



# **ACHIEVING THE HUMAN RIGHT TO WATER AND SANITATION**

*Skopje, 2015 / 2016*

ISBN 978-9989-881-04-6

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# ACHIEVING THE HUMAN RIGHT TO WATER AND SANITATION

INTRODUCTION,  
AVAILABILITY,  
METHODOLOGY OF WORK



Schweizerische Eidgenossenschaft  
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# ACHIEVING THE HUMAN RIGHT TO WATER AND SANITATION

## INTRODUCTION

Water has become one of the most important resources in the world and according to some estimates, in the future, wars could be started for water and water resources. According to data from the World Bank for 2012 that thematic renewable sources of drinking water Bosnia and Herzegovina is the country with the largest amounts of drinking water per capita with 9.461 m<sup>3</sup>, thus first in the region and seventh in Europe.

Among European countries, Island is the richest country in water resources with 532.915 m<sup>3</sup> per capita, followed by Norway, Finland, and Sweden... The Earth is in most parts water, but only 3% is fresh water and a direct source for supply of drinking water. Water is considered a public good, but more than 1 billion people lack access to drinking water and more than 2 billion are not connected to any sewage system.

Although this problem in Europe is not expressed as in many other countries, the water supply system management is spread into a wide range that includes: the water market, the water sector or water industry, the water resources or water services.

The problems with the water supply system management are different across European countries. In most parts of the EU ownership of water resources is public, only in England and Wales water resources are private. There is a mixed management in the Netherlands, and Austria, where the ownership of surface water is public but households can have their own wells etc.

Access to safe drinking water and sanitation is a human right, which is part of the right to an adequate standard of living contained in the appropriate article of the International Covenant on Economic, Social and Cultural Rights. It is clearly recognized by the UN General Assembly and the UN Human Rights Council.

For these reasons, all members are obligated to provide access to water and sanitation for all in order to ensure that the access to water and sanitation is equal to the entire population.

Some people require special attention, like people living in small rural communities, poor or homeless people living in cities who can't pay for water and communal service.

## AVAILABILITY OF WATER RESOURCES IN THE REPUBLIC OF MACEDONIA

Central water supply in the Republic is provided for the entire urban population of about 1.160.000 inhabitants and about 160.000 rural inhabitants connected to urban water supply systems - in total, around 1.320.000 inhabitants (64% of the total population of around 2.050.000 inhabitants in the Republic). • Around 520.000 rural inhabitants (58% of the total rural population of 890.000 inhabitants) are supplied with water from central water supply systems from their own water intakes, and around 210.000 rural inhabitants (23% of the total of 890.000) are supplied from local water supply facilities. Out of the total number of inhabitants in the Republic, around 60% are supplied from carstic water sources, around 20% from surface water resources and around 20% from well ground waters.

The status of water resources in the Republic of Macedonia, with regard to ground water resources, indicates that they are relatively clean in the upper water flows (in mountainous areas) and within the limits specified in the regulations for water categorization; the quality of water in middle and lower water flows depends on the status of treatment of wastewater from settlements, industry, agriculture, tourism, etc., and at many points it is of poorer quality than specified in the regulations for water categorization.

Macedonia has all kinds of water resources from rivers and lakes, natural springs, underground mineral and thermal waters. A basic finding is that every citizen of Macedonia can dispose of 3.000m<sup>3</sup> of water. However 1.475m<sup>3</sup> of water are used per year i.e. 47%. It is estimated that the amount of groundwater is 314.3 million m<sup>3</sup> of water per year. Besides

groundwater the most attractive fact is that the country has 4,414 natural sources some of which are with a capacity of over 100 l/s, and about 300 are with flow greater than 1 l/s.

According to the established indicators for the Republic of Macedonia, the percentage of population supplied with safe drinking water, has increased from 64% in 1971 to 91% in 2000. Indicators for urban areas have noted increase, from 92% in 1991 to 96% of the population in 2000, supplied with safe drinking water. Indicators for rural areas indicate rapid increase of the population supplied with safe drinking water, from 60% in 1991 to 76% in 2000.

## **SCORE CARD FOR EQUITY ACCESS TO DRINKING WATER AND SANITATION**

Access to safe drinking water and sanitation is a human right that is part of the right to adequate standard of living, enshrined in article 11 of the International Covenant on Economic, Social and Cultural Rights. It has been explicitly recognized by the General Assembly of the United Nations and by the United Nations Human Rights Council. States are therefore legally bound to ensure access to water and sanitation for all and have to take steps toward the full realization of the right. To comply with this obligation, they need to ensure that access to water and sanitation is equitable for all members of the population.

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 non-discrimination 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.

Under the Protocol on Water and Health, Parties must ensure access to water and sanitation to all. As well as other key components of the human right to water such as access to information, public participation and accountability provisions, the Protocol specifically commits its Parties to promoting equitable access to water and sanitation "for all members of the population, especially those who suffer a disadvantage or social exclusion". The Protocol provides a sound framework for translating into practice the human right to water and sanitation, in particular through setting specific targets and target dates tailored to the country's situation and capacity.

States have to use the maximum of available resources towards the full realization of the right to water and sanitation. At the same time, both in relation to the application of human rights and the implementation of the Protocol, the international community acknowledges a legal obligation of assistance and cooperation. Although considerable financial resources are already being devoted by the international community to improving access to water and sanitation, there is still a need to increase these contributions.

Score card for equity access to water and sanitation is tool to self-assessment for access to water and sanitation, which we implement in Macedonia since 1. April 2015 - 29 February 2016.

## **METHODOLOGY OF WORK**

During implementation of the project it was used descriptive and quantitative approach to self-assessing the score card. In our work we had a positivist approach that means approach with quantitative methods. It was preset tested hypotheses by statistical analysis. It was used qualitative methods - using words, pictures, photos.

In the period of implementation the research, 4 months, we have conducted intensive field-work. We had used:

- Comprehensive approach to research
- Analysis of the question 'from within' (attention and empathy)

- Explanation of how are everyday life and life situations in relation to the issues treated (direct contact)
- Rarely used standardized psychometric procedures. Researcher was measuring itself as instrument (an adaptation of a situation)
- The analysis was based on the words and figures (using laws, official newspapers...)

The implementation of the project had few steps:

- a) Choosing a project leader and municipalities for self
- b) Elected leaders
- c) Identifying stakeholders
- d) Training and preparation
- e) Presentation of results
- f) Next steps

#### **a) Choosing a project leader and municipalities for self**

In the first step was elected leader of the project - the Public Health Institute as a government institution and Journalists for Human Rights as CSO. We chose 3 municipalities for conducting self-assessment: Skopje, Kumanovo, Veles.

#### **b) Elected leaders**

In this step it was set up formation of task forces and working groups in the three municipalities and elected municipalities' leaders. Leaders of teams are employed in the Centers for Public Health in Skopje, Veles and Kumanovo. It was explain the complexity of the topic and request for unity

#### **c) Identifying stakeholders**

We had targeted the stakeholders through comprehensive and multi-sectorial approach. It was identify the service providers, ministries, CSO and local citizens.

#### **d) Training and preparation**

It was organized few meeting with the teams' leaders, as well with the stakeholders involved in the process of fill up the score card. We had great cooperation with media.

#### **e) Presentation of results**

The results are printed in a book in Macedonian, Albanian and English language, as well in the web pages of IPH, UNECE and JHR. It was organized, will have their presentation in Skopje, attractive form, guerrilla marketing Short film that will talk about the project implementation and results of the same

#### **f) Next steps**

The project results will be the basis for tracking progress on access to water and sanitation over the next five years

## 1. LOCATION, POPULATION AND NATIONAL STRUCTURE OF THE CITY OF SKOPJE

The City of Skopje is located in the northern part of the country. It is bounded by: Municipality of Chucher - Sandevo to the north, Municipality of Jegunovce and Municipality of Zelino to the west, Municipality of Sopishte and Studenicani to the south and Municipality of Ilinden, Municipality of Lipkovo and Municipality of Aracinovo to the east.

The City of Skopje is located at 245 meters above sea level. Its area is 1.818km<sup>2</sup> with a length of 23 km and a width of 9 km.

Figure 1 presents the position of the City of Skopje and the ten municipalities it's comprised of: Municipality of Aerodrom, Municipality of Butel, Municipality of Gazi Baba, Municipality of Gorce Petrov, Municipality of Karpos, Municipality of Kisela Voda, Municipality of Saraj, Municipality of Centar, Municipality of Cair and Municipality of Shuto Orizari.

Population density varies in different urban areas of the City. The average population density is 146 inhabitants / ha, but in the downtown area, it is around 455 inhabitants / ha. The demographic profile of the City of Skopje is shown in Table 1.



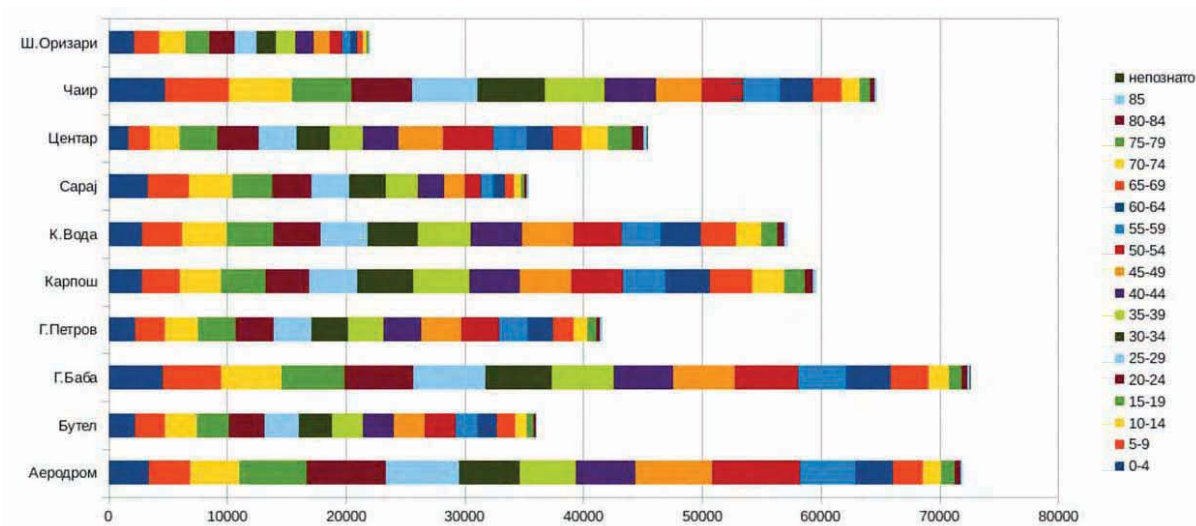
Figure 1: Location of the City of Skopje

Table1: Demographic picture of the City of Skopje

Municipality	Inhabitants	Households	Housings
Aerodrom	72.009	21.495	23.754
Butel	36.154	10.056	11.077
Gazi Baba	72.617	20.336	22.815
Gorce Petrov	41.634	11.886	13.938
Karpos	59.666	19.680	22.849
Kisela Voda	57.236	17.577	20.237
Saraj	35.408	7.972	7.837
Centar	45.412	15.355	18.848
Cair	64.773	17.107	17.127
Shuto Orizari	22.017	5.102	5.263
<b>City of Skopje</b>	<b>506.926</b>	<b>146.566</b>	<b>163.745</b>

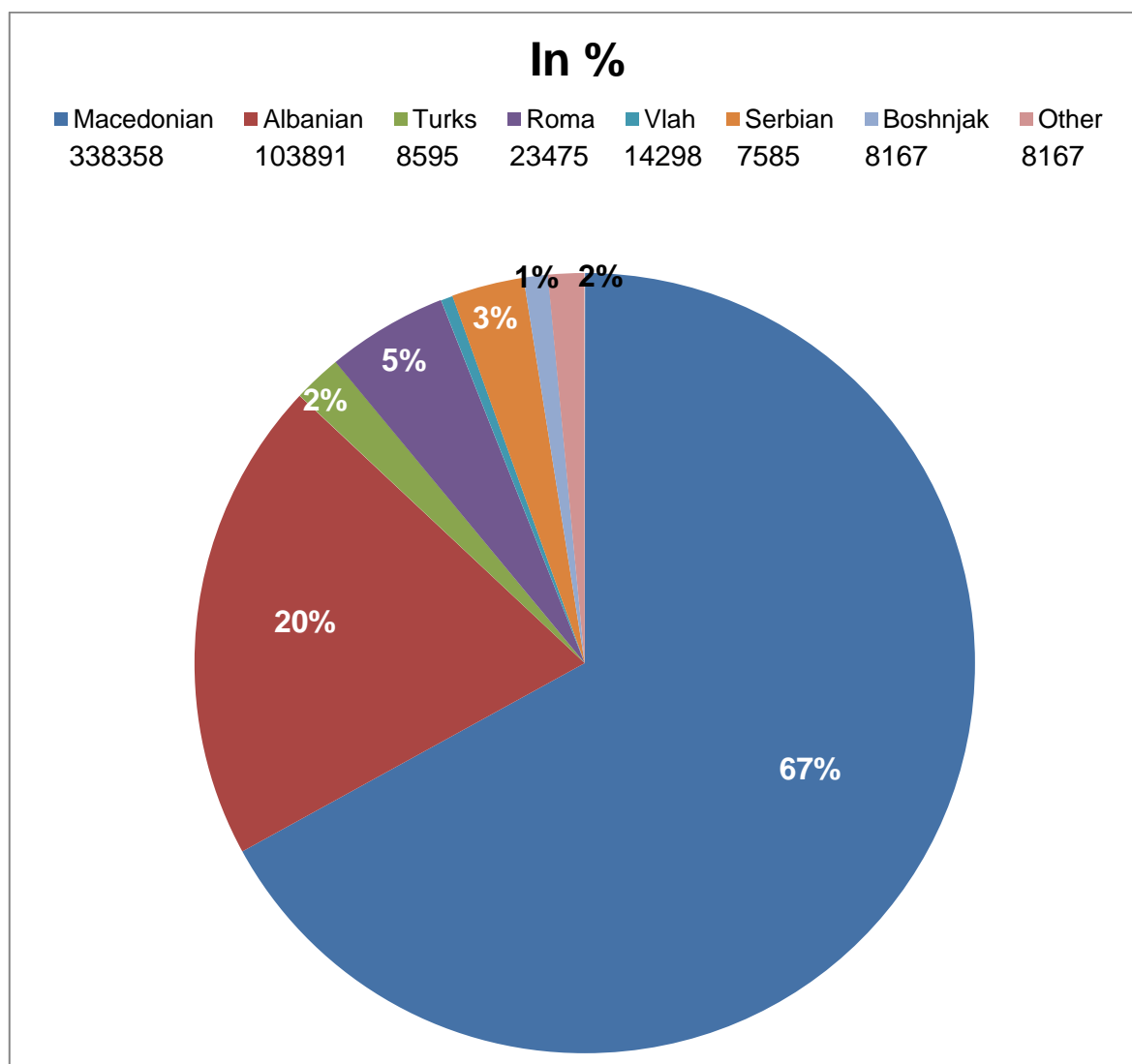
Source: Population Census (2002)

From Table 1 it can be noted that municipality with highest number of inhabitants in the area of the City of Skopje is Municipality of Gazi Baba, while municipality with highest number of households and housings is Municipality of Aerodrom.



**Source:** Population Census (2002) **Figure 2:** Age groups of the population in the City of Skopje.

### National structure of the City of Skopje



**Figure 3:** National structure of the population in the City of Skopje

**Table 2:** Overview of education of the population over age 10

Municipality	Total		Male		Female	
	Educated	Uneducated	Educated	Uneducated	Educated	Uneducated
Aerodrom	64.656	475	31.688	86	32.968	389
Butel	30.672	686	15.477	129	15.195	557
G.Baba	61.156	1.966	31.137	385	30.019	1.581
G.Petrov	36.308	594	18.175	103	18.133	491
Karpos	53.002	685	25.222	181	27.780	504
K.Voda	50.326	706	24.730	146	25.596	560
Saraj	27.394	1.244	14.216	291	13.178	953
Centar	41.494	351	19.423	65	22.071	286
Cair	52.241	2.386	26.692	396	25.549	1.990
S.Orizari	15.890	1.809	8.496	361	7.394	1.448
<b>Total:</b>	<b>433.139</b>	<b>10.902</b>	<b>215.256</b>	<b>2.143</b>	<b>217.883</b>	<b>8.759</b>

*Source: Population Census (2002)*

**Table 2** shows the educational structure of the population in the City of Skopje. It can be noted that the municipality with the highest number of educated residents is Municipality of Aerodrom while Municipality of Cair is a municipality with the highest number of uneducated residents.

**Table 3:** Employment rate of the population in the City of Skopje

Municipality	Total	Economically active			Economically inactive
		Total	Employed	Unemployed	
Aerodrom	60.743	35.448	28.310	7.174	25.259
Butel	28.632	13.821	9.824	3.997	14.811
G.Baba	57.716	29.326	19.766	9.560	28.390
G.Petrov	33.936	18.584	13.586	4.998	15.352
Karpos	49.996	26.212	21.784	4.428	23.784
K.Voda	47.104	25.068	18.582	6.486	22.036
Saraj	24.487	7.661	2.891	4.770	16.826
Centar	39.209	19.967	16.662	3.305	19.242
Cair	49.099	19.179	10.433	8.746	2.990
S.Orizari	15.470	5.635	1.907	3.728	9.835
<b>Total:</b>	<b>406.392</b>	<b>200.937</b>	<b>143.745</b>	<b>57.192</b>	<b>205.455</b>

*Source: Population Census (2002)*

According the last population census in Macedonia (2002) on the territory of the City of Skopje there were 57.192 unemployed. In the last 12 years this figure was reduced so in April 2014 the number of unemployed persons was 17.034 (*Source: The Employment Agency*).

## 2. SUPPLY OF DRINKING WATER AND SANITATION IN THE CITY OF SKOPJE AND ORIGIN OF THE WATER FROM THE RASCE SPRINGS

The City of Skopje with its approximately 600,000 residents is supplied with drinking water from a water supply system that is managed by PE Water and sanitation - Skopje as a service provider.

As a source of water supply for the City of Skopje so far are available these springs:

1. Catchment "Rasce-1" at the Rasce spring
2. Catchment "Rasce-2" at the spring area Rasce-2
3. Wells area "Nerezi" with four wells
4. Wells area "Lepenec" with three wells.

According to the Spatial Plan of the region for protective zones of the Rasce springs, and based on all these hydrological, geological, meteorological and isotopic investigations, it was found that the water originates:

- 70% of the Shar Mountains
- 20% of the Zheden mountain and
- 10% of the River Vardar (Figure 4).

