

## Annex 1.

### Country Profile Socioeconomic and Sector Data

	2014	2006	Source
Population (inhabitants)	3 010 600	3 222 900	NSS <sup>7</sup>
Extension (km <sup>2</sup> )	29 743	29 743	NSS
GDP per capita (EUR/person)	2 720	1 587	NSS
% of population below national poverty line	30.0	30.2	NSS
% of population unemployed	17.6	7.5	NSS
% of population living in urban areas	63.5	64.1	NSS
% of population living in peri-urban areas	NA	NA	
% of population living in rural areas	36.5	35.9	NSS
Renewable freshwater resources (million m <sup>3</sup> per capita)	2.303 <sup>8</sup>	2.292 <sup>9</sup>	WB
% of population without access to safe drinking water	1.7%	8.7%	NSS
% of population without access to wastewater collection	31.5%	33.9%	NSS
% of population with access to wastewater treatment	<p>19% of the rural population has access to unimproved wastewater collection and treatment facilities.</p> <p>The domestic and industrial wastewater from all urban areas is discharged through centralized sewerage networks and major collectors providing 60-80% of (97% in</p>		<p>Development of a national strategy for sustainable wastewater collection and treatment, 2014, OECD</p> <p>AWSC</p>

<sup>7</sup> NSS data are available at: [www.armstat.am](http://www.armstat.am)

<sup>8</sup> Information is available at: <http://data.worldbank.org/indicator/ER.H2O.INTR.PC>

<sup>9</sup> Information is available at: <http://data.worldbank.org/indicator/ER.H2O.INTR.PC>

	the capital) wastewater disposal. Provision of wastewater treatment facilities: in rural communities 16.5 %; in urban settlements 94.9%. <sup>28</sup>		
		Provision of wastewater treatment facilities: in rural communities 19.1 % and in urban settlements 90.1%. <sup>27</sup>	NSS
Public financial resources spent on the water and sanitation sector (AMD)	In 2015: 29.5 billion	6.4 billion	Reports on the state budget implementation of the RA (for 2015 <sup>10</sup> and 2006 <sup>11</sup> )
Public financial resources spent on ensuring equitable access to water and sanitation	The report presents in detail the programs, but it is difficult to determine the public funds spent on ensuring equal access.	It is difficult to determine the public funds spent on ensuring equal access.	Reports on the implementation of the state budget (for 2015 and 2006)
Definition of safe drinking water	Drinking water should be safe in the epidemiological and radiological respects, be in harmless chemical composition, and have favorable organoleptic properties.		MoH <sup>12</sup>

## International Obligations on Water and Sanitation

	Yes	No
<b>Is your country Party to 1966 International Covenant on Economic, Social and Cultural Rights?</b>	13 September 1993 <sup>13</sup>	
<b>Is your country Party to the 1999 Protocol on Water and Health?</b>		The Republic of Armenia is a Signatory. <sup>14</sup>

<sup>10</sup> Information is available at: <http://www.minfin.am/index.php?cat=204&lang=1>

<sup>11</sup> Information is available at: <http://www.parliament.am/legislation.php?sel=show&ID=3048&lang=arm>

<sup>12</sup> Order of MoH No. 876 of 25 December 2002 "Drinking water. Requirements imposed on water quality for centralized systems. Quality control Sanitary Rules No. N2-III-A2-1", point 3.1

<sup>13</sup> Information is available at: [http://tbinternet.ohchr.org/\\_layouts/TreatyBodyExternal/Treaty.aspx?CountryID=8&Lang=EN](http://tbinternet.ohchr.org/_layouts/TreatyBodyExternal/Treaty.aspx?CountryID=8&Lang=EN)

<sup>14</sup> Information is available at: <http://www.mnp.am/?p=201>

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

Area 1.1 Strategic framework for achieving equitable access				
	Yes	To a Large Extent	To a Limited Extent	No
<b>1.1.1 The right to water and sanitation has been introduced in the country's legal order</b>	3			
<p><b>Score justification:</b> Article 33.2 of the Constitution of the Republic of Armenia establishes "the right to live in an environment favorable for human health and welfare." This right is also enshrined in the RA Law "On National Water Program" and other legal acts.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>1.1.2 There is a strategic plan in place to ensure equitable access to water and sanitation</b>	3			
<p><b>Score justification:</b> The Water and Sanitation Sector Strategy and Financing Program is currently in force.<sup>15</sup> From the 1<sup>st</sup> of January 2017, water supply and sanitation services will be provided by the single lessee.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>1.1.3 Equitable access targets have been set</b>			1	
<p><b>Score justification:</b> The Water and Sanitation Sector Strategy and Financing Program strategy sets the following targets: increase water supply duration, design and implement a reliable and affordable strategy for the purpose of ensuring sustainable water supply and sanitation in the communities outside the service area, reduce water loss in water supply and sanitation, and use a single tariff in case the services improve.</p> <p>The target 10, point 2 of the MDG 7 is aimed at increasing the access to safe drinking water in rural areas. The draft targets under the Protocol on Water and Health were set in May 2014. The targets on equitable access related mainly to the improvement of water and sanitation services, with special focus on rural areas.</p> <p><b>Means of verification used:</b> official documents, expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				

<sup>15</sup> Information is available at: [www.arlis.am](http://www.arlis.am), [www.sccws.am](http://www.sccws.am)

<b>1.1.4 Responsibilities for achieving equitable access have been identified and allocated</b>		2		
<p><b>Score justification:</b> The powers and responsibilities in drinking water supply sector are defined for the state, represented by the Government of Armenia, for the drinking water provider, represented by the lessee serving the water needs of the population through drinking water supply system, and for the customer. In legislative terms, the framework of the state - water supply utility - subscriber is enshrined in the legislation, in particular, in the Water and Sanitation Sector Strategy and Financing Program. The priority actions of the Government within the framework of the strategy are as follows:</p> <ol style="list-style-type: none"> <li>1. provide reliable management, efficient operation and maintenance of property;</li> <li>2. adjust tariffs so that they shape sufficient revenue to meet the costs for the above -mentioned, taking into account the threshold of affordability for the population;</li> <li>3. ensure effective delivery of services and build public confidence in the capability of operators to deliver such services and the acceptability of increased tariffs;</li> <li>4. develop and implement a reliable and affordable strategy for ensuring sustainable water supply and sanitation in the communities not serviced by water operators;</li> <li>5. develop a balanced and realistic program on water supply and sanitation of the "serviced" and "not serviced" areas.</li> </ol> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: medium.</b></p>				
<b>1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities</b>		2		
<p><b>Score justification:</b> There is no strategy for regulating different sectors, but each sector has relevant provisions included in the existing legislation to enable the coordination process.</p> <p>Water and Sanitation Sector Strategy and Financing Program sets out the following priority steps:</p> <ul style="list-style-type: none"> <li>• Focus on the solution of the problem related to the prevention of further deterioration of property in order to avoid the need for further restructuring costs.</li> <li>• Make priority investments, for example, in the improvement of the metering system. Improvement of sanitation and wastewater treatment services, particularly, in the "not serviced" areas will be considered by the Government of Armenia as a priority.</li> <li>• Develop and apply the data on the costs and benefits associated with the proposed improvements of water services, as well as to develop and apply a simple "cost-benefit-analysis" tool for setting priorities in investments.</li> </ul> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: high.</b></p>				
<b>1.1.6 The country has assessed the equity of access to safe drinking water and sanitation</b>			1	
<p><b>Score justification:</b> The country has assessed the equity of access to safe drinking water and sanitation conditioned mainly by the geographical location. It mainly related to water supply and sanitation in urban and rural areas.</p> <p><b>Means of verification used: expert opinion.</b></p> <p><b>Reliability of the response: medium.</b></p>				
<p><b>Average score: 1.67.</b></p>				
<p><b>Reliability of the responses: high.</b></p>				

