



SOCIAL ACCOUNTABILITY

NASC

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**“Ethics are as important
for the Public Servant as
blood for the body”**

- Unknown





**Bridging the
gap of
Demand &
Supply**

**Social
Accountability**



Social Accountability

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can be defined as an approach towards building accountability that relies on civic engagement, i.e., in which it is ordinary citizens and/or civil society organizations who participate directly or indirectly in exacting accountability
(World Bank, 2004)



The philosophy : SA

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The philosophy behind social accountability centers on the role of empowerment and information in enhancing government commitment and service delivery.



Pillars of Social Accountability

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- ❑ ORGANIZED AND CAPABLE CITIZEN GROUPS
- ❑ RESPONSIVE GOVERNMENT
- ❑ CONTEXT & CULTURAL APPROPRIATENESS
- ❑ ACCESS TO INFORMATION



Social Accountability Tools

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- Developed with aim of enhancing accountability in government
- GON initiated to institutionalize it to make service delivery effective
- Introduced **institutional mechanisms:**
 - ▣ National Vigilance Centre (NVC)
 - ▣ Commission for the Investigation of Abuse of Authority (CIAA)
 - ▣ Office of the Auditor General (OAG)



Video

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- Social accountability and its tools



Why Social Accountability

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- ❑ To Improve governance
- ❑ To Enhance better service delivery and empowerment
- ❑ To Ensure quality of service providers
- ❑ For People's active participation
- ❑ To Increase better development activities



Video

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□ Public Hearing



Role Play

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Public Hearing **On** **Education**



Roles

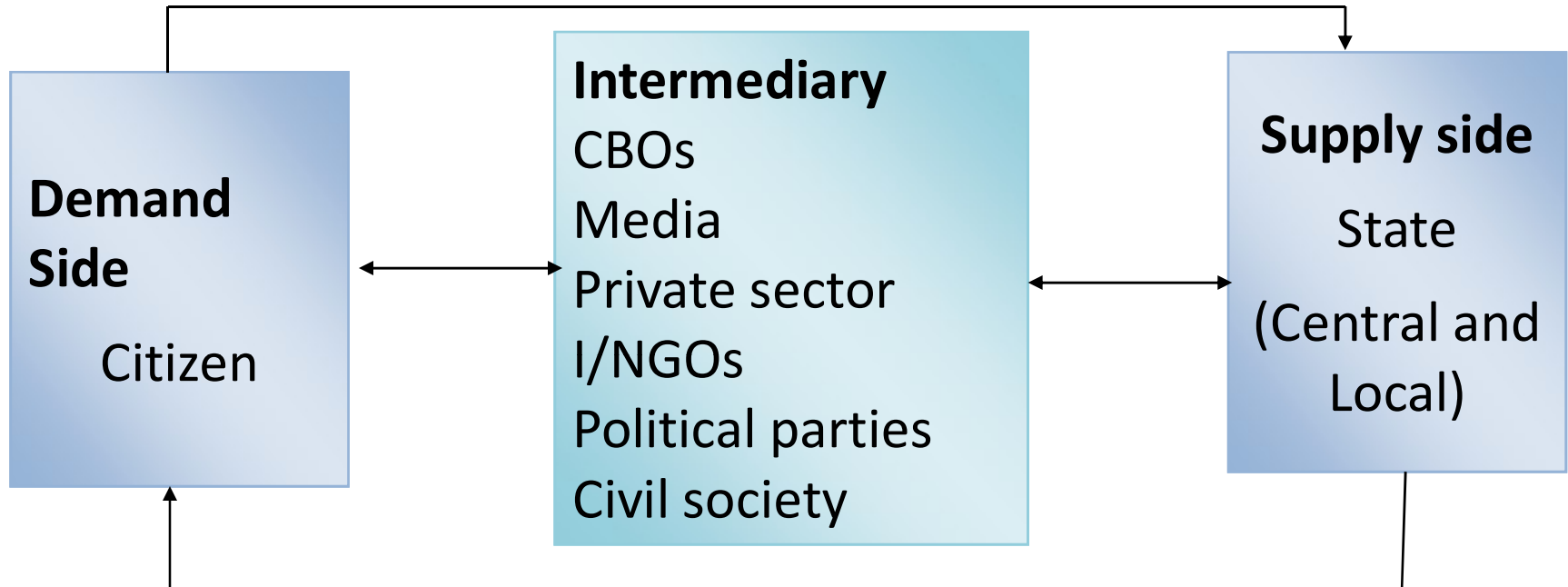
13

- Service receiver: Citizen (Parents) - 7
- Political representative: Chairman of Ward - 2
- Service provider: Representative from MoE - 2
- Representative from Teachers - 3
- School management Board/committee - 2
- N/PABSON – Representatives - 2
- Student – 5
- Coordinator - 1



