

# Enhancing Social Accountability

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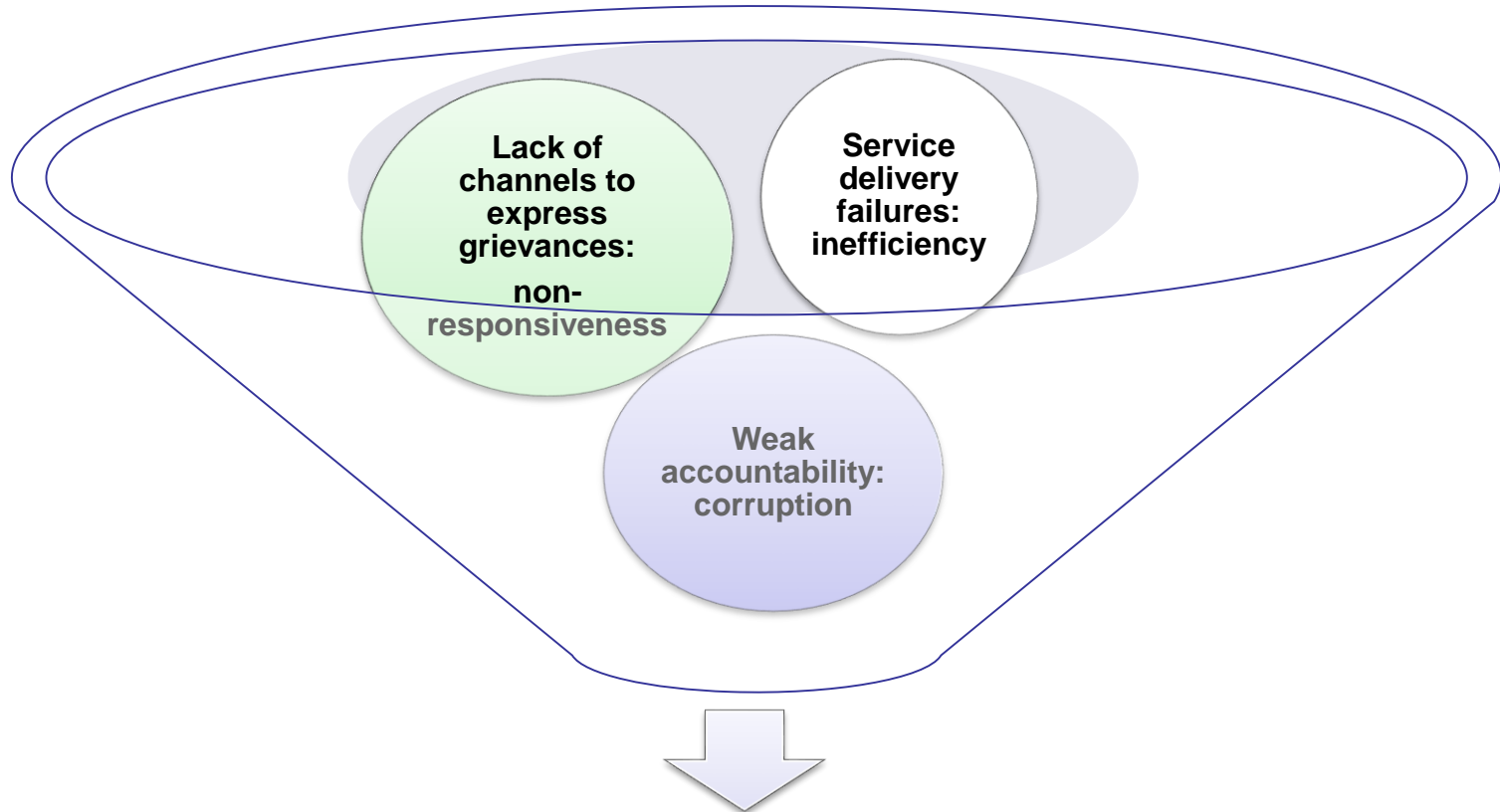


