Social contracts: A framework for urban water supply services in Eastern Indonesia?

Declan Hearne¹ Bronwyn Powell¹ Prof Brian Head². Candra Samekto²
¹International WaterCentre. ²ISSR

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New models of support

Focusing on the external environment (relationships):

1. Identifying stakeholder expectations
2. Expectations collectively formalised in a **social contract**
3. Implementation of commitments

Piloting social contracts

“what you would be willing to do”… “if X gives you something what you have asked for…?”

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**Roles**

- Water Utility
- Customer
- LG
- Honest Broker
What we did
Can *social contracts* contribute to improved water governance and service?

• What happened?
• What were the impacts?
• What factors may influence the sustainability of changes?
What we found

Initiation

Demand Roundtable Plans Agreement

Implementation

Internal operational support
- HR & $ Capacity
- Targeted network improvements

External facilitation support
- Supervisor board
- Customer concerns
- Representative groups
- Corporate planning

Interim outcomes

- Awareness ✓
- Understanding of roles ✓
- Customer representation
- Transparency/Accountability
  ≠ Local leadership
  ≠ Communication styles
  ≠ Levels of engagement

Results

Sumba
- Service delivery
- Cost recovery
- Policy reform

Ende
- Service delivery
- Cost recovery
- Policy reform
What next?

GOI vision of success: “auto run” and “local stakeholders can hold each other to account and …little need for external facilitation…”

For a self sustaining ‘auto run’ process key concerns include:
• Capacity to sustain trust: competence and reliability
• Putting the social into social contracts
• Motivation to participate