Europe and Central Asia (ECA) Regional Forum

Social Accountability in the Water Sector

May 23-25, 2017
Dushanbe, Tajikistan
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>2</td>
</tr>
<tr>
<td>Background</td>
<td>4</td>
</tr>
<tr>
<td>Overview of the Learning Process</td>
<td>6</td>
</tr>
<tr>
<td>Agenda</td>
<td>7</td>
</tr>
<tr>
<td>Logistics Note</td>
<td>10</td>
</tr>
<tr>
<td>General Information about Tajikistan</td>
<td>12</td>
</tr>
<tr>
<td>Notes</td>
<td>14</td>
</tr>
<tr>
<td>About GPSA</td>
<td>15</td>
</tr>
<tr>
<td>About WPP</td>
<td>15</td>
</tr>
<tr>
<td>About OXFAM</td>
<td>15</td>
</tr>
</tbody>
</table>

The project “Improving Social Accountability in the Water Sector” (TWISA) is implemented by Oxfam in Tajikistan in partnership with Consumers Union of Tajikistan NGO and supported by Global Partnership for Social Accountability (GPSA).
DEAR PARTNERS AND COLLEAGUES,

It is with great pleasure that we welcome you to the Europe and Central Asia (ECA) Regional Forum on Social Accountability in the Water Sector.

The ECA Regional Forum is organised by Oxfam in partnership with the World Bank’s Global Partnership for Social Accountability (GPSA) and the World Bank’s Water Partnership Program (WPP). This year’s Forum underpins the need for collaboration and cooperation of government, civil society and the private sector to solve critical governance challenges, by enhancing citizen engagement and government collaboration within the water sector.

Tajikistan is an exceptional location for the Forum, as it is renowned as one of the world’s most water-rich countries. Last year, Tajikistan championed and facilitated the adoption of a UN General Assembly resolution, International Decade for Action, “Water for Sustainable Development”, 2018-2028, supported by 177 UN member states. This initiative was launched by H.E. Mr. Emomali Rahmon, President, Republic of Tajikistan. Sustainable development, integrated management of water resources, cooperation and partnership at all levels are key priority objectives of the decade.

Tajikistan’s commitment to sustainable development in the water sector makes it an apt location for Forum participants to explore the various facets of social accountability, good governance, partnership models for safe water supply, conservation and its impact on livelihoods. The Forum is also a platform for networking and provides an opportunity to meet and interact with policy makers, researchers and experts in the social accountability field.

We are honored to have you at the ECA Regional Forum, and look forward to successful knowledge sharing and a truly inspirational three days together.

Best regards,

ECA Regional Forum Team
Background

Global, regional and national networks are becoming an increasingly important vehicle for disseminating new models for citizen based monitoring mechanisms, technologies, building capacity and exchanging experience. Tajikistan Water Supply and Sanitation (TAJWSS) Network is one such network facilitating improvement in access and supply of safe drinking water and sanitation. TajWSS forges collaboration between government, academia and civil society for improved access to safe drinking water and sanitation. It is a platform for policy dialogue, knowledge sharing, promotion of cost effective models and enhancing social accountability in the sub-sector. Oxfam has been the main lead and facilitator of this process in Tajikistan.

Oxfam, in collaboration with the World Bank’s Global Partnership for Social Accountability (GPSA) and the World Bank’s Water Partnership Program (WPP), organises the ECA Regional Forum on Social Accountability in the Water Sector. This Forum is designed to provide a wider perspective and application on social accountability, and will broaden participants’ horizons through a reflective process on its ‘building blocks’ and the factors that foster effective and impactful processes through collaborative, multi-stakeholder engagement.

Participants will be immersed in learning from the experiences of real-time social accountability processes that are taking place in the ECA region and in other regions, and sharing their own experiences. The ECA Regional Forum will also offer opportunities for networking and peer exchanges. While the main theme will be social accountability in the water and sanitation sector, working sessions will discuss and compare cross-sector experiences, and foster learning exchange from other sectors.

The main goal of ECA Regional Forum is two-fold:

(i) To facilitate knowledge sharing among practitioners from ECA countries working on social accountability initiatives involving state, citizens and civil society actors to improve public service delivery, especially in water and sanitation sector; and

(ii) To provide space for discussing current trends, challenges and learning on social accountability and reflect on strategies for taking forward social accountability agenda in ECA region.