# The Dilemma!

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



# Common Governance Challenges

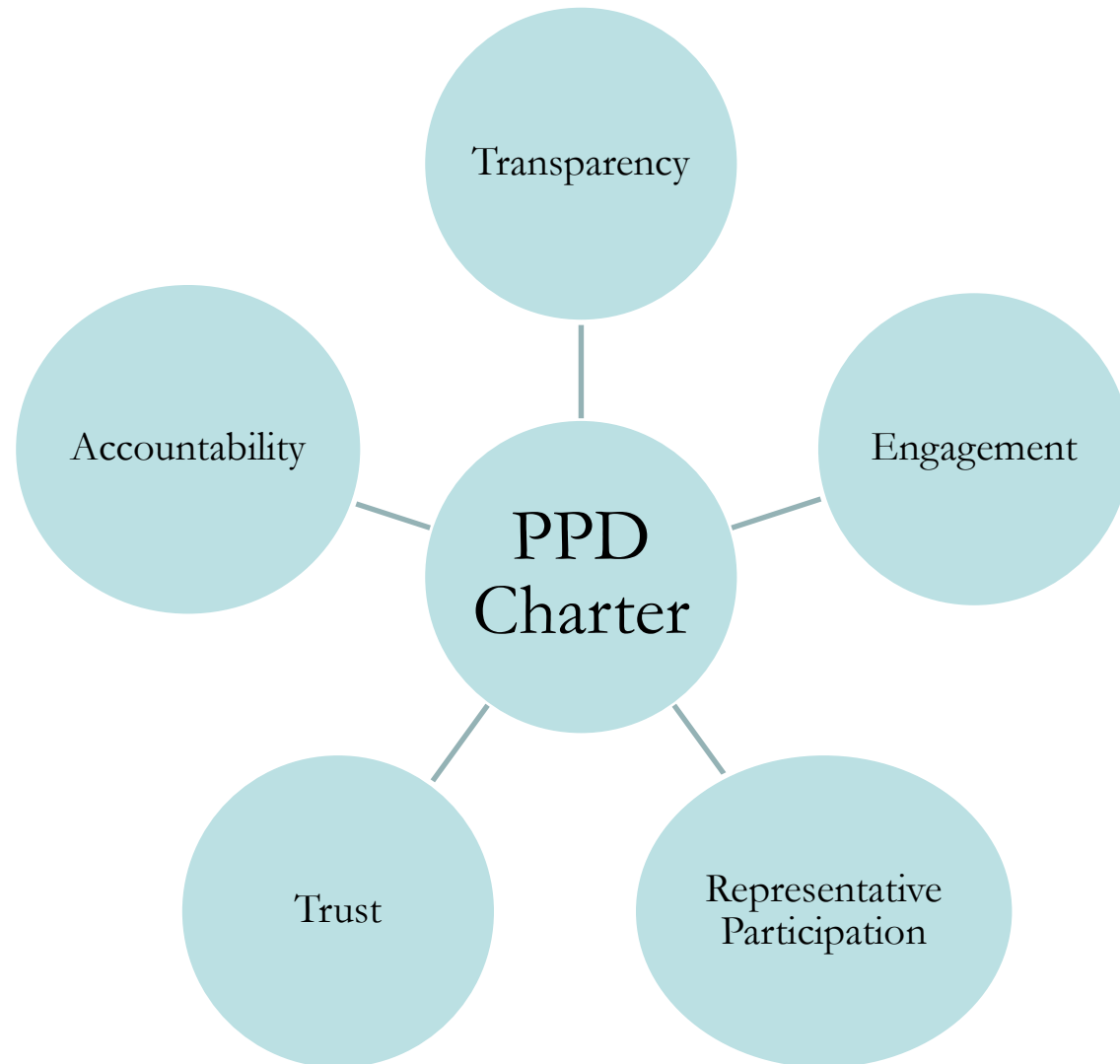


**Weak governance contributes to the trust deficit and hinders effective service delivery**





# How? Not What.





