

# The LVEMP II Civil Society Watch E-bulletin

A Monthly from the East African Sustainability Watch Network comprising: Uganda Coalition for Sustainable Development (UCSD), Tanzania Coalition for Sustainable Development (TCSD) and Sustainable Environmental Development Watch Network (SusWatch Kenya)

**SPECIAL EDITION (July 2013)**

## Civil Society and communities Call for a Client Service Charter for LVEMP II

The Lake Victoria Environment Management Project (LVEMP II) has many actors, interests, ways of work, geographically diverse settings, and is being implemented in different political settings that have implications on power relations. The actors include Partner States and their respective implementation hierarchy (from the Ministers and Permanent Secretaries in the respective line ministries to communities who are the primary target beneficiaries of the project and who are expected to cooperate so as to enable the project realize its objectives.

Based on its ongoing experiences with communities when implementing the LVEMP II Civil Society Watch Project (2011 – 2014), EA SusWatch Network proposes that LVEMP II adopts a specific Client Service Charter that is justified on the account described in this short document.



### Box 1: LVEMP II addressing the Lake Victoria Basin challenges

The challenges LVEMP II project seeks to address include population pressure that has given rise to land use conflicts and degradation; forest degradation due to construction and farming activities; conversion of wetlands into agricultural land and farming on the shore lines; Pollution arising from poor farming method in the catchment; soil erosion; over-abstraction of water from the lake and the rivers in the basin; resurgence of aquatic weed like the water hyacinth; unplanned urbanization and industrialization that has led to poor solid waste management, pollution from agrochemicals, use of pesticides and poor discharge of untreated liquid wastes resulting in pollution; decline in the water levels that have caused serious economic and environmental impacts in the riparian and downstream countries. LVEMP II therefore aims to rehabilitate the lake ecosystem for the benefit of the people who live in the basin, the national economies of which they are part and the global community.

It is also important to note that some of the funds for LVEMP II project is money that partner states have borrowed (loans) and so citizens will be responsible for paying back through tax remittances. Uganda has borrowed USD 27.5 million from IDA for this project, Kenya has borrowed USD 30 million and Tanzania USD 32.5 million, while Burundi and Rwanda borrowed USD 15 million for similar interventions.

LVEMP II aims to improve the livelihoods of the community members and empower them to contribute to the restoration of the degraded natural resources of the Lake Victoria Basin. Other actors in the project include: Development Partners, NGOs, CBOs and Community groups, private sector, media, and local authorities.

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Above all, the perceived weak actors (communities) will be responsible for repayment of the borrowed funds from IDA being tax payers in their respective countries, and hence the need to ensure rational utilization of the project funds in order to secure optimum benefits from this Project.

## Why a Client Charter?

EA SusWatch has been able to follow implementation of LVEMP II since 2011 and has realized that there is an urgent need to have the implementers put forward *a minimum set of what they are set to do and how and when they plan to do it*. This has arisen from the community meetings held, media interactions and three deliberate community consultative meetings for 30 community representatives held at Jumuiya Guest House (Kisumu) on May 23, 2013; Maperece Hall – Magu (Tanzania) on May 6, 2013 and at Cardinal Nsubuga Leadership Training Centre – Kampala (Uganda) on May 14, 2013 that provided views on this idea based on a draft developed by EA SusWatch Network in December 2012 (See Annex 1 for details).

**Based on the above, EA SusWatch Network believes that a LVEMP II Client Service Charter will close the gap between communities and the implementers as it provides a means for communities to provide feedback, suggest improvements, and lodge any complaints if they are dissatisfied with any aspect of their interaction with LVEMP II project implementation. Similarly, by facilitating communication with clients, the Client Service Charter will help implementers to maintain or improve their quality of service, enhances their reputation as it presents the implementation teams as being receptive to suggestions and even criticism. Above all, the Charter protects employees when dealing with difficult clients, while at the same time giving a standard against which to measure LVEMP II performance.**

### Box 2: A Client Service Charter

A customer service charter or code of conduct formally defines what an organization and its clients can expect from either party. It is an important tool for organizations and their clients /beneficiaries/stakeholders and for regulators

The ‘organization’ in this case is the ‘frontline’ implementing arm of LVEMP II while the clients are the targeted communities and community groups where LVEMP II is being implemented

In order to realize the aforementioned, EA SusWatch Network envisages the proposed Client Service Charter to:

- **Focus on the front-line actors** i.e. the implementers at national and regional level; and communities through the Community groups / CBOs. Since communities are expected to gain more from Component 3 (use of Community-Driven Development approaches to improve water use efficiency in the Lake basin), this Client Service Charter would focus on component 3 as a way of ensuring the community reaps maximum benefit from the project.

For more information, please contact the Regional Coordinator LVEMP II CS Watch Project (c/o UCSD) on  
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- Provide a means for the **community members to provide feedback and suggest improvements to the implementation teams at regional and national levels**. It would also provide clear channels for community members to complain if they are dissatisfied with any aspect of their interaction with the LVEMP II implementation team both at national and regional levels.
- Be in line with the public service **to drive attitude change towards a more client-focused approach in the LVEMP II implementation organs, given its regional magnitude and the diversity actors and beneficiaries**. For example in Uganda has embraced this since 2010

## What are the Objectives of the proposed LVEMP II Client Service Charter?

- To **enable clients / beneficiaries in the 3 countries to get the most out of LVEMP II**. A charter provides a means for them to provide regular feedback and suggest improvements.
- To **facilitate communication between clients/beneficiaries in the 5 countries and the LVEMP II implementation teams (regional and national) so as to maintain or improve quality of service, generate suggestions and formally deal with criticisms**.
- To provide a **clear framework through which complaints on any aspect of their interaction with LVEMP II implementation can be channeled**.

