

Protection of Basic Services (PBS)



Piloting Social Accountability in Ethiopia

www.ethiosap.org

Social Accountability - anchored in the Constitution

Constitution of the Federal Democratic Republic of Ethiopia:

Article 12:

“1. The conduct of affairs of the government shall be transparent.”

“2. Any public official or elected representative is accountable for any failure in official duties.”

Section 4 Article 50:

“State government shall be established at state and other administrative levels that they find necessary. Adequate power shall be granted to the lowest unit of government to enable the people to participate directly in the administration of such units.”





Piloting Social Accountability

The Protection of Basic Services (PBS) Program promotes social accountability in Ethiopia. Component 4 of PBS, termed the Ethiopian Social Accountability Project (ESAP), supports 12 civil society organizations and 40 partnering organizations with funding and capacity building for implementing pilot projects.

The pilot projects focus on the effective delivery of basic services by promoting dialogue between service users, government bodies, and public service providers. The Ethiopian Social Accountability Project has the overall objective of strengthening the use of social accountability approaches by citizens and civil society organizations (CSOs) in Ethiopia to make service delivery more effective, efficient and accountable.

What is Social Accountability?

Social Accountability is a principle of good governance that relies on civic engagement. The Ethiopian Social Accountability Project builds civic engagement by using a range of instruments and tools, such as participatory budgeting, monitoring of public service delivery, and citizens' report cards.

Social Accountability - Part of Government's Good Governance Initiatives

The Ethiopian Social Accountability Pilot project is based on ongoing efforts of the government to build a decentralized governance system in Ethiopia. It is particularly anchored on the following principles of good governance as part of the ongoing civil service reform program of Ethiopia.

1. **Participation:** Citizen's have a right to participate effectively and meaningfully in the affairs of their own development, either directly or through legitimate intermediate institutions that represent their interests. Local development plans shall in particular, reflect the voices, interests and development needs of the community. Communities shall be provided with adequate space to participate in the planning, execution and monitoring of development programs.
2. **Responsiveness:** Public services shall reflect and be responsive to citizen's needs and interests. The response should be prompt, effective and efficient as far as resources and capacities allow.
3. **Transparency:** Public decision making shall be conducted in a manner that is transparent based on free flow of information. Adequate public service information concerning service standards and entitlements shall be directly accessible by the community to understand and monitor them.
4. **Accountability:** Decision-makers in government are accountable to the public for their decisions and actions. Vertical and horizontal government structures and systems are in place at all levels of administration to ensure compliance to government laws, regulations and policies.
5. **Efficient and effective delivery of public services:** Public institutions produce results that meet citizen's needs while making best use of resources.

Protecting Basic Services

The Protection of Basic Services (PBS) Program was established in June 2006 by the Government of Ethiopia and international development partners.¹ PBS supports Ethiopia's progress towards the Millennium Development Goals (MDGs). Its goal is to protect and promote the delivery of basic services in health, education, agriculture, water and sanitation sectors by sub-national governments while deepening transparency and local accountability. in health, education, agriculture, water and sanitation sectors.

The PBS consists of four components:

Component 1: Protecting the Delivery of Basic Services

The delivery of basic services is protected by providing funds to the Federal Government. The funds are then transferred to the regions and woredas (districts) through intergovernmental fiscal transfers and block grant systems.

Component 2: Delivering Basic Health Services

Funding is provided for the procurement of critical health commodities which cannot be efficiently financed through the block grant mechanism. It has a specific focus on malaria control and capacity building activities for strengthening procurement and logistics.

Component 3: Financial Transparency and Accountability

The component supports government-implemented activities at sub-national levels to significantly enhance transparency around public budget procedures and foster broad engagement and strengthened voice and client power to citizens and citizen representative groups on public budget processes and public service delivery. In addition it will strengthen information technology and auditing capacities.

Component 4: Social Accountability Project

By engaging citizens and civil society organizations in social accountability initiatives, the project strengthens citizen voice and enhances the accountability of public sector service providers. Pilot activities seek to build social accountability capacities in the context of a decentralized service delivery.²

¹ Mention the PBS donors here

² Component 4 is financed by a World Bank managed Multi-Donor-Trust-Fund (MDTF). Donors?

Piloting Social Accountability in Ethiopia

The Ethiopian Social Accountability Project was formed as a pilot initiative to test social accountability instruments in the Ethiopian context. For initial implementation, civil society organizations (CSOs) were selected as facilitators.ⁱ

Twelve lead CSOs were selected on a competitive basis to test social accountability these tools in cooperation with local CSOs, governments, and service providers over the course of 18 months. The Social Accountability tools adopted by CSOs in the Ethiopian Social Accountability Project include: the Community Score Card (CSC), the Citizen Report Card (CRC) and Participatory Budgeting (PB). Each procedure places emphasis on the Interface Meeting as a key step preceding joint Reform Agendas and Action Plans.

