

Self-Assessment Score-card

Equitable Access to Water and Sanitation

Serbia Country Report







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List of Acronyms

EU	European Union
GDP	Gross domestic product
IPHS	Institut of Public Health of Serbia „Dr Milan Jovanović Batut“
JB	Joint Body
LSG	Local Self-Government
MAFWM	Ministry of Agriculture, Forestry and Water Management
MoEP	Ministry of Environmental Protection
MoH	Ministry of Health
MICS	Multiple Indicators Cluster Survey
MLGSA	Ministry of Local Government and State Administration
NFP	National Focal Point
NGO	Non-Governmental Organisation
PUC	Public Utility Company
REDASP	Regional Economic Development Agency for Šumadija and Pomoravlje
RS	Republic of Serbia
UN	United Nation
UNECE	United Nations Economic Commission for Europe

Introduction

Since 16 April 2013, Serbia is a Party to UNECE – WHO/Europe Protocol on Water and Health. One of the main objectives of the Protocol on Water and Health is provision of safe drinking water and sanitation to everyone, with special consideration to ensure equitable access to these services to all members of the population. 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.

The human right to water and sanitation entitles everyone to water and sanitation that is available, accessible, affordable, acceptable and safe (Committee on the Economic, Social and Cultural Rights, General Comment 15 (E/C.12/2002/11), General Assembly resolution 64/292, Human Rights Council resolution A/HRC/RES/15/9). Some components of the right to water and sanitation are deemed subject to progressive realization, but obligations such as of nondiscrimination are of immediate effect. Positive discrimination measures might therefore be adopted to ensure access for all before improving the conditions of access for those who already enjoy it.

In November 2013, the Parties to the Protocol adopted the Equitable Access Score-card, an analytical tool that can help Governments and other stakeholders to establish a baseline measure of the equity of access to water and sanitation to a process of self-assessment, identify related priorities and discuss further actions to be taken.

On 8 December 2014, a consultation on small-scale water supply and sanitation and equitable access to water and sanitation in Serbia was organised in Belgrade. National stakeholders recognized that the Equitable Access Score-card could be a useful tool to assess the situation on equitable access to water and sanitation in Serbia.

In November 2016, at the fourth session of the Meeting of the Parties to the Protocol on Water and Health, Serbia confirmed its interest to carry out a self-assessment of the situation of equitable access to water and sanitation on the basis of the Equitable Access Score-card in Sumadija and Pomoravlje districts in Serbia.

The project was implemented by the Regional Economic Development Agency for Sumadija and Pomoravlje (REDASP) with support of the Ministry of Environmental Protection of the Republic of Serbia and the Ministry of Health.

The objectives of self-assessment of the situation of equitable access to water and sanitation were: to achieve a better understanding of the situation and challenges of equitable access to water and sanitation; to identify relevant stakeholders to contribute to the improvement of equitable access to water and sanitation and raise awareness on equitable access; to develop a comprehensive overview of the existing policy measures to address inequities in access to water and sanitation, and to identify information and policy gaps that need to be filled to ensure equitable access to water and sanitation.

The following experts contributed to this project:

- Chantal Demilecamps, Co-secretariat of the Protocol on Water and Health, UNECE
- Diane Guerrier, Co-secretariat of the Protocol on Water and Health, UNECE
- Roberto Martin-Hurtado, Consultant to UNECE
- Prof. Mihail Kochubovski MD PhD, Institut of Public Health of the Republic of Macedonia
- Nataša Dokovska Spirovska, Journalists for Human Rights, Macedonia
- Márta Vargha PhD, National Public Health Institute, Hungary
- Dóra Schuller, National Public Health Institute, Hungary
- Ágnes Sebestyén, National Public Health Institute, Hungary
- Emma Anakhasyan, Armenian Women for Health and Healthy Environment, Armenia
- Anna Tsvietkova, UNENGO „MAMA-86”, Ukraine

The project implementation team consisted of four thematic teams with three members each: Coordinator, Thematic Expert, and Support Team Expert.

The project core team included:

- Nenad Popović - Supervisor for developing country profile and whole process, Director of REDASP
- Dr Nataša Đurašinović - Supervisor for equal access to safe drinking water (MoH), Chair of the Bureau of the Protocol on water and health on behalf of Chairmanship of Republic of Serbia 2017–2019

- Dr Dragana Jovanović - Supervisor for reduction of geographical differences (IPHS), National coordinator for cooperation with WHO in area of water and sanitation and Protocol on water and health as well, member of the JB,
- Dr Ljiljana Jovanović - Supervisor for ensuring access to vulnerable and marginalized groups (MoH), President of the JB for implementation of Protocol on water and health, NFP for cooperation with WHO in EH Process
- Biljana Filipović, Supervisor for managing water and sanitation to be accessible for all, (MoEP), NFP for cooperation with WHO in EH Process, member of the JB

Additional experts who ensured the complementary of expertise and contacts necessary to complete the self-assessment.

Thematic expert team included:

Thematic experts

- Aleksandra Savić (MAFWM, Water Directorate, member of the JB), Thematic Expert for equal access to safe drinking water
- Vesna Mitrović (MAEP, member of the JB), Thematic Expert for reduction of geographical differences
- Marija Peruničić, (MLGSA, member of the JB), Thematic expert for providing access to vulnerable and marginalized groups
- Nebojša Veljković (MoEP, Environmental Protection Agency, member of the JB), Thematic Expert for water management and sanitation so that they are accessible to all

Support team experts

- Jasminka Luković Jagličić (REDASP), Coordinator of support team;
- Dejan Jegdić (REDASP), Thematic Expert for developing country profile and equal access to safe drinking water (responsible for collecting data at local level);
- Marijana Božić (REDASP), Thematic expert for reduction of geographical differences (responsible for collecting data at local level);
- Marica Gajić (REDASP) Thematic expert for providing access to vulnerable and marginalized groups (responsible for collecting data at local level);
- Goran Miljković (REDASP), Thematic expert for water management and sanitation so that they are accessible to all (responsible for collecting data at local level).

Technical support

- Jelena Despotović (REDASP), technical assistant

Profile of the Republic of Serbia

The Republic of Serbia is a continental country located in southern Europe, in the central part of the Balkan Peninsula, occupying an area of 88,499 square kilometres. It is divided into five regions (Belgrade Region, Vojvodina Region, Sumadija and Serbia West Region, Serbia South and East Region and Kosovo-Metohija Region), which include the City of Belgrade as a special territorial unit and 30 administrative districts. Serbia borders Bulgaria to the east, Romania to the north-east, Hungary to the north, Croatia and Bosnia-Herzegovina to the west, Montenegro to the south-west and Albania and Macedonia to the south.

According to the results of the 2011 census, reported the Statistical Office of the Republic of Serbia, 7,186,862 inhabitants live in Serbia (excluding Kosovo Metohija). In Serbia 59,44 % of population lives in urban areas and 40,56 % of population lives in rural areas (the category „peri-urban area“ is not relevant in Serbia).

According to the National Employment Service in Serbia, there has been a decrease in the number of unemployed from 745,187 in 2011 to 724,096 in 2015. There was also a positive change in the level of GDP, which in 2011 amounted to 6,240,793 USD per capita and in 2015, 8,410,234 USD per capita. This is a significant increase that should allow to invest more in WSS services.



From the territory of Serbia, waters gravitate towards three seas: towards the Black Sea, Adriatic Sea and Aegean Sea. Of the total number of bodies of surface water, almost 70% (342) is characterized as a natural watercourse („river“). Territory of the Republic of Serbia has a lot of rivers but it is poor in natural lakes - 5 water bodies of standing waters (natural and artificial lakes).

Total accumulated water in Serbia in 2015 was 644.805.000 m³, and total delivered drinking water was 423.195.000 m³. Total dropped wastewater was 408.107.000 m³. Total dropped wastewater in systems for taking away wastewater was 295.543.000 m³ and treated wastewater was 45.126.000 m³.

The Statistical Office of the Republic of Serbia collects data on the number of households connected to the water supply and sewerage network. In Serbia in 2015, 2,092,755 households were connected to the water supply, which represents about 85% of total population; 1,481,513 households were connected to the sewerage network, relatively about 60% of total population.

Profile of municipalities

The municipalities covered by the project are located in the central part of the Republic of Serbia, between the great Sava and Danube rivers in the north, Velika Morava river in the east, Zapadna Morava river in the south and Kolubara river in the west. Those are 12 municipalities: Kragujevac (populations figure 179.417), Knić (populations figure 14.237), Aranđelovac (populations figure 46.225), Topola (populations figure 22.329), Rača (populations figure 11.503), Batočina (populations figure 11.760), Lapovo (populations figure 7.837), Svilajnac (populations figure 23.551), Despotovac (populations figure 23.191), Čuprija (populations figure 3), Paraćin (populations figure 54.242), and Rekovac (populations figure 11.055).

The streams of this area are numerous, but short, primarily because of the limitations of the larger rivers. It is characterized by a small amount of precipitation with a large number of sources.

The Šumadija beams and the hydrographic node on the mountain Rudnik water flow into Velika Morava river (via Rajka, Jasenica, Lepenica, Osanica, Belica, Lugomir and Kalenic rivers), in Zapadna Morava (via Gruža), Kolubara (Ljig and Turija) and Sava (Topčider river). Flows build up the elbows, less frequent meanders, and change directions.

Velika Morava the largest river with a source in Serbia, flowing through 5 municipalities that are covered with project, allows the water balance to significantly change by raising artificial reservoirs. It should be noted that in terms of water supply, this area is considered one of the „dry” areas in Serbia.

Total area of these municipalities is 4531 km², which is about 5,1% of the territory of Republic of Serbia. In this territory, according to the last official Census conducted in 2011, there are a total of 435,992 inhabitants, and the average population density is 96 inh/km². The share of the population of these 12 municipalities in the total population of the Republic of Serbia is 6%.

According to the National Employment Service, total number of unemployed in this area in 2015 is 52.608, which is 7 % of total unemployed in Serbia.

In the covered area in 2015, 113,928 households were connected to the water supply, which represents about 78% of total population of this area (below the national average of 85%); 91,101 households were connected to the sewerage network, relatively about 62 % of total population (similar to the national average of about 60%).



Methodology for the realization of the project of the equitable access to water and sanitation in the Republic of Serbia

During the conducting of the project „Self-assessment of the access to safe drinking water and sanitation in the Republic of Serbia“, the basic tool that has been used was the Score card.

Background information on equitable access issues can be found in the UNECE - WHO/Europe publication „No One Left Behind“. The introduction to each section of the score-card indicates the relevant section in the „No One Left Behind“ publication that relates to each Area of Action.

In the Score-card, the expression „access to water and sanitation“ includes the five dimensions that define the human right to water and sanitation: availability, accessibility, acceptability, quality/safety and affordability. Affordability is specifically addressed in section 4 of the score-card.

This document refers to the expression „equitable access to water and sanitation“, which is the wording in the Protocol on Water and Health. Some experts favor the expression „equality and non-discrimination“. While there are some differences of connotation, those two expressions can be considered equivalent from a practical point of view.

The Score-card includes a brief country profile (which focuses on quantitative data to help put the results into context), as well as four sections addressing broad themes. The four thematic sections are further subdivided into Areas of Action – which focus on the actions taken to improve equitable access.

Quantitative information was mainly collected from the official statistical sources for 2011 and 2015.

Scoring methodology

- Progress under each Area of Action is measured through qualitative questions. The number of questions varies between 2 and 6.
- Each question requires one answer. (There are four possible answers: No / To a limited extent / To a large extent /Yes). The table below provides guidance on how to interpret each possible answer. Respondents are 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.
- Each answer has to be justified. To do so, respondents can use quantitative or qualitative information from legal documents, guidance documents, analytical reports, surveys, or similar sources. Respondents are encouraged to use as much space as needed.
- The reliability of each answer should be self-evaluated (see below).
- One summary score has to be calculated for each Area of Action. This score has to be calculated taking into account the score for each question as well as the number of questions under each Area of Action. Only answers with a high or medium degree of reliability should be considered when calculating the summary score.
- The summary score has to be reproduced in the summary sheet.

Score	Interpretation
No	No or very little evidence supporting a positive answer is available, either at national or local level.
To a limited extent	There is some limited information at local level supporting a positive answer. There is some limited information at national level partly supporting a positive answer.
To a large extent	There is extensive information at the local level and some at the national level supporting a positive answer.
Yes	There is enough evidence available at national level fully supporting a positive answer.

Reliability assessment methodology

Project team members self-evaluated reliability of each of the answers in terms of the process of gathering and reporting the data (Table 2).

Table 2: Reliability of answers

HIGH: Very reliable	Medium: Reliable	Low: Unreliable
There is a coherent and easily accessible set of documents that identifies responsibilities for data gathering, treatment and quality control. The data can be traced to a formal source that is accessible to any interested person. The data have been formally validated.	Responsibilities for data gathering, treatment and quality control have been identified. The data can be traced to a source. The data have been validated.	Responsibilities for data gathering, treatment and quality control have not been identified. Not all the data can be traced to a source. Not all the data have been validated.

The key for understanding the score card is to understand specific thematic sections and quantitative and qualitative data.

The sources of the quantitative data are official statistical data of the relevant institutions in the Republic of Serbia. The approach to qualitative data is based on interviewing competent institutions and using publicly available information sources (laws, websites of the relevant public institutions, as well as official documents such as strategies, studies, reports).

Depending on the information source, as well as on the information itself, marking qualitative data was conducted in accordance with previously mentioned methodology by UNECE.

The project included the analysis of the situation on a national level and at the territory of 12 local self-government units (the city of Kragujevac and municipalities Arandelovac, Topola, Rača, Batočina, Lapovo, Knić, Despotovac, Svilajnac, Paraćin, Čuprija, Rekovac). The scoring methodology as defined in the questionnaire was applied in the following manner:

- The national level: According to the methodology each question requires one of the four offered answers, each of which is quantified with a numerical value (possible answers: No-0 / To a limited extent-1 / To a large extent-2 /Yes-3). The sum of the numeric values of all answers within each area was divided with a number of questions. The mean value represents the score of each area.
- The local level: For each of the 12 municipalities, scoring was conducted in accordance with the same methodology for national level. The sum of scores for all municipalities was divided by 12 to calculate the mean score for the local territory – local level.

The process has been guided and conducted based on the following principles:

- transparency
- broad participation
- partnership between the participants

The realization of the project lasted for six months.

The key elements of the process

- Choosing the leading organization
- Forming the project team
- Analyzing national and local stakeholders
- Organizing the first workshop
- Preparing a guide for communication and data collection
- Analysis of the current condition (data collection) on a national level
- Analysis of the current condition (data collection) on a local level
- Organizing thematic focus groups with the local stakeholders (4 focus groups)
- Preparing a working version of the score card (1 national level + 12 local level)
- Organizing the second workshop
- Completing the final report

Compliant with the decision of the Joint Authority members, Regional Economic Development Agency for Sumadija and Pomoravlje (REDASP) has been elected responsible for carrying out the project.

Implementation team consisted of twelve members of the following structure:

- managing („core-team“)
- implementing (thematic experts, REDASP experts)

The responsibilities of the 'core-team' members were:

- monitoring all the process during the project implementation
- counseling (directed towards process improvement)
- providing logistics (support in communication with the national stakeholders)

The task of the **thematic experts** was to:

- create guidelines for collecting data and communicating with stakeholders
- analyze the condition of the equitable access on the national level (legal, institutional, strategic).

The thematic experts group consisted of four members, each responsible for one thematic section of the score card.

The task of the **REDASP expert team** was to analyze the condition on a local level and to establish communication with the key stakeholders on the territory of 12 local self-government units. Out of 13 local self-government units which were originally planned to participate, 12 local self-government units actually participated (The city of Jagodina did not show any interest in participating in the self-assessment).

Analysis of the key stakeholders

Thematic and REDASP experts identified more than 80 significant participants of the process using the analysis of national and local stakeholders.

Organization of the first workshop had a purpose of introducing key stakeholders with the goals of the project and their roles in the realization of the process itself. Participation of international experts provided us with new experiences and recommendations for further development.

Guide for data collection provided instructions for:

- authorities (national and local level)
- access to data (desk research, direct communication with responsible institutions)
- recommendations for communication (written communication, scheduling meetings, organizing focus groups)

Organizing four thematic meetings of the focus group on a local level to provide the possibility of the discussion with the local stakeholders through representation and clarification of four sections and questions as well as completing the information.

The second workshop had a purpose of analyzing the results by:

- presentation
- discussion
- accepting or modifying findings

Local level, namely 12 local self-government units, has been analyzed and represented in summary via charts according to the questions in the each section of the score card.

Further steps

The final report includes the findings of the current condition with some key recommendations for improvement which represent a starting point for preparing an action plan in order to carry out some specific activities in certain periods of time, along with the responsibility distribution and indicative values of the activity performance.

Main findings – national level

The summary score of national level by sections summarized in the Table 1 - The maximum point of the score is 3. At the national level, the lowest score was identified for the section „Keeping water and sanitation affordable for all“.

In the Republic of Serbia, the authorities responsible for integrated water management are in many different policy sectors. Thus, it is necessary for those different political authorities to cooperate closely at all levels. The problems which have been identified and which refer to water sources management, water supply systems, waste water management and health of the population are complex and they require an effective system of integrated water management.

Table 1. Score – card by section

N0	Section	Average score
1	Steering governance frameworks to deliver equitable access to safe drinking water and sanitation	2,83
2	Reducing geographical disparities	1,90
3	Ensuring access for vulnerable and marginalized groups*	1,90
4	Keeping water and sanitation affordable for all	0,90

* In the Republic of Serbia, nomadic communities are not recognized by the official categorization of vulnerable and marginalized groups

Managing authority for the water sector belongs to the following political authorities:

1. Ministry of Economy, Forestry and Water Economy.
2. Ministry of Environmental Protection.
3. Ministry of Health.
4. Ministry of Public Administration and Local Self-Government.
5. Ministry of Labor, Employment, Veteran and Social Policy.
6. Ministry of Construction, Transport and Infrastructure.
7. Ministry of Finances.

Steering governance frameworks to deliver equitable access to safe drinking water and sanitation

In the recent years, the Republic of Serbia improved significantly legal and strategic framework and institutional capacities in accordance with the requirements of the integrated water management. There are some problems identified in the sectors for managing water sources, water supply system, systems for waste water management and control of health and sanitary safety.

