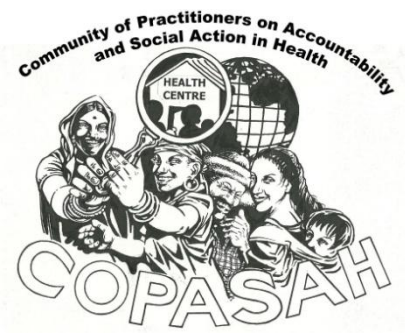


South Asian Practitioners Workshop on  
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# Citizenship and Accountability

Adding Value to  
Rights based Approaches



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# Why are we interested in Citizenship and Accountability ?

- To improve programme effectiveness?
- To improve social and economic development status of the poor and excluded ?
- To reduce corruption?
- To improve aid effectiveness and efficiency of development investments?
- To increase democratisation?
- To empower the marginalised?
- To challenge existing political relations/ formulations/ decision making in favour of the disempowered and marginalised?

# Evolution of Citizenship and Rights

- 1950' s Independence – setting up of Democracies in Feudal – Colonial contexts
- 1970's – Crisis of new Democracies – People's movements, military dictatorships.....
- 1990's – A new relationships for Negotiating Spaces : Citizen- Market – State :
- 1948 - Universal Declaration of Human Rights –
- 1966/67 - Division of civil political and economic social rights –
- 1980's - Third generation rights - identifying exclusions –CEDAW (1979), CRC (1989)
- 1990s- Rights based development
- 2000s – MDG approach

Participation    Accountability    Governance

# Rights :

## Articulation of a State – Citizen relationship

State Responsibilities within a rights based approach

- To Respect – Acknowledgement of the rights.
- To Protect – To ensure that the person who has a disadvantage is protected from further ‘violation’.
- To Fulfill – To provide necessary services to address the gap/ disadvantage that has been identified.
- Non discrimination
- It is implied that the State will allocate adequate budgets/ resources to ensure that these conditions are met

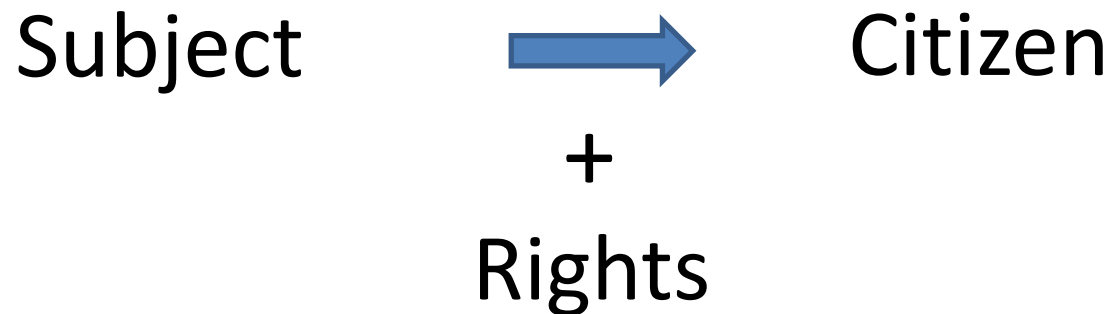
Accountability is the mechanism of **verification** and **questioning** whether these are indeed happening, and taking **responsibility**