## Area 1.2 Sector financial policies

	Yes	To a Large Extent	To a Limited Extent	No
<b>1.2.1 The amount of financial resources needed to achieve equitable access to safe drinking water and sanitation has been estimated</b>		2		
<p><b>Score justification:</b> Under the new lease contract, the Government plans to require the lessee to provide EMRW fund at its own expense, 5 million US dollars annually.<sup>16</sup></p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>1.2.2 The sources of funding to achieve equitable access to safe drinking water and sanitation have been identified</b>		2		
<p><b>Score justification:</b> Paragraphs 6<sup>th</sup> and 7<sup>th</sup> of Section 3 of the Water and Sanitation Strategy and the Financing program state that the Government of Armenia will continue to seek through the SCWE grants from various international organizations to invest in water supply and sanitation sector. Often, these grants are only available for technical assistance or pilot projects to test new technologies. The government expects that the major sources of funding for investments will be the donors' loans, as has been the case for the last 10 years. Thus, the focus should be on the implementation of conditions that may be possible for providing similar loans to Armenia water sector from international financial institutions (WB, ADB, EBRD, EIB) and bilateral development financial institutions (KfW, JBIC).</p> <p><b>Means of verification used:</b> official documents, expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>1.2.3 The financing strategies for the water and sanitation take sector equity issues into account</b>		2		
<p><b>Score justification:</b> The Republic of Armenia 2014-2025 Strategic Program of Prospective Development envisages the continuation of the reforms of drinking water systems in order to enhance the reliability and effectiveness of the operations of those systems and improve the quality of water supply and sanitation services, at the same time focusing on mitigation of regional disparities. Drinking water systems will continue to be a priority for public investment.</p> <p>The targets for the investment policy will be the duration of rendered services (according to a preliminary assessment, the level of the proposed investments will help increase the average rate of water supply continuity by 0.5 hours annually) and improvement of the quality of these services and mitigation of the existing regional disparities. The investment policy should also aim to enhance the efficiency of drinking water systems, focusing particularly on the issue of reducing water losses.</p> <p>The investment policy will adopt a special approach to the around 570 rural communities, where water supply and sanitation is not provided by specialized organizations possessing relevant permits for water supply services provision.<sup>17</sup></p>				

<sup>16</sup> Source: Water and Sanitation Sector Strategy and Financing Program approved by Annex to the No.38 of Protocol Decision of RA Government Session of August 13, 2015

<sup>17</sup> Source: Annex to RA Government Decision No. 442 of March 27, 2014: Republic of Armenia 2014-2025 Strategic Program of Prospective Development

<b>Means of verification used: official documents.</b>			
<b>Reliability of the response: medium.</b>			
<b>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</b>			1
<p><b>Score justification:</b> The 2014-2025 Strategic Program of Prospective Development will continue reforms in drinking water sector through increasing private sector participation. The Government of the Republic of Armenia will promote the expansion of service area of the specialized companies possessing a permit for providing water and wastewater services, as well as the creation of new specialized institutions in the rural areas not serviced by specialized water supply structures. Due to this, a full evaluation of the country's water supply system, including not serviced rural areas will be made.</p> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: medium.</b></p>			
<b>1.2.5 The national government monitors and publicly reports financial resource allocation</b>		2	
<p><b>Score justification:</b> In case the local governing bodies are the Customer of the works carried out in the not serviced rural communities, they are governed by the Law of the RA “On Procurements”, thus ensuring the publicity.</p> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: medium.</b></p>			
<b>1.2.6 International financial support for the water and sanitation</b>		2	
<p><b>Score justification:</b> The Medium -Term Expenditure Framework of the Republic of Armenia for 2015-2017 details the international financial assistance to water and sanitation sector. Programs are designed to ensure equitable access conditioned by the geographical location.</p> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: medium.</b></p>			
<b>Average score: 1.67.</b>			
<b>Reliability of the responses: medium.</b>			

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

	Yes	To a Large Extent	To a Limited Extent	No
<p><b>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</b></p>		2		
<p><b>Score justification:</b> The beneficiaries of Water Supply and Sanitation Sector Strategy and Financing Program are: the customers of water and sanitation services, the communities currently not serviced by water supply companies and the physical and legal entities that will be provided with these services in the future.</p> <p>The tender documents about obtaining a lease agreement shall contain information provided by the Government of the Republic of Armenia on a) the amount and distribution of public investment, and b) the position of the government on a tariff. Then the applicants will be required to clearly present the level of water supply and sanitation services that they can deliver based on the level of public investment.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<p><b>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</b></p>		2		
<p><b>Score justification:</b> The RA Government Decision No. 296-N of March 25, 2010 “On approving the procedures for organizing and conducting public debates” states that draft laws of the Republic of Armenia shall be subject to public discussion.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<p><b>1.3.3 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions</b></p>	3			
<p><b>Score justification:</b> The issue is regulated by the RA Government Decision No. N130-N of 22 January 2004 “On Approving the Procedures for Defining the Rules for Drinking Water Supply and Sanitation, the Model Forms of Contracts for Water Supply and Sanitation, and the Technical Requirements for Connection to Water Supply and Sanitation Systems and Revocation of the Decision No. 149 of the Government of the Republic of Armenia of March 13, 1999”.</p> <p>The “Customers” section of the website of the AWSC provides an opportunity for everyone to send their questions and receive information online. Phone numbers are also available.</p> <p>Since 2012, AWSC has opened a Billing Center which is supervised by the Commercial Directorate. Each day Billing Center updates data about billing and payment processes on websites.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				

<b>1.3.4 There are mechanisms in place to allow right-holders to keep responsible authorities accountable</b>	3			
<p><b>Score justification:</b> Article 20 of the Water Code (adopted on June 4, 2002) includes provisions for public participation.</p> <p>To have access to information in water sector, each person has the right to appeal to the relevant authority and receive a response within 30 days, except for cases stipulated by legislation.</p> <p>The RA Law on Freedom of Information (adopted on September 23, 2003) regulates the relations connected with freedom of information, defines the powers of persons holding information, as well as the procedures, ways and conditions to get information.</p> <p>Reports of water supply companies are posted on their websites, where detailed information is presented on monthly, annual reports and the implemented work, as well on future works, water quality, water connections, etc.</p> <p>It is possible to get answers to questions through email addresses and telephone, as well as obtain information on water supply interruptions, water supply schedule, etc. posted on the websites of water supply companies.</p>				
<p><b>Means of verification used: official documents.</b></p>				
<p><b>Reliability of the response: medium.</b></p>				
<p><b>Average score: 2.5.</b></p>				
<p><b>Reliability of the responses: high.</b></p>				



