Tajikistan Improving Social Accountability in the Water Sector

Tajikistan Improving Social Accountability in the Water Supply and Sanitation sector through the development of service quality standards and citizen’s participation in monitoring

Report from the workshop, January 30-31, 2014
### List of Abbreviations

<table>
<thead>
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<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
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<tr>
<td>AMC</td>
<td>Anti-Monopoly Committee</td>
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<td>CBO</td>
<td>Community Based Organisation</td>
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<td>CU</td>
<td>Consumers Union</td>
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<tr>
<td>DRR</td>
<td>Disaster Risk Reduction</td>
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<td>EBRD</td>
<td>European Bank for Reconstruction and Development</td>
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<tr>
<td>GEM</td>
<td>Gendered Enterprise and Markets (Oxfam programme)</td>
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<tr>
<td>IMCC</td>
<td>Inter-Ministerial Coordination Council</td>
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<tr>
<td>INGO</td>
<td>International Non-Governmental Organisation</td>
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<tr>
<td>GPSA</td>
<td>Global Partnership for Social Accountability</td>
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<tr>
<td>K&amp;L</td>
<td>Knowledge and Learning</td>
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<tr>
<td>KMK (SUE KMK)</td>
<td>State Unitary Enterprise Khojagii Manziliyu Kommunali</td>
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<tr>
<td>MLRWR</td>
<td>Ministry of Land Reclamation and Water Resources</td>
</tr>
<tr>
<td>MEAL</td>
<td>Monitoring, Evaluation, Action and Learning</td>
</tr>
<tr>
<td>MEALP</td>
<td>Monitoring, Evaluation, Action, Learning and Planning</td>
</tr>
<tr>
<td>MoH</td>
<td>Ministry of Health</td>
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<tr>
<td>MSDSP</td>
<td>Mountain Societies Development Support Programme</td>
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<tr>
<td>MSF</td>
<td>Medecins Sans Frontieres</td>
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<tr>
<td>SDC</td>
<td>Swiss Agency for Development and Cooperation</td>
</tr>
<tr>
<td>SES</td>
<td>Sanitary and Epidemiological Surveillance</td>
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<tr>
<td>TajWSS</td>
<td>Tajikistan Water Supply and Sanitation project</td>
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<td>TISA</td>
<td>Tajikistan Improving Social Accountability in the Water Sector</td>
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<tr>
<td>UNDP</td>
<td>United Nations Development Programme</td>
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<tr>
<td>USAID</td>
<td>US Agency for International Development</td>
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<tr>
<td>WB</td>
<td>World Bank</td>
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<tr>
<td>WUA</td>
<td>Water Users Association</td>
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<tr>
<td>WS&amp;S</td>
<td>Water Supply and Sanitation</td>
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Section 1

Introduction

What is GPSA? - GPSA stands for Global Partnership for Social Accountability. “The GPSA supports civil society and governments to work together to solve critical governance challenges in developing countries. To achieve this objective, the GPSA provides strategic and sustained support to CSOs’ social accountability initiatives aimed at strengthening transparency and accountability. It builds on the World Bank’s direct and ongoing engagement with public sector actors, as well as a network of Global Partner organizations, to create an enabling environment in which citizen feedback is used to solve fundamental problems in service delivery and to strengthen public institutions. This in turn helps the countries to improve development results and to reach the goals of ending extreme poverty and fostering shared prosperity.” - World Bank

In 2013 OGB in Tajikistan has won a project funded by the GPSA, a multi-partner fund administered by the World Bank, for the first time. The present paper is a report from the workshop on 30 – 31 January, 2014.

1. Background

A two-day workshop on Knowledge Management was held in Dushanbe from January 30 to January 31, 2014.

2. Objectives of the workshop

The overall objective of the workshop was to understand the theory of change from July’s workshop and how it looks today. Since knowledge is important component of the TISA project, the strategy of knowledge and learning was also discussed in the workshop which will feed into global World Bank level.

