
THE COUNTERPART CONSORTIUM

**PROGRAM OF CIVIL SOCIETY AND NGO
DEVELOPMENT FOR THE CENTRAL ASIA REGION**

QUARTERLY REPORT

July 1 – September 30, 2000

Submitted to USAID/CAR

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I. BROAD SECTOR SUPPORT: COUNTERPART INTERNATIONAL

A. PROJECT PURPOSE

The purpose of the Counterpart project component is:

Increase informed citizen participation in political and economic decision-making.

B. PROJECT IMPACTS

Kazakhstan

Sustainable Civil Society Organizations

Counterpart Target Organizations Successfully Access Soros Funding to Expand Support

As a result of ongoing technical assistance by Counterpart, three target NGOs in Kazakhstan have extended the range of their activities to include providing support services to other NGOs and initiative groups. As a result of this enhanced capacity, these target NGOs successfully received funding through the Soros-Kazakhstan Foundation competition “NGOs support NGOs” for the following projects:

- The consulting center “Zubr” received \$12,000 to provide consulting and educational support to NGOs working in East Kazakhstan.
- The association of lawyers “Legal initiative” received \$8,865 for the organization of support center consulting on legal issues for NGOs. This activity will be fulfilled together with Counterpart’s affiliated partners.
- Kiwanis Club in Taraz received \$9,702 to develop opportunities for Taraz NGOs to do business.

Media/Outreach

NGO Wins the Contest in the Web Design

The NGO center *Kid’s Time* successfully competed and beat out several large corporations for the “The Best Entertainment Site” in the “The Best Site of KITEL 2000” competition. The goal of this competition was to highlight and recognize companies working in the Kazakhstan market and using professional approaches to promote their activities through the Internet. The victory of *Kid’s Time* was made possible through Counterpart’s financial support of the project “Unified Information Area for Youth and Children.” Under this project four seminars were conducted in Atyrau, Shymkent, Astana and Semipalatinsk to promote issues for children. *Kid’s Time* decided to develop a web site to foster discussion among youth and children and about all aspects of youth’s lives.

Social Partnership

Social Partnership Helps to Protect Social Vulnerable Groups

About a year ago, as a result of Counterpart funded activities, the Association of Noncommercial Organizations *Invalids of Kazakhstan* was instrumental in establishing a coordination committee of NGO and government leaders from the Bostandyk Akimat of Almaty. The Coordination Committee has been represented by 40 members of public and religious organizations of the Bostandyk district under chairmanship of the Akim deputy Mr. Jamakin. The Committee regularly publishes a newsletter about its activities, which has been distributed among NGOs. Additionally, the Committee created a computer database to improve the quality of financial aid management to vulnerable social groups. As a result of this social partnership activity initiated by the Association, the database now includes 41,000 invalids and pensioners.

Partnership, Coalition –Building and Association Development

Government attracts NGOs' experience to solve youth problems

For the first time ever in Kazakhstan, NGOs are working with local government in a formal partnership for the *Regional Youth Program of Kostanai Oblast for 2000-2001*. NGOs were given an important role in the implementation of this program. In particular, two of Counterpart's target NGOs, *Alliance* and *Help*, are responsible for the administration of a contest, named for the Oblast Akim, to stimulate youth and children organizations and initiative groups. The total funding of this contest is 21M Tenge over three years. Other NGOs are working as members of the established Advisory Committee of this program under the Oblast Akim.

Counterpart's Partner Obtained Sustainability for the Regional Housing Association

At the beginning of this year the Department of Housing and Utility Services of Ust-Kamenogorsk acknowledged that the Regional Housing Association (RHA) established two years ago was not operating within state guidelines and objectives and it was clear that the organization had management problems. The Department appealed to the NGO *ZUBR* to help the RHA solve its problems. After carrying out an organizational development assessment, a General Assembly of the Association was convened where a new charter was approved and a new Executive Board was elected. As a result of *ZUBR*'s support and intervention, the membership base of the RHA is now 70%, up from 5%, despite the fact that only 20 cooperatives out of 47 (former members of the Association) have shown genuine interest in being members of the Association after reorganization process. *ZUBR* is now providing the RHA with meeting space so they can conduct meetings on a weekly basis – rather than the bi-monthly meeting schedule previously implemented. Counterpart has been providing on going consultations for *ZUBR* on different issues and has trained staff in a variety of topics, particularly Association Development, and has provided financial support through the small grant program to establish and develop this local Resource Center for NGOs.

Advocacy

NGO Protected Individual Rights of Astana Citizens

Over the past few years, the Astana-based company, “Astanaenergосervice” used its position as a monopoly on utilities in the capital market to issue a collective contract for its services. As a result of such illegal actions, individual rights of utility consumers were ignored. The local NGO *Consumer's Advocate*, a grantee of Counterpart and training participant in the Counterpart *Advocacy* module, took their appeal to court. The resulting decision was that collective contracts on utility consumption should be abolished and, for the first time in Kazakhstan, the company will have to sign individual contracts with each of 350,000 consumers.

Pokolenie's Successful Actions

The Association *Pokolenie* is dedicated to defending the rights of pensioners in Kazakhstan. The first tangible result of their efforts came through the Counterpart-funded activity “Social protection of widows and aged women having many children and single mothers.” Under this project heat gauges were installed in select apartments of a few apartment buildings (CAPs - Cooperative of Apartment Proprietors) in order to compare the actual consumption with the set tariffs. The result was that set rates were several times higher than actual consumption rates. These results were presented to the Almaty Akimat Antimonopoly Committee and the Almaty Power Consolidated Company. After a request from the Antimonopoly Committee to reconsider the tariffs on heating, it was determined that the Almaty Power Consolidated Company illegally earned profits in excess of 69 million tenge from 1998-1999. This year the APC has started paying out compensations to apartment proprietors for the 1998-1999 years.

Community Mobilization

Mothers Rally to Secure Education for their Children

Prior to this quarter, partially deaf children in the Astana area were unable to access public education, as there was no school in Astana to support their special needs. In September a school was opened that is providing education to 15 children, previously denied access to school. This success is a direct result of coordinated activity of an initiative group of mothers in the area, the Astana Civil Society Support Center, and the Almaty-based Association of Disabled People of Kazakhstan NGO *Zhan*. After approaching staff at the Astana Center, the Center developed a strategy for the group of mothers that included education, training, and practical work with *Zhan*. The result was a legal registration of this initiative group as an NGO, which allowed it to more actively lobby interests of partially deaf children in the local Akimat.

Baspana Helps Homeless People.

Today more than one million homeless people are registered in Kazakhstan with about 120,000 of them in Almaty. *Baspana Association* reaches about 35,000 of these people through its program “Help Yourself.” With support and training from Counterpart in topics such as *Constituency Development, NGO and Community, Community Outreach, and Project Design*, *Baspana* has been able to design projects that mobilize people living in bad social conditions and implement programs that help individuals solve their own problems resulting in the following outcomes:

- *Baspana* has built 339 apartment houses and building shops in the districts of *Shanyrak-2* and *Duman-1*.
- More than 300 families have gotten interest-free credit to build houses.
- With the financial support of international donors, *Baspana* has built a 2 km water conduit in the *Altyn Besyk* district.

Kyrgyzstan

Sustainable Civil Society Organizations

Women’s Congress of Kyrgyzstan Strengthens Legal Outreach in Countryside

A high demand in raising legal awareness of the population urged the need to provide counseling services in the remote Batken region. Through skills acquired at Counterpart training workshops and round tables the leader of the NGO Women’s Congress of Kyrgyzstan made some changes in a fundraising strategy, which allowed the NGO to get a \$15,000 grant from Soros Foundation. As a result of an efficient fundraising the NGO opened the Center of Legal Information in Batken supplied with modern office equipment and staffed with two lawyers who are experienced in civil, criminal, family and retirement issues. It was the third center established through the initiative of the Women’s Congress.

NGO Leader Diversifies Funding Sources as Part of Sustainability Strategy

The NGO *Leader* needed to raise additional resources to create a favorable environment for personal growth of young people and the development of the NGO community in the Issyk-Kul region. By using the skills acquired at Counterpart Consortium training workshops the NGO successfully received grant funding totaling \$35,047 from four donor organizations for projects over the next three years. As a result of funds raised the NGO accomplished the following:

- Established a club for teenagers “We Give Joy to People”
- Opened a summer camp for developmentally disabled children
- Opened the NGO Resource Center in the Issyk-Kul region
- Issue an information newsletter for 115 NGOs of the Issyk-Kul region
- Established Youth Legal and Information Support Center
- Established a Youth Rock Climbing Club
- Opened public legal centers

Association of Brokers and Dealers Introduces Ethic Code to Increase Rapport Among Customers

To meet the needs of clients in a more efficient manner the members of the Association of Brokers and Dealers needed standards of professional ethics. By using the skills acquired at Counterpart workshops the Association drafted an Ethical Code consisting of five chapters, which was approved by the National Committee on Securities on March 2, 2000. The new Code gives the right to the National Committee to cancel licensees in case the Association members do not abide by the principles of the Ethical Code. As a result, the amount of securities sold quadrupled as compared with last year's figures and reached one million soms (more than \$20,000).

Media/Outreach

ILIM Educational Complex Builds its Public Relations

ILIM Educational Complex had little experience in public relations when it started implementing the 21st Century Schoolhouse project supported through a partnership grant from Counterpart Consortium. As a result of funding to support the inclusion of students from the School of Young Journalists, high school students participating in the project acquired excellent skills in writing press releases, articles and newsletters. The 12 teachers involved in the project received training in how to use e-mail and the Internet, greatly enhancing their ability to participate in this interactive project. This Counterpart support has enhanced 21st Century Schoolhouse's ability to promote its activities. At present, 21st Century Schoolhouse members cover all their activities in press releases and have published two issues of a newsletter with a circulation of 160 copies that are distributed to mass media and the radio station Europe Plus. As a result of the competition for the best environment-related article held by the Soros Foundation 13 project participants were awarded a 1000-som award (\$25). In addition, the school designed a project logo and redesigned a web site (www.ilim.kyrgyznet.kg), which won the third place in the city competition of web-sites.

Social Partnership

Protection of Rural Children's Rights

Recreation of children during summer holidays was neglected especially in rural areas due to economic constraints in Kyrgyzstan. The leader of the NGO Protection of Rural Children's Rights visited an abandoned summer camp in the Jalal-Abad region and applied to the regional health department with an offer to rehabilitate the facilities. By using skills gained through Counterpart training workshops, the leader successfully negotiated with the oblast health department for support. In 1999 the NGO provided 150 children from low-income and refugee families with an opportunity to get rest at a summer camp. This year a trade union of health workers allocated 15000 soms (\$320) to the NGO for the rehabilitation of the camp. Since June 25, 2000 more than 50 children have spent their summer in the Medik camp in the picturesque Kyzyl-Unkur canon. The local administration provided the camp with additional support by donating 5700 kg of wheat.

Partnership, Coalition –Building and Association Development

Central Asia Crafts Support Association (CACSA) Shares Successfully Expertise with Local Partner

Through a grant from Counterpart Consortium the Bishkek-based NGO CACSA has developed a network of artisan NGOs and assists them in marketing, sales and coordination of joint activities. One such example is the Uzbekistan-based NGO the *Aral Golden Heritage*, which faced difficulties selling carpets produced by local craftsmen due to the low purchasing power of the population and the remoteness of the region. As a result of support gained through CACSA's communication network *Aral Golden Heritage* strengthened the financial sustainability of the organization through the sale of carpets totaling \$800 and a mechanism for receiving additional orders.

Advocacy

Public Legal Association Civil Dignity Advocates Poor Rights

The transition to a market economy has resulted in a high demand for legal services in Kyrgyzstan, which are not always accessible by low-income and disadvantaged citizens. Through a \$4,660 grant from Counterpart Consortium the Public Legal Association opened two Charitable Legal Centers located in different parts of Bishkek. In the first six months of operation they provided counseling services to 128 citizens for free (an estimated cost of \$780). The clientele of the Centers are mostly retired (96%) and low-income people (4%).

- In February 2000 an elderly couple applied to the Center because their house was gradually deteriorating under the pressure of a neighboring house. As a result of efficient actions undertaken by lawyers volunteering for the Center the court made the defendants reimburse \$10,000 to the family including court expenses.
- In March 2000 a disabled retired woman asked the Center's volunteers to help her with repayment of funds she loaned two years prior. Due to the efficient assistance of the volunteers, the court forced the borrower to pay \$3,650 (the full amount she loaned and reimbursement of court expenses).

Association for Consumer Rights Protection "Aikyn" Advocates for Disadvantaged Students

Due to the low level of awareness and insufficient knowledge of the law on consumer rights a great number of consumers in the Kyrgyz Republic are not able to efficiently defend their own rights. For example, 25 students were admitted to and paid for a college in Bishkek but had to quit when the college administration did not meet their obligations. The students could not get back the fees they paid for tuition. Counterpart grantee NGO *Aikyn* has opened three branch offices in universities and *Aikyn* members implement a program among college and university students that targets young consumers. All of the Association's activities are widely covered by the mass media. As a result of the involvement of *Aikyn* the students were reimbursed 100% of the tuition fees (45,000 soms - \$950).

Community Mobilization

Aimira NGO Is Capable of Earning Income and Distributing it to Disadvantaged People

There are 17 refugee families from Tajikistan in the Oktyabrsky village of the Jalal-Abad region. Many of them, as with local citizens, are unemployed and the standard of living is very low. Through training and counseling support from Counterpart Consortium and participation in round tables arranged by the Support Center, the leader of the refugee-focused NGO *Aimira* designed a small community-based project, which was approved by UNHCR in the amount of \$1,270. As a result of the project, the NGO members started a small agribusiness and grew 16 tons of wheat, which made up \$1,700. The crop was partially divided among 13 of the local and refugee families, members of the NGO, and 10 tons were left for planting next year.

Clients Benefit from Afghanets NGO Activities

In the Kerben village in Jalal-Abad, there are 19 families with veterans from the Afghan War that are experience serious difficulties finding jobs. Through ongoing counseling support and participation in Counterpart training workshops the members of the NGO *Afghanets* designed a grant project, which was awarded a \$1,170 grant by Mercy Corps International and a 2.5 hectare plot of land by the village administration. As a result of efficient fundraising efforts and collaboration with the donor and local governing bodies the NGO members and their families started a small project aimed at potato growing. The crop (estimated at \$1000) will be equally divided among the families.

To improve the environment in the Kerben village the NGO *Afghanets* conducted a community-based action to plant trees in the village. Using community mobilization techniques the NGO collected 500 saplings and planted them on a 1.5 hectare plot of land allocated to the NGO by the village administration.

NGO Bakyt Promotes Grassroots Initiatives

In the village Kurulush in the Jalal-Abad region, the public bath has not been operating for the last ten years, resulting in increased rates of skin diseases and contagious diseases among village citizens. The NGO *Bakyt* analyzed the problem and raised \$1,105, through partnership efforts at the community level and in cooperation with local governing bodies, to address this health need. The project was also awarded a \$1,050 grant by UNDP. Counterpart Consortium provided the NGO with technical assistance in the form of training and counseling services. For month and a half 12 NGO members were involved in the reconstruction of the public bath, which is currently operating and provides services to 300 local families. As a result, the sanitary and hygiene environment in the village has improved and there have been no incidence of skin or contagious diseases reported in the two months following the opening of the bathhouse.

Tajikistan

Sustainable Civil Society Organizations

NGO Creates a Database of Disabled People in Tajikistan

Disabled people are among the most underserved and vulnerable people in the transition period in Tajikistan. Many humanitarian organizations trying to help disabled people have had little information about them. The NGO *Dulsuz* created a database of people with disabilities, which is updated regularly. The database includes information about 10,000 disabled people, and is used by both international and local organizations, including government entities like Ministry of Social Protection. So far 5,600 people have received assistance from humanitarian organizations due to the listings in the database.

Volunteerism

University Students Help Khojand NGOs as Volunteers

There is a large need among Khojand NGOs for human resources staff and for people with English skills. They often cannot afford hiring such specialists. There are students from the English Language Department at Khojand University who would like to work for NGOs as volunteers to practice their English and to learn more about NGOs. In order to regulate this process, the Khojand CSSC Support Center has made an agreement with the English Language Department to facilitate placement of bright students who are interested in working as volunteers. So far ten students have been placed in six local organizations, including the Khojand Center.

Social Partnership

NGO Initiates Social Partnership to Create New Jobs.

More than half of the population of Leninabad Oblast lives below the poverty line as a result of the poor employment opportunities available. The resulting unemployment particularly affects women, many of whom are single heads of families and are responsible for at least four children. Separately both governmental and non-governmental organizations have tried to address this problem, but their efforts have been scattered and have had very little impact. The local NGO *Women for Progress* initiated an effort to establish a group of NGOs, businesses and Government representatives to focus on the problem. The groups sought assistance from Counterpart Consortium in how to foster Social Partnerships. For several months they met and collaborated to address several local problems in and around Khojand and then established themselves as the Council on Social Partnerships that meets on a quarterly basis. In one successful project, implemented by the Government of Khojand and *Women for Progress*, the Government provided four hectares of irrigated land, a neighboring collective farm contributed a tractor and fuel to plow the land, and the NGO helped the local women organize a group to coordinate their farming and marketing efforts. As a result, 40 women head-of-household are self-employed in seasonal farm work.

A Private Newspaper Works With A Local Ngo On Women's Issues

Over the past few years partnerships between the third sector and the Government in Tajikistan have grown while cooperation with the business sector is still not active. The NGO *Hilola*, a recipient of Counterpart's services, in cooperation with the private newspaper *Oila* (Family) has successfully implemented the project "Legal Education of Women" funded by the Soros Foundation. Through this project *Oila* presented legal information on women's issues, which resulted in an increased readership over the life of the project. This tangible result has encouraged *Oila* to sponsor the project for an additional six months.

Advocacy

Open Asia Initiates a Program on Preventing Violence Against Women

The Information and Analytical Center *Open Asia* conducted research on *Widows of War* in Tajikistan for the Soros Foundation. After the research was completed, *Open Asia* developed and implemented a program to prevent violence against women in Tajikistan, from February 1999 to April 2000. That project, funded by UNDP, included research, advocacy, conducting round-tables and other events on the issue in cooperation with high-level government authorities. As a result of that activity the taboo was taken off this subject especially in the official quarters. Moreover, a Presidential Decree on Improving Status of Women in Tajikistan was issued in December 1999 and emphasized strengthening measures on preventing violence against women. This project, including the funding support from Soros Foundation and UNDP, demonstrates the organizational strength and maturity of *Open Asia* as a result of targeted Counterpart support that included training in a variety of modules.

Community Mobilization

NGO and Community Resolve Problems Together

The Borikachar village of Nau district in Northern Tajikistan consists of 300 families but has only one source of domestic water – a canal, located 2.5 km. from the village. The poor quality of this water and lack of adequate treatment facilities for the water has resulted in high incidence of infectious diseases. Working under a contract with NOVIB-Holland, the local NGO *Association of Scientific and Technical Intelligentsia (ASTI)* carried out a needs assessment that identified the poor water quality as the primary cause of the high rate of diseases. The NGO identified likely places for 10 wells and offered villagers 10 hand pumps. The wells were dug and the pumps were installed by members of the community as their contribution to the project. The pumps are providing pure and safe drinking water to 1,700 villagers. This successful community participation project has resulted in a 15% decrease in the rate of infectious diseases in the village during the first month after pumps were installed. This NGO received training and technical assistance from the Counterpart CSSC in Khojand that enabled it to develop the relationship with its donor and to mount a successful community participation project – its first project of this kind.

Local NGO Engages People in Gorno Badakhshan to Solve Health Problems

Nearly half of population of the remote Shughnan district in the Pamir Mountains suffers chronic anemia and other diseases because of nutritional deficits in their regular diets. This condition is not entirely due to environmental problems such as soil and crop deficiencies, indeed the plants and fruits in the area are rich in nutrients, but the harsh winters require that they be well preserved and stored in order to retain their nutrient value for human consumption. Supported by the AKF, NGO *Didor* implemented a micro project in Sokhcharv village of Shughnan that taught women from 55 families improved methods of preserving fruits and vegetables. Women were provided with glass jars, sealable lids and tools for the process. These women will teach other women of the village how to preserve fruits and vegetables. It is anticipated that by the end of the project all women of the village will be able to provide essential nutrients for themselves and their families – about 2,000 people – to prevent diseases. NGO *Didor* has received training and technical assistance from Counterpart through the Civil Society Support Center in Khorog.

NGO Assists Orphaned Children in Hissar District

According to Government statistics there are more than 2,000 orphaned children in the Hissar District of Tajikistan. Most of them do not attend school and spend most of their time in markets and streets. There have been very few assistance efforts targeting these orphans. After Counterpart Consortium conducted a training workshop on NGO and Community for NGOs in this area, NGO *Munis* decided to help the orphans. *Munis*' mission was to assist children in Hissar; they expanded their services by creating a center for the rehabilitation of 95 school aged orphans/street children. As a result of successful fundraising campaigns, the Government of Hissar District supported the project by giving an office (seven rooms) and 11.5 hectares of land for processing. German Agro Action assisted them with seeds, and there were other donations from private sources. Today the Center is providing 95 orphan children with housing, food, clothes, medical services, and basic literacy training.

NGO in Shahritus Assists Communities in Problem Solving

UNHCR and UNOPS have assisted the population of the Shahritus District – the most conflict affected area of Tajikistan – by building three mills and two rice-cleaning constructions in five villages with a total population of 15,000 people. However, these people had no experience in managing such equipment themselves. Using skills gained through Counterpart training and targeted support, the local NGO *Chashma* has facilitated meetings of the community leaders in the five villages of the Shahritus District in order to help them solve this problem. As a result, committees of seven people in all five villages were selected to control the operation of these mills and rice cleaning machines.

NGO Fights Successfully Against Malaria

Many poor families in Nau and J. Rasulov districts in the Fergana Valley of Tajikistan work in rice farming. It brings people some disposable income but also contributes to the proliferation of mosquitoes – including those that carry infectious diseases, like malaria. The NGO *Association of Scientific and Technical Intelligentsia (ASTI)* conducted research on the issue and under a contract with NOVIB-Holland conducted experiments using the ecologically safe control method of breeding small fish and placing them in the rice paddies to eat the mosquito larvae. The experiment was successful so they showed the villagers how to breed and use the fish themselves. This NGO's efforts this past summer resulted in a 40% reduction of malaria cases. ASTI has received training and technical assistance from Counterpart Consortium and is a target NGO of the new NGO Development Program.

Turkmenistan

Sustainable Civil Society Organizations

NGO Extends Credit to Worthy Projects

For the first time in Turkmenistan an NGO is working on a small micro-credit program. The American community in Ashgabad created a memorial fund for an American woman who lost her life while on assignment in the region and awarded Counterpart Consortium grantee, NGO *Keik Okara* with \$800 to administer the projects developed by local communities to start their own businesses. The small fund is designed to target community initiatives that specifically relate to women and children. The fund includes 6% monthly interest of which 3% is an administrative fee for the NGO. The remaining 3% is to be folded into a revolving fund to continue the credit for other communities. In April 2000 four six-month project proposals presented by the local refugee community were supported as a result of the micro-credit solicitation announced by the NGO. Two groups of women-artisans received a total of \$400 for two projects to produce hand-sewn clothing. \$300 was awarded to a group to open a consumer goods shop and \$100 was awarded to a group of Afghan refugee women to start a cafeteria. After only four months the local communities had already returned \$200, which was disbursed to two additional groups of artisans. These results have solidified the American community's confidence in the NGO's competency to manage the micro credit program and they are now considering awarding them another grant for small business development ideas.