Specific objectives of the forum are to:

☑ Share and discuss experiences of multi-stakeholder, collaborative social accountability processes that forge collaborations between civil society groups, public sector institutions, private sector actors, and international cooperation partners to achieve better development and governance results;

What is Social Accountability?

Social Accountability is an approach to governance that involves citizens and civil society organizations in public decision-making. Social accountability approaches enable civil society to engage with policymakers and service providers to bring about greater accountability for and responsiveness to citizens’ needs, and is based on the principles of transparency, accountability, and participation.

Source: Social Accountability E-Guide, World Bank
☐ Learn context-relevant mechanisms for citizens engagement at community-level, including gender-based approaches, data collection and analytical tools (such as poverty diagnostics);

☐ Learn and reflect on “adaptive learning and management”, and how it can help civil society organisations to adjust social accountability processes, and its effective integration into monitoring, evaluation, research and learning systems in real-time implementation; and

☐ Discuss opportunities for strengthening knowledge and learning exchange among practitioners in ECA region, including how international cooperation partners can contribute to support this objective

Participants

Approximately 90 participants from the ECA region and other countries will be present, including representatives from the Government of Tajikistan, civil society organisations, Oxfam staff, international cooperation agencies, and World Bank staff.

Date

Tuesday, May 23 to Thursday, May 25, 2017.

Venue

Hotel Hyatt Regency, Dushanbe, Tajikistan

The sessions will take place in English, Russian and Tajik with simultaneous translation. Equipment for translation is arranged for all participants during the Forum.
## Overview of the Learning Process

<table>
<thead>
<tr>
<th>Tuesday, May 23</th>
<th>Wednesday, May 24</th>
<th>Thursday, May 25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-stakeholder, constructive engagement on social accountability: What does it take? Key elements.</td>
<td>Deepening our understanding on constructive engagement - Mechanisms and tools to identify beneficiaries better and leveraging institutional frameworks.</td>
<td>Adaptive learning and effective communication: Key ingredients for impact of social accountability processes.</td>
</tr>
</tbody>
</table>

**Morning**
- Setting the stage with a programme illustration.
- How are development partners, including the World Bank, supporting collaborative social accountability processes in ECA region? Opportunities and challenges for cooperation and common approaches.
- Citizen monitoring: How to engage women meaningfully - a gendered approach to social accountability.

**Afternoon**
- Constructive multi-stakeholder social accountability processes: Main features drawing from experiences in ECA region.
- Citizen monitoring: Myths versus realities of how citizens can lead monitoring processes.
- How can we use poverty diagnostics and other context analysis tools for social accountability processes?
- Advancing social accountability through World Bank supported public sector reforms: Learning from experience.
- Learning for improved results through adaptive learning and management in social accountability processes.
- Communication strategies and tools for social accountability processes.
- Taking stock of Forum’s learning.
- Networking fair: Open lounge for CSOs and donors to connect and share.
## Agenda

