



# 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

5

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

6

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



# Pillars of Social Accountability

7

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



# Social Accountability Tools

8

- 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

9

- Social accountability and its tools



# Why Social Accountability

10

- ❑ 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

11

## □ Public Hearing



# Role Play

12

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



# Roles

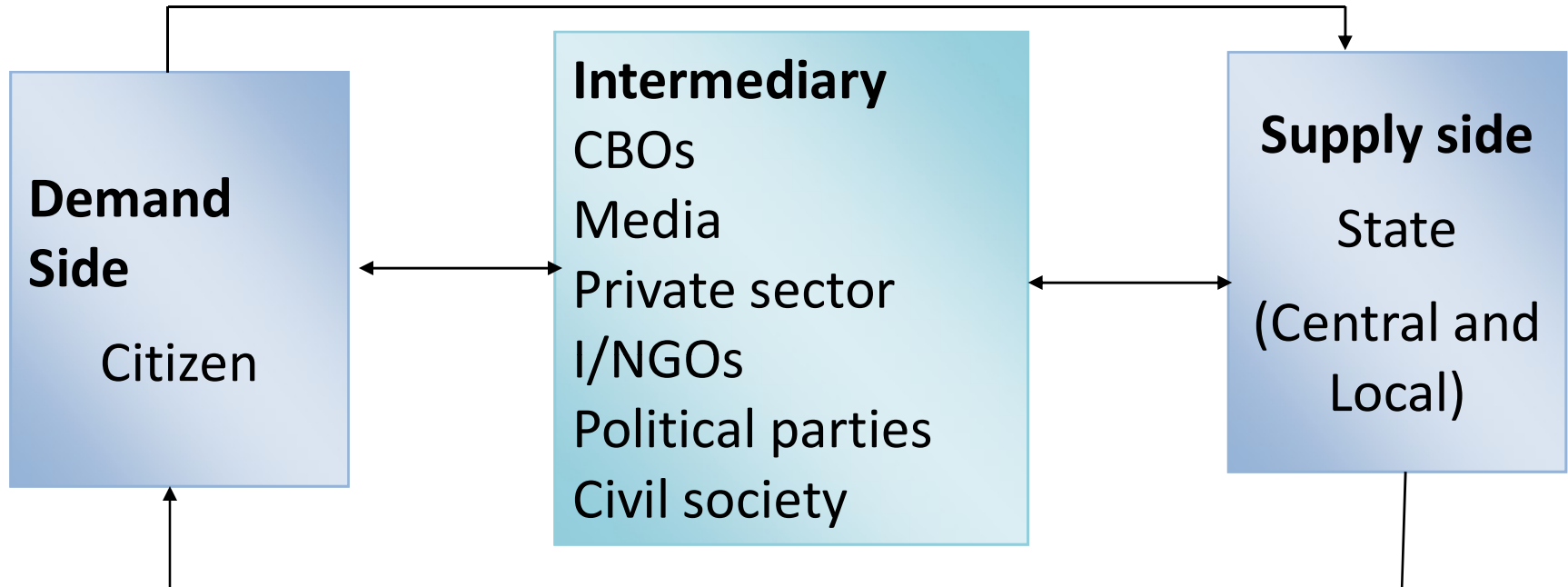
13

- 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

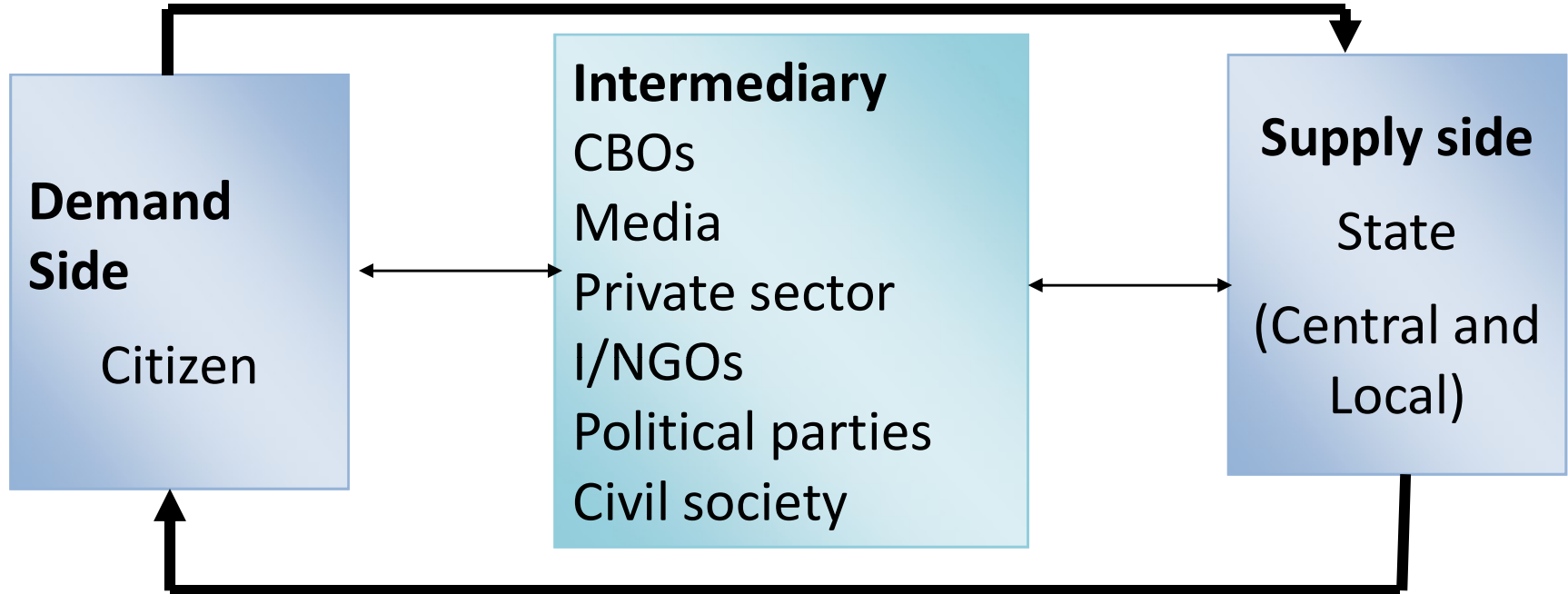
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# Demand and Supply framework of public services

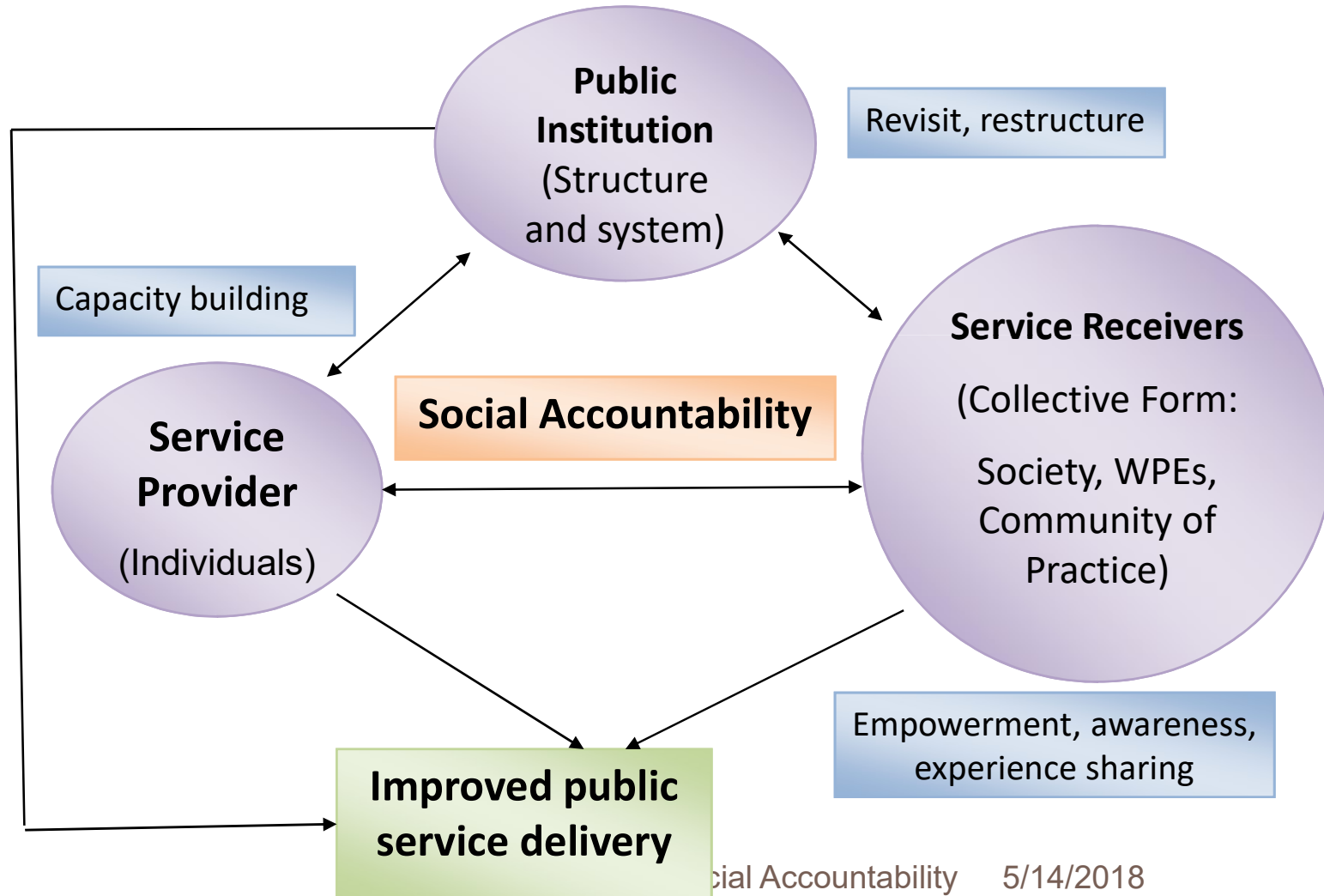
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# SA Framework in PSD