Putting Skills to Practice Pays Off

Financial sustainability is one of the most problematic questions facing Turkmen NGOs. Generally, NGOs attempt to attract financial and other support from international agencies, organizations or funds, and to a lesser degree from commercial and governmental structures. Special Olympics Committee and Social Adaptation Center *Umyt* of Turkmenbashi City are two unusual Turkmen NGOs who have learned to put their training to the test and practice their skills. Over the past year alone, these NGOs have jointly held 12 community meetings, 5 round table discussions and nine focus groups. Through these efforts, the membership of both organizations has increased fourfold. In the last 6-month period, 2 million manat (\$385) was generated by *Umyt Center* and 9.5 million manat (\$1,827) from Special Olympics. The number of volunteers in each organization also increased to 37 in the former and 43 in the latter.

Social Partnership

Local Authorities Endorse WUA Activities

In a country where the government officially claims to be able to meet all the needs of its citizens, local authorities have come to recognize the benefit of social partnership, a cornerstone of the Water Users' Association project of Turkmenbashi etrap. The Association, which will become a localized operation in January 2001, is providing drinking water on a fee-for-service basis to 6,000 local residents with three water trucks received from USAID and the New Zealand Embassy. In a recent village meeting, the local five-person water committee asked their chairman of the farmers' union (the person who is responsible for the welfare of the all residents of the farm) why their community water cistern had stood empty for a month. His response clearly endorsed the role of NGOs in his community. He replied that the members of the community cisterns should choose the water users' association truck if they really want to receive drinking water. He said that government could not provide delivery because of the lack of trucks, spare parts and ability to meet the great demand. Such support from local authorities has contributed to a waiting list of 3,000 additional residents who would like to join the association to better secure a safe and clean supply of drinking water in their village.

Partnership, Coalition –Building and Association Development

Resolving Ecological Issues Together

Turkmen NGOs face many challenges related to the opportunity to exchange experiences with their colleagues in the region. The communications system is antiquated and the visa regime in Turkmenistan strongly limits the mobility of Turkmen NGOs, as well as reducing the possibility for travel of foreign NGOs into the country. *Cheshme*, a Counterpart grantee focusing on ecological education for the past 8 years, recently sent one member to visit the well-established Moscow based Russian NGO, *Social-Economical Unity*. The trip was planned within the framework of a Counterpart project and *Cheshme* was the only Turkmen NGO represented at the 6th International Conference on Ecological Education. As a result:

- The *Cheshme* representative entered the working group on Ecological Education in Institutes of Higher Education;
- *Cheshme* was included in a database on CIS eco-NGOs and is now receiving and disseminating ecological news to other Turkmen Eco-NGOs.
- *Cheshme* was awarded five rare books and other eco-education literature;
- *Cheshme* has established contacts with two renowned Russian universities and has identified projects for future collaboration.

NGOs from Three Regions Link on Project Bringing Orphans to the Seashore

Inter-sectoral partnerships are one significant indicator of the level of development of NGOs. Turkmen NGOs are “young” and do not yet have sufficient experience building long-term partnerships and using strategic planning for this goal. The idea of organizing a Summer Camp for the children of the Nebitdag orphanage brought together six NGOs from three oblasts – *Gunorta* (Nebitdag), *Yashil* (Ahal), *Young Cheetahs* (Dashoguz), *Young Geologists*(Ahal), *Civil Dignity*(Ahal), and *Dzhan* (Ahal). After four months of thoughtful and coordinated planning efforts, the group of NGOs carried-out a two-week Summer Camp at the beach for 50 children from the *Nebitdag* orphanage. The group attributed their success largely to the networking and skill-building they

learned through Counterpart Consortium trainings such as “Social Partnership,” “Team building,” “Newsletter development,” and “Public Education through the Media.” The Program that was developed for the Summer Camp consisted of four parts: ecological games; basics of civic education; journalism; and science activities.

Advocacy

Management Board Organized by 26 communities Advocating for Safe Drinking Water

Before the Water Users' Association Project began its work in Turkmenbashi etrap of Dashoguz velayet, there was no end-user involvement in the design and management of the delivery system for getting drinking water to local villages served by the USAID-funded Reverse Osmosis Water Plant there. Over the past two months, residents in 26 communities¹ selected a total of 45 delegates to attend a special Association meeting at which they elected by secret ballot a 9-person Management Board. The Board is the first of its kind in Turkmenistan for such a public utility-style association. The 2 women and 7 men will go through a five part orientation to better understand their responsibilities, rights and authority in the overall management of the Association which now operates three trucks serving more than 8,000 users. In November they will report back to the general meeting on what they have learned and what their vision is for the future budget, directorship and expansion opportunities of the Association.

WUA Unites Villagers to Expand Access to Clean Water

Since the USAID-funded Water Plant opened in 1995, the 300 people of Gin Yandak located 50 km from the plant never received delivery of water to their village. They were not even aware that they were entitled to a supply of 5 liters per person per day until they contacted the WUA staff to visit their village. After beginning to work with WUA, a group of 200 local residents built two community serdops but still did not receive water. Residents requested the WUA staff accompany them when they went to the water plant to raise this issue directly with the management. The residents learned during the visit that the water truck to fill their cistern indeed left the water plant and entered the collective farm but was redirected to private cisterns by the local farm chief. The residents then approached the farm chief directly to make their case that their cistern should be filled first because they were involved in the WUA Project and had the backing of the water plant. The community now receives regular deliveries and the members of the local water committee have become very active in the Association. One of their women committee members was elected to the Management Board in early September.

Community Mobilization

WUA Sets Standard for Safe Water Storage and Community Organizing

Safe and organized delivery, storage and distribution of the drinking water in villages served by the USAID-funded reverse osmosis water plant in Turkmenbashi etrap in northern Turkmenistan has been a challenge since it opened in 1995. To help alleviate these problems at the community level, the Water Users' Association (WUA) Project opened activities in 1999. One component of the project is mini-grants to build cisterns that are community-owned (51%) and community-managed. To date 97 community cisterns have been built. Recently local health authorities adopted the WUA cistern design as their official standard because it keeps the water safe from contamination, does not freeze in winter, stays cool in summer and is replenished regularly. At a recent association meeting the attending health inspector identified the greatest factor contributing the success of the cistern design is the effective self-management of the cistern by the community members. As a result, the local health authorities are encouraging other communities to contact the water users' association staff to facilitate community-organizing activities in their villages.

Unity Solves Problems

¹ Each community has a five-person water committee elected by local residents. The committee is responsible for resolving the drinking water problem for those residents in the village who want to participate in the project. The 26 water committee mentioned here represent some 8900 water users that are receiving drinking water through the project.

Counterpart grantee the *Water Users' Association Bereket* formed a year ago to support 163 peasant land renters who faced difficulties receiving enough water for their land because of the inefficiency of the existing water delivery system. Over the last three months, *Bereket* has constructed four check gates along the water canal, thereby improving the existing water distribution system and extending water delivery. As a result of this activity, a neighboring renter community of 93 peasant families joined the Association. The Association successfully received \$5,708 from the US Embassy Democracy Commission in Ashgabat to extend the program begun under the Counterpart grant to accommodate the increase in membership – now 265 members strong. Women members of the Association, witnessing the achievements of the group, formed another group called *Chinar* to carry out activities on village water and sanitation issues. With the assistance of WUA *Bereket* they worked out their charter, strategy for next steps, fundraising, and constituency building.

Uzbekistan

Sustainable Civil Society Organizations

NGO Secures Finance for 5000 Publications of its Handbook

The *Center for Culture of Health Preservation*, a Nukus NGO, has been promoting the idea and practice of preventive health as means of cheap health care for the population of Karakalpakstan. To promote the idea more broadly the NGO developed a handbook of methods for preventative health care, but could not afford to publish it. Counterpart has provided the NGO with numerous consultations and training in fundraising. For several months the NGO approached a number of local state and joint-stock enterprises and obtained an amount equivalent to \$2,000. This amount enabled the NGO to produce 5,000 copies of the 64-page handbook in the Karakalpak language. The book will be disseminated throughout Nukus and Karakalpakstan, and any income generated through book sales will cover the expenditures of health care seminars for schools, universities, mahallas, and others.

Uzbekistan NGO has become the 1st CIS NGO accepted to IFAC

To attract foreign investments in to Uzbekistan, the government has been reforming the accounting and auditing system to conform with international standards. In May 2000 the *Association of Accountants and Auditors of Uzbekistan*, a Counterpart grantee and former target NGO, became the first NGO in the CIS to be accepted as a member of the International Federation of Accountants. IFAC is a world leader in development and introduction of international accounting standards. One of the benefits of membership is that the Uzbekistan NGO now has the rights to publish and distribute international accounting and auditing norms.

Helping People to help themselves

Many families from the Aral Sea region migrated and settled in small villages in the outskirts of Nukus in search of livelihood. The Public Research Center Nukus, with the cooperation of the Nukus Civil Society Support Center, conducted a social survey followed by a PCA research exercise with the people of the *Koskol* village and identified unemployment as the main problem. The CSSC staff helped the people of this village establish contact with local Hokimiyat officials to seek help in solving the problem of unemployment. The Nukus Support Center staff helped the people from the village form a committee to deal with their problems and take a leading role in dealing with government and other concerned officials. The committee has requested assistance to solve the unemployment problem, but other successes have resulted from their efforts with the Hokimiyat. The committee is working with officials from the Hokimiyat to plan construction of water and gas pipelines in the village. The Hokimiyat is considering the request of the committee to include the village in the city plan in which people will get more benefits from the Hokimiyat.

Helping Development of NGOs in Fergana Valley

The lack of NGOs in Fergana Valley has been a big impediment to undertaking development activities in this region. There are fewer NGOs to help communities solve problems, particularly those related to disabled children, reproductive health and the protection of consumer rights. The Kokand Support Center has been working to address this problem and has encouraged the formation

of new NGOs in the region. Through the NGO Development Program trainings, consultations and technical assistance have helped three NGOs open branch centers in other cities of Fergana Valley – the Center for Disabled Children *Umr*, the Uzbek Association on Reproductive Health, and the Consumer Rights Protection Society. These NGOs have already started their activities in Andijan, Fergana and Namangan in the framework of their mission.

Counterpart teaches NGOs saving money

The questions posed to Counterpart by NGOs indicate that they are not aware of the tax incentives for non-profit organizations provided in Uzbekistan legal regulations. Knowledge acquired at Counterpart seminars on Taxation and Accounting and through regular consultations with Counterpart has advanced effective financial management of NGOs allowing for maximum available tax relief. Some examples of successful financial management include:

- According to a decree by the Cabinet of Ministers of 1998, all individuals working with grant support of international organizations and having a special approval by the State Committee on Science and Technology, are exempt from income tax. Unaware of this decree, NGO employees have been contributing 40% of their monthly salaries toward overpayment of the NGO salary fund. For example, *Mekhri Women's Society* lost .5 million sums from 1999-2000 and *KRIDI* has paid income tax for three months in 2000. Now NGOs have learned how to seek the approval by the Committee and to take into consideration all tax relieves – they save money.
- NGO *Mekhri* was looking for optimal means for financial sustainability and planned to register its *Training and Consultations Center for Women and their Families* as a limited liability enterprise. Counterpart seminars revealed apparent tax advantages for registering this entity as a subsidiary, which *Mekhri* has done to ensure more advantageous financial management.

Social Partnership

NGO produces leaflets for state health department

One of the social problems in Uzbekistan is health education for the population. Counterpart affiliate, the *Bukhara Informational and Cultural Center (BICC)* organized a training workshop for Bukhara women NGOs, health officials and other medical workers. The workshop on reproductive health and women's rights was conducted by the Tashkent NGO *Center for Women-Leaders*. After the workshop, the City Department of Health appealed to *BICC* requesting to develop and print a leaflet on sanitary education for the general public. *BICC* published 1,000 leaflets and has received payment equivalent to \$80. The leaflets will be distributed by the Health Department to its clients – urban and rural populations.

Political Parties Willing to Cooperate with NGOs

One of the factors slowing the sustainable development of NGOs in Uzbekistan is the lack of dialogue between government, political parties and NGOs. For some time, Counterpart Consortium has been promoting such dialogue through its emphasis on social partnership in seminars and roundtables on the issue. In July the national party, *Fidokorlar* (the Faithful), organized a forum entitled "Cooperation of Political Parties and NGOs" with the support several international donors including OSCE. It was initially designed to include only GONGOs, but Counterpart recommended a list of grassroots local NGOs for participation. The conference organizers accepted these groups and the resulting forum included representatives from four political parties, GONGOs and grassroots NGOs. The leaders of the parties declared their willingness to cooperate with NGOs to build a democratic civil society in Uzbekistan. The leader of *Fidokorlar* proposed to lobby the interests of NGOs in the government. This was the first move by political parties towards NGOs, and a promising step towards increased cooperation.

Facilitating Social Partnership

In the transition period in Uzbekistan, the economic condition of poor families across the country has worsened. This situation is exacerbated by the lack of employment opportunities and access to productive resources. The condition of the children of these families is beyond imagination, as they are deprived of the most basic of rights, and the social benefits program of the government is not able to support these families. The Nukus-based NGO *Fitness Center Kuuat* is working with the most destitute children in two areas of the city to provide them with education, food and clothing. *Kuuat* lacked the funding to support all of those in need. As a result of training in modules such as “NGO and the Community” and technical assistance from the Nukus staff, *Kuuat* successfully appealed to the local joint venture corporation *Uzdunrobota* for funding. With the grant of 230,000 sums the NGO has helped 150 children in the two areas procure schoolbooks and stationary to continue their education.

Partnership, Coalition –Building and Association Development

Central Asian NGOs have united to improve the national accounting and auditing systems

With the aim to increase the professional status of accountants and to foster the introduction of international accounting and auditing standards in Central Asian countries, *The Association of Accountants and Auditors of Uzbekistan*, a Counterpart grantee and recipient of several trainings, has initiated integration of the resources of four Central Asian countries. In March 2000 the *Central Asian Board of Accountants and Auditors* was established through the joint efforts of the *Association of Accountants and Auditors of Uzbekistan*, *Chamber of Auditors of Kazakhstan*, *Chamber of Auditors of Kyrgyzstan*, the *Commercial University of Tajikistan*, and the *Tajik University of Law, Business and Politics*. Yuri Itkin, the Head of the Uzbekistan Association, was elected chairman for a 2-year term, and, accordingly, Uzbekistan became a chairing country of the Board. The responsibilities were divided among the member-countries, who are now engaged in elaborating the procedures, principles and instruments for development of educational programs, adoption of professional ethics, promotion of international accounting and auditing standards in relevant countries and other activities intended to develop their economical and legal infrastructures.

C. ACTIVITY OVERVIEW

Regional Overview

The regional activities this reporting period were aimed at continuing the development and refinement of overall strategic approaches for the different aspects of Phase III. The regional working groups made considerable contributions to this end. The OD/Support Centers Regional Working Group, facilitated by the Senior Advisor for Organization Development, Elizabeth Comolli, developed two key packages for support center development: 1) documents for establishing Counterpart branch offices, including steps for establishing a branch office, job descriptions for Support Center managers and vacancy announcements for the Support Center Manager and 2) documents for the process of assessing Support Center partners that include, among others, a chart with the criteria for assessing partners and an assessment questionnaire.

The process of staffing of the regional office was completed this quarter. The following positions were filled with new personnel: Regional Training Coordinator, Executive Assistant to Regional Director, and Regional IT Manager. Lola Abdousalymova left her position as Deputy Director in Uzbekistan to be the Regional Community Mobilization Specialist for Phase III. Ara Nazinyan was hired as a Community Mobilization consultant for several months. Both Ms. Abdousalymova and Mr. Nazinyan will be stationed in the Uzbekistan office to enable them to build on lessons learned from the Mahalla Initiative Project as a model for the community mobilization program of Phase III.

The Focus Grant program was launched in Kazakhstan, Uzbekistan and Kyrgyzstan with the leadership of the regional office, which provided detailed guidelines and key promotional documents.

Indicators and performance plans have been being revised during this quarter and are to be finalized in the beginning of the next quarter.

Bob Abma, Regional Financial Director, participated in the regional workshop *Sustainability of the Third Sector in Central and Eastern Europe*, which was held in Budapest from September 28 to October 1. The conference addressed a wide range of issues currently faced by the developing Third Sector in CEE, such as organizational capacity, enabling environment, and financial self-reliance.

Inna Domat, Regional Reporting Officer, participated in the international conference in Novosibirsk entitled "Monitoring and evaluation as instruments of raising the investment desirability of social projects." The goal of the conference was to develop the professional capacity in the area of evaluation of social programs in CEE.

Kazakhstan

The majority of activity in Kazakhstan this past quarter was focused on developing and establishing strategies and policies related to the training and small grant components of Phase III in Kazakhstan. All program staff were involved in the activities of their respective regional working groups. As a result a full set of training and grant program packages was developed. The Kazakhstan staff, jointly with the Regional Training Working Group finalized the following:

- Advanced training strategy consistent with Phase III priorities
- Delivery system for existing trainings with developed documents that address: utilization of modules by CSSCs; planning; trainer relationships; and monitoring and evaluation.
- Inventory and revision of existing modules, including questions about ownership of the modules.
- Tools for developing trainers such as a TOT table, a training request table, a questionnaire for trainers, and an agenda for trainers' meetings.

The issue of trainer certification was discussed and it was recommended that a rating system be separately developed. This should include articulated and measurable criteria for certification.

The Kazakhstan office also studied the viability of delivering trainings on a fee-for-service basis, as part of the financial sustainability strategy for the CSSCs. The Kazakhstan office believes that modules delivered for a fee are strong indicators of the flexibility of the SCs to adapt modules in response to environmental changes. Additionally, modules can be delivered for a fee to diverse organizations and clients, which further support the advancement of democratic structures.

The competition among NGOs interested in partnering with Counterpart to provide support to the NGO sector was announced. The first stage of the solicitation process is completed, with letters of interest collected and screened. The second stage, or assessment stage, has been started, with a schedule developed for conducting site visits of the competition finalists. The assessment stage will be completed in November.

The screening committee consisted of six program staff, including new employees, met in late August to review the letters of intent. The committee reviewed 29 letters, representing organizations from 15 different cities in Kazakhstan. The committee selected nine organizations as potential partner CSSC and rejection letters were sent to the remaining 20 organizations. Expanding on the Centers in Astana and Almaty the locations for future Support Centers were identified: Aktobe in western Kazakhstan, Kostanai in the North, Semey and Oskemen in the East, and Taraz/Kzylorda in the South.

Assessments have already been conducted in Kostanai and Aktobe resulting in the following findings:

Kostanai: Local NGOs are firmly committed to the idea of establishing resource centers. They have come up with the idea of setting up a local NGO association that could be a future partner for Counterpart, capable of delivering a full package of services to local organizations. In support of this commitment some of the local NGOs expressed their readiness to contribute in-kind items such as equipment, furniture, and time to establish a CSSC.

Aktobe: There are two organizations interested in partnering with Counterpart. One of them is experienced at providing support to small and medium business organizations. This organization has the capacity to organize and conduct a training and technical assistance program without any additional support from Counterpart. The other organization is much more involved and credible as an NGO resource organization, but needs more attention in terms of staff training and coaching.

During the last quarter a great deal of effort was given to the Astana Support Center. Astana is the capital city and the National Parliament and all Ministries are located there. Since becoming the capital of Kazakhstan, Astana has experienced growth and expansion of the NGO sector. Counterpart's Astana SC now plays a much bigger role. To cope with this growth, program staff, in collaboration with our Uzbek colleagues, visited the Center to evaluate the local situation in terms of NGO Development and to assist the Astana staff with the development of a workplan.

These visits resulted in a clarification of staff roles and responsibilities as they relate to Phase III. A complete review was conducted of the quality of services delivered through this Center. The resulting action plan seeks to address weaknesses in service delivery as well as mechanisms for monitoring the quality of services. It was determined that the Astana staff are experienced enough and adequately trained to implement activities under Phase III. The Astana office will soon be registered as a local organization and the Almaty staff will build partnership relations with them.

The Kazakhstan work plan was revised in according to USAID's comments and approved by them.

The solicitation process for Focus NGOs was started. In accordance with the workplan, the first stage has been completed and 175 letters of interest have been received and initially screened to exclude the organizations that do not meet Counterpart's criteria.

In July, in coordination with Counterpart Washington, the two-year *Promoting Refugee Integration and Adaptation* program was submitted to Department of State's Bureau of Population, Refugees and Migration. In order to achieve an overall increase in services to refugees and an increase in demand for services, Counterpart will conduct four main activities:

- Development of resource centers for refugees
- Targeted organizational development for refugee NGOs through training and small grants
- Access to funds for newly-developed CBOs (to implement community-based micro projects) who are working with target NGOs and representing refugee communities
- Increased public awareness of refugee issues and NGO efforts at addressing issues

In collaboration with Counterpart Washington, the U.S. Environmental Protection Agency and regional staff, Kazakhstan staff organized and conducted the MARSIMM workshop devoted to Nuclear Safety Issues and Technologies.

Community mobilization is a considerable component of Phase III. This quarter many activities were focused on developing working and planning documents to facilitate reaching program goals in the area of community mobilization. In cooperation with the Regional Working Group on Community Mobilization, Kazakhstan staff were instrumental in the development of a community mobilization glossary and logical framework. Based on these tools, a training needs assessment was conducted for all program staff and training priorities were defined. Additionally, the Kazakhstan logical framework for Community Mobilization was developed and reviewed by the country program staff.

It is proposed that the CSSC's that provide a full range of services to the NGO community will be a key element in the implementation of the community mobilization program under Phase III. In order for the Centers to more effectively carry out their activities at the community level, documents for assessing client's training needs were also developed.

During the last quarter the following staff members were hired: a training program coordinator, a grant manager, and a director and a bookkeeper for the *Zhalgas* Center. Each received a month of training and orientation on NGO support and Phase III priorities and activities.

Staff Development

Jamila Asanova, Program Coordinator, Inna Domat, Regional Reporting Officer and Erlan Aliev, Astana CSSC Program Coordinator participated in an international conference sponsored by the Public Fund Siberian Civic Initiative Support Center from September 25-29 in Novosibirsk. The conference was directed at promoting the direction of professional potential in the field of evaluating social programs in Russia, the C.I.S., and Central and Eastern Europe.

Kyrgyzstan

Implementation of Phase III requires a complete examination of systems, procedures and programmatic matters in place in each country. In accordance with regional activities through the working groups, this quarter Counterpart Kyrgyzstan was involved in the following regional activities:

- Restructuring the office in accordance with the new goal and objectives;
- Finalizing a package of basic programmatic documents, including such documents as a performance plan, annual work plan and results indicators;

- Finalizing approaches and techniques of key program elements of Phase III through regional working group designated to identify gaps related to each area of the program and ways of addressing them;
- Orienting staff of the existing CSSCs on the goals, objectives, and approaches of Phase III;
- Providing technical assistance to CSSCs; and
- Opening two new mini-CSSCs in Batken and Kant, together with partner organizations *Alga* and *FTI*.

