Links in the sanitation services chain

POLICY MAKER  ADMINISTRATOR  OPERATOR  USER
For the chain to work each link must be:

- Distinct
- Strong
- Connected to the others
- Pulled in the same direction
Links in the water services chain

Decides Public Policy Objectives
Sets Policy for Action
Allocates Public Resources
Sets Tariffs & cost recovery
Arbitrates between diverging interests
Reviews Changes in conditions
Adjusts Policy Objectives
Links in the water services chain

Support to Policy Makers
Planning, Information, Options etc.

Implementation of Public Policy
Public Procurement
Enforcement / Compliance

Regulation
Financial / Accounting
Technical
Quality

Monitoring, Control & Data
“Industrial” Operation of Service:
(Some or all of the following)

- Routine operation
- Customer & community relations
- Maintain infrastructure & equipment
- Repair/replace assets
- Construct infrastructure
- Operate cost recovery
- Management of suppliers & sub-contractors

Provide advice to Policy Makers
Links in the water services chain

- Policy Maker
- Administrator
- Operator
- User

Enjoys the Benefit of the services
Respects the terms & conditions
Pays the Tariff or Taxes
Respects other users
Respects the service provider
Engages in public interest issues
Links in the water services chain

POLICY MAKER

political

ADMINISTRATOR

Public Sector

OPERATOR

Public, Private, Mixed or Community

USER

Private