

Mission permanente  
de l'État du Qatar  
auprès de l'Office  
des Nations-Unies à Genève



الوفد الدائم لدولة قطر  
لدى مكتب الأمم المتحدة  
جنيف



2020/0010363/5

الوفد الدائم لدولة قطر / جنيف

The Permanent Mission of the State of Qatar to the United Nations Office and other International Organizations in Geneva, presents its compliments to the Special Procedures Branch - Office of the High Commissioner for Human Rights (OHCHR) in Geneva, and with reference to the latter's note dated November 28<sup>th</sup> 2019 and its attachment, the Letter addressed by the Special Rapporteur on the human rights to safe drinking water and sanitation, by which he circulated a **questionnaire** in preparation of his thematic report for the 75<sup>th</sup> session of the UN General Assembly on **privatization and the human rights to water and sanitation**, pursuant to HRC resolution 33/10.

The Permanent Mission of the State of Qatar has the honor to attach herewith the above mentioned questionnaire after filled-in by **Qatar General Electricity & Water Corporation "KAHRAMAA"**.

The Permanent Mission of the State of Qatar avails itself of this opportunity to renew to the Special Procedures Branch - Office of the High Commissioner for Human Rights (OHCHR) in Geneva, the assurances of its highest consideration.



Geneva, February 7<sup>th</sup> 2020

The Office of the High Commissioner for Human Rights (OHCHR)  
United Nations Office  
CH 1211 Geneva 10  
Email : [srwatsan@ohchr.org](mailto:srwatsan@ohchr.org)

**Mandate of the Special Rapporteur on the human rights to safe drinking water and sanitation**

**Questionnaire**

The Special Rapporteur's thematic report to the General Assembly to be presented in October 2020 will focus on privatization and the human rights to safe drinking water and sanitation. For general guidance, the following table summarizes the limits of the report scope, clarifying what situations will or will not be included on it:

<b>The scope of this report includes:</b>	<b>The scope does NOT include :</b>
<input checked="" type="checkbox"/> Private sector actors (for-profit organizations)	<input checked="" type="checkbox"/> Non-profit organization that undertake service provision <input checked="" type="checkbox"/> Informal service providers <input checked="" type="checkbox"/> Community-led service provision <input checked="" type="checkbox"/> State-owned enterprises
<input checked="" type="checkbox"/> Enterprises that government owns capital and shares in, but where a large proportion of shares are owned by private investors.	<input checked="" type="checkbox"/> State owned-enterprises, i.e., any corporate entity in which the government owns almost all the capital or the voting shares
<input checked="" type="checkbox"/> Private sector participation with specific focus on service provision	<input checked="" type="checkbox"/> Private sector participation in subsidiary activities across the whole water and sanitation cycle by, inter alia, supplying materials and equipment, developing engineering designs and building infrastructure
<input checked="" type="checkbox"/> Impact of remunicipalization and risk of private sector participation	<input checked="" type="checkbox"/> Comparative analysis on risks and advantages of water and sanitation provision by public and private entities
<input checked="" type="checkbox"/> Both water and sanitation services	
<input checked="" type="checkbox"/> Assess the level of risks and reasons behind those risks that private sector participation brings when for-profit organizations are heavily involved in service provision	<input checked="" type="checkbox"/> Whether human rights dictates a specific type of model or service provision



## Questionnaire - State

The Special Rapporteur would welcome answers to the following questions:

### Current situation and trends

1. How does the private sector participate in water and sanitation provision in your country? Please clarify the modalities of relationship with the different tiers of government and types of contracts. Please provide information separately for water service provision and sanitation service provision.

Answer:

Up to the year 1999, electricity generation and water production, transmission and distribution services in the State of Qatar were carried out by the former Ministry of Electricity and Water (MEW).

To achieve some degree of deregulation and to encourage private investors, in the year 2000 power generation and water production services were separated and privatized into a business named Qatar Electricity and Water Company (QEWC). Since that date, several additional facilities have been built to accommodate Qatar's increasing power and water needs.