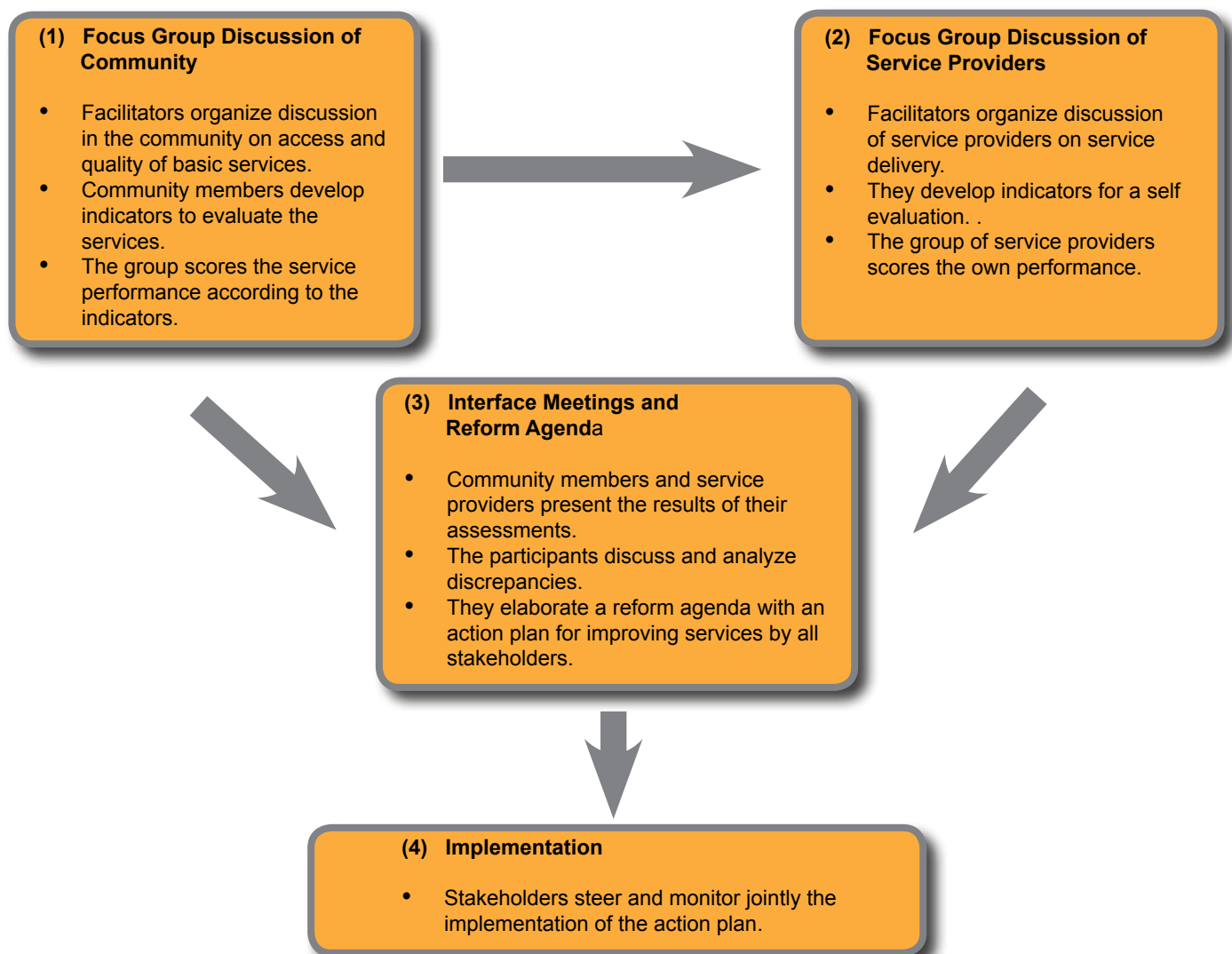
Social accountability tools implemented by CSOs were Community Score Card, Citizen reports Card and Participatory Budgeting, But as part of the pilot projects all CSOs included Right Based Approaches, Performance Monitoring, Interfaces, Participatory Planning, Implementation and Monitoring.



Community Score Card

The Community Score Card (CSC) is conducted at a community level. It is participatory tool for assessing, planning, monitoring, and evaluating basic services.