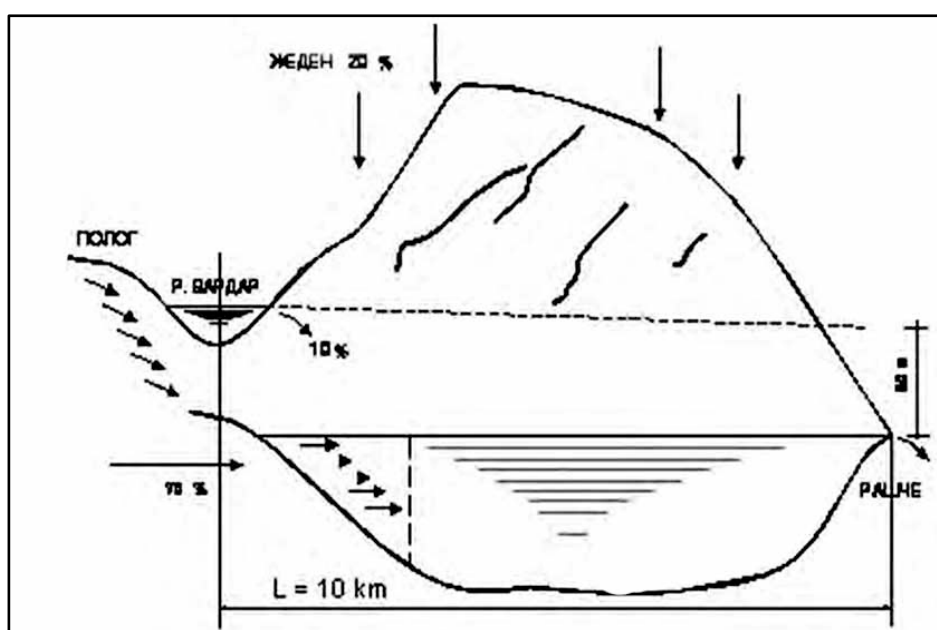


Figure 4: Hydrogeological profile the Rasce spring

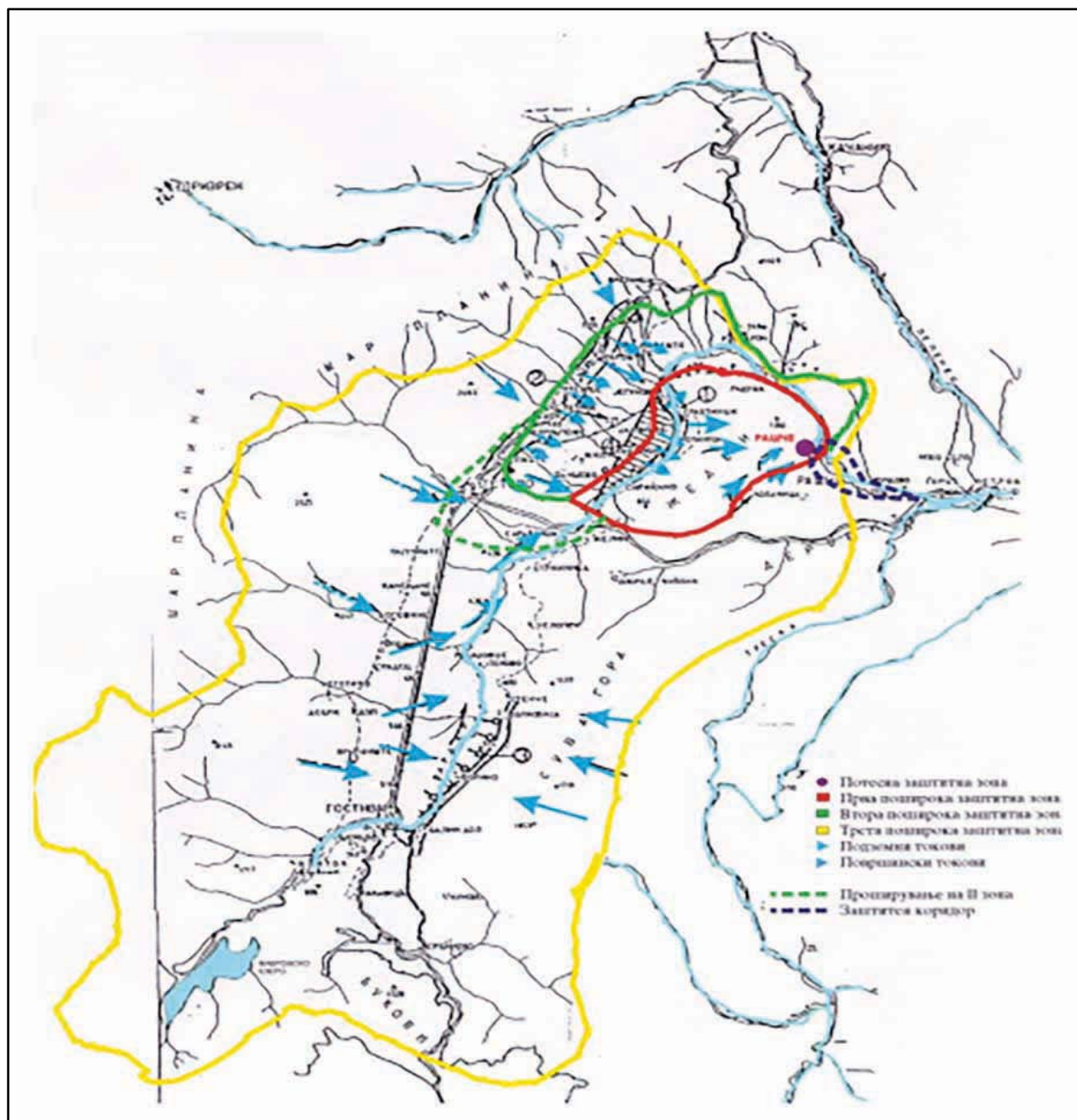
### 2.1 Spatial Plan of the region for protective zones of the Rasce spring

In 1989 a preparation was made for an Expertise on determining the boundaries of protective zones of the Rasce spring. The expertise is drawn on the basis of the Rulebook on the manner of determination and maintenance of protective zones around sources of drinking water (Official Gazette of SRM no. 17/83). The expertise was commissioned by the Assembly of the City of Skopje and PE Water and Sanitation, developed by a professional team of relevant profiles and carrier of the task was The Civil Engineering Institute Macedonia - Skopje.

**The expertise contains five chapters:**

- I. Natural environment,
- II. Urban environment,
- III. Protective zones of the Rasce spring,
- IV. Measures to protect water resources in protected areas, and
- V. Grounds for long-term program for further investigations.

As a result of the current level of exploration and synthesizing knowledge about the feeding of Rasce spring, the borders of the protective zones of the spring and the appropriate protection measures were defined. **Figure 5** shows the protective zones of the Rasce spring.



**Figure 5:** View of the protective zones of the Rasce spring

With the expertise are determined three protection zones:

- First zone– the area of the massif Zheden, Rasce spring with catchment areas 1 and 2 and the space enclosed by a physical fence;
- Second zone - the area of Dolen Polog which is directly related to the massif Zheden
- Third zone - the area of Goren Polog with some areas of Mavrovo hydrosystem and the foot of the Shar Mountain.

The water supply network that supplies water to the City of Skopje (shown in Figure 6) is long about 1300 km, and this length does not include trailers pipes.



**Figure 6:** View of the water supply network of the City of Skopje

The population of urban and suburban settlements that gravitate towards the City of Skopje and are supplied with water from local sources is 74.269 inhabitants. The total number of residents in urban and rural areas of the City of Skopje is shown in Table 4.

**Table 4:** Number of residents who are supplied with water from the system "Rasce"

No.	Municipality	Total number of inhabitants	No. of inhabitants supplied by the system "Rasce"	Expressed in %	No. of inhabitants supplied from local sources	Expressed in %
1.	Aerodrom	72.009	72.009	100	0	/
2.	Butel	36.154	32.883	91	3.271	9
3.	Gazi Baba	72.617	61.966	85	10.651	15
4.	Gorce Petrov	41.634	40.382	97	1.252	3
5.	Karpos	59.666	59.352	99	314	1
6.	Kisela Voda	57.236	57.236	100	/	/
7.	Saraj	35.408	30.731	87	4.677	13
8.	Centar	45.412	45.412	100	/	/
9.	Cair	64.773	64.773	100	/	/
10.	Shuto Orizari	22.017	21.563	98	454	2
<b>Total in urban areas of Skopje:</b>		<b>506.926</b>	<b>486.307</b>	<b>96</b>	<b>20.619</b>	<b>4</b>
11.	Aracinovo	11.597	/	/	11.597	100
12.	Zelenikovo	4.077	2.421	59	1.656	41
13.	Ilinden	15.894	/	/	15.894	100
14.	Petrovec	8.255	/	/	8.255	100
15.	Sopiste	5.656	2.282	40	3.374	60
16.	Studenicani	17.246	12.865	75	4.381	25
17.	Cucer-Sandevo	8.493	/	/	8.493	100
<b>Total in rural areas of Skopje:</b>		<b>71.218</b>	<b>17.568</b>	<b>25</b>	<b>53.650</b>	<b>75</b>
<b>TOTAL:</b>		<b>578.144</b>	<b>503.875</b>	<b>87</b>	<b>74.269</b>	<b>13</b>

**Table 5:** Number of residents that use the sewage system of the City of Skopje for the drainage of fecal waste waters

No.	Municipality	Total number of inhabitants	No. of inhabitants using urban sewage	Expressed in %	No. of inhabitants using local sewage system	Expressed in %
1.	Aerodrom	72.009	68.570	95	3.440	5
2.	Butel	36.154	32.454	89	3.700	11
3.	Gazi Baba	72.617	58.846	81	13.771	19
4.	Gorce Petrov	41.634	17.390	42	24.244	58
5.	Karpos	59.666	56.390	94	3.500	6
6.	Kisela Voda	57.236	43.454	75	13.782	25
7.	Saraj	35.408	/	0	35.408	100
8.	Centar	45.412	45.412	100	/	/
9.	Cair	64.773	64.773	100	/	/
10.	Shuto Orizari	22.017	17.357	78	4.660	22
<b>Total in urban areas of Skopje:</b>		506.926	404.646	79,8	102.505	20,22
11.	Aracinovo	11.597	/	0	11.597	100
12.	Zelenikovo	4.077	/	0	4.077	100
13.	Ilinden	15.894	/	0	15.894	100
14.	Petrovec	8.255	/	0	8.255	100
15.	Sopiste	5.656	/	0	5.656	100
16.	Studenicani	17.246	/	0	17.246	100
17.	Cucer-Sandevo	8.493	/	0	8.493	100
<b>Total in rural areas of Skopje:</b>		71.218	0	0	71.218	100
<b>TOTAL:</b>		<b>578.144</b>	<b>404.646</b>	<b>70</b>	<b>173.723</b>	<b>30</b>

**Table 6:** Parameters for the water supply in The City of Skopje

	2008	2009	2010	2011	2012	2013
Total number of inhabitants	560,144	566,254	572,254	578,144	578,500	578,500
Population supplied with drinking water	487,326	492,641	497,861	503,876	503,876	503,876
Connections to the system annually	59,575	60,079	60,602	61,219	61,784	62,804
Connections to the system annually of private houses and buildings	49,519	49,938	50,372	50,885	51,355	52,207
Length of water supply network in Skopje	990	1,000	1,012	1,030	1,064	1,085
Number of malfunctions	11,090	10,272	10,358	9,926	7,878	8,167
Production of water (m3)	95,618,935	94,419,410	102,812,615	101,280,847	103,343,937	102,700,170
Water sold (account, in m3)	38,172,729	37,834,586	37,893,888	37,543,232	37,063,433	36,168,910
Total chargeable services for water and sanitation (MKD)	1,219,615,389	1,178,560,262	1,160,427,377	1,125,070,750	1,126,149,965	1,073,436,390
Total maintenance costs for the water supply system (MKD)	824,001,836	792,167,059	785,528,388	762,489,400	773,619,981	724,569,563
Chargeable services for water and sanitation (MKD)	951,062,506	881,267,009	867,912,381	878,110,842	887,922,913	884,462,723
Collection rates for water and sanitation (%)	78	75	75	78	79	82
Water losses (%)	60	60	63	63	64	65

# I - SECTION

## SOCIO-ECONOMIC AND SECTOR DATA FOR SKOPJE REGION

To achieve the goals of equal access to water and sanitation requires adequate funding. At the same time, total revenues and expenditures of the sector for management policies can have major positive and negative impacts on the achievement of equal access to drinking water. In some countries, the financing of the sector depends heavily on the support of development partners and there is room to increase the contribution of this support for the achievement of equal access.

**Table 7:** Socio - economic characteristics of RM

	For 2014	For 2009	Source
Population (inhabitants)	578.144,00	578.144,00	City of Skopje – Sector for environmental protection
Area (km2)	1.815 km2	1.815 km2	City of Skopje – Spatial Plan of Skopje Region 2005-2020
GDP per capita (EUR / person)	10,80 \$ or 9,80 € per day	10,80 \$ or 9,80 €	National Bank of Macedonia
% of population below the national poverty threshold	City of Skopje - 40,00%	City of Skopje- 39,20%	State Statistical Office of Macedonia
	Urban areas - 12,00%	Urban areas - 12,80%	
	Rural areas - 47,90%	Rural areas - 48,00%	
% of population in urban areas	506.926,00 or 87,68%	506.926,00 or 87,68%	City of Skopje - Sector for environmental protection
% of population in peri-urban areas	71.218,00 or 12,31 %	71.218,00 or 12,31%	City of Skopje - Sector for environmental protection
% of population in rural areas	NA	NA	
Renewable freshwater resources (million m3 per capita)	Of all types of water resources every resident can dispose of 3,000 m3 of water, but are used only 1,475 m3, or 47% Groundwater 314.3 million m3 and 4414 natural springs	Of all types of water resources every resident can dispose of 3,000 m3 of water, but are used only 1,475 m3, or 47% Groundwater 314.3 million m3 and 4414 natural springs	Analysis of the situation in the utilities sector in Macedonia 2014 ADKOM
% of population without access to safe drinking water	Full coverage of the population in RM - 96%	Full coverage of the population in RM - 96%	Analysis of the situation in the utilities sector in Macedonia 2014 ADKOM
%of population without access to the disposal of wastewater	Full coverage of the population - 96%	Full coverage of the population - 96%	Analysis of the situation in the utilities sector in Macedonia 2014 ADKOM
% of population without access to wastewater treatment (at any level)	274.250 or 14% of the total population in Macedonia	274.250 or 14% of the total population in Macedonia	Analysis of the situation in the utilities sector in Macedonia 2014 ADKOM
Public funds spent on the sector of water and sanitation	1.073.436.390 den. Or 17.313.490,16 €	1.178.579.962 den. Or 19.009.654 €	Work report of PE Water and Sanitation - Skopje in 2009 and 2014
Public funds spent on providing equal access to water and sanitation	1.073.436.390 den. Or 17.313.490,16 €	1.178.579.962 den. Or 19.009.654 €	Work report of PE in

## II-Section

### QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES

According to Article 5 of the Law on Territorial Organization of the Local Self - Government – Official Gazette no. 55/04:

- A city is a township with more than 3,000 inhabitants; It has developed structure of activities and over 51% of employees are out of primary activities; has built urban physiognomy with zones for housing, economy, recreation and public greenery, square, built system of roads and utilities and a functional center of the settlements in the environment.

- Peri-urban areas are areas bordering the urban areas, located between the suburbs and villages.

- A village is an inhabited place with standalone importance prevailing one activity and the areahas agrarian physiognomy and function.

- The City of Skopje consists of the municipalities of Aerodrom, Butel, Gazi Baba, Gorce Petrov, Karpos, Kisela Voda, Saraj, Centar, Cair, Shuto Orizari, Studenicani and Sopiste.

**Table 8:** Quantitative information and reducing the geographical differences

	For 2014	For 2009	Source
Rate of access to safe drinking water in urban areas (%)	486 307 inh. from the system Rasce or 96%; 20,619 inh. or 4% from local springs	486 307 inh. from the system Rasce or 96%; 20,619 inh. or 4% from local springs	City of Skopje - Sector for environmental protection
Rate of access to safe drinking water in peri-urban areas (%)	17 568 inh. from the system Rasce or 25% 53.650 inh. or 75% from local springs	17 568 inh. from the system Rasce or 25% 53.650 inh. or 75% from local springs	City of Skopje - Sector for environmental protection
Rate of access to safe drinking water in rural areas (%)	31.987,00 inhabitants	31.987,00 inhabitants	City of Skopje - Sector for environmental protection
Rate of access to sanitation in urban areas (%)	404 646 inh. or 79,8% to the City of Skopje 102.505 inh. or 20.22% to the local sewage system	404.646 inh. or 79,8% to the City of Skopje 102.505 inh. or 20.22% to the local sewage system	City of Skopje - Sector for environmental protection
Rate of access to sanitation in peri - urban areas (%)	71.218 or 0% 71.218 or 100% to the local sewage system	71.218 or 0% 71.218 or 100% to the local sewage system	City of Skopje - Sector for environmental protection
Rate of access to sanitation in rural areas (%)	/	/	/
Public funds spent on reducing geographical disparities in access to safe drinking water and sanitation (in EUR million)	1.073.436.390 den. or 17.313.490,16 €	1.178.579.962 den. or 19.009.654 €	Work report of company for 2009 and 2014
Public funds spent on reducing geographical disparities in access to safe drinking water and sanitation (per capita)	/	/	/
Public funds spent on reducing geographical disparities in access to safe drinking water and sanitation (% of the budget spent on water and sanitation)	/	/	/

# III-Section

## QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN SKOPJE REGION

The rate of access to safe drinking water within marginalized people in the Skopje region is in middle level. Significantly is that is non access to water and sanitation for homeless and internally displaced people, as well only, only 16 per cent of Roma living in Skopje have a toilet and a bathroom, while the rest use toilets outside of their homes and 26 per cents have access to water. Also, the situation with access to water and sanitation for disable is on very low level. From other side, retirement homes fulfil all the standards for water and sanitation.

**Table:** Score card for access to water and sanitation for marginalized and vulnerable group in Skopje

Section 3	Areas of action	Score	Reliability
<b>Ensuring access for vulnerable and marginalized groups</b>	3.1 Public policies to address the needs of vulnerable and marginalized groups	<b>1,25</b>	<b>High</b>
	3.2 Persons with special physical needs	<b>1,07</b>	<b>High</b>
	3.3 Users of health facilities	<b>2,45</b>	<b>High</b>
	3.4 Users of educational facilities	<b>2,41</b>	<b>High</b>
	3.5 Users of retirement homes	<b>2,81</b>	<b>High</b>
	3.6 Prisoners	<b>2,36</b>	<b>Medium</b>
	3.7 Refugees living in refugee camps and centres	<b>2,6</b>	<b>Medium</b>
	3.8 Homeless people	<b>0,66</b>	<b>Low</b>
	3.9 Travellers and nomadic communities	<b>1,22</b>	<b>Low</b>
	3.10 Persons living in housing without water and sanitation	<b>1,23</b>	<b>Medium</b>

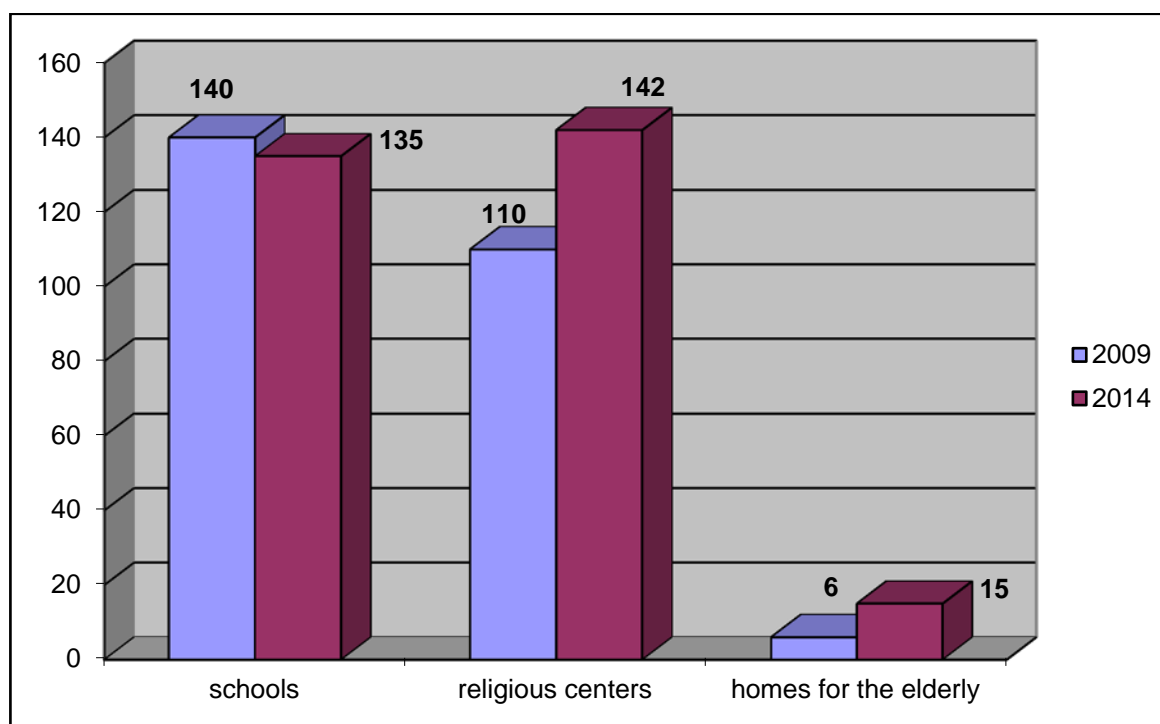
In the group of vulnerable and marginalized people in Skopje region are included: kindergarten children; pupils; students in dorms; hospital patients; prisoners, and persons with social risk regarding their health, age and aging; single parent family; unemployed; loss of income support on the basis of work; poverty and risk of other types of social exclusion.

According to data of the State Statistical Office, the number of underage users of social welfare in 2014 amounted to 13,859 while the total number of adult recipients of social welfare was 37,083 of rights to social welfare for juvenile and adult users of social care services participate with 75.5%. Viewed separately, by the social welfare services, the rights to social assistance are the most represented with 58.3%, or 44.0% of total social welfare. In 2009, 34,507 households are beneficiaries of social welfare.

The school population in Skopje is comprised of 78,410 students in 2014 and in 2009 amounted to 83,282 students. In Skopje in 2014 there were 101 primary schools attended by 53,281 pupils and 33 secondary schools that teach 26,768 students and all schools use safe drinking water from the city water supply system.

In region of Skopje, according to the Commission for Relations with Religious Communities and Religious Groups there are **142 religious centers** from which 55 are Orthodox churches, 83 mosques and two temples of two religious groups. **All of them have access to water and sanitation, but only four of them allow believers to have access to them.**

**Table 1:** The number of schools, religious centers and homes for elderly in 2009 and 2014



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

City of Skopje and formative utility PE Water and sewage, have a policy which covers the needs of vulnerable and marginalized groups. PE Water Supply and Sanitation under the Statute and held meeting of the Board of 02.10.2002 passed a Resolution (br.02-5870 / 4) for exemption from payment of water consumption of beneficiaries who receive financial assistance. The City Council based on Art. 61 of the Statute and the Law on Public Enterprises Official Gazette of RM no. 38/96, 9/97 and 6/02, has approved to issue a Decision br.09-3013 / 1 for consent to the decision of exemption from payment of water consumption of beneficiaries who receive financial assistance.

