers and nomadic communities			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>The adaption of the National Action Plans for Roma and Egyptian minorities (2021-2025) and for the LGBTI community (2021-2027) affirms the Albanian Government's commitment to further advance the respective agendas in compliance with the European standards and values. The European Union and the Council of Europe supported the respective domestic authorities in carrying out comprehensive analysis and inclusive series of consultations with the respective communities, in the drafting of the new Action Plans.</p> <p>The adopted Roma and Egyptians action plan, taking in consideration priorities established in the EU Roma Strategic Framework (2020-2030) and the CoE Strategic Action Plan for Roma and Travellers Inclusion (2020-2025), includes a new chapter on "Combating Antigypsyism". It aims to ensure that antigypsyism is recognised and addressed in public policies through systemic and structural change in order to contribute to an Albanian society free from discrimination against Roma and Egyptians.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>WEB: https://www.coe.int/en/web/tirana/-/kjdfkjs</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
3.9.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by travelers and nomadic communities			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Public funding to support access to safe drinking water, sanitation and hygiene by travellers and nomadic communities are only related to those services that are provided to these groups in the boarders in the reception centers for refuges and for Roma and Egyptian communities included in the Plan of integration of roma and Egyptian communities 2021-2025.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>reliability of the response: (high, medium, or low)</p> <p>high</p>				

3.9.4 There is an effective complaint mechanism in place covering facilities aimed at travelers and nomadic communities (public fountains, toilets, showers and handwashing facilities)				0										
<p>Score justification: (explain briefly and/or give examples that justify the answer) Based on Law no. 10 221 dated 04.02.2010 "On Protection from Discrimination," complaints are addressed to the Commissioner for Protection from Discrimination.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Law no. 10 221 dated 04.02.2010 "On Protection from Discrimination" WEBSITE:http://qbz.gov.al/eli/ligj/2010/02/04/10221</p> <p>Reliability of the response: (high, medium, or low) high</p>														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th style="width: 50%;"></th> <th style="width: 12.5%;">Yes</th> <th style="width: 12.5%;">To a large extent</th> <th style="width: 12.5%;">To a limited extent</th> <th style="width: 12.5%;">No</th> </tr> </thead> <tbody> <tr> <td data-bbox="76 658 928 853"> 3.9.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrualpads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by travelers and nomadiccommunities </td> <td data-bbox="928 658 1007 853"></td> <td data-bbox="1007 658 1121 853"></td> <td data-bbox="1121 658 1259 853" style="text-align: center;">1</td> <td data-bbox="1259 658 1477 853"></td> </tr> </tbody> </table>						Yes	To a large extent	To a limited extent	No	3.9.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrualpads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by travelers and nomadiccommunities			1	
	Yes	To a large extent	To a limited extent	No										
3.9.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrualpads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by travelers and nomadiccommunities			1											
<p>Score justification: (explain briefly and/or give examples that justify the answer) In each border there are established facilities for refugees (waiting centers), that are all equipped for providing safe drinking water, showers, handwashing, toilet paper. There are nomadic communities on the move where this access is limited because these facilities are lacking through the route they select to move.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Expert knowledge by IOM interventions in the border but they are not entitled in any specific public policy WEBSITE:https://shqiptarja.com/lajm/perurohet-kendra-e-registritrim-d-strehimite-kohishem-per-irregular-migrants-nepiken-e-kalimit-kufitar-kafe-worlde (the link shows the new center opened at a border point in Albania)</p> <p>Reliability of the response: (high, medium, or low) high</p>														
<p>Please calculate the score for Area 3.8 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 4</p> <p>Divide the number of total points by 5: 0.8</p> <p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>														

Area 3.10 Persons living in housing without safe drinking water and sanitation

Rationale. People belonging to vulnerable and marginalized groups often live in housing without basic water and sanitation, even if they are located in neighborhoods/localities with access. The causes include situations of illegal tenure, low quality of rented accommodation, squatting, as well as discrimination of ethnic minorities. (The challenge of full localities and informal settlements without access is considered under area 2.1)

	Yes	To a large extent	To a limited extent	No
3.10.1 There is data on lack of access to safe drinking water, sanitation and hygiene by households living in neighborhoods with access				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>There are no data public for indicating the lack to safe drinking water, sanitation and hygiene by households with access</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Expert opinion</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
3.10.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by households living in neighborhoods with access				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.10.3 There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.10.4 There is an official diagnostic of the problem and a characterization of the different situations (e.g., illegal tenure, ethnic discrimination, low quality of rented accommodation) through the use of effective complaint mechanisms			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>National Action Plan for the Equality, Inclusion, and Participation of Roma and Egyptians in the Republic of Albania envisages infrastructure investments in areas where the majority of Roma and Egyptians live, including the regulation of sewerage and water supply to improve access for Roma and Egyptians.</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>WEB: https://www.undp.org/sites/g/files/zskgke326/files/migration/al/46eb57a0095aac6d46fe42b6cfb302f66368453e0c284a07c0c7c9fd8d43760b.pdf</p> <p>Reliability of the response: (high, medium, or low)</p> <p>high</p>				
	Yes	To a large extent	To a limited extent	No

3.10.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Reliability of the response: (high, medium, or low)</p>				
<p>Please calculate the score for Area 3.10 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 0 Divide the number of total points by 5: 0</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>				

Area 3.11 Persons without access to safe drinking water, sanitation and hygiene at their workplaces

Rationale. While many people spend most of their time in their workplaces, there may be cases of work-places without adequate access to safe drinking water and sanitation.

	Yes	To a large extent	To a limited extent	No
3.11.1 There is data on lack of access to safe drinking water, sanitation and hygiene by workers at their workplaces				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) There are no data public for indicating the lack to safe drinking water, sanitation and hygiene at their workplaces</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.11.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by workers at their workplaces				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.11.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by workers at their workplaces				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.11.4 There is an effective complaint mechanism in place for persons without access to safe drinking water, sanitation and hygiene at their workplaces				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
	Yes	To a large extent	To a limited extent	No
3.11.5 Workplaces have water fountains (or other source of drinking water), adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)				0

Score justification: (explain briefly and/or give examples that justify the answer)

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Reliability of the response: (high, medium, or low)

Please calculate the score for Area 3.11

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **0**

Divide the number of total points by 5: **0**

Please estimate the average reliability of the responses for this area (please mark one option)

High Medium Low

Area 3.12 Users of markets and public transport*

Rationale. Users of markets and public transport often spend significant time away from safe drinking water and sanitation facilities (available at homes, workplaces and educational facilities) and are more exposed to sanitary risks

	Yes	To a large extent	To a limited extent	No
3.12.1 There is data on levels of access to safe drinking water, sanitation and hygiene in markets and public transport			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) Public transportation service is provided under the Municipality responsibility. The access to access to safe drinking water, sanitation and hygiene in public transport is limited. In the new established markets from the Municipality there are access to sanitation, but no information about the safe drinking water.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) Expert opinion</p> <p>Reliability of the response: (high, medium, or low) medium</p>				
3.12.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by citizens in markets and public transport				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.12.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by citizens in markets and public transport				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
3.12.4 There is an effective complaint mechanism in place covering facilities aimed at users of markets and public transport (public fountains, toilets, showers and handwashing facilities)				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
3.12.5 There are public fountains, toilets, and handwashing facilities with hygiene products (such as soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by users of markets and public transport				0
<p>Score justification: (explain briefly and/or give examples that justify the answer)</p> <p>Means of verification used: (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
<p>Please calculate the score for Area 3.8</p> <p>Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 0</p> <p>Divide the number of total points by 5: 0</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>				

Section 4.