## Section 2.

### Reducing Geographical Disparities

#### Quantitative Information on Geographical Disparities

	2014	2006	Source
Rate of access to safe drinking water in urban areas (%)	99.7%	98.1%	NSS
Rate of access to safe drinking water in peri-urban areas (%)	NA	NA	
Rate of access to safe drinking water in rural areas (%)	95.5%	78%	NSS
Rate of access to sanitation in urban areas (%)	94.9%	90.1%	NSS
Rate of access to sanitation in peri-urban areas	NA	NA	
Rate of access to sanitation in rural areas (%)	16.5%	19.1%	NSS
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (AMD)	In 2015: about 26.2 billion	About 4.2 billion	Reports on the implementation of the state budget of Armenia (for 2015 and 2006)
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (EUR per capita)	No data are available		
Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (% of budget spent on water and sanitation)	In 2015: about 2.8%	About 0.9%	Reports on the implementation of the state budget of Armenia (for 2015 and 2006)

## Area 2.1 Public policies to reduce access disparities between geographical areas

	Yes	To a Large Extent	To a Limited Extent	No
<b>2.1.1 There is a public policy for reducing disparities between urban and rural areas</b>	3			
<p><b>Score justification:</b> The priority actions of the Government of Armenia under the Water and Sanitation Sector Strategy and Financing Program, include, among others, the following:</p> <p>develop and implement a reliable and affordable strategy for ensuring sustainable water supply and sanitation in the communities not covered by water operators;</p> <p>develop a balanced and realistic program on water supply and sanitation of the serviced and not serviced areas.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>2.1.2 Integrated approaches have been adopted to support the delivery of water and sanitation services in rural areas, informal settlements and slums</b>		2		
<p><b>Score justification:</b> The 2014-2025 Strategic Program of Prospective Development envisages the continuation of the reforms in drinking water systems in order to enhance the reliability and effectiveness of the operations of these systems and improve the quality of water supply and sanitation services, at the same time focusing on mitigation of regional disparities. For the entire period of the program, annual investments in the system will amount to 0.4% of the GDP.</p> <p>The targets for the investment policy will be the increase in duration of rendered services and improvement of the quality of these services and mitigation of the existing regional disparities. The investment policy should also aim to enhance the efficiency of drinking water systems, focusing particularly on reduction of water losses. In sanitation sector, great importance is attached to the reconstruction of wastewater removal systems in cities and major settlements and construction of wastewater treatment plants.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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</b>		2		
<p><b>Score justification:</b> The problems related to access to water supply can be considered as resolved in those communities that are serviced by specialized companies.</p> <p>Water supply to the communities not serviced by specialized organizations is performed by the village municipalities from the springs located in the adjacent areas of these villages. Most of water supply systems of the mentioned villages are in poor technical conditions, the water losses remain high, and water is supplied according to a strict time schedule and without chlorination.</p> <p>Improvement of water supply and sanitation systems in the areas not serviced by specialized organizations is carried out in stages within the framework of the relevant investment projects.</p> <p>The investment policy of the 2014-2025 Strategic Program of Prospective Development will adopt a special approach also to the 579 rural communities, where water supply is not provided by specialized companies. These communities will be included in the investment program of the government through their inclusion in</p>				

the service area of the operating or newly formed specialized organizations.

**Means of verification used:** official documents.

**Reliability of the response:** medium.

**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**

2

**Score justification:** Various programs are carried out by international organizations on implementation of water supply and sanitation activities in the communities not serviced by water supply companies. Upon the request of the SCWE, the German “CES Consulting Engineers Salzgitter GmbH” company and the “Jrtuq” LLC were granted a KfW –funded consultancy contract on “Feasibility study for the improvement and development of water supply and sanitation systems of rural communities of Armenia”.

**Means of verification used:** expert opinion.

**Reliability of the response:** medium.

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

1

**Score justification:** The main target indicators of drinking water system for 2017, 2021 and 2025 are presented in the 2014-2025 Strategic Program of Prospective Development.

**Means of verification used:** official documents.

**Reliability of the response:** medium.

**Average score:** 1.8.

**Reliability of the responses:** medium.

## Area 2.2 Public policies to reduce price disparities between geographical areas

	Yes	To a Large Extent	To a Limited Extent	No
<b>2.2.1 There are mechanisms in place to track prices as well as cost of provision of water and sanitation services</b>		2		
<p><b>Score justification:</b> The websites of AWSC and YDC provide information on prices for the provision of water supply and sanitation services, as well on monthly and annual reports.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>2.2.2 Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced</b>	3			

<p><b>Score justification:</b> Currently different tariffs set by the PSRC are applied. From the 1<sup>st</sup> of January 2017, one operator will assume the obligations and a single tariff will be set. Tariff rates are set based on various components, namely, electricity price, foreign currency fluctuations, and services.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)</b>		2		
<p><b>Score justification:</b> State subsidies were provided to AWSC and NAC for covering the financial gap resulting from the supply of drinking water services in 2015, caused by an increase in principal amount of the loans subject to repayment, as well an increase in electricity tariffs<sup>18</sup>.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>2.2.4 The sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision</b>		2		
<p><b>Score justification:</b> Water is supplied both by a pump and gravity, depending on the geographic location, which is why cross-subsidization is implemented in an attempt to maintain the average tariff rate.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>Average score: 2.25.</b>				
<b>Reliability of the responses: medium.</b>				

### Area 2.3 Geographical allocation of external Support for the Sector

	Yes	To a Large Extent	To a Limited Extent	No
<b>2.3.1 Public authorities have identified in the sector plan the areas that are lagging behind and require external support</b>		2		
<p><b>Score justification:</b> The 2014-2025 Strategic Program of Prospective Development sets out the areas which are lagging behind and are in need of external assistance. The Water Supply and Sanitation Sector Strategy and Financing Program includes actions ensuring the implementation of the strategic options and allows negotiations to have the support of donor funds for investment, and for the amount distribution based on the priorities set by the government.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				

<sup>18</sup> Source: Report on the implementation of the state budget of Armenia in 2015

<p><b>2.3.2 There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan)</b></p>		2		
<p><b>Score justification:</b> The Medium -Term Expenditure Framework of the Republic of Armenia for 2015-2017 details the international financial assistance to water and sanitation sector. Programs are designed to ensure equitable access conditioned by the geographical location.</p> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: medium.</b></p>				
<p><b>Average score: 2.</b></p>				
<p><b>Reliability of the responses: high.</b></p>				

## Section 3.

### Ensuring Access for Vulnerable and Marginalized Groups

#### Quantitative Information on Vulnerable and Marginalized Groups

The official definition of vulnerable and marginalized groups is stated in the RA Law “About Social Assistance” (adopted on 17 December 2014)

Chapter 3. The right to social assistance, the goal and main principles

Article 18. Social assistance and the right to it

Everyone residing in the Republic of Armenia shall have the right to social assistance, including the citizens of the Republic of Armenia, the foreign citizens having a residence permit (residence status) in the Republic of Armenia, the persons with no citizenship, as well as the persons having the status of the refugee in the Republic of Armenia in case of availability of the law- stipulated grounds.