Demand and Supply framework of public services

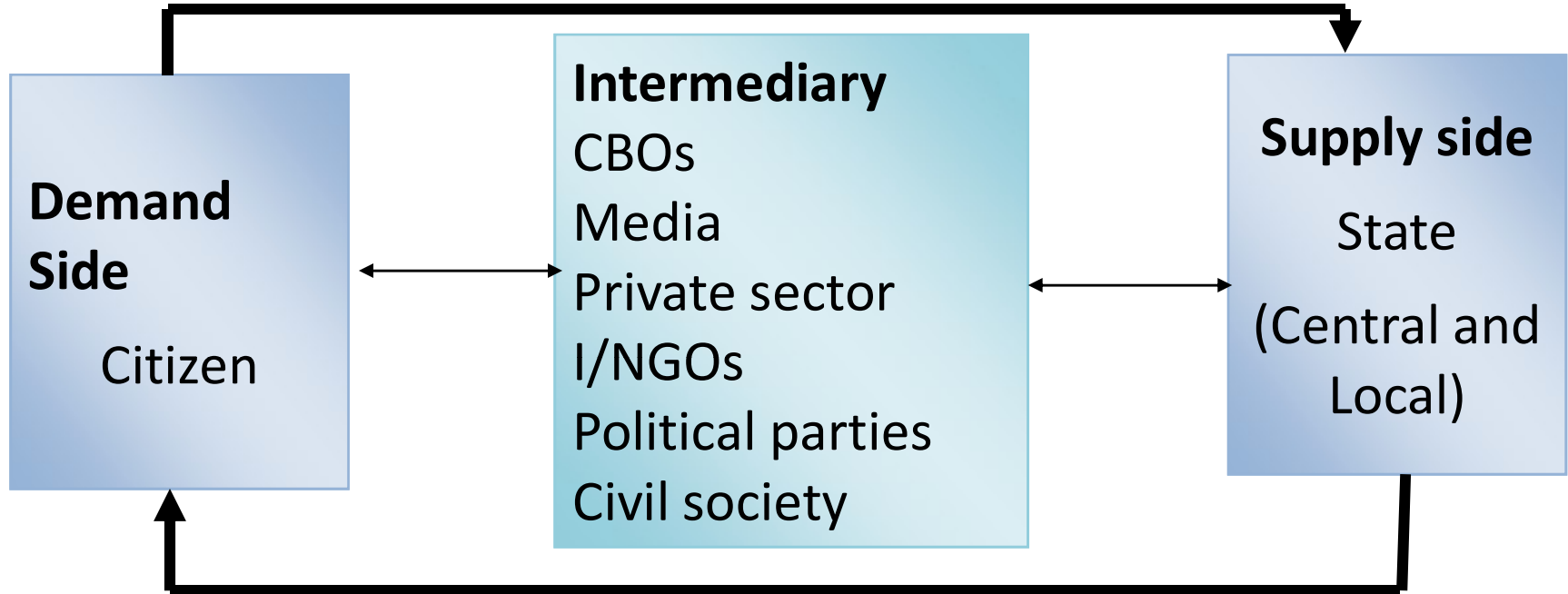
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Demand and Supply framework of public services