Reducing geographical disparities

Reducing geographical disparities is in the focus of the project, but the activities directed towards solving this problem are being performed rather slowly. The main reason for that is the lack of financial resources in order to provide the population living in rural areas with the access to central water supply system and waste water disposal. Many rural areas have their own 'small' water supply systems but not all of them are functional. One of the problems is also undefined authority over these kinds of water supply systems, so water from those systems is not regularly analyzed which directly harms the health of the population. It is necessary to improve the legal framework which would include those 'small' individual systems of water supply.

One of the greatest challenges is the need to find adequate solutions for water supply in the geographically inaccessible places. These are the areas where it is not possible to build a central system of water supply or it is economically unjustified to build it due to high prices and relatively small number of users.

Ensuring access for vulnerable and marginalized groups

Current legal framework does not recognize special and differentiated needs of the vulnerable and marginalized groups. Nomadic communities are not recognized in the official categorization of the vulnerable and marginalized groups. Moreover, social categorization does not recognize all groups, but it defines social vulnerability according to minimum financial resources.

Law on planning and construction improved the position of the people with disabilities. It is legally obligatory for all new public buildings to have an access for people with disabilities and adequate sanitary knots. In the

recent period, public sector has been investing financial resources for reconstruction of buildings in order to provide necessary and minimum conditions for people with disabilities. Due to insufficient funding this process has been really slow. In most cases, public buildings are being reconstructed.

A really small number of buildings, in the sanitary areas, meet the conditions which refer to menstrual hygiene management.

Changes within legal framework are necessary in order to improve the access for certain groups of users.

Keeping water and sanitation affordable for all

Financial affordability of the water supply services and sewage system services is directly connected to purchasing power of the population. Current average price of drinking water and waste water disposal services is cca 0.43 €/m³, which is significantly below economic price. One of the most important factors for the effective functioning of the water supply system and waste water management system are to apply the economic price of the services and to introduce an adequate tariff system on national level.

In Serbia, the 'tariff' is only defined to differentiate between individuals and legal entities. Apart from this, there are no social protection measures to address the affordability of water and sanitation services.

Based on the current situation, it is impossible to provide financial affordability of the services for everybody by lowering tariffs for all customers, because it would lead to poor quality of the services. The incomes of the service providers are dropping and the expenses are increasing nominally and really. Accumulated losses are annulled by reducing the value of the company. Working capital is decreasing and debts are increasing.

The problem of affordability should be perceived in two ways:

- Affordability does not refer exclusively to the issue of water. It is also an issue of social protection which requires introducing the issue of water and sanitation into the discussion about social policy.
- Issues related to affordability are not connected only to the tariff level but also the income levels, costs of service provision, subsidy policy and users' behavior.

Main findings – local level

The summary score of local level (average score for 12 municipalities) by sections summarized in the Table 2. The maximum point of the score is 3. On local level, the lowest score was identified for the section „Keeping water and sanitation affordable for all.“

Table 2. Score – card by section

N0	Section	Average score
1	Steering governance frameworks to deliver equitable access to safe drinking water and sanitation	1,78
2	Reducing geographical disparities	1,23
3	Ensuring access for vulnerable and marginalized groups *	2,16
4	Keeping water and sanitation affordable for all	0,96

*In the Republic of Serbia, nomadic communities are not recognized by the official categorization of vulnerable and marginalized groups.

On the territory of 12 municipalities covered by the project nomadic communities are not identified.

On the territory of 12 municipalities covered by the project there are no refugee camps and centers.

On the territory of 12 municipalities covered by the project retirement homes exist in 3 municipalities.

On the territory of 12 municipalities covered by the project prisons exist in 2 municipalities.

Steering governance frameworks to deliver equitable access to safe drinking water and sanitation

In the legal order of the Republic of Serbia, the right to water and sanitation for everybody is covered by a series of legal acts and strategic planning documents, in a detailed manner. A large part of the jurisdiction of integrated water management has been transferred from the central level to the units of local self-government (municipality / city). Local self-government units (LSG) have transferred part of the jurisdiction to the provider of water supply and sewerage services. In all LSGs the service provider is a public company whose founder is the LSG.

Decision makers on the local level, within their strategic-planning documents (strategy for sustainable development of municipality, sectoral strategy, municipality spatial plan), treat equitable access through some of the previously set strategic goals in over 80% of the municipalities covered by the analysis. Only a small number of municipalities have a clearly defined goal of equitable access to water.

The strategic and planned framework of equitable access largely encompasses the analysis and the financial resources necessary for achieving the goals. The indicative budgets of individual project ideas are based on „Assumed Assets“.

The relationships and responsibilities of local governments and service providers - public companies, as well as ways of reporting with transparency throughout the whole process - all these are clearly defined. The mechanism which involves the service user in all stages, from planning, informing, the right to appeal to the right of protection of interests - is established on the basic level in all municipalities / cities on different levels of accuracy and accessibility.

It is necessary to improve the strategic-planning framework through a clearly defined goal of equitable access to water and sewage, which will cover the whole territory of the municipality, including inaccessible areas, all groups of users, and financial access. When it comes to planning of investments, it should be based on realistic resources which are available. For independent service providers, in hard-to-reach areas, technical and financial aid from the local community is necessary to provide accessibility. It is also necessary to improve the mechanism for the involvement of service users with clearly defined procedures for each operation.

Reducing geographical disparities

The reduction of geographical disparities on the level of the selected territory and local self-governments was treated in a limited level, indirectly. Public policies treat this area through their sustainable development strategies, through the priority of rural development, in the part of programs and measures for the improvement of rural infrastructure. Only a small number of local self-governments have sectoral strategies that deal with rural development. Most of the local self-governments do not have mechanisms and technical solutions that support independent service provisions within households in areas where there is no service provider.

Therefore, the problem of adequate management and control of access to water and sanitation, as well as monitoring of quantitative indicators in the rural areas of these local self-governments - is non-existent.

Ensuring access for vulnerable and marginalized groups

The policy in the field of water and sewage on the local level recognizes the needs of vulnerable and marginalized groups in domain of access mostly to the: users of health facilities, users of educational facilities, users of retirement homes – bound by the legal obligation through The law on sanitary control - and refugees who are provided homes through social housing programme. Other regulatory basis for providing access to WSS to vulnerable and marginalised groups is «Social protection decisions» brought by the LSG.

The weakness of the decisions on social protection is that they do not recognize a larger number of categories of users, i.e. vulnerable and marginalized groups. Mostly these people are materially endangered, rarely people with disabilities, and the care of refugees is realized through the social housing program.

In addition, the weakness of local policies is that strategic documents, general strategies for sustainable development, as well as sectoral strategies in the field of health and social care do not recognize the access to healthy drinking and sanitation water as a priority or one of the goals of the strategy.

Access to WSS to vulnerable and marginalised groups is provided to the highest level to users of health facilities, educational facilities, retirement homes and refugees through social housing program. Schools, hospitals/ infirmaries and retirement homes are either directly connected to WSS or alternative solutions are provided by the LSG. The alternative solutions stand for the rural areas without the water and/or sewage systems.

Integrated approaches of the local self-government, institutions and relevant companies in the field of providing safe drinking water and sanitation have not been established except in the field of procedures among public water and sewage companies and centers for social work, when making decisions on beneficiaries who would get subsidized prices, i.e. users who would get the reduction of water bills and free access - this applies to the households in the social housing programme which do not have access but got houses in the part of the settlement which is covered by water supply or sewage network – LSG is covering costs of connecting to the WSS.

Mechanisms for complaints of users of health and educational institutions, nursing homes, one shelter and two prisons which exist on the territory have been established on a legal basis, however, the general view is that the mechanisms are not sufficiently transparent.

Keeping water and sanitation affordable for all

The financial affordability of water supply and sewage services is closely linked to the standard of the inhabitants, i.e. the purchasing power of the inhabitants. One of the most important factors for the efficient functioning of the water supply and wastewater treatment system is to apply the economic price of services and to introduction of the correct tariff system, which is not the case on the territory. The difference between the actual price of the service and the economic price, the invoiced prices, the service providers (public companies) cover from their own resources in most of the municipalities. This causes one of the key issues of existence of PUCs in the Republic of Serbia.

The valid price lists of service providers distinguish between individuals and legal entities only. On the other hand, the LSGs and service providers base their analyses and plans for affordability on the local Social protection decisions, applying the exception from payment or lower prices for the persons and families included in the list of beneficiaries of social protection. Procedures for the exercise of these rights are not systematically defined and applied.

A small number of local self-governments perform the identified measures which are closely linked to social protection, in an ad hoc manner. In most of the cases, the beneficiaries get one-time financial assistance, with no mechanisms to control whether the paid assistance has been spent for the purpose it was designated to.

Dedicated public funds allocated for this purpose are transferred from LSG to the Social Welfare Center or PUC for payments to beneficiaries according to individual decisions regarding the use of financial aid or connection to water supply and sewage system (social housing program - refugee care). Public funds of local self-government for health, education, retirement homes and shelters are provided within the legal obligation for maintenance of facilities and supply of healthy drinking water and sanitation.

On the level of public utility, there are companies' policies that allow certain social categories of users to have subsidized price of utility services, but in practice very small number of companies has introduced them. Refundation of the difference in subsidized cost is paid by the local government, based on the local «Social protection decisions».

Most municipalities made the local «Social protection decisions». that can include the right of the beneficiary to receive financial assistance for the purpose of connection to the water supply and sewage system or to have reduced utility bills. These rights are not instructed to local self-governments from the national level.

The summary score of national level

The summary score of national level was summarized in the Table 1

Section	Area of Action	Average score	Reliability
Steering governance frameworks to deliver equitable access to safe drinking water and sanitation	1.1 Strategic framework for achieving equitable access	3,00	High
	1.2 Sector financial policies	2,50	High
	1.3 Rights and duties of users and right-holders	3,00	High
Reducing geographical disparities	2.1 Public policies to reduce access disparities between geographical areas	2,20	High
	2.2 Public policies to reduce price disparities between geographical areas	0,50	High
	2.3 Geographical allocation of external support	3,00	High
Ensuring access for vulnerable and marginalized groups	3.1 Public policies to address the needs of vulnerable and marginalized groups	1,40	High
	3.2 Persons with special physical needs	2,00	High
	3.3 Users of health facilities	2,80	High
	3.4 Users of educational facilities	1,60	Medium
	3.5 Users of retirement homes	3,00	High
	3.6 Prisoners	3,00	High
	3.7 Refugees living in refugee camps and centers	1,40	High
	3.8 Homeless people	1,34	High
	3.9 Travelers and nomadic communities *	/	/
	3.10 Persons living in housing without water and sanitation	1,20	High
	3.11 Persons without access to safe drinking water and sanitation in their workplaces	1,34	High
Keeping water and sanitation affordable for all	4.1 Public policies to ensure affordability	0,20	High
	4.2 Tariff measures	1,50	High
	4.3 Social protection measures	1,00	High

*In the Republic of Serbia, nomadic communities are not recognized by the official categorization of vulnerable and marginalized groups.

Section 1 - Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation

„The human right to water and sanitation entitles everyone to water and sanitation that is available, accessible, affordable, acceptable and safe.“

The Constitution of the Republic of Serbia and its legal and strategic framework define full rights to safe drinking water and sanitation for everyone.

Establishing full rights to water and sanitation is a long process which requires a clear and long-term vision and political commitment.

Analysis of the score-card

Area 1.1 Strategic framework for achieving equitable access

Equitable access to water and sanitation covers different areas starting from water sources management, water supply and waste water disposal system to health and sanitary control.

Legal and strategic framework of the Republic of Serbia clearly defines:

- the right to access to water and sanitation to all;
- strategic plans for ensuring access to water and sanitation;
- goals set for ensuring access;
- responsibilities for achieving access;
- responsibility and obligation mechanisms for achieving access which provide coordination to competent authorities;
- assessment of the current situation and evaluation of the access

Area 1.2 Sector financial policies

Water management strategy at the territory of the Republic of Serbia until 2034:

- defined equitable access as one of the key goals;
- assessed financial resources necessary for providing equitable access to water and sanitation;
- identified available sources of funding.

Legal framework defines mechanisms for:

- construction and reconstruction of water facilities for water use, as follows: water facilities for supply of drinking water and sanitary and hygiene needs - water intakes (wells, sewers, watercourses, canals, lakes and dams with accumulations), water treatment plants for drinking, main pipelines and reservoirs with all their elements;
- controlling allocation and use of financial resources and informing the public about it.

International financial support to water and sewage sector takes into consideration the questions related to equitable approach since the support is provided on the priority basis defined by strategic documents in the area of water which take into account equitable approach to healthy drinking water and sewage. Namely, international support is realised by action documents which are in line with objectives defined by strategic documents in the area of water.

By signing financial agreements with the EU delegation in the Republic of Serbia for the national IPA program, in the period between 2007–2013, more than 500 million euros have been obtained for the improvement of the current condition in different areas and for the realization of approved programs and projects from the national plans. About 76 million euros is approved for the Municipality Infrastructure Support Programme – MISP. Resources allocated for this program have been largely used for providing equitable access to water and sanitation.

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

Legal framework defines mechanisms which provides users - right holders with:

- all relevant information about their rights and obligations;
- the participation in the process of decision making which refers to the level and quality of the approach;
- a legal protection in the case of a dispute with service providers;
- the right to additional explanations by competent authorities

Section 2 - Reducing geographical disparities

Quantitative Information

The quantitative information on geographical differences, based on terms and abbreviations used in the Spatial Plan of the Republic of Serbia 2010–2020 are starting on the following guidelines according to which:

- The urban settlements are characterized by: dominated activities from the non-essential sectors of production; the presence of central functions; urban landscape
- urban areas are completely changed by human intervention in natural or rural areas, functionally adapted to urban needs, characterized by predominantly urban use of land, higher density of population, urban settlements and periurban areas.
- a rural region where more than 50% of the population lives in rural communities; In order to see the differences between them, these regions are usually divided into three types: closer to metropolitan centers, away from metropolitan centers and borderlands.
- rural area of the municipality with a population density of less than 150 inhabitants per km²; areas beyond functional urban areas.
- – rural settlements are characterized by: prevailing activities related to land use; lower density of population;
- periurban area is a transition zone, interactions in which urban and rural activities overlap and the characteristics of space are subject to faster modifications caused by human activities

Due to the lack of precise definition of the settlement, as well as the lack of adequate criteria for the classification of the area (rural / urban), the definition of the typology of settlements and areas in the Republic of Serbia is difficult. This requires the redefinition of the concept of settlement and the establishment of a new classification of settlements by type (a new division that, in addition to urban and rural type, knows another transitional form / type). This would avoid the problem of „artificial“ densities when it comes to large spatial units, while at the same time recognizing the existing differences between urban and rural areas more clearly. (Source Report on Implementation of the Spatial Plan of the Republic of Serbia and State of Spatial Development 2013, Republic of Serbia Ministry of Construction, Transport and Infrastructure, Republic Agency for Spatial Planning)

Analysis of the score-card

Access to drinking water and sanitation in urban areas (99.9% and 83.3%, respectively) is higher than in rural areas (98.9% and 19.5%, respectively).

Area 2.1 Public policies to reduce access disparities between geographical areas

The public policies in Republic of Serbia are defined by the legal and strategically framework to reduce access disparities between geographical areas.

The main official document is Law on confirmation of Protocol on water and health to the Convention on the protection and use of transboundary watercourses and international lakes and Amendment to the Art. 25 and 26 of the Convention on the protection and use of transboundary watercourses and international lakes

The integrated approach is defined by the principles of access to drinking water for everyone and sanitary measures for all within integral water management systems focused on the sustainable use of water resources, the quality of water in an environment that does not endanger human health, and the protection of aquatic ecosystems.

The Government regulates:

1. Criteria for performing communal activities;
2. Content, manner and conditions for commencement of communal activities;
3. Content and manner of keeping records on subjects performing certain communal activity.

The financial means in order to reduce the differences in the context of access in rural areas, which are defined in their plans by the Government of Republic of Serbia, the relevant ministries and the Local municipalities, are determined by the legal framework.

Area 2.2 Public policies to reduce price disparities between geographical areas

The Government of the Republic of Serbia and the competent ministries determine the reference price of water and also determines the amount and method of calculating the water fees and the debtor's duties.

Public subsidies are defined by the Regulation on the establishment of the Water Management Program, adopted by the Government for each calendar year, and refer to the co-financing.

In Republic of Serbia there is no organization of a sector that allows cross-subsidization between locations with different cost of providing services.

Area 2.3 Geographical allocation of external Support for the Sector

Public authorities have identified in the sector plan the reduction of regional and inter-regional disparities, in the degree of socio-economic development and living conditions, with emphasis on encouraging the development of underdeveloped, devastated industrial and rural areas with the reduction of negative demographic trends.

International financial support to the water and sewer sector takes into account issues of equal access and geographical areas that are less developed, based on the priorities defined in strategic documents in the area of waters that respect the access to safe drinking water and sewage in the lagging geographical areas. International assistance is implemented through action documents that are in line with the objectives defined by strategic documents in the field of water.

Sector 3 Vulnerable and Marginalized Groups – national level

Quantitative Information

Regarding the quantitative information related to access to safe drinking water and sanitation for vulnerable and marginalized groups, there are no official statistics on national level for most of the categories of data. The only available information refers to number of households connected to water supply system and sewage network. The Statistical Office of the Republic of Serbia keeps records on households instead of persons with the access. Accordingly, there are 84,18 % of households connected to the water supply network in 2015, which shows a slight decrease comparing to 2011 (86,87%), due to negative demographic trends. Percentage of the households connected to the sewer network in 2015 is 59,55%, which is an increase comparing to 2011 (57,05%).

Analysis of the score-card

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

The Water Law does not recognize the special and differentiated needs of vulnerable and marginalized groups. Under the Law on communal activities, the units of local self-government can determine the categories of users of utility services who pay the subsidized price of utility services, as well as the amount of subsidies for each category.

Social protection and inclusion policy, as well as sanitary supervision, which includes beneficiaries of health and educational institutions as well as social protection institutions, provides for specific measures to ensure access to water and sanitation for socially vulnerable and marginalized groups. Specific public funding is provided at state level to limited extent, through dedicated transfer for financing social care services. Integrated approaches for provision of water and sewerage services for vulnerable and marginalized groups have not been adopted.