## What are key Guiding principles for the proposed LVEMP II Client Service Charter?



- Ownership and genuine ways of working together (collaboration, cooperation based on mutual respect)
- Open and transparent transactions related to community driven projects (where communities have high interest)
- Respect for time (project period) in relation to realization of the LVEMP II set results (with respect to Community-Driven Development subprojects)
- Environmental sensitivity and consciousness when implementing Community-Driven Development subprojects
- Equal opportunities for men, women, youth and people with disabilities to benefit from LVEMP II

## Key issues for inclusion in the Charter

The suggested key issues for consideration in the Charter relate to both the LVEMP II frontline implementation teams on one hand; and the communities (as clients) on the other.

### LVEMP II Implementation teams (Regional / LVBC, National, district and lower levels)

- Clear contact persons for the client / general public to know who to contact in case of any concern / issue

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- Regular and open, public access to information related to LVEMP II at all levels (print and electronic)
- Clear compliance mechanism in place - what clients (communities) can do if they feel that service goals were not met.
- Facilitate sharing of knowledge and skills that can be replicated elsewhere
- Explain to the community members their procedures and mode of operation
- Set up a conflict resolution desk where communities can air their grievances regarding project implementation.
- LVEMP II to have in place a community representative and hold regular meetings with the implementing groups.
- Establish clear communication channels and undertake regular communication to the community members through a designated community contact person/ institution.
- Share experiences with community members regarding LVEMP II project implementation in other countries (especially CDD Projects).
- LVEMP II should conduct regular visits to communities to be in touch with realities on the ground.
- Respect for community ideas and aspirations should be made clear in the project.
- Integrate participatory approach in implementation of the project at all stages.
- Streamline the implementation process and limit the bureaucracies in decision making
- LVEMP II should have an exchange programme that will facilitate networking of groups funded in various regions.

## Clients / beneficiaries (Community Groups)

- Regular and open, public access to information related to progress in implementation of the CDD projects
- Use of funds for the intended purposes and communities in line with signed contracts
- Regularly point out any emerging conditions that might impede the successful implementation of the CDD projects
- Community members should act as agent of change by sensitizing other community members and practicing and propagating environmental conservation practices.
- Should act as change agents and sensitize other community members

## A Client Service Charter: a new dawn to implementation of LVEMP II

EA SusWatch Network strongly proposes that for a sustained improvement in delivering the set Project results throughout the Lake Victoria Basin, a Client Service Charter for LVEMP II as an additional tool is put in place. This will act as a reference point for both the target communities and the implementers to decisively play their respective roles.



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## Annex: List of people consulted

Name	Gender	Title	Organization	Contact address
<b>Kenya</b>				
1. Francis Orawo	M	Chairman	Sango Rota Beach Mgmt Unit	0713078907
2. Philip K Ngeny	M	Chairman	Nandi Green Hills Landscapers	0725468642
3. Eunice Owuor Kano	F	Treasurer	Upper North Kabodho Women Group	0715742341
4. Japheth Babu	M	Secretary	Litei Self Help Group	0723247611
5. Violet Jepkosgei	F	Treasurer	Litei Self Help Group	0712408863
6. Nelson Kemboi	M	Assist. Secretary	Korosiot Self Help Group	0711661064
7. Grace Chepkemoi Soi	F	Chairperson	Agape Orphans Support Group	0721557029 gracesoi@yahoo.com
8. Keter Nicholas	M	Chairperson	Kiptere CH	0713798505 Kiptoo1992@gmail.com
9. Sally Dete	F		Wajane Pamoja	0723278789
10. Velma Oseko	F		Intern – SusWatch Kenya	0723278789
<b>Tanzania</b>				
11. Samson M. Magoma	M	Chairperson	IJINGA	0682619992
12. Suzan Braison	F	Chairperson	MWAMKALA	0766420577
13. Micheal David	M	Chairperson	IJITU	0765650541
14. Njilengunila	M	Chairperson	SALAMA	0754606970
15. Mabere Makubi	M	Journalist	ITV/Radio One	0766344172
16. Sitta Tumma	M	Journalist	Tanzania Daima	0784 785294
17. Paulina David	F	Journalist	Radio Free Africa	0767193878 Paulinadavid3@yahoo.co.uk
18. Bujiku Kipolo	M			0765144017
19. Paul Lyanogu	M			0766014533
20. Atanasio Kweyunga	M	Coordinator	MAPERECE	0784138415
<b>Uganda</b>				
21. Kigozi Rosette	F	Comm. Mobiliser	Bakanaga Orange Growers Assoc.	0772889047 / 0701287363
22. Namugenyi Goreth	F	Secretary	Masaka District Union of Education People	namugenyigoreth@gmail.com 0751948654
23. Turyahikayo Manoah	M	C.P.C Secretary	Send A cow	0772826287/0703588853 turmanoah@yahoo.com
24. Gannyana Josephine	F	Prog. officer	Lake Wamala Env. Cons. Technologies Project	0773156477
25. Byaruhanga Geofrey	M	CPC Secretary	Kugumikiriza	kabyarugeof@yahoo.com
26. Kawunde Evalisto	M	Chairperson	Kabonera Ssabawaali Fish Farmers Youth Group	0712109809/0752109809
27. Namata Sarah	F	Treasurer	Bivamuntuyo Aquaculture and Environment Conservation Project - Rakai	0784 981964
28. Njuba Charles	M	Rakai District	Bivamuntuyo Aquaculture and Environment Conservation Project - Rakai	0782945418