



Institutions, organisations and stakeholders operating within water resources management in South Africa

KM-02-KT02

30 June 2018



Department of Water and Sanitation

• INSTITUTIONAL OVERSIGHT



- Formulating Water Resources Management institutional frameworks.
- Developing and communicating policies, strategies and guidelines on the establishment and/or operation of statutory WMI, water boards and non-statutory bodies;
- Oversight, review and approval of the proposed establishment of WMI and water boards, delegation of functions and transfer of DWS staff;
- Developing policies, strategies and guidelines for participation and dispute resolution;
- Promoting awareness and building capacity around institutional arrangements for WRM and the need for and approach to public participation;
- Ensuring that the principles of redressing the results of past discrimination racial and gender representation are addressed through institutional development and participation in the WRM;
- Reviewing and approving WMI, water boards (and the proposed National Utility) business plans; and
- Auditing the operation of CMA and WUA according to their business plans and Catchment Management Strategy.

Roles of Governmental structures in Water Resource Management

- Governmental Structures:
 - National
 - Provincial
 - Catchment Management Agency (CMA)
 - Catchment Management Forum (CMF)
 - Municipal Authorities

National Government Departments

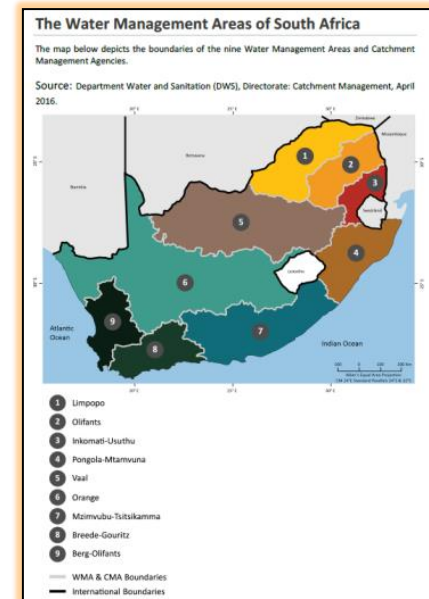
- Agriculture, Forestry and Fisheries ([DAFF](#)).
- Mineral Resources ([DMR](#)).
- Environmental Affairs ([DEA](#)).
- Energy ([DE](#)).
- Cooperative Governance and Traditional Affairs ([COGTA](#))

Provincial Government of South Africa

- Provincial Departments, [link](#).
- Typical Provincial Departments:
 - Co-operative Governance and Traditional Affairs,
 - Community Safety e-Government Economic Development,
 - Education, Health, Human Settlements,
 - Infrastructure Development, Agriculture and Rural, Development, Roads and Transport,
 - Social Development,
 - Sport, Arts, Culture and Recreation,
 - Treasury.

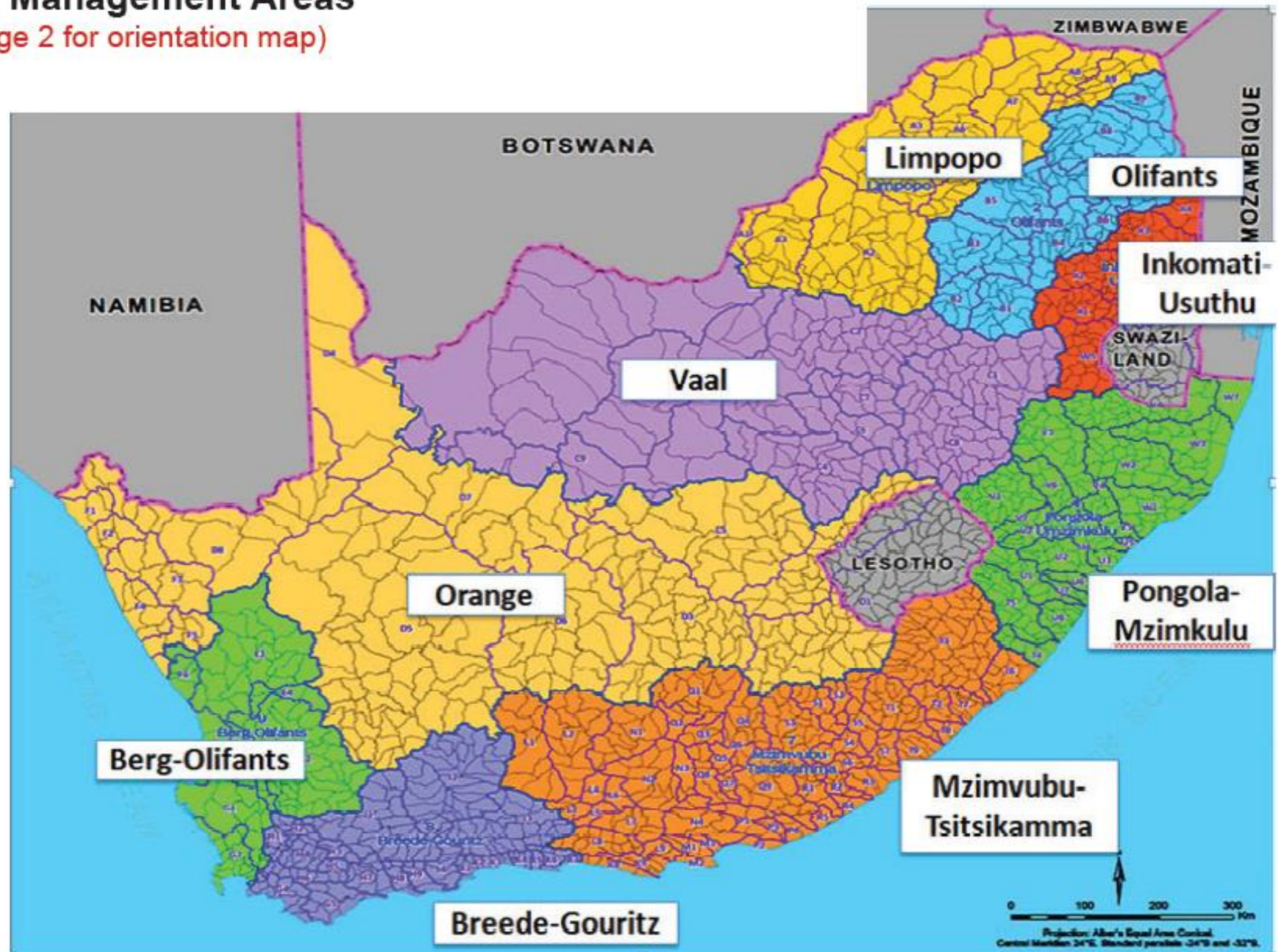
Catchment Management Agency (CMA)

- The establishment of CMAs enables the promotion of equity through more effective water resources management and greater responsiveness to the needs of poor and marginalised communities arising from the closer links with stakeholder groups in the Water Management Area (WMA). In addition, the Department continues to have a significant role in ensuring that the voice of small users and disadvantaged communities are heard and in ensuring that the CMAs address redress and equity as priorities.
- On 19 March 2012: nine (9) CMAs in nine WMA.
 - Limpopo
 - Olifants
 - [Inkomati- Usuthu](#)
 - Pongola- Mzimkulu
 - Vaal
 - Orange
 - Mzimvubu- Tsitsikama
 - Breede-Gouritz
 - Berg- Olifants
- The Department has initiated a project for the establishment of the 9 CMA, which is envisaged to be implemented within a period of 4 years from 2012 to 2016.



Water Management Areas

(see page 2 for orientation map)



What is a Catchment Management Strategy (CMS)?

- **According to the NWA, a CMS must:**
 - Not conflict with the requirements of the NWRS and should be reviewed every five years.
 - Consider the state of the water resource, the objective of the catchment, the environmental reserve that is required, and international obligation where required, such as for shared water basins.
 - Consider the physical, social and environmental characteristics of the catchment, such as the geology, demography, land use, climate, vegetation and waterworks.
 - Include a water allocation plan, which sets out principles for allocating water to existing and prospective users, by considering the conservation, development, management and use of water resources.
- Encompass stakeholder consultation and public participation in creating the strategy and also managing the plan, and consider the needs and expectations of existing and potential water users.
- Consider all regional and national plans, as well as any relevant legislation, policies and frameworks.