Article 2. The main concepts used in the Law

1) difficult life experience - the objective situation breaking vital activity of the person owing to disability, loss of capabilities to self-service in connection with age, illnesses, leaving without care of parents, poverty, the long-term unemployment, the conflicts, ill treatment in the family, violence, human trafficking, helplessness, loneliness, social isolation, bad habits, accident or stay in the emergency situation, being held in places of imprisonment or homing from such places which the person cannot independently overcome.

	2014	2006	Source
% of persons with access to safe drinking water in the country	98.3%	91.3%	NSS
% of persons with access to safe drinking water by the poorest fifth of the population	99.1%	In 2008: 98.2%	NSS
% of persons with access to sanitation in the country	68.5%	66.1%	NSS
% of persons with access to sanitation by the poorest fifth of the population	62.1%	In 2008: 66.7%	NSS
% of water and sanitation facilities open to the public that are accessible to people with disabilities	No data	No data	
% of hospitals that have sufficient and adequate water and sanitation services	Last month 278 healthcare organizations out of 678 organizations in the service area of AWSC, LWSC, SWSC and NAC did not consume water. These institutions probably do not	NA	Data of the AWSC, LWSC, SWSC and NAWSC

	work. 88% of institutions do not have access to centralized sanitation.		
% of schools that have sufficient and adequate water and sanitation services	In the 2014-2015 school year: water supply 93%, sanitation 88%. <sup>19</sup>	NA	MES
% of prisons that have sufficient and adequate water and sanitation services	In 2015: water supply 100%, sanitation 25%.	NA	Criminal - Executive Department of MJ
% of persons without a fixed residence that have access to safe drinking water and sanitation through public facilities	No data	No data	
Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available)	NA	Centralized water supply in a building, not in a residential unit – 20 449 HHs <sup>20</sup> ; centralized water supply in a yard – 77 499 HHs, fetched/bought water – 23 621 HHs; individual water collection system – 7 983 HHs; rivers / springs- 8 972 HHs, wells – 7 571 HHs, other – 7 529 HHs; water supply source is not specified for 34 468 HHs. Information on the neighboring districts' water supply is not always available.	NSS  Census 2011 <sup>21</sup>

<sup>19</sup> Information is available at: <http://stat.armedu.am/?section=content&id=14&year=2012>

<sup>20</sup> Household

<sup>21</sup> Information is available at: <http://armstat.am/file/doc/99478503.pdf>

Number of people lacking access to sewer at home (while living in neighborhoods where access is available)	NA	In 2011, access to sanitation was not available for 104 549 HHs, out of which permanent buildings – 95 318; cabins or temporary shelters – 6 520; building of a joint residence or a hostel - 798; constructions customized for residence - 662. The type of building was not specified for 1 221 HHs. However, information on the neighboring districts is missing.	NSS Census 2011
Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (million EUR)	Detailed report on support to different social groups is posted on the Ministry's website, but the expenditure on ensuring access to water supply and sanitation for these groups is not presented separately. <sup>22</sup>	NA	MLSA
Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (EUR per capita)	NA	NA	MLSA

<sup>22</sup> <http://www.mlsa.am/home/company.php?sec=report>



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

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.1.1 There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups</b>		2		
<p><b>Score justification:</b> The RA Law “On National Water Program” is the main document of perspective development of water resources and systems, through which the objectives of the Water Code are implemented. One of the priority issues in water supply sector is the provision of access to water services for poor consumers.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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</b>		2		
<p><b>Score justification:</b> Basically, all legal documents include articles on water and sanitation issues for vulnerable or marginalized groups, for example, the RA Government Decision from 17 December 2015 No. 1533-N “On approving the procedures for providing alternative care and social services to people with mental health problems in the nursing homes”, the Decree of the RA MoH No. 82 of February 11, 2002 “On approving the Sanitary Rules N 2.III.4.2 for the structure and maintenance of the secondary schools”.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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</b>				0
<p><b>Score justification:</b> Earlier Article 34 of the RA Law "About Social Protection of Disabled People in the Republic of Armenia" (adopted on June 9, 1997) was in force, which stated the following:</p> <p>The people with the 1<sup>st</sup> and 2<sup>nd</sup> disability groups, as well as children with disabilities since childhood shall receive monetary compensation for the payment of the electricity, gas, heating, water supply, sanitation, waste disposal, as well as the subscription fee for telephone and radio in the manner prescribed by the Government of the Republic of Armenia.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.1.4 Public budgets provide specific funding to address the water and sanitation needs of vulnerable and marginalized groups</b>				0

**Score justification:** According to the changes in the above-mentioned law, the benefit to be provided to disabled people does not include separate funds for water and sanitation services.

**Means of verification used:** expert opinion.

**Reliability of the response:** low.

**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**

2

**Score justification:** RA Law "About Social Assistance" (adopted on 17 December 2014)

Integrated social services is the integrity of the operations, programs and events implemented within the framework of social support and based on comprehensive assessment of social needs of a person (family or other social group). Integrated social services, among other things, include the inter-agency cooperation to meet the social needs of a person (family or other social group) and the cooperation of the network supporting within the framework of a social agreement (including the provision of that cooperation).

**Means of verification used:** official documents.

**Reliability of the response:** medium.

**Average score:** 1.2.

**Reliability of the responses:** low.

### Area 3.2 Persons with Special physical needs

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.2.1 There are data on levels of access to safe drinking water and sanitation by persons with special physical needs</b>			<b>1</b>	
<p><b>Score justification:</b> Despite some positive steps taken by the Government of Armenia in 2014 and the existence of legislation laying down clear requirements for physical accessibility, the majority of public buildings still remain inaccessible to persons with mobility impairments in the city of Yerevan and especially in the provinces of the Republic of Armenia.<sup>23</sup></p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.2.2 There is a public policy to ensure access to safe drinking water and sanitation by persons with special physical needs</b>		2		

<sup>23</sup> Source: Annual Report 2014 on the Activities of the RA Human Rights Defender and Violations of Fundamental Freedoms in the Country.

**Score justification:** The Law on “Social protection of disabled people in the Republic of Armenia” (adopted on June 9, 1997) sets out the legal, social, economic and organizational basis for the social protection of persons with disabilities, and the basic provisions of public policy about the provision of the most favorable conditions and privileges to the persons with disabilities for the realization of their rights and abilities with a view to ensuring equal opportunities for them like the rest of other citizens of the country.

