“The role of private actor and customers in the implementation of public participation procedures on the example of programs’ realization and projects concerning water supply in Kazakhstan”

(Lyudmila Petrova, NGO Angel director, Kazakhstan)
The Legal framework in Kazakhstan:

- Law of the Republic of Kazakhstan of October 23, 2000 N 92-II LRF
- "To ratify the Convention concerning access to information, public participation in decision-making process and access to justice concerning the problems of the environment which have been done before in Aarhus (Denmark) in June 25, 1998. The president of the Republic of Kazakhstan.
- 2010 - Enactment of government of the Republic of Kazakhstan number 573 about "approval of the rules concerning efficiency assement of the work of executive bodies financed from the regional budget and cities’ budget which has the republic meaning, capitals and local executive bodies.
- 2011(two thousand eleven) – The order of Minister of Economic Development and Trade of the Republic of Kazakhstan number 50 about " approval of the involvement of non-governmental organizations (NGO), independent experts during the overall efficiency assessment of the state agencies’ works.«
- In November 28, 2012 the decree number 438 about “approval of the conception concerning development of local government in the Republic of Kazakhstan” was signed by the President of the Republic of Kazakhstan.
The program “Drinking water” was realized in Kazakhstan in 2002-2010.

The new program concerning development of water supply named “Ak Bulak” first appeared in Kazakhstan in 2011 and was planned until 2020 year. The main goal of this program is to provide the population with drinking water and water supply service.
One of the goals of the program “Ak Bulak 2011-2020”:

- One of the approaches during the realization of the program “Ak Bulak” will be organization of cooperation and coordination between central state agencies and local executive agencies, potential investors, scientific institutes, non-governmental organizations and exploitative enterprises”. There is no more information which is mentioned about public participation in the realization of arrangements within frameworks of this program.
Private actor and customers’ goals during the implementation of public participation procedures are:

- Holding of public listening or meetings of rural population with informational purpose about the future tariff’s growth for using the water and introduction of the new information about water supply systems (the final stage of the project).

- Deputation of authority to the regional branches of the Democratic Party “NurOtan” is the formal approach to public participation (all the government officials are the members of this party).
During the planning and realization of programs and projects concerning water supply the public participation is almost not carried out by private actor and customers.

- The facts of inefficient use of budgeting funds were made during the implementation of the program "Drinking Water" in 2002 – 2010 years.
- • Revolving of poor construction activity, reconstruction of water sluices and actions that do harm to the environment because of the violation of building regulations.
- The violations of the construction works’ deadlines.
- Insufficient provision of the quality of drinking water.
According to the General Prosecutor Office of Kazakhstan (www.prokuror.kz), the state’s budget suffered because of the above mentioned reasons and this damage consists of 250 million tenge.
Possible reasons of absence of private actor and customers in the implementation of public participation procedures (on the example of programs’ realization and projects concerning water supply) are:

- Ignorance or insufficient understanding of procedures and mechanisms of public participation
- Unwillingness of performing the additional work
- Absence of necessary workers/experts because there is no necessary article in project’s budget. They do not take into consideration financing for public participation.
- Lack of control and unwillingness to give an account before society
- Corruption
After the initiative about public participation from NGO, local private actors and customers should carry out their initiatives:

- To help NGO in organization of public listening, rural meetings, workshops, round-table meetings with the aim to inform villagers, to give free equipment and accommodation, free transportation;
- To make presentations and always communicate with society;
- To organize online interview with the participation of private actor and customer who can give comments and make clear all the situations;
- To organize “Hotline” service;
- To spread questionnaires;
- To help NGO in organization of informational campaign among villagers concerning questions about water economy;
- Private actor and customer should react to social problems and should try to improve all the shortcomings in the regions. Ex., to react to the problem concerning the open well or closed trenches.
Private actor can support realization of the state projects:

- For example, in accordance with the program “Ak bulak” to build water supply system from well to fence boarders of house owners with the help of state budget. To build supply system to the houses with the help of villagers’ budget. Public intake water heater are taken away from the streets so poor people have risk to stay without water supply.

- With the help of private actor’s means, (Coca-Cola Fund) through NGO project, more than 50 houses from three villages with poor life conditions could build water supply system in their houses.
A good example of cooperation between private actor and customer/state and NGO:

- During a long time the problem of drinking water supply system exists in Manshuk village, Akmoliskaya oblast. According to different reasons this village cannot take part in any state programs. After holding several arrangements and preparing social calls, private actor Fund “Coca-Cola” with the help of NGO financed the development of project’s documentations concerning the reconstruction of water supply system in Manshuk village. Memorandum about cooperation between NGO and regional department / customer was concluded where one of the main goals was “2.2.3. To include Manshuk village in the program “Ak bulak’ during 2016-2017 years”.
Public participation mechanisms allow:

- To evaluate the effectiveness of the implementation of developed programs aimed at providing drinking water to the villagers.
- To assess the impact of construction works on the environment (during which pavement is broken, trees are cut down even without having the chance for recovery).
- To identify inappropriate usage of finances which are given for the construction of water supply systems in rural areas. To provide construction, good water supply systems services for villagers in rural areas more efficiently.
- To improve the social activity of the population and role of public participation in the development and realization of state programs.
- To creating a constructive dialogue between authorities and community/decreasing of social tension.
Citizens’ participation in the evaluation of the quality of public services is necessary from the stage of planning / development the program within the local level to the stage of commissioning
THANK YOU FOR ATTENTION!