Keeping safe drinking water, sanitation and hygiene affordable for all

Areas of Action	Relevant section in the <i>No one Left Behind</i> publication
4.1 Public policies to ensure affordability* of safe drinking water, sanitation and hygiene	section 6.1
4.2 Water and sanitation policy measures (to ensure affordability)	section 6.2
4.3 Social protection policy measures	section 6.3

Quantitative Information on Affordability

Please provide the official definition of affordability (and/or target) in your country/ region/city

	2021 or closest year (indicate year)	2015 or closest year (indicate year)	source (indicate whether this is an official source)
Amount of the average water and sanitation bill in the country/region/city (EUR per year)	104 Euro/Year	34 Euros/year	https://erru.al/doc/ERRU_Raporti_Vjeter_2015.pdf https://erru.al/doc/Raporti_Vjeter_2021.pdf WRA: the bill for family consumers does not exceed 5% of their average income
Amount of the water and sanitation bill in the country/region/city for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest decile, or people under the national poverty line) (EUR per year)	NI	NI	
Average disposable household income (or expenditure) (EUR per year)	8,118 Euro/year	6,794 Euro/year	INSTAT Household Budget Survey, 2015 and 2021 Note: the average monthly consumption

			expenses for a family, consisting of an average of 3.7 people
Average household income (or expenditure) for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest decile, or people under the national poverty line) (EUR per year)	NI	NI	
Public financial resources spent in ensuring the affordability of the water and sanitation bill (million EUR)	NI	NI	
Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita)	NI	NI	
Public financial resources spent in ensuring affordability of the water and sanitation bill (% of budget for water and sanitation)	NI	NI	

Area 4.1 Public policies to ensure affordability of safe drinking water, sanitation and hygiene

Rationale. The cost of water and sanitation service provision, either by networks or by self-provision, and including wastewater treatment charges, may represent a high financial burden, particularly for the poorest households. Affordability is a common and increasing concern. However, in many cases, national local policies do not address this issue.

	Yes	To a large extent	To a limited extent	No
4.1.1 There is data on how much households spend on safe drinking water, sanitation and hygiene services (including access to hygiene products: soap, menstrual pads/solutions, toilet paper) as proportion of their income	3			
<p>Score justification: (explain briefly and/or give examples that justify the answer) Data on household expenditures for water supply and sanitation services are utilized by the Water Regulatory Authority to determine and approve tariff services. These tariffs are designed not to exceed 5% of the monthly expenses of the Family Economic Unit (FUE), as reported annually by the "Household Budget Survey" published by INSTAT.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion). WEB: Water Regulatory Authority sector performance yearly report. https://erru.al/wp-content/uploads/2023/03/Raporti_Vjetor_2022-FINAL.pdf WEB: https://unece.org/sites/default/files/2022-06/3.5_Affordability_Albania.pdf WEB: INSTAT Household Budget Survey 2022 Reliability of the response: (high, medium, or low) high</p>				
4.1.2 WASH policies include affordable access as one of their objectives	3			
<p>WEB: Water Regulatory Authority sector performance yearly report. https://erru.al/wp-content/uploads/2023/03/Raporti_Vjetor_2022-FINAL.pdf Decision National Regulatory Commission No. 539, dated 30.12.2021 on the approval of the methodology and procedure for the support of water supply and sanitation services WEB: Water Regulatory Authority: https://www.erru.al/doc/Vendim_539_2021_per_metodologjine_e_llogaritjes_se_tarifave.pdf WEB: INSTAT Household Budget Survey 2022 Reliability of the response: (high, medium, or low) high</p>				
4.1.3 Social policy addresses affordability of safe drinking water sanitation and hygiene services		2		
<p>Score justification: (explain briefly and/or give examples that justify the answer) The service provider will supply the consumer with social assistance with 20 l/person per day, free of charge, and the company will install the water meter for water consumption beyond this rate to be paid. The social assistance customer list will be officially obtained from the local government units of the company's service area. (Session 4.5.2 point 1.e) Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) DCM no. 1304, dated 11.12.2009 Water Supply and Sewerage Services Code WEB: https://www.erru.al/doc/Kodi_i_Furnizimit_me_Uje_dhe_Kanalizimeve.pdf Reliability of the response: (high, medium, or low) high</p>				
4.1.4 There is a policy to address the affordability of self-supplied* WASH services				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) There are mechanisms for a household or any individual with no Water and Sanitation service provider in the area but not a policy to address the affordability of self-supplied WASH services. Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) <ul style="list-style-type: none"> Law no. 111/2012 on 'Integrated water resources management, as amended (and new draft Law under prep) WEB: TBC DCM No. 550/2020 permit/authorization for water use (abstraction, discharge) </p>				

WEB: TBC

DCM No. 993, dated 09.12.2020, the improvement of fees for the use of water, transboundary water, administrative payments for the discharge of water and their reuse

- DCM no. 1304, dated 11.12.2009 Water Supply and Sewerage Services Code

WEB: Water Regulatory authority: https://erru.al/wp-content/uploads/2022/03/Kontrata_Model_vendim_KKRR_date_08_07_2015.pdf

- Law no. 111/2012 on 'Integrated water resources management, as amended (and new draft Law under prep)

WEB: http://www.ambu.gov.al/wp-content/uploads/2022/05/Draft-Projektigj-Per-Burimet-Ujore-EUSIWM_23.05.2022.pdf

Reliability of the response: (high, medium, or low)

high

4.1.5 There is specific public funding to address affordability concerns for groups for whom WASH services are least affordable		2		
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Score justification: (explain briefly and/or give examples that justify the answer)

The answer to this question depends on the least affordable category. Example: 278 Roma and Egyptians families benefited through small grants for municipalities for new infrastructure, water supply and sewage, hydro- sanitary equipment or new constructions during year 2020. Currently Albania government recently adopted - National Strategy on Social Inclusion Document, 2023 – 2027 as follow up of the previous strategy covering 2016-2020.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

The referring report is prepared by the Ministry of Health and Social Protection in Albania with the support of the “Roma Integration Roma and Egyptians, 2020” Project implemented by the Regional Cooperation Council with the financial support of European Union and Open Society Foundations and the “Improving Municipal Social Protection Service Delivery” Joint UN Programme, funded by SDG Fund and implemented by United Nations Development Programme. The data is collected administratively by more than 200 public officials through the web based Romalb system (www.romalb.org).

WEB: adopt Draft - National Strategy on Social Inclusion Document, 2023 – 2027

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 4.1

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **10**

Divide the number of total points by 5: **2.0**

Please estimate the average reliability of the responses for this area (please mark one option)

High..... Medium Low

Area 4.2 Water and sanitation policy* measures (to ensure affordability)

Rationale. WASH sector* policies can address affordability concerns through different options: access subsidies, tariff reforms, and flexible payments. In turn, tariff design offers several options to address affordability issues, such as through social tariffs* or through carefully designed progressive tariff systems*. Preferential tariffs are mostly financed by higher tariffs on other users.