16

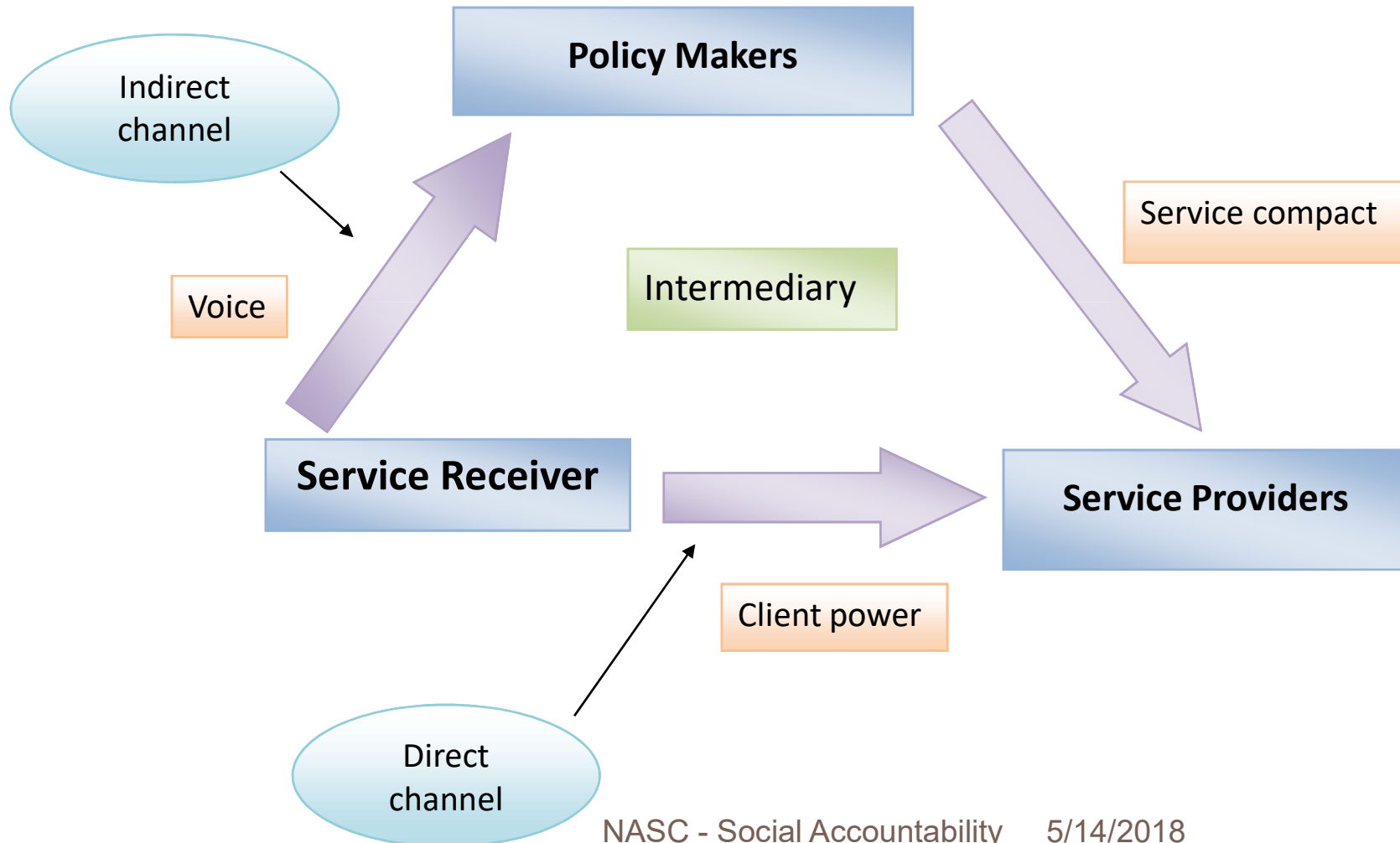






# Key Actors

17





# Key learning points

18

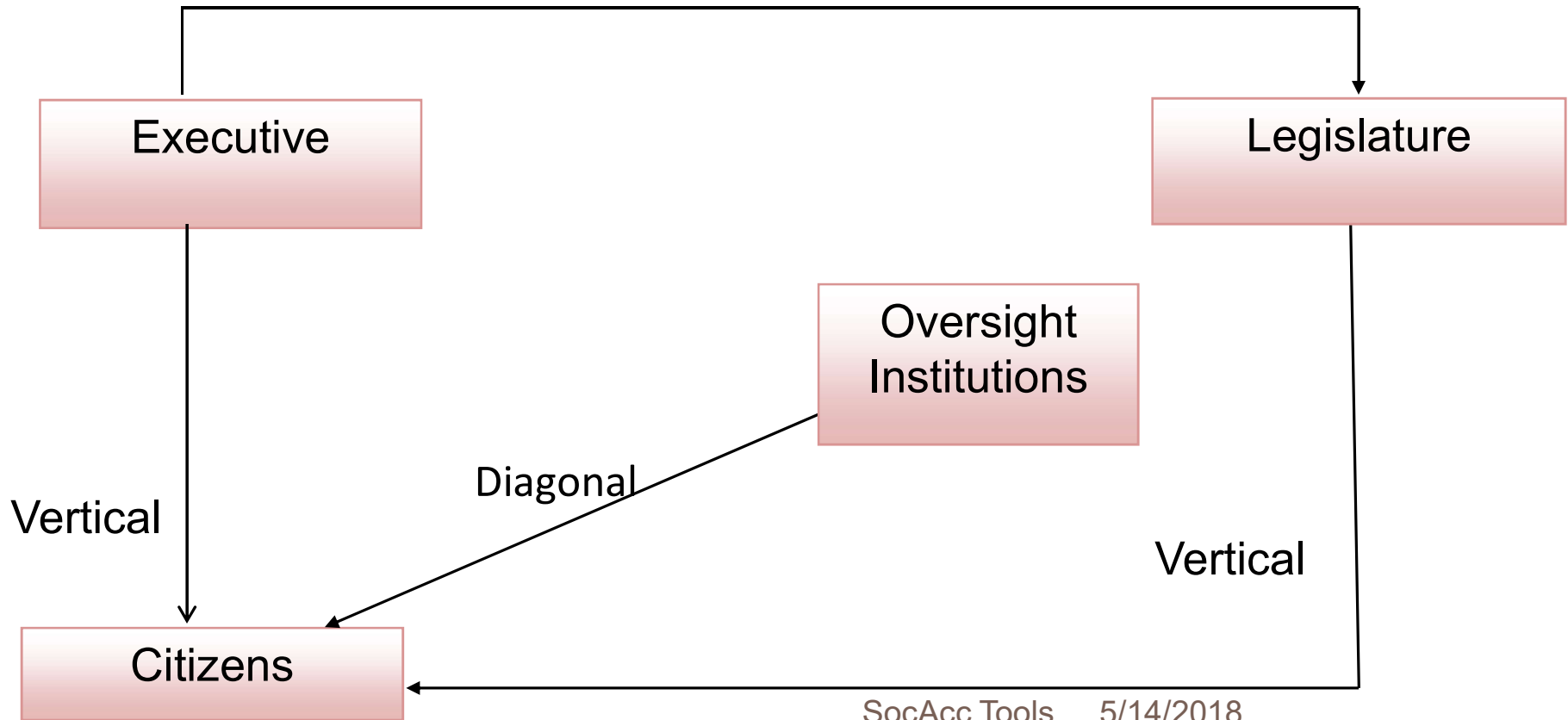
- ❑ Citizens always may not be in position to demand public services strongly
- ❑ In the situation of citizen being weak to hold the state accountable, the intermediaries' role may shadow the citizen-state accountability relationship.
- ❑ State has to hold the intermediaries accountable towards both 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

19

## Horizontal





# Key learning points

20

- 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

21

- 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

22

1. Information Tools (5)
2. Accountability and Integrity Tools (9)
3. Participatory Development Tools (7)

**Source: Sourcebook of 21 Social Accountability Tools**



# Information Tools

23

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

24

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





# Participatory Development Tools

25

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



# Group Work

26

## □ Existing SA Tools in Nepal



# Questions to think

27

- 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

28



# Key learning points

29

- ❑ 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

30

- 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