According to the annual work plan, the organizational chart and job responsibilities were revised, programmatic responsibilities of all country programs have been transferred to the Hub Office, since the main focus of Phase III is the CSSCs. The Counterpart staff actively participated in five regional working groups and provided input into the development of basic programmatic tools for Phase III. This quarter technical assistance provided to the CSSCs focused on revising the organizational structure and job responsibilities of the Center staff and a review of Center workplans in order to meet Phase III expectations.

Localization

Implementing partners *Alga* and *FTI* received the first installments of the institutional support grants to establish mini-CSSCs in Batken and Kant in coordination with the UNHCR project. Staff for the Centers were identified and hired. All communication and office equipment was purchased and shipped to the Centers, including a computer, printer, modem, UPS, fax machine and copy machine.

Database

The NGO Database contains information on 2,273 active Central Asian NGOs (including 963 profiles of Kyrgyzstani NGO). 29 new profiles were registered with the database, and 93 NGO profiles were updated during the quarter.

Staff changes

The contract with Program Coordinator K. Junusbaev was terminated on August 1 due to poor performance. The Internet Center Assistant A. Sabitov left Counterpart for another job and new Assistant Igor Mironov was hired after an announcement and interview with three applicants.

Staff Development

The Counterpart Program Coordinator E. Ubysheva took part in the 8th Central and Eastern European Fundraising Workshop held from September 14-17 in Moscow, Russia. The Russian group *Focus - Foundation for Civic Initiatives Support* organized this workshop. Representatives from the International Fundraising Group (UK), Ford Foundation, and British Charitable Fund (CAF) conducted workshops on the following topics: The Fundamentals of Fundraising, Psychological Aspects of The Fundraising, Fundraising Strategies, Relationships with Corporate Donors, Relationships with Private Donors, and the Marketing Approach in Fundraising.

Tajikistan

Security Situation

The overall situation in Tajikistan for the last three months has not improved – there continues to be a high crime rate and generally very little rule of law and effective law enforcement. In late August an incident occurred along the borders of Uzbekistan and Kyrgyzstan, creating high levels of unrest and causing some international agencies to withdraw their expatriate personnel from more remote areas. It was thought that the lack of Tajikistan government response to cross-border incursions by Islamic opposition splinter groups would create a situation where the neighboring governments would send in troops. In addition, the unrest in Afghanistan and the movement of large numbers of Afghans toward the Tajikistan border in the south has created significant concern. The US Embassy reiterated its advisory to Americans in Tajikistan to take special care in their activities and lifestyles within the country. They also reiterated that there is no evidence that Americans or other expatriates are being specifically targeted.

This quarter saw significant activity under Phase III objectives, despite the still tense security situation in Tajikistan. Counterpart updated the security plan for staff and improved office security by hiring a day guard for the Dushanbe Hub office. Beth Vann, a Counterpart consultant, was brought in to assist staff in improvement of management and organizational development of the Counterpart office and its CSSCs under Phase III of the NGO Development program. A Human Resource Policy was put in place and procedures were developed to implement staff development for program implementation.

Staff worked together extensively to revise their job descriptions, roles and activities in line with the needs of the Phase III program, and developed and refined the overall program workplan and strategy for implementation in Tajikistan. A new organizational chart for the Hub office was developed. Special ongoing staff development needs were identified and included in the country workplan. Program staff continued working at the Regional level in all of the five working groups (Reporting, Grants, Training, Support Centers and Community Mobilization).

The most difficult aspect of the implementation of the new program has been the re-orientation necessary in order to achieve effective localization and sustainability of NGO capacity building in Tajikistan. Counterpart also anticipated the need to share information with local NGOs on the changing focus and strategies of the new Counterpart program in Dushanbe and in the regions where Counterpart CSSCs currently exist.

Turkmenistan

Although Counterpart Consortium received Accreditation by the Ministry of Foreign Affairs of Turkmenistan in February of 1999, this past quarter the question of registration re-surfaced. The Country Director and several members of the program staff have, as a result, spent an inordinate amount of time this quarter interfacing with various government agencies to determine the current registration requirements under the newly appointed Minister of Foreign Affairs.

With the change of Minister came the change of Consul at the MFA. The new Consul denied visas to the Country Director, the WUA Director and their child on the basis of lack of compliance with registration requirements at the State Agency for Foreign Economic Investment. Upon investigation, however, it has been clarified that no such registration is necessary. Counterpart has been instructed that all coordination of activities for Counterpart Consortium should be handled by the Office of Technical Assistance in the Cabinet of Ministers, Office of Vice Premier Kandimov.

Administrative staff in Kandimov's office explained that USAID should interface with the Office of Technical Assistance and not the Ministry of Foreign Affairs, as has been the practice to date when planning and reporting on activities of Technical Assistance Projects under USAID. This clarification will hopefully lead to meetings between USAID, Counterpart and the Office of Technical Assistance to clarify the appropriate procedures to follow regarding visas, government authorization for travel to regions, and all matters involving interfacing with government agencies regarding programming. It is anticipated that direct dialogue with the Office of Technical Assistance will improve Counterpart's transparency with local government and lead to a better understanding of our programs and objectives as they relate to the priorities of the Turkmen government's reform policies.

An audit of Phase 2 grant documents was implemented by Regional Financial Director, Bob Abma and Grant Manager of Kazakhstan office, Yana Dobronravova. The results of audit have shown that grant management system satisfied the regional reporting requirements and all necessary documentation is accurate and in place. The exercise was a useful transfer of skills, because the auditors provided practical recommendations for standardization and improvement of the grant management system.

Information Network

46 NGOs currently receive email/Internet access free of charge through Counterpart's server. Although most of these users are located in Ashgabat, four regions of the country are linked in the communication network: three in Dashoguz, two in Mary, seven in Lebap and two in the Balkan region. In addition, the NGO *ICCTM* provides e-mail to 12 additional NGOs by dialing up to our e-mail server, five of which are located outside of Ashgabat.

A Mirror site of the regional cango.net was established, the addresses are <http://www.cango.cpart.org> and <http://win.cango.cpart.org>. Automatic updates at the mirror sites are being done at nights. There was an email/Internet server set up in the Dashoguz office and a bulletin board for NGOs is now placed at <http://board.cpart.org>. The CANGONet database was fully updated and now includes 138 NGOs from Turkmenistan.

Round Tables and Focus Groups

Two round tables were conducted this quarter for 37 participants from NGOs and government. On July 28, 2000 artisans from 7 NGOs participated in a round table to discuss ways to organize a new Artisan NGO Center. The Governing body of the Center was elected and the group agreed upon a follow-up meeting in the next month to begin to plan joint activities.

On August 30 the Counterpart Resource Center in Ashgabat hosted a round table presentation on *Social Partnership: NGO and Government Seminar in Poland*. Five participants of the seminar in Poland described meetings between the NGOs and Government Organizations in Poland and discussed how to form partnerships with Polish NGOs, as well as how to learn from and adapt the experiences of Polish NGOs to foster the development of Social Partnerships between NGOs and government in Turkmenistan. At the end participants agreed to take the following steps:

- Prepare a one-day training, highlighting practical examples;
- Write an article for the CC Newsletter;
- Write an article for the Local Newspapers about Social Partnership;
- Prepare an issue of the Association of Journalists Bulletin highlighting this trip; and
- Organize a round table on social partnership with State and business representatives.

Staff Development

Enesh Tureshova, Office Manager, was sponsored by Open Society Institute to participate in a training seminar entitled "Digital Literacy: Library Science/Internet" at the Central European University from July 7-24 in Budapest, Hungary. Jeren Khakyeieva, Program Coordinator, and Serdar Yagmurov, Dashoguz Support Center Manager, participated in the "First Fundraising Conference" conducted by NGO Focus in Moscow, Russia from September 14-17. Pavel Kharitonov, Information Systems Specialist, and Scott Yetter, WUA Director and Training and Outreach Coordinator,

participated in the "CIS Conference" of UNHCR in Geneva, Switzerland from July 9-16. The Programming team consisting of the Country Director, WUA Director, and three Program Coordinators participated in a regional strategic planning seminar in Tashkent to launch Phase III.

Training Highlights

During this period, twelve modules were conducted for 221 participants. 12 Turkmen Speaking NGO members have been identified for a TOT in Methodology to be conducted in November in order to increase the Turkmen speaking pool of trainers. Out of the 16 workshops that were conducted, 20% (4) were conducted outside of Ashgabat. Four international organizations have requested training from CC for staff and clients on a fee-for-service basis. Counterpart trainers are adapting the Team Building/Conflict Resolution module for government officials to be conducted in Dashoguz in November. A "Civil Society Introduction" one-day training module was prepared by local trainers to be conducted for the first time in October. Three third-country training programs were also completed this quarter through funding from Global Training For Development. Counterpart staff and NGO representatives participated in Training Seminars in Poland, Croatia and Moscow on the themes of Social Partnership, Constituency Building and Fundraising.

Sub-Projects

MCH Project Approved

Health-focused NGO activities have been expanded this quarter with the approval of a \$250,000 one-year pilot project targeting NGOs working in areas related to maternal and child health, the "Maternal and Child Health Initiative". The program will begin on November 1st and will include Ahal, Mary and Dashoguz regions of the country. 12 NGOs will receive targeted assistance and training to build their capacity to implement Maternal and Child Health activities at the community level. The NGOs will also learn how to assess and manage these activities and to construct effective dialogue and cooperation between health NGOs and local government in assessing and addressing maternal and child health needs at the community level.

UNICEF Water and Sanitation Project Update

In July, Counterpart Consortium entered into a third phase of the UNICEF WatSan Hygiene Project which will provide \$30,000 of direct assistance to local schools and benefit 37,000 schools and 2800 staff. The current 8-month project is a further expansion of the previous projects and focuses on using a "participatory management" approach for improving the sanitation, water and hygiene conditions of local schools and for building awareness of school staff in two counties of the Dashoguz region. The improvements include installation of hand-washing basins, water tanks, water filters and cisterns as well as purchasing soap and construction materials for renovating and building latrines. The Project Team of four staff began work in all 100 target schools with the latrine renovations. Such concrete activities have been extremely useful for mobilizing a hygiene steering committee consisting of teachers and parents alike. Once a committee is established the project team facilitates the members through a participatory process of deciding on the design, budget, and materials of the latrine improvements and equipment installation. To date, most of the construction materials have been distributed and renovations should be completed before winter.

Counterpart Consortium subcontracted part of the hygiene and sanitation awareness building component of the project to the local NGO *Uchgun*, a former grantee. *Uchgun* staff has carried out training in basic hygiene issues for 220 school directors and staff in 30 schools thus far. Following the cotton harvest in October, the Project Team will begin its own awareness building activities in local schools with special emphasis on child-to-child methods and holding special events such as children's theaters and art festivals focusing on the theme of good hygiene

Uzbekistan

This past quarter there were considerable changes in the management staff of the Uzbekistan office, in accordance with Phase III and country-specific priorities.

From July 1 through August 31 David Smith, former Regional Director for Counterpart under Phase II, was Acting Country Director of the Uzbekistan office during the extended leave of Loretta Land. Based on a two month trial in the first quarter of Phase III, it was determined in late August that Ms. Land would not return to fill the Country Director post and Aziz Khudarberdiev was appointed Acting Country Director until a new Director could be hired. Mr. Khudarberdiev was hired in early August as a Program Coordinator and will be a Senior Program Coordinator following his tenure as Acting Country Director.

In late August Lola Abdousalymova was appointed Regional Coordinator for Community Mobilization. Ms. Abdousalymova works in close coordination with Ara Nazinyan, who was hired as a consultant to provide expertise in community mobilization for both the Mahalla Initiative Project and the community mobilization activities under Phase III.

In early September, Bobur Turdyev joined Counterpart as the Uzbekistan Community Mobilization Coordinator.

In order to learn more about community mobilization projects implemented under the Mahalla Initiative Program, Mr. Smith, Ms. Abdousalymova, and the MIP Director Murali Mohan traveled to Nukus in early August for a site visit of MIP-funded community-based initiatives.

In early August, Valery Orekhov, regional web master, conducted a training session for program staff, Counterpart volunteers and NGO representatives on how to use the Internet. Mr. Orekhov conducted a follow-up seminar for Vildana Malian, Resource Center Manager on how to transfer information from the NGO newsletter *Initiative* onto the CANGO.Net website.

On August 19 there was an orientation for 20 representatives from the CSSC on the approaches, goals and objectives of Phase III for Uzbekistan. Participants broke into smaller working groups to come up with models for administering program and managing the future network of CSSC. These groups also presented their proposals for opening support centers in different regions of Uzbekistan. The resulting ideas and documents were instrumental in the development of a workplan for support center expansion and management for the Hub office in Tashkent.

Plans were made for a mid-October assessment in the Kashkadarya and Khorezm areas to determine the feasibility opening support centers in partnership with a local NGO to provide support to the NGO communities in these regions.

A meeting of contract trainers was held to revise the NGO and Community module. Six trainers who attended this module analyzed the weak points of the training and made suggestions on how to improve it. The main issues were the clarity of the concepts of civil society, the third sector, NGOs and other social organizations. As a result of the discussions, trainers determined that new materials should be prepared for distribution, including information on the current NGO law in Uzbekistan

Preparation began for the development of a new team of trainers that can conduct Counterpart training modules in Uzbek. The new trainers observed trainings and will gradually begin attending training sessions for themselves. This strategy allows the broadening of the team of trainers over time, the demand for whom is growing as the Counterpart program spreads across the country.

At the request of the Liaison Committee of French NGOs, information was gathered, prepared and presented about Counterpart's activities in Uzbekistan, the development the third sector, and the existing laws for NGOs. A system was set up for ongoing contact between French and Uzbek NGOs and regular sharing of information about Uzbekistan for the newsletter *Letter from Colisee*.

Information Network

The NGO database was expanded to include 45 new entries and data on inactive NGOs was eliminated. Information on 20 NGOs was updated. The database now includes information on 501 NGOs in Uzbekistan. At the request of international organizations such as UNDP, the Asian Development Bank, PERDCA, the World Bank, Mercy Corps and UNICEF, a detailed list of NGOs working in various sectors was created using the database.

Staff Development

- From August 5-15, Lola Abdousalymova, Regional Community Mobilization Coordinator, and Bakhodir Umarhkanov, MIP Coordinator, took part in the 4th international PRA training workshop in Bangalore, India. At the seminar they learned about the principles, methods and approaches of PRA.
- From September 11-23, Zoia Salieva, a Counterpart grantee, took part in a training in Croatia. This was a program of study for NGOs from Central Asia using Croatia as an example. Project organizers included the Institute for International Relations, the Center for Central and Eastern Europe – in cooperation with the Center for Civil Society in Zagreb, and the Center for Civil Cooperation in Vinkovetz. Participants exchanged experience of their work, made contacts for future information exchange, and prepared to adapt study materials from Croatia for their own countries.
- Dina Mukhamedieva attended a seminar-conference in Novosibirsk “Monitoring and evaluation as instruments of raising the investment desirability of social projects.” The goal of this workshop was to facilitate the formation of professional potential in the area of evaluation of social programs in Russia, the CIS and CEE. At the conference, participants discussed ways of promoting the Institute of Professional Evaluation and Expertise as an important mechanism to raise the effectiveness of social projects as well as raising the qualifications of specialists involved in monitoring and evaluation of programs in Russia, the CIS and CEE. Professional contacts between participants were made and the international experience of developing a professional society of specialists for monitoring and evaluation of social programs was shared. Participation in the conference was financed by the Siberian Center for Support of Social Initiatives and the Soros Fund.

D. NETWORK OF CIVIL SOCIETY SUPPORT CENTERS OVERVIEW

Kazakhstan

Astana Civil Society Support Center

Organizational Development: During this quarter an organizational development workshop was conducted for local staff. The primary result of this workshop was the development of one-year work and performance plans. In accordance with the workplan the following improvements were made to the internal management system: client oriented rules and principles were developed; a system for efficient use of office equipment was established; and the preliminary steps for building a Board of Directors was started.

At the same time Astana CSSC has been faced with some obstacles related to external activity. Some local NGOs have expressed dissatisfaction with the quality of services provided by the Center. The credibility gap between the Center and some local NGOs has been growing. A second OD workshop for staff was held to specifically address these emerging problems. The resulting Action Plan being implemented by the Astana staff stresses increased public relations and external relationship development.

Training & Technical Assistance Highlights: More than 200 people used the Astana Support Center this quarter. The majority of the visits were for equipment usage such as copying, e-mailing, accessing the library, and using the telephone and fax machine. About 50 different types of consultations were provided. The NGO Club was opened this quarter and Astana staff are working with the NGO to develop a workplan to meet the needs of the 15 local NGO members. Two NGOs were registered with the help of the Astana Center. The following topics are of greatest concern to NGO leaders in the Astana area: financial management, accounting, conflict resolution, team building, and NGO management. Support Center staff conducted a TTAP for the Diabetic Association. The Center conducted three trainings this quarter:

- “Trained team member train teams” organized and conducted with VSO Volunteers.
- “Violence against women and gender education” for NGOs that work with local municipalities in the field of violence against women.
- “Women’s rights and gender education” for women NGOs from Tselinny province.

Community Mobilization: During this quarter the majority of time was spent developing the community mobilization program strategy. Support Center staff met with people from the Housing Association to get their input into this component of the program. Their suggestions and recommendations were included in the final strategy.

Volunteerism Development: The first meeting with local NGOs was held to determine the state of volunteerism in Astana. Based on the results of this meeting the volunteerism strategy was developed for Astana in cooperation with the VSO volunteer Mrs. Clair Healing.

Zhalgas/Counterpart Center

Organizational Development: The *Zhalgas* Center is one of the partner organizations providing support to the NGO community. The *Zhalgas* Center was created in August and the remainder of the quarter was dedicated to developing a workplan, budget and performance plan. Enhancement of the *Zhalgas* Center supports Counterpart’s financial sustainability strategy. Accordingly, fee-for-service studies and plans were made to promote income generation of the *Zhalgas* Center. The *Zhalgas* Center has registered a web domain name and is planning to design its own website. Two new staff members of the *Zhalgas* Center went through individual coaching and training programs.

Training & Technical Assistance Highlights: More than 300 NGO representatives have visited the *Zhalgas* resource center during the last quarter, primarily to access e-mail and Internet

services. Two volunteers work at the Center on a full-time basis and one volunteer from Legal Initiative provides consultations twice a week.

Community Outreach: Support Center staff developed the criteria for their target NGOs and communities to be served by them. The community outreach strategy and policy were developed and staff has started to implement the program.

Kyrgyzstan

General Overview

ISG Solicitation: Using media outlets and the NGO news server, the competition for creating CSSCs in Bishkek and Osh was launched in mid-August. Fourteen organizations indicated their interest by the deadline date of September 5. The internal grant review committee reviewed the applications in accordance to ISG criteria and guidelines and selected the Center Interbilim (Bishkek) and its affiliate office in Osh to be a Counterpart partner to provide support services to NGOs in Bishkek and Osh. A request for a proposal was sent to Center Interbilim and partnership agreements are being prepared. It is anticipated that a contract will be in place by mid-October.

UNHCR Small Grants Program: According to the agreement with Counterpart, UNHCR earmarked limited amount of funds (\$37,000) to support a finite number of community projects focused on refugees and to be developed with the assistance of Support Centers from Kara-Balta and Jalalabad. This quarter, grant-making procedures were reviewed and updated to ensure transparency and strengthen refugee participation in decision-making process. Counterpart Program Coordinators conducted full-day coaching meeting for the members of grant review committees in Jalalabad (September 15) and Kara-Balta (August 7). Participants reviewed committee membership criteria, identified areas of competency of grant committee members, which needs to be improved, looked through grant guidelines, discussed gaps in activities of grant committees, and made recommendations on ensuring transparency and involving local stakeholders. As a result, plans to fill gaps encountered during past activities were designed. Those plans were developed based on participatory approaches.

The meetings of the local grant committee, consisting of five members representing the local NGO community, refugee groups and Counterpart Consortium were held in Kara-Balta and Jalalabad in late August. In all, 17 proposals were reviewed and four proposals were conditionally approved. In September 2000, those four projects were resubmitted addressing the concerns of the review committee. In addition, three projects approved at the end of April were revised and reviewed. The seven grant contracts were signed this quarter totaling \$7,650 in first installment disbursements. The total sum committed as of September 30, 2000 is \$8,029 (Attachment 1).

Support Center Statistics*

Indicator/Service	Jalalabad SC	Kara-Balta SC	Kant SC	Karakol SC	Naryn SC	Batken SC
Visitors	185	111	84	30	140	91
Consultations	142	182	60	83	41	40
NGO database users	21	2	N/A	11	14	N/A
Law database users	8	2	N/A	39	14	N/A
E-mail users	22	3	N/A	33	8	N/A
Copy machine users	41	17	6	41	26	N/A
Computer users	44	10	6	3	41	N/A
Telephone users	28	8	N/A	24	15	N/A
Fax machine users	12	8	N/A	23	15	N/A

* Note: the number of database users in the Kara-Balta Center was low because the office LAN was out of service due as a result of a computer virus. Statistics for Batken and Kant are incomplete as they are newly established Centers that didn't begin operations until August.

Batken CSSC

Organizational Development: The NGO partner *FTI* received the first grant installment under the project with UNHCR. A coordinator for the Center was identified and hired. All communication and office equipment, including computer, printer, modem, UPS, fax machine and copy machine, was bought and shipped to the Center. A three-year workplan and performance plan was developed and finalized. Design of an OD intervention plan was scheduled for the fourth quarter of 2000.

Community Mobilization: Ms. N. Aldasheva, the Coordinator of the Batken Center visited seven villages with refugee population to inform the refugees about the new Center and to collect information on the refugee profile. To date, the Center has collected statistical information on refugees of Batken Oblast (304 refugee families), conducted needs assessment, and started to provide technical assistance to refugee groups and local NGOs. The Center facilitated creation of Aksakal Councils in the villages of Chet-Bulak, Chet-Kyzyl, Dobo and Oruk-Zar.

Jalalabad CSSC

Organizational Development: The OD intervention plan was developed, but implementation of some of the items from the OD plan was postponed due to consultations with UNHCR as a major partner. In line with those planned activities, a workplan and performance plan was finalized and incorporated specific indicators for UNHCR and reflect the particular needs of the Jalalabad Oblast. A partnership agreement with the SC is being prepared and should be signed by mid-October. Reporting formats are being revised and will be finalized once the partnership agreement is signed.

Community Mobilization: The Jalalabad Center assisted the NGO *FSLER* (Osh) in organizing the July 6 seminar on citizenship issues for refugees of Kok-Jangak Town and Tash-Bulak VI. The Center also provided assistance to YLA to conduct a round table with participation of refugee leaders and local NGOs on July 21. The topic of the discussions was social partnership for addressing refugee issues.

Training & Technical Assistance Highlights: The Center selected 10 people to be trained as trainers. A TOT on “Methodology on Adult Learning” is scheduled for next quarter. The Jalalabad Center conducted the training “NGO and Community” for members of the Association of Local Communities, which was involved in the UNDP project on poverty alleviation.

Kant CSSC

Organizational Development: The NGO partner *Alga* received the first grant installment under the project with UNHCR. A coordinator for the Center was identified and hired. All communication and office equipment, including computer, printer, modem, UPS, fax machine and copy machine, was bought and shipped to the Center. A three-year workplan and performance plan was developed and finalized. Design of an OD intervention plan was scheduled for the fourth quarter of 2000.