### Day 1: Tuesday, May 23, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 - 9:15</td>
<td>Registration</td>
</tr>
</tbody>
</table>
| 9:15 - 10:15| **Opening Plenary | High-level Panel**  
Representative, Presidential Apparatus, Government of the Republic of Tajikistan  
Mr. Latifzoda Rustam, Member of Parliament and Chairman - Committee on Agrarian Water and Land Resources Issues  
Mr. Gulov Tagoimurod Gulovich, Head of Department for Water Resources, Ministry of Energy and Water Resources  
Mr. Tagoimurod Islomzoda, Director of State Unitary Enterprise "Khojagii Manzili Kommunali" (KMK)  
Ms. Shovcat Alizade, Oxfam Country Director, Tajikistan  
Chair: Mr. Jeff Thindwa, Program Manager, GPSA, World Bank |
| 10:15 - 10:30| **Setting the stage for ECA Regional Forum on Social Accountability in the Water Sector**  
Keynote Speaker: Mr. Duncan McNicholl, (PhD Cambridge University)  
*Value of networks: evaluating stakeholder power dynamics influencing change to improve performance* |
| 10:30 - 11:00| **Refreshments Break**                                                                            |
| 11:00 - 12:30| **Plenary Presentation**  
Social Accountability project in WASH sector in Tajikistan (TWISA project, Oxfam & partners) |
| 12:30 - 13:30| **Lunch**                                                                                        |
| 13:30 - 14:30| **Plenary - Presentation of Afternoon Workshops:**  
Introduction of participation, setting rules and topics  
Flash presentations of the afternoon workshop sessions |
| **Parallel Sessions**  
14:30 - 17:00|  
**Workshop I**  
Constructive multi-stakeholder social accountability processes: Main features drawing from experiences in ECA region  
**Workshop II**  
Citizen-led monitoring frameworks: Myths versus realities of how citizens can lead monitoring processes |
<p>| 15:30 - 15:45| <strong>Refreshments Break</strong>                                                                            |
| 17:00 - 18:00| <strong>Galleria walk &amp; Discussion</strong>                                                                     |
| 18:00       | <strong>Dinner Reception</strong>                                                                               |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 - 9:00</td>
<td>Continental Breakfast &amp; Networking Space</td>
</tr>
<tr>
<td>9:00 - 9:30</td>
<td>Recap of Day 1 Sessions &amp; Day 2 Activities</td>
</tr>
<tr>
<td><strong>PARALLEL SESSIONS 9:30 - 12:30</strong></td>
<td><strong>Clinic - Gender and Social Accountability</strong>&lt;br&gt;How to genuinely engage women - from institutional to individual and from global to local? What does it take to build structural and informal capacity of institutions and civil society to change mindsets on gender?&lt;br&gt;<strong>11:00 - 11:15</strong></td>
</tr>
<tr>
<td>9:30 - 12:30</td>
<td>Workshop&lt;br&gt;Why do poverty diagnostics matter, and where do social accountability approaches fit? How can we use poverty diagnostics data to improve targeting of beneficiaries?</td>
</tr>
<tr>
<td>12:30 - 14:30</td>
<td>Extended Lunch</td>
</tr>
<tr>
<td><strong>PARALLEL SESSIONS 14:30 - 17:00</strong></td>
<td><strong>Workshop</strong>&lt;br&gt;Advancing social accountability through World Bank supported citizen engagement mechanisms in public sector reforms: Learning from experience.&lt;br&gt;<strong>15:30 - 15:45</strong></td>
</tr>
<tr>
<td>14:30 - 17:00</td>
<td>Fishbowl Debate&lt;br&gt;Transformative change in the sector: Linking citizen engagement and social accountability.</td>
</tr>
</tbody>
</table>
## Day 3: Thursday, May 25, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30 - 9:00</td>
<td><strong>Continental Breakfast &amp; Networking Space</strong></td>
</tr>
<tr>
<td>9:00 - 9:30</td>
<td><strong>Recap of Day 2 and Agenda Day 3 Activities</strong></td>
</tr>
<tr>
<td><strong>PARALLEL SESSIONS</strong></td>
<td><strong>Workshop I</strong>&lt;br&gt;Learning for improved results through adaptive learning and management in social accountability processes in WASH sector</td>
</tr>
<tr>
<td>9:30 - 12:30</td>
<td><strong>Workshop II</strong>&lt;br&gt;Communication strategies and tools for social accountability processes in WASH sector</td>
</tr>
<tr>
<td>12:30 - 13:30</td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td>13:30 - 15:00</td>
<td><strong>Networking Fair</strong>&lt;br&gt;Open lounge for CSOs and donors to connect and share</td>
</tr>
<tr>
<td>15:00 - 16:00</td>
<td><strong>Plenary Session</strong>&lt;br&gt;Conclusions of ECA Forum: Learning and ways forward Closing remarks</td>
</tr>
</tbody>
</table>
Logistics Note

Conference Venue
Hotel Hyatt Regency
Prospekt Ismoili Somoni 26/1, Dushanbe 734026, Tajikistan
Phone: +992 48 702 1234;
Website: www.dushanbe.regency.hyatt.com

Conference Date
23-25 May 2017

Organisers
Oxfam International in Tajikistan
48 Ayni Street
Business Center “Sozidanie”
Tel: +992 7015122 from landline, add 48 if calling from mobile +992 48 701 51 21
Fax No: +992 7015123;
Website: www.oxfam.org.uk