Access to safe drinking water and sanitation for persons with special physical needs is ensured by several regulations, as well as other rules and norms. For example, according to the Order of the RA Minister of Urban Development “RACN<sup>24</sup> IV-11.07.01-2006 (ICN<sup>25</sup> 3.02-05-2003) On Establishing the Building Norms for Accessibility of Buildings and Constructions for Low-mobility Groups of Population”,

4.1 During the design and construction of public, residential and industrial buildings, conditions of vital activity equal to those for other population groups should be specified for the disabled and low-mobility groups.

**Means of verification used: official documents.**

**Reliability of the response: high.**

<b>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)</b>				0
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**Score justification:** The 2015 Report of MLSA did not separately reflect the expenditure on the provision of access to safe drinking water and sanitation.

**Means of verification used: expert opinion.**

**Reliability of the response: low.**

<b>3.2.4 There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs</b>		2		
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**Score justification:** There are technical standards to ensure the creation of facilities available for persons with special physical needs:

Order of the RA Minister of Urban Development “RACN IV-11.07.01-2006 (ICN 3.02-05-2003) On Establishing the Building Norms for Accessibility of Buildings and Constructions for Low-mobility Groups of Population”;

Order of the RA Minister of Urban Development No. 93 –N of March 31, 2014 "RACS 31-01-2014: Residential Buildings. Part I. Apartment Buildings: Construction Norms”;

Order of the RA Minister of Urban Development of 2014 “RACN 30-01: Urban Development. Urban and Rural Planning and Construction”;

“Drinking water. Requirements imposed on water quality for centralized systems. Quality Control Sanitary Rules No. N2-III-A2-1”, approved by the Order of the Minister of Health of the Republic of Armenia No. 876 of 25 December 2002.

**Means of verification used: official documents.**

**Reliability of the response: high.**

**Average score: 1.**

**Reliability of the responses: medium.**

<sup>24</sup> Republic of Armenia Construction Norms

<sup>25</sup> Interstate Construction Norms

### Area 3.3 Users of health facilities

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.3.1 There are data on levels of access to safe drinking water and sanitation in health facilities</b>			1	
<p><b>Score justification:</b> Information on safe drinking water and sanitation in health facilities is partly available on the websites of companies providing drinking water supply and sanitation services. The information relates to the last month's consumption (cubic meters) and water availability. At the same time, information on water consumption includes the "0" figure, which gives rise to the problems in interpretation, such as, for example, drinking water is not available or the structure does not operate, and etc.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.3.2 There is a public policy to ensure access to safe drinking water and sanitation by users of health facilities</b>				
<p><b>Score justification:</b> There are several documents ensuring access to safe drinking water and sanitation in health facilities (tuberculosis hospitals, infection hospitals, dental care organizations, etc.).</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.3.3 There is specific public funding to support access to safe drinking water and sanitation by users of health facilities</b>			1	
<p><b>Score justification:</b> The Annual Budget Reports are posted on the website of MoH. Utility costs are included in a separate line, encompassing drinking water and sanitation costs.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>3.3.4 Health facilities have relevant complaint mechanisms in place</b>				
<p><b>Score justification:</b> Healthcare institutions of Armenia can apply to MoH or the State Health Inspectorate of MoH.</p> <p>For example, the points 22 to 26 of the RA Government Decision No. 857-N of July 25, 2013 "On making supplements and amendments to the RA Government Decision No. 1300-N, dated August 15, 2002, making amendments in the RA Government Decision No. 1821-N of November 14, 2002, making amendments in the RA Government Decision No 1319-N of 30 September 2010 and on revocation of the RA Government Decision No. 1146-N of July 29, 2004, the RA Government Decision from October 6, 2005 No. 1893-N, the RA Government Decision from 25 November 2004, No. 1724-N and the RA Government Decision from August 15, 2002 No. 1316-N" relate to complaint mechanisms.</p> <p><b>Means of verification used:</b> official documents.</p>				

<b>Reliability of the response: high.</b>				
<b>3.3.5 Health facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management</b>		2		
<p><b>Score justification:</b> In the main, health facilities have separate toilets for men and women. As regards the appropriate facilities for regulating the hygiene issues, these are mainly available in hospitals. Health system modernization project is currently being implemented with the WB's support. The project aims to improve the physical infrastructure of medical institutions.</p> <p><b>Means of verification used: expert opinion.</b></p> <p><b>Reliability of the response: medium.</b></p>				
<b>Average score: 1.6.</b>				
<b>Reliability of the responses medium.</b>				

<b>Area 3.4 Users of educational facilities</b>				
	<b>Yes</b>	<b>To a Large Extent</b>	<b>To a Limited Extent</b>	<b>No</b>
<b>3.4.1 There are data on levels of access to safe drinking water and sanitation in educational facilities</b>			1	
<p><b>Score justification:</b> The data on safe drinking water and sanitation are available on the website of MES, except for the duration of water supply.</p> <p><b>Means of verification used: official documents, expert opinion</b></p> <p><b>Reliability of the response: medium</b></p>				
<b>3.4.2 There is a public policy to ensure access to safe drinking water and sanitation by users of educational facilities</b>	3			
<p><b>Score justification:</b> Water and sanitation issues are regulated by the Orders of Minister of Health and the Government Decree.</p> <p><b>Means of verification used: official documents.</b></p> <p><b>Reliability of the response: high.</b></p>				
<b>3.4.3 There is specific public funding to support access to safe drinking water and sanitation by users of educational facilities</b>		2		
<p><b>Score justification:</b> The state funding allocated for the repair of educational institutions also includes funds for the provision of access to safe drinking water and sanitation for the users of educational facilities.</p> <p><b>Means of verification used: expert opinion.</b></p> <p><b>Reliability of the response: medium.</b></p>				

<b>3.4.4 Educational facilities have relevant complaint mechanisms in place</b>	3			
<p><b>Score justification:</b> Healthcare institutions can apply to MoH or the State Health Inspectorate of MoH. The complaint mechanisms are included in several Government Decisions.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.4.5 Educational facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management</b>	3			
<p><b>Score justification:</b> Order of the RA Minister of Health No. 82 of February 11, 2002 "On approving the sanitary rules N 2.III.4.2 for the location and maintenance of secondary schools" states that sanitary units shall be placed for girls and boys on every floor, a separate sanitary unit shall be provided for the school staff, etc.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>Average score: 2.2.</b>				
<b>Reliability of the responses:</b> high.				