**In 2009, 104 people from vulnerable and marginalized groups were relieved from paying part of water consumed, while in 2014 their number was 130 people.**

### 3.2 Persons with special physical needs

Besides the duties of inspection services for upholding the Law for building public facilities for providing access for the disabled they do not have sufficient funds for its implementation.

In Skopje's region there is **access for disabled persons in 50 public buildings** of which 17 in health facilities, 18 schools, 7 ministries and 8 faculties, **but there are no enough toilets for disabled persons.** Only 5 hotels have accesses for the disabled, per 3 rooms in hotels with all facilities for disabled, it means toilettes and rooms adapted for theirs needs.

### 3.3 Users of health facilities

Health facilities in the region of Skopje are scheduled to operate under the existing legislation on infrastructure characteristics of the building including water and sewerage installation (Official Gazette of RM No. 91/2013).

**In every hospital** ward there are separate toilets for men and women and bathrooms for personal hygiene, while other health facilities have toilets for men and women, not suitable for maintaining menstrual hygiene.

Access to safe drinking water in hospitals and health houses in the Region is financed by the national budget support-health fund as total operating costs of the institution. Other health facilities-private health facilities (clinics) use their own funds to support access to water and sanitation.

### **3.4 Users of educational facilities**

In cooperation with the authorities, the control to access to safe drinking water and sanitation for users of educational institutions is continued. Certain and carry out interventions to maintain the necessary level of sustainability of the quality of water supply and sanitation facilities and educational institutions are covered by block grants from the Ministry of Education and Science.

**All educational institutions in the city have access to safe water and sanitation.**

All educational institutions in the city and countryside have special toilets for men and women as well as in larger schools in the villages, and in some of the smaller satellite schools have common toilets. But, **none of the educational institutions have adequate facilities to maintain menstrual hygiene.**

All educational institutions in the Skopje region comply with the legal obligation **to control the quality of drinking water in the period within the working hours.**

### **3.5 Users in nursing homes**

In Skopje region there are 15 homes for the elderly, with a capacity of 480 people, of which 13 are private, and two are public institutions. All facilities are full. 170 of the users are bedbound, 30 in a wheelchair and all of them have access to safe water and sanitation. In some of the homes (7) there are alternative sources of water supplying (wells).

### **3.6 Prisoners**

Skopje has three correctional facilities: Prison Skopje, Penitentiary Institution- Idrizovo, and PI for children with educational and social problems-25 May.

Data levels of access to safe drinking water and sanitation in prison facilities is available in all three public institutions. **Directorate for Execution of Sanctions at the Ministry of Justice provides funds to support access to safe drinking water and sanitation.**

### **3.7 Refugees living in camps and centres**

**There are no refugee camps in Skopje**, and refugees who are part of the refugee crisis that has gripped the country are far from the city. The city has a Centre for asylum seekers in the municipality of Gazi Baba, which houses asylum seekers. Their numbers are constantly changing depending on the number of (un)solved cases.

**Despite the deterioration of the Centre and ruined inventory, the Centre provides access to safe water and sanitation.**

### **3.8 Travellers and nomadic communities**

Public transport facilities have safe drinking water and sanitation, with a capacity for normal flow of passengers. The intercity bus station and the railway station in Skopje and the Skopje Airport "Alexander the Great" have access to drinking water and sanitation. Apart from these places, the city lacks public toilets and bathrooms. In urban and rural areas of the municipality there are public fountains and roadside taps with running water and they are all registered and covered by the control of water quality and the object itself.

This group of nomadic communities includes street children, the homeless and displaced people. Inter-municipality social welfare centres in the country are competent institutions for social protection and for preventing and overcoming the basic social risks encountered citizen and family over life. In order to protect the child's rights and best interests of the social work, the centre decides whether to use institutional or extra-institutional forms of care for the child and the child in this context may be addressed in day centre for street children.

According to the available data to the Daily Centre for Street Children in Skopje, there are 113 street children who are officially registered in 2014, and in 2009 there were 156 registered street children, where we can see a drop in the number.

According to the Municipal Centre for Social Work of Skopje, there are 113 street children and all of them are members of the Roma community who are engaged in begging and washing car's windows. 52 of them are male and 61 are female. The centre has two daily centres for street children, in Gazi Baba and Kisela Voda, with a capacity of 25 and 15 children.

Ethnicity	Sex		Age	
	M	F	M	F
Roma people	52	61		

Both daily care centers for street children satisfy all standards for access to water and sanitation.

In terms of homeless people, Skopje has one facility they can use in Momin Potok, which operates within the Red Cross - Skopje. The official numbers of homeless people vary, but at the moment there are 49 registered homeless people who use their services. The facility is open every day, and meets the criteria for access to drinking water and sanitation.

The number of homeless people who use the services of the facility for the homeless has been growing steadily from 2010, when it opened, by 2014 their number increased by 23%.

In Skopje there are internally displaced people who fall into the category of travellers and nomadic communities, because they are still listed as temporarily settled people in Skopje. They are accommodated in the reception center for homeless people - Chichino village and amount to 62 people, including 23 children. **The living conditions in this center are substandard and there is no access to water and sanitation** in the barracks because of destroyed infrastructure and lack of maintenance sheds.

### 3.9 People living in housing without water and sanitation

In Skopje, municipality of Shuto Orizari has the highest percentage of families living in housing without water and sanitation. According to the latest survey by the NGO "InSoC" 95 per cent of Roma are poor, **only 16 per cent of Roma living in Skopje have a toilet and a bathroom**, while the rest use toilets outside of their homes. **Just 26 per cents have access to water**. It is expected that the new water and sanitation network and a water tank, which is built at the moment, will solve the issue of access to clean drinking water in Shuto Orizari.

In the region of Skopje there are 25.346 Roma who are registered, or 5% of the total population, of which 72% are receiving social assistance. NGOs working with the Roma population, primarily InSoC are active and have conducted extensive surveys that suggest that one of the main problems Roma in Macedonia and Skopje face, are illegal buildings which are not connected to the water supply and sanitation system.

According to Helsinki Committee within the Decade of Roma, certain actions to mitigate the problem of housing for Roma were taken, and the construction of social housing begun, but from the total of 339 apartments in 8 buildings in several cities in Macedonia, the members of the Roma community who applied are allocated in 61 apartments (18% of total allocated apartments) and in Skopje - 19 apartments.

Citizens of the settlements which gravitate towards Gazi Baba municipality face various housing problems and a slow process of legalization of illegally constructed buildings. In the settlement Jurumleri during the talks with the local population, was detected that one of the biggest problems they are facing is the connections to the water supply system, sanitation and electrical grid. They also stated that only about 10% of buildings have filed documents for legalization, and because of lack of funds majority of citizens cannot retrieve any necessary

documents to join proper network. According to residents, public enterprises asked them to pay 200 to 300 Euros in order to get the connection.



**Settlement Keramidnica**, copyrighted photography, Helsinki Committee for Human Rights of the Republic of Macedonia



**Jurumleri**, copyrighted photography by Helsinki Committee for Human Rights of the Republic of Macedonia

# IV - SECTION

## QUANTITATIVE INFORMATION ON AVAILABILITY

Groups of individuals particularly difficult to exercise their rights to water and sanitation, because they live in vulnerable situations, or suffer discrimination or stigma (or combination thereof). Groups and individuals who have been identified as potentially vulnerable or marginalized include women, children, residents of the (remote) rural and poor urban areas, as well as other people living in poverty, refugees and internally displaced persons, minorities (such as Roma), indigenous groups, nomadic and traveler communities, the elderly, people living with disabilities, people living with HIV / AIDS or affected by other medical conditions, people living in regions where water is scarce, and employees working in sanitation.

**Table 9:** Provision and availability of water and sanitation services

	For 2014	For 2009	Source
Amount of average bill for water and sanitation in the country / region / city (per year)	70€ for households; 120€ for WO;	70€ for households; 120€ for WO;	Official source: Price list of water users and waste (VIK 751- 701.08)
Amount of the bill for water and sanitation in the country / region / city for the poorest households or in the lowest income group (specify whether this applies to the lowest fifth, lowest tenth, or people below the national poverty threshold) (per year)	Of the average bill for water consumption for households decreased for 10 m3	Of the average bill for water consumption for households decreased for 10 m3	Official source: Decision Statute of the City of Skopje / 02  PE Water and sanitation - Decision br.02-844 / 3/2002.
Average available household income (or expense) (per year)	361€*12= 4332€;	246€*12=2951€;	State Statistical Office of Macedonia
Average household income (or expense) in the poorest or lowest income group (specify whether this applies to the lowest fifth, the lowest tenth or persons below the national poverty threshold) ( per year )	150€*12= 1800€;	120*12=1440€	State Statistical Office of Macedonia
Public funds spent in providing the availability of bill for water and sanitation (in EUR million)	1.073.436.390 den. Or 17.313.490,16 €	1.178.579.962 den. Or 19.009.654 €	Work Plan of PE for 2009 and 2014; Investment Prog. for 2009 and 2014; Annual report of the PE Water and Sanitation for 2009 and 2014.
Public funds spent in providing the availability of bill for water	29,39 per m3 for households	29,39 per m3 for households	Official source: Price list of water users
sanitation (per capita)	46,63 per m3 for commercial buildings	46,63 per m3 for commercial buildings	and waste (VIK 751- 701.08)
Public funds spent in providing the availability of bill for water and sanitation (% of the budget for water and sanitation)	/	/	/

### 6.1 Prices of utilities / Tariff measures

For the use of utility services a fee from the individual and collective utility consumption is paid stipulated by the Law on water supply and disposal of urban waste water of Macedonia, Official Gazette No.68 / 04, which regulates certain utilities. The methodology for the calculation is carried out and developed by the Ministry of Transport and Communications, and the fee / tariff are determined by the service provider (PE Water and Sanitation) after prior approval from the municipalities or the City of Skopje.

The fee shall be determined by the service provider (PE Water and Sanitation) after prior approval from the municipalities or the City of Skopje City. PE Water and Sanitation has prepared a price list for users of water and waste (VIK 751-701.08 / Rev. 01, which is categorized by users of I-IX with given codes: I category of 01-05 / Users who have control meters; II category with a code of 06-12 / Users who have partial control meters, and the remaining water consumed is billed by the number of members (10m3 per member); III categ.of 13-20 / Some users have control meters, and the rest of consumed water is invoiced to a common main water meter; IV from 21-22 / Users without water meter (shaft); V 23-26 water users with special meter (shaft); VI with code 28 / Users of waste disposal (just for waste); VIII with code 27 and 35 Users of just sanitation and IX with code 53-68 / Users in rural areas where waste is calculated lump sum.

## **6.2 Social policy**

The City of Skopje and its formative utility PE Water and Sanitation, have a policy which covers the needs of vulnerable and marginalized groups. PE Water and Sanitation under the Statute and the session of the Management Board 02.10.2002 has passed a Resolution (no.02-5870 / 4) for exemption from payment of water consumption of beneficiaries who receive financial assistance. The City Council based on Art. 61 of the Statute and the Law on Public Enterprises Official Gazette of RM no. 38/96, 9/97 and 6/02, has approved the Resolution by issuing a Decision no.09-3013 / 1 for consent to the Resolution of exemption from payment of water consumption of beneficiaries who receive financial assistance. Currently 130 people are treated as social cases and are covered with preferential price of services provided by the PE Water and Sanitation.

## NORTH-EASTERN REGION

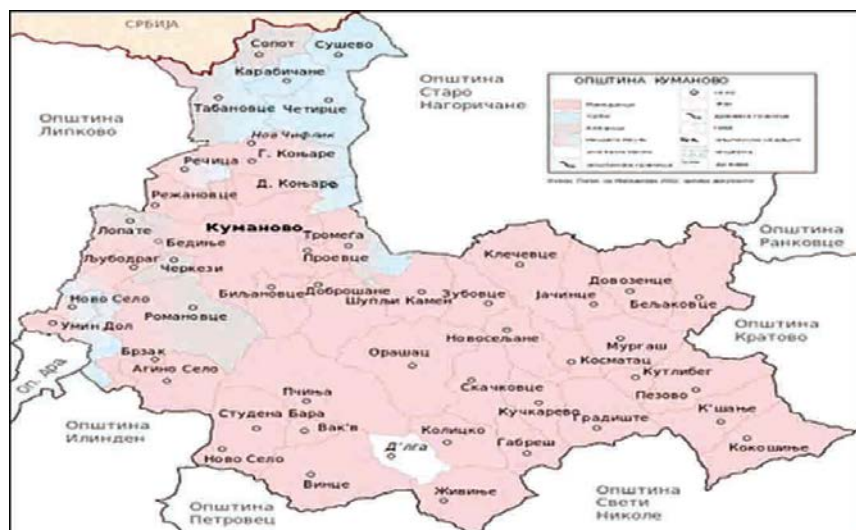
Officially, the Republic of Macedonia is divided into eight regions which serve statistical, economic and administrative purposes. The north-eastern region with an area of 2310 km<sup>2</sup> consists of **Kumanovo, Staro Nagoricane, Kratovo, Rankovce, Kriva Palanka and Lipkovo municipalities** (Map 1). Currently, the north-eastern region has about 173814 residents, or 9% of the population of the Republic of Macedonia.



Map 1. Municipalities in the north-eastern region

## I-Section

### KUMANOVO MUNICIPALITY



Map 2. Kumanovo Municipality

In accordance with the number of inhabitants, the municipality of Kumanovo is the largest one in the Republic of Macedonia (Map 2). It covers 48 rural settlements and the eponymous town of Kumanovo as the seat of the municipality. The town of Kumanovo is located at the intersection of the two most important corridors in the country (Corridor 8 and Corridor 10). The structure of the population is heterogeneous, not only in the city but also in most rural areas where lives a population of various nationalities and ethnic groups, diverse educational, age and gender structure, with different customs, religion and habits, different occupations and other similar features. The hydrographic network in Kumanovo consists of middle and lower flows of the rivers of Pcinja, Kriva Reka and Kumanovska which arises from Lipkovska and Kojnarska River. The River Pcinja features a large fluctuation of water level and its average annual flow in the estuary is about 16,1 m<sup>3</sup>/sec. There are several sources of natural mineral water in the

Kumanovo region among which the best known are those in the Proevce village and the village of Klechovce.

### **SOCIO - ECONOMIC AND SECTOR DATA FOR THE KUMANOVO MUNICIPALITY**

Kumanovo Municipality has a population of 105.484 inhabitants of which 76,272 or 72.3% live in the city and 29 212 or 27.7% live in villages. In 2014, the number of unemployed people in the city - 25953 (or 23.9%) decreased compared to 2009 when there were 38794 (or 36.7%) unemployed.

Out of the total population in Kumanovo Municipality, **6950 inhabitants (6.59%) live in 29 villages and are supplied with drinking water only from their own wells and public fountains without access to safe drinking water.**

**Without access to collected waste water live 22.808 inhabitants in 44 villages or 21.6% of the population.** They are using individual septic pits or tanks and the same numbers of inhabitants are without waste water treatment.

The **treatment of waste water** is available to **85,676 inhabitants** who live in the town and 4 villages or to **81.2% of the population**. In 2009, no public funds are spent on providing equal access to safe drinking water. In 2014, some 181,654 denars from the municipality budget were utilized.

In 2009, for a partial construction of the sewer for the urban and rural areas an amount of 41,208,900 denars of the municipality budget was spent (part of the village of Gorno Konjare, part of the village of Tromedja, part of the village of Cerkeze and regulation of their verbed). In 2014, for an improvement of sewerage an amount of 534.144 denars has been used from public funds from the budget and for the construction of other objects in the urban environment - 3,242,615 denars. There are significant investments in improving waste water removal.



### **KRATOVO MUNICIPALITY**

Kratovo Municipality is situated in the northeastern part of Macedonia; between the municipalities of Kriva Palanka, Probistip, Sveti Nikole, Kumanovo and Kocani. Through its territory flow two major rivers: Zletovska and Kriva Reka. Kratovo is one of the oldest cities in Macedonia and the Balkans, placed in the throat of an extinct volcano in the Osogovo Mountains and spread on the banks of three small rivers. The municipality has an average altitude of 1000 m with a very heterogeneous configuration of the terrain: from the lowest field sand plains to high mountains which influence the overall living conditions and the economic activities of the population. Kratovo Municipality consists of the town and 30 villages.



## SOCIO - ECONOMIC AND SECTOR DATA FOR MUNICIPALITY KRATOVO

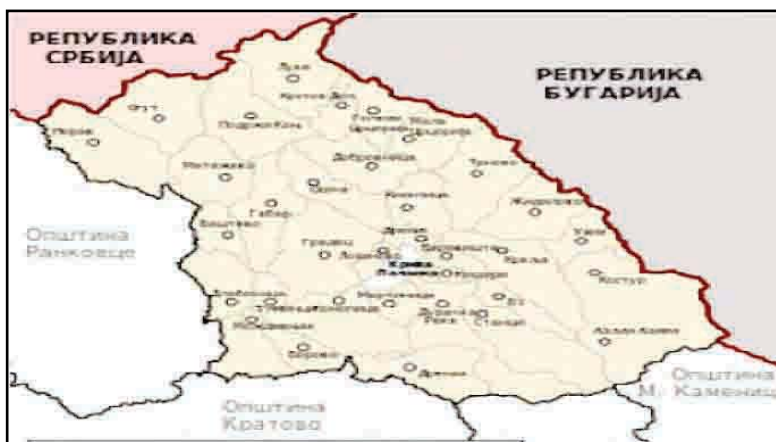
Kratovo Municipality has 10441 inhabitants - **6924 inhabitants or 66.3 % live in the city**, and **3517 inhabitants or 33.7 % live in villages**. The area of the entire municipality is 396 km<sup>2</sup> with the density of population of 27.81 inhabitants on km<sup>2</sup>.

According to the data from LEAP of the municipality, the percentage of unemployed persons amounted to 38.9 %. Out of the total population in Kratovo Municipality, **780 inhabitants (7.4 %) live in villages and are supplied with drinking water only from wells and public fountains and without access to safe drinking water**. In villages without access to collected waste water live 3759 inhabitants or 36 % of population. In the entire municipality of Kratovo **there is no waste water treatment**.

There are only 2014 data for public funding for water and sanitation: public funds spent on providing equal access to water and sanitation was 582.040 denars from the municipality budget and 2.487065 denars from a grant.

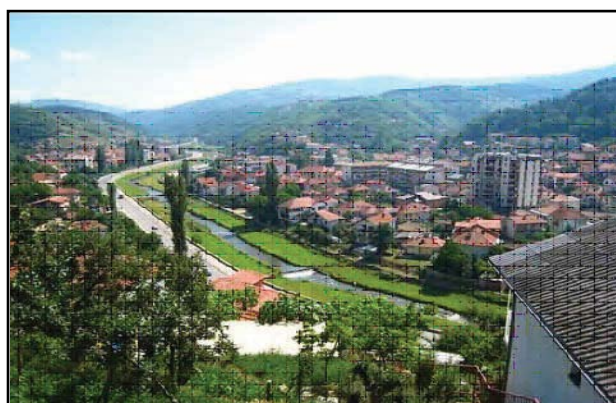
## KRIVA PALANKA MUNICIPALITY

The Kriva Palanka Municipality is characterized by numerous shallow rivers and small basins. The best known are Kriva Reka and Durachka River. The Kriva Reka rises at the foot of the Carev Vrv, from a strong source at an altitude of about 1,800 meters. So far, the municipality has built two water accumulation reservoirs: the Bazjachko Brdo reservoir with 14.100 m<sup>3</sup> and water reservoir Vlaski Kolibi with some 6,200 m<sup>3</sup> of water both located at Kalin Kamen at an altitude of 1,590 m. In the region, of Kriva Palanka there are multiple mineral deposits of metals (lead, zinc, antimony, copper, silver, gold, etc.) as well as nonmetallic deposits (betonies' clays, tuffs, quartz, diatomaceous earth, etc.). In the city there are 18 urban communities and 33 settlements as rural communities (Map 3).



## SOCIO-ECONOMIC AND SECTOR DATA FOR MUNICIPALITY KRIVA PALANKA

Kriva Palanka Municipality has 20,820 inhabitants and territory of about 480.81 km<sup>2</sup> with population density of 43.3 inhabitants / km<sup>2</sup>. The majority of the inhabitants, **(69.9 % or 14,558)** of the population live **in urban areas**, while rural environments populated with 30.1 % or 6262 inhabitants. In 2009, the percentage of unemployment in the municipality is estimated at 20.6 %, while for the year 2014 there is no data.



Out of the total population in the municipality **without access to safe drinking water is 2.85% the population**, or 595 inhabitants use drinking water from their own wells and public drinking fountains and springs. **Without access to collected waste water** are 4809 inhabitants in the municipality or **23.1% has own waste water disposal**.

**In the Municipality of Kriva Palanka 100% of the population do not have waste water treatment**. Public funds (financial resources) spent on the sector of the water and sanitation in the year 2013 are estimated at 10 million denars mainly for equipment in the public enterprise "Komunalec" which manages the drinking water and waste water removal, and in the period from 2009 to 2012 those funds amount to 1.260.000 euros from the EBRD (European Bank for Reconstruction and Development).