	Yes	To a large extent	To a limited extent	No
4.2.1 The public authorities have analyzed different options to address affordability issues through water and sanitation policy measures* (access subsidies, tariff reforms, flexible payments)	3			

Score justification: (explain briefly and/or give examples that justify the answer)

In 2022, Water Regulatory Authority started the implementation of a new methodology for tariff calculation of service providers based on a service provider 5-Year Business Plan. The aim of ERRU is to assess the household tariff impact and the coverage of operation and maintenance costs, while the range of total costs is a more distant objective. WRA consider that the bill for the WSS service to be financially affordable from household customers, should not exceed 5% of their average income.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

WEB: Water Regulatory Authority:

WEB: https://www.erru.al/doc/Vendim_539_2021_per_metodologjine_e_llogaritjes_se_tarifave.pdf

WEB: https://unece.org/sites/default/files/2022-06/3.5_Affordability_Albania.pdf

Reliability of the response: (high, medium, or low)

high

4.2.2 Water and sanitation policy measures (access subsidies, tariff reforms, flexible payments) have been included in a strategy to address affordability issues	3			
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Score justification: (explain briefly and/or give examples that justify the answer)

Priority water and sanitation policy measures that address affordability issues are included in Strategic Policy Objective #4 of the Strategy "Improving the financial sustainability and affordability of WU services under the principle of control and full coverage of operational costs" as below:

- Coverage of maintenance costs and capital investment expenses,
- Reconceptualization and unification of sector service fees, aiming to cover costs and protect consumers,
- Increasing the level of collection,
- Anticipation and implementation of a unified asset management and maintenance system,
- The implementation of a new approach to investments in the sector "toward the reduction of energy consumption through investments in the supply of energy from photovoltaics, the installation of pumps according to EU criteria and the installation of the SCADA program that increases the energy efficiency of WU Companies.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEBSITE: https://qbz.gov.al/share/zbtom_iBTO2ngrHuZC-AQg

Reliability of the response: (high, medium, or low)

high

4.2.3 Water and sanitation policy measures to address affordability issues (access subsidies, tariff reforms, flexible payments) have been implemented	3			
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Score justification: (explain briefly and/or give examples that justify the answer)

The Water Regulatory Body calculates/approves tariff services as affordable access that do not exceed 5% of the monthly expenses of the Household Economic Unit, based on INSTAT's annual publication "Household Budget Survey". According to the Water Regulatory Authority Report, 2022, there are still reserves to increase and maintain affordable access/service charges. (Page 21)

Affordability is more understandable by the consumer if it is expressed as the average amount of the monthly water bill that the household consumer has to pay based on metering or flat rate. INSTAT provides data in 10 deciles that reflect the difference in the standard of living of the population. It is noted that the 10th decile of families (the rich stratum of the population) consumes more than double (2.35) the monthly expenses of 95% of families nationwide. "Rich" families

(10th decile) since they unbalance the calculation of average monthly expenses for the entire population, are excluded for consideration in the affordability criteria. The comparison is made for the expenses of decile 1 and 3 families, which represent poor and near-poor families.

WEBSITE: https://unece.org/sites/default/files/2022-06/3.5_Affordability_Albania.pdf

Decile	Bera	Debar	Durres	Elbasan	ferri	Gjirrokastër	Korce	Kukes	Lezha	Shkoder	Tirana	Vlore	Betw. en.
1 (*)	27,299	34,309	35,926	34,023	31,562	28715	30,850	39,360	40,565	34,187	32,907	29,639	33,237
2	45,128	41,000	47,466	41,967	43,621	40,043	37714	51,174	44,631	48,881	44,748	39,713	43,805
3	54,262	43,354	54,170	46,528	48,819	46,676	50,086	59,554	57,645	53,101	53,133	40,485	50,809
4	56,811	54,019	59,060	56,137	57,535	54,474	47,060	71,145	61,457	58,849	62,478	47,123	57,244
5	59,301	55,246	56,309	53,571	63,163	52,285	60,356	61,219	66,649	60,265	69,367	46,046	61,127
6	64,325	57,507	77,765	69,239	68,872	64,276	70,924	71,652	68,349	75,761	73,967	58,963	69,532
7	77,625	64,185	85,158	72,912	76,013	66,257	74,798	80,817	72,434	79,375	77,376	61,310	75,691
8	87,085	67,052	91,334	70,219	86,030	92,150	78,955	72,222	81,933	84,465	92,599	75,886	86,089
9	94,555	89,439	110,239	85,987	110,271	82,262	104,372	71,885	116,322	101,662	108,199	101,133	104,398
10	141,868	91,948	138,155	101,560	163,988	135,669	154,703	183,805	167,664	163,115	158,404	136,702	152,079
1-10	70,826 (€590)	59,806 (€500)	75,558 (€630)	63,214 (€527)	74,987 (€625)	66,281 (€552)	70,982 (€591)	76,343 (€636)	77,765 (€648)	75,966 (€633)	77,284 (€644)	63,370 (€528)	73,401 (€612)
1-9)	62,932 (€524)	56,23 (€469)	68,603 (€572)	58,953 (€491)	65,096 (€542)	58,570 (€488)	61,679 (€514)	64,402 (€537)	67,776 (€565)	66,282 (€552)	68,270 (€569)	55,588 (€463)	64,659 (€539)

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

Annual performance report of the sector of the Water Regulatory Authority.

WEBSITE: https://erru.al/wp-content/uploads/2023/03/Raporti_Vjetor_2022-FINAL.pdf

Decision of the National Regulatory Commission No. 539, dated 30.12.2021 "for the approval of the methodology and procedure for the support of water supply and sewerage services".

Water Regulatory Authority:

WEBSITE: https://www.erru.al/doc/Vendim_539_2021_per_metodologjine_e_llogaritjes_se_tarifave.pdf

WEB: INSTAT Household Budget Survey 2022

Reliability of the response: (high, medium, or low)

high

4.2.4 Water and sanitation policy measures to ensure affordability (access subsidies, tariff reforms, flexible payments) contribute to the financial sustainability of WASH services provision

3

Score justification: (explain briefly and/or give examples that justify the answer)

Priority water and sanitation policy measures that address affordability issues are included in Strategic Policy Objective #4 of the Strategy "Improving the financial sustainability and affordability of WU services according to the principles of control and full coverage of operational costs" as below:

- Coverage of maintenance costs and capital investment expenses,
- Reconceptualization and unification of sector service fees, aiming to cover costs and protect consumers,
- Increasing the level of collection,
- Anticipation and implementation of a unified asset management and maintenance system
- The implementation of a new approach to investments in the sector "toward the reduction of energy consumption through investments in the supply of energy from photovoltaics, the installation of pumps according to EU criteria and the installation of the SCADA program that increases the energy efficiency of WU Companies.

Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)

- DCM No. 448, dated 26.07.2023 "For the approval of the National Strategy for the water and sewerage sector, 2023-2030.

WEBSITE: https://qbz.gov.al/share/zbtom_ibTO2ngrHuZC-AQg

Reliability of the response: (high, medium, or low)

high

Please calculate the score for Area 4.2

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **12**

Divide the number of total points by 4: **3**

Please estimate the average reliability of the responses for this area (please mark one option)

High **Medium** **Low**

Area 4.3 Social protection policy measures*

Rationale. Social protection policies can address WASH affordability concerns through different options: general social protection programmes, preventive measures, curative measures, disconnection bans). Pre-ventive measures are aimed at avoiding non-payment of water bills. Curative measures are aimed at facilitating the payment of water debts. Social protection policy measures are mostly financed by general (local, regional or national) taxes.

	Yes	To a large extent	To a limited extent	No
<p>4.3.1 The public authorities have analyzed different options to address affordability issues through social protection policy measures (general social protection programmes, preventive measures, curative measures, disconnection bans)</p>			1	
<p>Score justification: (explain briefly and/or give examples that justify the answer) The public authorities didn't analyse different options to address affordability issues through social protection policy measures. Related to disconnection bans: The service provider should supply the consumer with social assistance with 20 l/person per day, free of charge, and the company will install the water meter for water consumption beyond this rate to be paid. The social assistance customer list will be officially obtained from the local government units of the company's service area. (Session 4.5.2 point 1. e)</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion) DCM no. 1304, dated 11.12.2009 Water Supply and Sewerage Services Code</p> <p>WEB: https://www.erru.al/doc/Kodi_i_Furnizimit_me_Uje_dhe_Kanalizimeve.pdf</p> <p>Reliability of the response: (high, medium, or low) medium</p>				
<p>4.3.2 Social protection policy measures have been included in a strategy to address affordability issues</p>				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) Social protection policy measures are not included in the strategy to address affordability issues.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
<p>4.3.3 Social protection policy measures to address affordability issues have been implemented</p>				0
<p>Score justification: (explain briefly and/or give examples that justify the answer) Social protection policy measures that address affordability issues have not been implemented.</p> <p>Means of verification used: (e.g., official documents, multi-stakeholder consultation, expert opinion)</p> <p>Reliability of the response: (high, medium, or low)</p>				
<p>Please calculate the score for Area 4.3 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 1</p> <p>Divide the number of total points by 3: 0,3</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option):</p> <p>High Medium Low</p>				

