

Introduction to 'Social Accountability'

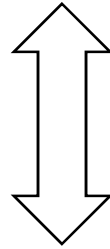
Why are we interested in Social Accountability ?

- To improve programme effectiveness?
- To improve efficiency of development investments/ social sector spending?
- To reduce corruption?
- To improve social and economic development status of the poor and excluded ?

- To empower the marginalised?
- To challenge existing political relations/ formulations/ decision making in favour of the disempowered and marginalised?
- To increase democratisation and fulfillment/ enjoyment of rights?

A Rights Framework

Citizen



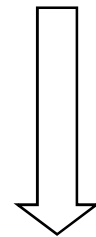
State

Respect

Fulfill

Protect

Laws Policies Information Resources



Services

Available, Accessible, Acceptable, Quality

Understanding the Nature of State

Absolute Monarchy

Feudalism

Dictatorship

Autocracy

Democratic

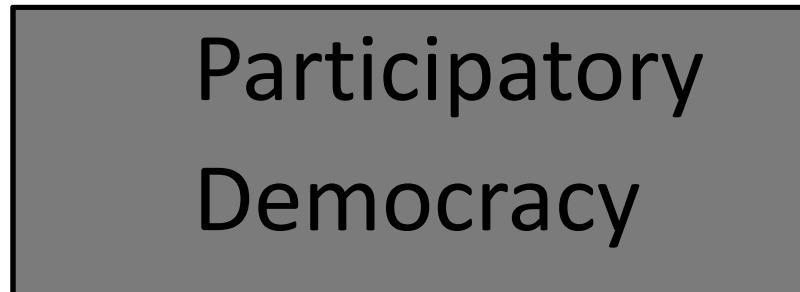
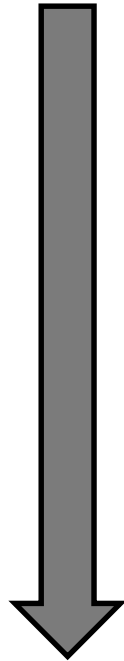
Autocracy