Global Partnership for Social Accountability
1818 H St., NW, Washington DC 20002, USA
Email: GPSA@worldbank.org
Website: www.thegpsa.org

Registration
Registration will take place just prior to the beginning of the workshop, from 8:00-9:15 on Tuesday, May 23, 2017

Accommodation and Food
The accommodation for all participants has been arranged at Hotel Hyatt Regency, Dushanbe. Participants are requested to book online using the link www.dushanbe.regency.hyatt.com. To get special group rate, choose Corporate or Group code and enter G-SPUL code under rates in the reservation box. The forum covers accommodation from 22nd to 26th May 2017 only. The accommodation for participants and facilitators sponsored by Oxfam will be arranged by country office. Rate for accommodation is $80 per night (including breakfast).

Lunch and two coffee breaks will be served during the event.
Airport Pick-Up

All forum participants will be welcomed by drivers at the airport exit for pick-up to the hotel starting from May 19th to May 21st 2017. Airport drops will be arranged from May 26th 2017 to May 29th 2017.

DSA/Allowance/Per Diem

Oxfam sponsored participants will be provided per diem of 160 TJS for their stay in Dushanbe. For GPSA sponsored participants, there will be no per diem, however, food will be provided at Hotel Hyatt Regency during their stay in Dushanbe.

Currency

The official currency is Somoni (1 USD = 8.80 TJS). Facilities for currency exchange are available at the arrival-terminal in Dushanbe. Currency can be converted at most of the banks in Dushanbe.

Note: Credit Cards (Vis, Master Card and others) are now commonly used in Tajikistan whilst cheques are not widely used as yet. Please approach Finance or Administration for assistance when required.

Weather

The average temperature during May in Dushanbe is minimum 13° Celsius and the maximum around 27° Celsius.

Dress Code

There is no specific requirement for dress code in urban areas. However, it would be good to consult local staff when visiting rural areas or specific location. The forum requires business professional or business casual attire.

Important Contacts

Should you require further information, please contact the persons below:

Forum related technical queries: Mr. Bekhruz Yodgorov, Network and Partnership Project Officer, Oxfam GB, Tajikistan, +992 777 07 0505; +992 48 701 5121, BYodgorov@oxfam.org.uk

Logistics related queries: Mr. Dalerjon Ismailov, Logistics Manager, Oxfam GB, Tajikistan, Mobile: +992 93 711 7171, Dismoilov@oxfam.org.uk

Travel related queries: Ms. Takhmina Ikramova, Administrative Assistant, Oxfam GB, Tajikistan, Mobile: +992 77 707 0711, Tikramova@oxfam.org.uk
General Information about Tajikistan

Brief Guide to Tajikistan

Capital  Dushanbe
Time zone  GMT + 04:00
Territory  143.1 thousand km²
Population  9 million estimated
Independence Day  September 9
Currency  Somoni (1 USD = 8.80 TJS)
Cities  Dushanbe, Khujand, Kurgan-Tyube, Kulyab, Penjikent Khorog, and other
Religion  98% Muslims, 2% others

Climate

Tajikistan’s climate is continental, characterised by considerable seasonal and daily fluctuations in temperature, humidity and other changes of weather. It varies by region and by altitude, with the greatest temperature differences between alpine and lowland areas. The lowland areas have a continental climate, with hot summers and cold winters.

Health & Safety Tips

Water  It’s recommended to only drink boiled or bottled water.
Smoking  Tajik Law does not prohibit smoking in streets and public places including cafés and restaurants. However, smoking is prohibited at the airport.
Food  Good-quality food products are available in shops or in restaurants. In the market, we recommend that you check the expiry dates on canned or packed food. National Tajik cuisine, which has much in common with Persian, Afghan, and Uzbek cuisines, is usually a bit heavy.
Safety  Dushanbe is safe for guests, however, it is good practice to adhere to usual security regulations.
Hospitals  Oxfam has arrangements with local hospitals both in Dushanbe. Details can be obtained from Logistics Manager, Oxfam GB.
Shopping in Dushanbe