Scoring Overview

Sections	Section title	Fields of Action of the Scorecard	Score	Reliability
Section1.	Steering Governance Framework to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene	1.1 Strategic framework for achieving equitable access	2.5	High
		1.2 Sector financial policies	2.1	High
		1.3 Rights and duties of users and other right-holders	3.0	High
Section 2.	Reducing geographical disparities	2.1 Public policies to reduce access disparities between geographical areas	1.8	High
		2.2 Public policies to reduce price disparities between geographical areas	2.3	High
		2.3 Geographical allocation of external support for the sector	3.0	High
Section 3.	Ensuring Access for Vulnerable and Marginalized Groups	3.1 Public policies to address the needs of vulnerable and marginalized groups	1.3	Medium
		3.2 Persons with special physical needs	1.3	Medium
		3.3 Users of health care facilities	1.0	Medium
		3.4 Users of educational facilities	2.4	Medium
		3.5 Users of retirement homes	2.0	Medium
		3.6 Prisoners	1.8	Medium
		3.7 People living in collective centres and camps	1.4	Medium
		3.8 Homeless people	0.6	Medium
		3.9 Travelers and nomadic communities	0.8	Medium
		3.10 Persons living in housing without safe drinking water and sanitation	0.0	Medium
		3.11 Persons without access to safe drinking water, sanitation and hygiene in their workplaces	0.0	Medium
Section 4.	Keeping safe drinking water, sanitation and hygiene affordable for all	4.1 Public policies to ensure affordability* of safe drinking water, sanitation and hygiene	2.0	High
		4.2 Water and sanitation policy measures (to ensure affordability)	3.0	High
		4.3 Social protection policy measures	0.3	Medium

Glossary of Key Terms

Access to safe drinking water and sanitation. In this document, access to safe drinking water and sanitation refers to *effective* access to the services, whether or not access is ensured through connections to public networks or through private solutions.

As used in this document, the concept includes four of the five dimensions that are required under the human right to water and sanitation:

- *availability*
- *accessibility*
- *acceptability*
- *quality/safety*.

It does not include *affordability*, as that dimension is addressed specifically in section 4 of the scorecard.

Drinking water is water that is used, or intended to be available for use, by humans for drinking, cooking, food preparation, personal hygiene, or similar purposes.

Safe drinking water is water with microbial, chemical, and physical characteristics that meet WHO guidelines or national standards on drinking water quality.

Accountability. In a human rights context, accountability encompasses monitoring mechanisms and remedies. Service providers and public officials must be accountable to the users. Promoting accountability includes developing effective monitoring bodies and processes; and devising sound indicators for assessing progress, affordability, and the fair and equitable distribution of water and sanitation resources according to needs. It also includes creating reliable, accessible, and effective judicial and administrative complaints mechanisms that allow individuals to air and satisfactorily redress their grievances.

Affordability. There is no universally accepted definition of affordability of water and sanitation services. In the human rights framework, water and sanitation services are unaffordable when paying for them would compromise the ability to pay for other essential needs that are guaranteed by human rights such as food, housing, education, and healthcare. To operationalize the concept of affordability, several countries, service providers, and international organizations have set affordability thresholds, for example, the percentage of household income used to pay for water and sanitation services.

Collective centers. Collective centers are pre-existing buildings and structures where large groups of displaced people find shelter for a short time while durable solutions are pursued. A variety of facilities may be used as collective centers - community centers, town halls, hotels, gymnasiums, warehouses, unfinished buildings, and disused factories.

Effective complaint mechanism. In the context of this document, a system that receives, processes, and responds appropriately to concerns from right-holders or the community regarding access to drinking water supply and sanitation services.

Development partners. In a development cooperation context, this refers to the range of partners that support a government from a transition or developing country to design and implement its development agenda. Those partners may include bilateral development cooperation agencies (e.g. the Swedish International Development Agency), international financial institutions (e.g. the World Bank), international technical cooperation institutions (e.g. UNECE), and international non-governmental organizations (e.g. Global Water Partnership).

Educational facilities. Refers to any building used principally for educational purposes in which a school is located or a course of instruction or training program is offered that has been approved or licensed by a state agency or board.

Emergency. An urgent, expected, unexpected, and usually dangerous situation that poses an imminent risk to health, life, property, or the environment and requires immediate action.

Equitable access to safe drinking water and sanitation. In the context of this document, this refers to access being similar for all people irrespective of where they live, whether they belong to vulnerable or marginalized groups, and to the associated costs being affordable for all users.

GDP. Gross domestic product is an indicator of the size of an economy measured through the value of the goods and services it produces. In this document, it should be indicated whether the GDP data provided is expressed in *nominal* (current year) terms or *real* terms (after correcting for inflation).

Health-care facilities. All facilities whose primary purpose is to promote, restore, and maintain health

Hygiene. Conditions and practices that help to maintain health and prevent the spread of diseases.

Informal settlements. Unplanned settlements and areas where housing is not in compliance with current planning and building regulations

Lowest quintile, lowest decile. The distribution of income or wealth in a country is usually analyzed by dividing the population into five or ten groups according to their level of income or wealth. When the number of groups is five, each group represents a “quintile”; when the number of groups is ten, each group represents a “decile”. “Lowest quintile” refers to the group with the lowest income or wealth, when society is divided into five groups. “Lowest decile” refers to the group with the lowest income or wealth, when society is divided into ten groups.

Markets. Locations, either in our outdoors, where people regularly gather for the purchase and sale of provisions, livestock, and other goods. Access to safe drinking water, sanitation, and hygiene services for users of markets can be provided through public fountains, toilets, and handwashing facilities within or in close distance to the market, for example.

Menstrual hygiene management. It refers to access to menstrual hygiene products to absorb or collect the flow of blood during menstruation, privacy to change the materials, and access to facilities to dispose of used menstrual management materials.

Non-discrimination. Non-discrimination is central to human rights. Discrimination on prohibited grounds including race, color, sex, age, language, religion, political or other opinion, national or social origin, property, birth, physical or mental disability, health status, or any other civil, political, social, or other status must be avoided, both in law and in practice.

Peri-urban areas. Areas that are adjoining urban areas, located between the suburbs and the countryside.

Poverty line. The value indicates the minimum level of an individual’s income that is considered adequate. Official poverty line definitions and values vary from country to country.

Prisoners. People who are in prison, whether or not they have received a final sentence. Public transport.

Progressive realization. Progressive realization of the human right to water and sanitation requires that States take specific and targeted steps to the maximum of their available resources. States are required to move towards the goal of full realization as expeditiously and effectively as possible, within the framework of international cooperation and assistance, where needed. Certain aspects of these rights are immediate obligations, including the requirement to guarantee them without discrimination.

Progressive tariff systems. Tariff systems where the tariff per cubic meter increases with the volume consumed. It is usually articulated by defining three or more blocks of water consumption and applying a different tariff to each block.

Public financial resources. Financial resources supplied by governments (whether national, regional, or local). The origin of the funds is mostly general taxation (e.g. income or value-added tax) but also includes other sources such as the provision of services by government departments (e.g. licensing charges) and borrowing (e.g. issuing government bonds).

Public transport. A system of transport for passengers by group available for use by the general public. Access to safe drinking water, sanitation, and hygiene services for users of public transport can be provided through public fountains, toilets, and handwashing facilities located in or in close distance to bus and train stations, for example.