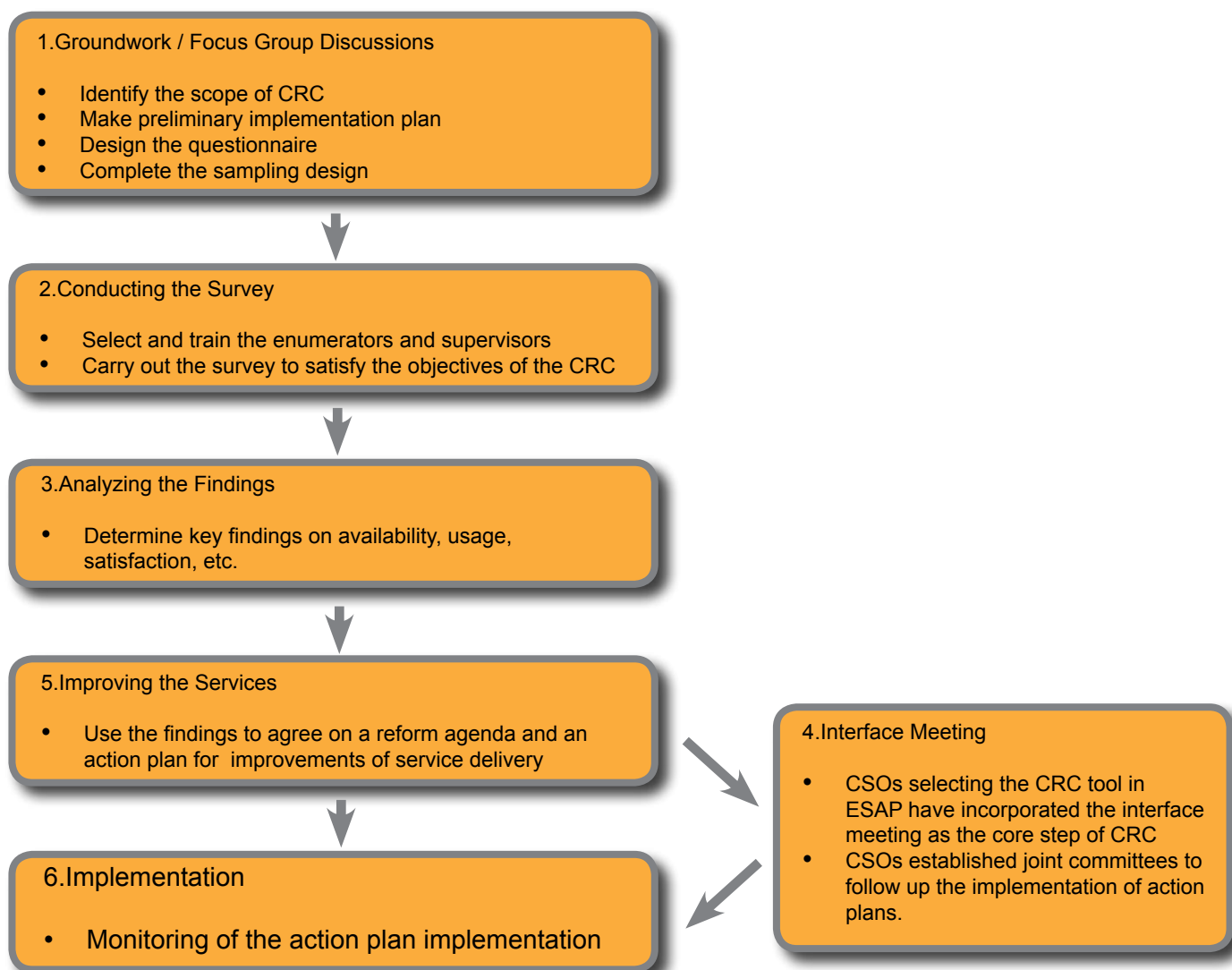
CSC consists of four basic elements:



The CSC can be used by government institutions, service providers, NGOs and community-based organizations. The goal of the CSC is to empower service users, increase community participation, and to improve transparency and accountability of service providers.

Citizens' Report Card

The Citizens' Report Card (CRC) process involves gathering and disseminating citizen feedback on the access and quality of services to facilitate improvements in service delivery. The CRC is designed for a single locality and can be used in both rural and urban areas. In the Ethiopian Social Accountability Project, CRCs are implemented by trained CSOs' enumerators through individual interviews.



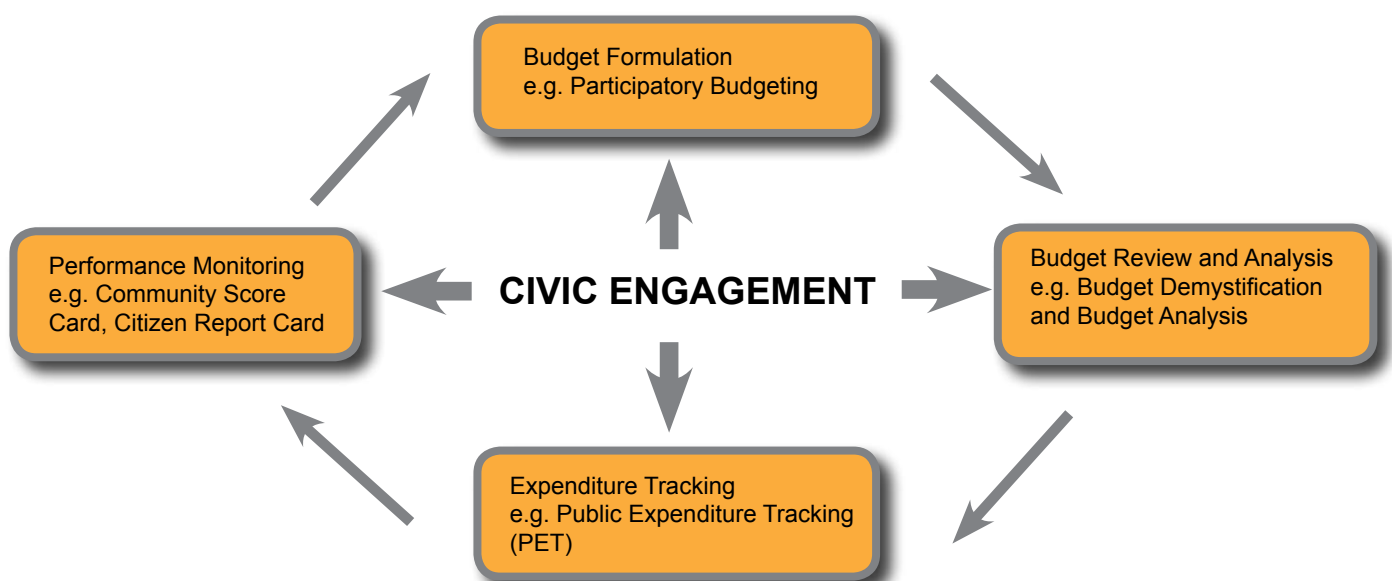
The CRC was originally designed to finish at the analyzing the findings stage. However, ESAP has elaborated the tool to include an interface meeting so that the focus becomes the dialogue between service users and service providers with the aim to jointly improve basic services.