Area 3.2 Persons with Special physical needs

There are data about accessibility in general terms from the Ombudsman, the National Mechanism for the Prevention of Torture, the Department for the Rights of Persons with Disabilities. In addition, the units of local self-government establish a Center for Social Work where the rights established by the Law on Social Protection are realized and where the provision of social protection services is provided.

According to the Law on the Confirmation of the Convention on the Rights of Persons with Disabilities and the Optional Protocol thereto, persons with disabilities have equal access to clean water services as access to appropriate and available services, funds and other assistance for the needs of the disabled.

The Law on Planning and Construction stipulates that buildings for public and business purposes must be designed and built so that persons with disabilities, children and the elderly can freely access, move, stay and work. The by-law legal act prescribes standards that define more precisely the required technical measures and conditions. Fund for people with disabilities is available to local self governments and organisations through application procedures and can be used for accessibility to water and sanitation.

Area 3.3 Users of health facilities

According to the legislation, healthcare activity in a health institution or private practice can be performed in a building where general conditions are provided including water supply, sewerage and heating. The Sector for Inspection Affairs of the Ministry of Health carries out tasks that include: performing sanitary and health control in the field of public supply of the population with hygienic drinking water.

Public funding is provided by the founder of health institution and includes maintenance and provision of water and sanitation. The Law on Health Care regulates the supervision of the work of health institutions and private practices, as well as the mechanism for reviewing the complaints of legal and physical persons. The Law on Sanitary Control and the Rulebook on General Sanitary Conditions, do not stipulate the obligation of separated toilets as a condition.

However, the field visits and secondary research found that health facilities mostly have separate toilets while special conditions for the management of menstrual hygiene are not provided.

Area 3.4 Users of educational facilities

The Ministry of Health, the Inspection Department, carries out the control of sanitary and hygienic conditions of the facilities under sanitary control including schools. Water quality controls are regularly conducted in all schools. The Law on the Basics of the Education System prescribes hygiene and technical conditions (sanitary and fire protection), while The Rulebook on general sanitary conditions prescribes the general sanitary conditions that must be provided for each facility subject to sanitary control. Specific public funding to support access to safe drinking water and sanitation by users of educational facilities is not provided on state level, but is obligation of local self-governments. Schools have relevant complaint mechanisms in place prescribed by the Law on the Foundations of the Education System. Field visits and secondary research found that educational institutions mostly have separate toilets, while there are no special conditions for the management of menstrual hygiene.

Area 3.5 Users of retirement homes

These objects belong to sanitary facilities. The Ministry of Health, Sector for Inspection Affairs has the data on the fulfillment of the conditions for access to healthy water and sewerage. Accommodation services may be provided by a social care institution, that is, a provider of social services that has been granted a license to provide these services. The Rulebook on detailed conditions and standards for the provision of social welfare services prescribes closer conditions and standards for providing all social protection services, which include access to healthy water and sewage. Specific public funding to support access to safe drinking water and sanitation by users of retirement homes is provided by the founder. The Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services, stipulates that the facility must have connection and installations for supply of drinking water and sewage, and that the personal hygiene rooms are separated for male and female users. Field research results confirm adhering to prescribed standards.

Area 3.6 Prisoners

The Ministry of Justice, monitors the material and financial operations of the institution, supervises investment and maintenance of facilities, including the access of prisoners to healthy drinking water and sewage

The Helsinki Committee for Human Rights in Serbia has published a Report on the situation in institutions for the enforcement of criminal sanctions, Belgrade, February 2016The Ombudsman's Regular Annual Report for 2016, as well. Safety of water in institutions is regularly monitored. Special funds for water and sanitation accessibility are provided in the budget of the Republic of Serbia. Complaint mechanisms are in place by law. According to field reports, prison facilities have separate toilets, while special conditions for the management of menstrual hygiene are not provided.

Area 3.7 Refugees living in refugee Camps and Center's

The Overview of the situation in formal collective centers in the Republic of Serbia - does not contain data on the levels of access to healthy drinking water and sewage systems in the centers. The data are available with the Commissioner and the Migration Board within the self-governments.

The Law on Migration Management regulates temporary accommodation, assistance in nutrition, material and other assistance to refugees and migrants. The Regulation on the Care of Refugees and the Law on Migration Management do not prescribe the existence of complaint mechanisms.

The situation survey in formal collective centers in the Republic of Serbia, as reported by the Commissariat, does not include information on toilets in refugee camps and centers. The data are available to the Commissioner and the Migration Board within the self-governments

Area 3.8 Homeless people

The Law on Social Protection stipulates that the accommodation service in a shelter is provided by a local self-government unit. Data are available at local level.

List of homeless persons of the Republic Institute for Statistics from 2012, based on the 2011 census provides data on sub-standard settlements without access to water and sewage. However, regular monitoring of data at the state level is not performed.

<http://pod2.stat.gov.rs/ObjavljenePublikacije/Popis2011/Beskucnici.pdf>

In 12 cities and municipalities, there are shelters for adults and elderly people staying for shorter or longer periods (from 7 to 30 days in a number of municipalities, in Belgrade for up to six months). Shelters provide conditions for hygiene maintenance in accordance with the Rulebook on Detailed Conditions and Standards for the Provision of Social Care Services. Funds for meeting conditions under the Rulebook on closer conditions and standards for providing social protection services are provided by the local self-government.

Area 3.9 Travelers and Nomadic Communities

In the categorization of vulnerable and marginalized groups in the Republic of Serbia, nomadic communities are not recognized as a category.

Area 3.10 Persons living in housing without Water and Sanitation

There is data on lack of access to safe drinking water and sanitation by households living in neighborhoods with access to a limited extent. The Public Health Institute of Serbia monitors the quality of drinking water and reports on its hygiene and health safety at the annual level. Public policy to address the lack of access to safe drinking water and sanitation by households living in neighborhoods with access is related to The Law on Ratification of the Protocol on Water and Health and the Convention on the Protection and Use of Transboundary Watercourses and International Lakes and Amendment. There are no special state-level public funds for this purpose. Funds can be defined at the level of local self-government units. There is no official diagnosis of the problem at the state level. It is available at the local level at the self-governments. Integrated programs (involving different government departments) to address the symptoms and causes of the lack of access exist to a limited extent.

Area 3.11 Persons without access to Safe drinking water and Sanitation in their workplaces

Data on lack of access to safe drinking water and sanitation by workers in their workplaces are available with Labor Inspectorate within the Ministry of Labor, Employment and Social Policy. The employer organizes and provides from his means health care for the employees in order to create the conditions for healthily responsible behavior and health protection in the workplace of the employee, which includes at least: provision of sanitary, technical and hygienic conditions. In the Republic of Serbia, no specific contribution rate has been defined for covering the costs of measures for ensuring safety and health at work, and therefore there is no division of costs for the rights of employees in that field.

Section 4 Keeping water and sanitation affordable for all

Quantitative Information

Regarding the quantitative information related to access to safe drinking water and sanitation for all Section 4. - Keeping water and sanitation affordable for all, there are no official statistics on national level for most of the categories of data. The only available informations refers to amount of the average water and sanitation bill in the country and average disposable household income.

The Statistical Office of the Republic of Serbia keeps records on average disposable household income.

Accordingly, average disposable household income there are 6.006 €/year in 2017, which shows a slight decrease comparing to 2011 (6.177 €/year), due to negative economic trends.

The value of average water and sanitation bills is taken from Joint Report of the Association for Utility Activities. Accordingly, value of average water bill are 0,33 €/m³ in 2015, which shows a slight increase comparing to 2011 (0,3 €/m³). Value of average sanitation bill has not shange and amounts 0,1 €/m³.

Analysis of the score-card

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. Financial affordability of the water supply and sanitation services is closely connected with the purchasing power of the population.

Area 4.1 Public policies to ensure affordability

There are no official data on affordability of water and sanitation services. The available data refer to only consider „the quality of water supply and disposal of waste water services“ which includes „average daily duration of water supply service access, total number of complaints regarding the services, breakdowns, ...“

Legal and strategic framework of the Republic of Serbia does not imply financial affordability of the access to water and sanitation. Responsibilities have been transferred from national to local level in in all of the following segments:

- the area of managing water supply and sanitation systems;
- the area of social aspects of financial affordability; Law on Social Protection defines the instruments of social protection in the broadest sense;
- the area of self-provision of water and sanitation;
- the area which defines special public funds for achieving financial affordability of water and sanitation.

Area 4.2 Tariff measures

The Law on Communal Activities defines basic principles for determining prices of utility services. A current price of drinking water is significantly lower than economic price. In Serbia, the 'tariff' is only defined to differentiate between individuals and legal entities. Apart from this, there are no social protection measures to address the affordability of water and sanitation services.

The level of tariffs should not only be connected to affordability but also with all the levels of income, costs of service provision, subvention policy and consumers' behavior. Legal framework allows establishment of tariff systems but with a limited maximum price of a water supply and sanitation service.

Affordability does not refer exclusively to the issue of water. It is also an issue of social protection which requires introducing the issue of water and sanitation into the discussion about social policy.

Issues related to affordability are not connected only to the tariff level but also the income levels, costs of service provision, subsidy policy and users' behavior.

Area 4.3 Social protection measures

Based on the Report of EUROSTAT on Inequality within a strategic framework for reducing poverty, competent authorities analyzed possible solutions and measures of social protection in order to solve the problem of financial affordability. Eg. the price of water and services is the most substantial source of financing of communal sector. The proces and dynamics of reaching the economic price of water, services and sewage coverage must be accomodated to the purchasing power of population. The average of planned economic price of water for a twenty-year period is 1,3 €/m³ without VAT.

The summary score of local level

The summary score of local level (average score for 12 municipalities) was summarized in the Table 2

Section	Area of Action	Average score	Reliability
Steering governance frameworks to deliver equitable access to safe drinking water and sanitation	1.1 Strategic framework for achieving equitable access	2,24	High
	1.2 Sector financial policies	1,39	High
	1.3 Rights and duties of users and right- holders	1,71	High
Reducing geographical disparities	2.1 Public policies to reduce access disparities between geographical areas	0,98	High
	2.2 Public policies to reduce price disparities between geographical areas	1,21	High
	2.3 Geographical allocation of external support	1,50	Medium
Ensuring access for vulnerable and marginalized groups	3.1 Public policies to address the needs of vulnerable and marginalized groups	1,08	Medium
	3.2 Persons with special physical needs	1,23	Medium
	3.3 Users of health facilities	2,68	High
	3.4 Users of educational facilities	2,77	High
	3.5 Users of retirement homes *	3,00	Medium
	3.6 Prisoners **	2,80	High
	3.7 Refugees living in refugee camps and centers ***	/	/
	3.8 Homeless people	1,53	Medium
	3.9 Travelers and nomadic communities ****	/	/
	3.10 Persons living in housing without water and sanitation	1,35	Medium
	3.11 Persons without access to safe drinking water and sanitation in their workplaces	3,00	High
Keeping water and sanitation affordable for all	4.1 Public policies to ensure affordability	1,08	Medium
	4.2 Tariff measures	1,03	Medium
	4.3 Social protection measures	0,78	Medium

* On the territory of 12 municipalities covered by the project retirement homes exist in the 3 municipalities.

** On the territory of 12 municipalities covered by the project prisons exist in the 2 municipalities.

*** On the territory of 12 municipalities covered by the project there are no refugee camps and centers.

**** In the Republic of Serbia, nomadic communities are not recognized by the official categorization of vulnerable and marginalized groups. On the territory of 12 municipalities covered by the project nomadic communities are not identified.

Section 1 - Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation

The Constitution of the Republic of Serbia and its legal and strategic framework define full rights to safe drinking water and sanitation for everyone.

Analysis of the score-card

Area 1.1 Strategic framework for achieving equitable access

Municipalities and the city within their strategic-planning documents (strategy for sustainable development of municipality, sectoral strategy, municipality spatial plan), treat equitable access through some of the previously set strategic and operational goals¹ in over 80% of the municipalities covered by the analysis. A small number of municipalities have a clearly defined goal of equitable access to water.

The relationships and responsibilities of local governments and service providers - public companies, as well as ways of reporting with transparency throughout the whole process - all these are clearly defined and mechanism that provide discussion and coordination to the competent authorities.

A grate majority, 2/3 of local self-governments, through their strategic documents, assessed a uniform approach to healthy drinking and sanitation. Local authorities from the Pomoravlje region have a particularly detailed assessment (Paraćin, Čuprija, Despotovac, Svilajnac i Rekovac). For the territory of these 5 municipalities, it was created „Feasibility Study Priorities in Water Supply and Urban Wastewater in Pomoravlje Region“.

Area 1.2 Sector financial policies

The largest number of local governments, in their strategic documents defining projects, carried out the assessment of the necessary funds through the indicative project budget, for achieving equitable access. Also, an assessment of potential sources of funding has been made. Indicative budgets and estimated sources of funding for individual project ideas are based on „Assumed Assets“. Indicative budgets do not apply to programmed or contracted funds.

The financial plans of service providers and local authorities treat an equitable access to network expansion in rural areas, providing services to users of rights that do not have access to services, vulnerable groups, etc.

In more than 60% of municipalities, mechanisms are in place to encourage service providers to implement plans in order to achieving an equitable access. Available international financial support is a very small extent using the ad hoc principle. Local governments, by the adoption of investment plans and reports by the service provider, supervise funds and publicly report.

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

There are mechanisms in larger number of municipalities which allow users-holders of rights:

- all relevant information about their rights and obligations;
- the participation in the process of decision making which refers to the level and quality of the approach;
- a legal protection in the case of a dispute with service providers;
- the right to additional explanations by competent authorities.

¹ Sustainable development strategy of Arandjelovac municipality, 2016-2020

Operational goal:

- To construct 20km of new, reconstruct 30% of the existing sewage network and reconstruct 2 waste water treatment plants.

Sustainable development strategy of Rekovac municipality 2015 – 2020

Operational goal

- Untill 2020 to solve the problem of water supply, waste water management and rivers management, through construction of the water supply system which covers 20% of villages; reconstruction of 50km of primary network; connecting to sewage system minimum of 1500 households and water stream management.

Sustainable development strategy of Lapovo municipality 2017 – 2021

Strategic goal:

- To improve conditions for sustainable water management (drinking and wastewater) and distribution systems management and to develop local transport infrastructure by building new and reconstructing the existing infrastructure

Operational goals:

- To reconstruct 5 km of the existing water supply network, build 5 km of new and build additional capacities of the existing source by the end of 2021.
- To build one wastewater treatment plant, 5 km of new sewerage network and reconstruct 5 km of existing sewerage network by the end of 2021.

Mechanisms function with an insufficiently clear procedure, responsibilities and competencies of all entities in the chain and insufficient „visibility” of the mechanisms themselves.

Section 2 - Reducing geographical disparities

Quantitative Information

Situation in targeted territory regarding the access to drinking water and sanitation in urban areas is varied depending on the size and development of the local municipality (drinking water starts from range of 0% to 100% and situation with sanitation were The waste water is collected in septic tanks, and there are also households that do not have septic tanks built, to 100%, respectively).

In rural areas situation with access to drinking water starts from the supplying from wells and village water systems to 100% the water supply network.

In the rural areas the access to sanitation is from 0% to 20%, respectively.

Analysis of the score-card

Area 2.1 Public policies to reduce access disparities between geographical areas

The public policies in the Republic of Serbia delegate to Local self-governments' units to provide organisational, material and other conditions for construction, maintenance and operation of communal facilities and for technical and technological system unity and to regulate and provide communal activities' performance and their development.

The bodies and services of the local self-governments' units are obliged to provide citizens with the necessary data, explanations and notifications in exercising their rights and obligations.

In most of the local municipalities there are public policies to reduce the gap between urban and rural areas but in limited form. Public policies are addressed in this area through the Sustainable Development Strategy, within the priority of rural development, in the part of programs and measures for the improvement of rural infrastructure. Only a small number of local self governments have sectoral strategies that address rural development.

An integrated approach was adopted in a large number of municipalities, on a limited scale. Through strategic planning documents or development programs, the equity of investment in drinking water and the treatment of wastewater are evident. Most of the local self governments do not have mechanisms that involve the independent provision of services within households in areas where there is no service provider.

Area 2.2 Public policies to reduce price disparities between geographical areas

The local self-government unit provides organizational, material and other conditions for the construction, maintenance and functioning of communal facilities and for the technical and technological unity of the system and regulates and ensures the performance of utility activities and their development.

The decision on changing the price of utility services is in jurisdiction of the utility companies in accordance with the Government Decision and with the approval of the local municipalities. The unit of local self-governments is obliged to monitor the movement of prices of utility services, and in particular the compliance of communal services prices with the principles established by law.

There are mechanisms in the majority of local municipalities developed to track prices as well as cost of provision of water and sanitation services, through the business programs and financial reports of public utility companies. There are clearly defined prices for natural and legal persons in local governments. The official price lists of public utility services are adopted by the municipal councils of local self-governments, but the official tariff system does not exist for most municipalities.

In most local self governments the funds are mobilized to a limited extent, or not, to reduce the gap in the context of access to rural areas.

Area 2.3 Geographical allocation of external Support for the Sector

The largest number of local self-government units within the sectoral plan identified areas that are extremely economically underdeveloped:

- The Law on Regional Development.
- Strategy of water management on the territory of the Republic of Serbia until 2034
- Strategies for sustainable development of Sumadija and Pomoravlje 2011–2021
- Municipal Sustainable Development Strategy

In accordance with the Law on Regional Development at the national level, the international financial support to increase access in geographical areas that lag behind at the level of local self government is limited.

Sector 3 Vulnerable and Marginalized Groups – national level

Quantitative Information

Regarding percentage of persons with access to safe drinking water on municipal city level, results vary from 20,7% in Rekovac to 99,97% in Lapovo municipalities. Due to the fact that official state statistics are kept in terms of households, results are presented from 36, 74% in Raca to 97,77% of households in Arandjelovac. Exception is the municipality of Batočina with 0%, due to the fact that the municipality is supplied with technical water only, which is treated with the process of chlorination.

Quantitative results of percentage of persons connected to the sewage system vary from 16, 2% in Rekovac to 64% in Kragujevac, or 21, 73% of households in Topola to 71,71% of households in Čuprija. Exception is the municipality of Knić that has the general problem of sewerage network lack of coverage of the territory.

Accessibility of water and sanitation facilities open to the public to people with disabilities is presented from 10% of public buildings in Raca to 70% in Paraćin.

Percentage of hospitals (and stationaries) that have sufficient and adequate water and sanitation services is mainly presented with 100% or close to 100% of access to water, while access to sanitation varies from 14,2% and 50% to close to 100% depending on number of stationaries in rural territory where there is no sewerage network.