Remedial action. Action taken to correct a situation where the human right to water and sanitation was not respected. Victims of human rights violations are entitled to adequate reparation, including restitution, compensation, satisfaction, and/ or guarantees of non-repetition. States have to provide accessible, affordable, timely, and effective remedies.

Right-holders. In the context of the human right to water and sanitation, this refers to every person.

Safely managed drinking water services. Drinking water from an improved source that is accessible on premises, available when needed, and free from fecal and priority chemical contamination. An improved drinking water source is defined as one that, by nature of its construction or through active intervention, is protected from outside contamination, in particular from contamination with fecal matter.

Safely managed sanitation services. Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or removed and treated offsite.

Sanitation. Collection, transport, treatment, and disposal or reuse of human excreta or domestic wastewater, whether through collective systems or by installations serving a single household or undertaking.

States must ensure without discrimination that everyone has physical and economic access to sanitation that is safe, hygienic, secure, socially and culturally acceptable, provides privacy, and ensures dignity.

Depending on the culture, acceptability can often require privacy, as well as separate facilities for women and men in public places, and for girls and boys in schools. Facilities will need to accommodate common hygiene practices in specific cultures, such as anal and genital cleansing. And women's toilets need to accommodate menstruation needs.

Self-supply. Self-supply of water and sanitation services, sometimes known as self-provision, refers to an approach of incremental improvements to water and sanitation services that are (mainly) financed by the user. Examples include investing in private boreholes, latrines, or septic tanks. Households who invest in water supply and sanitation services must obtain the financial resources necessary for these improvements; arrange for any needed private-sector services; and maintain their infrastructure.

Service provider. The public or private institution that operates water supply and/or sanitation systems.

Social protection policy measures. Measures to address the affordability of water and sanitation services that require the leadership of social protection authorities. They include general social protection programs, WASH-specific social protection initiatives, and disconnection bans.

Social tariffs. Tariffs include a discount for certain individuals or households due to their social characteristics (such as age, certified disability, or number of persons in the household).

Tariff reference values. In some countries, central authorities overseeing the water and sanitation sector have published "tariff reference values" to provide a reference on what is the expected level that water and sanitation tariffs should reach. They provide useful information to customers as well as to water and sanitation service providers, without infringing on the allocation of tariff-setting responsibilities (which usually remains at the local level).

Vulnerable and marginalized groups. Groups composed of individuals who have a particularly hard time exercising their rights to water and sanitation as they are living in vulnerable situations, or suffering discrimination or stigma (or a combination of these). Groups and individuals who have been identified as potentially vulnerable or

marginalized include women, children, inhabitants of (remote) rural and deprived urban areas, as well as other people living in poverty, refugees and internally displaced persons, minority groups (such as the Roma), indigenous groups, nomadic and traveler communities, elderly people, persons living with disabilities, persons living with HIV/AIDS or affected by other health conditions, people living in regions where water is scarce, and sanitation workers.

When identifying groups and individuals who are disadvantaged, States need to survey the population based on these grounds and investigate further when they find that certain groups are discriminated against. In the context of this document, vulnerable and marginalized groups include the homeless, nomads, the disabled, school children, hospitalized patients, people living in prisons and refugee camps, and people without secure tenure.

While gender issues related to access to water and sanitation must be taken into consideration to ensure equitable access, this document does not treat women as a vulnerable or marginalized group on its own.

WASH sector. Drinking water supply, sanitation, and hygiene sector. This includes policy-setting and regulatory authorities (at national and local levels), service providers, and other stakeholders.

Water and sanitation policy measures (to ensure affordability). Measures to address affordability concerns can largely be developed and implemented by the water and sanitation sector. They include access to subsidies, tariff measures, and payment facilities.

Annexe 2 The Equitable Access Scorecard, Summary scoring results

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
Score point		3,0	2,0	1,0	0	High	Medium	Low
1	Section 1: Steering governance frameworks to deliver equal access to safe drinking water sanitation and hygiene							
1.1	1.1 Strategic framework for achieving equitable access							
1.1.1	The human rights to safe drinking water and sanitation have been introduced in the country's legal order	3,0				High		
1.1.2	A strategic plan is in place to ensure equitable access to safe drinking water, sanitation* and hygiene		2			High		
1.1.3	Equitable access targets have been set	3,0				High		
1.1.4	Responsibilities for achieving equitable access have been identified and allocated, including those of local governments		2			High		
1.1.5	There are mechanisms in place to enable discussion and coordination by competent authorities, including local government		2			High		
1.1.6	The country/region/city has assessed the equity of access to safe drinking water, sanitation and hygiene		2			High		
1.1.7	The WASH sector's plans include measures to ensure equitable access to hygiene for all (such as hygiene roadmaps, guidelines for hygienic-sanitary measures, promotion of hygiene behavior, capacity-building efforts, availability of handwashing facilities, and access to hygiene products such as soap)	3,0				High		
1.1.8	The WASH sector's plans include measures to ensure preparedness and response of the WASH sector in emergency* situations (such as training of staff, communication campaigns, backup water sources, and, when relevant, classification of staff from WASH service providers* as a priority group for vaccination purposes)	3,0			0	High		
	Total 1.1	15,0	12,0	8	0	0		
	Average score 1.1	2,6						
1.2	Sector financial policies							
1.2.1	The amount of financial resources needed to achieve equitable access to safe drinking water, sanitation, and hygiene has been estimated	3,0				High		
1.2.2	The source of funding to achieve equitable access to safe drinking water, sanitation, and hygiene has been identified	3,0				High		
1.2.3	The finance strategies for the WASH sector take equity issues into account and include specific targets to eliminate them progressively	3,0				High		
1.2.4	There are mechanisms in place to induce service providers to implement investment plans that favor providing access to those right-holders* that lack it		2			High		
1.2.5	The national/regional/city government monitors and publicly reports financial resource allocation	3,0				High		
1.2.6	International financial support for the WASH sector takes equity issues into account			1		High		
1.2.7	The finance strategies for the WASH sector include measures to ensure that policy responses to pandemics and other emergencies do not undermine the financial sustainability of service providers				0	High		
	Total 1.2	12,0	12,0	2,0	1,0	-		
	Average score 1.2	2,1	2,1					
1.3	Rights and duties of users and other right-holders							

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
1.3.1	There are mechanisms in place to ensure that right-holders know their rights and obligations as well as how to access relevant information	3,0				High		
1.3.2	There are mechanisms in place to allow right-holders to participate in the decision-making process concerning the level and quality of access that they receive	3,0				High		
1.3.3	There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions	3,0				High		
1.3.4	There are mechanisms in place to allow right-holders to keep responsible authorities accountable	3,0				High		
Total 1.3		12,0	12,0					
Average score 1.3		3,0	3,0					
Average score session 1.0 = 1.1+1.2+1.3+ 1.4		2,6	2,5					

Section 1: Steering governance frameworks to deliver equitable access to safe drinking water sanitation and hygiene

Sector 2: Reducing geographical disparities

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
2	Sector 2: Reducing geographical disparities							
2,1	Public policies to reduce price disparities between geographical areas							
2.1.1	There is a public policy for reducing disparities between ur-ban, peri-urban*, and rural areas	3,0				High		
2.1.2	Integrated approaches have been adopted to support the delivery of water, sanitation, and hygiene services in rural areas and, informal settlements*				-	High		
2.1.3	There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural areas and, informal settlements*		2			High		
2.1.4	There are mechanisms in place to support the implementation of appropriate technical solutions for self-supply* of services by households in areas where there is no service provider		2			High		
2.1.5	WASH sector* policies mobilize sufficient financial resources to reduce the access gap in rural and peri-urban* areas according to the established targets		2			High		
	Total 2.1	9,0	3,0	6,0	-			
	Average score 2.1	2,6	1,8					
2,2	Public policies to reduce price disparities between geographical areas							
2.2.1	There are mechanisms in place to track prices as well as the cost of the provision of water and sanitation services	3,0				High		
2.2.2	Price benchmarking tools (such as affordability* indicators or tariff reference values*) have been introduced	3,0				High		
2.2.3	Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)		2			High		
2.2.4	The WASH sector is organized to enable cross-subsidization between localities with high-cost and low-cost service provision			1	0	High		
	Total 2.2	6,0	6,0	2	1	0		
	Average score 2.2	2,3	2,3					
2,3	Geographical allocation of external support for the sector							
2.3.1	Public authorities have identified in the WASH sector plans the areas that are lagging behind and require external support	3,0	0	0	0	High		
2,3	Geographical allocation of external support for the sector	3,0	0	0	0			
2.3.1	Public authorities have identified in the WASH sector plans the areas that are lagging behind and require external support	6,0	-	-	-	High		
2.3.2	There is international financial support to increase access in geographical areas that lag behind (as identified in the WASH sector plans)	3,0				High		
	Total 2.3	6,0	2,4					

