

# Accountability Solutions

Community of Practice on Social Accountability (CoPSA)

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## GPSA: A New Mechanism to Support CSOs

In view of CSO's and beneficiaries' growing engagement with governments and their potential role in improving development impact, the World Bank's management believes it is important to strategically enhance the Bank's support for social accountability (SAC). The World Bank Group's Global Partnership for Social Accountability (GPSA) aims to provide strategic and sustained support to beneficiary groups and CSOs in developing countries that are working with their governments, to achieve greater transparency and accountability, and achieve stronger development results.



On June 12, 2012, the World Bank Board of Executive Directors approved the creation of the GPSA and the establishment of the GPSA Multi-donor Trust Fund.

The GPSA will contribute to country-level governance reforms and improved service delivery by: (a) generating knowledge, networking and financing to build civil society's capacity to engage in evidence-based SAC; (b) supporting Bank's teams and government counterparts in embedding social accountability more strategically in their programmes; and (c) scaling up the Bank's engagement in this area by drawing on the experience, knowledge and resources of external partners.

The Bank plans to invest US\$20mn in seed money to create the partnership and will work with others to raise additional funds. As well as investing in projects to boost SAC, the partnership will also focus on exchanging knowledge of best practices.

The scope of the GPSA is global, and over 20 potential partners, including foundations, think tanks, governments and bilateral organisations, have provided inputs to its design, along with more than 1,300 representatives of CSOs from 60 countries, who were part of consultations on GPSA.



The World Bank has long acknowledged the important role of civil society and worked with CSOs for several decades. In 1983, the

Consumer Unity & Trust Society (CUTS) in partnership with the Affiliated Network for Social Accountability-South Asia Region (ANSA SAR) is facilitating the CoPSA in South Asia Region. It is bringing an opportunity to integrate the potential and creating a platform where practitioners of social accountability can learn more and spread much the learning through sharing, innovating, building capacity through online and offline meeting opportunities and enriching the experiences of social accountability work.



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**GPSA aims to provide strategic and sustained support to beneficiary groups and CSOs in developing countries that are working with their governments, to achieve greater transparency and accountability, and achieve stronger development results.**

Bank established the Small Grants Programme (later known as the Civil Society Fund, or CSF) to provide direct support to CSOs. In recent years, the CSF has annually supported 350 to 400 CSOs in more than 55 countries. Additional World Bank funding for CSOs, directly and through governmental channels, has also increased steadily over the past decade, totaling an estimated US\$645mn during FY08-10.

The World Bank views beneficiary participation and feedback in partnership with governments as critical for effective social and economic development and poverty reduction. In carrying out its core mission of poverty reduction, the Bank engages with civil society across a wide range of activities, such as promoting public consensus and local ownership of reforms; giving voice to beneficiaries, particularly poor and marginalised groups; bringing

innovative ideas and solutions to development challenges; and increasing country capacity for effective service delivery.

Recent years have seen growing beneficiary engagement in monitoring and assessing government performance, particularly in providing feedback on, and voicing demand for, improved service delivery and thus, contributing to greater development effectiveness. This kind of engagement (also referred to as SAc) enables beneficiaries and CSOs to engage with policymakers and service providers to bring about greater accountability and responsiveness to beneficiary needs. At the same time, many factors are changing how beneficiaries and CSOs engage with governments; and many governments are creating better enabling environments for voice, transparency, and accountability.

There is some rigorous empirical evidence that under the right conditions, civil society can contribute to better government policies and performance, and hence better development outcomes. However, feedback from diverse stakeholders in all regions indicate that there are large knowledge and evidence gaps, especially in terms of what works and why, under what conditions approaches can be scaled up, whether successful approaches can be replicated in different socio-political settings, and how to sustain successful approaches.

Although many donors and foundations provide direct support to CSOs, the feedback confirm that the Bank has a comparative advantage in providing support to better integrate beneficiary and civil society voice and feedback for stronger development results.

During January 01, 2012-March 15, 2012 over 1,300 stakeholders from all parts of the world provided inputs on the World Bank's proposal for the GPSA. Stakeholders consulted comprised a broad range of actors involved in SAc work, including CSOs and foundations, government officers, development agencies, academia, and think tanks.

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Operational aspects of the partnership will be worked out over the next few months. A second round of country-specific consultations will be held to discuss operational details of the partnership in different country contexts.

*For details, please visit:  
<http://web.worldbank.org/WBSITE/EXTERNAL/TOPICS/CSO/0,,contentMDK:23017716~pagePK:220503~piPK:220476~theSitePK:228717,00.html>*

## CoPSA Updates

### India Core Group Meeting

A meeting of members of India country core group of CoPSA was held at CUTS Delhi Resource Centre (DRC), New Delhi on May 19, 2012 with the objective to take the guidance from member organisations on country-specific action plan of CoPSA to feed in to the regional action plan. Members provided suggestions in terms of capacity building requirements on SAC tools as well as on specifications of the web-portal. One of the important suggestions was to create a facebook group on CoPSA. In addition, a mapping of organisations working on SAC issues and the need for SAC curriculum development was discussed. Representatives of five member organisations participated and provided their suggestions.

### Upcoming Training on Social Accountability Tools

Building capacity of people interested in SAC mechanism is one of the mandates of CoPSA. The objective is to increase the number of people having expertise in SAC tools so that more and more knowledge would be created through using these tools and generating new pool of knowledge. This will help spreading, institutionalising and innovating SAC.

CUTS International, the regional anchor of CoPSA in partnership with ANSA SAR would be organising a four-day capacity building programme on SAC tools in Kathmandu, Nepal during September 17-21, 2012. The training is designed for mid-level staffs, such as programme and project managers, officers and coordinators from development organisations working on issues of governance, transparency and accountability.