Community Mobilization: The Center staff visited 10 villages with refugee population to inform the refugees about the new Center and to collect information on refugee profile. To date, the Center collected statistical information on refugees of Issyk-Ata Rayon (557 refugee families), compiled a list of school age refugee children who do not attend schools and started to compile a database on refugee locations.

Training & Technical Assistance Highlights: The Center selected 10 people to be trained as trainers. A TOT on “Methodology on Adult Learning” is scheduled for next quarter. Ms. T. Temirova, the Coordinator of the Kant CSSC took part in a TOT on Constituency Development held in Zagreb, Croatia from September 9-23. Participation in this training was sponsored by GTD. This builds on two training of trainer sessions Ms. Temirova participated in last quarter - “Problems of refugees and migrants” held in Bishkek from June 14-16 by BMMC, IOM and

UNHCR and Building Capacity of NGOs/CBOs, held from June 17-21 by Counterpart Consortium and UNDP.

Kara-Balta CSSC

Organizational Development: The OD intervention plan was developed, but implementation of some of the items from the OD plan was postponed due to consultations with UNHCR as a major partner. In line with those planned activities, a workplan and performance plan was finalized and incorporated specific indicators for UNHCR and reflect the particular needs of the Kara-Balta Oblast. According to the annual workplan, the Center revised its organizational structure and staff responsibilities in order to fit objectives of Phase III. An institutional grant of \$550 was provided to the Center. A partnership agreement with the SC is being prepared and should be signed by mid-October. Reporting formats are being revised and will be finalized once the partnership agreement is signed.

Community Mobilization: UNHCR provided 239 bales of second-hand clothes to the Kara-Balta Center for distribution among refugees of Chuy Oblast. Based on consultations with refugee leaders, it was decided to allocate 33 bales for the Jayl Rayon, 33 for the Panfilov Rayon, 33 for the Moscow Rayon, 48 for the Sokuluk Rayon, 28 for the Alamedin Rayon, 48 for the Issyk-Ata Rayon, and 16 for the Chuy-Tokmok Rayon. It was also agreed that 20% of clothes are to be distributed among the vulnerable local population. All clothes were distributed through the network of refugee NGOs *Hireneso, Mok-Suu, Help, Sayron, Mekendeshter* and their Aksakal Councils. In each Rayon refugee organizations formed commissions, made up of representatives of village governments, social services departments, Red Crescent branch offices, local NGOs and Aksakal Councils. The commissions are designated to make decisions regarding recipients, oversee distribution, and provide reports to the Kara-Balta Center.

Training & Technical Assistance Highlights: The Center selected 10 people to be trained as trainers and a TOT is scheduled for the fourth quarter of 2000. Counterpart Program Coordinators and Contract Trainers conducted a TOT on “Methodology on Adult Learning” in Kara-Balta on September 19-21. Counterpart Program Coordinators conducted TOT on Training Methodology in Kara-Balta in order to localize training capacity; it is anticipated that as a result of this training trainees will conduct training for NGOs/CBOs. Four refugee leaders took part in this TOT.

Addressing issues raised by clients: NGO *Second House* wrote a letter of complaint to the Regional Office about the activities of the Kara-Balta Support Center. On the basis of an investigation made by senior staff of the Country Office, an Action Plan was developed with participation of representatives from this NGO and the Center staff to address these issues. During this quarter monitoring visits were conducted to check on the implementation of this Plan. *Second House* representatives were invited to discuss the implementation and indicated that approximately 80% of Plan’s activities were accomplished in accordance with the NGO’s expectations. Some of the issues are still under consideration.

Karakol CSSC

Organizational Development: The OD intervention plan was developed and a workplan and performance plan was finalized. According to the annual workplan, the Center revised its organizational structure and staff responsibilities in order to fit objectives of Phase III. An institutional grant of \$1,864 was provided to the Center. A partnership agreement with the SC is being prepared and should be signed by mid-October. Reporting formats are being revised and will be finalized once the partnership agreement is signed.

Training & Technical Assistance Highlights: The Center selected 10 people to be trained as trainers and a TOT is scheduled for the fourth quarter of 2000. Counterpart Program Coordinators and Contract Trainers conducted a TOT on “Methodology on Adult Learning” in Karakol on September 26-29. Mrs. B. Abdieva, the Manager of Karakol CSSC took part in TOT on

Constituency Development, held in Zagreb, Croatia from September 9-23. Participation in this training was sponsored by GTD.

Naryn CSSC

Organizational Development: The OD intervention plan was developed, and the performance plan and workplan were finalized. According to annual work plans, the Center revised its organizational structure and staff responsibilities in order to fit objectives of Phase III. An institutional grant of \$1,864 was provided to the Center. A partnership agreement with the SC is being prepared and should be signed by mid-October. Reporting formats are being revised and will be finalized once the partnership agreement is signed.

Training & Technical Assistance Highlights: The Center selected 10 people to be trained as trainers and a TOT is scheduled for the fourth quarter of 2000. Counterpart Program Coordinators and Contract Trainers conducted a TOT on "Methodology on Adult Learning" in Naryn on September 26-29. Mr. N. Satarov, the Manager of SC, took part in a TOT on Constituency Development, held in Zagreb, Croatia from September 9-23. Participation in this training was sponsored by GTD.

Bishkek Internet Center

16,796 user sessions (English version – 7,789, Russian version – 9,007) have been recorded in the log file of CANGO.NET Web Site since June 1, 2000. An average user session length was 15 minutes. Additionally, the Web Site received 476,134 hits (English version – 227,760; Russian version – 248,374), of which US made up 26% of the total hits and international users 23%.

The NGO Database (NGODB), NGO Homepages, NGO Electronic Library, NGO-related news articles, Links, Listserve and Bulletin Board are available on the Web Site. As of September 30, 159 NGO homepages (119 for Kyrgyzstani NGOs) in Russian and 77 NGO homepages (48 for Kyrgyzstani NGOs) in English are hosted on the Web Site. This quarter, 6 NGO homepages (including 4 for Kyrgyzstani NGOs) were added. In addition, the Web Manager Assistant (volunteer) contacted 144 NGOs to update homepages hosted on the Web Site, and 14 NGO homepages (including 10 for Kyrgyzstan) were updated.

The Ecology Section of the NGO Electronic library was revised and renewed. Three CD versions of CANGO.NET were recorded and sent to Support Centers. Two mirror Web Sites of CANGO.NET were established in Counterpart Consortium's offices in Tashkent and Ashgabat, which expands information exposure, allows Counterpart to reach additional audiences, and provides faster access to CANGO.NET resources for users of Uzbekistan and Turkmenistan.

This quarter, 80 NGO representatives from 47 NGOs visited the Internet Center 688 times using the following services: E-mail (47%), Internet searches (26%), and document processing (27%). About 2,000 consultations on using the Internet Center's facilities were delivered to NGOs. At present, 224 mailboxes and 83 dial-up accounts are maintained for Center users. During the reporting period, 15 new mailboxes for Center visitors and 16 new dial-up accounts were created.

Tajikistan

Organizational Development

NGO Support Centers previously existed (under Phase II) in Khojand, Kurghan-teppa, Khorog and Dushanbe. Under Phase III the focus is on developing the capacity of these already existing Centers into full-fledged CSSCs that can operate as independent NGO members of the nationwide network. An additional CSSC will be developed in Kulob, to serve communities and NGOs in that under-served area of eastern Khatlon Oblast and western Gorno Badakhshan Autonomous Oblast (GBAO).

UNHCR funding is available and is being used to supplement USAID funds for support of CSSCs in Kurghan-teppa, Khorog and to set up the new CSSC in Kulob. These funds will be liquidated in year 2000 and additional supplemental funding may be found in subsequent years.

- In August, meetings were held with local NGOs in Dushanbe, Khorog and Kurghan-teppa to inform them of the Counterpart Phase III program and to solicit their input regarding needs and suggestions for CSSC development.
- Potential partners were assessed for existing support centers and potential partners for the new CSSC in Kulob were screened, resulting in the following decisions:
 - The Khorog CSSC decided to extend its contract and effort will be focused on building the capacity of this existing partner. Current financial support for this Center comes from UNHCR and an Institutional Support Grant will be awarded at end of 2000.
 - The Khojand CSSC decided to foster the development of the existing staff as an independent NGO. A contract was drawn up for an Institutional Grant.
 - In Kurghan-teppa it was decided to foster the development of this Center by strengthening staff and changing leadership. Current financial support for this Center comes from UNHCR and an Institutional Support Grant will be awarded at end of 2000.
 - The Dushanbe CSSC decided to build an entity that can be either a fully independent NGO or a branch of the localized Hub organization. This quarter was focused on building staffing efforts.
 - For the Kulob CSSC it was decided to build a local NGO, including hiring a Director and identify a facility. Current financial support for this Center comes from UNHCR and an Institutional Support Grant will be awarded at end of 2000.
- A plan for monitoring, diagnosis and assistance for the CSSCs by the Hub office staff was developed. The Hub office staff conducted a TTAP with Khorog CSSC according to this plan.
- Monthly coordination meetings were held with all CSSCs in Dushanbe at the end of August and September to discuss problems, needs and opportunities for program improvement.
- A Resource Manager for the Dushanbe CSSC was selected. The new Manager cataloged and transferred all resource materials to the new Center. The new Resource Center Manager has full responsibility for coordinating and helping to expand the Resource Centers in all of the CSSCs.
- The Hub office Financial Director and Assistant responded to numerous requests for assistance from CSSC Financial Officers and have noted common issues to be addressed in follow-ups.
- A major tool in Community Mobilization, the *Problem ID Module*, was reviewed and revised based on a field evaluation performed by select local NGO. The updated module is now ready to be used in the initial and ongoing stages to outreach to communities.

Training & Technical Assistance Highlights

Hub office Program Staff designed a new training module **Project and Proposal Development** that will be finalized in early October to assist the CSSCs in developing their capacities and ability to help local NGOs and CBOs in their areas.

Support Center Statistics

Service	Khojand CSSC	Khorog CSSC	Kurgan-Teppa CSSC
Telephone calls received	Over 400	176	192
Visitors	147	274	161
Consultations	79	33	102
Events/round tables	4	9	13
Project proposals developed by NGOs	5	4	4
Copy machine usage (# of copies)	678	48	496
Fax/telephone users (local & long distance)	28	20	21
E-mail users	12	24	9
Computer/printer users	53	54	31

Turkmenistan

Ashgabat Resource Center

Organizational Development: The third issue of the CCT newsletter was published this quarter, improving the public image of the Counterpart Turkmenistan office and improving the knowledge of the general public about our activities. In addition, the NGO database was updated and new information is included on each new NGO and initiative group following each “NGO and Community” training. The Center has grown from a static "library" of resources to a dynamic and "buzzing" space for NGOs to use as their own office/meeting place. With the increase in Internet searches and online assistance provided by the RC manager, a need has been identified for a RC assistant to keep up with the demand for consultative assistance and technical help with computer-related work. In the next quarter this Center will be focused on organizing the next meeting at the Library to attract more people and planning meetings in cooperation with USIS and other established Resource Centers in order to familiarize people Counterpart activities in Turkmenistan.

Training & Technical Assistance Highlights: 228 people used the Ashgabat RC this quarter. In general visitors come to the RC for one of two reasons – to learn more about the role of NGOs, or to access resource materials. The number of people checking out materials is steadily increasing. As more NGOs participate in Internet training classes, the number of Internet and e-mail is also growing. The Center is providing more information regarding funding opportunities, which in enhancing the popularity of the Center. It is increasing the case that NGOs are requesting specific times to use the training room to conduct meetings and plan partnership activities, for both Counterpart funded projects and other donor-funded efforts.

Community Outreach: An outreach meeting at the National Library of Turkmenistan was held on the 25th of August. The main points covered at that meeting were a presentation of Counterpart activity and the results after 2.5 years of support programs in Turkmenistan, a presentation of the Central European University in Budapest and opportunities there for librarians, a presentation of educational programs, an announcement of volunteer opportunities at the RC, and an announcement of the availability of free access to Internet and e-mail services.

Dashoguz CSSC

Organizational Development: The main activities of the Center continue to be conducting PCA activities with a community of landowners, providing consultations on Project Design, hosting the regular *NGO Discussion Club*, conducting regular Counterpart training modules, and sponsoring round tables and outreach meetings. The copier was used to make 224 copies for NGOs. E-mail services were accessed four times by NGO representatives. Fax services were accessed four times to send a total of four pages.

As a follow-up to the latest *NGO Discussion Club* a consultative meeting was hosted by the NGO *Rado* to review Turkmen laws and regulations of public organizations. One round table took place this quarter in which two participants of the Social Partnership Conference in Poland presented highlights from the conference. Inspired by the achievements of Polish NGOs, a group of Dashoguz NGOs is making preparations to visit the Hakim of the Dashoguz region to discuss the possibility of organizing an NGO fair on 27th of October (Turkmenistan Independence day) and invite the government representatives to that fair.

Training & Technical Assistance Highlights: 16 visitors used the NGO SC this quarter. Seven consultations on a variety of issues such as Project Design, NGO Capacity Building, and Membership Development were conducted. In September one Project Design training was conducted, there were only 10 participants at this training since it was held during the annual cotton harvest. One project on Ecological farming was designed and submitted to SC from NGO *Agrokhimick*. The consultations for this project are ongoing. Four projects are currently being

implemented by the NGOs *UCHGUN*, *Women Resource Business Center*, *TRIERA*, and one CBO.

Community Outreach: The PCA process with the community of private landowners in Dashoguz is continuing. Through regular meetings with an elected committee of seven representatives, two target directions were identified: 1) to assist the group in registering as a public non-commercial organization and 2) to assist them in finding resources to build a much needed irrigation canal. In late September the Support Center staff organized a round table discussion hosted by the Union of Veterans of Ilialy etrap to learn more about the Winrock International “Farmer to Farmer.” Participants included representatives of various government departments and interested stakeholders. As a result of this meeting a plan was developed to conduct a PCA with one particular community in the Ilialy etrap that is experiencing a lack of potable water.

Mary and Lebap

Activities in these two regions have been suspended until the Independence Day Ceremonies and celebrations are over. The Ministry of Foreign Affairs has indicated that following the festivities official visits will be arranged in both regions to launch the beginning of the Counterpart/UNHCR joint program there. Due to the various issues related to registration status for International Organizations and their affiliates in Turkmenistan, we have been instructed to refer to our regional staff as “Contact Persons” or “Representatives” verses “Support Centers” or “Representational Offices” which require a juridical address and registration status. It is anticipated that offices will be set-up in both cities by November. Staff has been identified in both regions. We anticipate the successful start-up of programming by end December, on schedule.

Uzbekistan

Bukhara Civil Society Support Center

(Counterpart NGO Partner – Bukhara Informational and Cultural Center (BICC))

The BICC continued its successful work in establishing partnership relations with state structures. BICC continues to support the idea of developing a network of local NGOs in the Bukhara region. This past quarter the Center provided technical and informational support to 297 NGOs and initiative groups.

The Ashgabat bureau of OSCE visited the Center to learn more about their operations and resources. OSCE identified the publication “The law that unites us” as a useful and practical resource for learning more about the constitutional laws of Central Asia within the context of local and international laws. OSCE ordered 2000 copies of the publication in Russian and Turkmen. In July, volunteers helped collate, laminate, and proof 1000 of those copies for publication.

In mid-July, in partnership with the Open Society Institute, the Center organized a seminar for private firms on “International Standards of Hospitality.” Andrea Leinberger, a hotel and service industry consultant, conducted the seminar for 65 participants from the local tourism industry. Participants highlighted the practical application of issues discussed and expressed a desire to share the ideas presented with colleagues in other countries.

Center staff, in cooperation with OSCE, organized a round table in the beginning of the quarter to discuss the question of the development of a network of NGOs *Khamkor* in Uzbekistan. As a result of the discussion, the *Association of Children’s Coctors – Avicenna* decided to open a second branch in the regions as well as a crisis center *Oidin*, which began work to broaden its network in other regions of the Bukhara oblast. In advance of this meeting, Center staff prepared materials for distribution on the development of the network and on mechanisms of NGO activity in the network.

The crisis center *Oidin* works with initiative groups of women's committees in Bukhara and Babkent districts that plan to register as Centers of psychological help. The crisis center works in partnership with the Bukhara Provincial Hokimiat Women's Committee. The Bukhara provincial deputy hokim refers to the crisis center for experts and specialists to help the hokimiat in its work with women who have attempted suicide.

In early August the Center conducted the first seminar to train facilitators from local NGOs, who will ultimately conduct Counterpart training seminars and be a resource to the larger NGO community in the Bukhara region. This training was supported by the makhalla committee of the F. Khodjaev district, who gathered local citizens as volunteers so the trainees to practice their skills with actual community members.

The Association of Private Tourist Firms (APTF) and the firm *Salom* prepared a proposal to conduct, in partnership with the hokimiat, an international tourist festival entitled *Silk and Spices* in Bukhara. The deputy hokim of Bukhara hosted two meetings for representatives from NGOs (APTF, the Information Center, Khunarmand), state structures, and private business to finalize plans for this festival, which was held in late September. This event was successfully implemented through the coordinated efforts of the Bukhara city hokimiat's cultural department, the cultural office of the Bukhara province, Uzbekturizm, the APTF, the Center for developing crafts, the Information Center, Khunarmand, citizens, artisans, makhalla committees in the tourist areas, the Bukhara state nature museum, the state restaurant network (Obshchepit), the department of public services and utilities, the department for maintaining social order, and EnergoTa'minot.

Kokand Civil Society Support Center

The Kokand Center continues to build organizational capacity of local NGOs, initiative groups and community leaders, providing information, counseling and technical support. 424 visits were logged in the center this quarter including 71 consultations in organizational development and proposal writing. Information on seven NGOs in the Fergana Valley was added to the database. Six more volunteers received training and many more were added to the list of volunteers for the Center.

In mid-July, a 11-person delegation from UNHCR, headed by the Uzbekistan UNHCR rep Peter Nikolaus, visited the Center to learn more about the Center's work and see the newly opened office. The UNHCR delegation was briefed about the Center's activities and given a list of NGOs in the Fergana valley. Following the visit, Center Coordinator Bakhodir Umarchanov, Elena Petrukhina and Mirsultan Mirzakarimov visited Namangan to meet with the Namangan provincial Children's fund, the Makhalla fund, and the Namangan Businesswomen's Association. At the meeting the guests learned about the activities of these organizations and discussed plans and ways of cooperating with UNHCR.

The Center coordinated the regular meeting of the NGO *Plot 333*, held in mid-August, where participants discussed the topic "Receiving recommendations and proposals from participants for choosing themes for the Uzbekistan NGO forum." Decisions were made to improve the dialogue among NGOs, business and government in order to enhance the favorable conditions NGOs working in Uzbekistan. Information was also disseminated about the network of NGOs *Khamkor* in hopes of expanding the network and attracting new members.

In mid-August, the Director of USAID/Almaty's Program Department – Ms. Harriet P. Destler – visited the Center. Center staff briefed her on the Center's activities, NGO activity in the Fergana Valley and the Mahalla Initiative Project. Center staff presented her with a list of Fergana Valley NGOs and organized a meeting for her with representatives from NGOs, Mahalla Committees, and mass media, which shared with her their plans for future activities.

The Center hosted a round table in late August for international organizations working in Fergana Valley in order to facilitate cooperation among their programs. The participants identified likely areas for cooperation, such as training and grant programs, and briefed one another on their programs. The group also resolved to meet once a month for continued collaboration.

Nukus Civil Society Support Center

During the last quarter, the Nukus center held 64 consultations and gave technical support to 240 NGO reps and social leaders. Information for the database was updated for NGOs operating in the Khorezm and Kashkadarya provinces.

In Mid-August the Center coordinator, Palmurza Khojabekov, took part in an NGO evaluation session to establish partnership relations in Urgench. In late September, P. Khojabekov took part in a conference in Khiva on "Ecology of Ancient Khorezm" organized by the Human Rights Society. The volunteer Askar Rysbakov, a university student, helped prepare a press release about the Blind Society project.

In mid-July the Center met with Jennifer Marsh from Eurasia Foundation and Jennifer Brick from USAID. The coordinators briefed them on support work and the activities of the Mahalla Initiative Project. Center staff discussed future plans for the Center, with particular attention on the community mobilization efforts under Phase III.

In late August, Peter Nikolaus from UNHCR Uzbekistan visited the Center to learn more about its activities. Center staff arranged for the UNHCR delegation to meet with representatives from the Center of Social Research of Nukus to learn about their legal support to Karakalpak citizens forced to move from disaster areas. Peter praised the work supported by the Center in this region and expressed UNHCR's commitment to continuing to finance the support centers in the future.

The NGO *Renaissance* organized a round table devoted to the creation of a network of NGOs in Karakalpakstan. 24 NGOs expressed readiness to join in such a network and signed a declaration to that effect. On July 19 the first meeting of the network was held, where another 36 NGOs joined and expressed interest in joint activities. The network divided into three groups: information-technical cooperation; legal issues; and healthy development of NGOs in Karakalpakstan.

Tashkent Information and Resource Center

The Tashkent Center continued to provide technical support, library and electronic materials, information on donors and world news about NGOs to local NGOs and other initiative groups across Uzbekistan. 887 people used the facilities, 290 in July, 321 in August, and 276 in September. They included 105 consultations, 48 of them for those wishing to set up NGOs or to learn about their activities, and 57 on different aspects of the activities of existing NGOs and initiative groups.

In connection with the sharp increase in the demand for the Counterpart newsletter *Initiative*, the September run was increased to 1000 copies, 500 in Russian, 300 in Uzbek, and 200 in English. *Initiative* is distributed to 104 postal addresses and 20 electronic addresses in Central Asia, Asia, Russia, Mongolia and America.

In accordance with the Counterpart program for Phase III, information was distributed by electronic mail to NGOs and international organizations on the competition for projects for focus grants. The information about this competition was placed in Russian and English in the three largest and central newspapers in Uzbekistan, and distributed through telephone solicitations, at seminars and round tables and posted in the office. Many telephone consultations were conducted to clarify the purpose of the competition. As a result, 77 different NGOs sent letters expressing interest and readiness to participate in the process of organizational development together with Counterpart.

Ongoing work has been done to process the information from the Nukus and Kokand Centers, as well as from 15 select NGOs in Samarkand, Bukhara, Fergana and Tashkent.

Advertising brochures for the Mahalla program were prepared in Russian, English and Uzbek for distribution to NGO support centers as well as information on the MIP program, and placed on the site Cango.net. (<http://www.cango.net/kg/uz/>).

In September the Center coordinated seminars in NGO and Community and Project Design in order to meet the expressed needs of the NGO community. In all 52 NGO leaders attended these seminars.

Vildana Malian, Tashkent resource center coordinator, took part in the press conference of the Uzbek Association of Reproductive Health, which took place August 21. She also represented Counterpart at the conference “The prospects of developing gender equality in Uzbekistan” (September 7-8), conducted by the Women’s Committee of Uzbekistan, the Soros fund, Global Project and Winrock International. Articles about these events appeared in *Initiative*.

E. FOCUS/TARGET NGO OVERVIEW

Tajikistan (Target NGO Overview)

In discussions and working groups on Target NGO selection and assistance, Program staff strongly emphasized the need to not merely involve the CSSC staffs and boards, but to have the selection process and assistance package be driven by the CSSCs as emerging NGOs leaders in their areas. Therefore, the Hub staff developed only a tentative list of criteria for Target NGO selection, which was shared with current CSSC staff. Follow-ups will be conducted by Program Coordinators to assist the CSSC staffs and boards (after they are chosen by the CSSC NGOs) to develop final criteria, develop the Target NGO assistance needs and select Targeted NGO candidates from their areas. (See Attachment 4 for a draft of Target NGO Selection Criteria.)