### Area 3.5 Users of retirement homes

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.5.1 There are data on levels of access to safe drinking water and sanitation in retirement homes</b>	3			
<p><b>Score justification:</b> As of 2014, there were 8 organizations in Armenia providing social services to the elderly and disabled people, 4 of which were state and 4 non-state organizations.<sup>26</sup> The water supply is available: 5 retirement homes have centralized 24-hour water supply, 1 retirement home has centralized and scheduled supply, and 2 retirement homes have their own water source. With regard to sanitation, 7 retirement homes are connected to the central sewerage system, 1 retirement home has a local network.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.5.2 There is a public policy to ensure access to safe drinking water and sanitation by users of retirement homes</b>	3			

<sup>26</sup> Information is available at: [http://armstat.am/file/article/soc\\_14\\_32-33.pdf](http://armstat.am/file/article/soc_14_32-33.pdf)

<p><b>Score justification:</b> Access to safe drinking water and sanitation for the users of retirement homes is provided by the Government Decisions which state that the nursing and day care homes must have a sanitary unit: one toilet for every 8 residents and a bathroom with one shower for every 40 residents.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.5.3 There is specific public funding to support access to safe drinking water and sanitation by users of retirement homes</b>			1	
<p><b>Score justification:</b> State funding for the renovation of retirement homes also includes finances channeled to the provision of access to safe drinking water and sanitation.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.5.4 Retirement homes have relevant complaint mechanisms in place</b>	3			
<p><b>Score justification:</b> Retirement homes can apply to MoH or the State Health Inspectorate of MoH. The complaint mechanisms are included in several Government Decisions.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>3.5.5 Retirement homes have separate toilets for males and females</b>		2		
<p><b>Score justification:</b> All retirement homes have separate toilets for males and females.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>Average score: 2.2.</b>				
<b>Reliability of the responses: medium.</b>				

<b>Area 3.6 Prisoners</b>				
	<b>Yes</b>	<b>To a Large Extent</b>	<b>To a Limited Extent</b>	<b>No</b>
<b>3.6.1 There are data on levels of access to safe drinking water and sanitation in prison facilities</b>		2		
<p><b>Score justification:</b> Information was provided by the Criminal-Executive Department of MJ in response to the AWHHE NGO's request.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.6.2 There is a public policy to ensure access to safe drinking water and sanitation by prisoners</b>	3			

**Score justification:** The RA Law “On keeping of the arrested and detained persons” (adopted on 6 February 2002) states that the arrested or detained person shall be provided with drinking water. Also, material and living conditions in compliance with sanitary-hygienic norms shall be created for detainees and arrestees. They shall have the possibility to meet their hygiene needs under conditions not humiliating the human dignity. The observance of personal hygiene requirements and rules are defined by internal regulations.

**Means of verification used:** official documents.

**Reliability of the response:** high.

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

2

**Score justification:** In 2014, MJ was financed by the State budget for the maintenance of the criminal-executive system:

- The external water supply network of the "Abovyan" Criminal-Executive Institution was renovated.
- The external water supply network of the "Kosh" Criminal-Executive Institution was partially renovated.
- In the “Armavir” Criminal-Executive Institution the buildings designed for 400 prisoners were put into operation, general construction works were carried out in some blocks and in the daily regulation reservoir with its pumping station. The administrative area was improved.

**Means of verification used:** official documents.

**Reliability of the response:** medium.

**3.6.4 Prison facilities have relevant complaint mechanisms in place**

2

**Score justification:** According to the RA Law “On keeping of the arrested and detained persons”, the reviewing bodies and officials must consider the suggestions, requests and complaints of the arrested or detained persons in the manner and within the period prescribed by the legislation of the Republic of Armenia, and keep them informed about the decisions taken.

**Means of verification used:** official documents.

**Reliability of the response:** medium.

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

3

**Score justification:** The arrested women and men are kept in separate places of detention. Separate toilets are also provided.

**Means of verification used:** official documents.

**Reliability of the response:** high.

**Average score;** 2.4.

**Reliability of the responses:** high.



### Area 3.7 Refugees living in refugee camps and center's

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.7.1 There are data on levels of access to safe drinking water and sanitation in refugee camps and centers</b>		2		
<p><b>Score justification:</b> In Armenia there is one special shelter and five hostels for refugees, all of them are provided with drinking water supply and sanitation. The data were provided by the State Migration Service of the RA Ministry of Territorial Administration and Development.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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</b>		2		
<p><b>Score justification:</b> The RA Government Decision No. 824-N of June 24, 2010 "On establishing the procedure for distribution and life-support of displaced population" regulates the water supply and sanitation issues for the displaced population. According to paragraph 2 of the RA Government Decision N 691-N of May 30, 2002 "On establishing norms and standards for the number of personnel serving the refugees living in temporary shelters, the wage rate, procurement of necessary property, office equipment and stationery, payment for the refugees' shared use of electricity, water and sanitation", norms and standards for payment for the refugees' shared use of electricity, water and sewerage were established (Annex 2). According to the RA Government Decision No. 774-N of July 10, 2014 "On establishing the procedures for accepting, registering, distributing the massively displaced population, including refugees and ensuring temporary accommodation, vital activity and medical support to them", 26. The provision of medical support to massively displaced population, including refugees, is carried out in accordance with the following principles: 7) The residential area of internally displaced persons (IDPs) should be provided with the necessary life-support conditions for the population and meet the following requirements: c. the accommodation shall be located in the vicinity of possible sources of food and water, power and heating.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>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</b>			1	
<p><b>Score justification:</b> The funds allocated for the renovation of refugee hostels also include the provision of drinking water supply and sanitation.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.7.4 Refugee camps and centers have relevant complaint mechanisms in place</b>	3			

**Score justification:** The refugee camps and centers can apply to MoH or the State Health Inspectorate of MoH. The Government Decision No. 857-N of July 25, 2013 regulates the issue of complaint mechanisms.

**Means of verification used:** official documents.

**Reliability of the response:** high.

<b>3.7.5 Refugee camps and centers have separate toilets for males and females as well as adequate facilities for menstrual hygiene management</b>		2		
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**Score justification:** Different centers have different structures. A bathroom and a toilet are provided for one or more families.

**Means of verification used:** expert opinion.

**Reliability of the response:** medium.

**Average score:** 1.8.

**Reliability of the responses:** medium.

### Area 3.8 Homeless people

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.8.1 There are data on levels of access to safe drinking water and sanitation by homeless people</b>				0
<p><b>Score justification:</b> No data are available.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>3.8.2 There is a public policy to ensure access to safe drinking water and sanitation by homeless people</b>		2		
<p><b>Score justification:</b> According to the RA Law "About Social Assistance" (adopted on 17 December 2014), homeless people shall be temporarily (90 days) provided with shelter. Shelters have toilets and bathrooms.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>3.8.3 There is specific public funding to support access to safe drinking water and sanitation by homeless people</b>			1	
<p><b>Score justification:</b> For example, thanks to the financial support of Yerevan Municipality and assistance of the Danish –Armenian "Hans Christian Kofoed" Charitable Fund, the homeless people were not only provided with shelter, but also the problems regarding the food, hygiene items, primary care and other priority events were solved.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>Average score:</b> 1.				
<b>Reliability of the responses:</b> medium.				