Transmission and distribution of electricity and forwarding and distribution of water remained as a government service carried out by the new government corporation named KAHRAMAA (Qatar General Electricity and Water Corporation).

KAHRAMAA, now a more streamlined service organization, operates and maintains the sole electricity and water network in the country, focusing only in delivering these basic services to all consumers. The government continues to encourage its entrepreneur citizens to invest in the power generation and water desalination business, otherwise known as IPWP's (Independent Power and Water Providers), adopting global trends of deregulation.

As for sanitation services, It's totally under Ministry of Municipality & Environment in Qatar through The Public Works Authority called " ASHGAL."

The private sector does not participate in the provision of water and sanitation services, the government is the only party concerned with the delivery of water services (distribution and operation / maintenance), and the provision of sanitation services (collection and treatment of sewage)

2. If there is no provision of water and sanitation by private entities in your country, please clarify the rationale behind such policy.

Answer:

The State of Qatar established its National Development Strategy 2030 on the basis of improving the services of the Qatari community (citizens and expatriates) and thus provided the necessary support to sustain these services

There's a big involvement in terms of Production and contract projects to complete the Mega Reservoirs Projects of transmission & distribution facilities.



KAHRAMAA has initiated various projects for the construction of production, transmission, distribution and storage capacities to meet the escalating electricity and water demand and meet customer satisfaction.

3. How has the level of involvement of private providers in water and sanitation evolved in the last decades?

Answer:

#### Water Network Management

KAHRAMAA has in place a comprehensive and holistic plan to minimize real and apparent water losses in the network since 2008 through enhanced water loss control and network management. These include the upgrading of the water distribution services from intermittent supply to 24 hours continuous, uninterrupted water supply since 2008 and the replacement and upgrading of old and leaky pipelines and connections. A comprehensive water loss reduction program has also been introduced since 2008 through the development of district meter areas for implementing effective water balance and leak detection program

The introduction of advance leak detection technologies and other pinpointing technologies coupled with intensive outsourcing manpower have contributed largely to the reduction of real losses for KAHRAMAA water network to the world benchmarking standard . Further sustainable efforts are also being planned by KAHRAMAA in the coming years to reduce apparent water losses through the implementation and upgrading of all customers meters inclusive of smart metering.

#### Production:

Production capacity of potable desalinated water in Qatar until the end of 2019 was 476 Million Imperial Gallons per Day (MIGD) and is expected to reach 536 MIGD by April 2021 and 636 MIGD by April 2023 with the commissioning of a new desalination plant (Facility E).

#### Development of Water Network:

The transmission water network at KAHRAMAA is now reaching a total length of 1,440 Kilometers with the beginning of the functionality of Mega Reservoirs. The distribution networks are reaching 8,380 kilometers and it is planned to be increased to reach 10,000 kilometers by the end of 2022.

#### Water Reservoirs and Pumping Stations:

At the same time, other water projects are being planned to include the construction of reservoirs in many existing stations, in addition to current plans for the construction of more reservoir and pumping stations to meet the growing demand. and water storage capacity increased almost 6 times from 290 MIGD to 1648 MIGD. Mega Reservoirs commissioned in 2019 and total storage capacity will increase further to 2392 MIGD.

#### National Water Control Center (NWCC):

The National Water Control Center is operated as a centralized water control and monitoring center with a state-of-the-art Water SCADA system to efficiently and effectively control and monitor the water system and guarantee a high performance of KAHRAMAA water pumping,



storage, transmission and distribution with addition to other vital activities within water strategic management.

It also has a system that detects and warns of radioactive contaminants in water. An online Seawater Radiation monitoring system was commissioned in April 2015. Buoys has been installed in the sea and sampler in the onshore to monitor radioactive material presence in the seawater. The radiation level (Beta, Alpha, Gamma) is monitored at all entrances of desalination plants. In addition to it, KAHRAMAA had recently commissioned a Real Time System, Acute Toxicity Monitoring of Drinking Water for Chemical, Biological and Radiation Monitoring at some pumping stations. This system will be implemented at all pumping stations and expected to be fully accomplished by 2022. KAHRAMAA coordinates to deal with emergencies cases concerning increased radiation and toxic level in water facilities.