Overall, the workshop was focusing on addressing and understanding following questions:

- What is our Theory of Change?
- What are the challenges we need to address?
Tajikistan Improving Social Accountability in the Water Sector

- Theory of Change in the context of Tajikistan and within the organisation?
- What has changed since July 2013?
- What is Knowledge and Learning?
- Who are the audiences and what are we trying to learn in the programme?
- What are the relations between Knowledge and MEAL? and etc.

Structure

1. Participants
The workshop was attended by Oxfam staff, World Bank and Consumer Union. This was an internal workshop which hosted 15 persons.

(Please see Annex-1 for the list of participants).

2. Organization of the workshop
The workshop was based on the presentations delivered by Oxfam staff, participants from World Bank and Consumer Unions. (Please see Annex-2 for the detailed agenda of the workshop).

The workshop methodology used was interactive in nature and encouraged participants to ask questions and clarifications. Power point presentations, group exercises, case studies and flip charts were used during the workshop to facilitate learning and generate interest. Materials, handouts from the workshop and the present report were shared with participants through e-mail.

3. Discussions and workshop activities
The workshop was conducted in a way that provided opportunity to the participants to contribute and to clarify the issues. At the start, participants had a chance to be introduced to each other and share two common questions with each other; 1) what is your expectation, 2) how do you contribute your knowledge and time to the project?

The workshop was conducted following a participatory approach. All thematic issues raised were addressed by the working groups. Each participant was invited, at one point or another, to speak on behalf of their working group to (i) achieve active participation of all members.
Section 2

Workshop Sessions

There were several presentations delivered during the two-day workshop. They were presented by Oxfam staff as well as from Consumer Union and World Bank representatives in the country.

1. Tajikistan Improving Social Accountability in the Water Sector (TISA)

The project’s overall objective is to improve social accountability in the water supply and sanitation sector, through the development of water service quality standards and citizens’ participation in monitoring.

It will enable an environment where “a civil society-based monitoring framework (gender-sensitive) generates feedback on performance of service delivery in WS&S, using improved standards, ensuring citizen’s participation and promoting partnership in service management in target areas”.

Adding consumer voice, participation and legitimate integration of users (and in particular women) in decision making power (operational, regulatory, and policies at the highest level) will have the potential to rebalance power structures, and enable fair and sustainable management of clean drinking water and sanitation for all people in Tajikistan, and mostly the poorest ones – both in specific rural areas and in urban setting.

The TISA project will be implemented in close collaboration with relevant stakeholders like Consumer Union, Governmental Intuitions, Research Centres, Mass Media and etc. The project will rely on TajWSS project experience and expertise through its Network of Stakeholders and the team in general.

Key stakeholders of the project both, internal and external were identified by participants of the workshop. Participants were asked to be divided into two groups each working on identifying internal and external stakeholders.

<table>
<thead>
<tr>
<th>Key internal Stakeholders</th>
<th>Who are they?</th>
<th>What do they want to learn?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Consumers</td>
<td>Rights and responsibilities of service providers</td>
<td></td>
</tr>
<tr>
<td>2 Oxfam</td>
<td>The SA in Tajikistan context</td>
<td></td>
</tr>
<tr>
<td>3 Consumer Union</td>
<td>Learning the situation and best practices</td>
<td></td>
</tr>
<tr>
<td>4 World Bank</td>
<td>To see to what extend it is effective in the water sector and CSO engagement</td>
<td></td>
</tr>
</tbody>
</table>
Participants discussed what could be the best learning approaches for the internal audiences and how to best package learning into knowledge and disseminate it?

Followings are the suggestions came out from the group:

- Conducting training (beneficiaries, roles, rights and responsibilities, transparency and accountability),
- Developing and dissemination of booklets and brochures,
- Recording short films and uploading in social networks,
- Lessons learned and best practices,
- Exchange of experience and exchange visits,
- Presentation of the project in the networks and other relevant forums,
- Through religious events,
- Mass media (radio, TV), online courses,
- Developing and arrangement of courses for women groups,
- Branding
It is considered very significant to identify the audience the project is going to be engaged with. Below charts are the works of a group on identifying key external audiences and how to best package the knowledge and disseminate it.