Average score 2.3	3,0	3,0					
Average score session 2.0 = 2.1+2.2+2.3	2,6				-		

Sector 3: Ensuring access for vulnerable and marginalized groups

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
Score point		3,0	2,0	1,0	0	High	Medium	Low
3	Sector 3: Ensuring access for vulnerable and marginalized groups							
3.1	Public policies to address the needs of vulnerable and marginalized groups							
3.1.1	There is a safe drinking water, sanitation, and hygiene policy recognizing the special and differentiated needs of vulnerable and marginalized groups			1			medium	
3.1.2	Relevant policies in other sectors (e.g. social inclusion, social protection, education, health, prisons, and housing) include their role in ensuring access to safe drinking water, sanitation, and hygiene by vulnerable and marginalized groups			1			medium	
3.1.3	There are mechanisms in place to identify (in a participatory manner) and address the safe drinking water, sanitation, and hygiene needs of vulnerable and marginalized groups		2			High		
3.1.4	Public budgets provide specific funding to address the safe drinking water, sanitation, and hygiene needs of vulnerable and marginalized groups			1		High		
3.1.5	Integrated approaches (involving different administrations) have been adopted to support the delivery of safe drinking water sanitation and hygiene services for vulnerable and marginalized groups and eliminate their inequalities progressively		2			High		
3.1.6	When changes to customer services (such as digitalization of bill-ing) have been considered, their impacts on vulnerable and marginalized groups have been assessed, and solutions identified			1		High		
	Total 3.1	0		4	4	0		
	The average score of area of action 3.1	1,3	1,3					
3.2	Persons with special physical needs							
3.2.1	There is data on levels of access to safe drinking water, sanitation, and hygiene by persons with special physical needs			1			medium	
3.2.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by persons with special physical needs		2			High		
3.2.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by persons with special physical needs (such as for adapting home facilities)			1		High		
3.2.4	There are minimum technical standards that ensure the establishment of facilities accessible to persons with special physical needs			1			medium	
	Total 3.2	3,0	-	2	3	-		
	The average score of the area of action 3.2	1,8	1,3					
3,3	Users of healthcare facilities							
3.3.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in healthcare facilities			1			medium	
3.3.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by users of healthcare facilities			1		high		

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
3.3.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by users of healthcare facilities			1		high		
3.3.4	Healthcare facilities have effective complaint mechanisms* in place			1		high		
3.3.5	Healthcare facilities have water fountains (or other sources of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management*, functional handwashing facilities, and hygiene products: soap, menstrual pads/solutions, toilet paper)			1			medium	
3.3.6	The staff of health care facilities has been trained on good hygiene practices and hygiene behavior promotion			1		high		
Total 3.3		0	-	0	6	0		
The average score of the area of action 3.3		0,8	1,0					
3.4	Users of educational facilities							
3.4.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in educational facilities (kindergartens, schools, universities)		2				medium	
3.4.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene in educational facilities	3,0				high		
3.4.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene in educational facilities	3,0				high		
3.4.4	Educational facilities have effective complaint mechanisms in place	3,0				high		
3.4.5	Educational facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1			medium	
Total 3.4		9,0	9,0	2	1	0		
The average score of the area of action 3.4		2,0	2,4					
3.5	Users of retirement homes							
3.5.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in retirement homes		2		-		medium	
3.5.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene in retirement homes	3,0				high		
3.5.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene in retirement homes		2			high		
3.5.4	Retirement homes have water fountains (or other source of safe drinking water), separate toilets for males and females, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1			medium	
3.5.5	Retirement homes have separate toilets for males and females		2			high		
Total 3.5		3,0	3,0	6	1	-		
The average score of the area of action 3.5		1,6	2,0					

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
3.6	Prisoners							
3.6.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in prison facilities		2		-	high		
3.6.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by prisoners	3,0				high		
3.6.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by prisoners		2			high		
3.6.4	Prison facilities have effective complaint mechanisms in place			1		high		
3.6.5	Prison facilities have water fountains (or another source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1		high		
Total 3.6		3,0	3,0	4	2			
The average score of the area of action 3.6		1,6	1,8					
3.7								
3.7.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in collective centers and camps			1				Low
3.7.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by people living in collective centers and camps		2				medium	
3.7.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by people living in collective centers and camps		2				medium	
3.7.4	Collective centers and camps have effective complaint mechanisms in place			1			medium	
3.7.5	Collective centers and camps have water fountains (or another source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)			1			medium	
Total 3.7		0		4	3			
The average score of the area of action 3.7		1,6	1,4					
3.8	Homeless people							
3.8.1	There is data on levels of access to safe drinking water, sanitation, and hygiene by homeless people				0	High		
3.8.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene for homeless people			1			medium	
3.8.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by homeless people			1		High		
3.8.4	There is an effective complaint mechanism in place covering facilities aimed at homeless people (public fountains, toilets, showers, and handwashing facilities)			1		High		
3.8.5	There are public fountains, toilets, showers, and handwashing facilities with hygiene products (soap, menstrual pads/solutions, toilet paper) to support				0	High		

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
	access to safe drinking water, sanitation, and hygiene by homeless people							
Total 3.8		0			3	0		
The average score of the area of action 3.8		0	0,6					
3.9	Travelers and Nomadic Communities							
3.9.1	There is data on levels of access to safe drinking water, sanitation, and hygiene by travelers and nomadic communities			1	0	High		
3.9.2	There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by travelers and nomadic communities			1	0	High		
3.9.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by travelers and nomadic communities			1		High		
3.9.4	There is an effective complaint mechanism in place covering facilities aimed at travelers and nomadic communities (public fountains, toilets, showers, and handwashing facilities)				0	High		
3.9.5	There are public fountains, toilets, showers, and handwashing facilities with hygiene products (soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation, and hygiene by travelers and nomadic communities			1		High		
Total 3.9					4	0		
The average score of the area of action 3.9		0,6	0,8					
3.10	Persons living in housing without safe drinking water and sanitation							
3.10.1	There is data on the lack of access to safe drinking water, sanitation, and hygiene by households living in neighborhoods with access				0	High		
3.10.2	There is a public policy to address the lack of access to safe drinking water, sanitation, and hygiene by households living in neighborhoods with access				0	High		
3.10.3	There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access				0	High		
3.10.4	There is an official diagnostic of the problem and a characterization of the different situations (e.g. illegal tenure, ethnic dis-crimination, low quality of rented accommodation) through the use of effective complaint mechanisms				0	High		
3.10.5	There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access				0	High		
Total 3.10			-	0	0	0		
The average score of the area of action 3.10		0	-					
3.11	Persons without access to safe drinking water, sanitation, and hygiene at their workplaces							
3.11.1	There is data on the lack of access to safe drinking water, sanitation, and hygiene by workers at their workplaces				0	High		
3.11.2	There is a public policy to address the lack of access to safe drinking water, sanitation, and hygiene by workers at their workplaces				0	High		