#### Water Quality (W. Lab):

Water quality laboratory monitors quality of drinking water supplied through KAHRAMAA distribution network and ensures that safe drinking water is being served to the whole nation of Qatar. Water quality laboratory is well equipped with state-of-the-art analytical equipment in the field of Physical, Chemical and Microbiological analysis. Being accredited to the most prestigious international standard "ISO - 17025", water quality laboratory ensures the quality of drinking water through accurate, reliable and systemic water testing services under the umbrella of "WHO guidelines for drinking water quality" and "KAHRAMAA drinking water quality requirement".

4. What are the expectations of your Government about the level of involvement of private providers in the short, medium and long terms? If there is a trend of increasing or decreasing private provision, please clarify the underlying reasons.

Answer:

Yes, more cooperation with private sector is encouraged in terms of production and development of our operations for transmission and distribution. The trend is for more privatization of operations in KAHRAMAA after Amiri Decree for year 2018 to establish financial sustainability committee for all KAHRAMAA Operations to become more independent from Government & Open to private sector.

5. Please provide detailed information on legislation concerning participation of the private sector in water and sanitation (please highlight whether the legislation of your country encourages, allows for or prohibits this to occur) and concrete examples of related instruments and mechanisms.

Answer:

There is no legislation specifically related to this matter, but rather there is special legislation on private sector participation within independent production companies under the BOT system.



## Private provision

6. In the event the private sector is involved in provision of water and sanitation services, what process has your Government (also if the decision was taken by a former executive) taken prior to the decision to adopt this model of provision? What types of concerns have been considered in such decisions?

Answer:

None till Now in terms of actual provision of water & sanitation direct services to customers.

7. How has the private sector contributed to the realization of the human rights to water and sanitation in your country? What kind of drawbacks and risks does your Government identify and what instruments are available to overcome them?

Answer:

Private sector has always been a great tool for outsourcing to ensure the implementation of quality sustainable water to all of Qatar. Human right to water is preserved and governed by the government through Qatar Water policy, Strategy and legislation and regulation in Qatar.

We make sure to follow the Manual on the Human Rights to Safe Drinking Water and Sanitation for Practitioners issued by IWA.

8. What would be the necessary conditions for an enabling environment for the realization of the human rights to water and sanitation by private service providers? How could eventual risks to the fulfillment of those rights be mitigated?

Answer:

Government is providing service and guaranteeing human rights, and this reduces the degree of risk to a minimum

Through the following, we can minimize risks of private sector involvement;

- Reforming the legal framework to accommodate actors' responsibilities and accountability in line with the obligations implied by the HRWS, at all levels of government.
- Developing guidance on implementing the legal and regulatory requirements for monitoring indicators for HRWS criteria and principles.
- Periodic reporting on status, trends and developments in legislation, institutional arrangements and the regulatory framework.
- Establishing effective institutional arrangements and Creating effective regulation.
- Developing guidance on assessing and managing resource needs incurred by legislation and regulation.