Who?

As identified by group work, external audiences are as follows:

- Donor Organizations (AKF, Ford foundation and others, possibilities for replication)
- Greater GPSA – process
- Ministry of Finance
- Ministry of Health
- Democracy and Accountability Academics/Practitioners (rigorous evidence)
- International Water Forums
- Community Views/INGOs
- Oxfam International / MECCIS
- Consumers International
- Water Consultants
- Gender Community
- Business Associations – where can they get involved/make money
Tajikistan Improving Social Accountability in the Water Sector

- ISW (International Sec. for Water)
- Water Operators
- Local NGOs
- Media (success stories, case studies)

How?

Group work was given to participants whereby they were asked to find the ways and approaches to package and disseminate the knowledge. Above picture from flipchart depicts the work done by the group.


Results: 1. Exchange visits, 2. Reports


How? Means

Crowd sourcing/Awareness raising campaigns: 1. Mobile phones 2. Water heroes, 3. Puppet shows

Social Media: Twitter, Facebook, blogs, available in English and Russian, TV (competitions, debates)/Radio/Papers

GPISA platform: interactive

Exhibitions

Counter: how much water in village X

Credible partners: eg. science, engineering. What is a credible research?

MEALP

M&E will be one of the core components of the project. Oxfam pays particular attention to Monitoring and Evaluation in all of its activities. The overall purpose of Monitoring, Evaluation and Learning (MEL) is to measure the change and impact of the programme implementation and to assess each program’s level of alignment with the program standards, and where appropriate, propose an overall action plan for improving the program performance. MEL is usually conducted in two ways such as internal and external monitoring. The internal monitoring is conducted by Oxfam staff whereas the external monitoring is done with programme partners and stakeholders for transparency purposes.
Outcome level outcome of the project

- **Outcome 1** Service quality indicators (gender-sensitive) in the WS&S sector are developed and disseminated in all 8 project operating areas, then nationally

- **Outcome 2** A civil society-based monitoring framework (gender-sensitive) is developed that consolidates and operationalises new and existing monitoring mechanisms

- **Outcome 3** Consumers, service providers and other stakeholders have enhanced awareness and capacity and take effective part in a constructive dialogue

- **Outcome 4 - K&L** The knowledge base is created, developed and maintained and the learning process established for stakeholders across project components

How change is going to be achieved? People have decision making power. Consumers have the understanding of their role and responsibilities and their rights.

(Please see Annex #3 for the presentation on TISA project)

2. **Theory of Change**

This session focused on trying to answer two questions; (i) the reality of situation? and (ii) where we want to be? in the context of Tajikistan, and overall how change happens or how to bring about changes in the sectors required.

The reality in village level is that people (esp. women) have to go kilometers to fetch the water, there is not water system existing in villages and the government is not having enough resources to build. It’s hard to change the mindset of professionals who deal with it. Another factor is climate change. It affects particularly those living in rural areas. The reality is that people still walk kilometers far from home to fetch water.
How do we get there where we want to be?

- We need to have a common language
- Proper gender analyses
- On a multiple fronts and collaborative way
- Reconsidering decades old practices
- Looking to re-pricing, investment in efficiency-focused systems and consolidations

(Please see Annex #4 for the presentation)

3. How change happens

The theory of change is about how power is distributed, and how it can be redistributed, which creates a fair society. The theory of change is a combination of monitoring, indicators, and that can enable a civil society and especially women to raise their words.

How do achieve changes we wish to see? How is one thing linked to another? What is the problem we are trying to solve? Who does it mainly affect? Who has the power to stop it or to solve it? Is this the Jamoat? Hukumat? How they affect each other? What role can information play? What else is needed? Is it a lack of accountability?

The TajWSS provided the targeted communities with water-meters – does it improve accountability? Are we talking about access to drinking water? Or we are talking about the quality of water they already have? What we want to improve? Is it lack of political will?