Budget Work

The Ethiopian Social Accountability Project focused on helping citizens understand public budgets. Five of the 12 projects utilized budget related tools, which entail participatory budgeting and/or public expenditure tracking.

Participatory Budgeting

The process of Participatory Budgeting (PB) involves stakeholders and/or independent individuals to examine and assess public budgets in relation to policy, preparation processes, implementation and outputs. The process involves (i) information sharing (ii) consultations in focus groups, allowing for citizens' input; (iii) collaborations for discussions among different groups; and (iv) citizen contributions to governments' decision-making.



Public Expenditure Tracking

Public Expenditure Tracking (PET) surveys the flow of resources (human, financial, in-kind) through various levels of government to observe how much of the originally allocated public resources reach each level.

PET can track funds for basic services, such as funds for textbooks in primary education and funds for drugs in health clinics. It can stimulate reforms through access to relevant information and reviewing priorities through interface meetings of government representatives and community members.

Action for Self Reliance (AFSR)

Pilot Project: Enhancing Citizen's Engagement in Ethiopia's Education Sector

Objective: Improve education quality and gender equity through active involvement, guidance and engagement of communities and Parent Teachers Associations (PTAs) with the schools

Sector: Education

Tool(s): Community Score Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Addis Ababa	Nefas Silk Lideta Addis Ketema Arada Kirkos	Education	Action for Self Reliance (AFSR)
			Love for children Organization (LCO) Multi-Purpose Community Development Project (MPCDP)
			Organization for Prevention, Rehabilitation and Integration of Female Street Children (OPRIC)
Oromia	Woliso Sebeta Awasa		Siiquee Women Development Association (SWDA)
			Action for Self Reliance (AFSR)
SNNPR	Awassa Chencha		Multi-Purpose Community Development Project (MPCDP)



Expected Outcomes:

- Community's demand for effective services, especially in the effort to reduce barriers to girls' education, is expected to improve through increased awareness of their rights and potential.
- Empowerment of disadvantaged and vulnerable community members.
- Improved technical and management skills of the community, schools and CSOs through training and experience sharing visits.
- Better understanding of roles and responsibilities through continued dialogue and communication among communities, PTAs and CSPs with the schools.
- Creation of a culture of tolerance, cooperation, idea sharing and debating differences to reach a consensus for future action.
- Actions that encourage schools to introduce new procedures and practices that ensure greater performance and quality education for girls.

For more information: www.ethiosap.org



Amhara Development Association (ADA)

Pilot Project: Dialogue and Information Flow for Accountability and Transparency (DIFAT)

Objective: Promote increased citizenship in governance as a means to improve social accountability and transparency in service delivery at local level

Sector: Education, Health

Tool(s): Community Score Cards; Participatory Budgeting

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Amhara Region	Debre Markos (Guzamm)	Health and Education	Amhara Women's Association (AWA), Green belt Integrated Community Development Organization (GICDO), PACT Ethiopia (IPO in capacity building)
	Dangela		
	Farta		
	Metema		

Expected Outcomes:

- Improved capacity of local communities and citizen groups to hold public service providers accountable and to claim budget transparency
- Increased confidence and communication among local communities, citizen groups, elected peoples representatives and government agencies through enhanced citizen participation in local governance
- Enhanced participation of local communities and CSOs/ CBOs in public budget decisions and in service delivery monitoring
- Improved linkage and dialogue between government actors, communities and CSO at local level



Derash Relief & Development Association

Pilot Project: Citizens Engagement for Transparency, Responsiveness and Accountability for Basic Services

Objective: Promote the use of social accountability approaches by citizen, local CSOs and governments to make basic service delivery more effective, efficient and accountable

Sector: Education, Health, Water

Tool(s): Community Score Cards; Participatory Budgeting

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Somali	Shinila (Shinile)	Water	Ugas Hassen Helsi Relief and Development Association
	Aisha		
Harari	Sofi	Water and Health	PANE – Harari Regional Chapter
	Hakim		
Oromia	Fedis	Water, Health and Education	Action Aid Ethiopia
	Kombolcha	Water and Education	
	Haromaya	Education and Water	Derash Relief and Development Organization (DRDO)

Expected Outcomes:

- Improved capacity of CBOs, NGOs, and public service providers on better basic service delivery
- Enabled local communities, associations and CSOs to hold public service providers accountable
- Increased participation of communities, CSOs and CBOs in public budget processes and in service delivery monitoring
- Improved linkages and communication between government actors and communities/CSOs



