

Template iWSSP Step 5 – Develop a verification (compliance) monitoring plan

Verification is routine confirmation, through the provision of objective evidence, that the drinking-water supply and the sanitation system are in accordance with the set objectives and that the risk management approach is effective. This includes compliance monitoring which may be undertaken by the operator or oversight agency. Verification may consist of **compliance monitoring and consumer satisfaction surveys**.

The compliance monitoring procedures employed may, for example, include measurements (e.g. water analysis), visual inspection and/or organizational control.

A verification plan should include the following information:

- Compliance monitoring:
 - o Drinking-water quality and sanitation standards that compliance should be confirmed with
 - o What: the parameters monitored
 - o Where: location in the drinking water supply or sanitation system (as specific as possible)
 - o When: frequency of monitoring
 - o How: which method is used for monitoring (e.g. standard operating procedure)
 - o Who: person carrying out the monitoring
 - o Limit values
- Consumer satisfaction:
 - o Feedback on overall satisfaction with the water supply and sanitation system
 - o Complaints received from community members regarding the drinking-water or sanitation system
 - o Follow up measures and level of resolving the issue

EXAMPLES

Measurements

- Chemical parameters (drinking water)
- Nutrient load (sanitation)
- Number of incidents (sanitation and drinking-water)
- Effluent quality testing / drinking water quality testing– *E.coli* (sanitation and drinking-water)

Consumer satisfaction (or survey)

- Feedback on overall consumer satisfaction (drinking water and sanitation)
- Complaints received from community members e.g. over the last year (drinking-water and sanitation)
- Follow up measures and level of resolving the issues (drinking water and sanitation)

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Date: _____

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What <i>Parameter to be tested and target value</i>	Where <i>Location in the system</i>	When <i>Frequency</i>	Who <i>Person carrying out monitoring</i>	Limit values	How <i>Methods of monitoring, laboratory / field test equipment</i>	Reporting <i>WSSP team member to whom the results are reported and with whom to discuss remedial action</i>