Guideline for the development of a CMS

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Principles: Sustainability, Equity, Efficiency of resource use

Towards CM – Ten Golden Rules for River Basin Planning

Ten Golden Rules of River Basin Planning

1: Develop a Comprehensive Understanding of the Entire System.

An assessment of the interaction between the various systems, such as climate, landscape, hydrology, ecology, society, economy, institutions and other features of the basin is required.

2: Plan and act, even without full knowledge.

If limited information is available, a best practice approach, combined with leadership and practicality, the best possible strategy for the prevailing circumstances should be adopted.

3: Prioritize issues for current attention, and adopt a phased and iterative approach to the achievement of long-term goals.

Issues need to be identified and prioritised, and required actions should be phased at different time-scales (immediate, short-, medium-, or long-term), although the ultimate goal should always be considered.

4: Accept that basin planning is an inherently iterative and chaotic process.

Basin plans are often not orderly, and can be further disrupted by financial and political challenges, and often proceed with numerous interventions designed to respond to changing landscapes.

5: Enable adaptation to changing circumstances.

As it is inevitable that circumstances, such as the demographic and economic characteristics, will change, the plans should be able to adapt to changing environments.

6: Develop relevant and consistent thematic plans.

A common objective for thematic plans which include water management fields such as water allocation, water quality management, environmental rehabilitation, flood management and navigation is required.

7: Address issues at the appropriate scale by nesting local plans under the basin plan.

The basin plan should emphasise the scale at which the identified issues should be addressed, i.e. catchment, local or regional.

8: Engage stakeholders with a view to strengthening institutional relationships.

The planning process should encompass a stakeholder engagement process that recognises and incorporates various stakeholders at different scales that have an influence or are impacted by the basin.

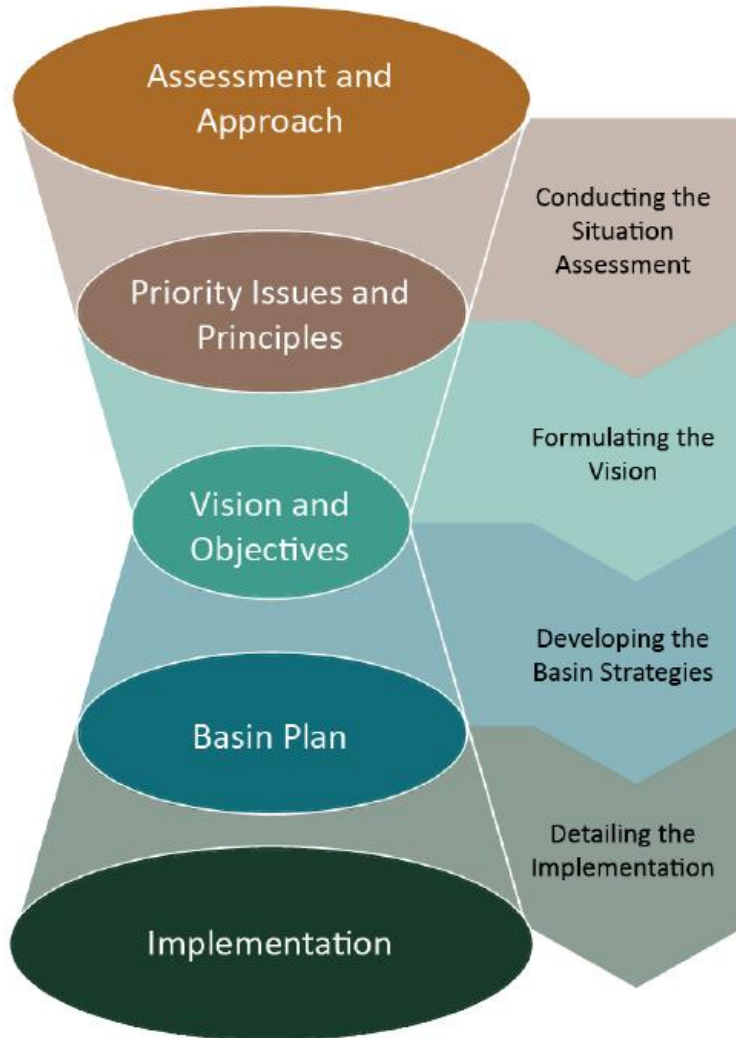
9: Focus on implementation of the basin plan throughout.

Effort should be put into the implementation of the plan, therefore resources and capacity to implement the basin plan should be considered while the plan is created.

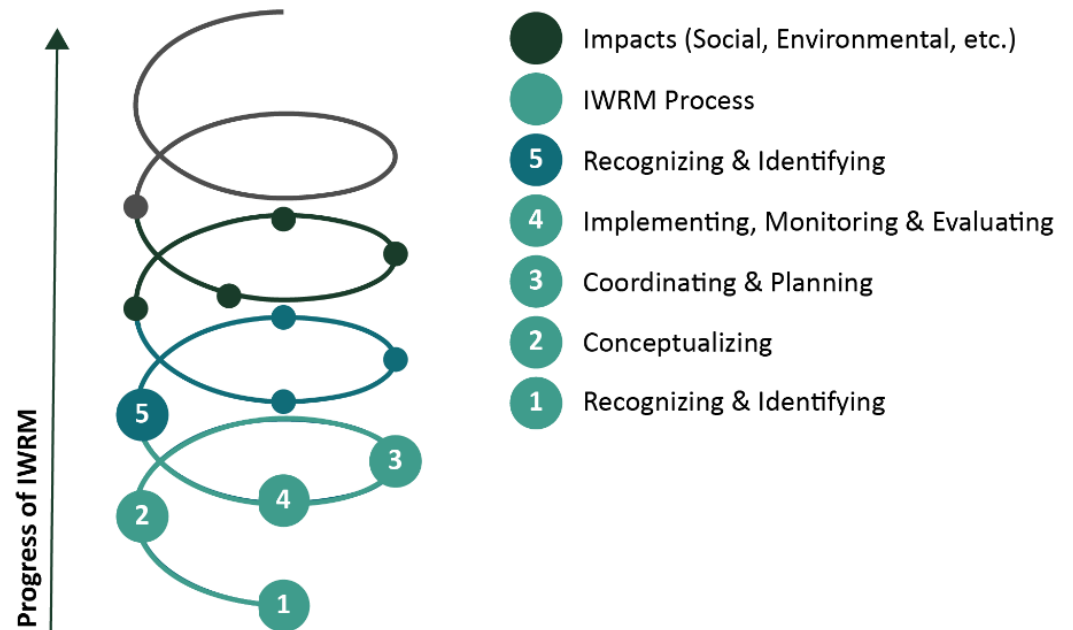
10: Select the planning approach and methods to suit the basin needs.

The approach should be specific to the basin, and should be adapted to suit the individual needs of the basin by considering local conditions.

CMS Planning Process

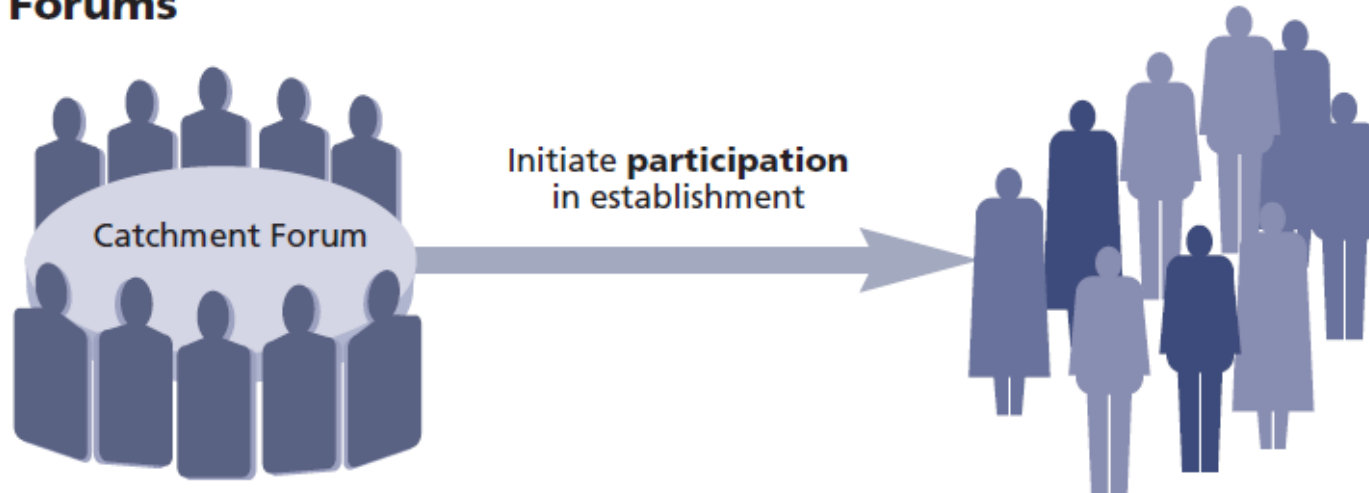


Progressive realisation of Integrated Water Resource Management



Catchment Management Forum (CMF)