Regarding accessibility to water and sanitation in schools, results for water accessibility is 100% for most of the municipalities, while sewerage accessibility varies from 100% of schools in urban areas to 0% in rural areas where all schools have a septic tank that are regularly maintained and controlled.

Prisons Kragujevac have 100% accessibility to water and sanitation. The prison in Čuprija has 100% access to water and 60% to sanitation sewerage system, due to the fact that one part of the facilities is placed in a building at the location without connection to sewerage.

Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available) varies from 0% in Rekovac to 50% in Knić.

Number of people lacking access to sewer at home (while living in neighborhoods where access is available) varies from 0% to 98 persons in Batočina and 300 in Rekovac municipality. Exception is Knić municipality with the overall problem with sewerage network in the municipality.

In all municipalities the public financial resources for ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups are not budgeted - municipal assembly decision is required.

Equally, public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups - funds for this purpose are not budgeted and a municipal assembly decision is required.

Analysis of the score-card

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

Policies in the sector of water supply and sanitation on a local level recognize the needs of vulnerable and marginalized groups in 2 ways in 3 out of 12 local self-government units:

1. on the level of public utility enterprise policies which enable certain social categories of users to have subsidized prices of the utility services,
2. social protection provisions which include users' right to financial help in order to be connected to the water supply and sanitation network or to have reduced costs of utility services which provides an integrated approach to problem solving.

In accordance to this, public financial resources are being allocated based on the decisions for each individual case. The disadvantage of social protection provisions is the fact that they do not recognize a large number of user categories e.g. vulnerable and marginalized groups.

3.2. People with disabilities

The data on the access to safe drinking water and sanitation by people with disabilities are available on the level of unofficial analysis of the approachability of an object, while more detailed analyses and reviews of the data on a local level do not exist. People with disabilities are not recognized in the social protection provi-

sions as potential users with reliefs related to the access to water and sanitation. There are no special financial resources allocated for this unless the users of social protection are also financially challenged. Technical standards which enable people with disabilities to access objects are met in all new objects and buildings in local self-government units, however due to limited funding on a local level there are no further adjustments so these objects are generally inaccessible, especially when it comes to water and sanitation e.g. toilets.

3.3 Users of health facilities

All facilities and institutions of health protection are under sanitary control. All local self-government units meet their legal obligations of financing and maintenance. Therefore, community health centers and clinics are provided with all the basic conditions of sanitation. Water quality controls are conducted regularly by Public utility enterprise and the Institute for public health and the reports are publicly available. In most municipalities, toilets are separated for men and women, with the exception of village clinics, while special conditions for menstrual hygiene management lack.

3.4. Users of educational facilities

City schools are connected to water supply and sanitation systems while in rural and village areas the access to water and sanitation is provided through school wells and cesspits while drinking water is provided in a form of bottled water. The resources are provided by local self-government units according to legal obligation.

The project 'Situational analysis of the access to healthy drinking water and sanitation for primary school children in the rural areas of the Sumadija and Pomoravlje districts' provided detailed data and it was found that local self-government units hadn't had systematic data on the access to water and sanitation in schools. The analyses are regularly conducted by the Institute for public health and Public utility enterprise. In most cases there are separate toilets for boys and girls, including village schools, while there are no special conditions for menstrual hygiene management.

3.5. Users of retirement homes

There are retirement homes in three local self-government units at the territory which is covered by the project. These objects are under sanitary control and they are in compliance with the Rulebook on general sanitary conditions. Local self-government units, as founders, are obliged to maintain social protection facilities and to allocate public resources in order to provide access to water and sanitation. Toilets are separated in all the objects.

3.6. Prisoners

There are two prisons at the territory covered by the project. Public policy is regulated on a national level as well as public resources for maintaining those facilities. Water quality analyses are regularly conducted and the results of those analyses are publicly available. Toilets are separated for men and women. There are no special conditions for menstrual hygiene management.

3.7. Refugees living in refugee camps and centers

There are no refugee camps and centers at the territory covered by the project. After conducting state program, most of the refugee camps have been closed and users had their accommodation problems solved.

3.8. Homeless people

At the territory covered by the project, apart from the city of Kragujevac, there are no registered homeless people during the period of project realization. There is one shelter in Kragujevac which is under sanitary control and there are all necessary hygienic conditions as well as access to water and sanitation. According to the social protection provision in the city of Kragujevac, homeless people are recognized as users of social welfare which is provided according to social policy and it is funded from the local city budget.

3.9. Travelers and nomadic communities

Nomadic communities are not recognized as a special category according to the categorization of vulnerable and marginalized groups in the Republic of Serbia. Furthermore, there are not any identified nomadic communities at the territory of Sumadija and Pomoravlje.

3.10. People living in households without water and sanitation

The data on the level of access to safe drinking water and sanitation for the households in the areas with the access to water and sanitation are available to a limited extent and in a form of Public utility enterprise records

on disconnection from the public network due to unpaid water bills. There is a public policy on the level of measures for those households which are users of social welfare and social housing apartments. In accordance to that, there are public resources allocated and an integrated approach of the construction inspection and local self-government units as well as public utility enterprise and centers for social work.

3.11 People without the access to safe drinking water and sanitation in their workplaces

The control of the access to safe drinking water and sanitation for workers in their workplaces is under the jurisdiction of the national institutions – Labor Inspectorate (Ministry of Labor, Employment and Social Policy, Labor Law, Law on Occupational Safety and Health).

Local self-government units do not have any records but Labor Inspectorates do, and on a regional level. Public resources are allocated according to the legal obligation of maintenance and supply when it comes to public facilities which are under sanitary control.

Section 4 Keeping water and sanitation affordable for all

Quantitative Information

Official data and records kept by the Statistic Office of the Republic of Serbia in this area of quantitative information refer to amount of average bill per capita and average income per employee per year. Other records are not kept, or data do not exist systematically, but are unofficially available at local self government departments in some municipalities.

Amount of the average water and sanitation bill in the municipalities covered by the project is in the range from e.g. 46,22 EUR in Arandjelovac to 87,72 in Svilajnac (EUR per year), per household.

Amount of the water and sanitation bill in the city/ municipality for households in the lowest wealth or income group (EUR per year) – is not kept in records as official data. In fact, municipalities either do not have special tariffs for socially vulnerable, such as Čuprija, Despotovac and Knić, or affordability is met through individual requests and approvals of decisions, such as for in Arandjelovac, Svilajnac and Kragujevac.

The Average disposable household income (or expenditure) (EUR per year) is not kept officially as data by the Statistic Office of the Republic of Serbia, but Average income per employee per year. Information is in the range from 2.400 EUR in Knić and 3853 EUR in Arandjelovac municipalities to 5.593 EUR in Kragujevac city.

There are no funds for ensuring affordability of the water and sanitation bill on the level of self-governments, therefore no data is available for this section of quantitative information.

Analysis of the score-card

The financial accessibility of water supply and sewerage services is closely linked to the economic/ purchasing power of the population.

Area 4.1 Public policies to ensure affordability

Service providers track financial accessibility through their plans and work programs and report on this to local authorities. The service pricelist is formed in accordance with the principle of affordable access for a large percentage of users.

The 1/3 of the municipalities have social protection strategies, while the rest of municipalities have decisions on social protection rights. Existing strategies and decisions define social protection instruments in general terms.

Municipalities and service providers do not treat financial affordability of self-provided services of water and sanitation in their strategic documents and action plans.

All municipalities allocate certain funds for solving affordability problems for all users, but they are not a system solution.

Area 4.2 Tariff measures

Currently, the price of drinking water is well below the economic price. The „tariff“ system distinguishes only between individuals and legal users. The level of tariffs should not only be linked to affordability, but also with income level, service delivery costs, subsidy policies, and consumer behavior. The legal frame allows the establishment of tariff systems, but with the limited maximum cost of water supply and sewage services.

The 2/3 of municipalities have analyzed the possible solutions to affordability through some of the tariff system models and are implementing them. The tariff model relies on the „social price“ of services (applied in all municipalities) and decisions on social protection rights (applied in 2/3 of municipalities, with the best practices

in Svilajnac and Paraćin municipalities, through recognising most categories of vulnerable and marginalised groups in their local Social protection decisions).

50% of municipalities have implemented tariff measures in their strategies to address affordability for all.

Area 4.3 Social protection measures

50% of municipalities have analysed mechanisms and integrated the planned measures into their plans, to solve affordability issues. The adopted solutions are based on the decisions on social protection rights.

The 1/3 of municipalities are applying the identified measures ad hoc. Most often, one-time monetary assistance is paid, with no mechanism for controlling whether the paid assistance has been spent on the planned purpose.

Impact of the project Self-assessment of the equitable access to water and sanitation in the Republic of Serbia to up-to-date work in practice

During the project implementation, especially through direct work with local stakeholders in data collection and realization of four thematic workshops, a change of attitude arised among the key stakeholders in relation to recognizing the importance of the issue of equal access to safe drinking water and sanitation.

Discussions and conclusions brought through consensus of stakeholders of Sumadija and Pomoravlje territory, are directed to the following:

1. Access to water and sanitation is a human right, as recognised by the United Nations General Assembly and the Human Rights Council. The awareness of implication of legal obligation for the key stakeholders and decision makers to provide the equal access has significantly raised among the participants during the project implementation.
2. Geographical disparities bring rural residents into an unequal position comparing to the population in urban areas. In the future, the authorities should take greater care of each individual in rural areas, because their right to water is equal to the rights of urban residents.
3. It is necessary to develop and apply specific technical solutions in rural areas.
4. Representatives of local self governments and public utility companies in the municipalities where certain measures have already been established to provide better access for vulnerable and marginalised groups, have come to mutual conclusion, that it is recommendable to establish formal integrated approach between the social welfare and communal activities institutions. This is not only for the favour of beneficiaries, but to their own favour and better efficiency in work.
5. During the implementation of the thematic focus groups, it was noted that there are examples of good practice in the territory of Sumadija and Pomoravlje in some local self-governments, which should be exchanged and applied to the rest of the territory.
6. The previous treatment of the problems of vulnerable and marginalized groups did not include the issue of equitable access to water and sanitation, and the practice needs to be changed. To begin with, issues should be identified as special priorities within sectoral strategies dealing with social issues of vulnerable and marginalized groups.
7. In the process of revision of the existing strategies of sustainable development the problem of equitable access to water and sanitation will be addressed to and treated with special measures.

Recommendations

Sections	Recommendations
<p>Section 1. - Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation</p>	<p>Upgrade the integrated approach of relevant national institutions and bodies in domain of equitable access to water and sanitation and apply to the national Water management strategy .</p> <p>Improve the strategic framework at the local level. The local self-government should develop a Strategic Plan for achieving equitable access to water and sanitation. Defined goals in the Strategic Plan should include:</p> <ul style="list-style-type: none"> • the entire territory of the municipality including inaccessible areas, • central water supply system, small and individual systems – „independent service providers“, • all groups of users, • financial approach. <p>Build a system of continuous access to available, international financial support with the national level with clearly defined procedures for application.</p> <p>In the process of investment planning, identify realistic funds, programmed or contracted funds</p> <p>Establish a transparent mechanisms at local level that allows users to exercise their rights with a clearly defined procedure, obligations, responsibilities and competencies of all entities in the chain. The national legal framework allows establishment of such mechanisms.</p>
<p>Section 2. - Reducing geographical disparities</p>	<p>In the relevant national institutions, to activate specific financial mechanisms that will favor equitable access to water and sanitation in rural areas.</p> <p>To introduce mechanisms to support technical solutions that involve an independent provision of services (non-financial: advisory, document preparation and licensing, financial assistance). Also, adopt innovative technical solutions for solving the problem of sanitation in rural areas (like bio pits and wet fields, eco san toilet) and allocate funds in an adequate budget line.</p> <p>Public utility companies to provide advisory services and assistance in designing projects to self-service households.</p> <p>To introduce models for managing and controlling access to water and sanitation in rural areas and systems for monitoring quantitative indicators.</p> <p>To improve local strategic planning documents, so that a uniform approach with the existing aspect of the reduction of geographical differences is raised to the level of the goal. In the already existing sectoral strategies, the issue of equal access is raised to the level of priorities.</p> <p>To provide support of LSG to PUCs for introduction of mechanisms for the implementation of specific technical solutions for rural, informal and poorer settlements.</p>

Sector 3. - Vulnerable and Marginalized Groups

Upgrade the integrated approach of relevant national institutions and bodies in domain of equitable access to water and sanitation and apply to the national Water management strategy and Social protection strategy.

To introduce an integrated system of local institutions – local self-government, social welfare centers and public utility companies in charge of water supply and sewage system – and participation of representative bodies such as the municipal board for persons with disabilities and Roma council, in order to deal with equitable access to safe drinking water and sanitation for vulnerable and marginalized groups.

To revise the local sustainable development strategies and sector strategies (health, social policies, education) in order to include the access to safe drinking water and sanitation to vulnerable and marginalized groups to the level of goals and to develop projects to meet the goals and indicators.

To adopt or to revise the existing decisions on social protection in order to recognize all vulnerable and marginalized groups and to determine levels/categories of vulnerability.

To establish monitoring system and record keeping for:

- number of persons of vulnerable and marginalized groups without access to safe drinking water and sanitation
- number of socially marginalized persons who use the social welfare support for the purpose of equitable access
- public funds on annual level spent for equitable access for each category of vulnerable and marginalized groups

To establish mechanisms to absorb the national funds for this purpose.

Section 4. - Keeping water and sanitation affordable for all

Establish integrated approach to affordability of services for all: develop a system which will enable the sustainable economic price of water and sanitation services in the period of the next 10 years

bring overall decisions on social protection which will:

include all vulnerable and marginalised groups

define categories/ levels of vulnerability within identified vulnerable and marginalised groups

adopt a tariff system which is in line with social protection measures and decisions on social protection rights

adopt an integrated system of local institution (local government - center for social work - service provider) for providing rights in the field of social protection; clearly define the obligations and responsibilities of all actors in the system.



Annex 1

The Equitable Access Score-card National Level

**Supporting Policy Processes to Achieve the Human Right
to Water and Sanitation**

Profile of Republic of Serbia

Socioeconomic and Sector Data

	2015.	2011.	Source
Population (inhabitants)	7.095.383	7.186.862	Statistical Office of the Republic of Serbia
Extension (km ²)	88 499 km ²	88 499 km ²	Statistical Office of the Republic of Serbia
GDP per capita (EUR/person) USD/person	8.410.234 USD/person	6.240.793 USD/person	International Monetary Fund
% of population below national poverty line	25,4%	/	Statistical Office of the Republic of Serbia % of the population at risk of poverty - the indicator that is most closely related to the requested one
% of population unemployed	724.096	745.187	Statistical Office of the Republic of Serbia according to the National Employment Service
% of population living in urban areas	/	59,44 %	Statistical Office of the Republic of Serbia
% of population living in peri-urban areas (ONLY if this category is relevant in your country/region)	/	/	this category is not relevant in Serbia
% of population living in rural areas	/	40,56 %	Statistical Office of the Republic of Serbia
Renewable freshwater resources (million m ³ per capita)	90,88 m ³	93,61 m ³	Statistical Office of the Republic of Serbia
% of population without access to safe drinking water	0.5% (2014)	0.5% (2010)	Statistical Office of the Republic of Serbia
% of population without access to wastewater collection	39.9%	46.9%	Statistical Office of the Republic of Serbia
% of population without access to wastewater treatment (any level)	87.9%	90.3%	Statistical Office of the Republic of Serbia
Public financial resources spent on the water and sanitation sector	166.544.914 RSD	628.774.024 RSD	
Public financial resources spent on ensuring equitable access to water and sanitation			
Please provide the definition of safe drinking water if different from the one described in chapter 2			

International Obligations on Water and Sanitation.

	Yes	No
Is your country Party to 1966 International Covenant on Economic, Social and Cultural Rights?	X	
Is your country Party to the 1999 Protocol on Water and Health?	X	

Section 1.

Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation

Area 1.1 Strategic framework for achieving equitable access

1.1.1 The right to water and sanitation has been introduced in the country's legal order	Yes	To a Large Extent	To a Limited Extent	No
	X			

Score justification: The right to water and sanitation has been introduced in the country's legal order by the positive legal framework of the Republic of Serbia.

Means of verification used: Constitution of the Republic of Serbia (RS Official Gazette, No. 98/06)

http://www.paragraf.rs/propisi/ustav_republike_srbije.html

Law on confirmation of Protocol on water and health to the Convention on the protection and use of transboundary watercourses and international lakes and Amendment to the Art. 25 and 26 of the Convention on the protection and use of transboundary watercourses and international lakes (RS Official Gazette – International contracts, No. 1/13)

<http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/reg/viewAct/e5345314-870a-4b3b-843a-1958a9fd965e>

Water Law (RS Official Gazette, No. 30/10, 93/12 and 101/16)

http://www.paragraf.rs/molovani/zakon_o_vodama.html

Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16)

http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html

reliability of the response: high

1.1.2 There is a strategic plan in place to ensure equitable access to water and sanitation	X			
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Score justification: In order to ensure equitable access to water and sanitation, in accordance with the Law on Waters, it was developed and adopted Water Management Strategy for the territory of Republic of Serbia.

Means of verification used:

Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17)

http://rdvode.gov.rs/doc/Strategija_FINAL.pdf

reliability of the response: high

1.1.3 Equitable access targets have been set	X			
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Score justification: The objectives for ensure equitable access to water and sanitation are defined by the principles of access to drinking water for everyone and provision of sanitation for everyone within a framework of integrated water-management systems aimed at sustainable use of water resources, ambient water quality which does not endanger human health, and protection of water ecosystems.

Means of verification used: Law on confirmation of Protocol on water and health to the Convention on the protection and use of transboundary watercourses and international lakes and Amendment to the Art. 25 and 26 of the Convention on the protection and use of transboundary watercourses and international lakes (RS Official Gazette – International contracts, No. 1/13)

<http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/reg/viewAct/e5345314-870a-4b3b-843a-1958a9fd965e>

reliability of the response: high

1.1.4 Responsibilities for achieving equitable access have been identified and allocated	X			
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Score justification: Local self-government unit shall provide organisational, material and other conditions for construction, maintenance and operation of communal facilities and for technical and technological system unity and shall regulate and provide communal activities' performance and their development.

