Enhancing Social Accountability

By
Sanjay Agarwal
(Governance Global Practice, World Bank)

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The Dilemma!

• How many of you would like your government to be more transparent and accountable?

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Common Governance Challenges

Weak governance contributes to the trust deficit and hinders effective service delivery

- Lack of channels to express grievances: non-responsiveness
- Weak accountability: corruption
- Service delivery failures: inefficiency

PPD Charter

- Transparency
- Accountability
- Engagement
- Trust
- Representative Participation
What is Social Accountability?

*Actions and mechanisms that enable civil society to hold governments and service providers accountable and make them responsive to their needs*

Social Accountability focuses on 4 areas:

- Improve **enabling environment** for citizen engagement in governance and public decision-making
- Increase **capacity of state to respond** to public needs and effective oversight and redress
- Improve **capability of the businesses and citizens** to engage
- Enhance **capacity of social intermediaries** to provide effective participation and oversight
Drivers of Social Accountability…

- Increasing number of people’s movements since 2011 (e.g. Arab Spring, Occupy Movement, Brazil) to demand dignity, entitlements and that their voices be heard

- Spread of ICTs that amplify voice of citizens, promote collective action and increase transparency

- Increased number of formal oversight and redress institutions

- Rising number and expanded mandate of CSOs

- Multi-country initiatives such as the Open Government Partnership that “make governments more transparent, effective and accountable…with institutions that empower citizens and are responsive to their aspirations”
Why Social Accountability?

- Improves service delivery
- Enhances responsiveness
- Builds state-society relationships
- Improves governance
- Increases empowerment
- Ensures inclusion
Building Trust – The Feedback Loop

1. Share Information
2. Give Feedback
   2a. Solicited
   2b. Continuous
3. Take Action & Communicate

Diagram illustrating the feedback loop involving the Government, citizens, and actions.
How Can This Be Done?

• Consult citizens private sector in design
• Involve them in implementation
• Share information and explain entitlements
• Get feedback routinely
• Address their complaints
• Provide incentives to respond to their needs
• Create a culture of ‘serving clients’

But, all this is costly!
## A Few SA Tools/Approaches...

### Transparency
- Information Dissemination and Demystification
- Public reporting of expenditure
- Public displays of information
- Information Campaigns
- Budget Literacy Campaigns
- Independent Budget Analysis
- Citizens’ Charters

### Accountability
- Participatory Monitoring
  - Community Scorecard
  - Citizen Report Card
  - Social Audit
- Financial Management
  - Procurement Monitoring
  - Participatory Physical Audit
  - Public Expenditure Tracking
  - Community Oversight
  - Tripartite Agreements (Integrity Pacts)
- Complaint Handling
  - Grievance Redress Mechanisms
  - Public Hearings
  - Citizens’ Juries

### Participation
- Participatory Decision Making
  - Multi-stakeholder platforms (PPDs)
  - Participatory Planning
  - Participatory Budgeting
- Participatory Management
  - Community Management
  - Community Contracting
  - User Management Committees
  - Citizen/User Membership in Decision-Making Bodies

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**Information & Communication Technologies (2nd Generation)**
SARAT – 5 Steps

• Step 1: Identify all activities that have direct impact on citizens, groups or communities.

• Step 2: Identify all affected stakeholders including intermediaries (mapping the flow of funds, goods and services helps)

• Step 3: Identify and assess existing downward accountability processes.

• Step 4: Propose additional measures to enhance SA if needed.

• Step 5: Create and monitor an action plan.
Group Exercise

Objectives:

• To identify, assess and enhance SA entry points by which you can improve transparency, participation, accountability and inclusion

Assignment: To identify –

1. A program/initiative that impacts marginalized and vulnerable groups, SME members, employees, communities, citizens
2. Specific stakeholder groups that you are not including/reaching
3. Three activities that you are doing well to reach those groups
4. Three activities that you want to go back and improve
Worksheet: Identifying and Assessing SA Entry Points

<table>
<thead>
<tr>
<th>Program/Initiative</th>
<th>Marginalized Stakeholder Groups</th>
<th>Existing SA Measures</th>
<th>Adequacy (Adequate/Inadequate)</th>
<th>Additional SA Measures</th>
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Housekeeping

1. Please find your delegation members and sit together
2. Identify a coordinator, a time-keeper and a presenter
3. Ensure that you have members representing – Ministry, Association/Chamber of Commerce, Private Sector, CSOs/NGOs. If not assign roles.
4. Answer the questions 😊.
5. Time Management:
   – Discussion: 20 minutes
   – Report Back: 2 minutes per table
   – Q&A: 10 minutes
THANK YOU!

For clarifications, please contact:
Sanjay Agarwal (sagarwal2@worldbank.org)