Catchment Forums



- Catchment forums, which are non-statutory bodies, may be established to support the establishment of a CMA.
- Catchment forums provide an important mechanism for consultation and interaction with stakeholders, thus ensuring public participation.
- During the CMA establishment process, catchment forums are likely to play an *institutional development role*, as well as a *consultative-advisory role* to the Department of Water Affairs and Forestry.
- After establishment, the catchment forum role may shift to a consultative-advisory role, and possibly an *integrated planning role* where other organisations are actively involved. In addition, catchment forums may play a water resources management support role, thereby performing certain activities on behalf of the CMA.

CMF Establishment & Examples

Integrated Water Resource
Management Series

SUB-SERIES No. MS 6.1

Guidelines on the Establishment and Management of Catchment Forums

in support of
integrated water resource management



Department: Water Affairs and Forestry

October 2001
First Edition

- Example of forums in IUCMA area.
 - Crocodile Forum
 - Upper Komati Forum
 - Lower Komati Forum
 - Sabie Forum
 - Sand Forum
 - Usuthu Forum

https://www.iucma.co.za/services_item/forum/

Municipal Authorities

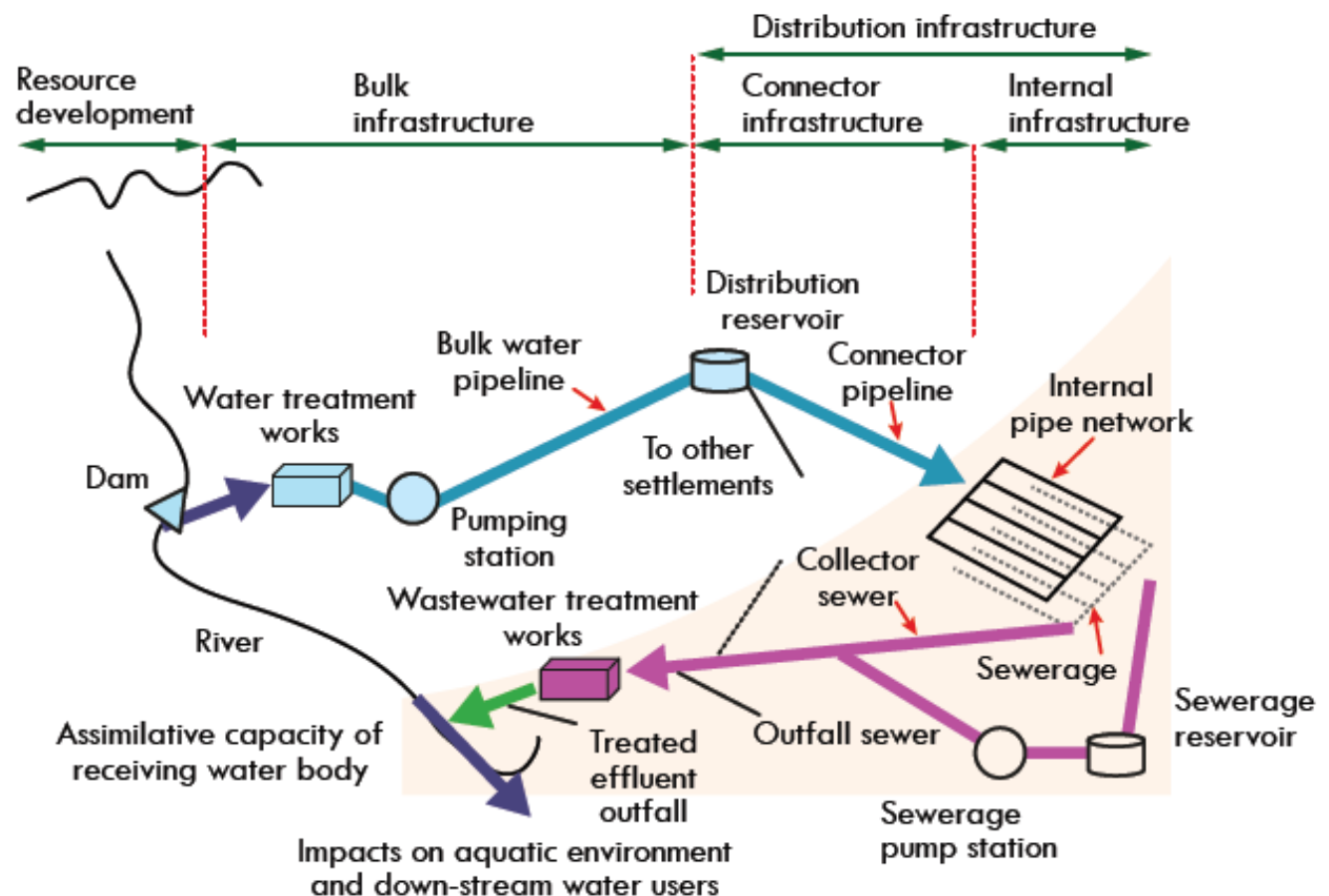
- **Water Service Authority (WSA):**
 - A Water Service Authority, defined as **any municipality responsible for ensuring access to water service in the Act, may perform the functions of a Water Service Provider**, and may also form a joint venture with another water services institution to provide water services. In providing water services, a **water services authority must prepare a water service development plan (WSDP)** to ensure effective efficient, affordable and sustainable access to water services. The **WSDP should be in line with the catchment management strategy** of that water management area. *The plan provides a linkage between water services provision and water resources management.*

Water Services Business Lifecycle

3. WATER SERVICES

3.1 WATER SERVICES BUSINESS LIFECYCLE

Water services provision is a 24/7 business, “from source to tap and back to source”, dependent on sequential delivery along a value chain. Rainfall runoff flows into rivers is captured and stored in dams. This “raw” water, and water from other sources such as groundwater, is purified and piped to reservoirs for distribution to customers. Once the water is consumed, grey water, (wastewater from washing, laundry etc.), and sewerage is collected and passed through a network of sewers to a treatment works. Here the wastewater is purified and released back into rivers or dams where it once again becomes a water resource.



Roles of other agencies, institutions and organisations

- Water Research Commission (WRC)
- Trans Caledon Tunnel Authority (TCTA)
- Water Boards
- Water User Associations
- Water Services Providers



The above DWS web page provide details of the listed institutions – follow [the hyperlink](#).

Institutions in Water Services (1 of 2)

Besides the DWS, there are a large number of sector organisations involved in the Water Services business:

- National Treasury.
- Department of Cooperative Governance and Traditional Affairs (DCOG). With Provincial Government intervenes in cases of non-performing WSAs.
- Department of Human Settlements, (DOHS).
- Water Serves Authorities.
- Department of Rural Development and Land Reform.
- South African Local Government Association (SALGA).
- Department of Health.
- Department of Public Works.
- Department of Environmental Affairs.
- Regional water utilities or water boards..

