

NOTE CONCERNING THE ISO 24510, 24511 AND 24512 DRAFT STANDARDS

Since 2001, ISO (International Standardization Organization), through its ISO/TC 224 committee, has been working on the development of a standard concerning service activities relating to drinking water and wastewater. The objective of this standard is to provide the relevant stakeholders with guidelines for improving and assessing the service to users, consistently with the overarching objectives fixed by the national competent authorities and by the international intergovernmental organizations. The standard is intended to facilitate dialogue between the stakeholders, enabling them to develop a mutual understanding of the functions and tasks that fall within the scope of water utilities. The standard is applicable to publicly and privately owned and operated utilities alike, and does not favour any particular ownership or operational model. It is also universal and concerns either developed or developing countries.

In order to take into account specific preoccupations of developing countries, an ad hoc group has been created inside the ISO/TC 224 Technical Committee. Following proposals from this ad hoc group, the TC resolved to introduce the following preliminary work item into its work programme “Guide for the application of ISO 24510, 24511 and 24512 in developing and emerging countries”. The first step for preparing this guide will be to test the standards in some regions/cities from developing and emerging countries. The second step will be to launch a new work item for this guide on the basis of the outputs of the tests”.

To begin the process, an initiative has been initiated by France, AFWA and Morocco concerning Africa. The same initiative is to be initiated during the coming months by AIDIS in Latin America and by Malaysia in Asia. After a first step of expertise which concerns the definition of a representative sample of African cities in order to test the sample and a methodology to conduct the operation, it was decided to organize two workshops: a French-speaking one in Rabat and English speaking other in Kampala. The objectives of those two workshops are to prepare the test process in Africa. The same workshops will be organized in Asia and Latin America and the results of all those workshops will be harmonized and capitalized in order to test the standard in all the developing countries and later edit a standard guide applicable to all those countries.

Those two working aim to:

- . Inform participants on the standard and on ISO specific processes to be followed when building a standard
- . Validate the test process defined in the expertise step
- . Identify the schedule and participants to carry out the test
- . On the basis of an extract of the standard, define for this extract, a monitoring system adapted to African specificities and identify comments to be forwarded to ISO TC 224

The participants to the workshops will come from water utilities operators, civil society, local authorities and more generally, represent all the water sector stakeholders.

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