

## MAKING SERVICES WORK FOR PEOPLE



On September 17, 2004 PIC Uzbekistan held the first PIC Dialogue to discuss municipal services reforms in Uzbekistan.

The event brought together representatives from government agencies, NGOs, World Bank Project Implementation Units and international community involved in the subject. PIC availed the opportunity of the visiting mission headed by one of the World Bank's leading experts in infrastructure and energy services Mr. Sumter Lee Travers. He made a presentation and shared the experience the WB has had across the world. Particular focus was done on Central Asia and Uzbekistan.



“Good construction supervision costs money, bad supervision costs even more“

**Sumter Lee Travers,**  
*World Bank Sector Manager*

“This year's *World Development Report - Making Services Work for Poor People* argues that services can be improved by putting people at the center of service provision. How? By enabling the people to monitor and discipline service providers, by amplifying their voice in policymaking, and by strengthening the incentives for providers to serve the wide public.”



**Martin Raiser,**  
*World Bank Uzbekistan Country Manager*

September 17, 2004



“EBRD is one of the key players in financing infrastructure and municipal services in Uzbekistan. We have the cases of co-financing the projects with the World Bank”

**Kenji Nakazawa,**  
*EBRD Resident Representative in Uzbekistan*

“Discrepancies between country legislation and World Bank procedures hamper the project implementation”.

**Kadyr Juraev,**  
*PIU Director, Bukhara Water Supply Project*



“We have positive examples when a \$ US 1000 grant entailed \$ US 3000 project financed by the consumers themselves”.

**Irina Gentsler,**  
*Urban Institute*

“While implementing Rural Water Supply Project financed by the Swiss Government we have been facing the legislative problems. There is no legislation regulating the rights of rural communities to manage the communal services in their settlements”.

**Murat Mirzaev,**  
*SECO*



“If the self-sufficiency of the Makhalla has been achieved then SMEs can develop. At first regarding the procurement with drinking water and energy”.

**Wolfgang Scshreiber,**  
*International consultant, NGO “Zakovat”*

# News Bulletin



“I am a consumer of municipal services and I am not ready to pay 2-3 times more for the services I am getting now. As I pay for the services I want to be sure that the fees are channeled in the right direction: to provide quality services”

***Tulkin Tashimov,***  
***journalist,***  
***“Novosti Uzbekistana”***

## SOME GLIMPSES FROM THE DISCUSSION



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