Institutions in Water Services (2 of 2)

- Water services providers (WSPs) perform contractual duties as specified by the WSA.
 - WSP entities can be public, private or mixed entities, or municipal government itself.
- Public or privately owned water companies:
 - Johannesburg Water, Greater Nelspruit Utility Company and Siza Water Company (Dolphin Coast), providing water services on behalf of the municipalities.
- Department of Education.
- National Planning Commission.
- Development Bank of Southern Africa (DBSA) - together with the European Union)
- Municipal Infrastructure Support Agency, (a component of DCOG)
- Presidency facilitates an integrated and co-ordinated approach to governance
- StatsSA
- WRC, Council for Scientific and Industrial Research, Human Sciences Research Council, academic institutions, consultants and professional organizations such as the Cities Network, WISA, Institute of Municipal Financial Officers, South African Institute of Civil Engineers, TCTA and the Institute of Municipal Engineering of South Africa.

Republic of South Africa WATERBOARDS

LEGEND

- Major Cities
- VMA Boundary
- Provincial Boundary
- International boundary

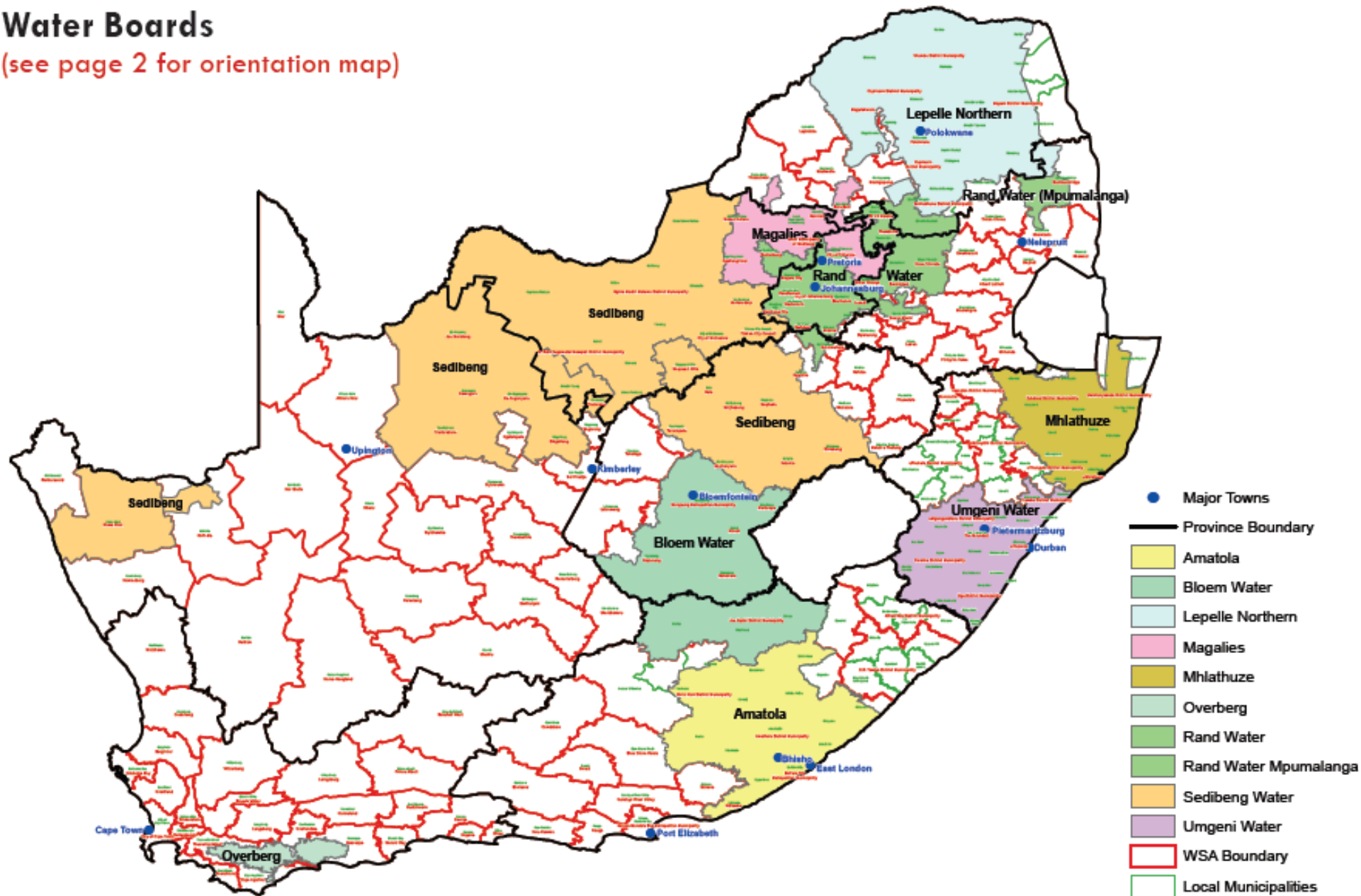
Waterboards

- Albany Coast
- Amatola
- Bloem Water
- Botshelo
- Bushbuckridge
- Lepelle
- Magalies
- Mhlathuze
- Namakwa
- Overberg
- Pelladrift
- Rand Water
- Sedibeng
- Umgeni

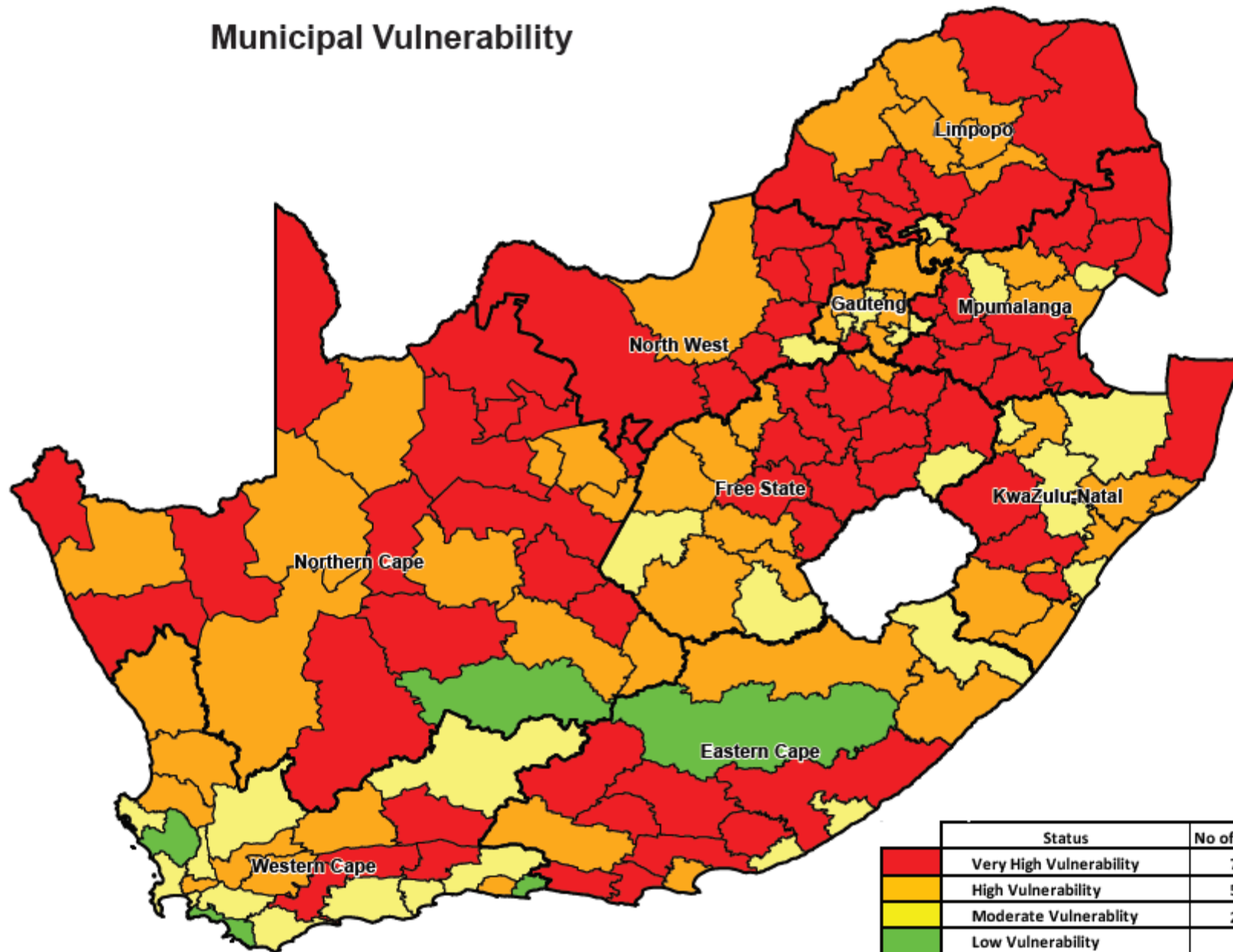


Water Boards

(see page 2 for orientation map)