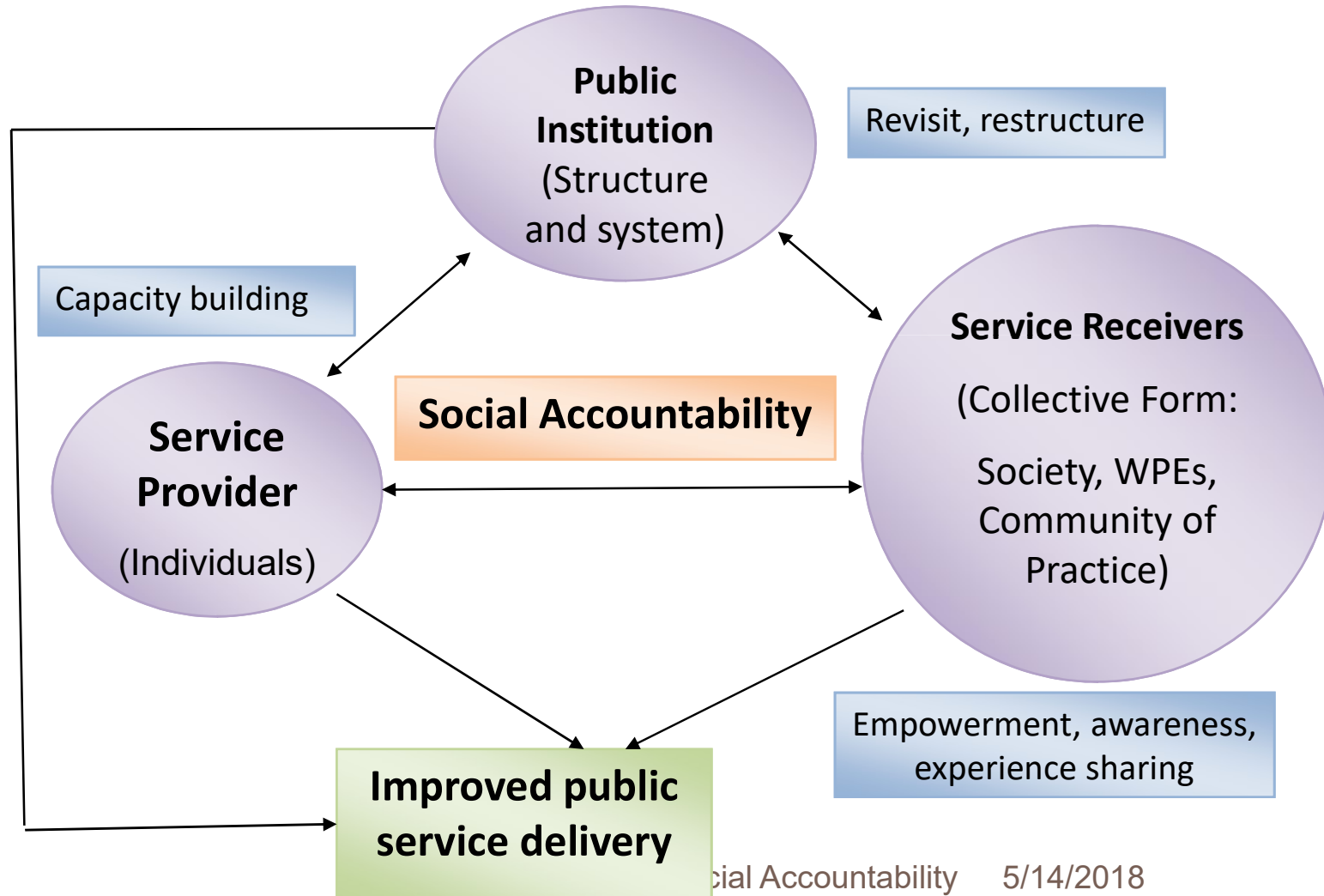
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SA Framework in PSD