## RANKOVCE MUNICIPALITY

The territory of Rankovce municipality is located in the north-eastern part of the country. It covers an area of Slavishko Pole, which belongs to the basin of Kriva Reka. It belongs to the group of medium-sized municipalities bordering municipalities of Kriva Palanka, Kratovo, Klecevce, and Old Nagoricane and to the north with the municipality of Trgovishte - Serbia. Rankovce municipality has an important geo-strategic position because of the north bordering Serbia and in directly only 30 km through Kriva Palanka bordering R. Bulgaria. Through it passes the important road that links the southern Balkans with Istanbul and Asia Minor known today as the east-west corridor. Traffic associated with road southwest to Kumanovo (50 km) and Skopje (80 km), east to Kriva Palanka (20 km) and northeast through the border crossing Deve Bair to Kyustendil (60 km) and the Republic of Bulgaria and finally south to Kratovo (25 km). The Rankovce Municipality represent a natural, geographical and economic unity of 18 villages of which 3 are flat, 9 of hilly type and 6 mountain (Map 4).



## SOCIO - ECONOMIC AND SECTOR DATA FOR MUNICIPALITY RANKOVCE

Rankovce municipality has a population of 4144 inhabitants of which 27.2 % (1129 inhabitants) live in village Rankovce which is the center of the community (as in filling out forms on Scorecard set as a % of population in the urban area of the municipality), 72.8% or 3015 inhabitants live in the other 17 settlements (population in the rural area). Population density In the municipality amounted to 17.22 inhabitants on km<sup>2</sup>.

Of the total population in Rankovce Municipality **679 inhabitants (16.4%) live in villages** and are **supplied with drinking water only from wells and public fountains and without access to safe drinking water**. In villages **without access to collected waste water live 2486 inhabitants or 60 % of population**.

**100% of the population do not have waste water treatment despite the fact that there is a treatment plant in the village of Ginovci with a capacity of over 1000 users, but not yet put into operation.**

## STARO NAGORICANE MUNICIPALITY

Staro Nagoricane is one of the northern most municipalities in Macedonia, where 4840 permanent residents live in 39 settlements. Most of the municipality is located on the Kozjak Mountain and its southern slopes, commonly known as Kozjachija, then on the eastern slopes of the Rouen Mountain and on the broad valley of the river Pcinja. On the east and southeast the municipality is bordering the territories of Kratovo and Rankovce municipalities, west and southwest is limited to the territory of the municipality of Kumanovo, while the north side is also the state border line with the Republic of Serbia. Due to the specific relief structure of the space, the municipality formed settlements of scattered neighbourhood type, called dzhematski type, i.e. the physiognomy of settlements is characterized by neighborhoods but there are individual houses that are apart among themselves. The village Strnovac which is 2,800 meters away from the center of the municipality has a **surface emission of thermal mineral water with a temperature of 39 - 40° C.**



## SOCIO - ECONOMIC AND SECTOR DATA FOR MUNICIPALITY STARO NAGORICANE

Staro Nagoricane municipality has a population of 4840 inhabitants of which 11.4 % (555 inhabitants) live in the village of Staro Nagoricane which is the center of the community (as in filling out forms on Score card set as a % of population in the urban area of the municipality). The other 38 settlements inhabited by 88.6 % of the population, respectively 4285 inhabitants of the population are in the rural area in the municipality. Population density in the municipality amounted to 11.17 inhabitants on km<sup>2</sup>.

Of the total population in the municipality of **Staro Nagoricane, 1474 inhabitants or 30.45 % of the population live in villages supplied with drinking water from natural springs and wells without access to safe drinking water.**

**Without access to sanitation and waste water treatment is 100 % of the population of the municipality.**

Public financial resources spent on the sector of the water and sanitation in the year 2014, as funds for services provided by the water supply amounted to Euro 500.000,00 denars. In the year 2015 the budget planned is 1.5 million denars for water and sanitation sector. For the provision of equal access to water and sanitation the EBRD European Bank for Reconstruction and Development) approved 900.000 euros through the Ministry of Transport and Communication for the project construction of the water supply system.

Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation	KUMANOVO	STARO NAGORICANE	KRIVA PALANKA	RANKOVCE	KRATOVO
1.1 Strategic framework for achieving equitable access	NA	NA	NA	NA	NA
1.2 Sector financial policies	1.83	1.333	1.83	1.75	1.16
Scoring Reliability of the response	High	High	High	High	High
1.3 Rights and duties of users and other right-holders	1.5	1.25	2.5	1.5	1.5
Scoring Reliability of the response	High	High	High	Medium	Medium

NA – Not Applicable

### 1.2 Sector financial policies

In Kumanovo Municipality the amount of financial resources needed in order to achieve equal access to safe drinking water and sanitation was estimated through funds required for the realization of the Feasibility study for the improvement of the system for removal and treatment of waste water in urban environments which also partially covers some rural settlements. The first stage provides 5,694.720 euros. The sources of funding to achieve equal access to safe drinking water and sanitation are identified as for the implementation of the first phase of the Feasibility study provided funds from the State budget 15 % and 85 % of IPA funds. Full assessment

regarding the necessary financial resources for equitable access to water and sanitation for rural areas is not carried out.

In the Municipality of Staro Nagorichane the amount of funding needed to achieve equitable access to safe drinking water and sanitation and sources of funding are identified to some extent. Provided are funds from the European Bank for Reconstruction and Development for the water utilities in small streets of the Mlado Nagoričane and Aljunja villages. Also, funds for the construction of small water supply systems in various neighborhoods are provided through the European Bank for Reconstruction and Development as well.

For the project for water supply in the villages of Žegljane, Stepance and Karlovce - there is still no funding while the project for sewerage system with treatment plant for the village of Staro Nagoricane, for which an assessment is already made, is facing serious problems concerning support of the municipality's Council.

The Municipality of Kriva Palanka developed the Program for construction, reconstruction and the maintenance of the local water supply network for the year 2015 (Government of the Republic of Macedonia: Project "Water supply and removal waste water," JP Komunalec, municipality) and certain priorities are identified within the project concerning the problems in relation to water supply in the city and in the rural areas.

The Municipality of Rankovce prepared projects for certain settlements and therefore not fully estimated the amount of funds required to achieve equal access to safe drinking water in the whole municipality. The sources of funding are not identified yet as certain projects applied for more funds and there is no answer so far.

There has been no strategy and an assessment has not been made yet in the Kratovo municipality to achieve equal access to safe drinking water and sanitation.

In all five municipalities, the city government publicly report on the allocation of financial resources through the municipality web site, through the meetings of council, open public meetings and through the media in the municipality. The final accounts of public communal enterprises are reviewed and approved at meetings of the council. There is a legal basis for access to public information – Official Gazette of RM No 13/2006 "Free Access to Public Information", which is respected.

### **1.3 Rights and obligations of users and rights holders**

The users of public utilities and services are informed about their rights and obligations with the signing of a contract with the public services company. **The provider of services (public services Company) is available for any information regarding the quality and quantity of water delivered.** The local communities or the local population or the users themselves that maintain the plumbing shall establish their rights and obligations among themselves, but the information on the quality of the water is obtained from the Centre for Public Health Kumanovo as the results of the analysis carried out and the proposed measures. The holders of the rights may claim compensation in accordance with the legal regulations.

## II - Section

### QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES - KUMANOVO MUNICIPALITY

Inhabitants of the City of Kumanovo and surrounding settlements have 95% access to safe drinking water. In the rural areas in the municipality of Kumanovo, the inhabitants in 4 villages (9664 or 32.33% of the rural population) use safe drinking water from the city's water supply system.

In 14 villages with 12226 inhabitants or 36.2% of the total rural population use drinking water from local water supply systems (15.6% in 2014 compared to 29.1% in 2009 of investigated samples of drinking water were bacteriologically improper). (Figure 1 and 2)

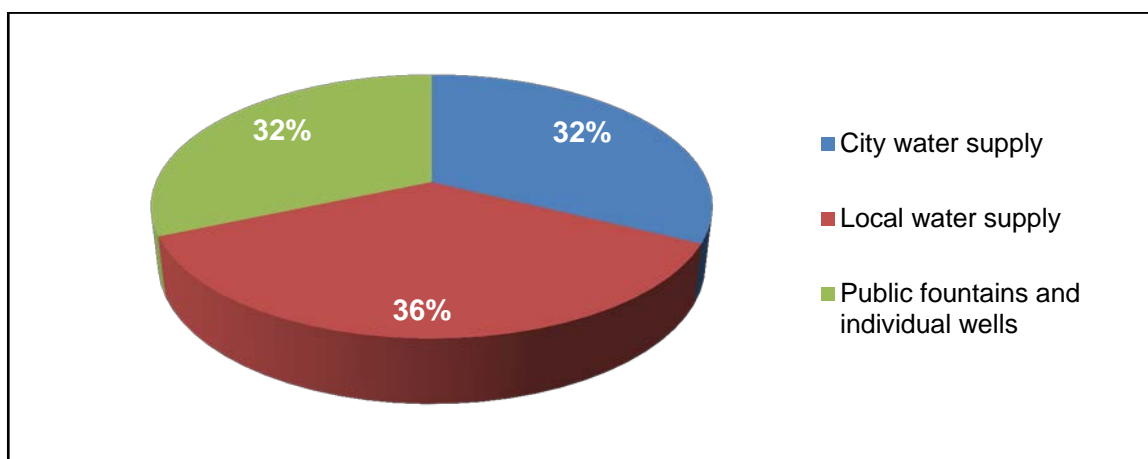


Figure 1. Access to safe drinking water as % of total number of inhabitants in rural areas

In 30 villages, 7997 people or 31.5% of the total rural population use drinking water from public fountains and individual wells (20.5% in 2014 compared to 47.6% in 2009 of investigated samples of drinking water were bacteriological improper).

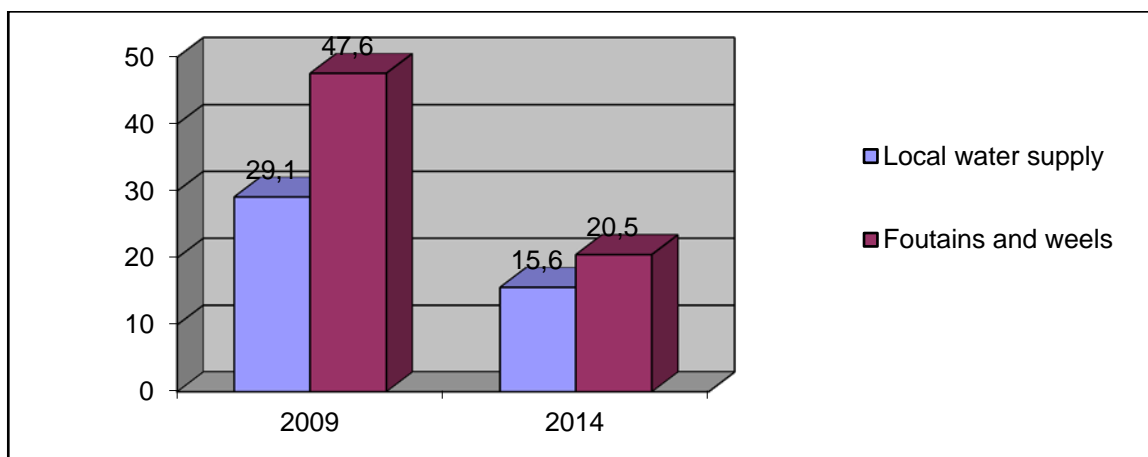


Figure 2. Bacteriologically improper drinking water samples (%) in rural areas in 2009/2014

The quality and safety of drinking water in villages with local water supply and public fountains has improved in 2014 compared to 2009, as a result of growing public awareness for safe drinking water and initiatives undertaken at the local population (timely disinfection of drinking water, the provision of sanitary protective zone around water intakes, cleaning the reservoirs).

The rate of access to the sanitation and treatment of the waste water in the urban area in the municipality amounted to 93% (2013). In 2005, in Kumanovo Municipality, in the industrial zone Dobrošane, completed is the construction of the waste water treatment plant with a capacity of 100.000 EP (Equivalent population) and the possibility for additional construction which would increase the capacity from 150.000 to 200.000 EP and also with the possibilities of production of bio-gas and bio-fertilizers. (Image 1 and2)



**Image 1.** Urban waste water treatment plant – Dobrosane

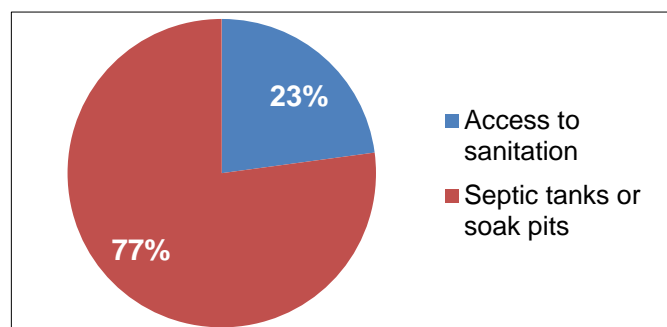


**Image 2.** Main collector with pump station

**From the total population in rural areas, only 23.1% have access to sanitation and treatment of waste water.**

**In 44 villages with 22,464 inhabitants (or 77.9%), the removal of municipal waste water are carried through septic tanks or soak pits. (Figure 3)**

In Kumanovo municipality for sake of reducing the geographical disparities in access to safe water and sanitation in 2014 have been spent 0.6 Euros per capita, or 6.69 % of the municipality's budget. For the years 2016-2017, with the realization of the Feasibility Study, spent public finances for the reduction of the geographical disparities in access to safe drinking water and sanitation will amount to 53euros per capita.



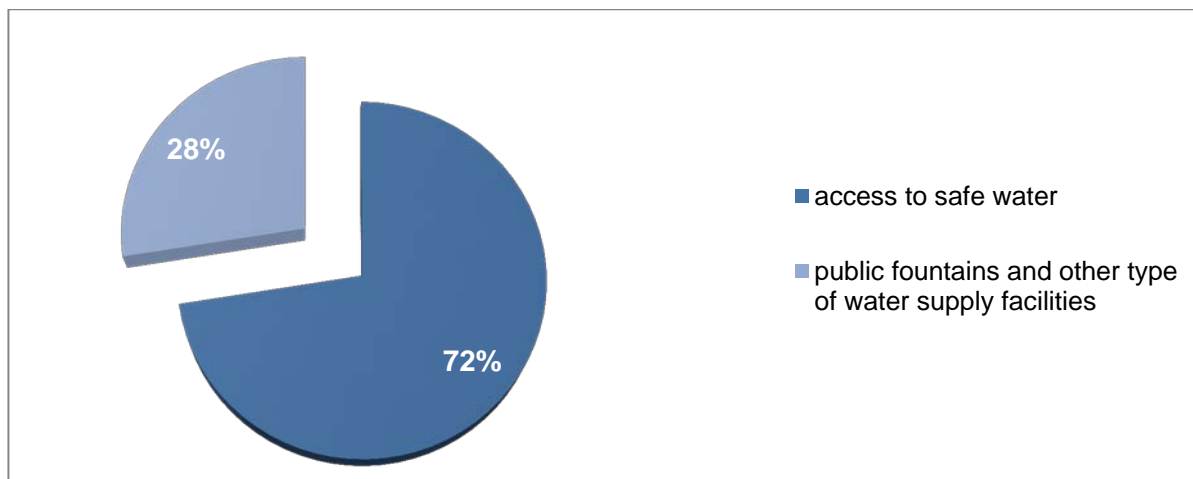
**Figure 3.** Access to sanitation as % of total population in rural areas

## QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES - KRATOVO MUNICIPALITY

**Inhabitants of City of Kratovo have 99% access to safe drinking water.** In the rural area, 2497 inhabitants in 15 villages have access to water from the regional water supply, and 51 inhabitants of one village have access to water from a local water supply.

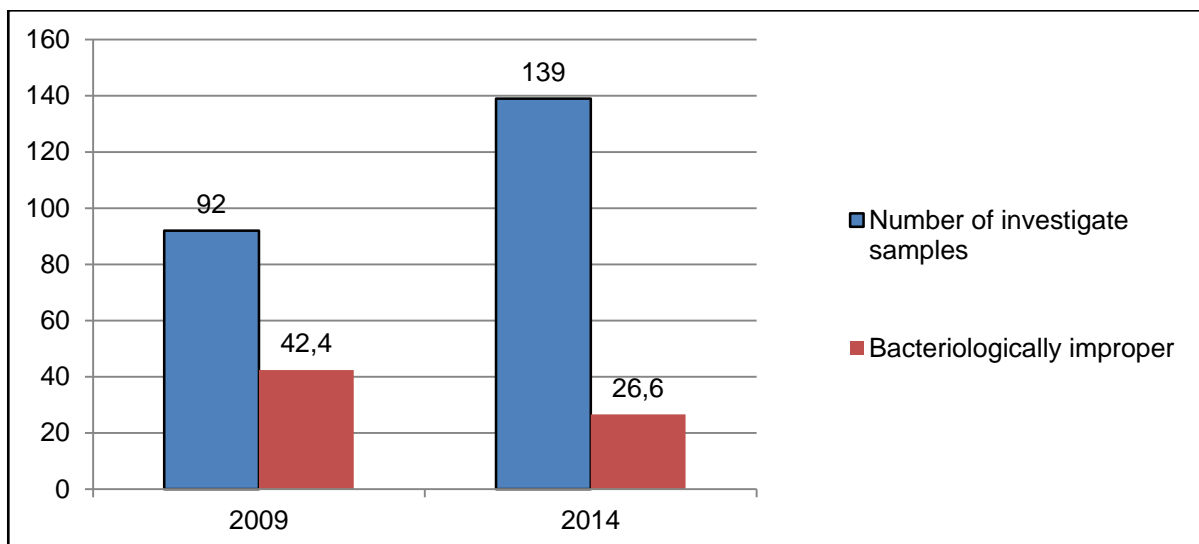
**From the total rural population 72.4% have access to safe water.**

**In 14 villages with 920 people or 27.5% of the total population in rural areas use drinking water from public fountains and other type of water supply facilities.** (Figure 4)



**Figure 4.** Access to safe drinking water as % of total number of inhabitants in rural areas

From public fountains used by the population in **2009**, investigated are 92 samples of water out of which 39 samples or **42.4% were bacteriological incorrect**. In the **year 2014** tested are 139 samples of water from these facilities, of which, 37 (**26.6%**) were **bacteriological incorrect**. (Figure 5)



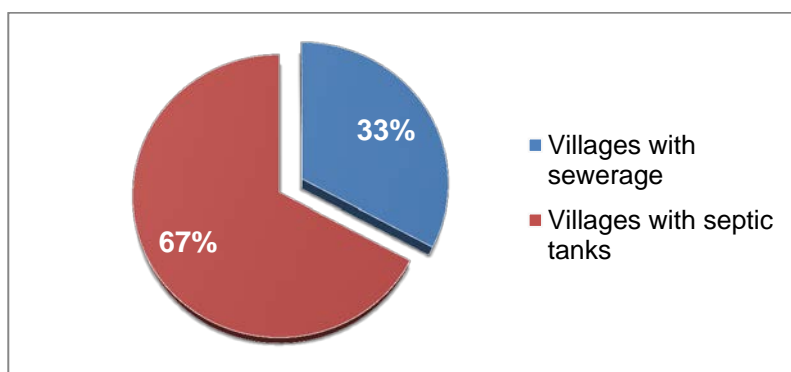
**Figure 5.** Bacteriological improper drinking water samples (%) in rural areas in 2009/2014

The decrease in the percentage of noncompliant bacteriological samples is a result of the undertaken sanitary hygienic measures for protection and cleaning the catchment areas following the recommendation of the Centre of Public Health - Kumanovo.

**In the town of Kratovo 99% of the urban population have access to sanitation (central system for collecting the waste water).**

**In the rural areas 1160 inhabitants of 6 settlements or 32.9% of the population has access to sanitation.**

In the remaining 24 villages 2,357 inhabitants (67.1%) use individual septic tanks for removing waste water. (Figure 6)



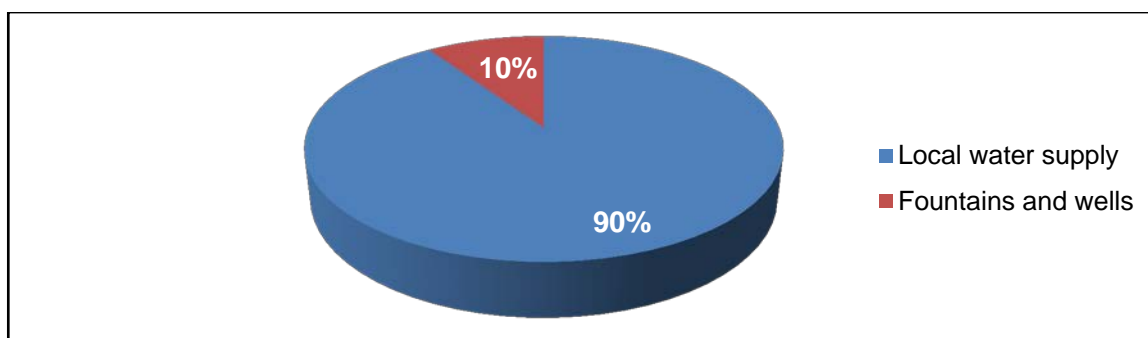
**Figure 6.** Access to sanitation as % of total population in rural areas

In Kratovo municipality for the sake of reducing geographical disparities in access to safe water and sanitation in 2014 has been spent about 1€ (60.8 denars) per capita.