Municipal Vulnerability



Status	No of WSA's	%
Very High Vulnerability	70	46.1%
High Vulnerability	50	32.9%
Moderate Vulnerability	27	17.8%
Low Vulnerability	5	3.3%
	152	100.0%

Water Services Authorities by Type (WSAs)

(see page 2 for orientation map)

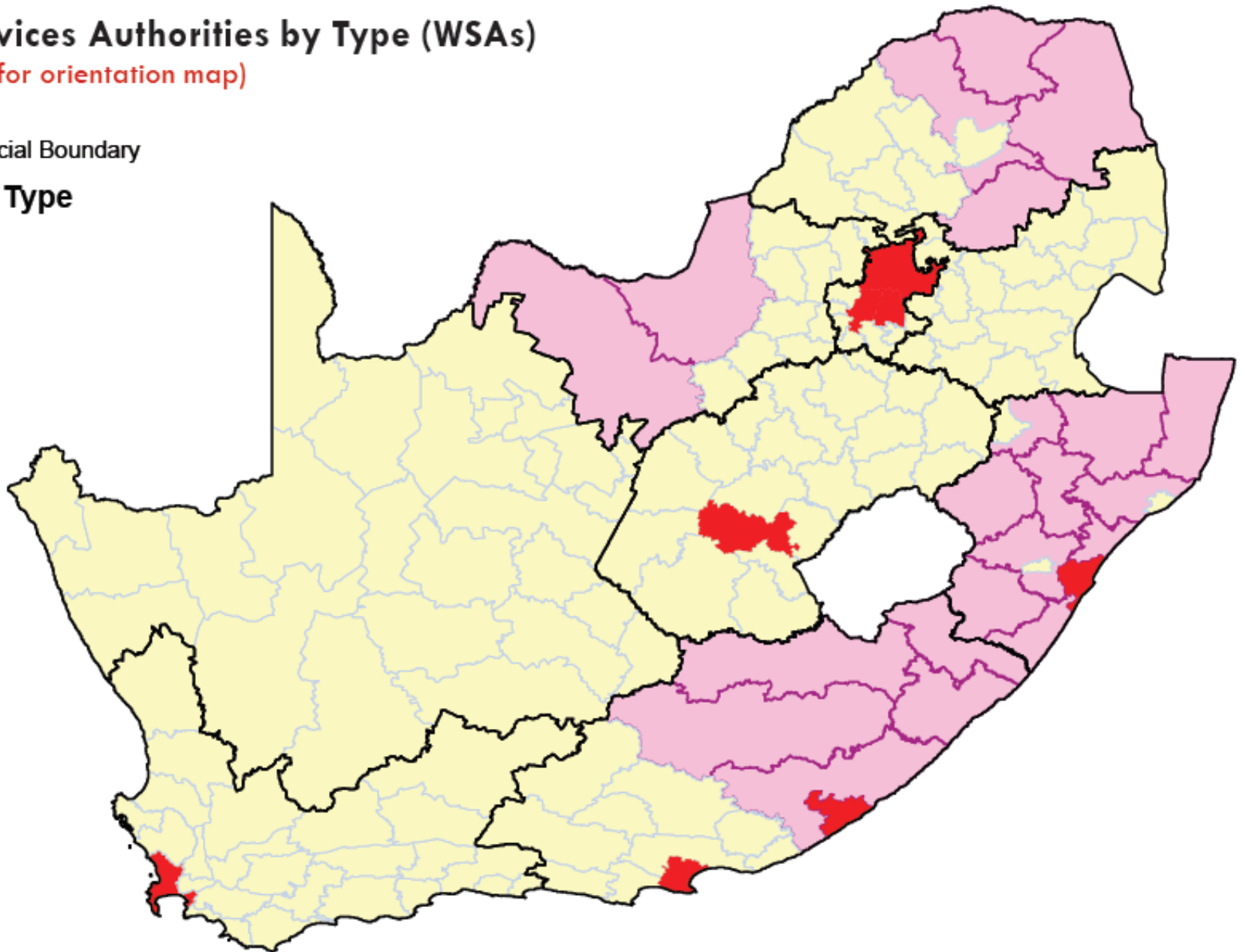
Provincial Boundary

WSA's by Type

Metro

DM

LM





- **WRC's Mandate:**

- Promoting co-ordination, co-operation and communication in the area of water research and development.
- Establishing water research needs and priorities.
- Stimulating and funding water research according to priority.
- Promoting effective transfer of information and technology.
- Enhancing knowledge and capacity-building within the water sector.

- **WRC's Strategy:**

- An integrated approach to meeting South Africa's societal and water-sector R&D needs.
- Provision of integrated solutions to invariably complex, inter-disciplinary problems .
- Ongoing strategic identification of needs (short, medium and long-term needs, both explicit and implicit).
- Investment in knowledge creation, transfer and dissemination in a set of 5 Key Strategic Areas (KSAs).



Trans Caledon Tunnel Authority (TCTA)



- Trans-Caledon Tunnel Authority (TCTA) is a **state-owned entity**.
- TCTA is a specialised liability management body. Its mission is to finance and implement bulk raw water infrastructure:
 - Within an acceptable risk framework.
 - In the most cost-effective manner.
 - In order to benefit water consumers.
- **Vision:** To be the leader in the sustainable supply of water in the region.
- **Mission:** To facilitate water security through the **planning, financing and implementation of bulk raw water infrastructure**, in the most cost-effective manner that benefits water consumers.

PROJECTS

[Acid Mine Drainage](#)

[Berg](#)

[Komati](#)

[Lesotho Highlands](#)

[Metsi Bophelo](#)

[Borehole](#)

[Mokolo Crocodile](#)

[Mooi Mngeni](#)

[Olifants](#)

[VRESAP](#)

Water Boards

- Government-owned Water Boards play a key role in South African water sector. They operate dams, bulk water supply infrastructure, some retail infrastructure and some wastewater systems.
- Some also provide technical assistance to municipalities.
- Through their role in the operation of dams they also play an important role in water resource management.
- The water boards report to the Department of Water and Sanitation.



- A [WUA](#) is a statutory body established by the Minister under the National Water ACT (NWA). A WUA is a co-operative association of individual water users who wish to undertake water-related activities for their mutual benefit. A WUA is governed by a management committee.
- The Act provides for the establishment of WUAs for any form of water use described in the Act. However, there are two distinct types of WUAs that may be established, namely, a sectoral WUA and a multi-sectoral WUA. .
- **What is the purpose of a WUA?**
 - The purpose of a WUA is to enable people within a community to pool their resources (money, human resources and expertise) to more effectively carry out water-related activities. Through a WUA members can benefit from addressing their local needs and priorities.
 - **WUAs operate at a restricted localised level.** WUAs can provide a mechanism through which the catchment management strategy can be implemented at local level. WUAs also have an important role to play in terms of poverty eradication and providing food security.
- **Legal Status:**
 - WUA is a body corporate and has the powers of a natural person of full capacity, except those powers, which can only attach to natural persons or are inconsistent with the National Water Act. This means that a WUA can do all the things an individual may do, such as open a bank account, enter into contracts for supplies and borrowing money. A WUA can sue or be sued by another party.
 - The National Water Act and the constitution of a WUA regulate its management and institutional functioning.

