

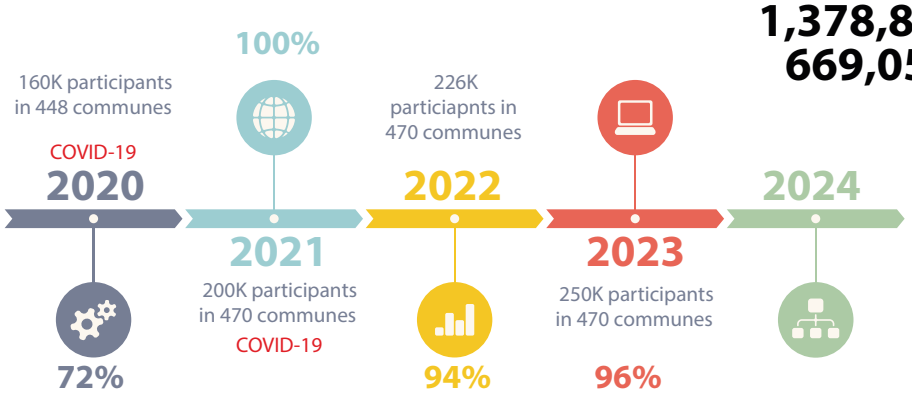
THE IMPLEMENTATION OF THE SOCIAL ACCOUNTABILITY FRAMEWORK (I-SAF) PHASE II

ENGAGING CITIZENS TO IMPROVE SERVICE DELIVERY THROUGH SOCIAL ACCOUNTABILITY (P172630)

IMPACT BRIEF
November 2023

Summary Report

Engaging Citizens to Improve Service Delivery Through Social Accountability I-SAF



1,378,839 and 669,059 girls CHILDREN REACHED

1,058,948

77% MVC REACHED

513,837 MVC girls

3,746,845 people reached

More than 2K primary schools

379 Health Centers

470 Communes

2K Volunteers

- More than 847,120 citizens and Officals took part in I-SAF activities over the last 4 years.
- Reached to 48% of the total poor household (91,229/190,739 household) in the target communes and more than 113K youths in 2023.

70% women Participation

Transparency and Access to Information

Understanding of the citizens on their rights and standards increased (69% in 2020 to 73% in 2021,73% in 2022 and 75% in 2023).

Citizen Monitoring (CSC and SA)

81% of the citizens who took part in the citizen monitoring process reported an increased confidence that citizen voice and actions can have an impact on public service quality (against a target of 60%).

Implementation of the JAAPs

46% of the 470 C/Ss that finalized a JAAP conducted at least one monitoring meeting (46% of the target C/Ss).

Training and Capacity Development

- 1,964 CAFs (69% female) active by Jun of 2023, 43% of them youth (age 15-30)
- Average of 4 CAFs per C/S (against a target of 4 per C/S)
- 1,964 CAFs (69% female, 23% poor people, 10% PWD, 23% Enthic) were trained

Civil Society Coordination and Support

- Supported and participated in the Partner-Steering Committee meeting and launch of the project.
- Coordinated the Demand-side Technical Working Group.

Inclusiveness

89% of the respondents to a survey conducted among randomly selected citizens in 184 communes believe that the priorities of the most marginalized people in their community are reflected in the JAAPs.

The inclusive group Participation

48% Poor Household

5,399 **2,819**women People with Disability

8,489 **6,607**women Ethnic People

Public Services in Cambodia

Key reforms are needed for Cambodia to sustain pro-poor growth, foster competitiveness, sustainably manage natural resource wealth, and improve access to and quality of public services. Cambodia continues to have a serious infrastructure gap and would benefit from greater connectivity and investments in rural and urban infrastructure. Further diversification of the economy will require fostering entrepreneurship, expanding the use of technology, and building new skills to address emerging labor market needs. Accountable and responsive public institutions will also be critical. Boosting investments in human capital will be of utmost importance to achieve Cambodia's ambitious goal of reaching middle-income status by 2030.