# 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?

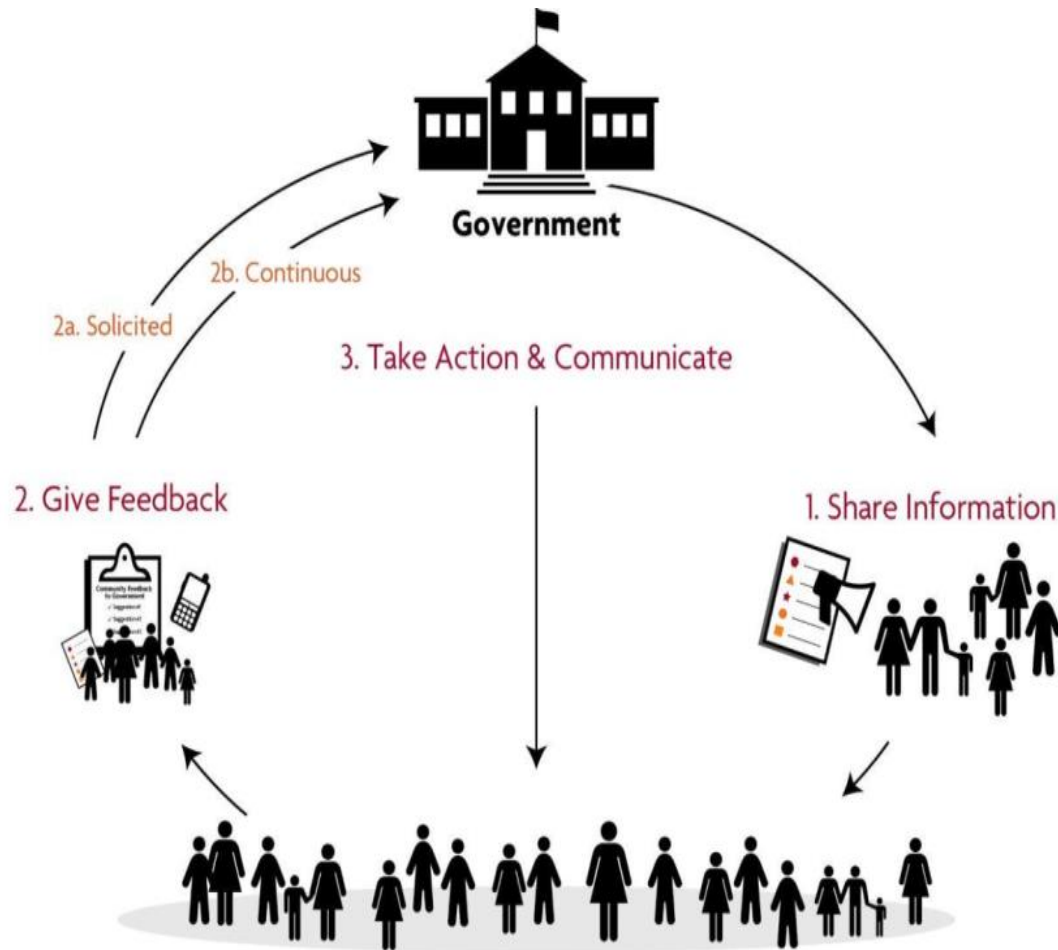
- Improves service delivery
- Enhances responsiveness
- Builds state-society relationships
- Improves governance
- Increases empowerment
- Ensures inclusion







