Tajikistan Drinking Water Supply and Sanitation: Improving Social Accountability in the Water Sector (TWISA)

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AGENDA

- History of Social Accountability in Tajikistan
- Social Accountability Concept and its 4 pillars
- Panel Discussion with government and civil society representatives of Tajikistan
Oxfam International Strategic Plan (2013-2019)

- ‘Right to be heard’ – Ensuring the voice of poor people in decisions that affect their lives and livelihoods

- **How?** – through civil society, access to information and technology, participation in public decision and policy-making and access to justice

“Power of People against Poverty”
Oxfam in Tajikistan since 2001

• **In Tajikistan** Oxfam aims to provide access to safe drinking water, economic justice, improve the capacity of civil society and disaster preparedness of the population in rural areas.

• **Water and sanitation** is an fundamentally important part of its programme in Tajikistan.
WHAT IS SOCIAL ACCOUNTABILITY (SA)?

• Social accountability is a process of constructive engagement between citizens and government to check their conduct and performance as they use public resources.

• Information, citizen groups and government are three forces that drive social accountability.

• Four pillars of SA:
  - Constructive Engagement
  - Collective Action & Coalition Building
  - Political Intervention
  - Citizens’ Trust
In 2013, Oxfam has been awarded with the project funded by the Global Partnership for Social Accountability (GPSA), a multi-partner fund administered by the World Bank for the first time, in Tajikistan.

GPSA – Global Partnership for Social Accountability (a multi-partner fund administered by the World Bank) 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 civil society organizations (CSO)’ social accountability initiatives aimed at strengthening transparency and accountability.
Overall Project Goal

PROJECT OBJECTIVES

• To develop gender-sensitive service quality indicators in the WS&S sector
• To develop a civil society-based monitoring mechanism in water supply service
• To build the capacity of consumers, service providers and government for participation in constructive dialogue
• To capitalise knowledge to provide a basis for replication
Geographical coverage of the project

- **Khatlon oblast:**
  - *Kulyab*
  - *Vose*
  - *Muminabad*
  - *Farkhor*

- **Districts of Republican Subordination:**
  - *Rudaki*

- **Sugh oblast:**
  - *Khujand*
Partners and Stakeholders

**Partners**
- Consumer Union
- TajWSS Project (Swiss Development Agency)
- UNDP

**Stakeholders**
- Ministry of Energy and Water Resources
- SUE ‘KMK’ and Vodocanals
- Ministry of Justice, Ministry of Health, Tax Committee, Anti-Monopoly Agency, State Committee on Investments
- National Parliament
- Local government (Hukumat) & WUA
CONSTRUCTIVE ENGAGEMENT

• Capacity-building for community members on consumer rights and quality service

• Constructive dialogue with the local government to ensure citizens and civil society organisations’ participation in decision-making

TWISA built relationships with key agencies in the drinking water and sanitation sector in Tajikistan
COLLECTIVE ACTION & COALITION BUILDING

- Partnership with all actors to coordinate action in pursuit of shared goals
- Finding common ground for implementation of Social Accountability at all levels

TWISA project builds coalitions with the government and citizens to ensure inclusive decision-making culture
POLITICAL INTERVENTION

• Multi-stakeholder decision-making body (TajWSS)

• Representation of leaders from rural communities at national level platforms

• Building a culture of policy dialogue on water supply service and people’s welfare

In 2015 Oxfam and Consumer Union participated at the 2015 Development Forum chaired by the President of the Republic of Tajikistan Mr. Emomali Rahmon
CITIZENS’ TRUST

- Building trust between citizens and service providers through publicly available and reliable data

- Ensuring access to officials through citizen monitoring system and accountable service delivery

TWISA CBM model will enable citizens to connect with service providers and local authorities more effectively.
ACCOUNTABILITY SYSTEMS

Project received support from:
- Ministry of Energy Water and Energy Resources
- Antimonopoly and Anti-corruption Agency
- Agency for Standardization and Metrology
- The office of the Ombudsman of Republic of Tajikistan

Mr. Alizoda, the Ombudsman of RT making the opening speech at TWISA launch event in January 2015
CONCLUSION
Connecting the dots with integrated approaches

• SA initiatives are contextual to the environment

• ‘One size fits all’ approach does not work and all stakeholders’ interest must be incorporated

• Community and Public Service providers need to work together
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