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
3.11.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by workers at their work-places				0		medium	
3.11.4	There is an effective complaint mechanism in place for persons without access to safe drinking water, sanitation, and hygiene at their workplaces				0	high		
3.11.5	Workplaces have water fountains (or other source of drinking water), adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)				0		medium	
Total 3.11			-	0	0	0		
The average score of the area of action was 3.11		0	-					
3.12	Users of markets and public transport*							
3.12.1	There is data on levels of access to safe drinking water, sanitation, and hygiene in markets and public transport				0		medium	
3.12.2	There is a public policy to address the lack of access to safe drinking water, sanitation, and hygiene by citizens in markets and public transport				0		medium	
3.12.3	There is specific public funding to support access to safe drinking water, sanitation, and hygiene by citizens in markets and public transport				0		medium	
3.12.4	There is an effective complaint mechanism in place covering facilities aimed at users of markets and public transport (public fountains, toilets, showers, and handwashing facilities)				0		medium	
3.12.5	There are public fountains, toilets, and handwashing facilities with hygiene products (such as soap, menstrual pads/ solutions, and toilet paper) to support access to safe drinking water, sanitation, and hygiene by users of markets and public transport				0		medium	
Total area of action 3.12				0	0	0		
The average score of the area of action was 3.12		1,0	-	0				
Toral Session 3		14,7	12,6					
Average score session 3.0 = SUM (3.1-3.12)		1,2	1,0					

Sector 4: Keeping water and sanitation affordable for all

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
4	Sector 4: Keeping water and sanitation affordable for all							
4.1	Public policies to ensure affordability* of safe drinking water, sanitation, and hygiene							
4.1.1	There is data on how much households spend on safe drinking water, sanitation, and hygiene services (including access to hygiene products: soap, menstrual pads/solutions, toilet paper) as a proportion of their income	3,0				High		
4.1.2	WASH policies include affordable access as one of their objectives	3,0				High		
4.1.3	Social policy addresses the affordability of safe drinking water sanitation and hygiene services		2			High		
4.1.4	There is a policy to address the affordability of self-supplied* WASH services				0	High		
4.1.5	There is specific public funding to address affordability concerns for groups for whom WASH services are least affordable		2			High		
	Total 4.1	6,0	4	0	0			
	Average score 4.1	2,0				High		
4.2	Water and sanitation policy* measures (to ensure affordability)							
4.2.1	The public authorities have analyzed different options to address affordability issues through water and sanitation policy measures* (access subsidies, tariff reforms, flexible payments)	3,0				High		
4.2.2	Water and sanitation policy measures (access subsidies, tariff reforms, flexible payments) have been included in a strategy to address affordability issues	3,0				High		
4.2.3	Water and sanitation policy measures to address affordability issues (access subsidies, tariff reforms, flexible payments) have been implemented	3,0				High		
4.2.4	Water and sanitation policy measures to ensure affordability (access subsidies, tariff reforms, flexible payments) contribute to the financial sustainability of WASH services provision	3,0				High		
	Total 4.2	12,0	-	-	-			
	Average score 4.2	3,0				High		
4.3	Social protection policy measures*							
4.3.1	The public authorities have analyzed different options to address affordability issues through social protection policy measures (general social protection programs, preventive measures, curative measures, disconnection bans)			1		Medium		
4.3.2	Social protection policy measures have been included in a strategy to address affordability issues				0	Medium		

No	Section Area/Action	Yes	To a large extent	To a limited extent	No	High	Medium	Low
	Score point	3,0	2,0	1,0	0	High	Medium	Low
4.3.3	Social protection policy measures to address affordability issues have been implemented				0	Medium		
	Total 4.3	-	-	1,0	-			
	Average score 4.3	0,3				Medium		
	Average score session 4.1+4.2+4.3	1,8				High		
	National Average Score: 1.0+2.0+3.0+4.0	1,9				High		

Annexe 3, Launching workshop invitation and agenda 30.11.2023 Tirana

“NATIONAL SELF-ASSESSMENT FOR EQUITABLE ACCESS TO WATER AND SANITATION”

Monday, 30 October 2023, Tirana

Agenda

9:00-9:30	Coffee AND registration of participants
9:30-9:45	<p>Welcome and purpose of the activity</p> <p><u>Moderator</u> : Mr. Arduen Karagjozi, <i>Director, Directory of Strategic Management, Water Resource Management Agency-AMBU</i></p> <ul style="list-style-type: none"> - Ms. Gerta Lubonja, General Director-Water Resources Management Agency - Ms. Fiona McCluney, UN Resident Coordinator in Albania <p>Objectives and Program of Activities</p> <ul style="list-style-type: none"> - Ms. Diane Guerrier, <i>Environmental Affairs Officer, UNECE</i>
session 1 – Preparation	
<u>Moderator</u> : Mrs. Ermela Kraja, <i>Head of Water Resources Sector, Water Resources Management Agency</i>	
9:45-9:55	<p>Introductory tour-de-table</p> <p><i>All participants</i></p>
9:55-10:10	<p>Introduction to the UNECE-WHO/Europe Protocol on Water and Health</p> <p><u>Mr. Armin Bigham Ghazani</u>, <i>Associate Environmental Affairs Officer, UNECE</i></p>
10:10-10:40	<p>National Situation of Water and Sanitation Access in Albania:</p> <p>Status of National Targets under the Protocol, the WASH Situation, and Contemporary Challenges in Albania</p> <ul style="list-style-type: none"> - Mr. Arduen Karagjozi, <i>Director, Directory of Strategic Management, AMBU</i> - Mrs. Ermela Edge, <i>Head of Water Resources Sector, AMBU</i> - Ms. Ana Majko, <i>Local Expert on Social Protection Issues</i>
10:40-11:00	<p>Overview of the “National Self-Assessment for Equitable Access to Water and Sanitation” Scorecard and the Methodology for Completing It</p> <ul style="list-style-type: none"> - Mrs. Diana Guerrier, <i>Environmental Affairs Officer, UNECE</i>
11:00-11:40	<p>Overview of the “National Self-Assessment for Equitable Access to Water and Sanitation” Scorecard and the Methodology for Completing It</p> <ul style="list-style-type: none"> - Mr. Mikhail Kochubobovski, <i>Head of the Department of Water Safety and Environmental Hygiene, Institute of Public Health of North Macedonia</i>
	<ul style="list-style-type: none"> - Mrs. Diana Drujovic, <i>Director of the Center for Hygiene and Environmental Health, Institute of Public Health of Montenegro</i> <p>Questions and answers</p>

Session 2 – Next Steps	
<i>Moderator: Ms. Ermela Kraja, Head of Water Resources Sector, AMBU</i>	
11:40-12:00	<p>Plans for Completing the “National Self-Assessment for Equitable Access to Water and Sanitation” Scorecard: Objectives and Expected Outcomes, Process, and Program</p> <p><i>Mr. Arduen Karagjozi, Director, Directory of Strategic Management, AMBU</i></p>
12:00-13:00	<i>Lunch time</i>
13:00-15:00	<p>Group Work Discussion: Possible Information Sources and Identification of Stakeholders by Sections of the Self-Assessment Scorecard</p> <p>Group I: National Strategic Framework for Providing Equal Access to Safe Drinking Water and Sanitation (Facilitated by <i>Ms. Ermela Kraja</i>)</p> <p>Group II: Reducing Geographical Inequalities (Facilitated by <i>Ms. Zhaneta Miska</i>)</p> <p>Group III: Ensuring Access for Vulnerable and Marginalized Groups (Facilitated by <i>Ms. Ana Majko</i>)</p> <p>Group IV: Maintaining Safe and Affordable Drinking Water, Sanitation, and Hygiene Services for All (Facilitated by <i>Ms. Enkelejda Gjinali</i>)</p> <p>Question and Answer</p>
15:00-15:15	<i>Coffee break</i>
15:15-16:00	<p>Reporting from Group Discussions and Identifying Collaboration Steps</p> <p>Rapporteur of Group I Rapporteur of Group II Rapporteur of Group III Rapporteur of Group IV</p> <p>Discussions</p>
16:00-16:05	<p>Summary of Work and Reporting from the Working Groups</p> <p><i>Mrs. Ermela Kraja, Head of Water Resources Sector, AMBU</i></p>
16:05-16:15	<p>Summary, next steps and closing of the activity</p> <ul style="list-style-type: none"> - <i>Mr. Armin Bigham Ghazani, UNECE</i> - <i>Mr. Arduen Karagjozi, AMBU</i>