WUA functions

The principal functions to be performed by the Association in its area of operation are :

- To prevent water from any water resource being wasted.
- To protect water resources.
- To prevent any unlawful water use.
- To remove or arrange to remove any obstruction unlawfully placed in a watercourse.
- To prevent any unlawful act likely to reduce the quality of water in any water resource.
- To exercise general supervision over water resources.
- To regulate the flow of any watercourse by -
 - clearing its channel;
 - reducing the risk of damage to the land in the event of floods;
 - changing a watercourse back to its previous course where it has been altered through natural causes.
- To investigate and record
 - the quantity of water at different levels of flow in a watercourse;
 - the times when; and
 - the places where water may be used by any person entitled to use water from a water resource.
- To construct, purchase or otherwise acquire, control, operate and maintain waterworks necessary for -
 - draining land; and
 - supplying water to land for irrigation or other purposes.
- To supervise and regulate the distribution and use of water from a water resource according to the relevant water use entitlements, by erecting and maintaining devices for -
 - measuring and dividing; or
 - controlling the diversion of the flow of water.

Types of WUAs

- A sector based WUA acts in the interests and on behalf of a group of similar users. For example a group of emerging irrigation farmers could form a sector based WUA, or a recreational use, and so on.
- A multi-sector based WUA acts in the interests and on behalf of a combination of different water users, such as conservation, forestry, mining, and irrigation collectively.
- Interest is most likely to be shown in the establishment of WUAs for four main purposes (although there may be others):
 - The taking and using of water for irrigation purposes on a commercial or subsistence scale
 - Stream flow reduction activities (such as forestry)
 - The treatment and disposal of effluent and waste
 - To control the use of water for recreational and / or environmental purposes

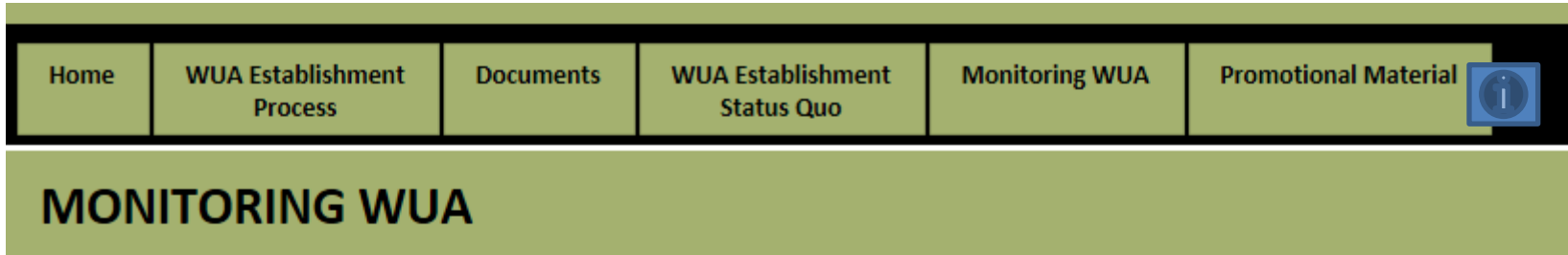
WUA Establishment Status

CONSOLIDATED REGIONAL DATABASE

NO	REGION	INITIAL NUMBER OF IB's BF TRANSFORMATION	AMALGATED IB's	NO OF WUA's TRANSFORMED FROM IB's AND GWS	NO OF IB'S & GWS TO BE TRANSFORMED	NEWLY ESTABLISHED WUA
1	North West	27 (7=GWS)	0	0	27	0
2	Eastern Cape	30	16	3		1
3	KwaZulu Natal	33	6	12	11	3
	Usuthu - Mhlathuze	7	2	6	0	2
	Thukela	13	4	3	3	1
	Mvoti-Mzimkhulu	13	0	3	8	
4	WESTERN CAPE	108				
	Gouritz	25	0	7	19	1
	Olifants Doorn	3	0	0	0	5
	Breede	61	16	31	30	1
	Berg	19	3	2	15	1
5	Mpumalanga	34				
	Olifants	8	3	0	5	3
	Nkomati	26	2	2	24	0
6	Limpopo	6				
	Levhuvu Letaba	2	1	1	1	5
	Limpopo	1	1	1	1	1
7	Northern Cape	25				
	Lower Vaal	1	0	0	0	4
	Lower Orange	24	3	1	20	0
8	Free State	8 (2=GWS)	5	5	0	2
9	Gauteng	5 (1=GWS)	0		5	0

WUA Monitoring

- Reading:



- [Guide 1: General Water User Associations \[PDF\]](#)
- [Guide 2: Transformed Irrigation Boards \[PDF\]](#)
- [Guide 3: WUAs Operating Transferred Government Water Schemes \[PDF\]](#)
- [Business Plan Template \[PDF\]](#)
- [WUA Business Plan Review Stage One Checklist \[PDF\]](#)
- [WUA Monitoring Template \[PDF\]](#)

Water Management
Institutions in a Nutshell

International obligations

- Protocols
- Treaties
- United Nation (UN) conventions such as:
 - United Nation (UN) Convention on non-navigable water courses.
 - Strategic Development Goals (SDGs) .
 - Wetlands of international importance declared as RAMSAR sites.

Conventions & Protocols

Convention on the Law of the Non-navigational Uses of International Watercourses

1997

Adopted by the General Assembly of the United Nations on 21 May 1997.
Entered into force on 17 August 2014. See General Assembly resolution
51/229, annex, *Official Records of the General Assembly, Fifty-first Session,
Supplement No. 49 (A/51/49)*.



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2014

Revised Protocol on Shared Watercourses in the Southern African Development Community (SADC)



SOUTHERN AFRICAN DEVELOPMENT COMMUNITY
TOWARDS A COMMON FUTURE

UN Sustainable Development Goals (SDGs)



SUSTAINABLE DEVELOPMENT KNOWLEDGE PLATFORM



HOME HIGH-LEVEL POLITICAL FORUM STATES SIDS SDGS TOPICS UN SYSTEM STAKEHOLDER ENGAGEMENT PARTNERSHIPS RESOURCES ABOUT

Sustainable Development Goals



<https://www.un.org/sustainabledevelopment/news/communications-material/>

Treaties

- International transboundary agreements with Shared Basin States
- Lesotho, Namibia, Swaziland, Zimbabwe, Botswana and Mozambique
- LHWP treaty:
 - Lesotho Highlands Water Commission

Wetlands of international importance declared as RAMSAR sites



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Convention and its mission

[The importance of wetlands](#)

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[Wetlands of International Importance \(Ramsar Sites\)](#)

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WETLANDS OF INTERNATIONAL IMPORTANCE (RAMSAR SITES)



At the time of joining the Convention, each Contracting Party must designate at least one wetland site within their territory for inclusion in the [List of Wetlands of International Importance](#) (the Ramsar List).

These [Ramsar Sites](#) acquire a new national and international status. They are recognized as being of significant value not only for the country or the countries in which they are located, but for humanity as a whole.

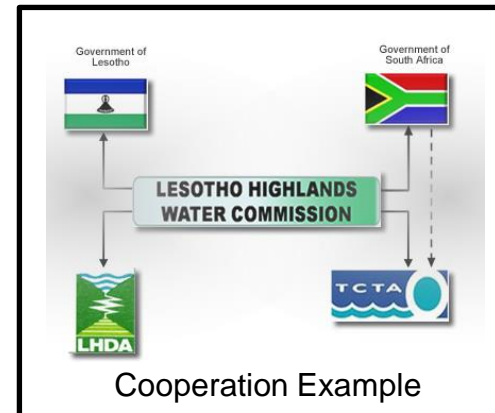
There are currently over 2,200 [Ramsar Sites](#) around the world. They cover over 2.1 million square kilometres, an area larger than Mexico.

Parties continue to [designate wetlands](#) for inclusion in the List. They select suitable wetlands for designation by referring to the [Criteria for identifying Wetlands of International Importance](#).