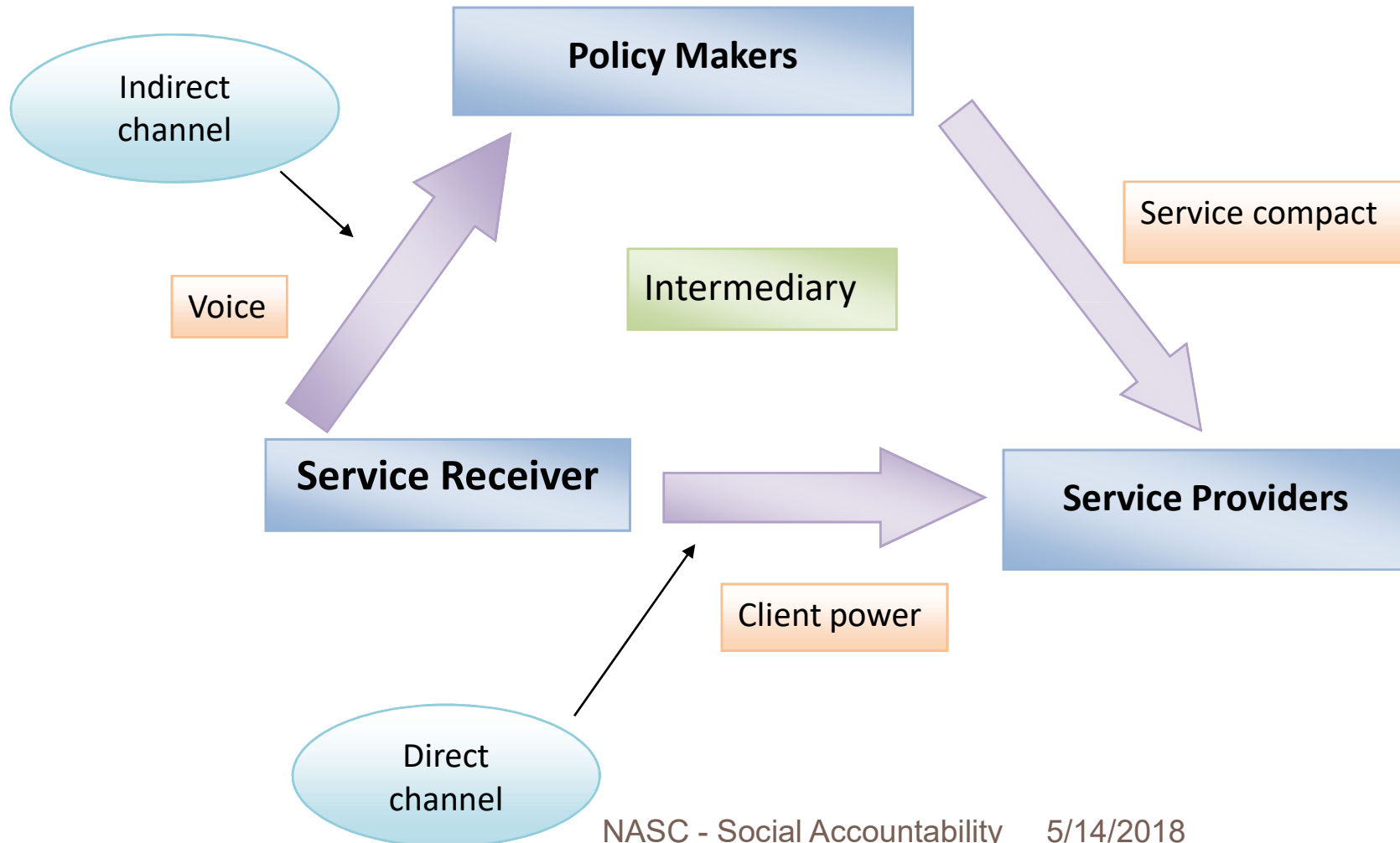
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Key Actors

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Key learning points

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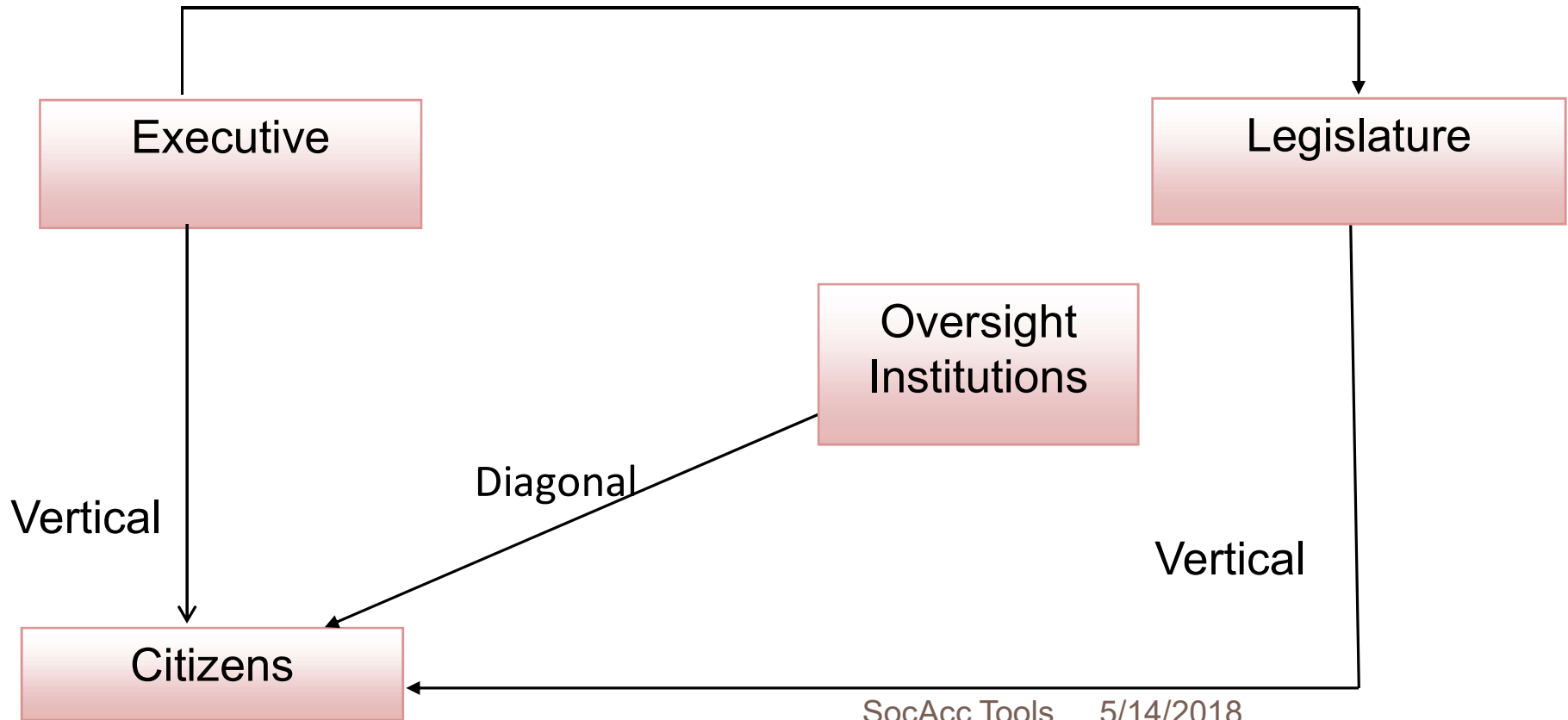
- ❑ Citizens always may not be in position to demand public services strongly
- ❑ In the situation of citizen being weak to hold the state accountable, the intermediaries' role may shadow the citizen-state accountability relationship.
- ❑ State has to hold the intermediaries accountable towards both the state and the citizen.
- ❑ Gap between demand and supply needs to be bridged by strengthening the state mechanism, regulating the role of intermediaries and enhancing capacity of citizens
- ❑ The accountability mechanism can be strengthened through empowerment of citizen to hold the state be accountable.