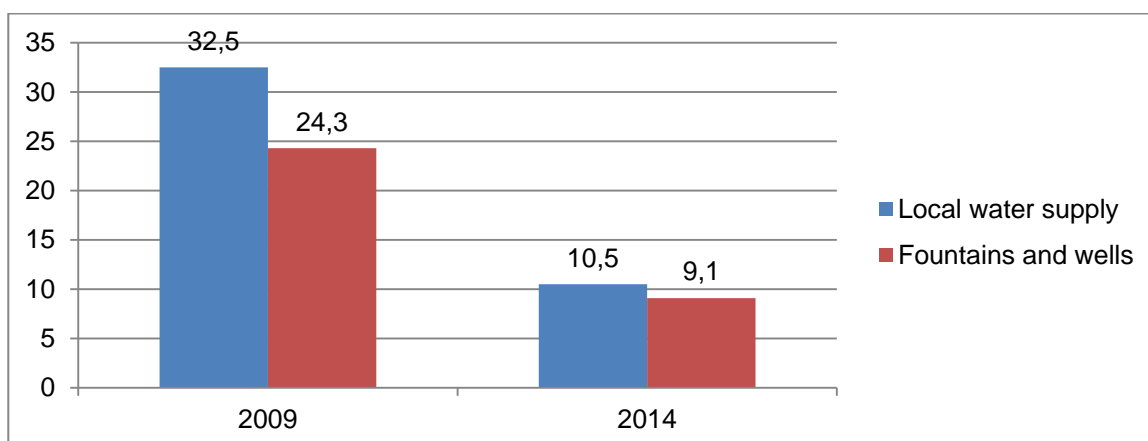
## QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES – KRIVA PALANKA MUNICIPALITY

**Inhabitants of the City of Kriva Palanka have 99% access to safe drinking water.**

In 25 villages with 5667 inhabitants or **90.5 % of the total number of inhabitants of rural areas use drinking water from local water supply** (10.5 % in 2014 compared to 32.5% in 2009 of investigated samples of drinking water were bacteriologically improper). In 8 villages with 595 people or 9.5% of the total population in rural areas use drinking water from public fountains, wells and wellsprings (9.1% in 2014 compared to 24.3% in 2009 of investigated samples of drinking water were bacteriologically improper). (Figure 7 and 8)



**Figure 7.** Access to safe drinking water as % of total number of inhabitants in rural areas

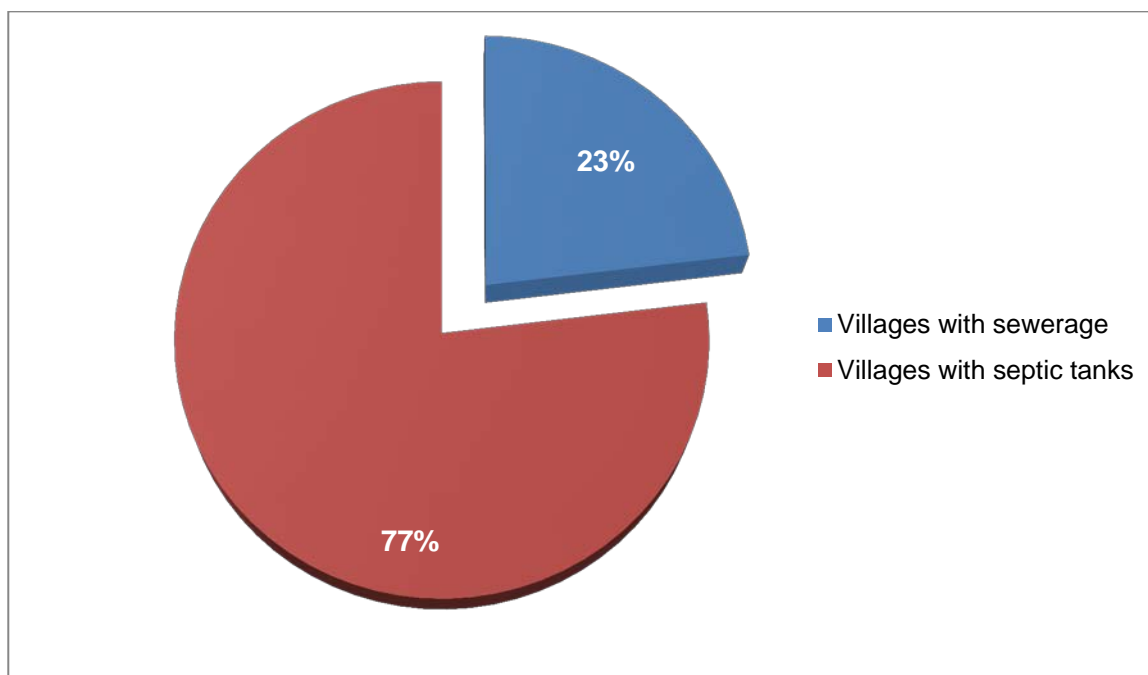


**Figure 8.** Bacteriological improper drinking water samples (%) in rural areas in 2009/2014

There is evident a significant reduction of bacteriologically improper samples of water as a result of taking over the maintaining and managements with part of the local water supply systems by the public communal enterprise.

**Residents of Kriva Palanka have a 99% rate of access to sanitation. Removal of municipal waste water is carried through the sewerage system, without treatment in waste water treatment plant.**

**In rural areas, 1446 inhabitants or 23.1% have access to sanitation** (removal of municipal waste water are carried through the sewer) **Without accesses to sanitation are 4815 inhabitants or 76.9% of the rural population which uses septic tanks (pits) for removing municipal waste water.** (Figure 9.)



**Figure 9.** Access to sanitation as % of total population in rural areas

In Kriva Palanka municipality, for the sake of reducing geographical disparities **regarding the access to safe water and sanitation in 2014 has been spent 85 euros per capita.** No data for 2009.

## **QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES –STARO NAGORICANE MUNICIPALITY**

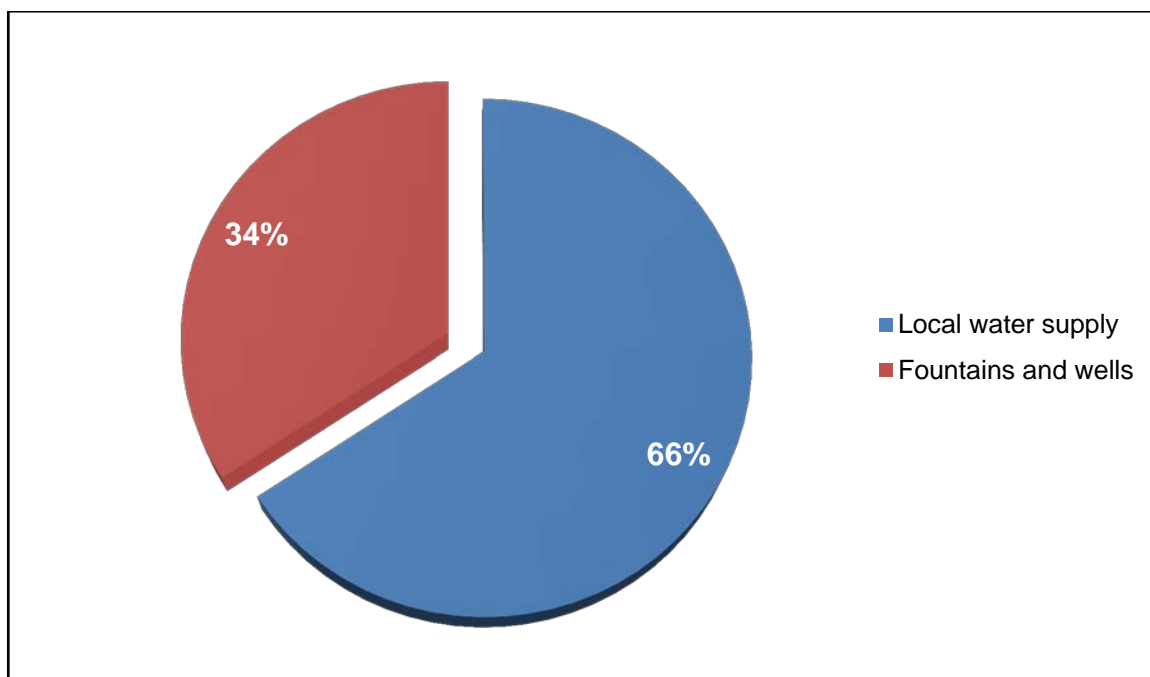
**The inhabitants of the Staro Nagoricane village** (the seat of the rural municipality Staro Nagoricane) **have 100% access to safe drinking water.**

In 2014 in 11 villages with 2810 inhabitants or **65.7% of total rural population use drinking water from local water supply systems** (12.8% of investigated samples of drinking water were bacteriologically improper).

In 2009, 2686 inhabitants or **62.6% of total rural population use drinking water from local water supply systems** (62.6% of investigated samples of drinking water were bacteriologically improper).

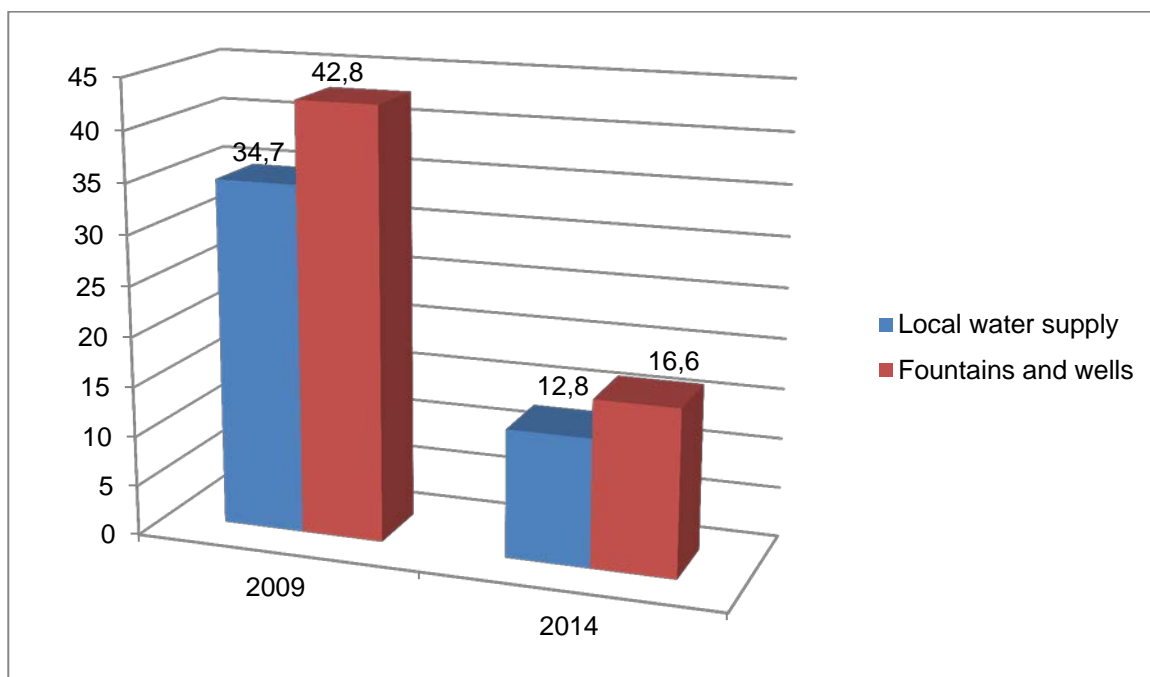
In 2014, in 27 villages with 1,474 inhabitants or **34.3% of the total number of inhabitants of rural areas use drinking water from public fountains and individual wells.**

**Without access to safe drinking water in 2009 were 37.3% of the population** (16.6% in 2014 and 42.8% in 2009 of investigated samples of drinking water were bacteriologically improper). (Figure 10.)



**Figure 10.** Access to safe drinking water as % of total number of inhabitants in rural areas

The quality and safety of drinking water has improved in 2014 compared to 2009, as a result of the taken initiatives and activities of the municipality and the local population (timely disinfection of drinking water, formation of a protective zone around the springs) in accordance with the indicated measures proposed by the Centre of Public Health Kumanovo who is directly involved in this process through the Council for public Health and the construction of the local water supply. (Figure 11.)



**Figure11.** Bacteriologically improper drinking water samples (%) in rural areas in 2009 / 2014

In the whole municipality of Staro Nagoricane, waste water removal goes through septic tanks or soak pits. Without access to sanitation are 4840 inhabitants or 100% of the population.

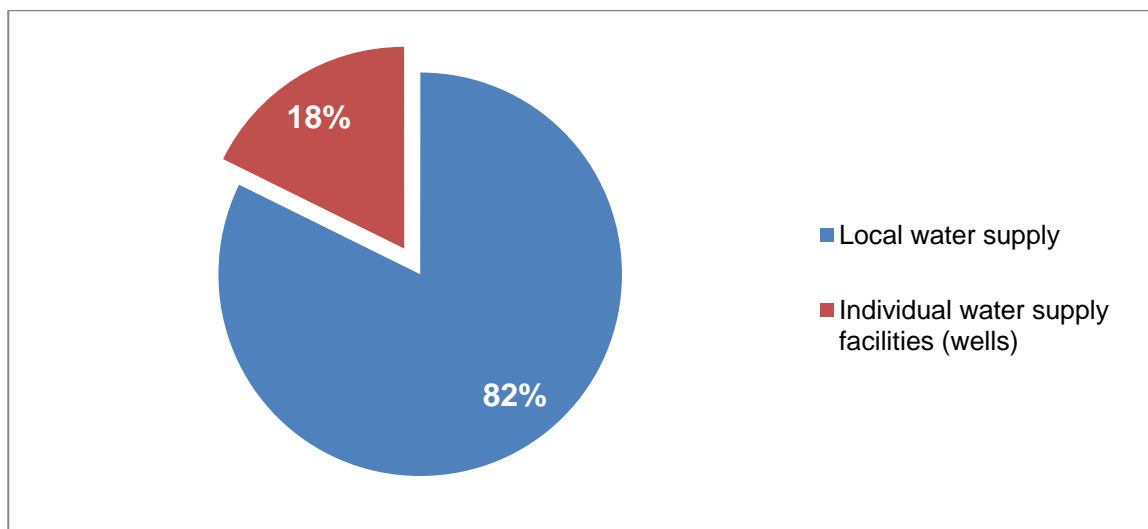
## QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES - RANKOVCE MUNICIPALITY

In the village of Rankovce (that in filling the Score-card is viewed as an urban area because it is the capital of the municipality) **95% of the population have access to safe drinking water and only 5% use their own wells** (by their own choice).

In 2014, in 8 villages with 2480 inhabitants or **82.3% of total rural population use safe drinking water from local water supply systems**. In 2009, the rate of access to safe drinking water in rural areas of the municipality was 59.3%.

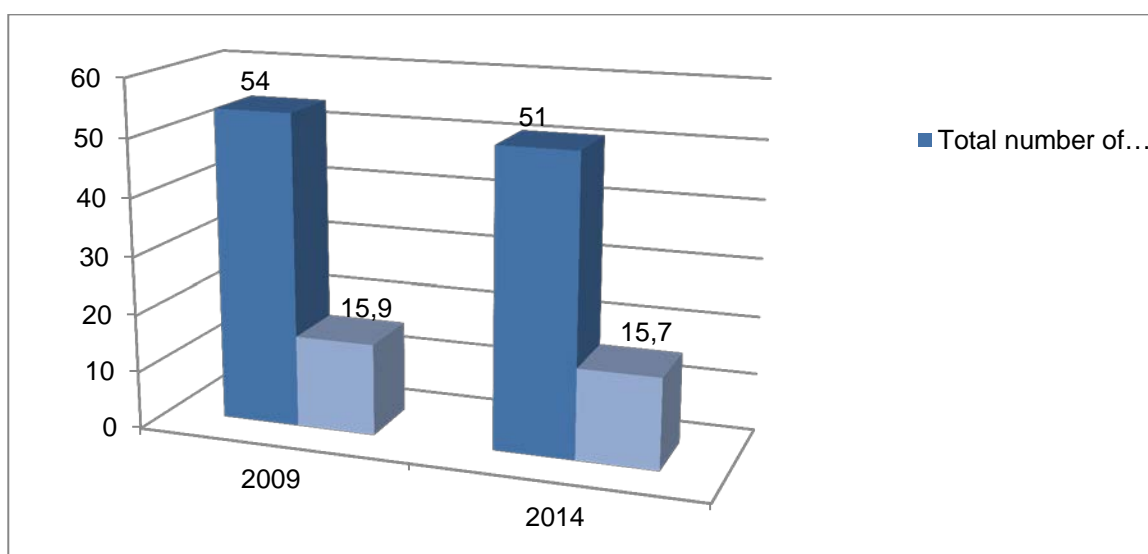
The 534 inhabitants in 9 villages, or **17.7% of the total number of inhabitants of rural areas use drinking water from individual water supply facilities (wells)**. In 2009, 758 people used the water from their own water supply facilities. (Figure 12)

The access to the safe drinking water in the period from 2009 to 2014 is noticeably improved.



**Figure 12.** Access to safe drinking water as % of total number of inhabitants in rural areas

The quality and safety of drinking water in villages with local water supply has improved in 2014 compared to 2009, as a result of the taken initiatives and activities of the Public Communal Enterprise Cist Den (continuous disinfection of drinking water) (Figure 13.)

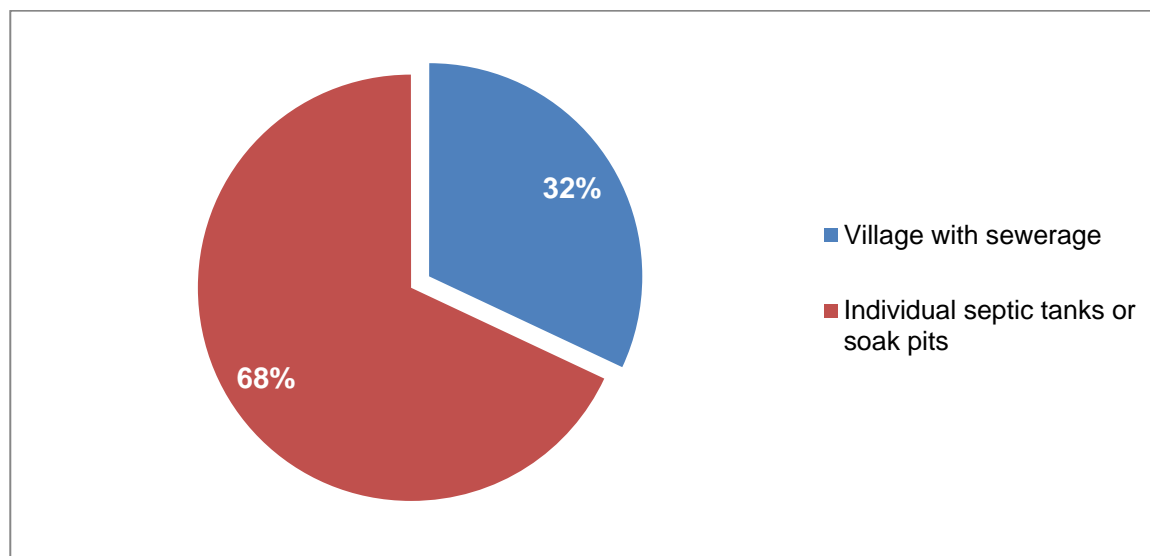


**Figure 13.** Bacteriologically improper drinking water samples (%) in rural areas in 2009 / 2014

The rate of access to sanitation in the village Rankovce in 2014 amounted to 95%, which is significantly improved compared to 2009 when the rate amounted to 70%.

Also, access to sanitation is a significant improves in rural area.

In 3 villages with 979 inhabitants, or 32.48% removal waste water are carried through sewage. In others 14 settlements with 2,036 people (68%), wastewater removals are carried through individual septic tanks or soak pits. (Figure 14.)



**Figure 14.** Access to sanitation as % of total population in rural areas

In completing the Score-card for equal access, the Rankovce and Staro Nagorichino villages that are the central points in corresponding municipalities are taken as an urban area (operational centre of the settlements in the environment) and other settlements as rural area in the municipality.

The rate of access to safe drinking water in the North-east region is significantly higher in urban areas compared to rural areas. Another characteristic of the region is that **in all municipalities except in Kumanovo, the most of the local water supply systems in rural areas are managed by public service companies and the water disinfection is practiced.** However, in the Staro Nagorichino municipality the management is only at the level of technical maintenance of the network. So, when we talk about access to drinking water we might say that some rural areas have access to drinking water with lower (worse / changeable) quality comparing to other population. Throughout the north eastern region the access to sanitation in terms of centralized collection of faecal waste from households lags behind in terms of access to drinking water.