Ethiopian Interfaith Forum for Development Dialogue and Action (EIFDDA)

Pilot Project: Improving Basic Services through Community Participation facilitated by Faith Based Organizations

Objective: Encourage the dialogue between service providers and community to improve basic public services

Sector: Education, Health, Water

Tool(s): Community Score Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Tigray	Genta Aufso	Education	Adigrat catholic Secretariat (ACS)
	Gulomekeda		
Oromia	Seka Chekorsa	Health	Ethiopian Muslim Development Agency (EMDA)
	Goma		
Dire Dawa	Dire Dawa	Water	Hararghe Catholic Secretariat (HCS)

Expected Outcomes:

- Better understanding of the community on how basic services are resourced, planned and implemented and increased roles of community members in this process
- Better understanding of the community's priorities by service providers
- Structured and productive interactions and dialogue between service providers, woreda bureau staff and service users
- Increased implementation and management skills of CSOs
- Improved services of education, health and water in terms of quality and quantity



14 Facilitator for Change Ethiopia (FCE)

Pilot Project: Enhancement of Community Based Basic Services Protection Project

Objective: Improve the provision of quality primary education through institutionalizing social accountability among service users and providers

Sector: Education

Tool(s): Community Score Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Oromia	Jimma town	Education	Facilitator for Change-Ethiopia (FCE)
Oromia (S. West Shoa)	Dawo		Oromo Self Reliance Association (OSRA)
	Becho		
	Seden Sodo		FCE
	Sebetu Hawas		IMPACT Integrated Development
Amhara	Bure (w. Gojam)		FCE

Expected outcomes:

- Community members sensitized on human rights and duty bearers responsibilities in basic services delivery
- The status of communities' satisfaction on basic services delivery addressed
- Budget literacy trainings given
- Enhanced level of awareness of local officials on the policy framework with regards to the rights of citizens in relation to basic services



Illu Women and Children Integrated Development Association (IWCIDA)

Pilot Project: Piloting the Social Accountability Approach in selected woredas of Oromia, Benishangul Gumuz and SNNPR

Objective: Strengthen social accountability approaches by communities, CBOs and CSOs so as to make basic service delivery and the proposed operational woredas more effective, efficient, accountable and responsive

Sector: Education, Health, Agriculture

Tool(s): Community Score Cards

Regional Coverage:

Region	Wore-das	Sectors	Implementing Partner Organizations
Benishagul	Kamashi	Health	Tikuret for Gumuz People Development Association (TGPDA)
	Dangur		
	Mandura		
Oromia	Yayu	Education	Illu Women and Children Integrated Development Association (IWCIDA)
	Humuru		
	Metu		
	Gore		
SNNP	Limu	Agriculture	Action for Environmental Public Advocacy (AEPA)
	Ghibe		
	Misha		



Expected Outcomes:

- Awareness and attitude of communities (beneficiaries) towards their rights and entitlement developed
- Gap between the government entitlement and actual performance of basic service delivery identified based on a direct dialogue between service providers focus groups and beneficiaries focus groups
- Capacity of woreda social accountability implementation committee (SAIC) build to continue the CSC process
- Strengthened organizational effectiveness of IWCIDA, TGPDA and AEPA



16 Jerusalem Children and Community Development Organization (JeCCDO)

Pilot Project: Promotion of Social Accountability of the Primary Level Education Services at six Woredas of Amhara, Oromia and Dire Dawa Regions

Objective: Contribute towards the efforts of improved delivery of educational services (in terms of both quality and access) to the public (users) by the government agencies (service providers) through active citizens' engagement and enhanced level of social accountability of relevant agencies

Sector: Education

Tool(s): Citizen Report Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Amhara	Lay Gayint	Education	Wabe Children's Aid and Training (WCAT)
	Bahir Dar		Community Development Program Offices (CDPOs) of Bahir Dar
Oromia	Bishoftu		CDPOs of Bishoftu
	Shalla		Center for Development Initiative (CDI)
	Shashemene		CDI
Dire Dawa	Dire Dawa		CDPOs of Dire Dawa

Expected outcomes:

- Enhancement of citizens' knowledge on their rights, participation and responsibility to monitor and influence the quality of educational services to be delivered
- Continued practices of interface meetings and dialogues between service providers, service receivers and CSOs
- Strengthened citizens' organizations to increase level of social accountability of relevant agencies to communities
- Establishment of joint community-government committee composed of educational agencies, schools and community to regularly monitor educational services
- Enhancement of operational capacity of educational service providing local agencies
- Improved access, coverage and quality of education services at the targeted woredas

For more information: www.ethiosap.org



Oromia Development Association (ODA)

Pilot Project: Promotion of Social Accountability through Collaboration, Networking and Empowerment of Citizens in Oromia Region

Objective: Enhance good governance and development effectiveness by promoting genuine citizen participation, transparency, accountability and responsiveness of public budgeting and the delivery of basic services both at regional and local levels across different sectors