Turkmenistan (Target NGO Overview)

1. **Junior Achievement** - In order to expose the leaders of this strong NGO to advanced concepts and introduce them to the experiences of NGOs from other countries, Counterpart selected two members as participants to two training programs in Central and Eastern Europe. The "Central and Eastern Europe 8th Regional Working group on *Fundraising*", and "*Constituency Development*" program organized by the Institute of World Affairs –Zagreb have provided many contact names and potential partners to this NGO. As the members are contract trainers, they are also able to incorporate what they learned into their training examples. At the request of the NGO, six members of the organization participated in Constituency Building and Fundraising training prior to the international events.
2. **Water User's Association of Turkmenbashi Etrap** - In September, the newly elected nine-person Management Board participated in the first of a series of "orientation seminars." The one-day seminars are designed to familiarize the members with the Water Users' Association's charter, the Board members' responsibilities, the daily operations of the Association and plotting a strategy for the future work of the Association. Eight persons attended as well as the seven of the current WUA staff. On a monthly basis, the hub office staff provides technical assistance to the WUA staff to prepare financial reports. The Grant Manager and Assistant Grant Manager provided consultations to the WUA staff on how fulfill their reporting requirements under the grant "12 Wheels to Sustainability." Also, the Information Systems Specialist traveled to Turkmenbashi to install a video editing program, train the local staff in using the new program and to run systems checks on all computers.
3. **Keik Okara** - This NGO has greatly enlarged its constituency over the course of the last two years. Recently, two of the members came to Counterpart to request advice on how to enlarge their constituency without losing sight of their original mission. As a result of this development, Counterpart selected one member of this NGO to participate in the "Constituency Development" training sponsored by GTDTK in Zagreb, Croatia.
4. **My Rights** – Counterpart provided a letter to UNHCR confirming the work this NGO completed in the framework of its Counterpart grant after the NGO submitted a project proposal to UNHCR entitled: "Basics of consumers rights for refugees". As a result of the active nature of this NGO in its relations with the government, 1 member was selected to participate in the Global training on *Social Partnerships* in Poland.
5. **Special Olympics** – Was the first NGO in Turkmenbashi City in the Balkan region to receive free access to e-mail via Counterpart. This connection has already assisted the NGO to receive the RFP for and complete a grant proposal to a UNDP grant competition in which the NGO received a grant to facilitate the development of ecology clubs based in schools working with Special Olympics in the Caspian region.

6. **Disabled Union** - Three faxes were sent using the Resource Center equipment to Sydney and Poland in order for members of the NGO to follow-up on partnership contacts in Europe assisting them in acquiring sponsorships to send members to the Paralympic Games.
7. **Uchgun** - The leader was targeted to attend the Global sponsored *Social Partnerships* Conference organized by Polish American Advisory Agency. The Counterpart Financial Manager also worked with the NGO on Financial Management skills to improve grant reports.
8. **Dostluk** Center – PCs carried out two interventions in organizational development and crisis management following the departure of the NGO's leader to a Fellowship Program in the United States. In addition to the consultations, 4 members participated in Team Building/Conflict Resolution.
9. **Civic Dignity** - 2 members participated in conferences abroad on the themes of Constituency Building and Civic Education. The first program was sponsored by GTDTK. Participants were chosen on the basis of familiarity with the theme and targeted assistance developing case studies and examples for the Counterpart module, as the participant is a Counterpart contract trainer. The Bureau of Educational and Cultural Affairs for Central Asia within the State Department sponsored the second program. Selection of participants for the Civic Education program occurred following a round table at Counterpart in which the NGO representative presented the organization's project to a visit of State Department officials in July. PCs assisted the NGO in selecting appropriate materials for their visual aids, preparing the agenda, and presenting their materials.
10. **Arma** - PCs consulted with the NGO leaders on three occasions on how to organize two round tables in the framework of their project. Skills introduced included: preparing handouts; structuring agenda; facilitating discussion and using flipcharts to capture main topics of discussion.

F. COORDINATION AND COOPERATION

Kazakhstan

- In a meeting with IOM representative Paola Baril plans were made for supporting a seminar about Kazakstani Trafficking problems, which will be conducted in Aktau, Petropavlovsk, Kokshetau, and Shimkent. IOM is also interested in a database of women NGOs and Support Centers in these cities.
- The round table of the Training and Capacity Building Group was conducted at the Counterpart office on September 1. Participants included Jamila Asanova, Alibi Jangildin and representatives from INTRAC, UNDP Resource Center, CASDIN and Zhan. Counterpart is responsible for participation in the working group on training program research.
- On September 26th Country Director Marat Aitmagambetov participated in the meeting organized by UN Volunteers to discuss future cooperation and collaboration, as 2001 is the Year of Volunteers. Counterpart agreed to coordinate events like trainings on Volunteer Issues to be implemented through future Support Centers.
- Country Director Marat Aitmagambetov met with Ms. Guliya Alibaeva, Executive Director of the Kazakhstani Medical and Pedagogical Association (KMPA). KMPA is supported by IPPF/USAID. Counterpart agreed to help them conduct trainings on different issues for their staff in different cities of Kazakhstan. As soon as budget for this program is developed and approved joint training can begin.

Kyrgyzstan

- Country Director E. Kasybekov made a presentation about Counterpart programs to Peace Corps Volunteers that work with NGOs throughout the country.
- This past quarter Counterpart staff met several times with IOM, USAID representatives, and GTD staff to discuss the Trafficking of Women project. Counterpart staff revised the proposal and the budget in accordance with comments from the regional office of GTD, and sent the final draft to partners for approval. USAID/CAR will transfer funds for this project to IOM, who is anticipated to contract Counterpart to implement the program.
- The Country Director was invited to an SME coordination meeting on August 25. One of the discussion topics was the involvement of civil society institutions as advocates for SME sector interests.
- On September 26, the Country Director met with Mr. Charles Reafsnyder – Executive Dean at Indiana University to discuss implementation of the joint Counterpart/Indiana University project in Kyrgyzstan. Mr. Reafsnyder shared positive feedback about project implementation.
- The new Country Representative for UNHCR, Mr. James Lynch, visited the Counterpart hub office and was briefed by the Country Director and Senior Reporting Officer about Counterpart activities, results of joint projects, and future plans.
- The CDF project expert D. Kostenko drafted the report on NGO participation in CDF National Seminars, which contains comparative analysis of recommendations of NGO sector and governments on CDF. The report was sent to WB Office in Bishkek for comments.
- Counterpart PC Erkina Ubysheva assisted *InterBilim*, who was the lead NGO on preparing a national public education campaign to garner support for victims of the Batken armed conflict. She drafted a plan for the information and fundraising campaigns, provided information about experienced Russian NGOs, and compiled a list of Internet Sites on public campaigns.

Tajikistan

- Under an MOU with OSCE, Counterpart provided TOTs on Adult Learning-based Training in Shartuz and Gharm in Tajik language according to a revised three day module for OSCE staff and NGO members of their training pool.
- An MOU was developed with PIU/Education Project (World Bank) to conduct four trainings using Counterpart NGO Training modules for leaders, teachers and parents of Parent and Teachers Associations.

- Counterpart had consultations with MCI regarding cooperation in programming directed to and through local NGOs.
- IFRC discussed the need for diagnostic interventions (similar to TTAPs) for five local district RC Committees that also would include strategic planning. The Khojand CSSC conducted one strategic planning workshop for the local RC Committee (NGO) in Kara Kum.
- SCF/UK identified training needs and drafted an MOU and budget for Counterpart to provide the requested training.
- Program staff met with the WID Bureau (UNDP) and discussed common interests and offered training and technical assistance for their target group NGOs.
- The Hub office convened a group of participants from Counterpart Tajikistan staff, local NGOs and INGOs to participate in rating the USAID Sustainability of the NGO Sector in Tajikistan. The results showed that the index increased slightly over the rating done last year.
- The Country Director continued an ongoing dialogue with UNHCR Tajikistan's Resident Representative regarding UNHCR's financial problems in providing support to the UNHCR NGO Support Fund and Tolerance Education Projects. Additional meetings were held with Mahmud Nadiri, NRC/UNHCR CAR NGO Coordinator.
- In Kulob, Center staff met with local representatives of the Mission Ost and WFP regarding the need to coordinate on a regular basis with CSSC staff to discuss local needs and programs.
- The Country Director met with ISAR/CAR's Director Ross Maclaren to discuss ISAR's new grant program and offered to make the materials available to local NGOs via our CSSCs around the country. ISAR indicated they will likely hire a local person to receive proposals and administer grants.
- The CD met with Monsieur Herve Collet, Secretary General of the Committee for Liaison with Europe and the East (based in Paris) to discuss ways NGOs in France could work in partnership with local NGOs in Tajikistan. It was clear from the discussions that this was a preliminary meeting and Counterpart encouraged these efforts and expressed our interest in helping with the linkages.
- Program staff met with PSF Country Director Tina Patel to discuss ways that Counterpart might be able to assist PSF with their project needs. Counterpart referred her to the NGO *Foundation of Medical Assistance to Establishments* that both runs pharmacies and supports medical needs of a large group of indigent elderly (those marooned here without family or social support).
- John Holly, Consultant to the World Bank Health Program met with Counterpart to provide assistance in the form of building training capacity in the Ministry of Health as part of the WB project. The possibility of sub-contracting to provide some of the training needed (TOTs) was discussed. Counterpart offered a few Contract Trainers who have high credibility in at least the first stages of this soon to be proposed project (estimate to begin in February 2001).

Turkmenistan

- Counterpart has been included on the UNAIDS NGO Grant Review Committee
- Counterpart and UNICEF have entered a Cooperative Agreement in which Counterpart serves as an implementing partner to UNICEF on its Water and Sanitation Project. The current joint-project in the amount of \$60,000 runs through March 17, 2001
- CAMPSAX, an organization implementing the Community Water and Sanitation component of a World Bank Project of the same name has coordinated with Counterpart to discuss the construction and design of latrines and working in communities
- Counterpart has become a member of the World Bank's "Civic Education Regional NGO Selection Committee"
- Counterpart and Peace Corps are working together to identify appropriate NGOs which could serve as host organizations for volunteers
- Counterpart is carrying out ongoing consultations with UNDP to assist the organization with the development of its Information Technology system in Turkmenistan and will continue to provide assistance in the launching of the NetAid project in country
- Counterpart and Exxon/Mobil are currently negotiating two projects involving the provision of goods within the framework of their "Contributions Program" to local institutions via NGOs with

a vested interest in the success of the program: namely, groups of parents with plans to make improvements in their children's kindergartens

Uzbekistan

- Program Coordinator Dina Mukhamadiev traveled to Kazakhstan to help analyze the situation and evaluate the activity of the Astana SC. The main steps in the development of this organization and the effective execution of program activities were noted. This experience helped the Uzbekistan office develop an orientation seminar for Support Center staff.
- At the request of the UNDP, a team building training for the Karshi branch of the Business Women's Association was held under the "NGO capacity building for socio-economic development in Kashkadarya" program. UNDP rated the training highly and expressed readiness to work with Counterpart in the future. Such a partnership will undoubtedly facilitate the development of NGOs in Kashkadarya.
- At the request of the Open Society Institute, a seminar on organizational development and the effective administration of NGOs was held for representatives of universities and institutions of Uzbekistan. The goal of the seminar was to create a network of resource centers (NGOs) for scientific workers in Samarkand, Nukus, Fergana, and Tashkent. The 5-day seminar presented participants with the opportunity to learn the basics of organizational development for future workers of NGOs. The Institute wants to work with Counterpart in the future on the development of the third sector in Uzbekistan.
- Olga Avansova and Elena Sabirov, contract trainers with Counterpart, took part in the regional meeting "Fundraising for development" which took place in Moscow from September 14-18. As a result, trainers will study strategies of fundraising planning and activities. They learned about attempts to adapt global fundraising approaches to local conditions and other techniques that will help them improve Counterpart's training methods.

G. LEVERAGING

Kazakhstan

- \$80.99 from OSCE for training
- \$48.56 from Mott McDonald for training (Water Users Association)
- \$49.94 from “Podrugi” NGO for training
- \$17.01 from various NGOs for photocopying

Kyrgyzstan

- Together with Counterpart Germany, the Bishkek Office has finalized the budget and annual work plan for the three-year project approved by EU in February 2000. The project is focused on strengthening the capacity of local communities to advocate on behalf of their citizenry and ensure their participation in decision-making processes affecting the social and economic environment on a local and national level. Mr. J. Newman, Deputy Program Manager of European Human Rights Foundation, visited the office to introduce himself to Counterpart activities in Kyrgyzstan and to discuss terms of the contract. The contract with EU was signed, and the project is starting on October 1, 2000. The total cost of the operations eligible for community financing is estimated at EUR 681,553. The European Community undertakes to provide a maximum of EUR 483,903, equivalent to 71% of the estimated total eligible cost.
- The Naryn Center received the Democracy Commission grant of \$4,143 to expand the information support for NGOs/CBOs of the Naryn Oblast. An information center will be established under the Naryn Center and an NGO stand will be established in the Oblast Library. The grant funds cover cost of computers, Internet connection and printing expenses.

Tajikistan

- \$1,434 from OSCE to conduct Training of Trainers on “Adult Learning Styles” for the Gender component of the “Civic Education” Program. 2 TOTs were conducted in Gharm and Shartuz. Both Trainings were conducted in Tajik.
- \$7,974 from OSCE for Media Activities to assist populations of Tajikistan to form the culture of civil society by increasing their knowledge of the basic principles of democracy and the rights and responsibilities of citizens in society. Within the project framework a series of articles and TV and radio programs will be produced and aired on national and local media about the ways of building civil society.
- \$468 from Education Learning and Innovation Project/Project Implementation Unit to conduct the following workshops in the Leninsky District: "NGO and Community," "NGO Management," "Fundraising" and "Small Business Development."

Turkmenistan

\$112,188 was leveraged this quarter through the following activities:

- \$60,000 from UNICEF to implement Phase 3 of its Water and Sanitation community outreach program on latrine renovation and sanitation in 100 schools of Dashoguz
- \$1,000 from the Kyrgyz Committee for Human Rights to “Arkadag” to implement part of the work for the Project “Survey of the Status of Women”
- \$962 in grant from OSI to 1 staff member of Counterpart Consortium to attend 2 week-long courses at Central European University in Hungary.
- \$20,050 for seven representatives of NGOs to participate in Regional Social Partnership Training in Poland supported by Global Training for Development.
- \$19,708 for five representatives of NGOs to participate in the “NGO Constituency Development Training” supported by Global Training for Development.
- \$1,034 for three NGO representatives to attend the "Central and Eastern Europe 8th Conference on Fundraising" in Moscow, supported by Global Training for Development.

- \$3,049 donated by 100 schools as matching contribution for latrine construction and renovation in the framework of the UNICEF Sub-Project "Project Expansion WatSan Project III to Select Schools of Turkmenbashi and Kuneurgench Etraps of Dashoguz Velayet".
- \$3,500 from UNHCR for participation of two members of working group in Conference in Geneva
- \$2,885 from «Seas Steamship line» and commercial firm "Tolkun" through contacts with the Special Olympiad Committee and "Umyt" Center for 30 Room and Board passes for disabled children to attend Summer Camp.

Uzbekistan

- \$4,718 from the Open Society Institute in Tashkent for organization of the NGO development training for the PC project (September 4-8)
- \$400 from UNDP for training in team building for the Karshi Business Women's Association and "NGO Capacity building for socio-economic development in Kashkadarya" project staff members (August 29-30)

III. SECTOR SPECIFIC SUPPORT: THE INTERNATIONAL CENTER FOR NOT-FOR-PROFIT LAW

A. PROJECT PURPOSE

The purpose of the Counterpart/ICNL project component is:

Assist in the development of a comprehensive legal and fiscal framework that will support and strengthen the NGO sector.

The purpose of ICNL is:

A. In coordination, cooperation, and collaboration with USAID, its contractors and grantees, to assist in the construction of a comprehensive legal and fiscal framework that will enable the NGO sector to thrive in the region and contribute in a meaningful way to the development of civil society;

B. To nourish a continuing NGO-state relationship.

B. PROJECT IMPACTS

Kazakhstan

ICNL Continues Fight for Tax Benefits and is Winning

The Ministry of Government Revenue has been drafting a new Tax Code. When adopted this new Tax Code will replace the entire existing tax legislation. For the past several months, the Ministry of Government Revenue has been changing the provisions of this draft Tax Code affecting NGOs on many occasions. ICNL has been actively involved in the drafting process working directly with the drafters including the Minister of Government Revenue himself. The publicity surrounding the draft Tax Code and its frequent debate is a precedent for Kazakhstan. During the whole period of discussion, NGOs held several press conferences and debates on the draft provisions. ICNL is and continues to be very vocal in this debate.

Kyrgyzstan

ICNL and its Partner Association of Lawyers of Kyrgyzstan achieve reconsideration of Government amendments to the Law on Advocacy Activity

ICNL began an examination of a very hot issue in Kyrgyzstan. The government, via the Ministry of Justice, is pressing for amendments to the law "On Advocates". In general, these amendments violate the freedom of association principle. Members of Lawyers Association and free-lance attorneys agreed with parliamentarians to eliminate these deteriorating provisions.

Tajikistan

Drafting of the Law "On Non-commercial Organizations" is finished and the Draft is submitted to the Government for its consideration

The government of Tajikistan and NGO community are actively pursuing the NGO law reform. Thus, the draft NGO law has been drafted by NGOs with the participation of government officials involved in implementation of the appropriate legislation and this draft law was officially submitted to the Ministry of Justice for the legal expertise. Once it is evaluated in the Ministry, it is expected that this draft law will be submitted to Parliaments for consideration at the beginning of 2001. In general this draft law meets international standards of NGO legislation and would allow establishing a progressive regulatory environment for NGOs.

Turkmenistan

NGO Law Reform is in need

Turkmen Government Institutions recognize the need for NGO law reforms. The National Institute of Democracy and Human Rights with the President of Turkmenistan proposed funding ICNL to support the Institutes' project with drafting the new Law on Public Associations. According to Mr. Mogilevski, Deputy Director of the Institute, this was the Presidents' request that the Institute draft such a law. ICNL sees it as an important opportunity to assist with and to insure that this law complies with international laws and good international practices of NGO regulation. By supporting this project ICNL hopes not only to come up with a progressive NGO law, but also to utilize the opportunity to educate senior level government officials involved in drafting and implementation of the NGO law.

Uzbekistan

The Regulatory Environment for NGOs is Changing for Better

A year and a half passed since the new Law on Non-commercial Organizations was adopted in May 1999. Currently the National Human Rights Center is doing a research on how the Law on Non-commercial Organizations is implemented throughout the country. The results of this research and independent ICNL analysis will be presented in a new book On Comments to the Law On Non-commercial Organizations that will come out in December 2000. The important finding of this analysis is that the Law brought a positive message to local officials that the President does not prohibit and declares support to NGOs. This made a great impact on the mentality of local government officials, who currently cause much less problems with registration of NGOs than previously was the case. Nevertheless still a lot has to be done to make the implementation of the Law positive to NGOs.

C. ACTIVITY OVERVIEW

Kazakhstan

Technical Assistance with Drafting Laws

In order to achieve the progress discussed in the Project Impacts section ICNL held over twenty-five consultations on the new tax changes that effect NGOs with the drafters, local NGOs and international consultants. During these meetings ICNL has been distributing materials demonstrating good practices of taxation of NGOs in various countries. ICNL prepared comments on each of several versions of the draft tax code prepared by the governments' working group. These comments have been distributed to all interested parties. Many of ICNL's recommendations have been incorporated into the draft submitted to the Parliament in October 2000.

Fair Tax Treatment of NGOs

There is no doubt that the new Tax Code will be adopted by the Parliament in the nearest future. But prior to that it has to go through consideration in both chambers of the Parliament. However, many deputies are unaware of how taxation of NGOs should be handled in the tax code. Such ignorance may cause a serious back-sliding and regress from the current generally progressive to offensive to NGOs provisions. At the same time during these Parliaments' discussions there might be an opportunity to further improve the existing provisions of the draft tax code. In late October-November ICNL will train deputies of Parliament on the norms of NGO taxation through a one-day conference funded by Global Training and Development. The conference will be followed by individual and group consultations with deputies involved with the tax code.

Kyrgyzstan

Technical Assistance with Drafting Laws

At the request of the President of the International League of Human Rights and the Association of Attorneys of Kyrgyzstan in September ICNL supported the Association of Attorneys of Kyrgyzstan (AAK) with the organization of three business luncheons for parliamentarians, governmental officials and private and governmental attorneys. Participants of these luncheons debated amendments to the

law on Advocates' Activity. As it was mentioned in the *Project Impacts* section, the goal of amending the law was to put activities of practicing attorneys under governments' control and to undermine the freedom of associations' principle. As a result of these productive discussions, the deputies promised to veto the amendments and the Ministry of Justice withdrew these amendments from the Parliament for further revisions.

The conference on taxation took place on Issik-Kul Lake in August. Representatives of the governments' draft group working on amendments to the tax code, as well as NGO representatives and international consultants discussed revisions to the entire tax code article by article. Richard Remias, ICNL Regional Director participated in the conference introducing ICNL recommendations to the tax code provisions affecting NGOs. Many ICNL recommendations were approved by participants of the conference and incorporated into the final resolution of the conference.

Fair Tax Treatment of NGOs

Like in Kazakhstan, the Kyrgyzstan government is addressing tax reform Provisions on taxation of NGOs are also going through revisions. In spring 2000 ICNL was invited to participate in the work of the drafting group by the Deputy Minister of Finance. ICNL prepared recommendations to the tax code that have been submitted to the governmental drafting commission.

Tajikistan

Technical Assistance with Drafting Laws

Due to a long term effective cooperation between the Tajik Government and ICNL, which was resulted in drafting and adopting the Law on Public Associations, new Civil Code (Parts I & II) and Tax Code, invited ICNL to assist with the law on charities, as well as with laws which would allow to establish non-membership organizations in forms of foundations and institutions. Currently, a semi-official working group is established which includes representatives of NGOs and the government where ICNL is playing the role of the moderator and official consultant. This working group has been drafting a new charity law. The most recent version of the draft has been broadly publicized and attracted a lot of attention among general public, local and international NGOs.

Fair Tax Treatment of NGOs

Laws on charities from different countries have been submitted to the drafting group working on the appropriate law. Vadim Nee, ICNL leading consultant will be participating in the drafting session of the group in October 2000.

For the last couple of months, international organizations, mostly charitable organizations operating in Tajikistan start facing problems with their registration. The problem stated that international organizations should have done the legalization of their documents within the Ministry of Foreign Affairs according to its rules before these organizations are officially registered in the Ministry of Justice. ICNL was approached to provide with the assistance in this matter. ICNL Partner consulted Counterpart/CHAP Humanitarian Assistance program and came to a conclusion that the regulatory acts on this issue are required revisions. So far, it is planned to conduct training for international organizations and government officials on the regulation of activity of international organizations operating in Tajikistan.

Turkmenistan

Technical Assistance with Drafting Laws

The USAID mission in Turkmenistan and the Counterpart requested laws from various countries regulating the issues of technical assistance under by-lateral inter-governmental agreements. Such materials have been submitted to USAID, who in turn forwarded them to the Turkmen Ministry of Foreign Affairs currently working on regulating these issues.