Reducing geographical disparities		KUMANOVO	STARO NAGORICANE	KRIVA PALANKA	RANKOVCE	KRATOVO
2.1 Public policies to reduce access disparities between geographical areas	Score	1,4	0,6	1	1,4	1,2
	reliability of the response	High	Medium	High	Medium	High
2.2 Public policies to reduce price disparities between geographical areas	Score	0.25	NA	1	1.25	NA
	reliability of the response	High	/	Medium	Medium	/
2.3 Geographical allocation of external support for the sector	Score	2	1.5	2	3	2.5
	reliability of the response	High	High	High	High	High

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

### **Kumanovo**

Development program of the municipality of Kumanovo in 2015 envisaged the construction and reconstruction of public water supply systems and sanitation in the territory of the municipality of Kumanovo where the rural environment is partly covered - mainly where the connection is technically feasible and in those neighbourhoods that are territorially close to the urban area (such as the villages of Rezanovce, Rechica part of Lopate, Gorno Konjare, Dobroshane, Cerkeze and part of the Sredorek settlement. Generally, there is no policy directed / focused on taking over the management of the local water supply systems in rural areas and the maintenance of water quality.

### **Kriva Palanka**

There is a project-documentation for a complete city supply with drinking water - high zone and completing the construction of sewerage network in uncovered parts (Bojanov Dol). There is a public policy to undertake the further local water management and maintenance in the rural environment if the users or local communities so request through the Municipality Council. Finalizing the construction of water systems and reconstruction of old water networks and water supply facilities in the villages are provided as priorities in the Program for construction, reconstruction and maintenance of local water supply network in the municipality of Kriva Palanka for 2015.

### **Kratovo**

14 villages in Kratovo are supplied with water to the homes through the regional water supply, but it is necessary to make investments in human resources and their education. Nevertheless, the majority of the population as potable water use public fountains and wells in their territory. In accordance with the Program for Public Health, the Public Health Centre monitors the quality of drinking water from 29 public fountains in the rural area of the municipality of Kratovo, 7 roadside taps and 7 installations in the urban area used by the city's population.

### **Rankovce**

The support for the delivery of water and sanitation exists for all settlements but the realization depends on financial resources and technical possibilities to undertake the necessary activities.

### **Staro Nagoricane**

There are projects for the villages in the municipality but there is a number of villages of scattered type representing difficulties in the implementation and raises the price. The local water supply system in the municipality of Staro Nagorichino is built long ago without a parallel initiative for construction of a system for wastewater disposal. The project for sewerage treatment plant "Staro Nagorichane" is made in 2006, but still faces support problem in the Municipal Council.

Generally, there is a policy in the Northeast region to reduce geographical differences for equal access to drinking water and sanitation but the financials in the municipalities are not sufficient, therefore the option is to seek funds from state institutions (ministries, funds, agencies), international programs and funds but their certainty cannot be predicted.

Regarding the assessment of the access and safety of drinking water, as a public policy at the national level can be considered established public health programs funded by the Ministry of Health and carried out by Public Health Centres in the territory covered by their activities.

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

The price of the cost of water and sanitation is formed according to the methodology of the ministry for the area of management of water and sanitation which is under the authority of the Public Communal Enterprise (PCE). In rural areas - where the management of water supply systems is on the level of the local community, the water is paid according to water consumption at a price established by the local community in the field of supply. The price is lower because the costs are lower (no water treatment and no wastewater disposal – usage of septic tanks).

There are monitoring mechanisms on prices, as well on costs for drinking water supply and sanitation services through quarterly and annual report by the Public Communal Enterprise and thanks to input and output invoice for all the costs, also.

### **2.3 Geographical allocation of external support for the sector**

Public authorities identify areas that are lagging behind and need external support. In the process of identifying, the Centres of Public Health play major role through their annual reports being submitted to the Municipal Councils and also through the Councils for Public Health in municipalities.

## III-Section

### QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS

In the group of vulnerable and marginalized people in Northeast Region are included: kindergarten children, pupils, students in a dorm, hospital patients, prisoners, and persons with social risk who are at risk regarding their health, age and aging, single parent family, unemployment, loss of income support on the basis of work, poverty and risk of other types of social exclusion.

### QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN KUMANOVO MUNICIPALITY

The group of vulnerable and marginalized people in 2014 numbers 9104 persons or 8.6% of the total population. By category, 7532 persons are entitled to financial help from social and child protection, 1457 are kindergarten children, 24 children from Day Care Centre for people with special needs up to 18 years, 21 children from Day Care Centre for people with special needs aged more than 18 years and students relocated in the boarding school - 70 children. In 2009, this group covered 9146 persons.

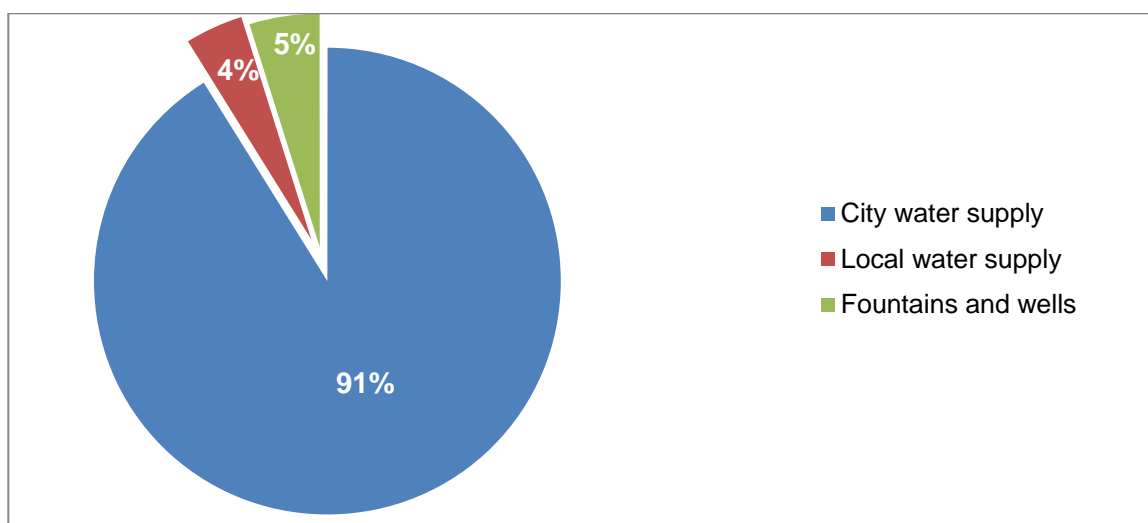
For 3069 persons or **34% of this group of vulnerable and marginalized people can be stated that they have access to safe drinking water and sanitation.**

Public Health Facility the General Hospital Kumanovo is the only hospital in the municipality and the hospital capacity usage was from 49.4% in 2009 to 59.4% in 2014. **This hospital has sufficient and appropriate services for drinking water and sanitation.**

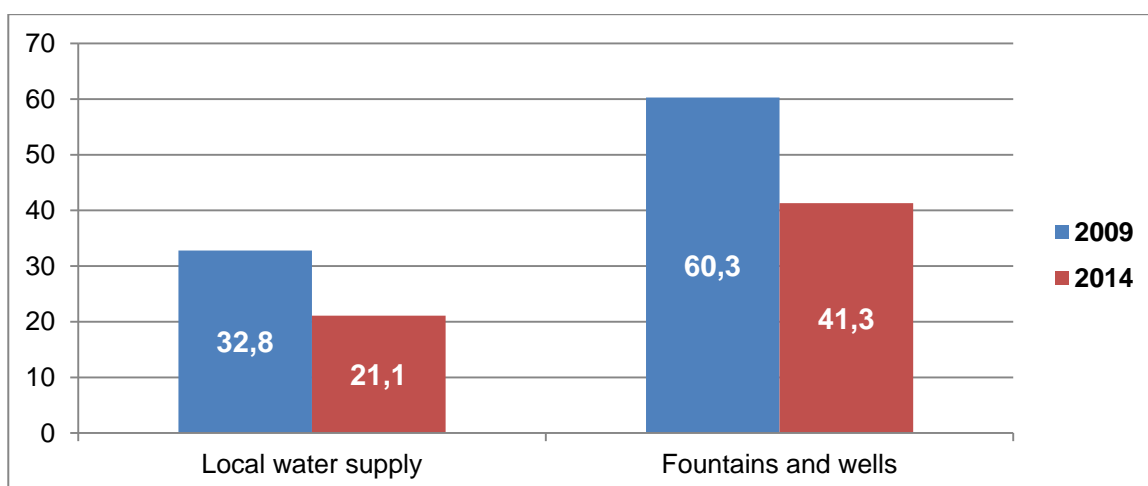
The school population in Kumanovo Municipality is composed of 17,259 students in 2014 (in 2009 amounted to 19,536 students).

Out of 38 schools in Kumanovo Municipality, 19 are attended by **91.14% of the total number of school children and they use safe drinking water from the city water supply**, in 8 schools, attended by **3.99% of the total number of school children, the pupils use drinking water from local water supply systems which is bacteriologically improper** (21.1% in 2014 and 32.0% in 2009) and in 11 schools, attended by 840 school children, or **4.87% of school children** in the municipality, the children **use drinking water from school's own water supply facilities** (fountains and wells) which are bacteriologically improper from 41.3 to 69.3%.

The reason for this high percentage of bacteriologically improper samples of the water in school buildings is **the lack of drinking water disinfection.** (Figures 15 and 16)

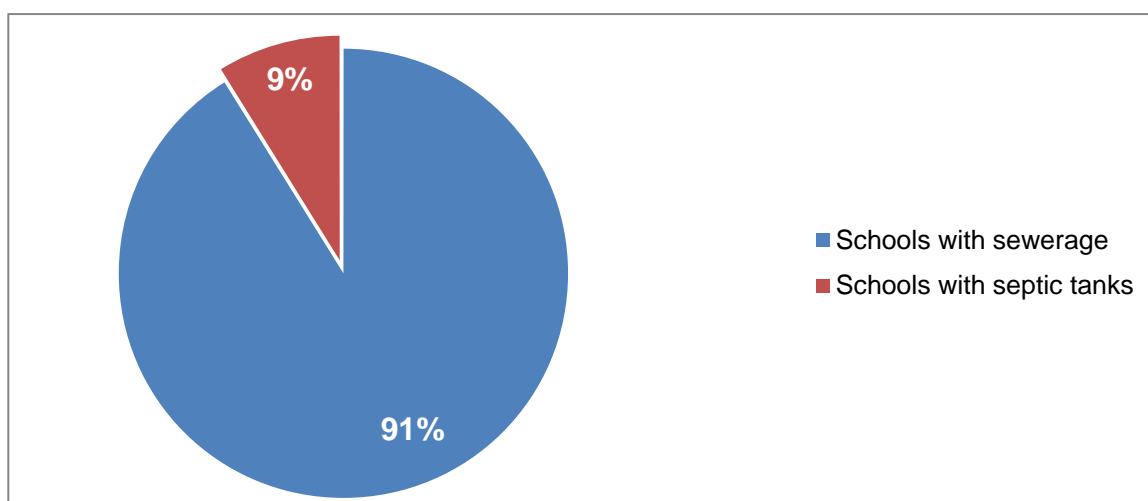


**Figure 15.** Access to safe drinking water as % of total number of schoolchildren in Kumanovo Municipality in 2014



**Figure 16.** Bacteriologically improper drinking water samples (%) from schools in rural areas 2009/2014

In the same 19 schools attended by **91.14% schoolchildren**, **removal of waste water takes place through sewers**. They are all in urban area. **In the other 19 schools, all in rural area**, attended by 8.86% schoolchildren, **the removal of waste water is done through septic tanks and soak pits**. (Figure17.)



**Figure 17.** Access to sanitation as % of total number of schoolchildren in Kumanovo Municipality in 2014

**KPU-Prison Kumanovo** with Open Section in Kriva Palanka located in village Kshane (total capacity 250 persons) **has sufficient and adequate water and sanitation services**.

**The home for retired people** in municipality Kumanovo which is a unique facility of this type in the region **has sufficient and adequate water and sanitation services**.

**Transit centre for migrants located at the border crossing in the village of Tabanovce** **has sufficient and adequate water and sanitation services**.

In the municipality of Kumanovo 4256 inhabitants declared themselves as Roma which is 4.03% of the total population.

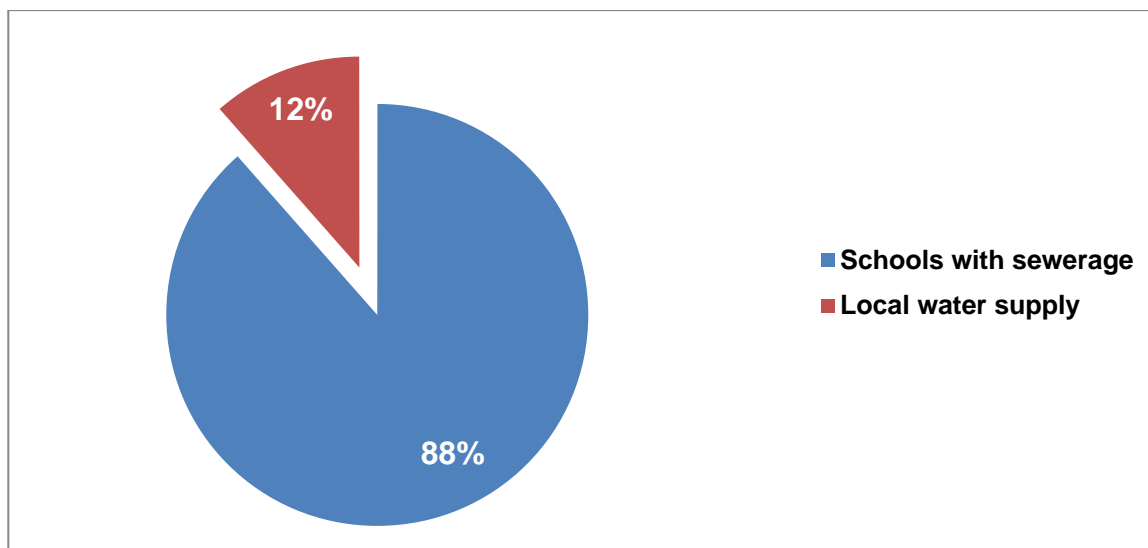
#### **QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN KRIVA PALANKA MUNICIPALITY**

The group of vulnerable and marginalized people in Kriva Palanka Municipality in 2014 covers 2531 persons or 12.1% of the total population and included: 1525 persons entitled to financial help from social and child protection, 315 kindergarten children, 23 children from Centre for people with special needs and 668 Roma people. All people from these vulnerable and marginalized groups in the Kriva Palanka Municipality have access to safe drinking water and sanitation.

**The Health Centre in Kriva Palanka, the Centre for dialysis and 10 private health facilities have sufficient and appropriate services for drinking water and sanitation.**

The use of hospital capacity was from 81.3% in 2009 to 47.2% in 2014.

The school population in Kriva Palanka Municipality is comprised of 2305 students in 2014 and 2808 in 2009. In 4 schools, attended by **88,5% of the total number of school children, they use safe drinking water from the city water supply**, while in 11 schools, attended by **11,45 % of the total number of school children, they also use safe drinking water from local water supply systems.** (Figure 18.)



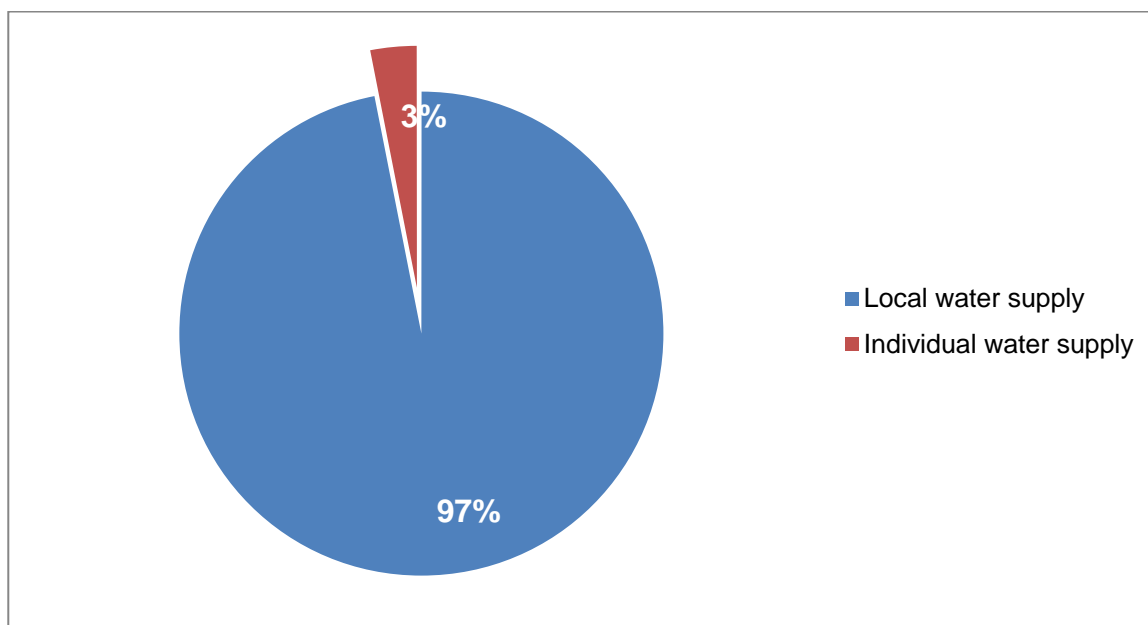
**Figure 18.** Access to safe drinking water as % of total number of schoolchildren in Kriva Palanka Municipality in 2014

**KPU Kumanovo prison - Open Section in Kriva Palanka has sufficient and adequate water and sanitation services.**

Roma people in Municipality Kriva Palanka covers 3.2% of the total population and all of them have access to safe drinking water and sanitation.

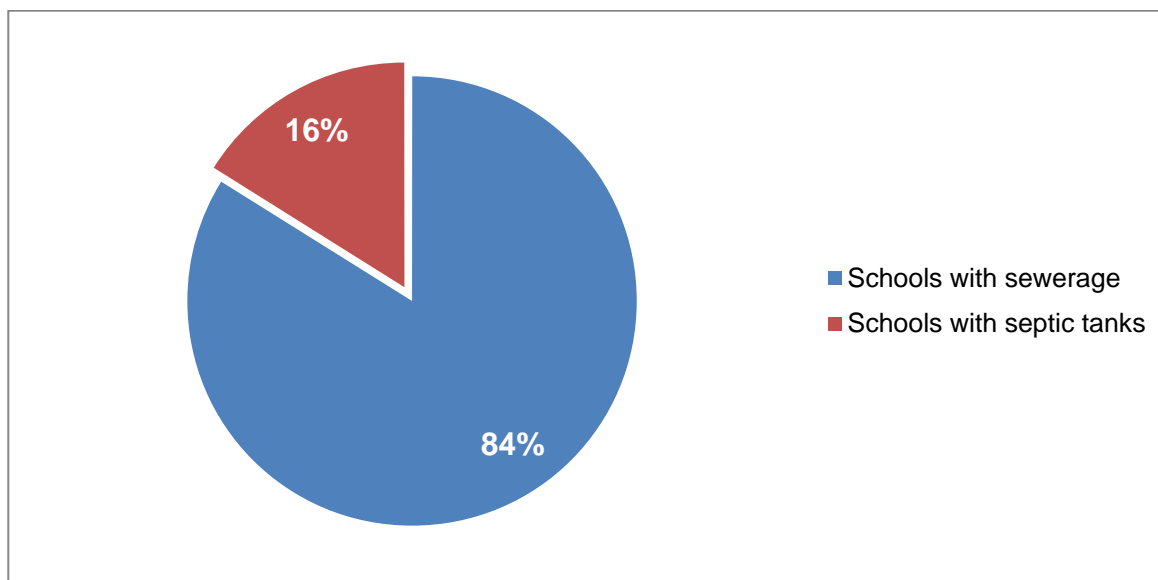
## QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN RANKOVCE MUNICIPALITY

The records for the group of vulnerable and marginalized people in the Municipality of Rankovce are conducted in Kriva Palanka. In Rankovce Municipality, 4 schools are attended by 404 or **96.9% or of the total number of school children and they use safe drinking water from the local water supply**. In 1 school attended by **3.1% of the total number of school children the pupils use safe drinking water from own water supply facility** (Figure 19.)



**Figure 19.** Access to safe drinking water as % of school children in Rankovce Municipality in 2014

In 4 schools attended by 67 school children or **16.1% of them, removal of waste water is done through septic tanks**. In just one school (v. Rankovce) with 350 students or **83.9% of schoolchildren, removal of waste water is done through the sewer** (Figure 20.)