The Government shall regulate:

- 1) Criteria for performing communal activities;
- 2) Content, manner and conditions for commencement of communal activities;
- 3) Content and manner of keeping records on subjects performing certain communal activity.

Means of verification used: Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16)

http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html

reliability of the response: high

1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities	X			
<p>Score justification: The competent authorities have been enabled to discuss and coordinate the issue of equitable access to water and sanitation. Authorities and services of local self-government units in performing their activities take part, individually or within their associations in preparation of the law and other regulations which content is of special significance for accomplishment and development of local self-government. The proponent is obliged to conduct a public debate in the preparation of a law that can change significantly the way in which a matter has been addressed legally or govern a matter of particular public interest. Public debate may be conducted in the process of preparation of development strategy, regulation and decision.</p> <p>Means of verification used: Law on Local Self-Government (RS Official Gazette, No. 129/07, 83/14 – other law and 101/2016 – other law) http://www.apps.org.rs/wp-content/uploads/2014/10/Zakon-o-lokalnoj-samoupravi-2016.pdf Rules of Procedure of the Government of the Republic of Serbia (RS Official Gazette, No. 61/06 – consolidated text, 69/08, 88/09, 33/10, 69/10, 20/11, 37/11) http://www.mduls.gov.rs/doc/dokumenta/akti/Poslovnik%20%20Vlade.docx reliability of the response: high</p>				
1.1.6 The country/region/city has assessed the equity of access to safe drinking water and sanitation	X			
<p>Score justification: The percentage of the population connected to public water supply systems amounts to around 81% in the Republic of Serbia. The number of population served by public water distribution systems is still increasing. The level of connectivity to sewage systems in the Republic of Serbia is very uneven. In settlements with over 2,000 inhabitants, the average level of connectivity to public sewage systems amounts to 72%, and to individual systems (septic tanks) about 27%. The level of connectivity to public sewage systems amounts to 54% compared to the total number of inhabitants in the Republic of Serbia. The Statistical Office of the Republic of Serbia performs an assessment of the access to healthy drinking water and sanitation</p> <p>Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17) http://rdvode.gov.rs/doc/Strategija_FINAL.pdf reliability of the response: high</p>				
<p>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): 18 Divide the number of total points by 6: 3,00</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

Area 1.2 Sector financial policies				
1.2.1 The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated	Yes	To a Large Extent	To a Limited Extent	No
		X		
<p>Score justification: The Water Management Strategy amount of financial resources needed to achieve equitable access to safe drinking water and sanitation have been estimated.</p> <p>Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17) http://rdvode.gov.rs/doc/Strategija_FINAL.pdf reliability of the response: high</p>				
1.2.2 The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified		X		
<p>Score justification: The Water Management Strategy sources of funding to achieve equitable access to safe drinking water and sanitation have been identified.</p> <p>Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17) http://rdvode.gov.rs/doc/Strategija_FINAL.pdf reliability of the response: high</p>				
1.2.3 The financing strategies for the water and sanitation sector take equity issues into account		X		
<p>Score justification: The Water Management Strategy foresees three operational objectives that should ensure equitable access to safe drinking water and sanitation: <u>Operational goal 1:</u> Increase in the level of coverage by public water supply systems from the current 81% to 93% at the end of the planning period <u>Operational goal 2:</u> Improvement of the public water supply system - ensuring a stable supply of water of required quality, while reducing the risk of water supply disruption under extreme and extraordinary conditions <u>Operational goal 3:</u> Reduction of pollution from point sources for communal wastewaters by building sewage system (sewage network covers 85% of populations living in settlements with over 2,000 inhabitants).</p> <p>Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17) http://rdvode.gov.rs/doc/Strategija_FINAL.pdf reliability of the response: high</p>				

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	X			
<p>Score justification: The incentive of service providers to implement investment plans favoring the provision of access to rights holders who do not possess this approach are defined by the mechanism involving the Government of RS, the competent ministries and the local self-governments and are defined by the legislation.</p> <p>Means of verification used: Water Law (RS Official Gazette, No. 30/10, 93/12 and 101/16) http://www.paragraf.rs/molovani/zakon_o_vodama.html Regulation on the establishment of the Program fostering regional and local development in 2017 (RS Official Gazette, No. 5/17) http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/reg/viewAct/f3bcf541-5fef-4ed8-9c95-b310d1b8de4d reliability of the response: high</p>				
1.2.5 The national/regional/city government monitors and publicly reports financial resource allocation	X			
<p>Score justification: Transparency in disposing of funds, monitoring of funds disposal and public reporting is defined by legislation, with clearly defined competencies, time terms and content of the report.</p> <p>Means of verification used: Law on Budget System (RS Official Gazette No. 54/09, 73/10, 101/10, 101/11, 93/12, 62/13, 63/13 –corr., 108/13, 142/14, 68/15 – other law and 103/15) http://www.paragraf.rs/propisi/zakon_o_budzetskom_sistemu.html Law on Public Enterprises (RS Official Gazette, No. 15/16) http://www.paragraf.rs/propisi/zakon_o_javnim_preduzecima.html reliability of the response: high</p>				
1.2.6 International financial support for the water and sanitation sector takes equity issues into account	X			
<p>Score justification: International financial support to water and sewage sector takes into consideration the questions related to equitable approach since the support is provided on the priority basis defined by strategic documents in the area of water which take into account equitable approach to healthy drinking water and sewage. Namely, international support is realised by action documents which are in line with objectives defined by strategic documents in the area of water.</p> <p>Means of verification used: official documents https://europa.rs/pomoc-republici-srbiji/ipa/ reliability of the response: high</p>				
<p>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 6: 2,50</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

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

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	Yes	To a Large Extent	To a Limited Extent	No
	X			
<p>Score justification: In accordance with the legislation, the rights holders mechanism is provided to be aware of their rights and obligations and to have access to relevant information.</p> <p>Means of verification used: Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16) http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html reliability of the response: high</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	X			
<p>Score justification: In accordance with the legislation, the mechanism allows the right-holders to participate in the decision-making process regarding the level and quality of the access they have enabled.</p> <p>Means of verification used: Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16) http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html Law on consumer protection (RS Official Gazette, No. 62/14 and 6/16 – other law) http://paragraf.rs/propisi/zakon_o_zastiti_potrosaca.html reliability of the response: high</p>				
1.3.3 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions	X			
<p>Score justification: In accordance with legal regulations, the mechanism allows the right-holders to seek legal protection and to implement corrective measures.</p> <p>Means of verification used: : Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16) http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html Law on Local Self-Government (RS Official Gazette, No. 129/07, 83/14 – other law and 101/2016 – other law) http://www.apps.org.rs/wp-content/uploads/2014/10/Zakon-o-lokalnoj-samoupravi-2016.pdf reliability of the response: high</p>				

1.3.4 There are mechanisms in place to allow right-holders to keep responsible authorities accountable

X

Score justification: In accordance with the legislation, the mechanism allows the holders of rights to request explanations from the jurisdiction belonging to the competent authorities.

Means of verification used: Constitution of the Republic of Serbia (RS Official Gazette, No. 98/06)

http://www.paragraf.rs/propisi/ustav_republike_srbije.html

State Administration Act (RS Official Gazette, No. 79/05, 101/07, 95/10 and 99/14)

http://www.paragraf.rs/propisi/zakon_o_drzavnoj_upravi.html

Law on Local Self-Government (RS Official Gazette, No. 129/07, 83/14 – other law and 101/2016 – other law)

<http://www.apps.org.rs/wp-content/uploads/2014/10/Zakon-o-lokalnoj-samoupravi-2016.pdf>

Law on free access to information of public importance (RS Official Gazette, No. 120/04, 54/07, 104/09 and 36/10)

http://www.paragraf.rs/propisi/zakon_o_slobodnom_pristupu_informacijama_od_javnog_znacaja.html

reliability of the response: 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: **3,00**

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

High Medium Low

Section 2.

Reducing geographical disparities

Quantitative Information on Geographical Disparities

	2015.	2011.	Source
Rate of access to safe drinking water in urban areas (%)	99.9 (2014)	99.8 (2010)	MICS (Multiple Indicators Cluster Survey)
Rate of access to safe drinking water in peri-urban areas (%) (only if this category is relevant in your country/region)	/	/	not relevant category in Serbia
Rate of access to safe drinking water in rural areas (%)	98.9 (2014)	99.2 (2010)	MICS (Multiple Indicators Cluster Survey)
Rate of access to sanitation in urban areas (%)	83.3 (2014)	85.5 (2010)	MICS (Multiple Indicators Cluster Survey)
Rate of access to sanitation in peri-urban areas (%) (only if this category is relevant in your country/region)	/	/	not relevant category in Serbia
Rate of access to sanitation in rural areas (%)	19.5 (2014)	17.5 (2010)	MICS (Multiple Indicators Cluster Survey)
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (million EUR)			
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (EUR per capita)			
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (% of budget spent on water and sanitation)			

Area 2.1 Public Policies to reduce access disparities between geographical areas

2.1.1 There is a public policy for reducing disparities between urban, peri-urban and rural areas	Yes	To a Large Extant	To a Limited Extent	No
		x		

score justification:

To a large extent, the public policy is defined by the legal and start-up framework.

means of verification used:

Law on confirmation of Protocol on water and health to the Convention on the protection and use of transboundary watercourses and international lakes and Amendment to the Art. 25 and 26 of the Convention on the protection and use of transboundary watercourses and international lakes (RS Official Gazette – International contracts, No. 1/13)

<http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/reg/viewAct/e5345314-870a-4b3b-843a-1958a9fd965e>

Poverty reduction strategy in Serbia

http://www.srbija.gov.rs/extfile/sr/211704/strategija-za-smanjenje-siromastva-u-srbiji_cyr.pdf

Law on the Republic of Serbia Development Fund (RS Official Gazette, No. 36/2009, 88/2010 (Article 9 is not in the consolidated text), 119/2012 (Article 9 is not in the consolidated text)) and 5/2015.

reliability of the response: high

2.1.2 Integrated approaches have been adopted to support the delivery of water and sanitation services in rural areas, informal settlements and slums	X			
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score justification:

The integrated approach is defined by the principles of access to drinking water for everyone and sanitary measures for all within integral water management systems focused on the sustainable use of water resources, the quality of water in an environment that does not endanger human health, and the protection of aquatic ecosystems.

means of verification used:

Law on confirmation of Protocol on water and health to the Convention on the protection and use of transboundary watercourses and international lakes and Amendment to the Art. 25 and 26 of the Convention on the protection and use of transboundary watercourses and international lakes (RS Official Gazette – International contracts, No. 1/13)

Water Law (RS Official Gazette, No. 30/2010, 93/2012 and 101/2016)

Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette No. 3/17)

Spatial Development Strategy of the Republic of Serbia (segment Development and arrangement of villages and rural areas)

reliability of the response: high

2.1.3 There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural, informal settlements and slums		X		
<p>score justification: Local self-government unit shall provide organisational, material and other conditions for construction, maintenance and operation of communal facilities and for technical and technological system unity and shall regulate and provide communal activities' performance and their development. The Government shall regulate: 1) Criteria for performing communal activities; 2) Content, manner and conditions for commencement of communal activities; 3) Content and manner of keeping records on subjects performing certain communal activity.</p> <p>means of verification used: <u>Law on Communal Activities</u> (RS Official Gazette, No. 88/11 and 104/16) <u>Law on Planning and Construction</u> („Official Gazette of the Republic of Serbia“ No. 72/2009, 81/2009 - exp., 64/2010 - decision US, 24/2011, 121/2012, 42/2013 - decision US, 50 / 2013 - decision US, 98/2013 - decision US, 132/2014 and 145/2014)</p> <p>reliability of the response: high</p>				
2.1.4 There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider		X		
<p>score justification: The bodies and services of the local self-government unit are obliged to provide citizens with the necessary data, explanations and notifications in exercising their rights and obligations.</p> <p>means of verification used: <u>Law on Local Self-Government</u> (RS Official Gazette, No. 129/07, 83/14 – other law and 101/2016 – other law)</p> <p>reliability of the response: high</p>				
2.1.5 Sector policies mobilize sufficient financial resources to reduce the access gap in rural and peri-urban areas according to the established targets		X		
<p>score justification: The financial means in order to reduce the differences in the context of access in rural areas, which are defined in their plans by the Government of RS, the relevant ministries and the Local municipalities, are determined by the legal framework.</p> <p>means of verification used: <u>Water Law</u> (RS Official Gazette, No. 30/2010, 93/2012 and 101/2016) <u>Regulation on the establishment of the Program fostering regional and local development in 2017</u> (RS Official Gazette, No. 5/17)</p> <p>reliability of the response: high</p>				
<p>Please calculate the score for Area 2.1 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 11 Divide the number of total points by 5: 2,20</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

Area 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 cost of provision of water and sanitation services	Yes	To a Large Extent	To a Limited Extent	No
<p>score justification: The local self-government unit provides organizational, material and other conditions for the construction, maintenance and functioning of communal facilities and for the technical and technological unity of the system and regulates and ensures the performance of utility activities and their development. The Government of the Republic of Serbia and the competent ministries determine the reference price of water.</p> <p>means of verification used: <u>The Law on Communal Activities</u> („Official Gazette of the Republic of Serbia“, No. 88/11 and 104/16) <u>Water Law</u> (RS Official Gazette, No. 30/2010, 93/2012 and 101/2016)</p> <p>reliability of the response: high</p>			X	
2.2.2 Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced			X	
<p>score justification: The Government determines the amount and method of calculating the water fees and the debtor's duties. The decision on changing the price of utility services is made by the utility company in accordance with the Government Decision and with the approval of the local municipality. The unit of local self-government is obliged to monitor the movement of prices of utility services, and in particular the compliance of communal services prices with the principles established by law.</p> <p>means of verification used: <u>Water Law</u> („Official Gazette of RS“, No. 30/2010, 93/2012 and 101/2016) <u>Law on Communal Activities</u> („Official Gazette of the RS“, No. 88/11 and 104/16)</p> <p>reliability of the response: high</p>				

2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)				X
<p>score justification: Public subsidies are defined by the Regulation on the establishment of the Water Management Program, adopted by the Government for each calendar year, and refer to the co-financing:</p> <ol style="list-style-type: none"> 1) construction and reconstruction of water facilities for water use, 2) construction and reconstruction of water facilities for the collection, discharge and treatment of wastewater, 3) development of technical documentation for the construction and reconstruction of water facilities for water use and collection, discharge and treatment of wastewater. <p>means of verification used: <u>The Water Law</u> („Official Gazette of RS“, No. 30/2010, 93/2012 and 101/2016)</p> <p>reliability of the response: high</p>				
2.2.4 The sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision				X
<p>score justification: There is no organization of a sector that allows cross-subsidization between locations with different cost of providing services.</p> <p>means of verification used:</p> <p>reliability of the response: high</p>				
<p>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): 2 Divide the number of total points by 4: 0,50</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

Area 2.3 Geographical allocation of external Support for the Sector				
2.3.1 Public authorities have identified in the sector plan the areas that are lagging behind and require external support	Yes	To a Large Extent	To a Limited Extent	No
	X			
<p>score justification: Reduction of regional and inter-regional disparities, in the degree of socio-economic development and living conditions, with emphasis on encouraging the development of underdeveloped, devastated industrial and rural areas with the reduction of negative demographic trends.</p> <p>means of verification used: <u>Law on Regional Development</u> („Official Gazette of the Republic of Serbia“, No. 51/2009, 30/2010 and 89/2015 - other law)</p> <p><u>The water management strategy on the territory of the Republic of Serbia until 2034</u> („Official Gazette of RS“, No. 3/17)</p> <p><u>Poverty Reduction Strategy in Serbia, Second Report on the Implementation of the Poverty Reduction Strategy</u></p> <p><u>Strategies for sustainable development of Sumadija and Pomoravlje 2011–2021</u>, http://www.redasp.rs/</p> <p>reliability of the response: high</p>				
2.3.2 There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan)	X			
<p>score justification: International financial support to the water and sewer sector takes into account issues of equal access and geographical areas that are less developed, based on the priorities defined in strategic documents in the area of waters that respect the access to safe drinking water and sewage in the lagging geographical areas. International assistance is implemented through action documents that are in line with the objectives defined by strategic documents in the field of water.</p> <p>means of verification used: <u>Water management strategy on the territory of the Republic of Serbia until 2034</u> („Official Gazette of RS“, No. 3/17)</p> <p>reliability of the response: high</p>				
<p>Please calculate the score for Area 2.3 Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 6 Divide the number of total points by 2: 3,00</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

Section 3. Ensuring Access for Vulnerable and Marginalized Groups

Quantitative Information on Vulnerable and Marginalized Groups

	2015.	2011.	Source
% of persons with access to safe drinking water in the country	84,18 %*	86,87%*	Statistical Office of the Republic of Serbia
* % households connected to the water supply network			
% of persons with access to safe drinking water by the poorest fifth of the population			
% of persons with access to sanitation in the country	59,55%	57,05%*	Statistical Office of the Republic of Serbia
* % households connected to the sewer network			
% of persons with access to sanitation by the poorest fifth of the population			
% of water and sanitation facilities open to the public that are accessible to people with disabilities			
% of hospitals that have sufficient and adequate water and sanitation services			
% of schools that have sufficient and adequate water and sanitation services			
% of prisons that have sufficient and adequate water and sanitation services			
% of persons without a fixed residence that have access to safe drinking water and sanitation through public facilities			
Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available)			
Number of people lacking access to sewer at home (while living in neighborhoods where access is available)			
Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (million EUR)			
Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (EUR per capita)			

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

3.1.1 There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups	Yes	To a Large Extent	To a Limited Extent	No
				X

score justification: The Water Law does not recognize the special and differentiated needs of vulnerable and marginalized groups. Under the Law on communal activities, the units of local self-government can determine the categories of users of utility services who pay the subsidized price of utility services, as well as the amount of subsidies for each category.

means of verification used: The Water Law („Official Gazette of RS”, No. 30/10, 93/12 and 101/16)

The Law on Communal Activities („Official Gazette of RS”, No. 88/11 and 104/16)

reliability of the response: high

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 water and sanitation by vulnerable and marginalized groups	Yes	To a Large Extent	To a Limited Extent	No
	X			

score justification: Social protection and inclusion policy, as well as sanitary supervision, which includes beneficiaries of health and educational institutions as well as social protection institutions, provides for specific measures to ensure access to water and sanitation for socially vulnerable and marginalized groups.

means of verification used: The Law on the Confirmation of the Convention on the Rights of Persons with Disabilities and the Optional Protocol thereto („Official Gazette of the Republic of Serbia”, No. 42/09).