The training will focus on tools, such as Community Score Card (CSC), Citizens Report Card (CRC), Participatory Expenditure Tracking Survey (PETS), Right to Information (RTI) etc. and be dealt by internationally recognised resource persons. The medium will be English and seats will be limited according to the available budget and cost involved per candidate. Preference would be given to second line managers and coordinators responsible for delivering SAC work.

### Updates of CoPSA Portal

Under the CoPSA website, a blog page has been functional, where registered members could write blog and any visitor can see and post comment. These blogs will be moderated by the administrator. Visitor or any member can ask question to get resolution of their queries/doubts by filling some necessary information at Ask Question webpage, their questions will be answered by administrator through the email. Registered members will get regular updates about activities. Online discussion is also initiated where different topics are being discussed. To reach the larger group of communities, a facebook group has also been created. The response to the group is very encouraging.

The screenshot shows the CoPSA website interface. At the top, there is a navigation menu with links: Home, About Us, Resources, Discussion Forum, Blog, Ask Questions, Disclaimer, and Contact Us. Below the menu is a banner image of a group of people sitting on the ground in a field. To the right of the banner, there are flags of India, Nepal, and Pakistan, and the text 'Accountability Solutions' and 'Community of Practice on Social Accountability (CoPSA)'. The main content area is titled 'WELCOME' and contains a paragraph about the need for good governance and enhanced accountability. Below the welcome message, there are several news and poll items. One news item is titled 'Is There a Link Between Media and Good Governance? Was the Academy Star?'. Another news item is titled 'Training on social accountability tools'. There are also two polls: 'Do you feel social accountability tools are cost-effective way of enhancing effectiveness of developmental efforts?' and 'Even though the citizens may suffer corruption at the very low levels of transparency, it is the big players who indulge in high level corruption?'. At the bottom of the page, there is a 'Fill to get updates' section with a form to enter a name and email address, and a 'Get Updates' button.

## Other Social Accountability Interventions

### Developing a Culture of Good Governance

CUTS completed a two-year long intervention in the State of Rajasthan during April 2010-March 2012 in partnership with ANSA-SAR. The intervention focused on imparting the skill to utilise CSC (a SAc tool) among a cadre of people and using it in Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS).

Under this intervention 66 representatives of CSOs from all 33 districts were trained on CSC. The trained people applied this tool in two *gram panchayats* (village councils) of every district of Rajasthan. The CSC was applied in MGNREGS with multi-pronged agenda of improving the service delivery; enhancing the voice of wage seekers; awareness on entitlements; holding the public service accountable; and improving the relationship between community and service providers etc. A brief overview of the entire experience is captured in this paper. The intention of this paper is to share the specific findings of the assessment through CSC on the implementation of MGNREGS and showcase experiences of establishing accountability through civic engagement.

*A detailed note is available at: [www.copsa.in/PDF/Contributing\\_towards\\_building\\_a\\_culture\\_of\\_good\\_governance.pdf](http://www.copsa.in/PDF/Contributing_towards_building_a_culture_of_good_governance.pdf)*

### Community Score Card Training

CUTS organised a five-day training workshop on CSC in Jaipur during May 28-June 01, 2012 on special request of Pro Public (CoPSA Country Anchor), Nepal. The participants learned various steps of CSC and its process. Participants were also taken to a village named Madhorajpura *Gram Panchayat*, Fagi near Jaipur for conducting a field exercise as part of the training. CSC was conducted at Primary Health Centre in the presence of service providers and community. Participants also interacted with representatives of *Sajag Sansthan* (local CSO) and *Sarpanch* of *Gram Panchayat*.



## Social Accountability News

### Do Accountability Mechanisms in Safety Nets Improve Access to Social Services?

#### The case of Brazil's Bolsa Família

This paper was part of International IDEA's work on "Democracy and Development" in 2011. It was selected as a contribution to stimulate debate on and increase knowledge about the impact of democratic accountability on services. A summary of papers selected and an analysis on some general trends are provided in "Democratic Accountability in Service Delivery: A Synthesis of Case Studies."

The study analyses a semi-governmental mechanism for accountability called social control councils. Through this mechanism, beneficiaries are supposed to provide feedback on health and education services. However, as beneficiaries have been heavily underrepresented in these councils and membership tends to be skewed towards the local government, they have not been able to function as intended.

*Read the full paper at:*  
[www.idea.int/resources/analysis/upload/Do-accountability-mechanisms-in-safety-nets-improve-access-to-social-services.pdf](http://www.idea.int/resources/analysis/upload/Do-accountability-mechanisms-in-safety-nets-improve-access-to-social-services.pdf)

### Democratic Accountability in Service Delivery: A Synthesis of Case Studies

Democratic accountability refers to many ways in which citizens, political parties, parliaments and other democratic actors can provide feedback to, reward or sanction officials in charge of setting and enacting public policy.

Well-functioning accountability mechanisms are believed to provide incentives for governments to work in the best interests of citizens. When it comes to the more concrete dimension of service delivery, the critical role of accountability is still a matter for debate. Only a few empirical studies have explored the links between democratic mechanisms and public services, especially when it comes to the roles played by representative political institutions such as political parties and parliaments.

This synthesis paper serves as an introduction to seven papers on democratic accountability in service delivery. These papers were selected as a contribution to stimulate debate on and increase knowledge about this topic.

*Read the full paper at:*  
[www.idea.int/resources/analysis/upload/DEMOCRATIC-ACCOUNTABILITY-IN-SERVICE-DELIVERY.pdf](http://www.idea.int/resources/analysis/upload/DEMOCRATIC-ACCOUNTABILITY-IN-SERVICE-DELIVERY.pdf)