Horizontal and Vertical accountability

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Horizontal





Key learning points

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- Horizontal accountability implies one state organization may hold accountable to other organization (Eg separation of power).
- Horizontal accountability is the capacity of state institutions to check abuses by other public agencies and branches of government, or the requirement for agencies to report sideways.



Key learning points

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- Vertical accountability implies citizens may hold government and policy makers accountable through elections, civic engagement, social accountability mechanisms, direct client powers
- Horizontal and vertical accountability compliment to reinforce the accountability mechanisms



21 SA Tools

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1. Information Tools (5)

2. Accountability and Integrity Tools (9)

3. Participatory Development Tools (7)

Source: Sourcebook of 21 Social Accountability Tools



Information Tools

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S.N.	Tools	Page Number
1	Citizen Charter	13
2	Check List of Entitlements (Pg 13)	18
3	Budgets of Local Bodies (VDC, DDC & Municipality)	23
4	Right to Information	27
5	Check list of Relevant Laws, Policies, Regulations that affect a Citizen's Life	32



Accountability and Integrity Tools

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S.N	Tools	Page Number
6	Civic Education	38
7	Public Expenditure Tracking	41
8	Check list of Standards & Indicators	45
9	Community Score Card	51
10	Citizen Report Card	55
11	Public Hearing	61
12	Public Audit	66
13	Public Revenue Monitoring	71
14	Citizen Complaint Structures	75



Participatory Development Tools

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S.N.	Tools	Page Number
15	Multi-stakeholder Groups	82
16	Participatory Planning	87
17	Participatory Budgeting	92
18	Community Led Procurement	97
19	Declaration of Assets	103
20	Understanding Conflict of Interest	107
21	Integrity Pact	111



Group Work

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□ Existing SA Tools in Nepal



Questions to think

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- ❑ What are the benefits of these tools?
- ❑ What is your experience about the effectiveness of these tools?
- ❑ How are these tools practiced in your organization to bridge the gap?
- ❑ How has responsiveness, integrity and GESI issues been addressed by these tools?
- ❑ How much these tools will be effective in current changed (federal) context?



Plenary Discussion

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Key learning points

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- ❑ Civic engagement in the process of making state accountable
- ❑ Direct accountability relationships between citizens and the state
- ❑ Ordinary citizens participate directly or indirectly in holding service providers to account
- ❑ Broad range of actions and mechanisms beyond voting that citizens can use to hold the state to account,



Key learning points

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- Public officials are called on to inform stakeholders and to justify to them their behavior, actions and results.
- Multi stakeholders (government, civil society, media and other societal actors) engagement to make each other accountable.



Thank You