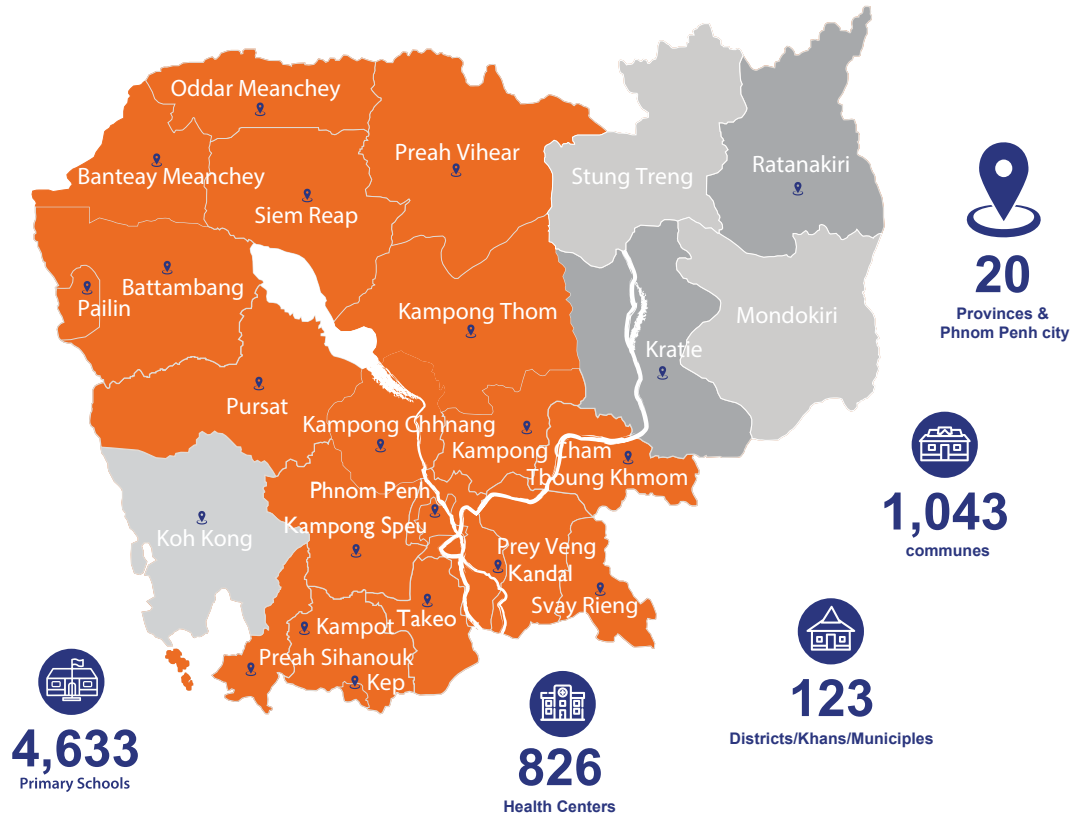


Over the two decades before COVID-19 struck in 2020, Cambodia blossomed economically. Having reached lower middle-income status in 2015, it set its sights on attaining upper middle-income status by 2030. The World Bank report, April 12,2023.

Project Overview

The Implementation of the Social Accountability Framework (I-SAF) in Cambodia aims to empower citizens, strengthen partnerships between sub-national administrations (SNAs) and citizens, and leverage enhanced accountability of SNAs to improve local service delivery. I-SAF was introduced as a platform for coordinated action by government and civil society to operationalize the Strategic Plan on Social Accountability for Sub-National Democratic Development adopted by the Royal Government of Cambodia (RGC) on July 2013. The Strategic Plan and I-SAF are important elements of the RGC's broader democratic development agenda, as implemented through the second (2015–2017) and third (2018-2020) 3-Year Implementation Plans (IP3). This agenda is line with the strong commitment of the Royal Government of Cambodia (RGC) reflected in the Rectangular Strategy Phase IV of the Sixth Mandate of the RGC for 2018–2023, which defines clearly a roadmap on how to further deepen good governance reforms and social accountability mechanisms to ensure achievement of growth, employment, equity and efficiency.

To continue to support the Implementation of the Social Accountability framework (I-SAF) Phase II (2019–2023), World Vision International (WVI) is selected as the main implementing agency in ensuring overall coordination and working through partnerships with eight local NGOs as well as with individual community accountability facilitators (CAFs) working at the commune and village levels. WVI will continue to support the development of sustainable mechanisms for the engagement of citizens. These mechanisms will ensure that citizens provide informed feedback to public service providers leading to improved quality of services and increased responsiveness of both service providers and local governments.