Uzbekistan

Technical Assistance with Drafting Laws

The Law on Charities and the Law on Foundations are on the Agenda of the Parliament for 2001. The Committee on Democratic Institutions, Human Rights and NGOs of the Oliy Majilis requested laws from various countries regulating these issues. Many of such laws translated into Russian language have already been submitted to the Commission.

Fair Tax Treatment of NGOs

A year and a half passed since the new Law on Non-commercial Organizations was adopted in May 1999. Currently ICNL is working on comments to this Law. The purpose of the comments is to assist with the implementation of the Law. Several Uzbek government institutions are contributing to these comments. This would provide comments with a semi-official status and increase their influence with government officials in charge of the implementation of the law. These comments will also have an analysis of the current practices of implementation of the law. These practices are currently researched and analyzed by ICNL and the National Center of Democracy and Human Rights. Comments to the Law On Non-commercial Organizations will come out in December 2000 and are funded by the OSI/Uzbekistan.

NGO self-sustainability is reliant on reasonable tax regimes. Unfortunately, Uzbekistan's tax regime is not in accord with the international standards and is an obstacle to NGOs' development. To address this issue, ICNL will hold a series of seminar to discuss potential tax amendments and better implementation of current tax rules with government (tax authorities, MoJ, and the Ministry of Finance) and NGOs representatives. The GTD will be funding these seminars during the period of the end of 2000 through the beginning of 2001.

D. COODINATION AND COOPERATION

Regional

US and International Organizations

ICNL has been closely cooperating with Counterpart International and its in-country offices. All ICNL activities have been coordinated with the USAID regional and in-country offices. ICNL has been maintaining cooperative relations with the following organizations: USIS; ABA; NDI; Barents group; GTD; Soros Foundation, Eurasia Foundation, the World Bank, TASIC, OSCE, UNHCR, and UNDP. On a regular basis ICNL is updating other USAID grantees on developments in the NGO legislation around the region and on its activities and plans.

Kazakhstan

US and International Organizations

- ICNL assisted the American Bar Association in holding a press conference for the South Kazakhstan oblast on the draft Tax Code. ICNL continues cooperation with NDI, OSCE, Intrac, World Bank, ISAR and Charity Know How Fund.
- In Almaty ICNL held the meeting with the representative of European Human Rights Foundation who was interested in the NGO law reform projects in Central Asia. There have been discussed opportunities for both ICNL and EHRF on mutual cooperation on improving the NGO legislation reform. ICNL provided the party with the review and analysis of NGO legislation in Central Asia.

NGOs

Vadim Nee, ICNL's main partner and NGO Law Expert. Valentina Sivrukova, President of NGO umbrella organization -- Confederation of Non-Commercial Organizations of Kazakhstan. Sholpan Baibolova, Tax Culture Formation Foundation; the Shymkent Association of Attorneys. Kuralai Karakulova, ANNOK (Association of Non-Governmental Non-Commercial Organizations of Kazakhstan). The Association of the Invalids Organizations "Zhan". Women and Law. The NGO "Legal Initiative: CASDIN. Legal Development of Kazakhstan. "Pokoleniye" Pensioners NGO. Roman Podoprighora, "Adilet" Higher School of Law.

Government Officials and Deputies of the Parliaments

Zharmakhan Tujakbai, Speaker of the Majilis; Oralbai Abdykarimov, Speaker of Senate; Sergey Zhalybin, Majilisman; Irak K. Elekeev, Head of the Majilis Office; Sabyr A. Kasimov, Deputy; Ermek Zhumabaev, Chairman of Committee on Legislation and Justice-Legal Reform; Basurmanov Zhumabek, the Chairman of the Commission on Human Rights with the President; Vesnin Victor Nikolaevich, the Deputy of the Lower Chamber of the Parliament; Peter P. Kolesov, the Senator (the Upper Chamber) of the Parliament of the Republic of Kazakhstan; Yaroslav Shevtsov, Chief Specialist of the Department of Economic Legislation of the Institute of Legislation with the Ministry of Justice; Nurlan S. Moldokhmetov, Deputy Minister, and Kubasova Irina Alexandrovna, the Director of the Legislative Department of the Ministry of Justice; Shymkent Lawyers Association.

Kyrgyzstan

US and International Organizations

- ICNL maintains a close working relationship with the officers of the OSCE and has done several analyses for OSCE use in their diplomatic dialogue with government. ICNL also has provided the US Embassy with insight regarding government policies and actions.
- Regarding the Law on Advocates' Activity ICNL is cooperating with ABA/ CEELI and ARD/CHECCHI.
- ICNL is also developing new relations with the UK-based INTRAC.

NGOs

Yuri Khvan, ICNL Legal Partner. Mirgul Smanalieva, Kyrgyz lawyer, the Vice-President of the Association Attorneys of Kyrgyzstan and ICNL's local partner. Irina Ryzhykh, NGO - Chamber of Tax Consultants. Ainura Orosolieva, Chairman of the Fund of Legal Initiatives. International Center Interbilim. The Coalition of NGOs for a Civil Society. Institute for Regional Studies. Forum of NGOs.

Government Officials and Deputies of the Parliaments

Akimov Batyr Muradovich, the Head of the Legislative Department and Zukhra Taranova, the Deputy Chief of the Registration Department of the Ministry of Justice; Alisher Sabirov; other deputies of the Parliament: Pamir Shentaev, Department of Education in the Kyrgyzstan Parliament; Nikolai Bailo, member of Parliament.

Tajikistan

US and International Organizations

- ICNL local partner, Muatar Khaidarova participated Asia-Pacific NGO Network Conference organized in Indonesia. There she was nearly the single representative from Central Asia, and participants listened with great interest on the activity of NGOs of Tajikistan. She also was invited by UNHCR as a regular attendant to the Geneva conference on NGO development and NGO legislation development issues. Her invitation is based on her excellent reputation as a human right attorney and an NGO law expert.

NGOs

Muatar Khaidarova, Chairman Society and Law ICNL's partner. Fund for Support of Civil Initiatives. Youth Ecological School. Olij Somon. Fund of Legal Reform. Association of Intelligentsia. The Center of Youth Initiatives, Khojand.

Government Officials and Deputies of the Parliaments

The Minister of Justice Ismailov Shavkat Makmudovich; Davlatov Davlatali, the State Adviser of the President on Relations with the Public and National Minorities; Bakhram Ali-Zade, Director of Center of Coordination of External Assistance with the Cabinet of Ministers of Tajikistan;

Turkmenistan

US and International Organizations

- ICNL has already established working relations with USAID/Booz-Allen legislative experts and TACIS (on drafting new Law on Registration and new Tax Code). ICNL has also worked closely with USAID's office in Turkmenistan. Most recent ICNL assisted the International Planned Parenthood Foundation on an NGO law conference.
- Other international contacts were established with OSCE, UNDP, and UNHCR.

NGOs

Turkmen National Institute of Democracy and Human Rights under the President of Turkmenistan. The International Planned Parenthood Foundation (family planning) fund in Turkmenistan conducted a huge conference for Turkmen NGOs on local NGO legislation. Bess Brown, OSCE project. Jens Wandel, Resident Representative of UNDP in Turkmenistan. UNHCR mission group. Local NGO "Center for Protection of Parents."

Government Officials and Deputies of the Parliaments

Dr. Yolbars A. Kepbanov, Director of the National Institute of Democracy and Human Rights, Abram Mogilevsky, Scientific Secretary of the National Institute of Democracy and Human Rights.

Uzbekistan

US and International Organizations

- Many groups and organizations have an active interest in ICNL's legislative project. For example, the UNHCR and OSI also held international conferences in cooperation with ICNL. UNDP has been working on the NGO law-drafting project.
- OSI is currently funding publication of Comments to the Law on Non-commercial Organizations.

NGOs

Dinara Mirzakarimova, Uzbek lawyer (ICNL's main partner). Grenada Kurochkina, "Kridi" Club for Parents of Disabled Children. Association of Accountants and Auditors. Muborak Tashpulatova, Tashkent Center for Public Education. Center of Social Education in Nukus, Karpakalpakstan Region, Uzbekistan. Chairman of the Union of Museum Workers in Bukhara, Uzbekistan. "AYOL" Center for Women and Family, located in Samarkand, Uzbekistan. Samarkand Business School, located in Samarkand, Uzbekistan.

Government Officials and Deputies of the Parliaments

Akmai Saidov, Deputy and Director of the Center for Human Rights of Uzbekistan; Deputy Minister of Justice Pulat Samatov; Pulat Akhmetov -Head of the Control-Analytical Department, NGO Bureau, Ministry of Justice; Akhmat Toursunov, Director, and Kasanov Mikhail Yuryevich, Deputy-Director of the Institute of Monitoring of the Current Legislation of Olyi Majilis (Parliament); Bakhodir H. Umurzakov, Minister of Social Maintenance; Sayera Rashidova, the Authorized Person for Human Rights (Ombudsman). ICNL has also established a relationship with Golnara Yoldasheva Deputy from the Olyi Majilis and Director, of the "Healthy Generation" NGO in Uzbekistan. This is a high profile NGO that may actively participate in the working group.

PIPELINE ANALYSIS

GRANT-RELATED ACTIVITIES

Kazakhstan

CSSC Institutional Grants

The Agreements on the establishment of a creative partnership between Counterpart Kazakhstan and *Zhalgas*-Counterpart and the Astana Support Center were signed. \$5,810 and \$15,455, respectively were awarded in institutional grants to these partners.

Institutional Support Grants for the establishment of additional CSSCs was announced in mid August in the National newspaper *Kazhkhstanskay Pravda*. The deadline was extended by two weeks for Aktau, Kzyl-Orda, Dzezkazkan and Shimkent because of the lack of letters of interest from these cities.

The Grant Committee, consisting of Counterpart staff, selected 9 letters of interest out of 28 as potential partners for establishment of additional CSSCs in Kazakhstan.

Selected candidates were sent Proposal Packets, consisting of an application, information about the selection process and the "Program of Civil Society and NGO Development in Central Asia." The staff of Counterpart Kazakhstan is conducting assessments of potential partners in order to select the strongest ones. Four organizations (*Alliance and Help in Kostanai and Smeda and Inkar in Actobe*) have already been assessed. During the site-visits representatives of the local government, NGOs and the staff of the selected NGOs were interviewed.

Focus Grants

The promotion and request for applications about the Focus Grants was announced on August 22 in the National newspaper *Kazhkhstanskay Pravda*. The Grant Committee, comprised of Counterpart staff, reviewed the 176 letters of interest received and determined that 20 NGO applicants met the minimum criteria for selection. Selected NGOs were sent Proposal Packets for further review at the Country Grant Committee, consisting of representatives from USAID, the International Donor Community and Counterpart Kazakhstan.

Kyrgyzstan

UNHCR Small Grant Program

1. **NGO *Sayron, (Ivanovka VI Issyk-Ata Rayon)***: \$3,458 for a small revolving credit fund as well as delivery of services such as consultation, training, and information sharing to build skills in income generation for refugee groups of seven villages of Tokmok and the Issyk-Ata Rayon. Grant money is intended to cover minimal administrative costs and to form a small revolving credit fund. It is envisioned that about 200 refugee families will benefit from this project. The project was approved by the local grant review committee in Kara-Balta on August 28.
2. **NGO *Mekendeshter (Kant Town, Issyk-Ata Rayon)***: \$2,370 to create five household dairies in the village of Krasnaya Rechka and to provide 35 refugee families with milk produced at those dairies. This project will increase the income-generating capacity of five refugee families this year with possible expansion of recipients for next year. Grant money covers the costs of cows and forage for the first year. The project was approved by the local grant review committee in Kara-Balta on April 26, but reviewed and finalized in September.
3. **NGO *Help (Belovodskoe VL, Moscow Rayon)***: \$1,916 to organize and build capacity of six CBOs, which are designated to assist refugees in raising income-generating skills, in six different villages of the Moscow Rayon. The project includes the creation of five household dairies and promotes strengthened collaboration with local authorities through seminars and direct assistance to CBOs. Grant funds are intended to cover the cost of the cows and forage as well as some administrative costs. The project was approved by the local grant review committee in Kara-Balta on April 26, but reviewed and finalized in September.

4. **Aksakal Council (Pervomay Vl., Panfilov Rayon):** \$1,755 to increase income-generating capacities of refugees in Pervomay Vl. through the creation of a small dairy farm that will provide eight refugee families with milk this year, with possible expansion of recipients for next year. Grant money covers costs the cost of the cows. The project was approved by the local grant review committee in Kara-Balta on April 26, but reviewed and finalized in September.
5. **CBO Kai-Beren (Kara-Tube Vl., Jayl Rayon):** \$2,155 to increase the income-generating capacity of refugees in Kara-Tube Vl. by providing sugar beet seeds to 20 refugee families and 10 individual refugee farms next year. Sugar beet will be planted this fall on 40 hectares of land, which was contributed by the collective farms “Jergetal” and “Kara-Tegin.” Sugar beet seeds will be provided to recipients in Spring 2001. Grant funds are intended to cover the cost of fertilizers, seeds and fuel. The project was approved by the local grant review committee in Kara-Balta on August 28.
6. **NGO Sary Kol (Kok-Jangak Town, Jalalabad Oblast):** \$1,117 to increase the income-generating capacity of ten refugee families and five local families in Kok-Jangak Town through providing goats to 15 households. The project envisioned possible expansion of recipients for the next year. Grant funds cover costs of goats and project staff travel expenses. The project was approved by the local grant review committee in Jalalabad on August 29.
7. **NGO Women’s Union (Kok-Jangak Town, Jalalabad Oblast):** \$2,316 to develop income-generating activities through the involvement of 20 refugee families in growing winter wheat. Grant funds cover the cost of wheat seeds, fertilizers, land rent, plowing and harvesting. The project was approved by the local grant review committee in Jalalabad on August 29.

CSSC Institutional Grants

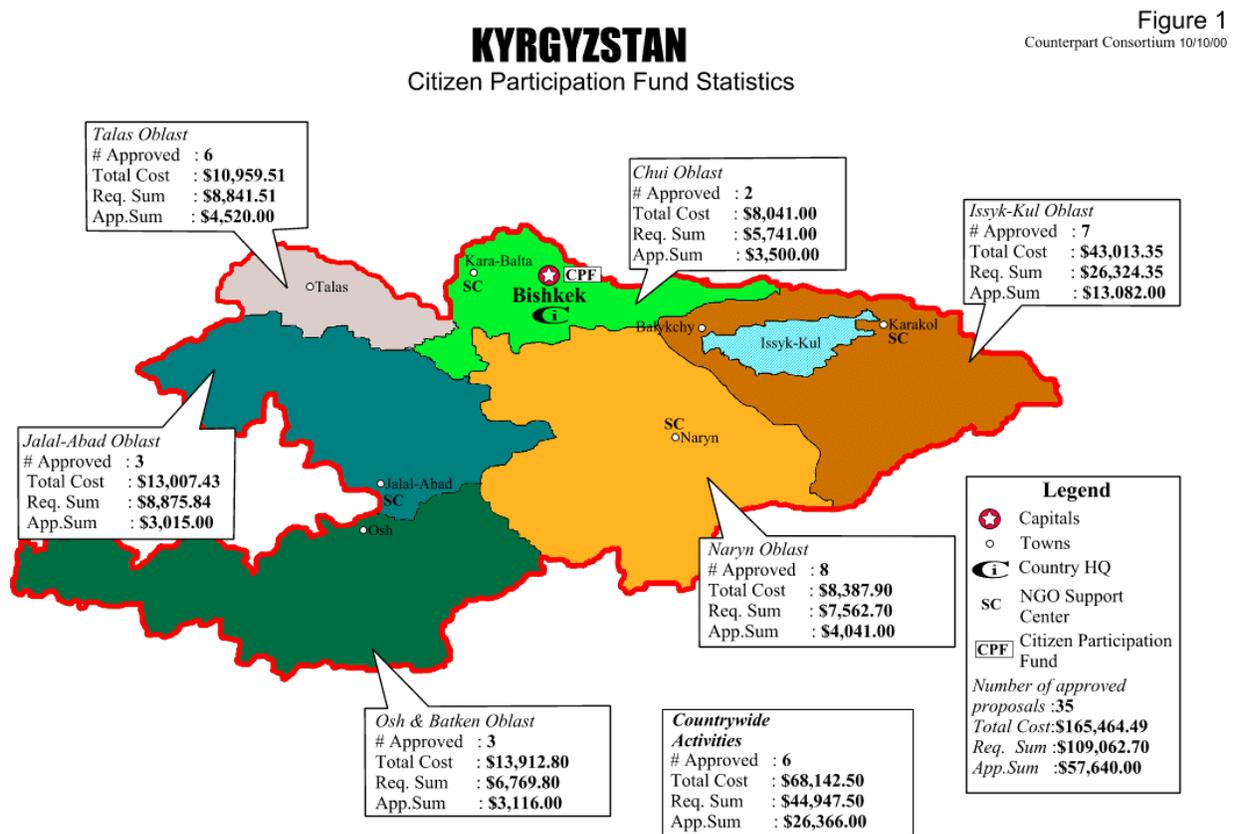
1. **ISC Consulting (Kara-Balta, Chuy Oblast):** \$550 to complement the budget of the UNHCR-funded project to provide NGOs and communities, including refugees groups, in the Chuy Oblast with access to a comprehensive range of support services: informational, consultative and technical. Grant funds cover the salaries of the guards in the office.
2. **Naryn Support Center (Naryn Oblast):** \$3,790 to provide NGOs and communities in the Naryn Oblast with a package of technical assistance, including consultations, coaching, training and information support, through the Naryn Support Center during the period of April- September 2000. Grant funds cover administrative costs.
3. **NGO Leader (Karakol, Issyk-Kul Oblast):** \$1,864 to provide NGOs and communities in Issyk-Kul Oblast with a package of technical assistance, including consultations, coaching, training and information support, through the Karakol Support Center. Grant funds cover some administrative costs.

CPF Grants

The guidelines, application form and eligibility criteria of the CPF grant program were revised, updated and finalized in consultation with all members of the CPF grant committee. All papers were approved by the US Embassy in Bishkek. On August 1, 2000 Counterpart Consortium widely announced a solicitation for proposals through the network of CSSCs, partner organizations, mass media and NGO E-mail listserv.

During the period of August 1-16, 182 applications from all over Kyrgyzstan were submitted to Counterpart Consortium, and all applications were reviewed against the application guidelines. 50 applications were subsequently rejected as incomplete. On August 29, the CPF grant review committee reviewed 132 proposals and approved 35 applications, totaling \$57,640 (see graphic below for grant breakdown). The CPF Coordinator A. Aitbaeva met with all grantees to revise work plans and budgets of the projects in order to prorate according to the remaining timeframe, to address concerns of implementation and poor M&E procedures, to sign contracts, and to provide them with sets of reporting documents. The total sum of \$35,941 was disbursed as first installments. CPF grant

files are being made and updated, letters of gratitude were sent to all 182 CPF applicants. A schedule for monitoring planned activities of CPF grantees in Naryn, Chu, Issyk-Kul, Talas, Osh, Batken, and Jalalabad Oblasts, was compiled.



Focus Grants

Requests for letters of interest for the Focus Grant program were widely solicited widely announced among NGOs throughout Kyrgyzstan through the network of existing CSSCs, mass media and NGO news-server on August 17, 2000. The deadline for submitting letters of interest was scheduled for September 15,2000. One hundred twenty seven letters of interest were submitted by NGOs from all over Kyrgyzstan. Based on the Focus Grant Guidelines and Criteria, the internal grant review committee of Counterpart selected 25 NGOs. Their applications are to be reviewed by the focus grant review committee, consisting of representatives of international organizations, on October 19.

Tajikistan

CSSC Institutional Grants

One Institutional Grant was given this quarter to the Khojand CSSC. Activities and operation costs of the Kurgan-teppa and Khorog CSSCs were covered by the UNHCR NGO Support Fund grant.

Turkmenistan

To date, Counterpart Consortium has funded 44 projects in Turkmenistan, thirteen of which are still being implemented. During this quarter M&E was conducted of fourteen grantees focusing on: health, youth, education, agriculture, human rights, and social welfare. Five of the fourteen M&E visits were final monitoring activities at the end of the project cycle. All five projects were successfully executed at a good professional level, according to the goals and tasks of the projects.

Grantees *Ecoclub* and *Chinar* received letters from the grant manager to reinforce their project and complete all tasks planned for first period of the project. The former grantee *Dostluk* is in a transition period resulting from the departure of their Executive Director to study in the United States. Responsibility for control of equipment was transferred to two members of the NGO who are currently Acting as Co-Directors.

The three internal areas of weakness most common to the groups monitored are:

- Organizations don't fully utilize their potential. They don't effectively apply a strategic planning process to guide the direction of future activities according to their level of organizational development and demand for services from them by their communities.
- Lack of strong internal project/financial management skills/lack of experience
- Grantees are gaining experience in work with international donor organizations, but at the same time they don't have skills to find and attract financial or other type of support from commercial organizations.

Three common strengths include:

- Activities of projects have reached more beneficiaries than was planned. Also of five NGOs that finished their projects this quarter, three (*Ecoforest*, *Civil Dignity*, *Green Team*) expanded their work in the oblasts.
- Ability to establish links with government structures in the form of "social partnerships" (despite the lack of skills to manage and benefit from those partnerships as listed above)
- Organizational Development improvements expressed in the increased number of volunteers assisting these NGOs in activities related to grant implementation

TRAINING MATRIX

Kyrgyzstan

	Type of Workshop*	# of Workshops	NGOs	CBOs	Gov't	Participants
1	TOT "Methodology of Adult Learning"	3	37	-	-	50
2	TOT "Adult Learning/Project Design"	1	1	-	-	14
3	TOT "Methodology of Adult Learning/ Training design"	1	-	4	10	19
4	First training module on GID Project	6	68	72	-	142
	Total:	8	106	76	10	225

*Note: Workshops #2-4 weren't funded by USAID.

Tajikistan

Type of workshop	Center	Workshops	NGOs	Participants
NGO & Community	Dushanbe	4	46	64
NGO & Community	Khojand	1	13	15
NGO & Community	Kurgan-teppa	5	56	79
NGO & Community	Khorog	2	15	33
NGO Management	Dushanbe	1	12	12
Project Design	Dushanbe	1	8	12
Project Design	Khojand	1	10	13
Project Design	Kurgan-teppa	2	25	32
Project Design	Khorog	5	59	77
Strategic Planning	Dushanbe	1	9	10
Strategic Planning	Kulob	1	8	14
Public Education through the Media	Kurgan-teppa	1	11	13
Fundraising	Dushanbe	2	21	25
Association Development	Kurgan-teppa	1	14	15
Advocacy	Dushanbe	1	10	12
Advocacy	Kurgan-teppa	1	12	14
Social Partnership	Dushanbe	1	8	12
Social Partnership	Khojand	1	11	13
Social Partnership	Kurgan-teppa	2	21	28
Social Partnership	Khorog	2	24	29
Constituency Building	Dushanbe	1	11	17
TOT Adult Learning Styles for OSCE	Dushanbe	1	7	13
TOT Adult Learning Styles for OSCE	Kurgan-teppa	1	14	20
TOT Problem ID	Dushanbe	1	15	25
TOT Success Story Development	Dushanbe	1	15	25
TOT Press Conference	Dushanbe	1	6	20
Environment	Khorog	1	5	15
Gender Culture	Khorog	1	5	15
Total:		44	471	672

Turkmenistan

#	Type of Workshop	# of workshops	# of NGOs	# of Participants
1.	NGO and Community	4	46	64
2.	NGO Management	2	25	33
3.	Project Design	1	7	10
4.	Association Development	1	11	11
5.	Using of Internet Resources	1	10	10
6.	NGO home page development	1	10	10
7.	Fundraising	1	14	15
8.	Human Resources Management	1	10	13
9.	Social Partnership	1	9	10
10.	NGO Financial management	1	18	19
11.	Team building /Conflict Resolution	1	10	11
12.	Strategic Planning	1	9	15
	Total	16	179	221

Uzbekistan

#	Type of workshop	# of workshops	# of NGOs	# of Participants
1.	Team Building	1	1	13
2.	Organizational Development	1	-	25
	Total:	2	1	38

LIST OF TARGET GROUPS

Tajikistan

At this point Counterpart Tajikistan has developed the following criteria for selection of Target NGOs:

Criteria for Targeting NGOs

The overarching approach to Counterpart's program in Tajikistan is to empower a broad range of Tajikistan NGOs in rural and urban conflict areas to work together to advance the peace process, the development of civil society and to contribute to political and economic development in country.