The Law on Sanitary Control (Official Gazette of RS, No. 125/04)

The Law on Social Protection („Official Gazette of RS”, No. 24/11)

Strategy for Prevention and Protection against Discrimination for the period 2013–2018.

reliability of the response: high

3.1.3 There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups	X			
<p>score justification: The Law on Social Protection prescribes mechanisms within social care services that include support services for independent living and shelter accommodation, which include access to water and sewerage.</p> <p>means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11)</p> <p>reliability of the response: high</p>				
3.1.4 Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups			X	
<p>score justification: The Decree on dedicated transfers in social protection determines the amount of a dedicated transfer for financing social care services. In accordance with the funds of the budget of the Republic of Serbia, the division of the Ministry of Labor, Employment, Veterans' and Social Affairs.</p> <p>The European Support to Inclusive Society Project is being implemented by the EU Delegation to the RS in cooperation with the Ministry of Labor, Employment, Veterans' and Social Affairs. Through the project, the EU allocated 4.3 million euros through 28 grants.</p> <p>means of verification used: Decree on dedicated transfers in social protection („Official Gazette of the Republic of Serbia“, No. 18/2016)</p> <p>reliability of the response: high</p>				
3.1.5 Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups				X
<p>score justification: Integrated approaches for provision of water and sewerage services for vulnerable and marginalized groups of administrations of competent institutions at the state level have not been adopted.</p> <p>means of verification used: consultations with stakeholders</p> <p>reliability of the response: medium</p>				
<p>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): 7 Divide the number of total points by 5: 1,40</p> <p>Please estimate the average reliability of the responses for this area (please mark one option) High Medium Low</p>				

Area 3.2 Persons with Special physical needs				
3.2.1 There is data on levels of access to safe drinking water and sanitation by persons with special physical needs	Yes	To a Large Extent	To a Limited Extent	No
<p>score justification: There are data about accessibility in general terms from the Ombudsman, the National Mechanism for the Prevention of Torture, the Department for the Rights of Persons with Disabilities. In addition, the units of local self-government establish a Center for Social Work where the rights established by the Law on Social Protection are realized and where the provision of social protection services is provided.</p> <p>means of verification used: www.osobesainvaliditetom.rs, www.npm.rs The Law on Social Protection („Official Gazette of RS“, No. 24/11)</p> <p>reliability of the response: medium</p>			X	
3.2.2 There is a public policy to ensure access to safe drinking water and sanitation by persons with special physical needs	X			
<p>score justification: The Constitution of the Republic of Serbia prohibits any discrimination directly or indirectly on any ground, and in particular based on race, gender, nationality, social origin, birth, religion, political or other belief, property, culture, language, age and psychological or physical disability.</p> <p>According to the Law on the Confirmation of the Convention on the Rights of Persons with Disabilities and the Optional Protocol thereto, persons with disabilities have equal access to clean water services as access to appropriate and available services, funds and other assistance for the needs of the disabled.</p> <p>means of verification used: legal documents</p> <p>reliability of the response: high</p>				
3.2.3 There is specific public funding to support access to safe drinking water and sanitation by persons with special physical needs (such as for adapting home facilities)			X	
<p>score justification: – Funds for performing social welfare activities are provided in the budget of the Republic of Serbia, the autonomous province and the local self-government units, as well as performing activities of social welfare institutions. – Social protection institutions and social protection service providers may be established as public or private property.</p> <p>means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11) Decree on dedicated transfers in social protection („Official Gazette of the Republic of Serbia“, No. 18/2016)</p> <p>reliability of the response: high</p>				

3.2.4 There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs	X			
<p>score justification: The Law on Planning and Construction stipulates that buildings for public and business purposes must be designed and built so that persons with disabilities, children and the elderly can freely access, move, stay and work. The by-law legal act prescribes standards that define more precisely the required technical measures and conditions.</p> <p>means of verification used: The Law on Planning and Construction („Official Gazette of the Republic of Serbia“ No. 72/09, 81/09 - Ex., 64/10 - decision US, 24/11, 121/12, 42/13 - decision US, 50 / 13 - decision US, 98/13 - decision US, 132/14 and 145/14) Rulebook on technical standards for planning, design and construction of facilities, which ensures unhindered movement and access to persons with disabilities, children and the elderly („Official Gazette of RS“, No. 22/15)</p> <p>reliability of the response: high</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): 8 Divide the number of total points by 4: 2,00</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

3.3.1 There is data on levels of access to safe drinking water and sanitation in health facilities	Yes	To a Large Extent	To a Limited Extent	No
	X			

score justification: Institute for Public Health „Batut“, Institute for Public Health Kragujevac, Center for Analysis, Planning and Organization of Health Care, Institute for Public Health Čuprija „Pomoravlje“ in Čuprija, Center for Analysis, Planning and Organization of Health Care, Informatics and Biostatistics in Health, and other public health institutes monitor and analyze the organization, operation and use of health institutions from the territory of the district. In addition, there are reports by the Ombudsman and the National Mechanism for the Prevention of Torture on visits to individual health institutions.

means of verification used: Reports of the institutes

reliability of the response: high

3.3.2 There is a public policy to ensure access to safe drinking water and sanitation by users of health facilities	X			
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score justification: According to the legislation, healthcare activity in a health institution or private practice can be performed in a building where general conditions are provided including water supply, sewerage and heating. The Sector for Inspection Affairs of the Ministry of Health carries out tasks that include: performing sanitary and health control in the field of public supply of the population with hygienic drinking water.

means of verification used: The Law on Health Care (Official Gazette of RS No. 107/05, 72/09 -, 88/10, 99/10, 57/11, 119/12, 45/13 -, 93/14 , 96/15, 106/15)
The Rulebook on Detailed Conditions for Performing Health Care Activities in Health Institutions and Other Forms of Health Care Service („Official Gazette of RS“, No. 43/06, 112/09, 50/10, 79/11, 10/12 -, 119 / 12, 22/13)

reliability of the response: high

3.3.3 There is specific public funding to support access to safe drinking water and sanitation by users of health facilities	X			
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score justification: In accordance with the Law on Health Protection, the Autonomous Province, municipality or city provides funds for the realization of social health care in the budget of the autonomous province, municipality, or city, in accordance with the law. The founder of the health institution shall adopt the founding act, which shall include the amount of funds for establishing and commencement of the work of the health institution and the way of providing funds.

means of verification used: The Law on Health Care (Official Gazette of RS No. 107/05, 72/09 , 88/10, 99/10, 57/11, 119/12, 45/13 -, 93/14 , 96/15, 106/15)

reliability of the response: high

3.3.4 Health facilities have relevant complaint mechanisms in place	X			
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score justification: The Law on Health Care regulates the supervision of the work of health institutions and private practices, as well as the mechanism for reviewing the complaints of legal and physical persons related to the work of the health institution and private practice, that is, the provision of health care; The Institute for Public Health Kragujevac has analyzed the development of complaint mechanisms in the framework of monitoring and analyzing the organization, operation and use of health institutions. According to the Patients' Rights Act, the Patient Advisor performs the tasks of protecting the rights of patients upon submitted complaints and provides the necessary information and advice regarding the rights of patients.

means of verification used: The Law on Health Care (Official Gazette of RS No. 107/05, 72/09 -, 88/10, 99/10, 57/11, 119/12, 45/13, 93/14 , 96/15, 106/15)
<http://www.izjzkg.rs/images/stories/Kvalitet.pdf>
The Law on Patients' Rights („Official Gazette of RS“ No. 45/13)

reliability of the response: high

3.3.5 Health facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management		X		
<p>score justification: The Law on Sanitary Control and the Rulebook on General Sanitary Conditions, which must fulfill the facilities subject to sanitary supervision, prescribe the general sanitary conditions that must be provided for each facility subject to sanitary control.</p> <p>The law and the Rulebook do not stipulate the obligation of separated toilets as a condition. However, the field visits and secondary research found that health facilities mostly have separate toilets while special conditions for the management of menstrual hygiene are not provided.</p> <p>means of verification used: legal documents</p> <p>reliability of the response: high</p>				

Area 3.3 Users of health facilities (Cont.)

Please calculate the score for Area 3.3

Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): **14**

Divide the number of total points by 5: **2,80**

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

High Medium Low

Area 3.4 Users of educational facilities				
3.4.1 There is data on levels of access to safe drinking water and sanitation in educational facilities	Yes	To a Large Extent	To a Limited Extent	No
<p>score justification: Project Survey of the state of water supply and sanitary conditions in rural schools of Sumadija and Pomoravlje: situational analysis</p> <p>https://drive.google.com/open?id=0B2XvBz-gVuF-TnlyQ2E1cTJoWIE</p> <p>Data on access levels are obtained at the JLS level.</p> <p>The Ministry of Health, the Inspection Department, carries out the control of sanitary and hygienic conditions of the facilities under sanitary control - Law on Sanitary Control</p> <p>Public health institutes monitor and analyze the organization, operation and use of healthcare institutions</p> <p>means of verification used: official documents</p> <p>reliability of the response: medium</p>			X	
<p>3.4.2 There is a public policy to ensure access to safe drinking water and sanitation by users of educational facilities</p> <p>score justification: The Law on the Basics of the Education System prescribes hygiene and technical conditions (sanitary and fire protection), in accordance with the regulations regulating this area.</p> <p>The Law on Sanitary Supervision determines areas and facilities that are subject to sanitary control and the sanitary conditions that these facilities must fulfill.</p> <p>The Rulebook on general sanitary conditions prescribes the general sanitary conditions that must be provided for each facility subject to sanitary control: 1) that it is supplied with hygienically correct drinking water; 2) the drainage of waste water, as well as the removal of solid and other waste materials from the facility, is carried out in a hygienic manner.</p> <p>means of verification used: official documents</p> <p>reliability of the response: high</p>	X			
<p>3.4.3 There is specific public funding to support access to safe drinking water and sanitation by users of educational facilities</p> <p>score justification: Funds for financing the activities of institutions are provided in the budget of the Republic of Serbia, the autonomous province and the local self-government unit. Special public funds that provide users of educational institutions with access to safe drinking water and sanitation are not provided by law, at the state level.</p> <p>means of verification used: The Law on the Foundations of the Education System (Official Gazette of RS, No. 47/06)</p> <p>reliability of the response: medium</p>				X
<p>3.4.4 Educational facilities have relevant complaint mechanisms in place</p> <p>score justification: A student, parent or other legal representative of a child and student, has the right to submit a report to the Ministry if he/she considers that his/her rights defined by law have been violated.</p> <p>means of verification used: The Law on the Foundations of the Education System (Official Gazette of RS, No. 47/06)</p> <p>reliability of the response: high</p>	X			

3.4.5 Educational facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management			X	
<p>score justification: The Law on Sanitary Control (Official Gazette of RS No. 125/04) regulates the tasks of sanitary supervision, the manner and procedure of performing sanitary supervision, the areas and facilities that are subject to sanitary control and the sanitary conditions that these facilities must fulfill.</p> <p>Field visits and secondary research found that educational institutions mostly have separate toilets, while there are no special conditions for the management of menstrual hygiene.</p> <p>means of verification used: field visits and consultations</p> <p>reliability of the response: medium</p>				

Area 3.4 Users of educational facilities (Cont.)

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): **8**

Divide the number of total points by 5: **1,60**

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				
3.5.1 There is data on levels of access to safe drinking water and sanitation in retirement homes	Yes	To a Large Extent	To a Limited Extent	No
	X			
<p>score justification: These objects belong to sanitary facilities. The Ministry of Health, Sector for Inspection Affairs has the data on the fulfillment of the conditions for access to healthy water and sewerage. Accommodation services may be provided by a social care institution, that is, a provider of social services that has been granted a license to provide these services.</p> <p>means of verification used:</p> <p>The Law on Sanitary Control (Official Gazette of RS No. 125/04)</p> <p>The Law on Social Protection („Official Gazette of RS“, No. 24/11)</p> <p>reliability of the response: high</p>				
3.5.2 There is a public policy to ensure access to safe drinking water and sanitation by users of retirement homes	X			
<p>score justification: The Rulebook on detailed conditions and standards for the provision of social welfare services prescribes closer conditions and standards for providing all social protection services, which include access to healthy water and sewage.</p> <p>means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11)</p> <p>The Rulebook on Detailed Conditions and Standards for Providing Social Protection Services („Official Gazette of the Republic of Serbia“, No. 42/2013)</p> <p>reliability of the response: high</p>				
3.5.3 There is specific public funding to support access to safe drinking water and sanitation by users of retirement homes	X			
<p>score justification: Funds for performing social protection activities are provided in the budget of the Republic of Serbia, the autonomous province and the local self-government unit, as well as the performance of the activities of social welfare institutions.</p> <p>means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11)</p> <p>reliability of the response: high</p>				
3.5.4 Retirement homes have relevant complaint mechanisms in place	X			
<p>score justification: A user who is not satisfied with the service, procedure or behavior of the service provider may file a complaint to the competent authority. The Ombudsman is taking care of the protection and promotion of human and minority freedoms and rights.</p> <p>means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11), Article 39</p> <p>The Ombudsman Law („Official Gazette of the Republic of Serbia“, No. 79/2005 and 54/2007)</p> <p>reliability of the response: high</p>				
3.5.5 Retirement homes have separate toilets for males and females	X			
<p>score justification: The Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services, adopted in accordance with the Law on Social Protection, stipulates that the facility must have a connection to the electricity and telephone network, connection and installations for supply of drinking water and sewage, and that the personal hygiene rooms are separated for male and female users.</p> <p>means of verification used: The Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services („Official Gazette of RS“, No. 42/2013)</p> <p>reliability of the response: high</p>				

Area 3.5 Users of retirement homes (Cont.)

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): **15**

Divide the number of total points by 5: **3,00**

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

High Medium Low

Area 3.6 Prisoners

3.6.1 There is data on levels of access to safe drinking water and sanitation in prison facilities	Yes	To a Large Extent	To a Limited Extent	No
	X			

score justification: The Ministry of Justice, the Sanctions Directorate, the Department of Supervision monitors the material and financial operations of the institution, supervises investment and maintenance of facilities, adaptation, reconstruction, construction and technical equipment of the institute, and can have information on the access of prisoners to healthy drinking water and sewage
The Helsinki Committee for Human Rights in Serbia has published a Report on the situation in institutions for the enforcement of criminal sanctions, Belgrade, February 2016. The report contains limited data on the condition of the toilet and sanitary facilities. The Ombudsman's Regular Annual Report for 2016.

means of verification used:

<http://www.helsinki.org.rs/serbian/doc/Monitoring%20reforme%20zatvorskog%20sistema%202015.pdf>

<http://www.ombudsman.rs/index.php/izvestaji/godisnji-izvestaji>

reliability of the response: high

3.6.2 There is a public policy to ensure access to safe drinking water and sanitation by prisoners	X			
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score justification: The person under the criminal sanction is entitled to the protection of basic rights prescribed by the Constitution, confirmed by international agreements, generally accepted rules of international law and this law. Drinking water must be available at all times. Safety of food and water in institutions is regularly monitored.

means of verification used: The Law on Execution of Criminal Sanctions („Official Gazette of RS“ No. 55/14)

reliability of the response: high

3.6.3 There is specific public funding to support access to safe drinking water and sanitation by prisoners	X			
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score justification: Funds for execution of criminal sanctions are provided in the budget of the Republic of Serbia. The person in charge of the criminal sanction does not pay the execution costs, unless otherwise stipulated by the law.

means of verification used: Law on Execution of Criminal Sanctions („Official Gazette of RS“ No. 55/14)

reliability of the response: high

3.6.4 Prison facilities have relevant complaint mechanisms in place	X			
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score justification: The Law on Execution of Criminal Sanctions („Official Gazette of RS“ No. 55/14) The convict may, in order to exercise his rights, address to the chief or other authorized person from the appropriate service of the institution. The law regulates procedures and deadlines.

The Department for Protection and the Enforcement of Rights, within the Administration for the Execution of Sanctions, deals with cases related to complaints and complaints of persons deprived of liberty, performs tasks related to the resolution of appeals against the decisions of the Director of the Management Board and decisions of the administrator.

The Ombudsman Law („Official Gazette of the Republic of Serbia“ No. 79/2005 and 54/2007) The Protector of Citizens takes care of the protection and promotion of human and minority freedoms and rights.

means of verification used: the legal documents

reliability of the response: high

3.6.5 Prison facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management	X			
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score justification: The Administration for the Execution of Sanctions, the Department of Supervision monitors the material and financial operations of the Institute, supervises investments and maintenance of facilities, adaptation, reconstruction, construction and technical equipment of the Institute, and possess data on the access of prisoners to healthy drinking water and sewerage.

According to field reports, prison facilities have separate toilets, while special conditions for the management of menstrual hygiene are not provided.

means of verification used: consultations

reliability of the response: medium

Area 3.6 Prisoners (Cont.)

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) **15**

Divide the number of total points by 5: **3,00**

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

High Medium Low

Area 3.7 Refugees living in refugee Camps and Center's

3.7.1 There is data on levels of access to safe drinking water and sanitation in refugee camps and centers	Yes	To a Large Extent	To a Limited Extent	No
			X	

score justification: The Law on Migration Management (Official Gazette of RS No. 107/12)

Professional and other tasks related to the management of migration determined by this law and related administrative tasks are performed by the Commissariat for Refugees and Migration.

The Overview of the situation in formal collective centers in the Republic of Serbia - does not contain data on the levels of access to healthy drinking water and sewage systems in the centers.

The data are available with the Commissioner and the Migration Board within the self-governments.

means of verification used: The report <http://www.kirs.gov.rs/articles/centri.php?lang=SER> and consultations

reliability of the response: high

3.7.2 There is a public policy to ensure access to safe drinking water and sanitation by refugees living in refugee camps and centers	Yes	To a Large Extent	To a Limited Extent	No
	X			

score justification: The expert and other tasks related to the management of migration established by the law and related administrative tasks are performed by the Commissariat for Refugees and Migration. Disposal of refugees includes restricted reception, temporary accommodation, assistance in nutrition, material and other assistance.

The competent authority in the Republic of Serbia, the autonomous province and the local self-government unit, provides care and assistance in the integration and return of refugees.