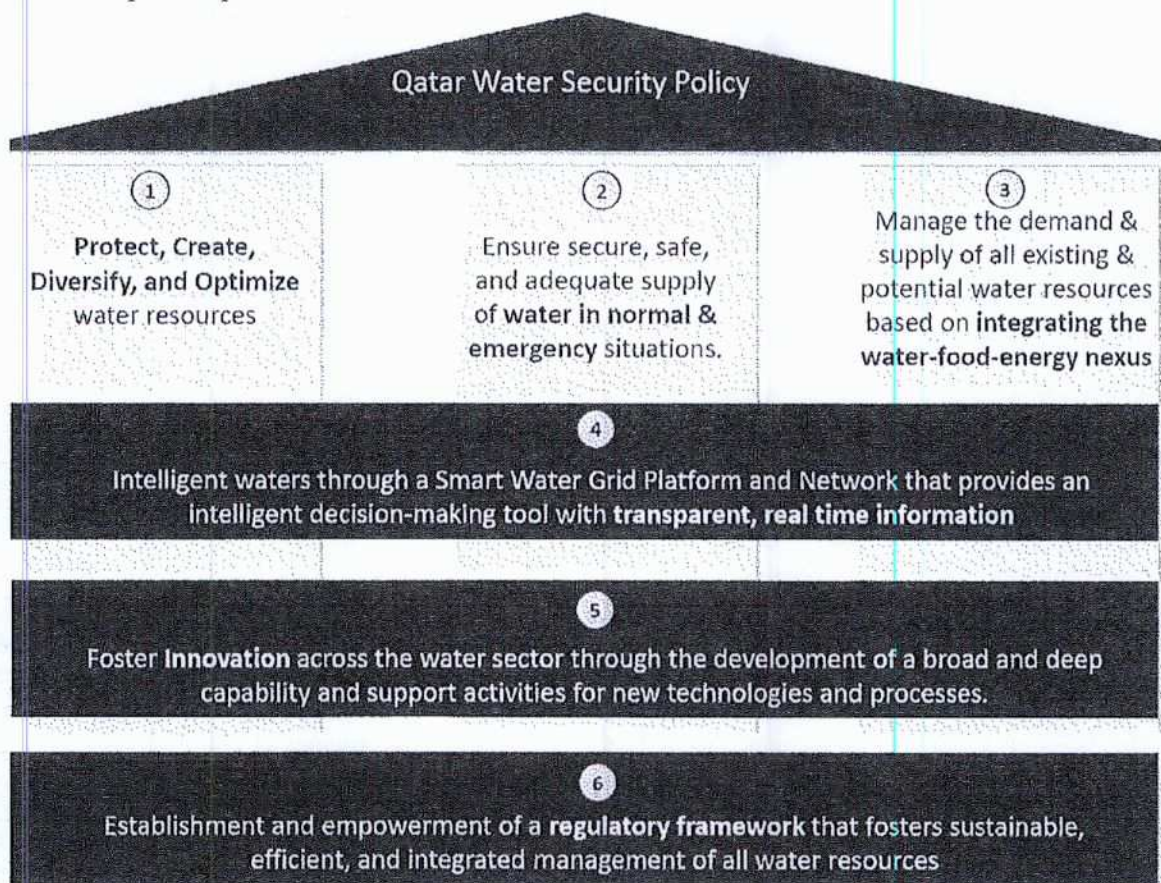
9. How have courts ruled regarding alleged human rights infringements by private water and sanitation service providers? What are legal remedies for users' complaints regarding any aspect of alleged violations of the human rights to water and sanitation when private sector are in place?

Answer: There are no cases for this assumption

10. Who defines performance for private operators? Who oversees the prioritization of those unserved or underserved? Please clarify how regulation takes place when there is private provision.

Answer: Non applicable

11. What types of specific policies are in place to ensure affordability and sustainability when there is a private provision?



12. In the case of private provision, who finances service expansion to the poor? Who finances infrastructure renewal?

Answer: Non-applicable

13. To what extent does the private actor bring its own financial resources to the service?

Answer: As explained above through outsourcing to implement projects that ease and facilitate and guarantee quality sustainable water 24/7 to all people in Qatar

14. With climate change, many countries are facing problems related to water availability. What are the responsibilities of private providers on addressing risks of supply disruption due to water scarcity?

Answer:

New innovative technology offers & new applicable research studies suggestion to government to face any scarcity or water waste or loss.

15. Has your country faced any documented case of corruption involving private sector provision of water and sanitation services?

Answer: No None.

**Remunicipalization :**

16. What are the legal means available to a local government when it is dissatisfied with the performance of a private service provider?

Answer:

Contract termination as per agreed contract & dispute resolution - in case going to court or international body stated in agreement or contract.

17. Has your country experienced cases of remunicipalization? Why and how has it occurred? What types of difficulties has the public authority faced to establish the new municipal provider? Please, provide details of those processes.

Answer: No none