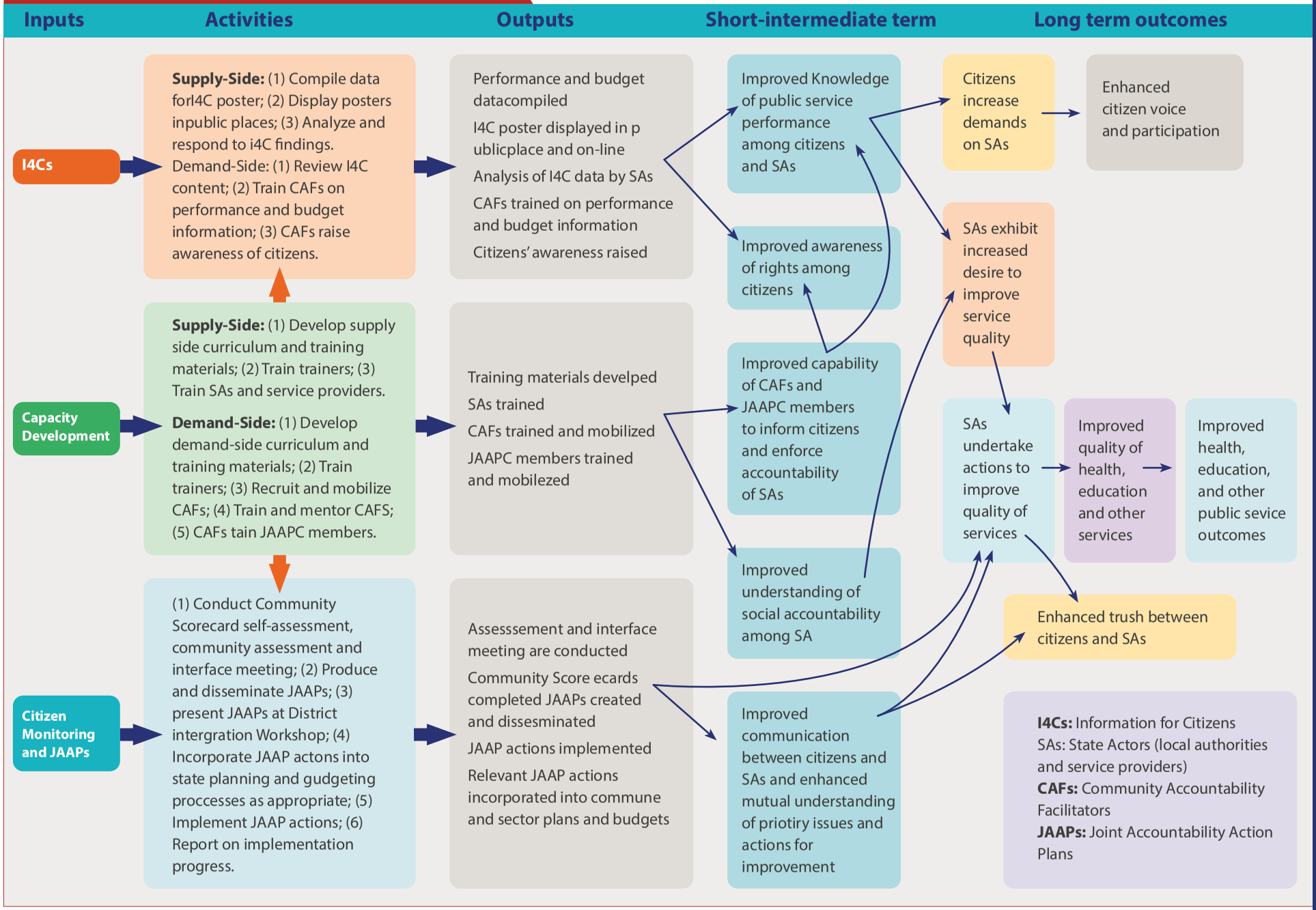


I-SAF has the following annual cycle: (i) enhancing citizen access to information about public service standards, performance and budgets, (ii) independent citizen-led monitoring and assessment of public services, and (iii) the creation and implementation of agreed Joint Accountability Action Plans (JAAPs) to improve public service delivery with particular attention to the needs of marginalized groups. These actions are supported by the on-going (iv) training and capacity development CAFs and local government actors, and (v) coordination and support, including management, monitoring and evaluation. Building on lessons learned and best practices identified during Phase I, the I-SAF process was reviewed and improved for this project to ensure a more inclusive approach and a higher accountability of local duty bearers.