Direct assistance to refugees can be provided by the organization of the Red Cross, other humanitarian, religious and other organizations, associations and citizens.

means of verification used:

The Law on Refugees (Official Gazette RS No. 18/92, Official Gazette of FRY No. 42/02 - US, Official Gazette of RS No. 30/10)

The Law on Migration Management (Official Gazette of RS No. 107/12)

The project „Strengthening the capacity of RS institutions for migration management and reintegration of returnees“ (CBMM)

http://www.kirs.gov.rs/docs/migracije/Osnovi_upravljanja_migracijama_u_Republici_Srbiji.pdf

reliability of the response: high

3.7.3 There is specific public funding to support access to safe drinking water and sanitation by refugees living in refugee camps and centers	Yes	To a Large Extent	To a Limited Extent	No
	X			

score justification: Funds for care, return and integration of refugees are provided from:

1) the budget of the Republic, the autonomous province and the local self-government unit;

In order to encourage the implementation of the measures and activities necessary for reaching the established goals in the area of migration management in the local self-government unit, plans from the budget of the Republic of Serbia may be financed by plans established by the competent bodies of the local self-government unit.

The Government determines the measures and incentives, the amount of funds for encouraging the implementation of measures and activities in local self-government units

means of verification used: The Law on Migration Management (Official Gazette of RS No. 107/12)

The Law on Refugees (Official Gazette RS No. 18/92, Official Gazette of FRY No. 42/02 - US, Official Gazette of RS No. 30/10)

reliability of the response: high

3.7.4 Refugee camps and centers have relevant complaint mechanisms in place	Yes	To a Large Extent	To a Limited Extent	No
				X

score justification: The Regulation on the Care of Refugees and the Law on Migration Management

(Official Gazette of RS, Nos. 20/92, 70/93, 105/93, 8/94, 22/94, 34/95, 36/04) and (Official Gazette of RS No. 107/12) do not prescribe the existence of relevant complaint mechanisms.

means of verification used: the documents

reliability of the response: high

Area 3.7 Refugees living in refugee Camps and Center's (Cont.)

3.7.5 Refugee camps and centers have separate toilets for males and females as well as adequate facilities for menstrual hygiene management	Yes	To a Large Extent	To a Limited Extent	No
				X

score justification: The Commissariat carries out tasks related to: collecting, integrating and analyzing data and indicators for migration management. Data on refugee camps and centers can be obtained from the Commissioner and the Migration Board of the local self-government unit.

The situation survey in formal collective centers in the Republic of Serbia, as reported by the Commissariat, does not include information on toilets in refugee camps and centers. The data are available to the Commissioner and the Migration Board within the self-governments

means of verification used: reports

reliability of the response: high

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: **1,40**

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

High Medium Low

Area 3.8 Homeless people

3.8.1 There is data on levels of access to safe drinking water and sanitation by homeless people	Yes	To a Large Extent	To a Limited Extent	No
			X	

score justification: **The Law on Social Protection stipulates that the accommodation service in a shelter is** provided by a local self-government unit. Data are available at local level.

List of homeless persons of the Republic Institute for Statistics from 2012, based on the 2011 census <http://pod2.stat.gov.rs/ObjavljenePublikacije/Popis2011/Beskucnici.pdf> It provides data on sub-standard settlements without access to water and sewage. However, regular monitoring of data at the state level is not performed.

In 12 cities and municipalities, there are shelters for adults and elderly people staying for shorter or longer periods (from 7 to 30 days in a number of municipalities, in Belgrade for up to six months). Shelters provide conditions for hygiene maintenance in accordance with the Rulebook on Detailed Conditions and Standards for the Provision of Social Care Services.

means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11) and the List of homeless persons by the Republic Institute for Statistics

reliability of the response: high

3.8.2 There is a public policy to ensure access to safe drinking water and sanitation by homeless people	X			
---	---	--	--	--

score justification: The Law on Social Protection („Official Gazette of RS“, No. 24/11) stipulates that the accommodation service in a shelter is provided by a local self-government unit, except in cases provided for by this Law.

The Law on Sanitary Control (Official Gazette of RS No. 125/04) among other objects subject to sanitary control, foresees the objects in which the activity of social protection is performed.

The Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services (Official Gazette of RS No. 42/13) prescribes hygienic and sanitary conditions.

This issue is also dealt with by the Ministry of Health, Sector for Inspection Affairs, Sanitary Inspection.

means of verification used: the official documents

reliability of the response: high

3.8.3 There is specific public funding to support access to safe drinking water and sanitation by homeless people				X
--	--	--	--	---

score justification: Funds for performing social protection activities are provided in the budget of the Republic of Serbia, the autonomous province and the local self-government unit, as well as the performance of the activities of social welfare institutions.

Funds for meeting conditions under the Rulebook on closer conditions and standards for providing social protection services are provided by the local self-government.

means of verification used: The Law on Social Protection („Official Gazette of RS“, No. 24/11)

reliability of the response: high

Area 3.8 Homeless people (Cont.)

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

Divide the number of total points by 3: **1,34**

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

In the categorization of vulnerable and marginalized groups in the Republic of Serbia, nomadic communities are not recognized as a category.

3.9.1 There is data on levels of access to safe drinking water and sanitation by travelers and nomadic communities	Yes	To a Large Extent	To a Limited Extent	No

score justification:

means of verification used:

reliability of the response:

3.9.2 There is a public policy to ensure access to safe drinking water and sanitation by travelers and nomadic communities				
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score justification:

means of verification used:

reliability of the response:

3.9.3 There is specific public funding to support access to water and sanitation by travelers and nomadic communities				
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score justification:

means of verification used:

reliability of the response:

Please calculate the score for Area 3.9

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

Divide the number of total points by 3.....

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

High Medium Low

Area 3.10 Persons living in housing without Water and Sanitation

3.10.1 There is data on lack of access to safe drinking water and sanitation by households living in neighborhoods with access	Yes	To a Large Extent	To a Limited Extent	No
			X	

score justification: The Public Health Institute of Serbia monitors the quality of drinking water and reports on its hygiene and health safety at the annual level.

Through the „Report on the health safety of drinking water from central water supply systems“, monitoring of access to healthy water in urban areas is enabled, while the Report on the implementation of the Program for the Protection of Population from Infectious Diseases from 2002 to 2010 includes rural waterworks in which control is carried out the healthfulness of drinking water

The Ministry of Health and the Ministry of Agriculture and Environmental Protection, 2015, carried out an analysis of the state of implementation of the Protocol on Water and Health in the Republic of Serbia.

means of verification used:

<http://www.batut.org.rs/download/izvestaji/Godisnji%20izvestaj%20voda%20za%20pice%202016.pdf>

<http://www.batut.org.rs/download/izvestaji/2014IzvestajZarazne.pdf>

http://www.sepa.gov.rs/download/Protokol_o_vodi_i_zdravlju_Analiza_stanja.pdf

reliability of the response: high

3.10.2 There is a public policy to address the lack of access to safe drinking water and sanitation by households living in neighborhoods with access	X			
---	---	--	--	--

score justification: The Law on Ratification of the Protocol on Water and Health and the Convention on the Protection and Use of Transboundary Watercourses and International Lakes and Amendment („Official Gazette of the Republic of Serbia - International Agreements“, nuber 1/13), Undertaking measures for the implementation of this Protocol, the parties must in particular be guided by the following principles and approaches:

(I) Equitable access to water, appropriate both in terms of quantity and quality, should be foreseen for all populations, and especially for those who are in a disadvantaged position or are socially isolated. In addition, the Law on the Prohibition of Discrimination (Official Gazette of RS, No. 22/09) prohibits discrimination in the provision of public services and the use of facilities and areas.

means of verification used: the documents

reliability of the response: 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				X
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score justification: There are no special state-level public funds for this purpose. Funds can be defined at the level of local self-government units.

means of verification used: consultations with several stakeholders

reliability of the response: high

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)				X
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score justification: There is no official diagnosis of the problem at the state level. It is available at the local level at the self-governments.

means of verification used: consultations with several stakeholders

reliability of the response: high

3.10.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access			X	
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score justification: The Department for Preparation and Monitoring of Strategic and Other Documents in the Field of Housing, Utility Activities and Energy Efficiency of the Ministry of Transport and Infrastructure Construction performs tasks related to the preparation of analyzes, reports and information in the field of utility activities; cooperation with local self-governments and organizations at the local level that work in the field of public utility improvement.

Ministry of Health, Ministry of Environmental Protection, Ministry of Agriculture, Forestry and Water Management through the Law on Ratification of the Protocol on Water and Health.

means of verification used: The water management strategy on the territory of the Republic of Serbia until 2034 („Official Gazette of RS“, No. 3/17)

reliability of the response: high

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) **5**

Divide the number of total points by 5: **1,00**

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

High Medium Low

Area 3.11 Persons without access to Safe drinking water and Sanitation in their workplaces

3.11.1 There is data on lack of access to safe drinking water and sanitation by workers in their workplaces	Yes	To a Large Extent	To a Limited Extent	No
				X

score justification: Labor Inspectorate within the Ministry of Labor, Employment and Social Policy, performs inspections in the field of occupational safety and health, in accordance with the Labor Law, the Law on Safety and Health at Work.

In the case of activities carried out in facilities belonging to sanitary facilities, in accordance with the Law on Sanitary Control, data are available at the Ministry of Health, Sector for Inspection Affairs.

means of verification used: consultations with stakeholders

reliability of the response: medium

3.11.2 There is a public policy to address the lack of access to safe drinking water and sanitation by workers in their workplaces	X			
--	---	--	--	--

score justification: The employer organizes and provides from his means health care for the employees in order to create the conditions for healthily responsible behavior and health protection in the workplace of the employee, which includes at least: provision of sanitary, technical and hygienic conditions.

means of verification used: The Law on Health Care (Official Gazette of RS No. 107/05, 72/09, 88/10, 99/10, 57/11, 119/12, 45/13, 93/14, 96/15, 106/15)

Rulebook on preventive measures for safe and healthy workplace (Official Gazette of RS, No. 21/09) on the basis of the Law on Safety and Health at Work („Official Gazette of RS“, No. 101/05, 91/15).

reliability of the response: high

3.11.3 There is specific public funding to support access to safe drinking water and sanitation by workers in their workplaces			X	
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score justification: In the Republic of Serbia, no specific contribution rate has been defined for covering the costs of measures for ensuring safety and health at work, and therefore there is no division of costs for the rights of employees in that field.

Expenses for covering measures related to ensuring safety and health at work and for the treatment of injuries at work and occupational diseases are the resources of the Republic Fund for Pension and Disability Insurance, the Republic Health Insurance Fund and the resources of the employer.

means of verification used: Occupational Safety and Health Strategy in the Republic of Serbia for the period 2013–2017

reliability of the response: high

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): **5**

Divide the number of total points by 3: **1,67**

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

High Medium Low

Section 4.

Keeping Water and Sanitation affordable for all

Quantitative Information on Affordability

	2015.	2011.	Source
Amount of the average water and sanitation bill in the country (EUR per year)	drinking water 0,33 €/m ³	2012. drinking water 0,3 €/m ³ Wastewater disposal 0,1 €/m ³	Joint Report of the Association for Utility Activities, Water and Sewerage Group, Association for Utility Services, Belgrade, 2013 Waterworks in Serbia 2015: indicators of the success of water supply and sewerage companies, the Ministry of Construction, Transport and Infrastructure of the Republic of Serbia, the Serbian Chamber of Commerce, the Association for Utility Activities, the Association for Water Technology and Sanitary Engineering, 2016
Amount of the water and sanitation bill in the country 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)			
Average disposable household income (or expenditure) (EUR per year)	6.006 €/year 2017.	6.177 €/year	Statistical Office of Serbia
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)			
Public financial resources spent in ensuring affordability of the water and sanitation bill (million EUR)			
Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita)			
Public financial resources spent in ensuring affordability of the water and sanitation bill (% of budget for water and sanitation)			

Area 4.1 Public policies to ensure affordability

4.1.1 There is data on affordability of water and sanitation services	Yes	To a Large Extent	To a Limited Extent	No
				X

Score justification: There are no official data. The available data refer to only consider „the quality of water supply and disposal of waste water services“ which includes „average daily duration of water supply service access, total number of complaints regarding the services, breakdowns, ...“

Means of verification used: Consolidated statement of the business association of public utilities companies, Water Supply and Sewerage Group, Business Association of Public Utilities Companies, Belgrade, 2013

Water supply systems in serbia in 2015: success indicators of the companies providing water supply and settlement channelling, Ministry of Construction, Transport and Infrastructure of the Republic of Serbia, Serbian Chamber of Commerce, 2016.

reliability of the response: medium

4.1.2 Water and sanitation policy includes affordable access as one of its objectives				X
				X

Score justification: The indicators of the socio-economic state of Serbia indirectly influence all areas of the water sector for whose operation and development constantly decreasing resources are provided and set aside. The Water Management Strategy is a document which represents the basis of which the water sector will be reformed. This strategic document does not account for the policy of water supply and sewage management system through financially favourable approach.

Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17)

http://rdvode.gov.rs/doc/Strategija_FINAL.pdf

reliability of the response: high

4.1.3 Social policy addresses affordability of water and sanitation services				X
<p>Score justification: The legislative and strategic framework at the national level defines only the instruments of social protection in the broadest sense. There is no „policy on providing financial accessibility of water and sewage services“</p> <p>Means of verification used: Law on social protection (RS Official Gazette, No 24/2011) http://www.paragraf.rs/propisi/zakon_o_socijalnoj_zastiti.html</p> <p>Poverty Reduction Strategy in Serbia (2002) http://www.srbija.gov.rs/extfile/sr/211704/strategija-za-smanjnje-siromastva-u-srbiji_cyr.pdf</p> <p>reliability of the response: high</p>				
4.1.4 There is a policy to address affordability of self-provided water and sanitation services				X
<p>Score justification: The strategic framework does not consider field of affordability of self-provided water and sanitation services.</p> <p>Means of verification used: Water Management Strategy for the territory of Republic of Serbia until 2034 (RS Official Gazette, No. 3/17) http://rdvode.gov.rs/doc/Strategija_FINAL.pdf</p> <p>reliability of the response: high</p>				
4.1.5 There is specific public funding to address affordability concerns			X	
<p>Score justification: No special funds have been allocated for resolving the issue of financial accessibility of water and sanitation. Some local self-governments approve significant discounts for vulnerable families and the social welfare beneficiaries a public utilities services payment.</p> <p>Means of verification used: Law on the budget of the Republic of Serbia for 2017 http://www.paragraf.rs/propisi/zakon_o_budzetu_republike_srbije_za_2017_godinu.html</p> <p>Decision on the budget of the city of Kragujevac for 2017 (Official Gazette of the City of Kragujevac, No 42/2016)</p> <p>Statement – Financial statement on business activities of the PUC “Water Supply and Sewage” Kragujevac for 2013, City Council, No 023–35/14-B, 2014</p> <p>reliability of the response: high</p>				

Area 4.1 Public policies to ensure affordability (Cont.)

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): **1**

Divide the number of total points by 5: **0,20**

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

High Medium Low

Area 4.2 Tariff measures

4.2.1 The public authorities have analyzed different options to address affordability issues through tariff measures	Yes	To a Large Extent	To a Limited Extent	No
	X			
<p>Score justification: Prices of utility services are determined based on the following principles: the application of the „consumer pays“ principle; application of the „polluter pays“ principle; sufficient price to cover business expenditures; compliance of communal services price with the principle of accessibility; there is no difference in prices between different categories of consumers. The local self-government can determine the categories of users of utility services who pay the subsidized price of utility services, as well as the amount of subsidies for each category.</p> <p>Means of verification used: Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16) http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html</p> <p>reliability of the response: high</p>				
4.2.2 Tariff measures have been included in a strategy to address affordability issues			X	
<p>Score justification: Social policy dealing with financial accessibility of water supply and sewage services», does not consider tariff measures for resolving the issues of financial accessibility. The right to financial social assistance belongs to every individual and to a family, that realise income lower than the amount of financial social assistance intended for an individual.</p> <p>Means of verification used: Poverty Reduction Strategy in Serbia (2002) http://www.srbija.gov.rs/extfile/sr/211704/strategija-za-smanjnje-siromastva-u-srbiji_cyr.pdf</p> <p>reliability of the response: medium</p>				

4.2.3 Tariff measures to address affordability issues have been implemented			X	
<p>Score justification: There are no benefits provided to potential beneficiaries in any of the systems of services intended for socially vulnerable beneficiaries.</p> <p>Means of verification used: Universal service for socially vulnerable categories of population, Mirjana Petrović, Nataša Gospić, Dragan Bogojević, Bojan Bakmaz</p> <p>reliability of the response: medium</p>				
4.2.4 Tariff measures implemented to address affordability issues contribute to the financial sustainability of service provision			X	
<p>Score justification: Local governments have been given the legal basis to implement measures „to address the problem of financial accessibility to contribute to the financial sustainability of service provision.”</p> <p>Means of verification used: Law on Communal Activities (RS Official Gazette, No. 88/11 and 104/16) http://paragraf.rs/propisi/zakon_o_komunalnim_delatnostima.html</p> <p>reliability of the response: high</p>				
<p>Please calculate the score for Area 4.2</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 4: 1,50</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>				

Area 4.3 Social protection measures				
4.3.1 The public authorities have analyzed the impacts of different alternatives to address affordability issues through social protection measures	Yes	To a Large Extent	To a Limited Extent	No
			X	
<p>Score justification: Per income Serbia is almost at the very bottom of Europe with respect to its annual net amount of 2.591 EUR regarding the population older than 18. 25,4 per cent of population lives below the poverty line.</p> <p>Means of verification used: Report of Eurostat on Inequality 2015 http://ec.europa.eu/eurostat/statisticsexplained/index.php?title=Income_distribution_statistics&stable=0&redirect=no</p> <p>reliability of the response: high</p>				
4.3.2 Social protection measures have been included in a strategy to address affordability issues			X	
<p>Score justification: The poverty line in 2016 reaches 11,694 RSD monthly per consumer unit, whereas the consumption rate lower than this amount was measured in 7.3% of population in the Republic of Serbia.</p> <p>Means of verification used: Poverty in the Republic of Serbia 2006–2016, Revised and updated, August 2017 http://socijalnouklju-civanje.gov.rs/wp-content/uploads/2017/09/Siromastvo_u_Republici_Srbiji_2006-2016._godine_revidirani_i_novi_podaci.pdf</p> <p>reliability of the response: high</p>				
4.3.3 Social protection measures to address affordability issues have been implemented			X	
<p>Score justification: Each municipality and city have arranged by special regulations who the people entitled to social welfare are and under which conditions they can enjoy such rights. The public utilities payment discount is given to the social welfare beneficiaries, and often to the particularly vulnerable categories of population as well.</p> <p>Means of verification used: official documents of some local governments in consultation with several stakeholders</p> <p>reliability of the response: medium</p>				
<p>Please calculate the score for Area 4.3</p> <p>Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0): 3</p> <p>Divide the number of total points by 3: 1,00</p>				
<p>Please estimate the average reliability of the responses for this area (please mark one option)</p> <p>High Medium Low</p>				