Participatory

Democracy



Benevolent
Authoritarianism



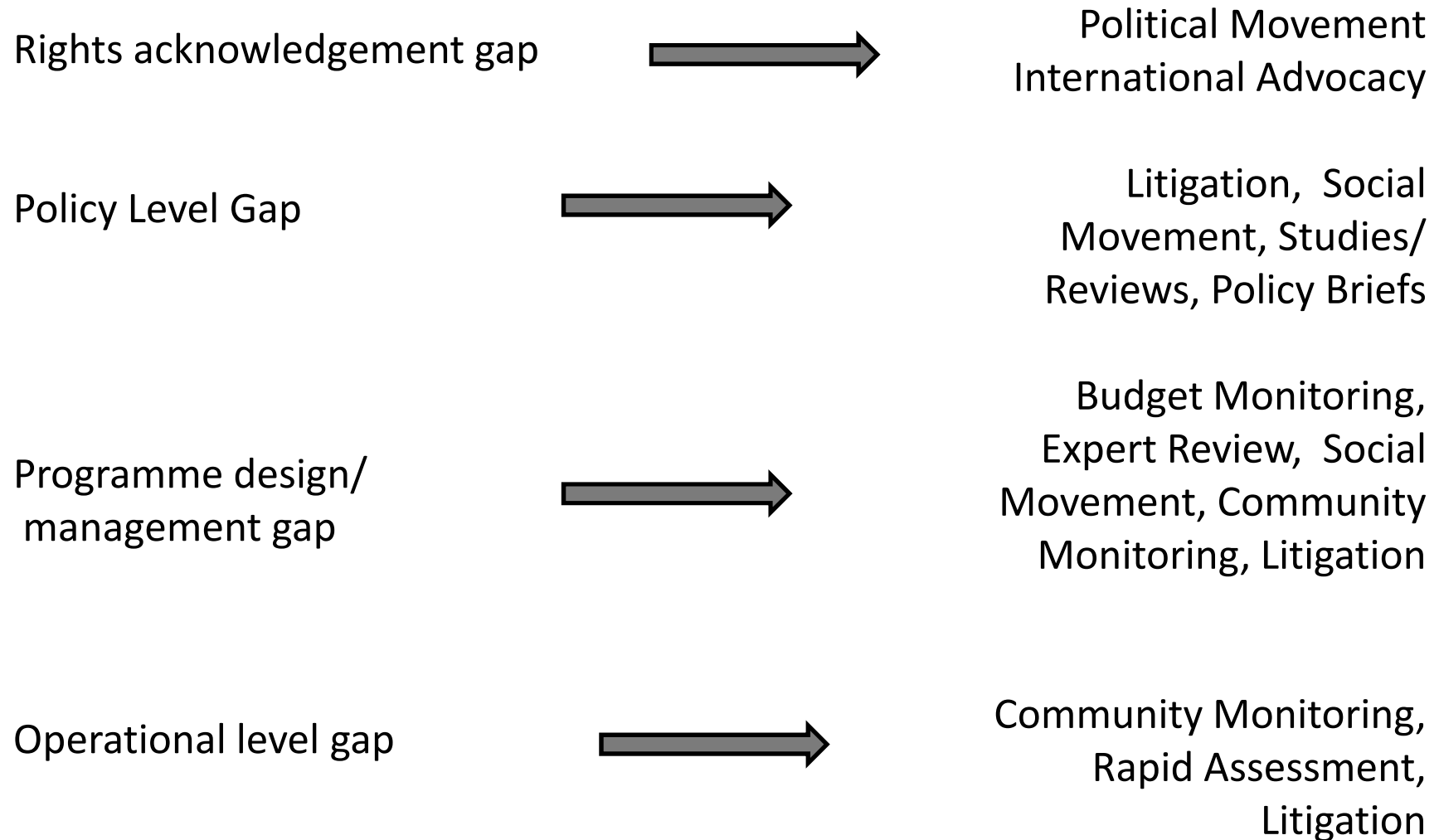
Lived Reality – Many Gaps

- All persons due not enjoy equal human rights - political marginalisation
- National policy and guidelines are not in complete compliance of International Human Rights standards
- All the necessary services are not accessible to all population groups – due to the lack of necessary documentation, cost of care, distances etc.
- Not all communities are equally informed about the need for various preventive and promotive services
- Quality of services is poor for marginalised communities - in some cases there may be denial of services or poor outcomes

