



សន្និសីទ និងពិព័រណ៍ទឹកកម្ពុជាលើកទី៤

The 4th Cambodian Water Conference & Exhibition

WaterAid Cambodia's Experience in Promoting Accountability for Increasing Water Supply Services

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WaterAid Cambodia



Contents



1. Contexts
2. Objective of applying accountability
3. Key stakeholders
4. Accountability process
5. Key Achievements, challenges, and lessons learned
6. The way forward



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RELIABLE ECONOMIC DEVELOPMENT





- Piloted 2 districts (Roleai Bire district and Toek Phose district) and 21 communes in Kg. Chhang with 4 targets group (private operators, community water supply group, communes, and districts)
- Selected 5 services for improving roles and responsibilities
- Selected core facilitators PDRD and PDSTI.
- Implementation Period: 12 months
- Individual scoring and services users scoring



Objectives

- Strengthen the roles, duties, and responsibilities of the private water operator, authority, and the community on water supply services to improve the provision of services
- Increase the level of service satisfaction between the service provided by the authorities and the water supply service providers



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Why do we need to apply accountability tools for water supply and authority?

- Provide a feedback mechanism to increase access to better and quality and sustain water supply services
- Strengthen the roles and responsibilities of services users and duties barriers
- Integrates water supply services improvement plans to DIP and CIP.
- Increase meaningful participation and voice of marginalize people provide feedbacks and demands better services from services providers.