Dr. Duncan Green suggests an evolutionary approach, using several ideas and experiments. The most successful ones will be selected after certain period of time. Below are some examples:

1. Just work on women! The women are benefitting from TajWSS. What if we had women in groups as it’s done in Pakistan... towards accountability in the long term..
2. Head of village... to just target village heads, and find who do they listen to..
3. Add an accountability component to the existing projects...
4. Comparison – in a less confrontation ways..
5. Legal activism
6. The importance of tariff between the consumers ()

The audience was divided into three groups at this stage, each discussing a challenge given by the facilitator:

1. Is this project about water provision or empowering poor women and men?
2. Is accountability about political empowerment or market contracts?
3. What is the balance between working with have (urban and rural projects) and have-nots (rural, no system)
Each group was given time for discussion and came with the following ideas:

**Group 1**

1. *Is this project about water provision or empowering poor women and men?*

**Group 2**

2. *Is accountability about political empowerment or market contracts?*

   The second group came to conclusion that accountability is about political empowerment. More than 75% of TJK pop lives in rural areas from whom more than 50% don't have access to water system. “And if we don't work with those who don't have system,. they will stay as they are (poor) and we won't get satisfactory results... and their voices won't be heard. In case if we target urban pop, those who have the system, they can improve their accountability... they will be having rights and responsibility

   Following are the strategies given by group:

   **It's working with:**
   - CBOs,
   - Heads of the villages
   - With community development programmes
   - With religious activism, institutions
   - Those who have the possibility to influence pop
   - We can also work with micro finance inst, who can provide credits for rural communities
   - Work with local authorities (Jamoats/Hukumats)

   It was suggested to negotiate with Micro Finance Institutions to give small loans to community. Political empowerment is about empowering community voice to be heard, so that they have the right for service.

**Group 3**

3. *What is the balance between working with haves (urban and rural projects) and have-nots (rural, no system)*

   Following was presented by group 3: “What is the balance with urban projects that already having and places where there is nothing... we decided to work with places where there is already something with HAVES,. Improving the relationship,, feedback on service delivery... With have-nots... we could but initially we thought we will not bring any improvements... my goal is to improve the monitoring framework... Listing some activities... doing researches.. conducting meeting with population”.

4. **Critical 8**
Participants shared a common understanding of the project’s operational environment and a positive view of the relevance of citizens raising their voices for improving service. The exercise focused on “critical 8” and compared with the one done in July 2013 workshop. Critical 8 social accountability environment:

<table>
<thead>
<tr>
<th>Critical 8</th>
<th>Scores by Group 1</th>
<th>Scores by Group 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Political setting</td>
<td></td>
<td></td>
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<tr>
<td>2. Decentralisation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Ability to seek feedback</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Ability for citizens to voice demands/experiences</td>
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<td></td>
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<tr>
<td>5. Presence and activism of CSOs</td>
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<tr>
<td>6. Research/survey</td>
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<td></td>
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<tr>
<td>7. Quality and independence of media</td>
<td></td>
<td></td>
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<tr>
<td>8. Responsiveness/orientation of service providers</td>
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</table>

<table>
<thead>
<tr>
<th>“critical 8”</th>
<th>Group 1</th>
<th>Group 2</th>
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<tbody>
<tr>
<td>1</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
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<tr>
<td>3</td>
<td>8</td>
<td>6</td>
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<tr>
<td>4</td>
<td>8</td>
<td>8</td>
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</table>
5. Power Analyses

A presentation on power analyses was delivered by the workshop facilitator. The purpose is to identify the power at national as well as local/village level, who is the decision making it's about power within, power with, power to and power over. It's about identifying if the power is visible or invisible, formal or informal, who is making decisions, who do people listen to, who do the people in the village trust, where is the power in the village and etc.

Participants of the workshop were divided into two groups. Each group worked on identifying the power at local and national level. What are the interests and influences of power holders? One group worked on power analyses at village and another at national level. Below is the work of participants.