**Korvon market**
Open every day from 8.00 to 16.00 hours

**Department Store (TSUM)**
A variety of goods, open from Monday-Saturday from 8.00 to 17.00 hours

**“Shohmansur” Market (Zeloni Bazar)**
Mainly green vegetables and fresh fruits, open from 8.00 to 16.00 hours

**Art Gallery**
In front of Presidential Palace, open from Monday to Saturday from 9.00 to 17.00 hours

**Rudaki Plaza (BC)**
Open from 9.00 to 22.00 hours with grocery store at 1st floor, and clothes at 2nd floor.

**Supermarkets**
Paykar, Poytakht, Arzanda, Ashan with all kinds of grocery goods

More Tips

**Languages**
Tajik and Russian are the most commonly spoken languages in Tajikistan, although more and more people in Dushanbe now speak English. Equipment for simultaneous translation is arranged for all participants during the Forum.

**Business hours**
Shops are usually open between 8.00 and 22.00 hours Monday to Sunday. Restaurants in Dushanbe usually open from noon till midnight.

**Tipping**
No common rules for tipping as restaurant staff usually include a tip of between 5-10% on top of the bill.

**Receipts**
You will always get your copy of receipts in supermarkets, restaurants, and some shops. Please be aware, that no receipts are usually available in bazaars. Private taxis also do not give receipts.

**Transport**
Buses and private taxis/cabs are the most common and convenient mode of transport. Bus fares are 1TJS per trip. Private taxi services of Asian Express can be booked by calling 1616; Global Express taxi services can be booked by calling 487030505.

**Dress Code**
No specific requirements in towns, although it would be good to consult local staff when visiting rural areas or specific location.

**Customary advice**
Do not shake hands or kiss women as a form of greeting when you meet them.

**Electricity**
220 volts AC

For more detailed information on entertainment, souvenirs, restaurants, museums, events, hotels, and everything else, refer to a copy of “What’s On in Dushanbe” newsletter enclosed in the folder.
About GPSA
The World Bank’s Board of Directors approved the Global Partnership for Social Accountability (GPSA) on June 12, 2012. Independently governed by an external Steering Committee, this multi-donor initiative works as a coalition of donors, governments and civil society organisations that support civil society and governments to work together to solve critical governance challenges. To achieve this objective, the GPSA provides strategic and sustained assistance to CSO’s 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 on a network of more than 300 global partners, to create an enabling environment in which citizen feedback is used to solve fundamental problems in service delivery and to strengthen the performance of public institutions worldwide.

About WPP
The Water Partnership Program (WPP) has strengthened the World Bank’s support to help developing countries respond to challenges in the water sector. The aim of this program is to augment and support Bank lending and assistance by improving project designs and program strategies at critical stages of development. Funded by the governments of the Netherlands, United Kingdom, Denmark and Austria, the program funded over 200 activities in more than 60 countries. These activities are influencing and supporting almost $11.5 billion in WB financing. WPP’s support to water supply and sanitation lending is benefiting the lives of nearly 52 million people in 26 countries, 17 million of whom live in Africa.

About OXFAM
Oxfam Great Britain is an independent charity organisation, affiliated to Oxfam International, a global confederation of 18 independent Oxfams that share a single Strategic Plan. Oxfam’s purpose is to help create lasting solutions to the injustice of poverty. Oxfam believes it is possible to live together in a fairer world, one in which all people can influence the decisions that affect their lives.

Throughout its programmes, Oxfam focuses on water, women, work and inequality, because saving lives in disasters, advancing women’s rights and building fair livelihoods are the most effective ways to end poverty for good. On top of that, Oxfam has a world renowned expertise and reputation in helping communities to secure safe water supplies and better sanitation through well-established management models.

Working in 51 countries around the world, Oxfam programmes reach more than 10 million people directly every year. Oxfam’s strategy is based on tackling the root cause of poverty by working with local and global civil society organisations, social movements, coalitions, academic institutions and other partners.
Oxfam International in Tajikistan

48 Ayni Street
Business Center “Sozidanie”
Tel: +992 701 5122 from landline, add 48 if calling from mobile
+992 48 701 5121
Fax No: +992 701 5123
Website: www.oxfam.org.uk

For more information about the Forum, please visit www.bit.ly/ECAForum or scan this QR-code