

Governance

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SIWI definition

- Water governance is defined by the political, social, economic and administrative systems that are in place, and which directly or indirectly affect the use, development and management of water resources and the delivery of water service delivery at different levels of society. Importantly, the water sector is a part of broader social, political and economic developments and is thus also affected by decisions outside of the water sector.

Water governance addresses among other things:

- 1. Principles such as equity and efficiency in water resource and services allocation and distribution, water administration based on catchments, the need for integrated water management approaches and the need to balance water use between socio-economic activities and ecosystems.
- 2. The formulation, establishment and implementation of water policies, legislation and institutions.
- 3. Clarification of the roles of government, civil society and the private sector and their responsibilities regarding ownership, management and administration of water resources and services.

Context

- WSDP/IDP/Strategy
- WSA/WSP concept in Water Services Act
- Regulations in terms of WSA
- Policies at municipal level
- Bylaws
- Section 78 of MSA
- Ring fenced accounts

The council

- Treat politicians as a board
- Give well motivated options and not one solution or recommendation
- Tariff example

Regulation

- For regulation to be effective, citizens must know what the regulations mean to them and how they can hold the service provider to account
- This means extensive community engagement and the creation of meaningful platforms for communities to raise issues of concern to them
- Secrecy is the enemy of good governance
- Good communication brings certainty and builds trust

Asset Management	Customer Management
Network Expansion Management	Revenue Management
Human Resources Management	

Shit Flow Diagram (SFD), Durban