### Area 3.10 Persons living in housing without water and Sanitation

	Yes	To a Large Extent	To a Limited Extent	No
<b>3.10.1 There are data on lack of access to safe drinking water and sanitation by households living in neighborhoods with access</b>			1	
<p><b>Score justification:</b> During the 2011 Census, data were collected on households' access to water and sanitation. In part, these data refer to the levels of access to safe drinking water for those households who live in neighborhoods with access to drinking water.</p> <p>There are districts where drinking water supply is performed according to an unstable schedule. There are no data on sanitation. As mentioned previously, most communities are not connected to a sewerage network.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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</b>		2		
<p><b>Score justification:</b> One of the main objectives of water supply companies is the increase of the duration of supply. The regulation of this issue is included in the Water and Sanitation Sector Strategy and Financing Program.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>3.10.3 There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access</b>		2		
<p><b>Score justification:</b> In addition to public funding, there are loans and grants designed for implementing such activities.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>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)</b>				0
<p><b>Score justification:</b> No data are available.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				

<b>3.10.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access</b>	3			
<p><b>Score justification:</b> Integrated programs are regulated by the Water and Sanitation Sector Strategy and Financing Program. At the same time, there are several OECD and ADB reports which included integrated programs.<sup>27</sup></p> <p><b>Means of verification used:</b> official documents, expert opinion.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>Average score: 1.4.</b>				
<b>Reliability of the responses:</b> medium.				

<b>Area 3.11 Persons without access to Safe drinking water and Sanitation in their workplaces</b>				
	Yes	To a Large Extent	To a Limited Extent	No
<b>3.11.1 There are data on lack of access to safe drinking water and sanitation by workers in their workplaces</b>				0
<p><b>Score justification:</b> No data are available.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>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</b>	3			
<p><b>Score justification:</b> The sanitary-hygienic conditions in workplaces are regulated by the Labor Code of the Republic of Armenia (adopted on November 9, 2004).</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>3.11.3 There is specific public funding to support access to safe drinking water and sanitation by workers in their workplaces</b>				0
<p><b>Score justification:</b> No data are available.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> low.</p>				
<b>Average score: 1.</b>				
<b>Reliability of the responses:</b> medium.				

<sup>27</sup> Armenia water supply and sanitation, Challenges, Achievements and Future Directions, ADB and Development of a national strategy for sustainable wastewater collection and treatment, 2014, OECD

## Section 4.

### Keeping water and Sanitation affordable for all

#### Quantitative Information on Affordability

	2014	2006	Source
Amount of the average water and sanitation bill in the country	<p>Overall, the average rate for drinking water and sanitation is around 175 AMD.</p> <p>YDC: AMD 170.256 /m<sup>3</sup></p> <p>AWSC: AMD 179.78 /m<sup>3</sup></p> <p>SWSC: 172.21 m<sup>3</sup></p> <p>LWSC: AMD 180.98 / m<sup>3</sup></p>		PSRC
Amount of the water and sanitation bill in the country for households in the lowest wealth or income group	<p>PSRC has set different tariffs on water supply and sanitation services for 5 water supply companies currently operating in Armenia.</p>		
Average disposable household income (average monthly income/per capita/AMD)	49 535	18 446	NSS
Average household income for households in the lowest docile (average monthly income/per capita/AMD)	9 382	3 717	NSS
Public financial resources spent in ensuring affordability of the water and sanitation bill (million EUR)	<p>From the 1<sup>st</sup> of January 2017, water supply will be performed by a single operator under a lease contract. No financing will be provided by the state.</p>		
Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita)	<p>From the 1<sup>st</sup> of January 2017, water supply will be performed by one operator.</p>		
Public financial resources spent in ensuring affordability of the water and sanitation bill (% of budget for water and sanitation)	<p>From the 1<sup>st</sup> of January 2017, water supply will be performed by a single operator.</p>		

<b>Area 4.1 Public policies to ensure affordability</b>				
	<b>Yes</b>	<b>To a Large Extent</b>	<b>To a Limited Extent</b>	<b>No</b>
<b>4.1.1 There are data on affordability of water and sanitation services</b>		2		
<p><b>Score justification:</b> Subsidizing contributes to the reduction of tariff rate, which leads to affordability for larger groups of population.</p> <p><b>Means of verification used:</b> expert opinion.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>4.1.2 Water and sanitation policy includes affordable access as one of its objectives</b>		2		
<p><b>Score justification:</b> Article 6, paragraph 4 of the RA Law “On Fundamental Provisions of the National Water Policy” of May 3, 2015 states the provision of availability of water of required quantity and quality to meet the basic needs of the socially unsecured groups.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>4.1.3 Social policy addresses affordability of water and sanitation services</b>			1	
<p><b>Score justification:</b> Before making any investment, it is necessary to conduct a survey and an awareness-raising campaign in order to determine the priorities.</p> <p>For example, ADB has conducted a social survey through a social survey questionnaire in 10 provinces of Armenia, which included the main water sources of households, the availability of sanitary conditions, the types of drinking water source, the average duration of water supply, the bill for consumed water, payment frequency, etc.</p> <p>The “Avag Solutions” LLC has conducted a survey among project beneficiaries in Masis, Ashtarak and Echmiatsin using a customer’s (household’s) selective survey questionnaire.</p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> medium.</p>				
<b>4.1.4 There is a policy to address affordability of self-provided water and sanitation services</b>	3			
<p><b>Score justification:</b> The implementation of the procedure for not serviced areas (579 communities) is complicated, so the SCWE will build new capacities in the public relations, institutional and legal frameworks. There is a need to regulate the problems regarding the tariff rates and permits for use of water supply and sanitation systems in communities outside the single lessee service area, as well to include the not serviced communities in the service area of a single lessee (starting from January 1, 2017).<sup>28</sup></p> <p>The inclusion of 579 communities in the investment programs of the Government of the Republic of Armenia will be conditioned by their inclusion in the service areas of the existing or newly formed specialized institutions authorized to provide services. At the same time, water supply problems of communities, the inclusion of which in the service area of specialized organizations providing water supply services is technically difficult or economically not viable, will not be ignored either.<sup>29</sup></p>				

<sup>28</sup> Source: Water and Sanitation Sector Strategy and Financing Program approved by Annex to the No. 38 Protocol Decision of the RA Government Session of August 13, 2015

<sup>29</sup> Annex to RA Government Decision No. 442 of March 27, 2014: Republic of Armenia 2014-2025 Strategic Program of

<b>Means of verification used: official documents.</b>				
<b>Reliability of the response: high.</b>				
<b>4.1.5 There is specific public funding to address affordability concerns</b>			2	
<p><b>Score justification:</b> The few options for addressing affordability concerns are as follows:</p> <ol style="list-style-type: none"> <li>1.The State budget subsidizes the electricity cost compensation.</li> <li>2.The State budget co-finances the 20% of loan programs.</li> <li>3.The credits allocated for water supply and sanitation systems are viewed as budgetary resources.</li> </ol> <p><b>Means of verification used: expert opinion.</b></p> <p><b>Reliability of the response: medium.</b></p>				
<b>Average score: 1.8.</b>				
<b>Reliability of the responses: medium.</b>				