[SA RAMSAR sites](#)

Relationships of SA with Southern African countries

- Southern African Development Community (SADC)
- Orange-Senqu Commission ([ORASECOM](#))
- Limpopo Commission ([LIMCOM](#))
- Komati Basin Water Authority ([KOBWA](#))
- Lesotho Highland Development Agency ([LHDA](#))
- Joint Permanent Technical Committee (JPTC)
 - RSA/Botswana (Example of [agreement](#) on use of Molatedi Dam)
- Joint Water Commission ([JWC](#))
 - RSA/Swaziland
- Tripartite Permanent Technical Committee ([TPTC](#)), [Agreement](#)
 - Mozambique/RSA/Swaziland JOINT MAPUTO RIVER BASIN WATER RESOURCES [STUDY](#) - [Main Report](#)



South Africa is party to the following [agreements](#) (SADC 2003a; ORASECOM 2007b):



Thank You

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WATER
RESEARCH
COMMISSION

Cooperative Governance and management in the water sector

KM-02-KT03

30 June 2018



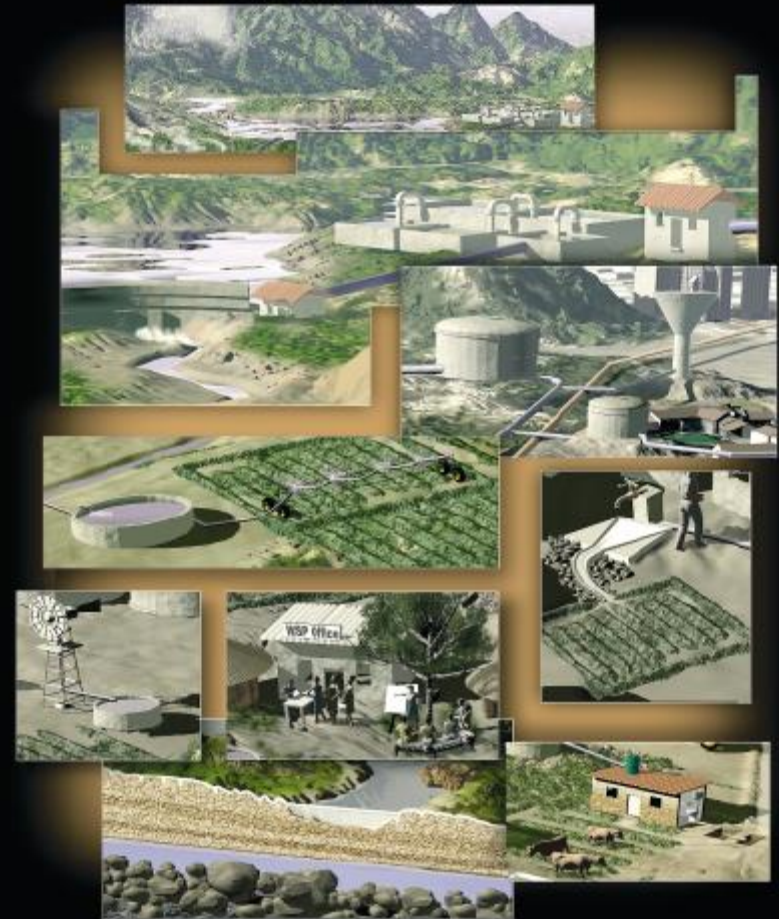
Structure, roles & responsibilities of Liaison Committees

- Water sector
- Agriculture environment
- Human settlements
- Energy – there was a liaison with Eskom
- Ministerial Liaison Committees (MINMECs)

Water and Sanitation Business

- Booklet compiled by DWS, describing how effective collaboration between government and institutions can be achieved.
- Consists of ten parts, dealing with legislation, roles of water sector institutions, planning for the water cycle, Water Service Authority & Water Service Provider, among other aspects.

WATER AND SANITATION BUSINESS



**The Roles and Responsibilities
of Local Government
and Related Institutions**

The Role of Local Government in Integrated Water Resources Management Linked to Water Services Delivery

- **Reading:**

“Unfortunately, the Integrated Development Plans (IDPs) associated with the strategic planning **do not yet sufficiently allow for integration and alignment of powers and functions**, which is further complicated by the limited extent to which legally required cross-sectoral, managerial and sector programmes are effectively completed – notably the Water Services Development Plan (WSDP) an Integrated Waste Management Plan (IWMP).”

“Recommendations and the Framework

The recommendations include changes in management approach and **highlight the staff skills and training needed** to improve the service delivery and operational capacity of a municipality. A training and human resources requirement grid was developed. The “Framework for Local Government to implement Integrated Water Resources Management linked to Water Services Delivery” advocates a step-by-step plan to achieve an **increased level of compliance with the WSDP** and an improvement in the capacity of local governments to fulfill their mandated service provision roles and to **move towards the adoption of sound integrated water resources management solutions**, thus contributing to the achievement of the water related Millennium Development Goals.”

The Role of Local Government in Integrated Water Resources Management Linked to Water Services Delivery

Report to the
Water Research Commission

by

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Roles and responsibilities of coordinating committees

- Coordinating Committee for Agricultural Water (CCAW)
- Interdepartmental Inland Water Ecosystem Liaison Committee
 - Representation: DEA, DWS, SANBI, SANParks, CMAs, DAFF, DMR, provincial conservation; organs of state.

Strategy document:

**NATIONAL GUIDELINES
FOR
INTEGRATED MANAGEMENT
OF
AGRICULTURAL WATER USE**

An integrated approach to upliftment and local economic development through the transformation of state support for agricultural water use