សិក្ខាសាលាស្តីពី

ការប្រជុំមុខគ្នារវាងអ្នកផ្តល់សេវា និង អ្នកទទួលសេវា



Stakeholders Engagement

PDRD

PIDSTI

PWO

Marginalized Group

WHO IS ACCOUNTABLE



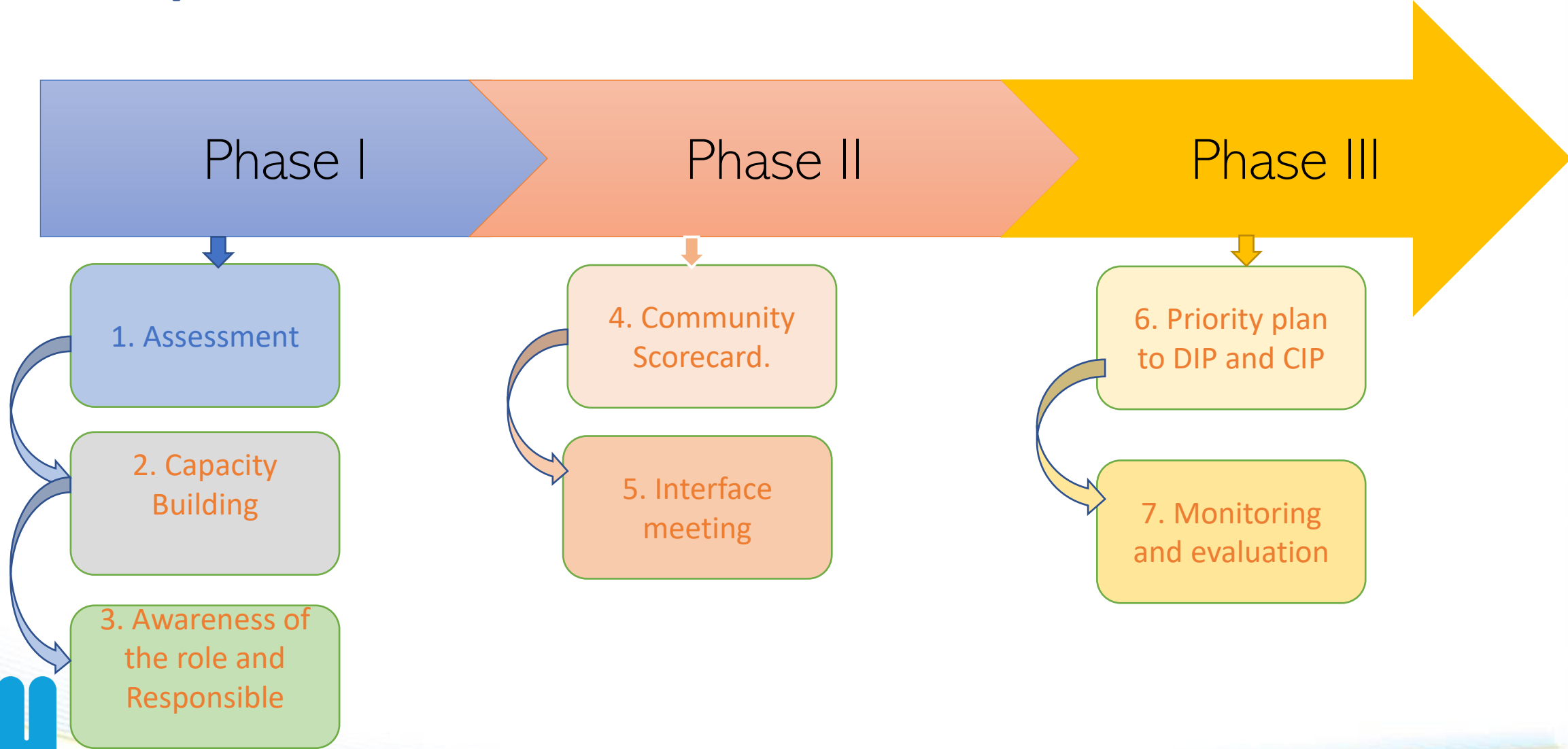
CC

Communities

DWG



Accountability tools process



Key Achievements

- Core facilitators, PWOs, and authorities improved their knowledge and skills.
- Strong collaborations between PDISTI, PDRD, Districts, and communes
- Giving opportunity to service provider and service receiver interface Provide feedback from the service receiver
- Water users group have abilities to identify key stakeholders to support when there are water services problems.
- PWO and community water supply group have improved water services, e.g increasing water quality testing, attending a monthly meeting with authorities...ect



Key Achievements

- Marginalize group provides feedback to improve water services as well as inputs priorities plans for water supply improvement plans with communes and districts
- All target communes (21 communes) are allocated their budget for improving water supply services.
- PWO is increasing more support to the marginalized household with at least 50% of pipe water connection
- Service providers and service receivers have clear role responsibilities.



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Marginalized Case Study

Communities Increase Access to Better Services of Pipe Water Supply Through Accountability Mechanisms



Mrs. BunKhon said “Before I join with the Accountability in WASH project, I don’t know whom should I inform or connect to raise my issue of pipe water that I connected, but after I join with the project, I know that if I face the issue on the service, I have to inform the commune authorities or directly inform and another service user also said about his understanding of his role as a service user after joining with accountability in the water supply project that “I never think that I have a responsibility in water supply service since it is the responsibility of PWOs. But after I join with accountability in water supply with WaterAid, I revealed that I also have a responsibility for the water supply as I am a user to provide the feedback to PWOs.



Budget allocation from Communes/Districts for Improving Water Supply.

- Increased (%) budget allocation in CIP.
- PWO provides a subsidy of 50% of the budget plan.
- Authority allocates budget 30% of the budget plan of district level and commune level.



ការផ្តល់ថវិកាសម្រាប់ការកែលម្អផ្គត់ផ្គង់ទឹកស្អាត (ក្រុង)
កំណត់ថវិកាសម្រាប់ការកែលម្អផ្គត់ផ្គង់ទឹកស្អាត ឆ្នាំ ២០២២

ល.រ	ឈ្មោះគម្រោង/កម្មវិធី	តំបន់	ប្រភេទ	ថវិកាសម្រាប់		
				ឆ្នាំ ២០២២	ឆ្នាំ ២០២៣	ឆ្នាំ ២០២៤
1	សាងសង់ប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	សាងសង់	300,000	50%	50%
2	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	20%	70%	10%
3	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	24%	70%	10%

តារាង ១១១ ការបែងចែកថវិកាសម្រាប់ការកែលម្អផ្គត់ផ្គង់ទឹកស្អាត ឆ្នាំ ២០២២

ល.រ	ឈ្មោះគម្រោង/កម្មវិធី	តំបន់	ប្រភេទ	ឆ្នាំ ២០២២	ឆ្នាំ ២០២៣	ឆ្នាំ ២០២៤	សរុប
១	សាងសង់ប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	សាងសង់	3000	650	5814	2310
២	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	600	650	4571	2742
៣	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	2500	650	402	234
៤	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	35	650	5721	2648
៥	ការកែលម្អប្រព័ន្ធធានាសុវត្ថិភាពទឹកស្អាត	ស្រះស្រីសោយ	កែលម្អ	1	150	3576	1468
				20094	9402	573	

Lesson learn

- Inspired local authority and PWO to improve roles and responsibilities
- It required a field guide for the facilitators
- Requires flexible processes aligned with government prioritizations and time allocations.
- Core facilitators have to be patient and have high commitment
- Processes have helped service users clear understand the roles and responsibilities of service providers and opportunities to score their services.



Way Forward

- Monitor and follow up on authorities' priority plans, including CIP/DIP.
- Conduct provincial learning reflection on the accountabilities tool
- Scale up to SMC district, another district.
- Organize PWO and District Champions for Providing Good Water Quality and Services.
- Develop a field guide for core facilitators
- Strengthen data management of PWO and authorities
- Coordinate PWO and authority to provide subsidies to a marginalized group
- Integrate Accountability tools/processes in water supply services in related national policies and guidelines



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Thank You!



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