Phase III will complement NGO Expand by targeting an additional 15 NGOs that can address the large gaps in service delivery in five sectors which directly contribute to the development of civil society and democratic processes. These sectors are: rule of law; human rights; independent media; conflict resolution; and income generation/small business development at the community level.

Criteria for Selecting of the target NGOs under phase III

1. NGO works in one of the following sectors: rule of law; human rights; independent media; conflict resolution; and income generation/small business development at the community level.
2. Majority of targeted NGOs should be working in rural areas
3. NGO assists conflict-impacted communities to deal with critical needs and problems and to achieve reconciliation of alienated and polarized interests.
4. NGO is able to facilitate local social partnerships, issue based coalitions, and offer PCA and resource assistance to local community based organizations (CBOs) in their attempts to grapple with local problems.
5. NGO has experience in collaboration with community development projects and NGOs working in similar sectors.
6. NGO provides needs-based assistance to their communities
7. NGO designs and implements projects that effectively utilize volunteers and volunteerism as a strategy to mobilize local resources to address community problems
8. NGO demonstrates the growth of constituencies through membership, grassroots fund-raising, volunteerism or citizen participation in projects
9. NGO demonstrates interest in advocacy and public education through the media
10. NGO shows evidence of a strong team in its management (3 or more people active in the NGO in project activities)

Turkmenistan

Name of Organization	City	Sector (s) of Focus*
Support Center of Dashoguz city	Dashoguz city	7
Support Center of Turkmenabad	Turkmenabad	7
Support Center of Mary	Mary	5,7,12
NGO "My Rights"	Ashgabat	7
Water Users Association	Turkmenbashy etrap	Community Development
Special Olympics of Turkmenbashy city	Turkmenbashy city	10,7
"Úmyt"	Turkmenbashy city	10,7
"Uchgun"	Dashoguz velayat	3
"Dostluk"	Turkmenabad	5, 12
"Civic Dignity"	Ashgabat	5, 7, 12
Union of pensioners "Arma"	Ashgabat	11, 16
Turkmen Department of Journalists Association "Social Partnership"	Ashgabat	9, 7
"Zenan" Women NGO	Dashoguz city	2
Junior Achievement	Ashgabat	1, 12, 5
Center for Patient Right Advocacy "Keik Okara"	Ashgabat	2,15,7
Association of Family Physicians	Ashgabat	3
Farmer Education Center of Mary	Mary	6,12
"Arzuv"	Seidi town	5, 12
Ecological school of Farmers	Akhal velayat	
"Amul"	Turkmenabad city	7, 12
"Independence"	Mary	1, 6

*Sectors:

1. Environment/Ecology
2. Women
3. Health
4. Legal/Juridical
5. Children/Youth
6. Agriculture/Farmers
7. Civil Society/Human Rights (includes general NGO support, conflict resolution)
8. Artists/Craftsperson's/Culture and History
9. Media
10. Disabled
11. Poor Families/Pensioners
12. Education
13. Science
14. Cultural/Ethnic Groups
15. Refugees
16. Business Promotion.

WATER USER'S ASSOCIATION PROJECT

- **Water User's Association Highlights**
- **Water User's Association Newsletter**

Water User's Association Highlights

Project Activities

The major advances in the development of the Water Users' Association this quarter were in "democratizing" its structure. This democratizing process began with three important steps taken by the members themselves: 1) approval of the organizational structure; 2) selection of delegates to the general meeting at which the management board was elected; and 3) the management board election.

WUA Organizational Structure Approved

At the July Project Meeting, the staff presented the possible organizational structure for the future association to the 36 water committee representatives for discussion and approval. The structure which consists of a general meeting, management board, advisory board, monitoring committee and staff had been approved in June by the charter development committee made up of staff and water committee representatives who volunteered to work on the bylaws. Although the representatives at the general meeting approved, it required an hour and a half of involved discussion. Again, the most contentious point was involvement of local authorities in the association in the form of a non-voting "advisory board." Rather than eliminating the advisory board altogether, a compromise was reached. The participants at the meeting decided that the association should wait until the Management Board is well established and the organization is stable before inviting any local authorities to sit on the advisory board through which they might try to co-opt the association.

Selection of Delegates to the General Meeting of the Association

During the month of August, the structure of the Association was further "democratized" through a participatory process of selecting delegates to the general meeting. The staff used the quarterly village meetings in the 25 most active villages as an opportunity: first, to gather feedback from local residents on how well their water committee serves their needs; second, to select delegates; and third, to generate suggestions for improving the delivery and distribution system. The level of meaningful and active participation by residents demonstrated the success of the project in providing not only tangible results (a regular supply of drinking water) but also a safe and secure "space" and mechanism for residents to advocate their rights and needs to the water plant and local authorities. When it came time to vote, participants took pause to thoughtfully consider exactly which water committee members to send to the general meeting. They began to understand that their decision actually would impact a larger process that reached beyond just their village. In all 45 delegates were selected.¹

Election of Management Board

By September the general meeting attended by some 50 people 36 of whom were voting delegates, the association was ready to elect the 9 person Management Board. The delegates nominated 15 candidates from amongst themselves. Each delegate could then vote for three people from the list. A panel of representatives from water committees, the mayor's office and the WUA staff tallied the votes and announced the top 9 vote-getters. Two women and 7 men now sit on the Management Board for the association. The representative from the mayor's office declared that board selection was the most democratic process he had ever participated in. Immediately following the meeting, the Board members and staff gathered to determine follow-up activities to the election. There was a certain nervousness in the air as everyone realized that the next steps are not really defined and unprecedented in Turkmenistan,

¹ Representation at the general meeting is based on population. For committees that represent 0-500 water users, the residents could select and send 1 voting delegate. For committees representing 501-1000 water users, 3 delegates. For committees representing 1001 to 1500, 5 delegates and so on. Delegates were charged with the authority to elect the 9 person Management Board as well as vote on any other issues that fall under its purview as laid out in the charter.

that is, an 11,000 member association through a participatory grassroots selection process electing a group of people to manage a local "public" service.

Since the election, the WUA staff has held the first in a series of five one-day orientation seminars to familiarize the Board members with the charter, their responsibilities, and the general operations of the association. The first orientation seminar reveal a real need to mentor the Board members over a long period of time so that they are truly empowered to take over the management of the association. This process will have to focus

Community Development Programming

The programming of WUA project focuses primarily on fostering community development through meetings, roundtables, training, mini-grants and information sharing. The construction of a community-owned, community managed serdop (a concrete above-ground cistern) serves as a basic building block activity of the community organizing efforts under the WUA project. Presently the total number of people actually receiving water through participating in the project is 11,521. During the quarter, there were 3 "Project" meetings², each meeting with a minimum of 35 water committee representatives from 30 villages attended. The most significant addition to the project was the election of the 9-person Management Board which will take over the management of the association after January. The Management Board consists of only representatives from the local water committees.

Community Meetings and Consultations

During the quarter, the WUA project staff carried out 51 full community meetings and approximately 69 consultations in participating villages and at the office. A "full community meeting" is when at least 20 people attend and significant decisions are made, e.g. whether to participate as a community in the project, election of a water committee, plans and costs for building a serdop or awarding of a mini-grant. "Consultations" are smaller meetings held with committee members, the water plant management, local authorities or community members. Also, 8 NGO-related consultations took place at the WUA office between October and December.

New and Existing Water Committees

Over the three months, 6 new communities invited the WUA staff to present our activities; and 7 new water committees were formed through open election by community members. Under the project 43 water committees have been formed in participating communities. At present 31 actively participating in "Project" meetings and the Management Board election; 29 of those villages are drinking water under the project. The remaining 12 committees have stalled at an early stage of the process showing little interest in moving ahead.

WUA Style Social Partnership Meetings

There were 11 social partnership meetings this quarter. Under the WUA a social partnership meeting is a particular community meeting in which a water committee presents its plan to install and manage a community serdop to community members, local authorities, water plant management and health department representatives. It is a critical event in the *12 Steps to Getting Water Plant Water* because it is at this meeting that all of these different stakeholders have the opportunity to make recommendations, raise important issues and publicly state whether and how they will support the committee's efforts. In one social partnership meeting, the water plant representative did not participate. The community and WUA staff delayed the final approval of the mini-grant until the water plant gave their consent to supply water. A delegation from the community visited the water plant themselves to get the approval directly

² "Project" meetings serve as a general meeting for the members of the water committees and water users to assemble. Such a forum will eventually become the general meetings of the association once it is registered as an independent entity.

from the plant management. A WUA staff member was asked to facilitate the discussion. After a favorable outcome to the meeting, the community received the mini-grant and was willing to move ahead with construction. This example demonstrated how important it is to go through a real social partnership process for all stakeholders, that is, for the project, for the plant, and for the community. Under social partnership, all are aware of their obligations and rights so that later on one stakeholder may not become the scapegoat for another stakeholder's lack of follow through.

Mini-grants

The last three months brought 11 mini-grants to the participating communities allowing them install 32 serdops additional. The total number of people actually receiving water this quarter increased by 3260. In all 109 serdops have been built and are already serving 11,521 residents of Turkmenbashi etrap.

Inter-community resource transfer and decision-making

During the past three months, 6 mini-grants involved inter-community transfer of money³ for a total transfer of 5,265,000 manat between villages via the project.

³ Representatives of different existing water committees which borrowed money from the WUA to cover part of their 51% ownership of their community serdops pay back the money to the WUA project which then immediately included the money in a mini-grant. Such representatives of communities participating in the project are *entitled* to take part in the decision of how and where the money they pay back will be used. During the social partnership meetings the representatives of other communities give advice and talk about their experience in organizing their community and serving as committee members. This transfer of these resources takes place in an open meeting by handing the money to a WUA staff member who then hands it directly to the committee receiving the mini-grant. This deliberate procedure for handing over the money is an important demonstration that the communities are linked through the association and receive benefits from neighboring communities by participating in the association.

TURKMENISTAN PROGRAM ATTACHMENTS

- *Vesti* Newsletter
- **UNDP Report on the Status of Information Technology in Turkmenistan**

1. Introduction

In his Millennium report, UN Secretary General Kofi Annan strongly embraces new information technology and sees a major role for it in fighting poverty and promoting human development.

To inform the discussion about IT development in Turkmenistan, UNDP has commissioned a study to establish the status of IT/internet development as of July 2000.

The report will be available in Russian and English and it is our hope that it will be found useful by our development partners and other interested parties.

We are cognizant, that the IT sector is still in its infancy and constantly changing. Thus we would welcome comments, reactions and information that would allow us to up-date the status and keep abreast latest development. Please contact us on registry.tm@undp.org or visit our home page www.untuk.org.

1.1 Background of IT/Internet development in Turkmenistan

The first ping (connection) from Turkmenistan to the global Internet was registered in May 1997. However, prior to the establishment of the Science and Technology Centre "TurkmenTelecom" as a subsidiary of the State Company of Electrical Communication "TurkmenTelecom", access to the Internet in Turkmenistan was irregular. February 20, 1998 (the date the Ministry of Communication of Turkmenistan ordered the creation of STC "TurkmenTelecom") may be considered as the starting point of Turkmenistan's integration into the global computer network. Commercial services available from the IT department of the State Committee of Construction (since 1992) and by "Ariana" (since 1993) included e-mail provision only.

Since 1998 a number of private companies tried to enter into the market to provide a commercial alternative for Internet users - they bought equipment and were legalised by the Ministry of Communication. However, most of these companies have faded out of the picture or have ventured into other activities, some waiting in the wings for a more opportune moment.

One private company (Ariana) has outlasted the competition and until recently was the most successful Internet provider in Turkmenistan measured in number of users and turnover. On May 25th its licence was revoked and TurkmenTelecom is now the only commercial provider.

1.2 Existing laws and legislation on IT activities in Turkmenistan

The operation of all organisations, enterprises and individuals related to communication in Turkmenistan, including activities on information technology and the Internet, is regulated in accordance with the "Laws on Communication", adopted into legislature on 20th December 1996 (full version attached as Annex I - available at the moment in Russian only).

Due to the recent entry of Turkmenistan into the list of countries with Internet access the state has not adopted more specialised laws on this area. The web site of TurkmenTelecom provides a link entitled "Legislation for the Internet", which refers to documents of the Russian Federation.

Based on article 11 of the law of Turkmenistan on communication and article 6 of the law on licensing particular types of activities, on the 24th February 2000 a Presidential Decree established "Provision 4585" on "licensing activities in the area of communication" (Annex II - at the present available in Russian only). In compliance with this provision all licenses issued prior to this document were subject to re-registration (revision). Given this, the Ministry of Communications sent to all licensed communications related organisations queries on licensed activities. As a result of the license review commission we understand that five out of the five licensees studied have had their licenses repealed at

the end of May 2000. The state provider STC "TurkmenTelecom" was not required to go through the same procedure.

2. Status of IT in Turkmenistan

2.1 Progress of IT/Internet penetration in Turkmenistan

The stated intention to develop advanced Informational Technologies in Turkmenistan is reflected in the President's programme of "Social and Economic Reforms in Turkmenistan in the Period till 2010".

To date, the IT penetration in Turkmenistan is indicated in the following statistics:

The progress in IT development in various countries can be measured by web hosts per thousand people: Great Britain 39/1000, Russia 2/1000, Central Asia 0.14/1000. The rule of thumb is that when country has 5/1000 it is beginning to get on line. Turkmenistan has about 0.004/1000.

The number of Internet users per capita also can be taken as an indicator of the IT adoption in the country: United Kingdom 99/1000, Finland 244/1000, Hong Kong 65/1000, Singapore 141/1000, Armenia 1.43/1000. Turkmenistan 0.24/1000.

Number of country domains per 1'000 people: United Kingdom 19/1000, Germany 15/1000, Hungary 1/1000, Spain 3/1000, Turkey 1.5/1000, Russia 1.05/1000. Turkmenistan 0.006/1000.

According to "IT forecaster" research, the most objective indexing of IT adoption is ISI (Information Society Index). The ISI scores divide all countries of the world into 4 categories: Skaters (e.g. United States, Germany, United Kingdom, Finland, Denmark) are countries in which information technologies were first developed and swiftly adopted; they tend to be the larger industrial democracies. Striders (e.g. United Arab Emirates, France, Spain, Hong Kong, Hungary) march close behind; the group falls mainly in southern and eastern Europe. Sprinters (e.g. Malaysia, Turkey, Russia, Poland, Romania) are accelerating onto the information highway; they exist in all continents and follow diverse development paths.

Turkmenistan belongs to the category of Strollers - who face more difficulties in catching up; their populations and/or infrastructures constrain many of IT's multifaceted expressions

2.1.1 Current Internet users

The statistical data shown below is as of May 2000, may constitute a peak in terms of Internet users. The number of users is expected to decline in the short term as not everyone will be able to afford the transfer to TurkmenTelecom or consider it worthwhile.

The number of Internet registered users in Turkmenistan is approximately 1200.

Total estimated people with Internet access is 2000 (providers' assessment).

Turkmenistan constitute 0.0034% of the 350'000 users registered in Central Asian countries.

There are the following corporate users (leased lines or analog): State Commodity Exchange, Sibling & Technologies, Counterpart Consortium, American Internet Access and Training Project Centre, STC "TurkmenTelecom", Turkmen-Turkish University, Satline (Hotel centre), Panalpina (transport company), IGS, Infacom, ATK, Technoservice, BCTI (mobile telephones), Tasis Coordination bureau, Yimpash shopping centre.

5% of the total amount of users, mostly state organisations, have e-mail only; 95% are using the Internet.

As well as the growth in a number of Internet users as compared to 1998, there is a shift in the profile of the user away from foreign organisations to local companies and private users. The extent of private user activity can be seen by the hours when users are most active: 10am-12am, 17pm-19pm, 22pm-03am.

Private users already constitute 40% of the total amount of registered users.

In order to estimate the number of potential Internet users in Turkmenistan i.e. people who have necessary equipment such as PC and modem to be connected, the following statistics may help:

One computer equipment company stated that on average the number of computers to be sold per month on a retail basis is 35. Of which, one third of the clients (11 persons) show an interest in obtaining access to the Internet. We estimate that there are approximately 10 companies operating at this level in Turkmenistan trading computers and accessories. As such it can be seen that the number of potential users increases at approximately 11-12 persons a day! The most recent estimate is that only one person per day is signing up for the Internet, leaving 10-11 buyers remaining off line.

Why is it that 90% of people who passed the most expensive step to Internet access by purchasing a computer, do not take the final step and sign up?

The constraints for rapid expansion of the Internet in Turkmenistan will be illustrated in more detail in the remainder of the report, specifically in section 2.4.

2.1.2 Information about Internet in Turkmenistan. Training on Internet

The advantages, uses, and possible enjoyment of the Internet, as for any new product, need to be made known to possible investors. Internet providers who should be interested in marketing the Internet, usually advertise only their specific services, not explaining the possibilities and capacity of the Internet. Some information about the Internet can be found in TV programmes or newspapers from outside of Turkmenistan. The information obtained, mostly from Russian Media, is not specific to the situation in Turkmenistan. Their focus is on specific Internet projects, and e-commerce, which is not as yet available in Turkmenistan. Discussions about the Internet in Turkmenistan practically do not exist. We found very few articles or programmes about the Internet during our investigations.

As an example, despite having all the technical advantages for Internet access, TurkmenTelecom itself fully utilises only e-mail - Internet is a privilege for a few members of staff.

Among Development organisations based in Turkmenistan we discovered few which are providing training on Internet use and web-page design. Only Counterpart Consortium have established training courses and free Internet access to local NGOs. Having leased a 128 kbps connection to TurkmenTelecom the Counterpart Consortium network allows 4 remote users to connect at the same time through dial-up (in the short term they hope to up-grade this to 8). Consequently, 44 NGOs have Internet access or if necessary can use two computers (again hoping to be expanded to 7) installed in their Resource Centre. 80% of NGO members at the beginning of the course had knowledge of computers, but knew very little about the Internet. As a result of the project two NGOs have set up web-pages (craftsmen's centre "Miras" and youth club "Unicum"), some organisations have found partners through the Internet outside of Turkmenistan and have started joint-projects (public theatre "Avara", "Civic dignity", etc).

Counterpart Consortium also established a Resource Centre for local NGOs in Dashoguz (about 7 NGOs) on dial-up access through the local Digital Telephone Station, and are planning to open similar centres in Mary and Turkmenabad.

Some companies (e.g. Turkish Bashkent Educational Centre, local company "Ochag"), on a commercial basis, provide computer training which includes a basic introduction to the Internet. Both organisations have Internet connected computer classrooms for the use of their students. The clients are mostly young people who are working or planning to work in IT literate companies.

An Internet Access and Training Project Centre is administrated by IREX and is a part of American Centre. The Centre is providing Internet training and the opportunity to use a well-equipped computer room to Alumni – members of US founded educational programs.

2.1.3 Difference between Ashgabat and Velayats on Internet

Over 95% of Internet and e-mail users are based in Ashgabat.

Generally speaking, commercial providers are not interested in extending their services outside of Ashgabat.

First of all, they believe that the Internet market in Ashgabat is not saturated. By their estimation, economical growth is safe for a few years without expanding activities outside of Ashgabat. Most of the successful companies, representatives of foreign organisations, embassies, etc., and those who have the financial possibility for integration and use of modern information technologies are based in Ashgabat.

Secondly, Ashgabat has a larger population than other towns (12% of total population), the rest of Turkmenistan has vast territories with a small population - meaning that Internet providers should invest a great deal into equipment and establishing new offices, hiring new staff with no guarantee of a return on their investment.

Thirdly, Ashgabat has the advantage of Digital Telephone Stations, a better telecommunication infrastructure and more reliable telephone lines - providers will have less problems with the quality of the provided service.

The condition of the telephone network in Ashgabat has improved. All city telephone stations are inter connected by Fibre Optic lines. In the near future the city telephone structure will have direct contact from station to station and also in a complete circle. The city telephone company has changed most of their telephone stations to modern digital. The remaining four stations will be replaced within the next two years. Telephone stations "42" and "34" can already provide ISDN service (Integrated Services Digital Network).

The country-level data communication network in Turkmenistan is at the very initial stage. Recently Fibre-Optic lines were installed along the Ashgabat-Tedjen-Mary-Turkmenabad axis. While TurkmenTelecom are planning the installation of Fibre Optic lines between Ashgabat - Nebit Dag - Turkmenbashi and Ashgabat - Dashoguz in 2001-2002 (this and other plans of TurkmenTelecom can be seen at the map1). The existing equipment on the unrenovated links (radio relay) does not allow operations at full capacity with respect to data transmission.

Basically, even if people living far from Ashgabat districts would like to have dial-up access to the Internet, technically it is not possible or the connection would be very poor (about 9600 bps) and unstable.

2.1.4 Internet in medical, educational, public and scientific institutions.

Medical, educational, public and scientific institutions in Turkmenistan are the most under resourced in this matter. Medical, educational, public and scientific organisations do not have any budget allocations for IT/Internet which means that overall Internet usage by these institutions is absolutely minimal. World informational resources such as the results of scientific research, and cooperation with related organisations in other countries, joint research work, and a great fund of information on any subject are unobtainable for the staff of these institutions. The lack of access also restricts Turkmen scientists from publishing the results of their work and reduces access to literary or educational materials for all faculties.

The Turkmen-Turkish University is the only educational structure which provides Internet access and instructs its students on this matter. The University has over 100 connected computers – 20 in the Internet room for the students' use, 50 computers in the laboratories, and about 30 computers spread among the faculties. However the number of Turkish-Turkmen University students is 730 out of total 21'000 students of Turkmenistan.

2.2 Overview of Turkmenistan related Web resources

Please refer to the table in annex III where most web-sites with Turkmen context have been examined.

There are 30 web-sites, out of which 10 are sites of Foreign Organisations, 2 of government institutions, 4 of state organisations, 2 web-sites of media, 2 of Educational organisations, 3 of commercial companies and 7 others.

Out of 19 ministries of Turkmenistan, the Ministry of communications is the only, which has its own web-site.