**Figure 20.** Access to sanitation as % of total number of schoolchildren in Rankovce Municipality in 2014

## QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN KRATOVO

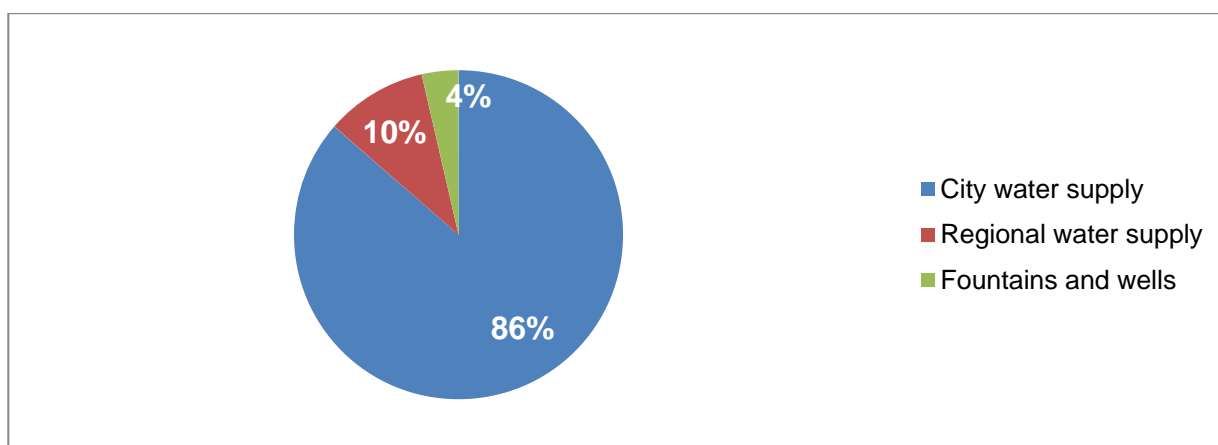
The group of vulnerable and marginalized people in Kratovo Municipality in 2014 covers 729 persons or 6.98% of the total population and includes: 573 persons entitled to financial help from social and child protection and 156 kindergarten children. **For 21.4% of this group of vulnerable and marginalized people can be stated that they have access to safe drinking water and sanitation.**

**The Public Health Centre in Kratovo, the Maternity ward and Private Health Facilities have sufficient and appropriate services for drinking water and sanitation.** The Maternity ward with 8 births used hospital capacity of 1.4% in 2014 (1.6% in 2009).

The school population in the Municipality of Kratovo (elementary and high school age) is in total of 890 children representing 8.5% of the total population in the municipality.

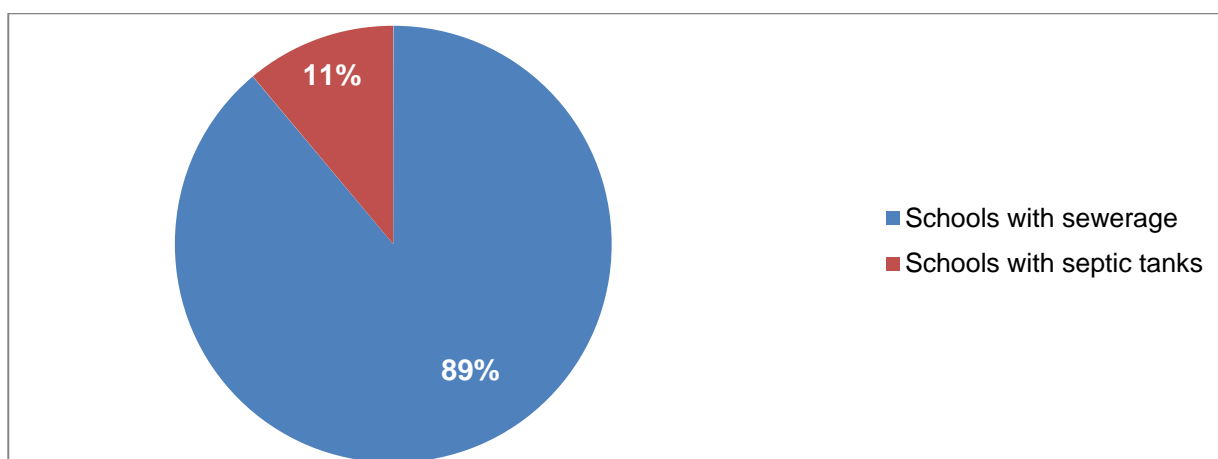
In Kratovo Municipality, 3 schools attended **by 86.4% of the total number of school children use safe drinking water from the city water supply**. In 6 schools, attended by **10% of the total number of school children, the pupils use drinking water from regional water supply system which is bacteriologically improper** in 17.6% in 2014 because of discontinuous drinking water disinfection. In 4 schools, attended by 32 school children, or **3.6% of school children in the municipality, they use drinking water from fountains and wells**.

(Bacteriologically improper are 24.3% of investigated samples, due to the lack of drinking water disinfection). (Figure 21)



**Figure 21.** Access to safe drinking water as % of total number of schoolchildren in Kratovo Municipality in 2014

In 6 schools attended by 792 schoolchildren or 88.98% of them, removal of waste water is done through the sewers. In 7 schools with 98 students or 11% of schoolchildren, removal of waste water is done through septic tanks. (Figure 22.)



**Figure 22.** Access to sanitation as % of total number of schoolchildren in Kratovo Municipality in 2014

## QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN STARO NAGORICANE

The school population in Staro Nagoricane Municipality is comprised of 331 students in 2014 (347 in 2009) which is 6.8% of total population in the municipality. In 8 schools attended by **90.6%** of the total number of school children, the students use **drinking water from the local water supply**. In 5 schools attended by 31 school children, or **9.4%** of total number of school children in the municipality they use drinking water **from fountains and wells**. (Figure 23.)

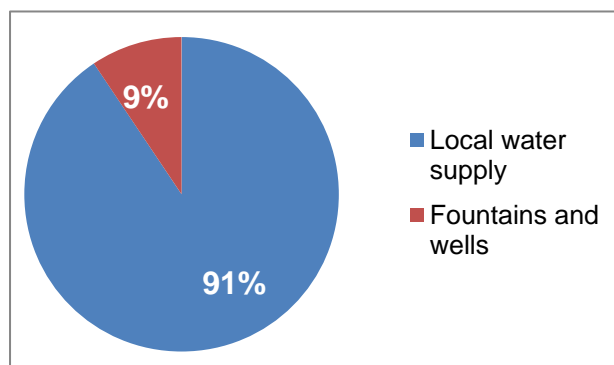


Figure 23. Access to safe drinking water as % of total number of schoolchildren in St. Nagoricane Municipality in 2014

In the Municipality of Staro Nagoricane 100% of the population use septic tanks!

Ensuring access for vulnerable and marginalized groups		KUMANOVO	STARO NAGORICANE	KRIVA PALANKA	RANKOVCE	KRATOVO
3.1 Public policies to address the needs of vulnerable and marginalized groups	scoring	1.6	1.8	1	1	1.4
	reliability of the response	High	High	High	Medium	Medium
3.2 Persons with special physical needs	scoring	0.75	1	1.25	1.75	1.5
	reliability of the response	Medium	High	High	High	High
3.3 Users of health care facilities	scoring	2.8	NA	2.8	NA	3
	reliability of the response	High	/	High	/	High
3.4 Users of educational facilities	scoring	1.4	1.8	2.4	2.6	2.25
	reliability of the response	Medium	High	High	High	High
3.5 Users of retirement homes	scoring	3	NA	NA	NA	NA
	reliability of the response	High	/	/	/	/
3.6 Prisoners	scoring	2.6		2.2		
	reliability of the response	High	/	Medium	/	/
3.7 Refugees living in refugee camps and centers	scoring	2.6	NA	NA	NA	NA
	reliability of the response	High	/	/	/	/
3.8 Homeless people	NA	NA	NA	NA	NA	NA
3.9 Travelers and nomadic communities	scoring	1	NA	NA	NA	NA
	reliability of the response	High	/	/	/	/
3.10 Persons living in housing without water and sanitation	scoring	1	NA	1	1.8	NA
	reliability of the response	High	/	Medium	Medium	/
3.11 Persons without access to safe drinking water and sanitation in their workplaces	NA	NA	NA	NA	NA	NA

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

In all five municipalities in the Northeast there are public policies targeted at specific categories of marginalized groups regarding their access to water and sanitation.

In the Kumanovo municipality, by the decision of the Council of Kumanovo municipality, No. 07-8565/15 dated on 18.12.2014, the costs for water and sanitation for people who are recipients of financial assistance are subsidized. In 2014, beneficiaries of subsidies for water were 1374 persons. The water and sanitation costs of the Centre for people with mental disabilities in development over 18 years (Our Message) are covered by the municipal budget, and grants to settle the technical requirements according to the need of schools in primary and secondary education.

The municipal budget of the Staro Nagorichane municipality has planned assets (200.000,00 denars) for socially vulnerable families. The assets became payable by the decision of the Council. In terms of access to water and sanitation, the family with new born is exempt from paying the water bill for 24 months.

In the municipality of Kriva Palanka the policy is directed towards the Roma population and by the decision of the municipal council they are exempt from paying water. On the other hand it creates a certain difficulty in controlling the consumption of water by which the other users may have consequences in terms of availability of sufficient quantities of water.

In the rural municipality of Rankovce, the policy is geared towards disabled persons and they have free connection to water and sanitation.

Kratovo Municipality which is also considered as a rural municipality provides critical assistance to citizens with water hoses and/or sewers and the newly constructed buildings have separate sanitation equipped for the disabled. Also, the poorer families have enabled water costs concerning coverage by temporal hiring (do the job).

The Relevant policies in the education sector, health, social care, homes for the elderly people and prisons take into account their role in providing access to water and sanitation for vulnerable and marginalized groups.

Public budgets of the Ministries of Health, Education, Labour and Social Policy and the Ministry of Justice provided funding to address the needs for water and sanitation in institutions used by certain vulnerable and marginalized groups.

### **3.2 Persons with special physical needs**

Although there are technical standards which provide establishing facilities available for people with special physical needs (Construction Law Article 11 - public buildings must be accessible to disabled people) they are not fully implemented due to lack of funds.

In Kumanovo there is an access for the disabled in 7 public buildings of which 3 in public health facilities, two in schools and two in centers for people with disabilities up to 18 and over 18 years.

Staro Nagorichino - in the central school in the village of Staro Nagoricane there is a lift for easier access of disabled persons, but no toilets for the disabled.

Kriva Palanka - Action Plan for implementation of the Programme for Social Protection provides funds from the municipality and MTSP as well as from donations intended for vulnerable and marginalized groups. 2015 planned 60,000 denars to improve the living conditions of vulnerable groups, 20.000 for people with disabilities - to break the barriers and 30.000 to improve the living conditions of this category. The Day-care Centre for people with intellectual and physical disabilities has adequate access to water and sanitation. The Health Centre has access for the disabled, but no toilets for the disabled.

Kratovo - The public institutions (schools, center for the disabled, a cinema hall) are equipped according to specific standards for the disabled.

Rankovce - Access for disabled persons is provided only in a school, but not adapted toilets for the disabled.

### **3.3 Users of health facilities**

Health facilities in the municipalities of the Northeast Region were put into operation in accordance with current legislation on infrastructure characteristics of the building including those for water and sewerage installation (Gazette of RM no. 91/2013).

In every ward of the Hospital in Kumanovo and Kriva Palanka Public Health Centre, there are separate toilets for men and women and bathrooms for personal hygiene. The other health facilities have toilets for men and women but without possibilities to maintain menstrual hygiene management. The hospital in Kumanovo has toilets adapted for the disabled.

The Access to safe drinking water in hospitals and health centres in the Region is financed by the national budget support - Health Fund as total operating costs of the institution. The other health institutions - private health facilities and private hospitals (clinics) use their own funds to support access to water and sanitation.

### **3.4 Users in educational institutions**

In cooperation with the corresponding authorities and institutions provided is a continuous access control to safe drinking water and sanitation for users of educational institutions. Interventions are carried out to maintain the necessary level of sustainability of the quality of water supply and sanitation facilities in the educational institutions covered by block grants from the Ministry of Education and Science. For larger interventions and investments there is a lack of resources in this area.

All educational facilities in the city have access to safe drinking water and sanitation. All educational facilities in the city as well as in the villages with larger schools have special toilets for men and women. Smaller regional schools have common toilets.

**Educational facilities do not have adequate facilities to maintain menstrual hygiene management.**

School facilities in the Municipality of Rankovce and Kriva Palanka have access to safe drinking water and respect the legal obligation to control the quality of drinking water in the period while the facilities are in use.

### **3.5 Users of retirement homes**

Only the municipality a home for elderly people with a capacity for 172 persons. At the moment there are 150 users, of which 70 are in a lying position and 7 persons use wheelchairs and they have access to safe water and sanitation. There is also an alternative source for water supply.

### **3.6 Prisoners**

Prison KPU-Kumanovo and Open Section in Kriva Palanka have access to safe drinking water and sanitation.

There are data on levels of access to safe drinking water and sanitation in prison facilities. Directorate for Execution of Sanctions at the Ministry of Justice provides funds for support the safe drinking water and sanitation access.

### **3.7 Refugees living in refugee camps and centers**

Refugee center inv. Tabanovce is foreseen as a transit center in which the refugees will stay for a short period of time (several hours). There is an access to safe drinking water and sanitation and separate toilets for men and women in accordance with the action plan for dealing with immigrants.

### **3.8 Travelers and nomadic communities**

The public transit stations in the municipality have public water and sanitary facilities with a capacity for a normal flow of travellers.

The cities in the region have public fountains with safe drinking water, but there are no public toilets and bathrooms. In rural areas, there are public drinking fountains in the settlements and roadside fountains which are covered by a control on the water quality and the facility itself. A

mid increased flow of passengers – migrants in 2015, the Organization of the Red Cross Kumanovo, in cooperation with UNHCR, implemented the policy of providing drinking water and sanitation before the transit center in Tabanovce was established.

### **3.10 People living in housing without water and sanitation**

This category of vulnerable and marginalized groups covers the Roma population.

There is a population of 4256 inhabitants in Kumanovo municipality who have declared themselves as Roma and 64% of them are recipients of social help. NGOs working with the Roma population are active and have conducted extensive surveys. According to the survey of the CRZ Drom there are 1,095 Roma houses in Kumanovo. Most of them are illegally built and are owned by the Roma, but they usually do not have documents about the houses only about the soil. This is why they have problems with the water supply system and sewage: 40% of the Roma houses in Kumanovo are legal, 60% of the houses are illegally built. Most illegal houses are in the Sredorek settlement.

Research within the project “Roma women - way to the challenges” covers 912 persons of the female Roma population and some data are provided that 90.4% in Kumanovo and 100% in Kriva Palanka have the plugin on the sewer network. About the access to safe drinking water, 92.4% of respondents in Kumanovo and 100% in Kriva Palanka use safe drinking water from city’s water supply system.

From the consultations on the field the Rankovce municipality obtained some data about the inhabitants who do not have access to drinking water from the system supply, but did not have enough financial resources for the provision of access to water for all who lives in the municipality.

# IV-Section

## KEEPING WATER AND SANITATION AFFORDABLE FOR ALL

Ensuring access for vulnerable and marginalized groups		KUMANOVO	STARO NAGORICANE	KRIVA PALANKA	RANKOVCE	KRATOVO
4.1 Public policies to ensure affordability of water and sanitation services	scoring	1	1.67	0.2	NA	0.4
	reliability of the response	High	High	High	/	High
4.2 Tariff measures	NA	NA	NA	NA	NA	NA
4.3 Social protection measures	scoring	1	1	1	0.6	NA
	reliability of the response	High	High	High	Medium	/

Average amount of bills for water and sanitation in the city of Kumanovo is 170 € per year, 81 € in Rankovce, 120 € in Kratovo.

### 4.1 Public policies to ensure affordability of water and sanitation services

Public policies for access to water and sanitation services are directed to social cases who are recipients of financial assistance, towards the Roma population, families with new born (free water up to 24 months) and for the disabled in the municipality of Rankovce in the form of free connection to water and sanitation.

### 4.2 Tariff measures

Tariff measures in Kumanovo are under preparation and will be applied as starting from the year 2018.

### 4.3 Social protection measures

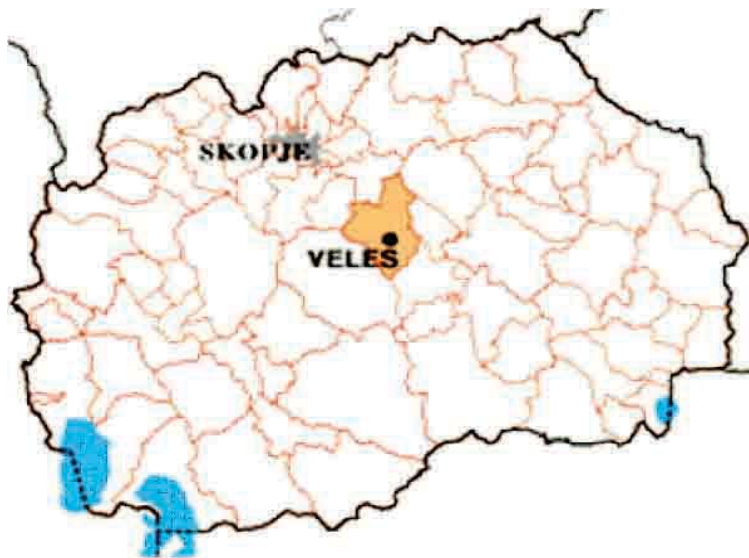
Public authorities have analyzed the impact of different alternatives to resolve issues with availability of access to water and sanitation through social protection measures and are aimed at avoiding bills non-payment.

# I-Section

## VELES MUNICIPALITY

Center of the Veles Municipality is City of Veles situated in the middle of Macedonia, more specifically on the shores of the river Vardar on altitude of 206 m above sea level with area of 427.45 km<sup>2</sup>.

Veles Municipality according to the Census from 2002 has 55.108 inhabitants with density of population of 128.9 inhabitants on km<sup>2</sup>. It is an important transport hub at the junction of the most important road and rail transport routes of international traffic corridor that connects Europe with the Middle East and North Africa.



Map 1. Veles Municipality



## SOCIO-ECONOMIC AND SECTOR DATA FOR MUNICIPALITY VELES

Veles Municipality has 55 108 inhabitants, and 43716 inhabitants or 79.3% live in the city, and 11392 inhabitants or 20.7% live in villages.

In 2014 the number of unemployed persons (3222) in the city decreased by three times compared to 2009 when there were 9884 unemployed.

Of the total population in Veles Municipality 756 inhabitants (1.4%) live in villages and are supplied with drinking water only from wells and public fountains and without access to safe drinking water.

In villages without access to collected waste water live 965 inhabitants or 1.7% of population.

**Most of the population (93.1%) in the city and countryside of Veles are without access to waste water treatment.**

Public funds spent in the sector of water and sanitation in 2009 were 44.291.872.00 denars, and in 2014 were 54.192.576.00 denars. There is an increase of spent public funds for 10 million denars in 2014.

Public funds spent on providing equal access to water and sanitation were 60.976.213.00 denars in 2009 – 2014 and in 2007 – 2009 were 18.500.000.00 denars. There is an increase of spent public funds for 42 million denars in the period 2009 - 2014.

Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation	SCORING	RELIABILITY OF THE RESPONSE
1.1 Strategic framework for achieving equitable access	NA	NA
1.2 Sector financial policies	1.33	High
1.3 Rights and duties of users and other right-holders	1.25	High

NA – Not applicable

### 1.2 Sector financial politics

The amount of funds needed to achieve equitable access to safe drinking water and sanitation is estimated by Draft Three – Year Program Plan for the reconstruction of water and sewer lines in the territory of the Veles Municipality (2016 – 2018 year) in the amount of 181.177.249.00 denars.

In the planning documents were taken into account almost all rural area and settlements with different ethnic structure where lack water supply and sanitation. There have been not discussed the issues of subsidy or exemption from financing of the rights holders who do not have access to water supply and sanitation.

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

In the Municipality there is **official staff for free access to information from public character** where right holders can address and to learn about their rights and obligations, and to access relevant information.

It is conducting an annual analysis of the satisfaction of service users including users of public utilities services which can participate in decision-making regarding the level and quality of access they receive.

## II-Section

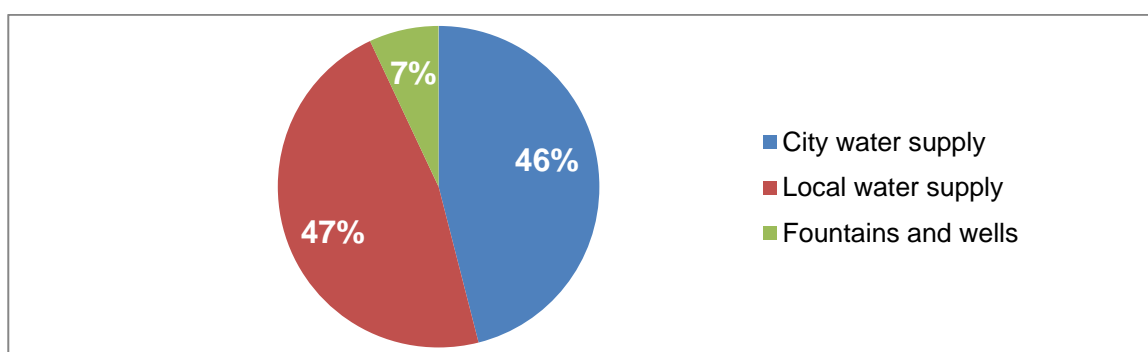
### QUANTITATIVE INFORMATION ABOUT GEOGRAPHICAL DISPARITIES

**Veles Municipality constitutes City of Veles and 28 villages:** Bashino Selo, Beleshtevica, Buzalkovo, Vetersko, Gorno Kalaslari, Gorno Orizari, Dolno Kalaslari, Dolno Orizari, Ivankovci, Karbunjishte, Krushje, Kumarino, Lugunci, Mamutchevo, Novachani, Novo Selo, Oraovec, Otovica, Rashtani, Rlevci, Rudnik, S'lp, Slivnik, Sojaglari, Sopot, Crkvino, Chaloshevo and Djidimirci.