Sector: Health, Agriculture, Water

Tool(s): Community Score Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Wellega	Ghimbi	Water	Professional Alliance for development in Ethiopia (PADET)
Ilubabor	Chewaka	Health	Oromia Development Association (ODA)
	Bedeke	Water	
Jima	Agaro	Health	Oromia Development Association (ODA)
	Jimma town	Water	
	Kersa	Health	
N.Shoa	Kuyu	Water	Professional Alliance for development in Ethiopia (PADET)
	Degem	Health	
	Wuchale	Health	
E.Shoa	Fentale	Agriculture	Oromia Development Association (ODA)
	E.Harrge	Health	
		Agriculture	

Expected Outcomes:

- Promote grassroots transparency and increase downward accountability
- Generate a direct feedback mechanism from citizens/communities to authorities and the public
- Establish participatory planning, monitoring and evaluation processes between the community, service providers and local authorities that can improve efficiency, help respond to user preferences, and provide input into the overall woreda development plans
- Build the capacity of grass root community based institutions and enhance their mandate and credibility

For more information: www.ethiosap.org
www.oda.org.net.et



18 Relief Society of Tigray (REST)

Pilot Project: Joint Tigray Social Accountability Initiative

Objective: Ensure access to basic services such as drinking water supply and irrigation of agricultural services in Tigray region

Sector: Drinking water supply and irrigation agriculture services

Tool(s): Community Score Cards; Participatory Budgeting

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Tigray, Central zone	Ahferom	Water supply and Agriculture	Chora Abugida Arts Association(CAAA), Dedebeit Credit and Savings institution (DCSI)
	Werielek		
	Merebleke		Farmers Association of Tigray (FAT), CAAA, DCSI
	Degua-temben		
Tigray, Eastern zone	Keltelte Awalalo	Water supply and Agriculture	Women Association of Tigray, CAAA, DCSI
	Southern zone		
Tigray, Southern zone	Raya Azebo		Tigray Youth Association (TYA), CAAA, DCSI

Expected outcomes:

- Improved and expanded provisions of access to potable water as well as adequate water for irrigation
- Improved dialogue and interface between citizens and the local government with regard to basic services
- Improved systems and understanding about planning, program execution and monitoring by all stockholders
- Expanded ownership, voice and rights of citizens with regard to budget allocation and expenditure for public services
- Replication of social accountability CSC tools and model across Tigray Region
- Establishment of a system for learning lessons about impacts of C4/PBS on governance and citizen empowerment and effective dissemination of findings
- Policies reformed to include citizens in the formulation, tracking and evaluation of Woreda development plans in budgeting processes and systems

For more information: www.ethiosap.org



Rift Valley Children and Women's Development Association (RCWD)

Pilot Project: Marginalized Citizens' Monitoring Basic Service Delivery under the PASDEP in Ethiopia

Objective: Contribute to the poverty eradication endeavors of the Ethiopian Government to ensure that basic service delivery at woreda and grass root levels addresses and responds to the priority needs of vulnerable and marginalized communities and poor people

Sector: Education, Water, & Health

Tool(s): Community Score Cards; Citizens Report Cards; Budget Literacy, Budget Tracking;

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Oromia	Dugda	Education	Rift Valley Children and Women Development Association
	Girja		
	Legehida	Health	
	Sewena	Water	
	Zeway Dugda		Hundee (intern. NGO) CB
	Walmera	Education	
	Dendi		
	Mulo	Water	
	Ejere	Health	
SNNPR	Male	Water	Action for Development (AFD)
Amhara	Ephrata Gidem	Education	Women Support Association (WSA)

Expected outcomes:

- Capacitating older people's and other citizens' monitoring groups to engage in planning and monitoring of basic public services ensuring priority needs are met and services delivered
- Increased capacity of woreda administrations to plan and deliver services by engaging with the community on budget planning, tracking and service delivery
- Consideration of communities' perspectives at the woreda planning committee level to incorporate their needs in PASDEP formulation, implementation and ongoing annual progress reporting



20 Women's Association of Tigray (WAT)

Pilot Project: Community Empowerment for Ensuring Accountability: An Approach for Improved Basic Service Delivery of the Pro-Poor Public Services

Objective: Contribute to the empowerment of the community in the effort to improve basic service delivery

Sector: Education, Health

Tool(s): Community Score Cards

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations
Tigray	Alamata	Education	Tigray Youth Association (TYA), Tigray Farmers' Association (TFA) and Solidarity of Tigrean Fighters' Association (STFA)
	Kola Temben		TFA, TYA, and STFA
	Mekelle	Health	Tigray Education Against Corruption Association (TEACA), United Youth Relief and Development Association of Tigray (UYRDAT), TYA, TFA and STFA
	Medebay Zana	Education	TYA, TFA and STFA
	Kafta Humera	Health	
	Tayta Maychew		
	Samre Sharti	Education	STFA, TYA and TFA

Expected outcomes:

- Improved and expanded provisioning and access to basic services by citizens
- Widened participation and inclusion of citizens and CSOs in budgeting process at all levels
- Improved dialogue and interface between citizens and the government and among citizens with regard to basic services
- Improved system of understanding about pro-poor planning and program execution by all stakeholders
- Expanded ownership, voice and rights of citizens with regard to budget allocation and expenditure for public services