# Building Trust – The Feedback Loop







## 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

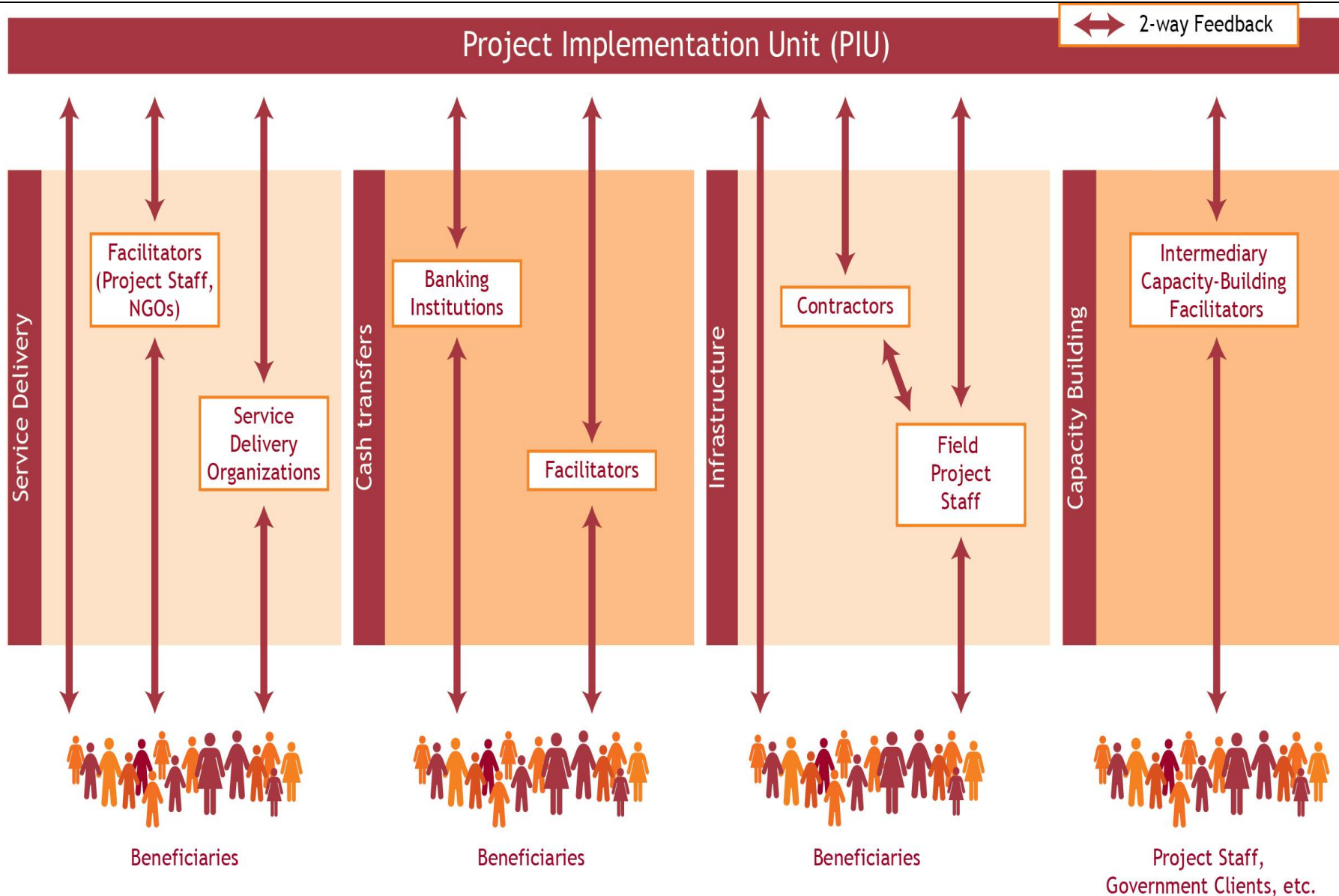
- **Participatory Decision Making**
  - **Multi-stakeholder platforms (PPDs)**
  - Participatory Planning
  - Participatory Budgeting
- **Participatory Management**
  - Community Management
  - Community Contracting
  - User Management Committees
  - Citizen/User Membership in Decision-Making Bodies

Information & Communication Technologies (2<sup>nd</sup> 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

<b>Program/ Initiative</b>	<b>Marginalized Stakeholder Groups</b>	<b>Existing SA Measures</b>	<b>Adequacy (Adequate/ Inadequate)</b>	<b>Additional SA Measures</b>



# 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:*

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