<table>
<thead>
<tr>
<th></th>
<th>January workshop</th>
<th>July workshop</th>
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<tbody>
<tr>
<td>5</td>
<td>3*</td>
<td>8*</td>
</tr>
<tr>
<td>6</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>9-10</td>
</tr>
<tr>
<td>8</td>
<td>2*</td>
<td>6-7*</td>
</tr>
</tbody>
</table>

Above tables describe the views of participants on...
Participants were asked to do a village power map, identifying stakeholders and locating them in terms of (i) their level of interest in water and accountability and (ii) the influence over decisions. The result is well depicted in the above chart prepared by participants. The dotted arrows are for possible influencing strategies – how to move particular stakeholder’s level of interest/influence to further the aims of the project. It requires a lot of discussions to find out how to do it.” - http://oxfamblogs.org/fp2p/what-makes-a-perfect-short-field-trip-and-a-top-village-power-analysis/.
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The same exercise was done to identify the power at national level. (Flipchart is available upon request)

6. Gender and drinking water in Tajikistan
Why are women so central to the programme? What a ‘gender lens’ adds to Oxfam’s accountability work.

Followings are

- Women is participating in program activities (consultations, awareness raising, WUAs, monitoring)
- Consultations with men and women on their needs (water systems design, willingness to pay for the services)
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- Thematic discussions with women on hygiene, sanitation, health and childcare.
- Availing access to the safe drinking water now ensures the basic needs of the women and their kids, including saving their time, improving sanitation/hygiene, making additional savings (for those, who was buying water)

(Please see Annex #5 for the presentation on TISA project)

7. Consumer Union

The workshop was attended by two members from Consumer Union (CU), key partners of the TISA project. The consumer union was found in July, 2002, officially registered by the local branch of Ministry of Justice of Tajikistan. The overall purpose of Consumers Union is to assist in consumers' rights and interests’ protection, building a fair and competitive market of goods and services in Tajikistan. There are several programs the CU is concentrating on currently:

- Creation of effective legislative base in the field of consumer protection in Tajikistan
- «The hot line»
- Electricity Governance Program – www.barknest.tj (noelectricity)
- Residential services
- Building up of civilized, fair and competitive market of goods and services
- Consumer awareness raising
- Strengthening of international partnership in the field of consumer protection

It’s widely encouraged by the Government of Tajikistan to raise transparency and social accountability in service delivery and related issues.

Questions and answers with CU members:

**Oxfam:** Articles written by Bahodur on water – any difficulties faced? Any pressure?
**CU:** No, the reality is discovered...no cases have been so far like reaching the court

**Oxfam:** Is the date based on info you receive from volunteers?
**CU:** Yes, its based on their responses

**Oxfam:** Does Barqi Tojik have statistics on their own?
**CU:** the data/stat from Barqi Tojik is not reliable, There was an aricle,... 7+7=8... 4 hours in the morning electricity limit.. and 4 hours in the evening... initially it was promised to give 7 hours in the morning and 7 hours in the afternoon.. and later they changed their mind/ limitation graphic..

**Oxfam:** does Barqi tojik give report on the quality, profit, and in each district... ?
**CU:** no, I don’t think so...
Oxfam: is change happening the way you are thinking? Since the start of the project ... what was your main goal to change the situation?

CU: first we had the idea to have monitoring in districts and give the report to consumers – population... internally we have theses ideas even before the start of the project...

Oxfam: how the feedback system is working?

CU: we ask the consumers to write his details.... Through email,

Oxfam: if we open OBNEST (nowater website) will it be useful?

CU: the case is different, because Barqi tojik is one, and big. Regarding the water, we will need to have a single system.

8. Knowledge and learning

Provision of support to: (a) Develop of a plan to share knowledge and best learning practices including the design of knowledge base and interactive tools for relevant stakeholders; (b) develop of mechanisms for monitoring and evaluating learning results and knowledge applications.

There is network of stakeholders established under the TajWSS project. This is a decision making tool which develops research tools,

Conclusion