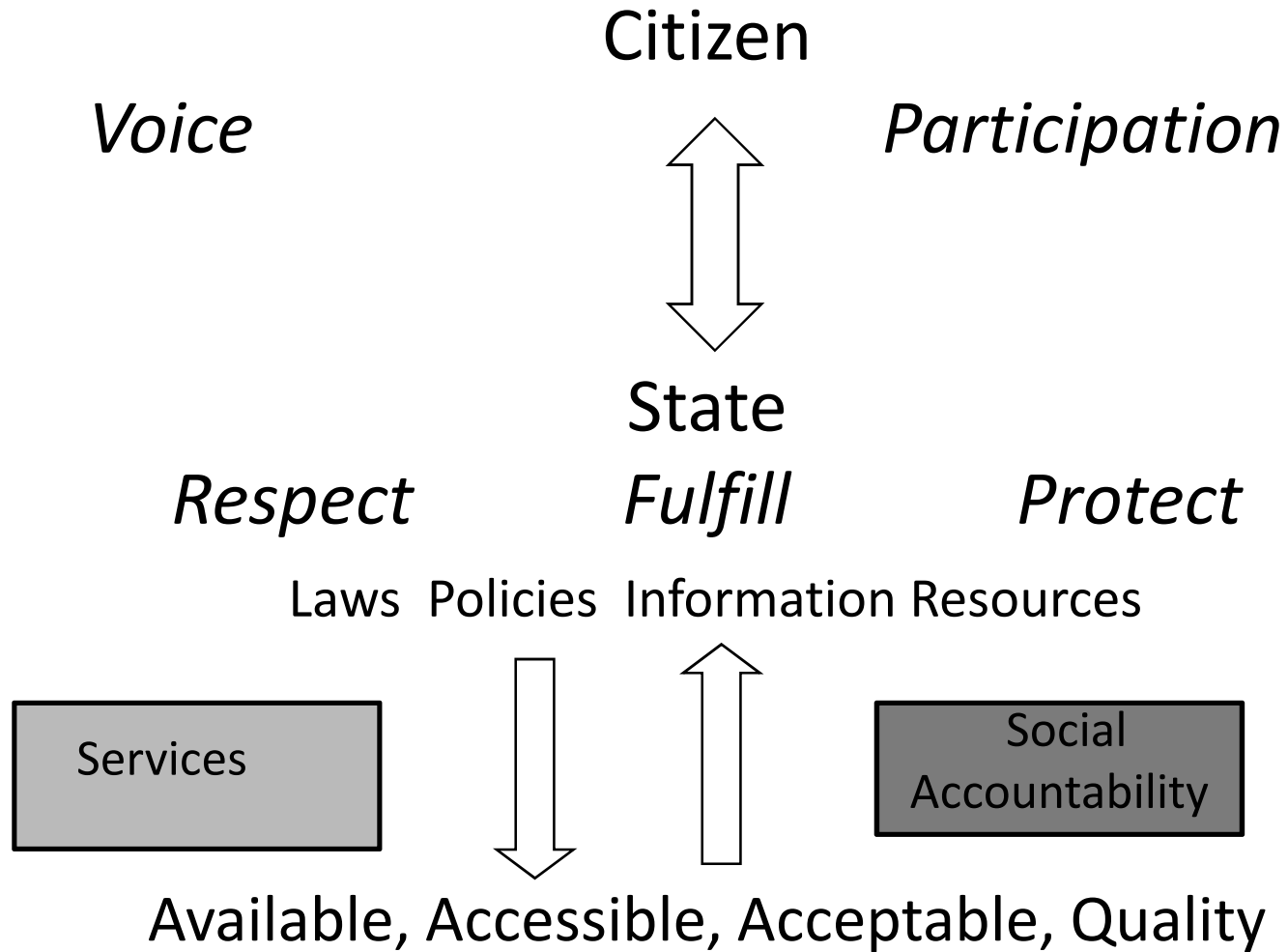
Levels of gap

- Are all health issues of all citizens considered 'legitimate' – Rights acknowledgement gap
- What are the health needs of a community – Are all these met through current policy provisions? – Policy Level Gap
- What is the communities experience of service delivery, is it appropriate for their needs, is the appropriate technology used – Programme design/management gap
- Is the system delivering according to its mandate, is the quality of care appropriate? – Operational level gap

Gap – Advocacy Map



A Rights Framework



Accountability - 1

- Administrative Accountability – MIS, Supervision, disciplinary action
- Financial Accountability - Audit
- Political Accountability – election, parliamentary oversight
- Legal / Judicial Accountability – Consumer law, Criminal law, Public interest law
- Social Accountability –Community monitoring

Accountability-2

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

Conditions for Social Accountability

- Acknowledgement of entitlements within a rights approach – ‘Compact’ and ‘standards’
- Appropriate Mechanisms– ‘Health System’ ‘Resources’
- Availability of information for review – ‘Transparency’
- Mobilised communities/ active citizens – ‘Participation’ and ‘Voice’
- ‘Space’ for presenting review
- Possibility of change – ‘Remedies’ and ‘Redress’

Operational Elements of a Social 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
- Transparency - Availability of Evidence
- Space and Opportunity for Dialogue with Providers/ Public Authorities and Changes

Participation and Citizenship

Subject



Citizen

+

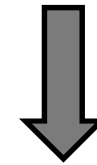
Rights

Active Citizenship

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



Fatalism,
Subservience



Agency,
Voice,
Influence

Mobilised Communities

- Aware about their rights/ entitlements
- Mobilised into collectives around shared concerns
- Ability/capacity to identify gaps in entitlement / violation of rights
- Leadership in representing issues to authorities seeking solutions
- Autonomy and interdependence

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

	Level of Gap	Citizenship and capacity	Compact/ Space	Transparency	Opportunity for Change
Community Score Card					
Maternal Death Review					
Facility Survey					
Social Audit					
Budget / Expenditure Tracking					

Social Accountability Methods ..1

Community Score Card

- Intensive Community Engagement in all steps
- Main focus is to understand community experience of services
- The methods are suited to community use
- The analysis and reporting is made community friendly (traffic light based comparison)
- Public sharing of information

Social Audit

- Comparison of government data to community experiences
- Access to government documents related to service delivery is necessary
- Requires active facilitator engagement - More technical in its implementation
- Community experience of services is a key focus
- Community is a key partner
- Public sharing of information

Social Accountability Methods ..2

Expenditure Tracking

- Availability of Financial Information in Public Domain and Law on Information Availability
- Technical Capacity to analyse Financial information and relate it to performance of public systems
- Citizen engagement is desirable
- Public Sharing of Information

Facility Survey

- Clear guidelines about services standards and availability
- Convert guidelines to simple checklists to facilitate review
- Committee/ space for review of facility performance
- Civil society participation in facility review process (HMC, RKS)

Social Accountability Methods ..3

Community Maternal Death Review

- Primarily focussed on Maternal Health – but indicates health system capacities
- Since it includes the review of ‘death’ it can be a powerful review mechanism
- Requires medically qualified members on the team
- Requires clear guidelines on service delivery package to be converted into enquiry protocol – can be complicated
- Requires access to medical records
- Can Involve community in the identification and analysis of maternal death – protocol needs simplification
- Can include social and medical causes of death
- Death is a relatively rare phenomenon
- How to share the information – public or in committee room ?

Questions?