<b>Area 4.2 Tariff measures</b>				
	<b>Yes</b>	<b>To a Large Extent</b>	<b>To a Limited Extent</b>	<b>No</b>
<b>4.2.1 The public authorities have analyzed different options to address affordability issues through tariff measures</b>	3			
<p><b>Score justification:</b> The PSRC<sup>30</sup> has established wholesale tariffs (a water use permit issued to water supply companies for providing services to other individuals or communities) and retail tariffs (for providing services to consumers) for water supply and sanitation (wastewater treatment) services. There are currently 5 water supply companies operating in Armenia: YDC (under a Lease Arrangement with Veolia company), AWSC (under a Management Contract with SAUR company), and regional utilities: NAC, LWSC and SWSC.</p> <p>Retail tariffs for YDC (Decisions 2014- №244N, 2015 -№221N), in force since 9 August 2014. Tariff: AMD 170,256, of which:</p> <ul style="list-style-type: none"> <li>- provision of potable water supply service AMD 144.71 (including VAT);</li> <li>- provision of sanitation services AMD 11.918 (including VAT);</li> <li>- wastewater treatment service AMD 13.62 (including VAT);</li> <li>- wholesale tariffs for the provision of wholesale supply of drinking water services AMD 18.363 (including VAT), for the provision of wholesale sanitation and wastewater treatment services AMD 37.332 (including VAT).</li> </ul> <p>AWSC (Decision 2009-№ 71-N). In force from April 1, 2009. Tariff: AMD 179.78, of which: retail tariffs for the provision drinking water supply services AMD 154.47; for the provision of sanitation services AMD 25.31; wholesale service provision of drinking water by AWSC AMD 51.49.</p> <p>NAC (Decision 2010-№58-N). Tariff: 202.63 drams, of which 184.02 drams for the provision of potable water supply service, and 18.61drams for the provision of sanitation;</p> <p>SWSC (Decision 2010- №56-N). Tariff: 172.21 drams, of which 146.30 drams for the provision of potable</p>				

water supply service, and AMD 25.91 for the provision of sanitation; LWSC (Decision 2010-№57-N). Tariff: 180.98 drams, of which 146.62 drams for the provision of potable water supply service, and 34.36 drams for the provision of sanitation services.

**Means of verification used:** official documents.

**Reliability of the response:** high.

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

3

**Score justification:** Activities for the enforcement of the RA Government Decision N 883-N of 14 August 2014, related to:

1. The duration and form of the transitional phase to full cost recovery tariff, the level of government funding for the available loans' debt service. The responsible bodies are the State Committee of Water Economy and the Ministry of Finance of the Republic of Armenia.
2. The single lessee must provide the public with: a) extensive and convincing evidence of their services and improvement of the work, b) information on setting the tariffs. The single lessee shall respond to consumers' complaints. The responsible bodies are the SCWE, the Ministry of Finance and the single lessee.
3. Public information campaigns on WSS sector investment plan and uniform tariffs, so that they ensure optimum water supply and sanitation services. The responsible body is the SCWE.

**Means of verification used:** official documents.

**Reliability of the response:** high.

**4.2.3 Tariff measures to address affordability issues have been implemented**

2

**Score justification:** The Water Supply and Sanitation Strategy and Financing Program includes the following actions:

1. From June 1, 2016, the leasing company will not be subsidized by the State budget. The tariff established for a leasing company will include all costs of the company and the reasonable profit.
2. Some part of financial debts of the previous and current loan servicing obligations committed by the State for the purpose of investing in infrastructure leased by a lessee shall be repaid at the expense of the tariff rate through bill payment.
3. The tariff shall include the maintenance and repair costs, which will ensure the normal operation and maintenance of water systems.
4. The tariffs must be affordable for households with the lowest income.

The enforcement terms of the points 2 and 3 are continuous, starting from June 2016.

**Means of verification used:** official documents.

**Reliability of the response:** medium.

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

2

**Score justification:** To meet the requirements of paragraph 1.3 of Annex to the Memorandum of Understanding of Assistance Program on Infrastructure Sustainability signed between the RA Government and ADB and the subparagraph 3 of paragraph 2 of the Schedule approved by the Prime Minister's Decision N 134-A of 24 February 2014, a Working Group was established by the Decision of the Prime Minister N 192=A of March 17, whose work also includes the Action plan on implementation of legal and regulatory reforms.



In the action plan “tariff” is defined as a price set by PSRC for the provision of water supply and sanitation services (wastewater treatment).

Based on this approach, the following principle is defined by the Water Code: provision of cash deficit into the State budget occurring from water use in case the established rate of the regulatory tariff is lower than the rate of the calculated tariff in the form of subsidies or tax incentives set by legislation. Along with the increase of water users’ solvency, the subsidies should be reduced, and the rate of the regulated tariff shall be brought close to the calculated rate. The tariff was reviewed and set as “planning of subsidies or tax privileges in the State budget established by legislation to close the financial gap”.

**Means of verification used:** official documents, expert opinion.

**Reliability of the response:** high.

**Average score:** 2.5.

**Reliability of the responses:** high.

### Area 4.3 Social protection measures

	Yes	To a Large Extent	To a Limited Extent	No
<b>4.3.1 The public authorities have analyzed the impacts of different alternatives to address affordability issues through social protection measures</b>	3			
<p><b>Score justification:</b> Social protection is one of the priority directions of the state policy of the Republic of Armenia. The state policy on social protection and social assistance implements highly specific and targeted policies of social security and insurance, aimed at reducing poverty in the country, mitigating inequality, ensuring a dignified old age, expanding the opportunities for vulnerable groups of the population and providing certain social guarantees, as well as improving the demographic situation.</p> <p>Local social programs are developed with the support of TCCSS based on community social needs assessment done by the mayors of the communities. In 2010 -2011 and in 2013, they made up about 26% of the actual cost of the State budget. As for 2012, they made up about one-third (29%).</p> <p>Public expenditure on social protection during the period of 2010-2013 constantly increased in nominal terms.</p> <p>The majority of expenditure for social protection (about 70%) in the 2010- 2014 period comprised the expenditures for retirement, mainly on pensions.<sup>31</sup></p> <p><b>Means of verification used:</b> official documents.</p> <p><b>Reliability of the response:</b> high.</p>				
<b>4.3.2 Social protection measures have been included in a strategy to address affordability issues</b>		2		

<sup>31</sup> Source: Annex to RA Government Decree No. 442-N of March 27, 2014: The RA Long-Term Development Strategy Program for 2014-2025

**Score justification:** Tariff policy. During the program period, the tariff policy will be aimed at gradual increasing of the level of tariffs cost recovery, taking into account the affordability for households in the lowest income group. The maximum threshold of affordable tariffs will be set for water and sanitation services, and in case the services are rendered with higher tariffs, the state shall subsidize to cover the difference for poor families.

The State will subsidize the 2.5% of consumption costs of the poorest quintile of the population. Estimated consumption per capita was 70 liters per day. As of 2010, the affordable estimated tariff was AMD 190/m<sup>3</sup>.<sup>32</sup>

**Means of verification used:** official documents.

**Reliability of the response:** high.

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

1

**Score justification:** The local social programs are developed with the support of TCCSS based on community social needs assessment done by the mayors of the communities.

**Means of verification used:** expert opinion.

**Reliability of the response:** low.

**Average score:** 1.67.

**Reliability of the responses:** medium.

<sup>32</sup> Source: Annex to RA Government Decree No. 442-N of March 27, 2014: The RA Long-term Development Strategy Program for 2014-2025

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