For more information: www.ethiosap.org
www.tigraywomen.org



Zema Setoch Lefithi

Pilot Project: Promotion of Social Accountability to Empower Communities for Good Governance, and Effective Service Delivery in Water, Sanitation and Hygiene Sectors

Objective: Empower communities particularly women on their rights and responsibilities with regard to water and sanitation and ensure that communities especially women are able to advocate for the best form of service themselves

Sector: Water & Sanitation

Tool(s): Community Score Card; Community Report Card

Regional Coverage:

Region	Woredas	Sectors	Implementing Partner Organizations (IPOs)
SNNPR	Cheha	Water, Sanitation and Hygiene	Zema Setoch Lefith
	Abesque		
	Kebena		
	Welkite		
	Butajira		
	Meskan		
	Weleka		
	Sodo		
Benishngul	Menge	Water, Sanitation and Hygiene	Water Aid Ethiopia (IPO, Intern)
	Assosa		
Addis Ababa	Addis ketema		Maedot

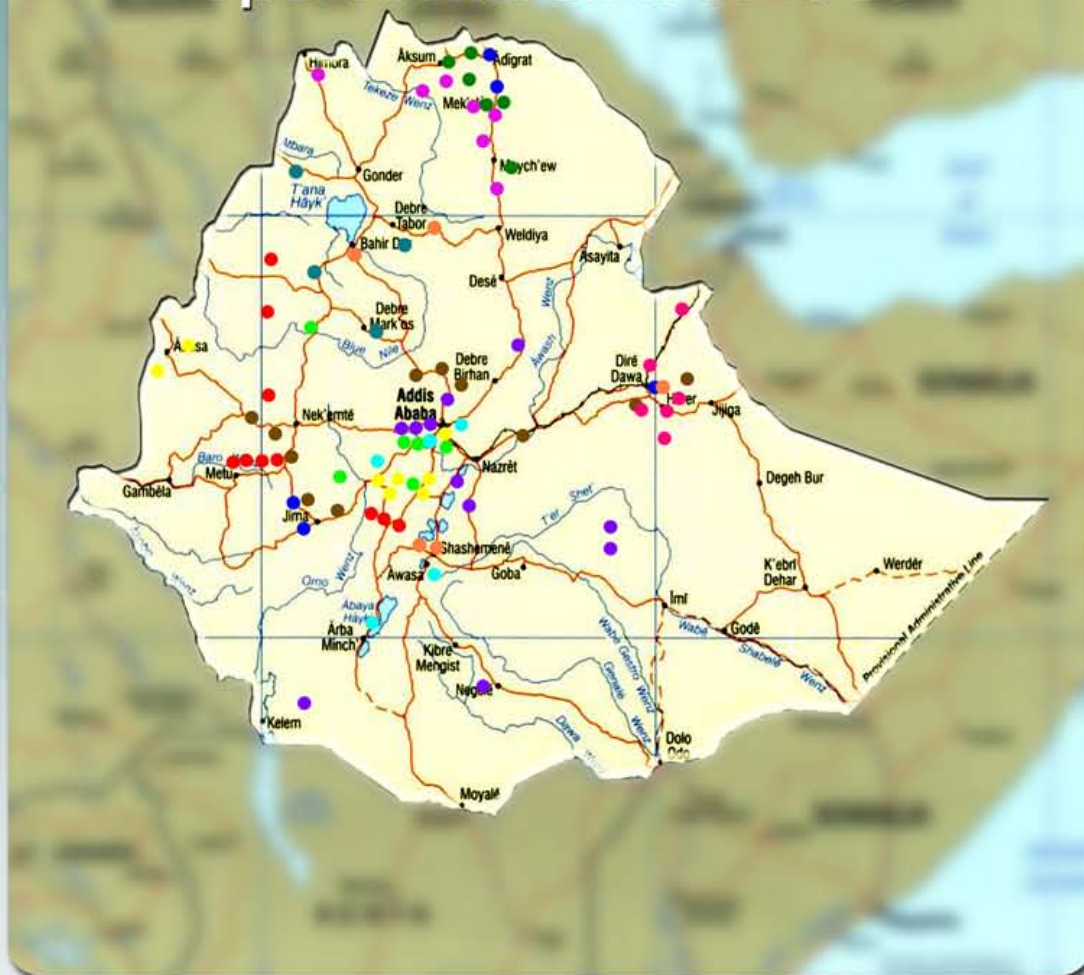
Expected Outcomes:

- Enhanced citizens knowledge (especially women) on the water and sanitation services.
- Improved transparency and accountability between service providers and users.