5 sites related to Turkmenistan were organised by Turkmen people living outside of the country (e.g. www.turkmens.com, www.sanjar.com)

17% of the information contained in Turkmen Web-sides is regarding the history, traditions, and symbols of Turkmenistan. 20% is news related to Turkmenistan, 70% does not contain any interactive information and provides introductory information about the web-site owner only.

57% of web-sites have not been upgraded for the last three months.

It seems that most of the web-sites with Turkmen context are made as one off project, not designed to be maintained.

Some web-sites have offered to accept advertisements on their site, even going so far as to state prices, but as yet, seeing as there are no adverts on these sites, we can assume that businesses do not see the net in Turkmenistan as a worthwhile marketing forum.

Finally, out of 30 sites found, there are 13 in Russian language, 8 in English, 7 with the choice of Russian or English and only 2 in Turkmen language.

48% of web-sites made in Turkmenistan have the same web-designer and 10% subcontracted web-design to bodies outside of Turkmenistan.

2.3 Internet Service Providers - current and planned. Projects of expansion

STC “TurkmenTelecom”: The main international communication directions of TurkmenTelecom are Europe (via Italy (VSAT, 2 mbps), Iran (Fibre-Optic), Turkey (Fibre-Optic + VSAT), USA (VSAT, 2 mbps), Russia (VSAT, 2 mbps) . Also, previously installed cable channels are still existing: Russia, Uzbekistan, Kazakhstan, Azerbaijan, Ukraine, Belorussia, however they will not be taken into further consideration, as their quality is not good enough for data transmission.

Currently, only one international link arranged via the MCI company, applicable for data transfer, allowing 256 kbps, which is currently used by Internet provider STC “TurkmenTelecom”. Shortly it is planned to either upgrade this link up to 1 mbps, or to organise a new one.

Dial-up access equipment, connected by a fibre-optic link with a transmission capacity of 2 mbps in Mary and another low-speed analog link in Turkmenbashi are already installed. But usual ISP services, like mail, ftp, http servers are not available yet. To compensate the poor link to Turkmenbashi, STC “TurkmenTelecom” plans to install ASSL equipment (Asymmetric Satellite Subscriber Link) as a temporary measure.

In Turkmenabad all necessary technical requirements for Internet development (Fibre-Optic line and modern Telephone Station, enabled to provide an Integrated Services Digital Network), are installed. However, an Internet access centre is not as yet established.

Ariana: Until 25th of May, 2000 was the largest private Internet service provider in Turkmenistan. The company had a Satellite connection with a 256 kbps connection to Berlin (provider - DeTeSat company, Germany). Their Dial-up access unit consisted of 54 lines, 8 of them for e-mail only. Also "Ariana" served 8 users which are permanently connected via a priority telephone network (similar to leased line). An arrangement with the "Siemens" company on the upgrading of the Ashgabat Telephone Station "42" in order to organise an additional 240 lines, dedicated to "Ariana", had been agreed. "Ariana" planned to improve its Satellite connection speed up to 512 kbps, and eventually up to 2 mbps.

The company provided free Internet access to selected NGOs based in Turkmenistan and hosted web-sites free of charge for all comers. They also supported an e-mail server in Dashoguz.

The company had its own well functioning customers support service, which was of great benefit to its users and consequently influenced the number of users wanting to register.

SITA: International Airline Communication Network. Actually, SITA can not be considered as an Internet provider in Turkmenistan. However, by its nature, SITA has agreements with the largest world Internet service providers, like America On-Line and CompuServe, and customers of these providers can access to the Internet via SITA's equipment (satellite connection 128 kbps to Hanover, 25 "X.28" dial-up access lines) located in Ashgabat. For this, the customer has to make a local phone call (dial-up) – access phone numbers for each region are published in the relevant provider's directories.

EQUANT Company (a permanent commercial partner of SITA) is providing the Internet using SITA's Global Network in other countries. It plans to evaluate the Turkmen Internet market and may become a strong ISP in the future.

KompAsia: The Central Bank of Turkmenistan and EBRD in February 2000 approved credit to this private local company to become an Internet service provider. "KompAsia" planned to purchase "BelCom Inc" (USA) equipment which would enable them to serve 670 clients, 50% of which the company hoped to have in Velayats. Implementation of the plan is suspended due to the situation regarding the cancellation of licenses.

VertNet: Private company "VertNet" submitted a request to the Ministry of Communications on licensing a wide spectrum of communication activities such as telephone, wireless and satellite communications, etc. They would be providing Internet access only as an additional service to its clients.

NTC Ltd: NTC Ltd. is a new, small ISP which first started to work in Turkmenistan via a Asymmetric Satellite Subscriber Link (DirecPC). The company is oriented on providing Internet access to hotels and some small companies.

BCTI: The only provider of cellular and paging communications in Turkmenistan is planning to open an Internet providing centre on the base of its existing equipment.

During our meeting with BCTI managers, we discussed the possibilities to use mobile communications for Internet access. While BCTI is not yet providing Internet access itself, the connection to Internet through mobile telephone can be only be done with a connection speed 9600 of bps – e-mail only. In this case the charge from BCTI (about 15 usd per hour) will be added to the charge from the client's Internet

provider. So far, BCTI had very few cases when clients were interested in this kind of service and as such the company is not focused on upgrading its equipment to enable high-speed data transmission.

Internet cafes in Turkmenistan: An Internet-cafe can be defined as a place where a private person, who does not have constant access to the Internet, can apply, for an hourly payment, to information resources based in public places. This type of business is at the very initial stage of development in Turkmenistan. There are only two Internet cafes functioning in Ashgabat - one in Yimpash shopping centre and one private Internet-cafe+restaurant in the centre of Ashgabat. For five months of its existence, the private Internet-cafe has recovered its investment which is an economic indicator of the success of this enterprise. The initial stage brought only foreigners residing in Turkmenistan. Nowadays, most of clients are students and residents of Ashgabat.

An Internet cafe is usually a small business, but it faces the same problem as Internet providers – licenses from the Ministry of Communication. All private business activities should be licensed, but according to consultants experienced in working with different types of enterprises, it is very complicated to receive Licenses, in the communication field especially.

2.4 Constraints for rapid expansion of the Internet

The following general constraints affect the rapid extension of the Internet in Turkmenistan:

Most of the people do not realise what the Internet is and how it can be useful for them. Opportunities and benefit which people could get by having access to Internet are unknown. This is one of the biggest constraints.

Remoteness: Internet usage starts from the ability to use office equipment, and a knowledge of the capacity and possibilities of computers and modems. The elder generation is not used to dealing with computers and the younger generation on average is not introduced to it due to a lack of equipment in schools and institutions of further education. This situation creates the problem of remoteness for the average citizen from the Internet.

Turkmen Information resources are undeveloped and do not attract Internet users. Internet penetration needs the creation, growth and use of local content.

Language barrier: if a person does not know English or is not comfortable with Russian, Internet informational resources are as such inaccessible as there is no information in Turkmen language. The concentration of Turkmen Internet users in Ashgabat and a lack of Internet access equipment in Velayats allow only one tenth of the population to be introduced to the World Wide Web.

The problem of the “last mile” exists in Turkmenistan as much as anywhere in Former Soviet Union countries. The telephone line between the telephone station and subscriber in most cases is a twisted pair of copper wires. With present technology, twisted-pair local loops can carry data at only slow-to-medium rates--up to roughly 100 kilobits/second. So local loops tend to be a bottleneck in communications links to homes and to businesses too small for a dedicated high-speed link. This is the so-called "last mile" problem. One way to solve the problem is to install special communication equipment, some times for both sides - user and Internet provider. But it does not happen in Turkmenistan - first of all, there are no companies specialising in this issue, and secondly, trading companies do not import necessary equipment as in addition to licenses for economical activity and trading within the country, they have to request permission for this equipment from the State Committee of Radio Frequency.

Every user has its own specific requirements, problems and constraints, which are detrimental to the rapid expansion of the Internet. To highlight these issues Internet users have been classified into the following categories:

- 1) Offices of foreign and local organisations in Turkmenistan, which have their own independent Internet access systems
- 2) Foreign and local companies, which need Internet access in their day-to-day activities, but depend on Internet providers
- 3) State organisations
- 4) Scientific research, medical and educational institutions,
- 5) Public organisations,
- 6) Private businesses and small local organisations,
- 7) Private users

Group 1: This category virtually has no technical or financial problems in accessing the Internet. These organisations have their own costly equipment for independent access to world information resources, and internal systems to maintain it. However, although this is to the satisfaction of the company itself it is a lost opportunity for local providers.

Requirements for working in these organisations include the skills to use office equipment and the Internet. Seemingly, there is a gap increasing between these well-equipped organisations and the rest of Turkmenistan.

For example:

Turkmenbashi bank (former Turkmeninvestbank) at present time is one of most advanced organisations in terms of information technologies. Included in the bank's computer network are more than 500 computers operating simultaneously. They are using PES (Personal Earth Stations), a network, working through a space segment of the Intelsat-6.

Apart from central station in Ashgabat, Personal Earth Stations are installed in Turkmenbashi, Nebit Dag, Mary, Turkmenabad and Dashoguz. The Satellite communication partner is the German company DeTeSat, a provider of other services, including Internet for the communication company Global One.

Due to their organised information structure, all branches of the bank have constant access to SWIFT, global data networks X.25 and FrameRelay, the Internet, and have direct telephone links with Moscow. Thus, the bank has independently established its own corporate network.

The plans of a number of Ashgabat's banks to organise the connection of their local networks into a uniform information system have already been drawn up. If it will take place, it will be the first Intranet in Turkmenistan.

United Nations also established its own VSAT link to Holland, which provides Internet access (there are 41 computers in the Local Area Network) and telephone communication. The capacity of the link is 64 kbps.

Most IT managers stated that they would prefer to have access through an outside provider if it met their technical and financial requirements (in this case there would be no need to have service personnel, or to select and train specialists etc.)

Group 2: Assuming finances are not an issue, this group depend on the quality of the provider's service. Any shortcomings in the provider's services upsets their daily operations. They are normally experienced Internet users and can see the difference in the quality of the service provided as compared to those in

developed countries. They are unlikely to invest too much into office network systems and will maintain only a basic functional Internet unit. They most likely have a back up system using less up to date communication methods i.e. telephone/fax.

This proven lack of good quality providers will itself restrain the future expansion of the Internet in Turkmenistan.

Furthermore these users, being some of the first, are often used as sounding boards by their peers. Obviously if the service provided is of poor quality they will not be recommending it to their colleagues.

Groups 3/4: These groups have financial problems and a lack of equipment, Even if they do have computers, most of them are not powerful enough for efficient Internet usage. Most of the staff in these organisations have never used the Internet and as such have little knowledge about it and therefore, are not pushing their superiors to have access.

Generally, these institutions lack good IT support. There is a limited number of IT specialists in Turkmenistan and salaries in these organisations are small. Those specialists who have good knowledge and could develop IT do not stay long and usually quickly find well paid jobs in the private sector or in foreign companies.

Unfortunately, it could be said that these are the organisations and staff that would benefit the most from regular, readily available access,

Group 5: The public sector in Turkmenistan, ie libraries, veterans clubs, orphanages, retirement homes etc, is completely under funded in terms of IT equipment and shall probably remain that way. If we are talking about the expansion of the Internet in this group we would have to start from scratch.

Group 6: The private sector can have a great influence on Internet penetration. For this to happen they have to become interested in it, which at present they are not, for the following reasons: firstly, there is minimal information regarding Turkmenistan's own activities e.g. train/plane timetables. Secondly, the small number of Turkmen on line users does not make it financially viable to invest resources on marketing themselves on the Internet (the only exception is travel companies). And finally the lack of credit cards makes e-commerce in Turkmenistan impossible.

Group 7: The main problem of private users is the high cost of the access to the Internet (as compared to salaries). If you are a client of TurkmenTelecom and use the Internet on average an hour a day, your monthly payment will sum up to 500,000 manats a month (not mentioning the initial expenditure for registration, purchasing a computer and a modem). The average salary in Turkmenistan is about 620'000 manats.

Besides, the Internet brings no profit to a private user. The absence of an information base, which would allow a private user to earn or at least save money and time significantly hampers the growth of the number of Internet users.

Today, a law on juridical legality of electronic signature is being formulated in Turkmenistan. For statistical reasons it should be highlighted that the adoption of such a law in Russia and thus the development of electronic banking has increased the monthly growth of new users by 84%.

2.5 Possible solutions of Internet access outside of Ashgabad

The simplest and most effective solution to Internet access is using an asymmetric access on a basis of satellite communication technologies. In Turkmenistan it is possible to use four of such known systems:

DirecPC, ZakNet, NetSatExpress and WEB-SAT. The principle of all systems is the same and is basically that outgoing traffic is transferred via the usual modem connection, and received via a high-speed satellite downlink.

Distinctions can be made on equipment used, location of partners and price differences.

All systems can be used in those places, where there is the possibility of connection to the Internet on existing channels. In Turkmenistan it is available not only in Ashgabat, but also in Mary and Turkmenbashi. Service providers of DirecPC and WEB-SAT have given the possibility of access in regions not having good ground channels connections. In this case, the outgoing traffic is also transferred through companion, but with small speed and under reduced rate. Such a system could be useful Nebit-Dag, Turkmenabad and Dashoguz.

It would be useful to note the distinctive differences between these two types of system: WEB-SAT offers a system, which is rather low cost, but has no further capacities. DirecPC works on the basis of PES (Personal Earth Stations).

It enables the circuit of Earth station and to construct on its base high-grade communication (for example, the network of Turkmenbashi bank is constructed on the base of this equipment).

Main lack of asymmetric access - practically complete inaccessibility of local resources from the outside, that is such systems provide only access of the internal users to Internet resources, but not on the contrary. Main advantage - low investments input.

The second variant is the construction of an in country network of data transmission, where available – via fibre-optic lines, where not - via satellite. An interesting resource in this question is the presence of a satellite network “Yamal”, owned by “GAZKOM” - a branch of “GAZPROM”, with which Turkmenistan has close business relations. The main disadvantage of this variant is the necessary simultaneous development of an internal network considerably to increase throughput of international data links,

The main advantage is - establishing of a high-grade state network of data transmission, creating the preconditions for creation of allocated branch networks and of internal information resources development.

3 Turkmen alphabet/language in computers and Internet

3.1 Main problem

The main problem is that the most popular operating systems (like Windows, OS/2 and UNIX clones) do not include the Turkmen language as a standard option in both old Cyrillic and modern Latin versions. Therefore, users need to use some special third-party drivers to have a possibility to write in Turkmen. In this respect, lack of uniform solution results in the development of various technical solutions, thus causing incompatibility in the presentation of Turkmen documentation in computer systems. This problem also urges various organisations to independently find their own path towards a technical solution, creating separate non-interactive technical structures.

3.2 Working solutions founded by other bodies

Almost all known current solutions are based on the idea that in the new Turkmen alphabet all letters are applicable in a number of European countries. For Microsoft Windows, in particular, sections Latin-1, Latin Extended-A and Latin Extended-B are accessible for the installation of Central-European Multi-language Support. It enables us to rather effectively use the new Turkmen alphabet in computing systems, as this approach is based on already existing language standards. The difference in the existing

solutions is in the keyboard layout. However, these solutions may warrant further adjustments for the following reasons:

Firstly, in the majority of cases an electronic document prepared in the non-Turkmen code table will be identified as the document in the language, whose code table was used (for example, on Czech or Croatian). It creates additional problems for the “understanding” of this document by automated text converting systems. For example, the Alta Vista search engine already offers textual translation to another language.

Secondly, at the moment, all Turkmen texts can be read only in Latin fonts recently introduced. Virtually, it is impossible to convert the Turkmen text in Cyrillic into the electronic Latin fonts of the Turkmen language or visa versa. Data from the Association of Turkmen of the world, (native Turkmen living outside Turkmenistan) draft their Turkmen texts in old Cyrillic. This means that these Turkmen cannot be integrated into the new Latin-based computer community in Turkmenistan.

There is now a wide range of OCR facilities, which recognise and convert hard copy texts into electronic fonts. All literature as well as documentation and periodicals are written in old Cyrillic Turkmen, meaning that it is currently impossible to electronically convert works by such writers as Makhtumkuly, Seidi, Zelili, Kemine, Mollanepes etc into Latin texts.

Therefore, a solution to this may be formation of a universal code table for the Turkmen language which will enable us to switch from Cyrillic to Latin and back by simply changing a font: if the symbols of the Turkmen alphabet in full will be contained in an additional code table (codes 128-255 decimal). Currently, part of the Turkmen symbols, those identical in writing to symbols of the English alphabet are contained in the main code table (codes 1-127 decimal). In addition to mentioned problems, it is not possible to sort Latin text (lists) by alphabet.

3.3 Actions undertaken by the State Standard Organisation

In January 2000, a state-sponsored committee was established to deal with the aforementioned matter. The committee consisted of 25 members representing the State Standards Organisation, The Cabinet of Ministers, The National Security Committee, Banks, The State Publishing House and several computer companies. As a result of their recommendations, the State Standards Organisation launched the process of addressing this issue.

In March 2000, they developed and submitted state standard TDS-565-2000 “CHARACTERS. Classification, name and designation” to International Standard Organisation, which was subsequently followed by correspondence on adjusting technical facets. The State Standard Organisation is awaiting confirmation from ISO for the inclusion of Turkmen language into the ISO list of world languages in its latin format. The standard itself contains Turkmen letters in computer format using existing fonts and equivalent codes.

State Standard submitted is the initial step towards a solution for the Turkmen language problem in information technology. The next step to be taken is the unification of the code table for different computing platforms and each computer operational system (Microsoft Windows, UNIX clones, etc.), the unification of the keyboard layout and the implementation (introduction) of the adopted standards in Turkmenistan. These steps will be undertaken by the State Standards Organisation given the resources required.

LEGAL MATERIALS PROVIDED BY ICNL

The following legal materials (in English and Russian) were provided to all interested parties in Central Asia:

General Articles and Information

- The Checklist for NPO laws
- *The World Bank's Handbook on Good Practices for Laws Relating to Non-commercial Organizations* (Note, the revised and updated edition of the Handbook can be found at www.icnl.org)
- Book *Non-Commercial Organizations in Central Asia*, written by ICNL local partner-Kazakhstan, Vadim Nee
- *The OSI Guidelines for Civic Organizations*, written by ICNL
- *Role and Purpose of the NGO Sector: Reasons for a Comprehensive Law*, prepared by the ICNL (general fact sheet)
- *Development of Legislation, the Regulation of Non-Governmental, Non-Commercial Organizations in Central Asia: Problems and Perspectives*, Vadim Nee, Director of Law and Environment Eurasia Partnership
- *Bases of regulating Activities of the Non-Commercial Sector*, Karla Simon, Executive Vice President ICNL
- *The Role and Purpose of the NGO Sector*, Leon Irish, President ICNL
- *International Laws and Principles of NGO Regulation*, Natalia Bourjaily, ICNL Program Director for NIS
- *Self-regulation in Non-Commercial Sector*. Cathy Shea, ICNL, 2000
- *Commentary to the Draft Tax Code by Vadim Nee, Legal Reform in Kazakhstan magazine, Interlegal. August 2000*
- *The Regulation of the NGO in Central Asia: Current Reforms and Ongoing Problems*, The Harvard Asia Quarterly, Summer 2000
- *Field Report: Kazakhstan Takes Step in Fiscal Reform for NGOs*, The Johns Hopkins University, SAIS, Central Asia/Caucasus Analyst, February 2, 2000
- *Field Report: Kyrgyzstan Adopts Most Progressive NGO Law in NIS*, The Johns Hopkins University, SAIS, Central Asia/Caucasus Analyst, January 19, 2000
- *President Signs Long-Awaited NGO Law: "On Non-Commercial Organizations"*
- The Globe (Central Asian regional newspaper), November 2, 1999
- *New Law in Uzbekistan: Law on Non-governmental, Non-commercial Organizations*, The Times of Central Asia, May 20, 1999
- Richard Remias also writes various country-reports on legislative reforms in Central Asia available at <http://www.icnl.org> and in the International Journal for Not-for-Profit Law (IJNL)

Taxation Issues

- Article, *The Tax Treatment of Not-for-profit Organizations. A Survey of Best Practices from Around the World*
- *Economic Activities of Non-Commercial Organizations*, prepared by the ICNL, for the Regulating Civil Society Conference in Hungary (May, 1996)

Charity Laws

- ICNL Compilation of Charitable Activities Laws and ICNL Comments to these Laws
- Kazakhstan Draft Law on Charity (ICNL assisted)
- Charity Commission – purpose and principles argument sheet
- Moscow Law on Charity, 1995
- Resolution of Mayor on establishment of the Charity Commission in Moscow
- Hungarian Law CLVI on Public Benefit Organizations, 1997
- Selected Provisions of Hungarian Law IV, 1959
- Georgian Draft Law on Charitable Activity and Charitable Organizations

NGO Laws

- Article, *New Legislation on Non-commercial Organizations in Russia*
- Azerbaijan Draft NGO Law (ICNL assisted project)
- Yemen Draft Law on NGOs (drafted with assistance from ICNL)
- Memoranda: The Organizational Legal Forms of NGOs

Foundations

- Estonian Law on Non-Commercial Organizations (drafted with assistance from ICNL)
- Translation of the *Comparative Review of Laws on Foundations*, article by Tymen J. van der Ploeg, *Voluntas, International Journal of Voluntary and Non-Profit Organizations*, 6/3
- Slovenian Law on Foundations, 1985
- Slovakian Law on Foundations, 1996
- Finnish Law on Foundations, 1930
- Polish Law on Foundations, 1984
- Russian Draft Law on Foundation

Social Partnership

- Comparative Analysis and laws on Social Partnership issues. Caroline Newman, ICNL, 2000

Project Specific Analyses

- ICNL Analysis of Kazakhstan NGO Legislation
- ICNL Analysis of Kazakhstan Tax Code
- ICNL Analysis of Kazakhstan Law on Public Associations
- ICNL Analysis of Cultural Associations Law
- ICNL List--Problems with Kazakhstan Legislation
- ICNL Analysis of Kazakhstan Draft Charity Law
- ICNL Commentary and Proposals on Kyrgyz Tax Code (1)
- ICNL Commentary and Proposals on Kyrgyz Tax Code (2)
- ICNL Analysis and Recommendations to Kyrgyzstan Law on NGOs (ongoing with more than 8 different versions)
- ICNL Analysis of Kyrgyzstan Charity Draft Law (Summer 1999)
- ICNL Analysis of Adopted Kyrgyzstan Charity Law (Spring 2000)
- ICNL Suggested Provisions to Kyrgyzstan NGO Draft Law
- ICNL Recommendations to Uzbekistan Draft NGO Law (on-going with more than 8 different versions – Fall 1998 to Summer 1999)
- ICNL Analysis of Uzbekistan Tax Code (Summer 1998)
- ICNL Recommendations to Tajikistan Draft Law on Public Associations
- ICNL Recommendations to Tajikistan Civil Code
- ICNL Commentary to Turkmenistan Civil Code (Winter 1998-99)
- ICNL Comments to Draft Tax Code Kazakhstan (1)
- ICNL Comments to Draft Tax Code Kazakhstan (2)
- ICNL Comments to Draft Tax Code Kazakhstan (3)
- ICNL Analysis: Tax Changes of December 10, 1999
- ICNL Comments to Adopted NGO Law Kazakhstan (1)
- ICNL Comments to Adopted NGO Law Kazakhstan (2)
- ICNL Analysis of Proposed Humanitarian Aid Law, Kyrgyzstan