# **Rights approach**

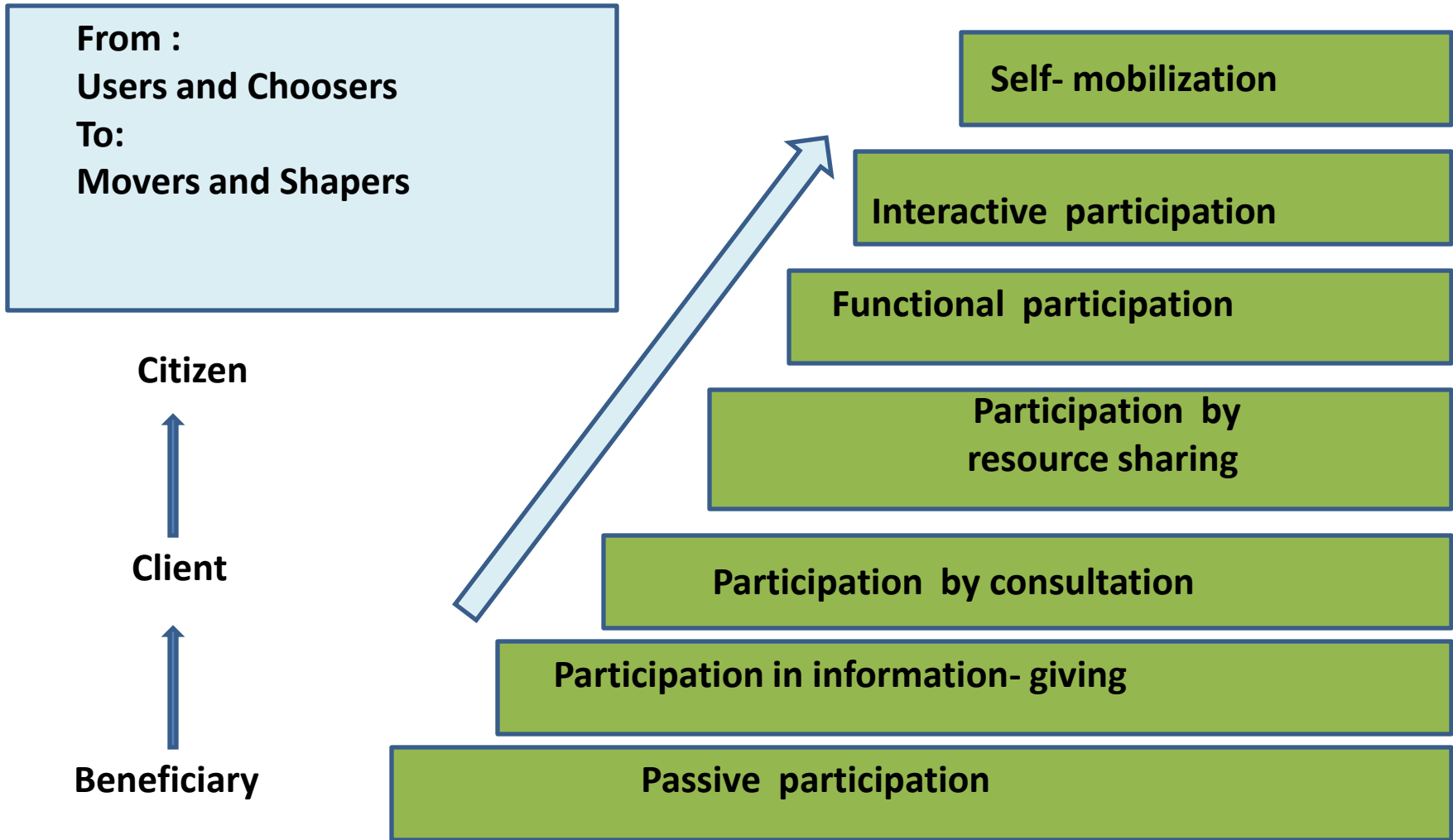
## **Role of the Government**

- Creating a legal framework – repealing old laws framing new ones
- Formulating new policies and programmes
- Providing Adequate Resources for services
- Training of providers in the rights approach
- Providing a gender sensitive service delivery environment
- Community based planning – involving women
- Building women’s leadership skills
- Developing therapeutic standards
- Citizen’s charter
- Regular Monitoring and Review
- Grievance redressal mechanisms


# Participation and Citizenship



# Participation : Changing Paradigms



# Active Citizenship

- Representative Democracy
    - Feudal relationships
    - Kinship relationships
- 
- Participatory Democracy
    - Accountability Relationships

Fatalism,  
Subservience



Agency,  
Voice,  
Influence



# Accountability

- Horizontal Accountability – Institutional/ Administrative Accountability – review by Government agencies (Departmental review, Audit )
- Vertical Accountability – Accountability to Citizens. Political accountability to Parliament (Parliamentary Questions, CAG report). Public Accountability to ordinary citizens (Public Hearing).
- Hybrid Accountability – Where both mechanisms are working eg. Community Monitoring of NRHM

# Public/Hybrid Accountability

## Providing a Role for the Citizen

- Citizenship and Voice
- Compact and Clear Government articulation of the right and incorporation into processes, policies and programmes
- Allocation of appropriate resources
- Information and Evidence review for highlighting the gaps (DATA)
- Identification of what needs to change
- Remedies, non-repetition, compensation

# Operational Elements of a Public Accountability Approach

- Political Context – Space for Civil Society/ Citizen Action
- Public Policy - Presence of Laws / Standards of service delivery, some transparency
- Community/Citizenship – Mobilised against deficiencies of services,
- Facilitation – For community mobilisation, capacity building and evidence review
- Availability of Evidence
- Space and Opportunity for Dialogue with Providers/ Public Authorities

# Facilitation : Key Concerns

- Community level activities –
  - Identification of marginalised and excluded,
  - Mapping Local power dynamics,
  - Mobilisation, capacity building and leadership development among the marginalised
- Relationship with Public Authorities –
  - Building openness to critique/review, developmental process
- Organising the Interface
  - Avoiding face-off, confrontation, blaming
  - Identifying potential for change
- Follow up Action – Cyclical process

# Challenges

- Political openness to critiques/ Political apathy
- Political interest in change – structural or cosmetic
- Role of the state as provider of services / regulator of private service provider (availability of regulatory frameworks)
- Availability of resources for change
- Confrontation between community and frontline provider
- Limited to the level of authority who participate in the Dialogue

# Benefits

- Improvement in local service delivery – range, quality and responsiveness
- Improvement in provider – client relationships
- Reduction of costs of services
- Reduction in local corruption
- Improved community level outcomes
- Reinforces sense of empowerment in the community through a cyclical process leading to greater political interest and action - active citizenship – changed political consciousness

Thank you