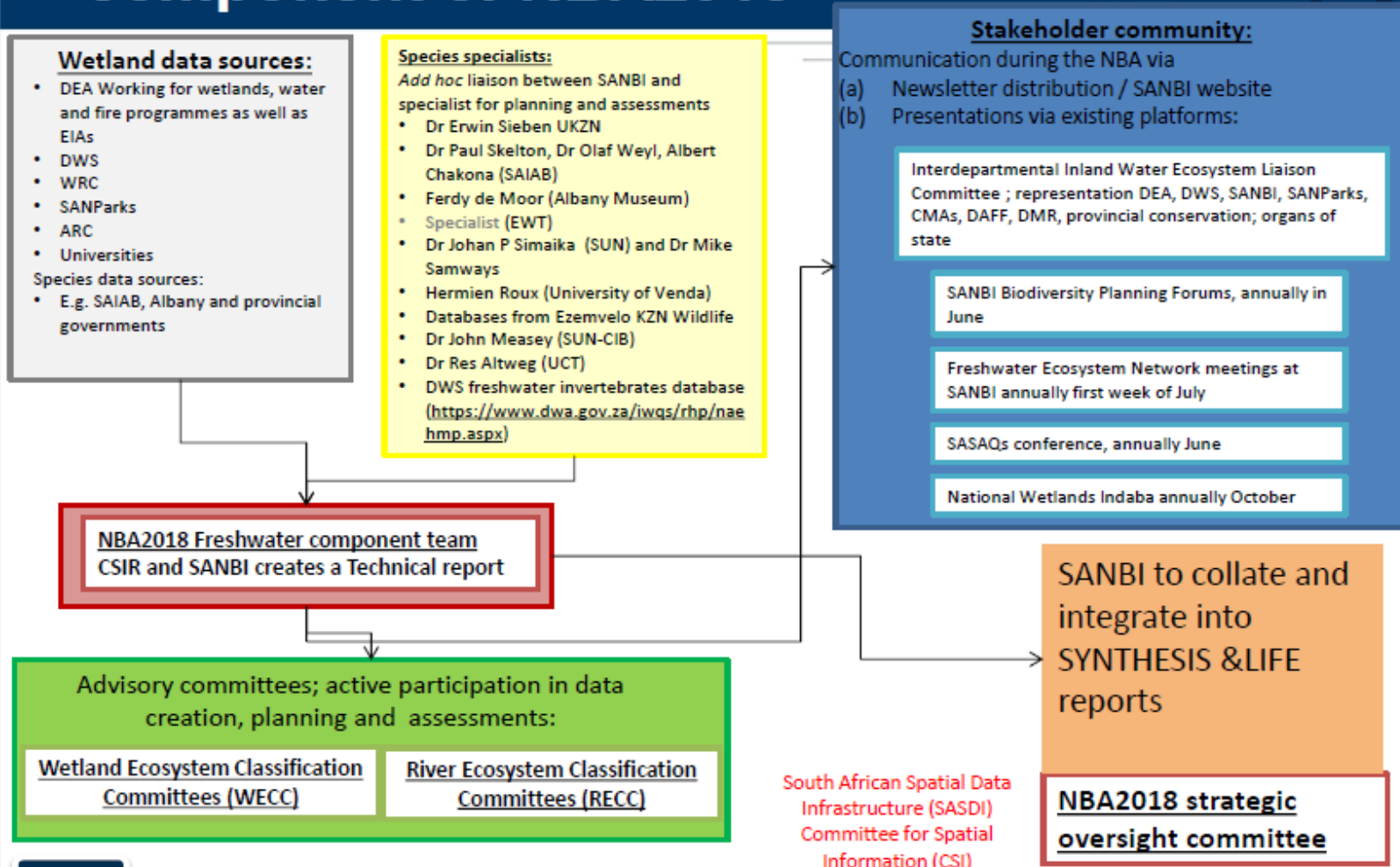
National Department of Agriculture

**National Biodiversity Assessment
(NBA) 2018:
Progress reporting on the Freshwater
Component**

Presentation to the Freshwater Ecosystem Network (FEN) meeting
13 Julv 2016

Example of cooperating governance

Governance structure of the Freshwater component of NBA2018



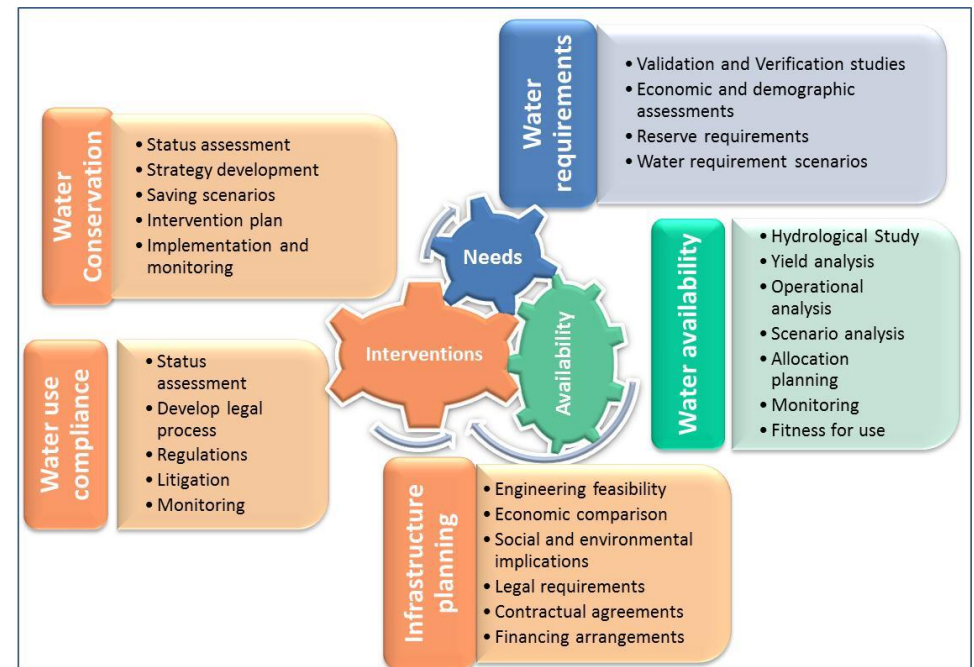
Strategy Steering Committees for Reconciliation Strategies, see *

The role of the Strategy Steering Committees (SSC) is to:

- Provide executive guidance to the direction and outcomes of the study;
- Make available supplementary information and input from a local and regional perspective;
- Facilitate strategic linkages with other initiatives;
- Disseminate information from study into the relevant organisations;
- Incorporate strategies' recommendations into development plans such as IDPs etc;

- Ensure the implementation of the Strategy recommendations.

See [TOR](#).

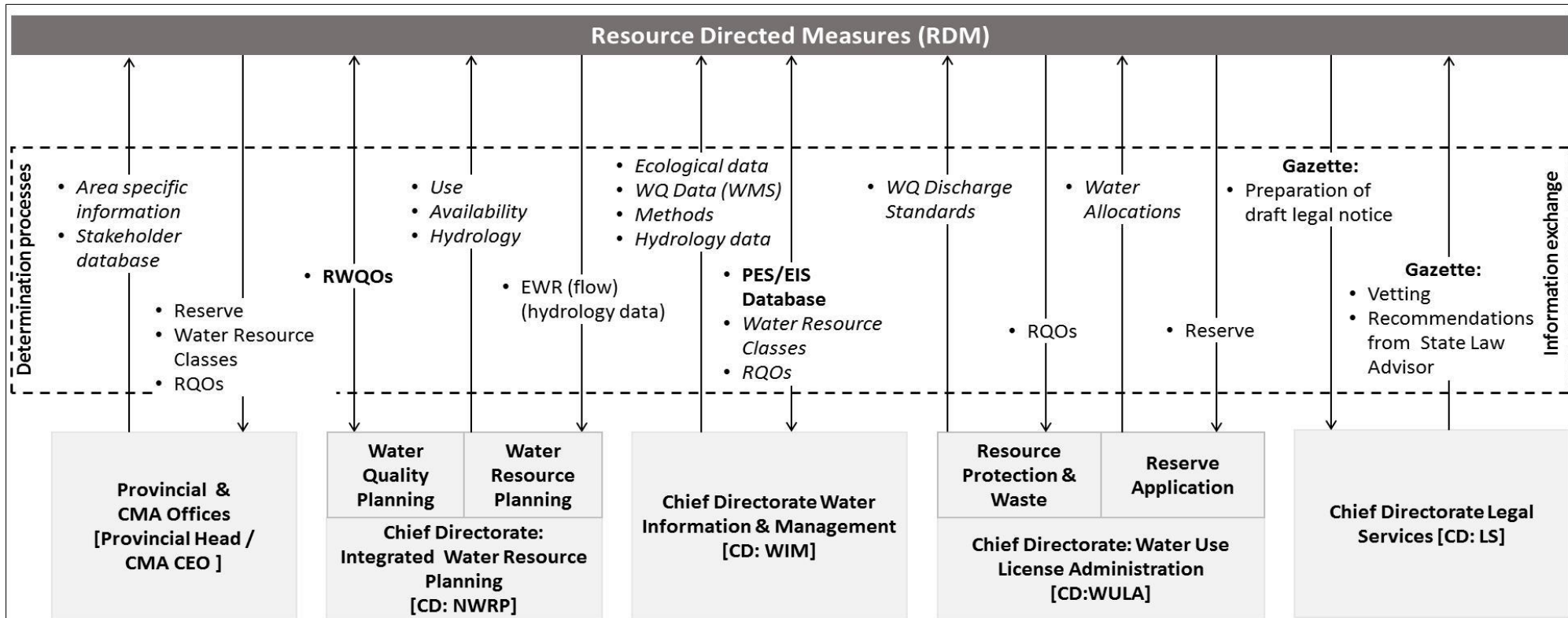


Reconciliation Strategy Components

System Operating Forum (SOF)

- The purpose of the SOF is to coordinate the planning, implementation and monitoring of the operation of water resource systems.
- DWS convenes an SOF with stakeholders involved in bulk distribution namely: Water Boards, Municipalities, Water User Associations, system operators and large bulk users.
- A description of the operational activities relating to the SOF can be found [here](#) with example proceedings of a SOF meeting provided [here](#).

Resource Directed Measures (Cooperation & Liaison)



Legend:

Italic text: Information required in RDM processes.

Normal text: Shared Information (bidirectional flow).

Normal text: Information produced by RDM processes.

[Text in brackets]: Primary designated official to contact

Acronyms:

CMA: Catchment Management Agency

RQOs: Resource Quality Objectives

RWQOs: Resource Water Quality Objectives

EWR: Ecological Water Requirements

WMS: Water Management System

CD: Chief Director

D: Director

CEO: Chief Executive Officer

WQ: Water Quality

WR: Water Resource

A concluding remark

- ‘One of the key success factors that have achieved high levels of integration and collaborations (a primary objective of Integrated Water Resource Management) in DWS’s operational methods is the cooperation through cross attendance of Project Management Committee and Project Steering Committee meetings by officials from different DWS components.’ [Link](#).



Thank You

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Reference material

- The learner material to be read with this presentation are made accessible through hyperlinks on applicable slides.
- The material consists of reports, suits of reports, narrative descriptions, figures and schematic diagrams.
- The material not available on websites are provided as Dropbox links.
- This is a [list](#) of all the reference material. This link is to a html file that should be downloaded and activated in a web browser to access the material via the internet.