For more information: www.ethiosap.org
www.zemasetoch.org



Operational Sites of CSOs



Color	Project Title	Implemented by	Sectors
	Promotion of social accountability of primary level education services at six woredas of Amhara, Oromia and Dire dawa region.	Jerusalem Children and Community Development Organization (JeCCDO)	E
	Piloting social accountability approaches in selected woredas of Oromia Region, Benshangul-Gumuz Region and Southern Nations, Nationalities and Peoples Region (SNNPR)	Illu Woman and Children Integrated Development Association (IWCIDA)	E H A
	Promotion of social accountability through collaboration networking and empowerment of citizens in Oromia Region.	Oromia Development Association (ODA)	H W A
	Promotion of social accountability to empower communities for good governance and collective service delivery.	Zema Setoch Lefitih (ZEMA SEF)	W S
	Marginalized citizens monitoring basic service delivery under the PASDEP in Ethiopia	Rift Valley Children and Women Development Association (RCWDA)	E H W
	Citizens' engagement for transparency, responsiveness, and accountability of basic service project.	Derash Relief and Development Rrganization (DRDO)	E H W
	Join Tigray social accountability initiative to for component four of the protection of Basic Service (PBS)	Relief Society of Tigray (REST)	W A
	Dialogue and information flow for accountability and transparency (DIFAT)	Amhara Development Association (ADA)	E H
	Enhancement of community based basic service protection pilot project.	Facilitator for Change-Ethiopia (FCE)	E
	Community empowerment for accountability: an approach for improved basic service delivery of pro-poor public services.	Women Association of Tigray (WAT)	E H
	Improving basic services through community participation facilitated by faith based organizations.	Ethiopian Interfaith Forum for Development Dialogue and Action (EIFDDA)	E H W
	Enhancing citizen's engagement in Ethiopian's sector	Action for Self Reliance (AFSR)	E

E Education

H Health

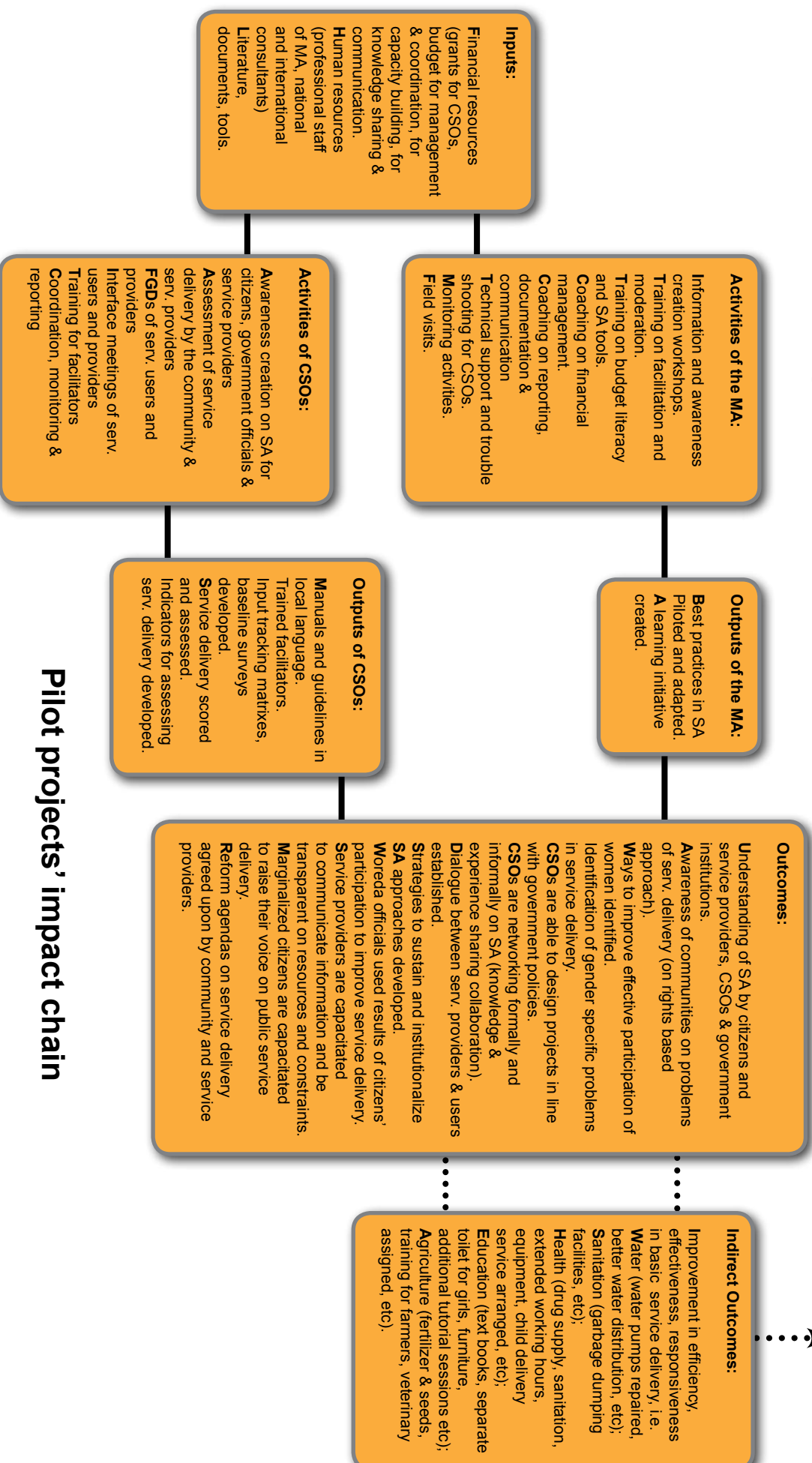
W Water

A Agriculture

S Sanitation

IMPACT CHAIN

MA impact chain



Pilot projects' impact chain



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