Overview of Results

Section	Area of Action	Score	reliability
Steering governance frameworks to deliver equitable access to safe drinking water and sanitation	1.1 Strategic framework for achieving equitable access	3,00	High
	1.2 Sector financial policies	2,50	High
	1.3 Rights and duties of users and right-holders	3,00	High
Reducing geographical disparities	2.1 Public policies to reduce access disparities between geographical areas	2,20	High
	2.2 Public policies to reduce price disparities between geographical areas	0,50	High
	2.3 Geographical allocation of external support	3,00	High
Ensuring access for vulnerable and marginalized groups	3.1 Public policies to address the needs of vulnerable and marginalized groups	1,40	High
	3.2 Persons with special physical needs	2,00	High
	3.3 Users of health facilities	2,80	High
	3.4 Users of educational facilities	1,60	Medium
	3.5 Users of retirement homes	3,00	High
	3.6 Prisoners	3,00	High
	3.7 Refugees living in refugee camps and centers	1,40	High
	3.8 Homeless people	1,34	High
	3.9 Travelers and nomadic communities	/	/
	3.10 Persons living in housing without water and sanitation	1,00	High
	3.11 Persons without access to safe drinking water and sanitation in their workplaces	1,67	High
Keeping water and sanitation affordable for all	4.1 Public policies to ensure affordability	0,20	High
	4.2 Tariff measures	1,50	High
	4.3 Social protection measures	1,00	High



Annex 2

The Equitable Access Score-card Local Level – Summary Results

**Supporting Policy Processes to Achieve the Human Right to
Water and Sanitation**

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

Area of Action 1.1. Strategic framework for achieving equitable access

1.1.1. The right to water and sanitation has been introduced in the country's legal order				
Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Čuprija	X			
Despotovac	X			
Svilajnac	X			

1.1.2. There is a strategic plan in place to ensure equitable access to water and sanitation				
Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac		X		
Paraćin			X	
Čuprija			X	
Despotovac			X	
Svilajnac			X	

1.1.3. Equitable access targets have been set				
Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac		X		
Paraćin			X	
Čuprija			X	
Despotovac			X	
Svilajnac			X	

1.1.4. Responsibilities for achieving equitable access have been identified and allocated				
Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			

Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

1.1.5. There are mechanisms in place to enable discussion and coordination by competent authorities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

1.1.6. The municipality/city has assessed the equity of access to safe drinking water and sanitation

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača			X	
Batočina			X	
Lapovo		X		
Knić		X		
Rekovac		X		
Paraćin		X		
Ćuprija			X	
Despotovac			X	
Svilajnac		X		

Summary results for Area 1.1.

- score: 2,2375
- reliability of the response: high

Area of Action 1.2. Sector financial policies**1.2.1. The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac		X		
Paraćin			X	
Ćuprija			X	
Despotovac			X	
Svilajnac			X	

1.2.2. The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača			X	
Batočina				X
Lapovo			X	
Knić		X		
Rekovac		X		
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

1.2.3. The financing strategies for the water and sanitation sector take equity issues into account

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin			X	
Čuprija			X	
Despotovac			X	
Svilajnac			X	

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo		X		
Knić			X	
Rekovac			X	
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac			X	

1.2.5. The municipality/city government monitors and publicly reports financial resource allocation

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac		X		
Topola	X			
Rača	X			
Batočina			X	
Lapovo		X		
Knić		X		
Rekovac	X			
Paraćin	X			
Čuprija	X			
Despotovac	X			
Svilajnac	X			

1.2.6. International financial support for the water and sanitation sector takes equity issues into account

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin			X	
Čuprija			X	
Despotovac			X	
Svilajnac			X	

Summary results for Area 1.2.

- **score: 1,3925**
- **reliability of the response: high**

Area of Action 1.3. Rights and duties of users and other right-holders**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**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac			X	
Topola	X			
Rača			X	
Batočina			X	
Lapovo		X		
Knić				X
Rekovac	X			
Paraćin	X			
Čuprija				X
Despotovac			X	
Svilajnac	X			

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola	X			
Rača				X
Batočina				X
Lapovo			X	
Knić			X	
Rekovac	X			
Paraćin	X			
Čuprija				X
Despotovac				X
Svilajnac		X		

1.3.3. There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača			X	
Batočina				X
Lapovo		X		

Knić			X	
Rekovac		X		
Paraćin	X			
Ćuprija			X	
Despotovac			X	
Svilajnac		X		

1.3.4. There are mechanisms in place to allow right-holders to keep responsible authorities accountable

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac		X		
Topola	X			
Rača			X	
Batočina	X			
Lapovo		X		
Knić			X	
Rekovac	X			
Paraćin	X			
Ćuprija			X	
Despotovac			X	
Svilajnac	X			

Summary results for Area 1.3.

- score: 1,7084
- reliability of the response: high

Summary results for Section 1.

- score: 1,7795
- reliability of the response: high

Section 2. Reducing geographical disparities

Area of Action 2.1. Public policies to reduce price disparities between geographical areas

2.1.1. There is a public policy for reducing disparities between urban and rural areas

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac		X		
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac		X		
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola			X	
Rača			X	
Batočina				X
Lapovo			X	
Knić			X	
Rekovac		X	.	
Paraćin		X		
Čuprija				X
Despotovac			X	
Svilajnac		X		

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac				X
Topola				X
Rača				X
Batočina				X
Lapovo				X
Knić				X

Rekovac				X
Paraćin				X
Ćuprija				X
Despotovac				X
Svilajnac				X

2.1.5. Sector policies mobilize sufficient financial resources to reduce the access gap in rural and urban areas according to the established targets

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača				X
Batočina				X
Lapovo				X
Knić			X	
Rekovac			X	
Paraćin		X		
Ćuprija		X		
Despotovac			X	
Svilajnac		X		

Summary results for Area 2.1.

- score: 0,9834
- reliability of the response: high

Area of Action 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 cost of provision of water and sanitation services

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača			X	
Batočina				X
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac			X	
Svilajnac	X			

2.2.2. Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin			X	
Ćuprija			X	
Despotovac				X
Svilajnac			X	

2.2.3. Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola				X
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin	X			
Čuprija				X
Despotovac				X
Svilajnac				X

2.2.4. The sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola				X
Rača			X	
Batočina				X
Lapovo			X	
Knić			X	
Rekovac		X		
Paraćin			X	
Čuprija				X
Despotovac				
Svilajnac			X	X

Summary results for Area 2.2.

- score: 1,2084
- reliability of the response: high

Area of Action 2.3. Geographical allocation of external Support for the Sector**2.3.1. Public authorities have identified in the sector plan the areas that are lagging behind and require external support**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača		X		
Batočina				X
Lapovo		X		
Knić		X		
Rekovac		x		
Paraćin		X		
Čuprija		X		X
Despotovac			X	
Svilajnac				X

2.3.2. There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan)

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola			X	
Rača		X		
Batočina				X

Lapovo				X
Knić			X	
Rekovac		X		
Paraćin		X		
Ćuprija			X	
Despotovac			X	
Svilajnac		X		

Summary results for Area 2.3.

- score: 1,5000
- reliability of the response: midium

Summary results for Section 2.

- score: 1,2306
- reliability of the response: high

Section 3. Ensuring Access for Vulnerable and Marginalized Groups

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

3.1.1. There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola		X		
Rača				X
Batočina				X
Lapovo			X	
Knić				X
Rekovac			X	
Paraćin		X		
Čuprija				X
Despotovac			X	
Svilajnac		X		

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 water and sanitation by vulnerable and marginalized groups

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac				X
Topola		X		
Rača				X
Batočina				X
Lapovo			X	
Knić				X
Rekovac		X		
Paraćin		X		
Čuprija			X	
Despotovac		X		
Svilajnac		X		

3.1.3. There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola		X		
Rača				X
Batočina				X
Lapovo			X	
Knić				X
Rekovac		X		
Paraćin		X		
Čuprija				X
Despotovac			X	
Svilajnac		X		

3.1.4. Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola		X		
Rača				X
Batočina				X
Lapovo			X	

Knić				X
Rekovac			X	
Paraćin		X		
Ćuprija				X
Despotovac			X	
Svilajnac		X		

3.1.5. Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola		X		
Rača				X
Batočina				X
Lapovo			X	
Knić				X
Rekovac		X		
Paraćin		X		
Ćuprija				X
Despotovac			X	
Svilajnac		X		

Summary results for Area 3.1.

- score: 1,0834
- reliability of the response: medium

Area of Action 3.2. Persons with Special physical needs

3.2.1. There is data on levels of access to safe drinking water and sanitation by persons with special physical needs

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac				X
Topola		X		
Rača			X	
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Ćuprija			X	
Despotovac				X
Svilajnac				X

3.2.2. There is a public policy to ensure access to safe drinking water and sanitation by persons with special physical needs

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac				X
Topola			X	
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Ćuprija				X
Despotovac				X
Svilajnac		X		

3.2.3. There is specific public funding to support access to safe drinking water and sanitation by persons with special physical needs (such as for adapting home facilities)

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac				X
Topola			X	
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Čuprija				X
Despotovac				X
Svilajnac			X	

3.2.4. There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Čuprija	X			
Despotovac	X			
Svilajnac	X			

Summary results for Area 3.2.

- **score: 1,2292**
- **reliability of the response: midium**

Area of Action 3.3. Users of health facilities**3.3.1. There is data on levels of access to safe drinking water and sanitation in health facilities**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Čuprija	X			
Despotovac	X			
Svilajnac	X			

3.3.2. There is a public policy to ensure access to safe drinking water and sanitation by users of health facilities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			

Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

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

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.3.4. Health facilities have relevant complaint mechanisms in place

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.3.5. Health facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola				X
Rača				X
Batočina			X	
Lapovo		X		
Knić		X		
Rekovac				X
Paraćin				X
Ćuprija		X		
Despotovac	X			
Svilajnac		X		

Summary results for Area 3.3.

- score: 2,6834
- reliability of the response: high

Area of Action 3.4. Users of educational facilities

3.4.1. There is data on levels of access to safe drinking water and sanitation in educational facilities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.4.2. There is a public policy to ensure access to safe drinking water and sanitation by users of educational facilities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.4.3. There is specific public funding to support access to safe drinking water and sanitation by users of educational facilities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.4.4. Educational facilities have relevant complaint mechanisms in place

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.4.5. Educational facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača				X
Batočina		X		
Lapovo				X
Knić		X		
Rekovac		X		
Paraćin		X		
Ćuprija		X		
Despotovac	X			
Svilajnac		X		

Summary results for Area 3.4.

- score: 2,7667
- reliability of the response: high

Area of Action 3.5. Users of retirement homes

Note: On the territory of 12 municipalities covered by the project retirement homes exist in the 3 municipalities.

3.5.1. There is data on levels of access to safe drinking water and sanitation in retirement homes

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Despotovac	X			

3.5.2. There is a public policy to ensure access to safe drinking water and sanitation by users of retirement homes

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Despotovac	X			

3.5.3. There is specific public funding to support access to safe drinking water and sanitation by users of retirement homes

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Despotovac	X			

3.5.4. Retirement homes have relevant complaint mechanisms in place

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Despotovac	X			

3.5.5. Retirement homes have separate toilets for males and females

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Despotovac	X			

Summary results for Area 3.5.

- score: 3,0000
- reliability of the response: midium

Area of Action 3.6. Prisoners

Note: On the territory of 12 municipalities covered by the project prisons exist in the 2 municipalities.

3.6.1. There is data on levels of access to safe drinking water and sanitation in prison facilities

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Ćuprija	X			

3.6.2. There is a public policy to ensure access to safe drinking water and sanitation by prisoners

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Ćuprija	X			

3.6.3. There is specific public funding to support access to safe drinking water and sanitation by prisoners

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Ćuprija	X			

3.6.4. Prison facilities have relevant complaint mechanisms in place

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Ćuprija	X			

3.6.5. Prison facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Ćuprija		X		

Summary results for Area 3.6.

- **score: 2,8000**
- **reliability of the response: high**

Area of Action 3.7. Refugees living in refugee Camps and Center's

Note: On the territory of 12 municipalities covered by the project there are no refugee camps and centers.

Area of Action 3.8. Homeless people**3.8.1. There is data on levels of access to safe drinking water and sanitation by homeless people**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.8.2. There is a public policy to ensure access to safe drinking water and sanitation by homeless people

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac				X
Topola				X
Rača				X
Batočina				X
Lapovo				X

Knić				X
Rekovac				X
Paraćin				X
Ćuprija				X
Despotovac				X
Svilajnac				X

3.8.3. There is specific public funding to support access to safe drinking water and sanitation by homeless people

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin			X	
Ćuprija			X	
Despotovac			X	
Svilajnac			X	

Summary results for Area 3.8.

- score: 1,5250
- reliability of the response: midium

Area of Action 3.9 Travelers and Nomadic Communities

Note: On the territory of 12 municipalities covered by the project nomadic communities are not identified.

Area of Action 3.10. Persons living in housing without water and Sanitation

3.10.1. There is data on lack of access to safe drinking water and sanitation by households living in neighborhoods with access

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola			X	
Rača			X	
Batočina	X			
Lapovo			X	
Knić			X	
Rekovac	X			
Paraćin		X		
Ćuprija			X	
Despotovac			X	
Svilajnac			X	

3.10.2. There is a public policy to address the lack of access to safe drinking water and sanitation by households living in neighborhoods with access

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac			X	
Topola			X	
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Ćuprija				X
Despotovac				X
Svilajnac			X	

3.10.3. There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Čuprija				X
Despotovac				X
Svilajnac			X	

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)

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac			X	

3.10.5. There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Čuprija	X			
Despotovac	X			
Svilajnac	X			

Summary results for Area 3.10.

- score: 1,3500
- reliability of the response: midium

Area of Action 3.11. Persons without access to Safe drinking water and Sanitation in their workplaces

3.11.1. There is data on lack of access to safe drinking water and sanitation by workers in their workplaces

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.11.2. There is a public policy to address the lack of access to safe drinking water and sanitation by workers in their workplaces

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

3.11.3. There is specific public funding to support access to safe drinking water and sanitation by workers in their workplaces

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac	X			
Topola	X			
Rača	X			
Batočina	X			
Lapovo	X			
Knić	X			
Rekovac	X			
Paraćin	X			
Ćuprija	X			
Despotovac	X			
Svilajnac	X			

Summary results for Area 3.11.

- score: 3,0000
- reliability of the response: high

Summary results for Section 3.

- score: 2,1957
- reliability of the response: midium

Section 4. Keeping water and Sanitation affordable for all

Area of Action 4.1. Public policies to ensure affordability of water and sanitation services

4.1.1. There is data on affordability of water and sanitation services

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac		X		
Topola		X		
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac			X	
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

4.1.2. Water and sanitation policy includes affordable access as one of its objectives

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac	X			
Arandelovac		X		
Topola		X		
Rača			X	
Batočina			X	
Lapovo			X	
Knić		X		
Rekovac			X	
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

4.1.3. Social policy addresses affordability of water and sanitation services

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača			X	
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

4.1.4. There is a policy to address affordability of self-provided water and sanitation services

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac				X
Arandelovac				X
Topola				X
Rača				X
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin				X
Čuprija				X
Despotovac				X
Svilajnac				X

4.1.5. There is specific public funding to address affordability concerns

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola			X	
Rača			X	
Batočina			X	
Lapovo			X	
Knić			X	
Rekovac			X	
Paraćin			X	
Čuprija			X	
Despotovac			X	
Svilajnac			X	

Summary results for Area 4.1.

- score: 1,0834
- reliability of the response: medium

Area of Action 4.2. Tariff measures**4.2.1. The public authorities have analyzed different options to address affordability issues through tariff measures**

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo				X
Knić				X
Rekovac		X		
Paraćin		X		
Čuprija			X	
Despotovac				X
Svilajnac		X		

4.2.2. Tariff measures have been included in a strategy to address affordability issues

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola	X			
Rača			X	
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin	X			
Ćuprija			X	
Despotovac				X
Svilajnac	X			

4.2.3. Tariff measures to address affordability issues have been implemented

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac		X		
Topola		X		
Rača			X	
Batočina			X	
Lapovo				X
Knić				X
Rekovac			X	
Paraćin		X		
Ćuprija			X	
Despotovac				X
Svilajnac		X		

4.2.4. Tariff measures implemented to address affordability issues contribute to the financial sustainability of service provision

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina			X	
Lapovo		X		
Knić			X	
Rekovac			X	
Paraćin		X		
Ćuprija			X	
Despotovac			X	
Svilajnac			X	

Summary results for Area 4.2.

- score: 1,0284
- reliability of the response: medium

Area of Action 4.3. Social protection measures

4.3.1. The public authorities have analyzed the impacts of different alternatives to address affordability issues through social protection measures

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina				X
Lapovo			X	
Knić				X
Rekovac				X
Paraćin			X	
Čuprija				X
Despotovac				X
Svilajnac			X	

4.3.2. Social protection measures have been included in a strategy to address affordability issues

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac			X	
Arandelovac			X	
Topola			X	
Rača			X	
Batočina				X
Lapovo			X	
Knić				X
Rekovac				X
Paraćin			X	
Čuprija				X
Despotovac			X	
Svilajnac			X	

4.3.3. Social protection measures to address affordability issues have been implemented

Municipality / City	Yes	To a Large Extent	To a Limited Extent	No
Kragujevac		X		
Arandelovac		X		
Topola		X		
Rača			X	
Batočina				X
Lapovo				X
Knić				X
Rekovac				X
Paraćin		X		
Čuprija			X	
Despotovac			X	
Svilajnac		X		

Summary results for Area 4.3.

- score: 0,7817
- reliability of the response: medium

Summary results for Section 4.

- **score: 0,9645**
- **reliability of the response: medium**