Annexe 4, Findings Workshop Invitation and Agenda, 27.03.2024 Tirana

Subject: Invitation to the Findings Workshop of the Equitable Access to Water and Sanitation self-assessment project in Albania on 27 March 2024 (09:00-17:15) in Tirana, Hilton Garden Inn

Dear Madam or Sir,

The Water Resources Management Agency of Albania (AMBU), supported by the United Nations Economic Commission for Europe (UNECE) as the co-secretariat of the UNECE-WHO/Europe Protocol on Water and Health, is pleased to invite you to the Findings Workshop of the Equitable Access to Water and Sanitation self-assessment project in Albania to be held at the Hilton Garden Inn in Tirana on 27 March 2024, 09:00-17:15.

The workshop will take place under the framework of the UNECE-WHO/Europe Protocol on Water and Health. It will present the preliminary findings of the self-assessment on equitable access to water and sanitation. In particular, it will review and analyze the existing governance framework to enable equitable access to water and sanitation and discuss potential ways forward to address identified gaps. The workshop will also shed light on geographical disparities, specific barriers faced by vulnerable and marginalized communities, and affordability issues surrounding access to water and sanitation identified in Albania through the assessment.

The findings workshop will thus provide an important opportunity for a broad range of stakeholders from government, water and sanitation service providers, and civil society to comment, complement, and validate these findings to identify priority areas for action at both technical and political levels. In this regard, we kindly invite you to contribute to the discussions during the workshop.

The findings workshop is an official follow-up to the [Inception Workshop on Equitable Access to Water and Sanitation in Tirana](#), held in Tirana on 30 October 2023.

This invitation is a follow-up to your formal nomination. For further reference, kindly find attached the provisional agenda for the workshop. Finally, we invite you to confirm your attendance **by 19 March 2024** to Ms. Ermela Toçi at ermela.kraja@ambu.gov.al.

We look forward to your participation and contribution.

Sincerely yours,

Ms. Sonja Koepfel
Co-Secretary of the Protocol on
Water and Health, UNECE

Ms. Gerta Lubonja
General Director, Water Resources
Management Agency of Albania



Agenda

Date, 27.03.2024, Tirana-Albania

9:00-9:30	Welcome coffee and registration of participants
9:30-9:55	<p>Opening remarks</p> <p><u>Moderator:</u> Mr. Arduen Karagjozi, <i>Director, Directory of Strategic Management, Water Resource Management Agency-AMBU</i></p> <ul style="list-style-type: none"> - Ms. Gerta Lubonja, <i>General Director, AMBU</i> - Ms. Irena Mitro, <i>Ministry of Health and Social Protection</i> - Ms. Fiona McCluney, <i>UN Resident Coordinator in Albania</i> - Ms. Geraldine McWeeny, <i>WHO Representative in Albania</i> - Ms. Diane Guerrier, <i>Environmental Affairs Officer, UNECE</i>
Session 1 – Setting the stage	
<u>Moderator:</u> Mr. Arduen Karagjozi, <i>Director, Directory of Strategic Management, Water Resources Management Agency</i>	
9:55-10:05	<p>Introductory tour-de-table</p> <p><i>All participants</i></p>
10:05-10:20	<p>Equitable Access to Water and Sanitation under the UNECE-WHO/Europe Protocol on Water and Health</p> <p>Mr. Armin Bigham Ghazani, <i>Associate Environmental Affairs Officer, UNECE</i></p>
10:20-10:30	<p>Driving action on access to water sanitation for all under the Protocol: experiences from other countries</p> <p>Ms. Diane Guerrier, <i>Environmental Affairs Officer, UNECE</i></p>
10:30-10:45	Coffee break
Session 2 – Assessing Equitable Access to Water and Sanitation in Albania	
<u>Moderator:</u> Ms. Ermela Kraja, <i>Head of Water Resources Sector, Water Resources Management Agency</i>	
10:45-11:00	<p>Assessing equitable access in Albania: background, objectives and methodology</p> <p>Mr. Arduen Karagjozi, <i>Director, Directory of Strategic Management, Water Resources Management Agency</i></p>

11:00-13:00	<p>Main findings of the Equitable Access self-assessment in Albania</p> <p>Steering governance frameworks for equitable access to water and sanitation Reducing geographical disparities</p> <ul style="list-style-type: none"> - Ms. Ermela Kraja, <i>Head of Water Resources Sector, Water Resources Management Agency</i> <p><i>Questions and answers</i></p> <p>Ensuring access for vulnerable and marginalized communities</p> <ul style="list-style-type: none"> - Ms. Irena Mitro, <i>Ministry of Health and Social Protection</i> - Ms. Ana Majko, <i>Consultant</i> <p><i>Questions and answers</i></p> <p>Keeping water and sanitation affordable for all</p> <ul style="list-style-type: none"> - Ms. Enkelejda Gjinali, <i>Lead consultant</i> <p><i>Questions and answers</i></p>
13:00-14:00	Lunch break
14:00-14:45	<p>Interactive brainstorming in breakout groups</p> <p>Discuss a preliminary roadmap to address gaps and challenges identified during the assessment:</p> <ul style="list-style-type: none"> • Steering governance frameworks for equitable water and sanitation (Facilitated by Ms. Ermela Kraja) • Reducing geographical disparities (Facilitated by Ms. Irena Mitro) • Ensuring access for vulnerable and marginalized groups (Facilitated by Ms. Ana Majko) • Keeping water and sanitation affordable for all (Facilitated by Ms. Enkelejda Gjinali)
14:45-15:00	Coffee break
15:00-15:45	<p>Discuss a preliminary roadmap to address gaps and challenges identified during the assessment:</p> <ul style="list-style-type: none"> • Suggestions from Group 1 • Suggestions from Group 2 • Suggestions from Group 3 • Suggestions from Group 4 <p><i>Wrap-up by the facilitator</i></p> <p>Facilitator of the discussion: Ms. Ermela Kraja, <i>Head of Water Resources Sector, Water Resources Management Agency</i></p>
15:45-16:00	<p>Conclusions of the workshop, ways forward, and closing</p> <ul style="list-style-type: none"> - Mr. Arduen Karagozi, <i>Water Resources Management Agency</i> - Ms. Zhaneta Miska, <i>Ministry of Health and Social Protection</i> - Mr. Armin Bigham Ghazani, <i>Associate Environmental Affairs Officer, UNECE</i>

Annexe 5 National Focal Points of the Protocol on Water and Health

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**FINDING WORKSHOP
EQUITABLE ACCESS TO WATER AND SANITATION SELF-ASSESSMENT IN ALBANIA**

VENUE "HILTON GARDEN INN" TIRANA

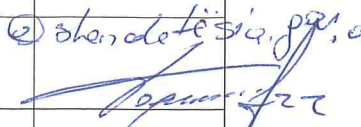





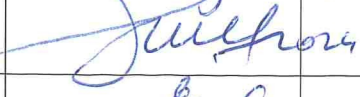


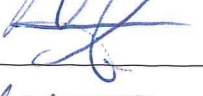
Wednesday, 27 MARS 2024

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