

Seminar in support of the World Development Report 2004

***Making Services Work for Poor People***

MONDAY NOVEMBER 4<sup>th</sup>

**9:00 – 11:00     Making Services Work for Poor People: An Overview**

Introductions

Overview of WDR 2004

- Ritva Reinikka, World Bank

Opening Comments

- Ronnie Kasrils, MP, Minister of Water Affairs and Forestry, Republic of South Africa
- DfID (TBC)

Open Discussion

**11:00 – 11:20     Coffee**

**11:20 – 1:00     Issues and Themes**

- *General Issues and Themes*  
Richard Batley, International Development Department (IDD), School of Public Policy, University of Birmingham
- *Significance of HIV/AIDS*  
Rene Loewenson, Training and Research Centre (TARSC), Zimbabwe.

Paper

- *Organisations that Reach the Poor: Why Coproduction Matters*  
Mick Moore, Institute of Development Studies (IDS), University of Sussex

Discussants

- Merilee Grindle, John F. Kennedy School of Government, Harvard University
- George D. Yambesi, Public Service Reforms Programme (PSRP), Government of Tanzania

Open Discussion

**1:00 – 2:15     Lunch**

**2:15 – 4:00**      **Water and Sanitation**

Papers

- *Sanitation: A Problem of Scale*  
Andrew Cotton, Water Engineering and Development Centre (WEDC),  
Loughborough University
- *Making Services Work for the Urban Poor: The Case of Urban Water Supply*  
Andrew Nickson, IDD, University of Birmingham
- *Urban service partnerships, 'street-level bureaucrats' and environmental sanitation in Kumasi and Accra, Ghana: Coping with organisational change in the public bureaucracy*  
Richard Crook, Institute of Development Studies (IDS), University of Sussex

Discussants

- Hilary Standing, Institute of Development Studies( IDS), University of Sussex
- Eloy Anello, Nur University, Santa Cruz, Bolivia.

Open Discussion

**4:00 – 4:20**      **Tea**

**4:20 – 6:00**      **Health**

Papers

- *What Can Be Done About the Private Health Sector in Low-Income Countries?*  
Barbara McPake, Health Policy Unit, London School of Hygiene and Tropical  
Medicine
- *Beyond Public and Private? Unorganised Markets in Health Care Delivery*  
Hilary Standing, Institute of Development Studies ( IDS), University of Sussex
- *Working for God? Evaluating service delivery of religious not-for-profit health care providers in Uganda*  
Ritva Reinikka, World Bank

Discussants

- Anne-Marie Goetz, Institute of Development Studies, University of Sussex / Rob  
Jenkins, Birkbeck College, University of London
- Gopi Gopalakrishnan, Janani, India

Open Discussion

**TUESDAY NOVEMBER 5<sup>th</sup>**

**9:00 – 10:50      Education**

Papers

- *Making Education Work for Poor People*  
Maureen Sibbons, Cambridge Education Consultants
- *The Role of the non-State Sector in Education Provision*  
Pauline Rose, Institute of Education, University of Sussex

Discussants

- Carole Rakodi, IDD, School of Public Policy, University of Birmingham
- Barbara Chilangwa, Ministry of Education, Zambia
- Lola Dare, African Council for Sustainable Health Development (ACOSHED), Nigeria

Open Discussion

**10:50 – 11:10      Coffee**

**11:10 – 1:10      Partnerships**

Papers

- *Partnerships between government and civil society for service delivery in LDCs: Cause for concern*  
James Manor, Institute of Development Studies, University of Sussex
- *Developing Inclusive Public -Private Partnerships: The role of small-scale independent providers in the delivery of water and sanitation services*  
Janelle Plummer, GHK International, London

Discussants

- Andrew Cotton (TBC), Water Engineering and Development Centre, Loughborough University
- O.P Agarwal, Department of Personnel and Training, Government of India

Observations and Impressions

- Judith Tendler, Massachusetts Institute of Technology (MIT)

Open Discussion

**1:10 – 2:20      Lunch**

**2:20 – 4:00**

**Voice, Demand, Accountability**

- *What are the most effective strategies for understanding and channelling the preferences of service users to make public services more responsive?*  
Carole Rakodi, IDD, School of Public Policy, University of Birmingham
- *Civil society engagement and India's Public Distribution System: Lessons from the rationing Kruti Samiti in Mumbai*  
Anne Marie Goetz, Institute of Development Studies, University of Sussex / Rob Jenkins, Birkbeck College University of London

**Discussants**

- Shekhar Shah, World Bank
- Monzoor Hassan, Transparency International, Bangladesh

Open Discussion

**4:00 – 4:20 Tea**

**4:20 – 6:00 Service Delivery and the Poor—Ways Forward?**

Papers

- *First in the Queue? Mainstreaming the Poor in Service Delivery*  
Merilee Grindle, John F. Kennedy School of Government, Harvard University

Discussant

- TBC

Open Discussion

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Notes:

- (i) Paper presentations will be short maximum fifteen minutes (papers will be circulated in advance).
- (ii) Discussants will comment on a group of papers (typically two) together. Each discussant's contribution will be limited to ten minutes.
- (iii) There will be approximately forty minutes for open discussion at the end of each session.