**Inhabitants of City of Veles have 100% access to safe drinking water.**

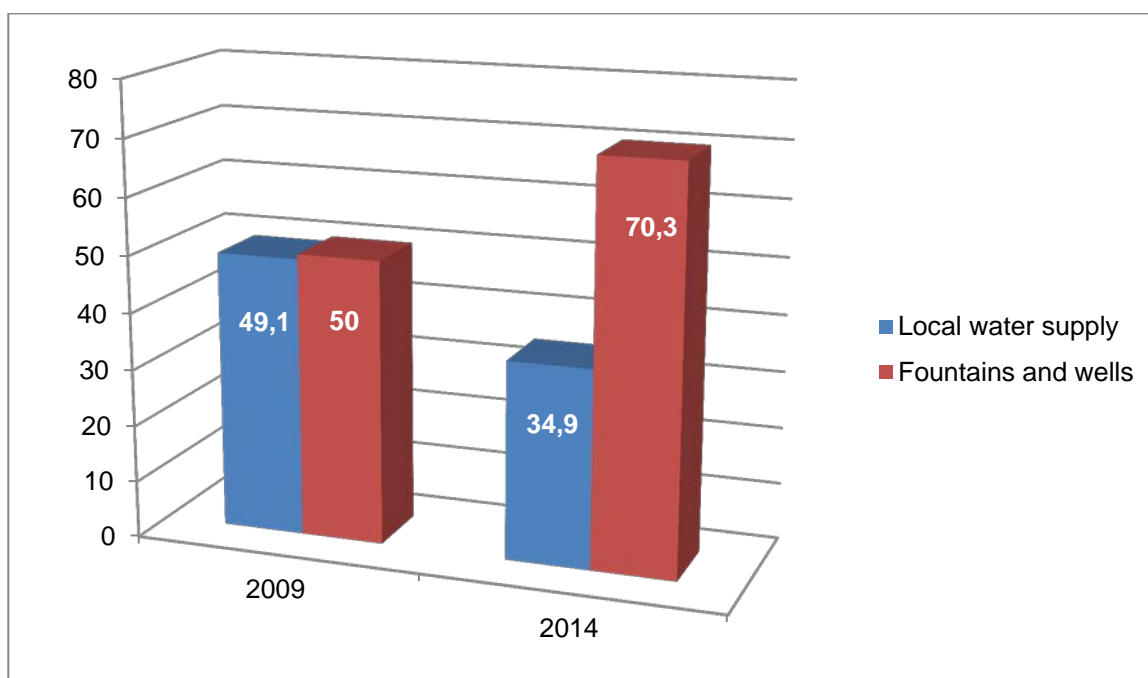
**In 2 villages with 5236 inhabitants or 46.0% of total rural population use safe drinking water from city's water supply system.**

**In 13 villages with 5400 inhabitants or 47.4% of total rural population use drinking water from local water supply systems** (34.9% in 2014 compared to 49.1% in 2009 of investigated samples of drinking water were bacteriologically improper).



**Figure 1.** Access to safe drinking water as % of total number of inhabitants in rural areas

**In 13 villages with 756 people or 6.6% of the total population in rural areas use drinking water from public fountains and other type of water supply facilities** (70.8% in 2014 compared to 50.0% in 2009 of investigated samples of drinking water were bacteriologically improper). Figure1and 2.

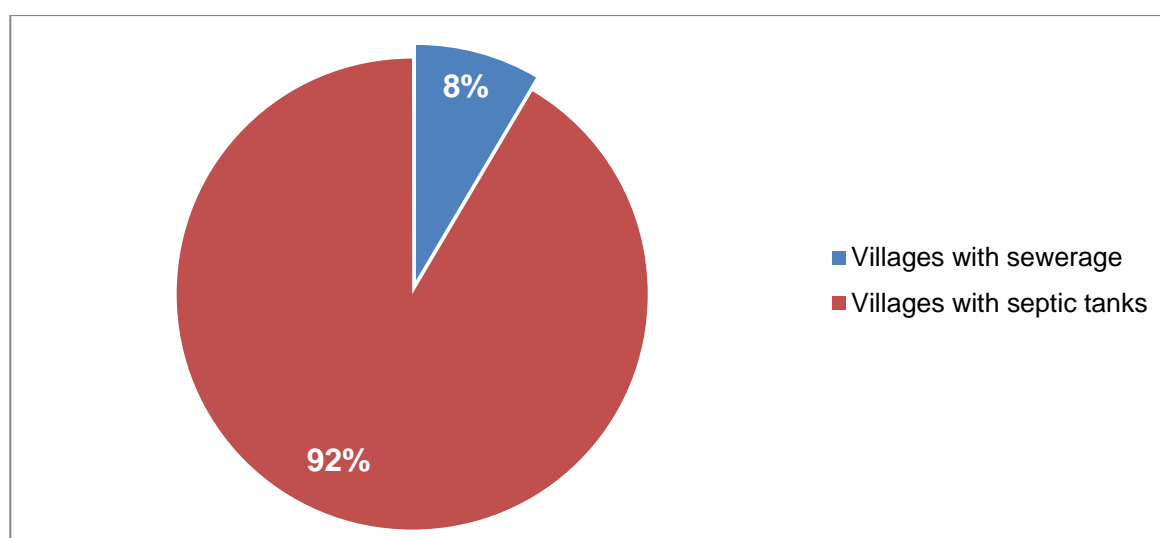


**Figure 2.** Bacteriologically improper drinking water samples (%) in rural areas in 2009 / 2014

The quality and safety of drinking water in villages with local water supply has improved in 2014 compared to 2009, as a result of the taken initiatives and activities of the municipality and the local population (non-continuous disinfection of drinking water) in accordance with the indicated measures proposed by the Centre of Public Health Veles who is directly involved in this process through the Council for public Health.

Residents of Veles have a 100% rate of access to sanitation, removal of municipal waste water are carried through the sewerage system, without treatment in waste water treatment plant directly into River Vardar.

In 12 villages with 10427 inhabitants or 91.5% removal of municipal waste water are carried through the sewer sand only in 5 villages with 3835 residents (33.7%) has been built waste water treatment plants, and only in 3 villages with 3405 residents (29.9%) waste water treatment plants are operational.



**Figure 3.** Access to sanitation as % of total population in rural areas

In 16 villages with 965 people or 8.5% removal of municipal waste water are carried through septic tanks or soak pits. (Figure 3.)

In Veles municipality for sake of reducing geographical disparities in access to safe water and sanitation in 2009 has been spent 5.46 euros per capita, and in 2014 17.99 euros (3 times more), or 6.69% of the municipal budget.

Reducing geographical disparities	SCORING	RELIABILITY OF THE RESPONSE
2.1 Public policies to reduce price disparities between geographical areas	1.6	High
2.2 Public policies to reduce price disparities between geographical areas	0.5	Low
2.3 Geographical allocation of external support for the sector	1.5	Medium

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

There is public policy to reduce access disparities between urban and rural areas. There is a plan for construction and reconstruction of water supply systems and sewerage systems on the territory of Municipality Veles.

For the sake of maintenance of rural water supply systems where there is no provider of services, Municipality provides pipes, fittings and spare parts intended for maintenance of the systems and fee for consumed electricity and professional support from the Public Communal Enterprise "Derven".

Veles municipality does not have the budget for the implementation of all necessary interventions and assistance is needed from the state and international institutions.

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

There are monitoring mechanisms on prices, as well on costs for drinking water supply and sanitation services. The fee for water supply and sanitations decided by the Council of the Municipality of Veles. Monitoring of expenditures done through quarterly and annual report by the Public Communal Enterprise "Derven" which is adopted by the Municipal Council. In the countryside with a local water supply, the price is different is minimal and it covers the basic costs for maintenance and electricity.

## **2.3 Geographical allocation of external support for the sector**

Public authorities identifying the sectoral plan areas that are lagging behind and need external support. For the realization of some of the prepared projects it has been identified the need for external support. Agency for financial support and rural development in the current 2013 and 2015 approved funds for construction of sewage in the village Rashtani with wastewater treatment plant and water supply of the Chaloshevo village from the city's water supply system.

# III-Section

## QUANTITATIVE INFORMATION ON VULNERABLE AND MARGINALIZED GROUPS IN VELES MUNICIPALITY

In the group of vulnerable and marginalized people in Veles are included: kindergarten children, pupils, students in a dorm, hospital patients, prisoners, and persons with social risk who are at risk regarding their health, age and aging, single parent family, unemployment, loss of income support on the basis of work, poverty and risk of other types of social exclusion.

In 2014 this group covers 19167 persons or 34.8% of the total population, while in 2009 the total number of 17576 people in this group are not covered persons with social risk due to inability of their software processing. **All people from these vulnerable and marginalized groups in Veles Municipality have access to safe drinking water and sanitation.**

**Public Health Facility General Hospital Veles** is the only hospital in the municipality, and the use of hospital capacity was 51.4% (in 2009) to 42.1% (in 2014) and **has sufficient and appropriate services for drinking water and sanitation.**

In Veles Municipality there is an evident decrease in the number of school children. The downward trend in the number of school children in 2014 (7532) compared to 2009 (8219) is the result of the declining birth rate of the population in the municipality.

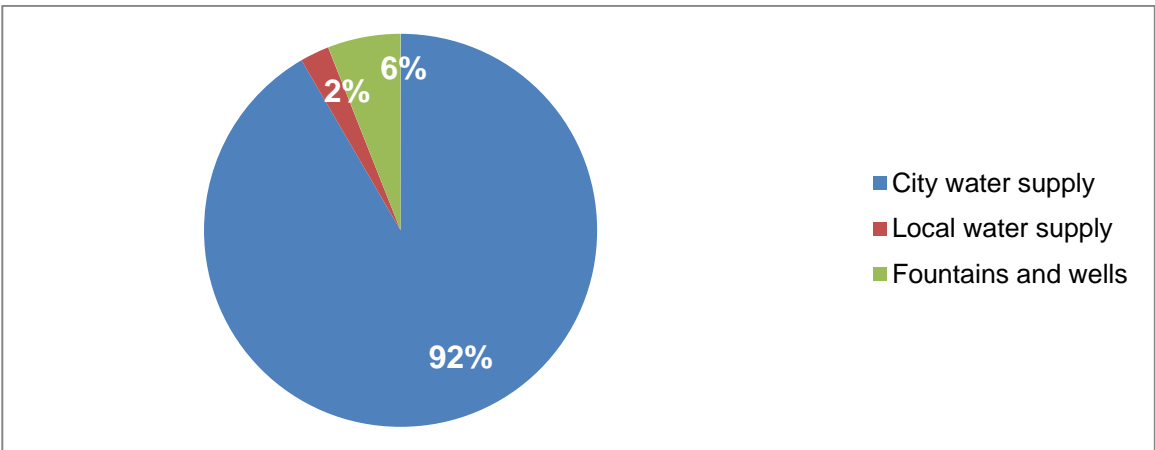


Figure 4. Access to safe drinking water as % of total number of schoolchildren in Veles Municipality in 2014

In Veles Municipality in 13 schools attended by **91.6-91.7% of the total number of school children they use safe drinking water from the city water supply**, while in 7 schools attended by **2.4-2.6% of the total number of school children they use drinking water from local water supply systems which is bacteriologically improper** (16.1% in 2014 and 42.0% in 2009) due to discontinuous drinking water disinfection. In 5 schools attended by 456 – 466 school children, or **6.0 to 5.7% of school children in the municipality they use drinking water from fountains and wells** which is bacteriologically improper from 60.0 to 100.0%, due to lack of drinking water disinfection. (Figures 4 and 5)

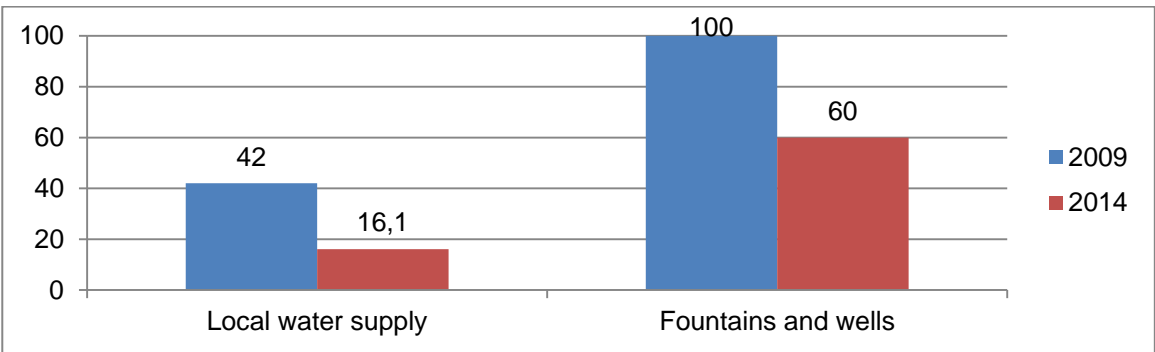
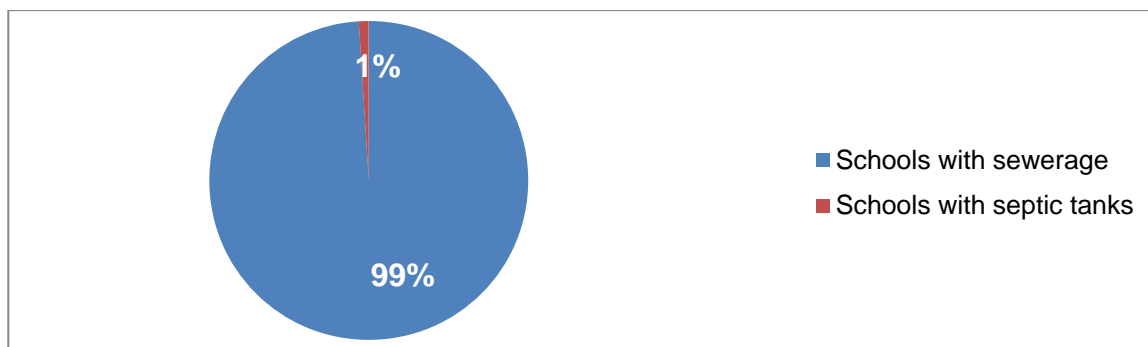


Figure 5. Bacteriologically improper drinking water samples (%) from schools in rural areas 2009/2014

**The quality and safety of drinking water in schools that are connected to the local water supply has improved** in 2014 compared to 2009 as a result of the taken initiatives and activities of the municipality and the local population in accordance with the indicated proposals measures by the Centre of Public Health - Veles who is directly involved in this process through the Council of Public Health.

In 24 schools attended by 7456 - 8161 schoolchildren or 99.0 to **99.3% of them, removal of waste water takes place through sewers**. In just one school (v. Slivnik) with 76 – 58 students or 1.0-0.7% of schoolchildren, removal of waste water is done through septic tank. (Figure 6.)



**Figure 6.** Access to sanitation as % of total number of schoolchildren in Veles Municipality in 2014

**Prison KPU - Idrizovo** with Open Section in Veles is the only prison in the municipality with capacity utilization of 50% (in 2009) till 53.7% (in 2014) and **has sufficient and adequate water and sanitation services water**.

Ensuring access for vulnerable and marginalized groups	SCORING	RELIABILITY OF THE RESPONSE
3.1 Public policies to address the needs of vulnerable and marginalized groups	1.2	Medium
3.2 Persons with special physical needs	1.0	Medium
3.3 Users of health care facilities	2.8	High
3.4 Users of educational facilities	2.8	High
3.5 Users of retirement homes	NA	NA
3.6 Prisoners	2.6	High
3.7 Refugees living in refugee camps and centers	NA	NA
3.8 Homeless people	NA	NA
3.9 Travelers and nomadic communities	2.0	Medium
3.10 Persons living in housing without water and sanitation	NA	NA
3.11 Persons without access to safe drinking water and sanitation in their workplaces	NA	NA

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

Veles Municipality has built its own action program which is in line with existing legislation for compulsory provision of access to water and sanitation in educational facilities and other public facilities that are used by the vulnerable and marginalized groups.

As a policy to some extent in relation to all the needs of vulnerable and marginalized groups (persons receiving social assistance) in cooperation with the Centre for Social Work in Veles, relevant ministries and institutions, Veles Municipality provides tangible assets on various grounds, except for subsidies of material costs for water and sanitation to people receiving social assistance.

Public budgets of the Ministries of Health, Education, Labour and Welfare and the Ministry of Justice are providing funding to address the needs for water and sanitation in institutions that use certain vulnerable and marginalized groups, while persons receiving social assistance do not use subsidies to material costs for water and sanitation.

### **3.2 Persons with special physical needs**

Besides the duties of inspection services for upholding the law for building public facilities for providing access for the disabled they do not have sufficient funds for its implementation.

In Veles municipality there is access for disabled persons only in 15 public buildings of which 5 Health facilities, 8 Schools, the Public Library and a Day Care Centre for people with mental or physical disabilities, but nowhere there are toilets for disabled persons, except in Day Care Centre for people with mental or physical disability.

### **3.3 Users of health facilities**

Health facilities in Veles Municipality are scheduled to operate under the existing legislation on infrastructure characteristics of the building including for water and sewerage installation (Official Gazette of RM No. 91/2013).

In every ward of the hospital there are toilets with separate toilets for men and women and bathroom for personal hygiene, while other health facilities have toilets for men and women unable to maintain menstrual hygiene management.

Access to safe drinking water in hospitals and health houses in the Region is financed by the national budget support - health fund as total operating costs of the institution. Other health facilities - private health facilities (ordinances) use their own funds to support access to water and sanitation.

### **3.4 Prisoners**

Prison KPU-Idrizovo with Open Section in Veles has access to safe drinking water and sanitation. In order to improve sanitary – hygienic conditions in the facility it has been submitted a request to the Directorate for Execution of Sanctions at the Ministry of Justice for the reconstruction of water supply and sewerage system and toilets, which is planned to be realized in 2015.

### **3.5 Users of educational facilities**

In cooperation with the authorities continuously is performed control to access to safe drinking water and sanitation for users of educational facilities. There have been conducted assessment and carried out interventions to maintain the necessary level of sustainability of the quality of water supply and sanitation of facilities and educational institutions and they are covered by block grants from the Ministry of Education and Science. For larger interventions and investments there is a lack of resources in this area.

All educational facilities in the city have special toilets for men and women, as well as in larger schools in the villages, and in some of the smaller satellite schools have common toilets. Apart from high school home and primary school in the village Gorno Orizari, all other educational facilities do not have adequate facilities to maintain menstrual hygiene management.

### **3.6 Travelers and nomadic communities**

On the transit stations in the municipality there are public water and sanitary facilities with a capacity for normal flow of travellers.

The organization of the Red Cross Veles amid increased flow of passengers - migrants in 2015, in cooperation with UNHCR implements the policy of providing drinking water and sanitation.

## IV-Section

### KEEPING WATER AND SANITATION AFFORDABLE FOR ALL

Council of the Veles Municipality and Public Communal Enterprise “Derven” have no decided to allocate public funds to subsidize the cost of water and sanitation to people receiving social assistance.

**Amount of average bill for water and sanitation in the city is 72.5 in 2014, and in 2009 was 81.2 per year.**

There is no data on the affordability of water and sanitation services, but there are data on access to water and sanitation - produced and distributed water to end users, and based on the data percentage of sanitation services.

Keeping water and sanitation affordable for all	SCORING	RELIABILITY OF THE RESPONSE
4.1 Public policies to ensure affordability of water and sanitation services	NA	NA
4.2 Tariff measures	NA	NA
4.3 Social protection measures	NA	NA

## Conclusions

According the results from Score card for equitable access to water and sanitation in 3 municipalities in Macedonia (Skopje, Veles and Kumanovo with additional 4 municipalities) we can conclude follow:

- ☐ Geographical disparity
- ☐ Lack of finance in the municipalities to develop and maintains the access to water and sanitation
- ☐ Missing WWWTTP ( except in municipality Kumanovo)
- ☐ Lack of public toilets (except in Veles)
- ☐ Lack of MHM in schools (except in one private school in Veles)
- ☐ Lack of access to drinking water and sanitation for homeless
- ☐ Bacteriologically improper drinking water in rural areas (20-40%)
- ☐ There is access for disable people to public health facilities, but not to toilet
- ☐ No access to drinking water and sanitation in religious facilities

## Challenges

Guided by the maxim that the score card on equitable access to water and sanitation is not for competition between targeted regions, but a guide to improve targeted weaknesses, we made an assessment of what should be our next steps, of course based on received results from the self-assessment. Based on that, and with the main emphasis on setting public policies on access to water and sanitation, all stakeholders who worked on the self – assessment came to the conclusion that the next step should be setting up and adopting local action plans on access to water and sanitation.

**However, depending on the necessity of the municipality local action plans will have the main emphasis on:**

- Increasing the capacity of municipalities to work in this sphere**
- Setting standards for MHM**
- Setting standards for toilets in public institutions, schools and religious facilities**
- Setting up and implementing measures for social protection of the population**



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