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Figure 1: I-SAF Theory of Change Goal



How I-SAF Achieves Change Across Outcome

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Transparency and Access to Information and Budget

Stop Paying Extra Fees After Parents Understand the School Standard

Kampong Chamlong Primary School is one of 20 primary schools in Leuk Dek district, and there are 23 teachers (11 female teachers) with 2 contracted teachers/1 female in Prek Tunloab commune where have implemented the Social Accountability Framework since late 2020.

On May 25, 2023, the Community Accountability Facilitators(CAF) disseminated of the Information for Citizen (I4Cs) on rights and standards of three service deliveries in Kampong Chamlong village, Prek Tunloab commune, with participation from the Commune Council (Mrs. Vannak Sreynoch) and the Village Chief (Mr. Hong Serey) with other 30 citizens, 20 females.

While CAF disseminated primary school standards, one parent named Nhim Samean (M) raised the issue of Kampong Chamlong Primary School where teachers have been collecting money of 500 riels from students daily during normal school hours.

He also asked the CAF team to help solve the problem. CAFs told him we would also take this issue to deal with commune authorities. Meanwhile, the Village Chief committed to solving that problem by informing the Commune Chief to meet with the school principal and all teachers in Kampong Chamlong Primary School. CAFs also followed up on that issue by urging authorities to meet with teachers to resolve the problem and stop teachers from taking money from students.

With good collaboration from the Commune Chief, he took action and met with the school principal and teachers to eliminate the problem of taking money from students. Since then, **"teachers have stopped taking money from students,"** said Principal Mr. Samrith Va. 'Parents and guardians of students are satisfied and pleased with the good resolution. **"I would like to also express my sincere thanks to CAFs for the I4Cs dissemination which raises awareness of people in the community being aware of rights and standards on three service providers,"** said one of the parents.

"Thanks to the Implementation of the Social Accountability Framework (I-SAF) in this commune, the project has activities of I4Cs dissemination. Otherwise, the teachers at this primary school will not continue to take money from students regularly," said Mr. Nhim Samean. He added that all parents in Kampong Chamlong village appreciate I-SAF, especially I4Cs dissemination to citizens that helps reduce their daily expenses for their children's tuition fees.

There were 895 students (440 girls) who benefited from Information for Citizens (I4C) dissemination on rights and standards of three service providers (Commune administration, health center, and primary school) by using the allocated budget from Kandal Provincial Administration through Prek Tunloab Commune Administration.

Story by: Ms. Sen Sreymom/Sovannaphum

The Implementation of the Social Accountability Framework of Chan Leasdai Health Center

Through decentralization and deconcentration policies of the Royal Government, the provision of democratic services and development in an equity and justice manner is a priority that the Royal Government has been paying attention to and promoting at both the national and sub-national administrations. To improve the quality and efficiency of the provision of services of commune/Sangkat administrations, primary schools, and health centers to local people, it is essential to empower local communities to participate in strengthening the management of the use of funds and the provision of local public services through improving access to information, participation in monitoring the work, budget, and performance of the three service providers. In carrying out the work of Social Accountability, the state that is on the supply side (representatives of relevant ministries/institutions) and the people, and civil society organizations, who are on the demand side, have received a trust fund managed by World Bank.

Chan Leasdai Health Center is located in Chan Leasdai commune, Kralanh district, Siem Reap province. Mr. Phum Saro, Director of Chan Leasdai Health Center confirmed the operation of Chan Leasdai Health Center that the Center has been providing services to people since 2007. The Implementation of Social Accountability works at Chan Leasdai Health Center started in 2016 in partnership to implement the Social Accountability activities implemented by World Vision International

Currently, Chan Leasdai Health Center has 07 staff under the state framework, including 4 associate nurses and 3 midwives. The health center provides services to people covering 12 villages of Chan Leasdai commune with a total population of 10,101 people, an average of 800 to 900 patients come for health services in the health center. Health Centers have priority activities in the Joint Accountability Action Plan(JAAP), in which a committee is established to monitor progress and challenges



with the composition of commune councils, chief of administration, school principals, health center director, and people representative. The JAAP Committee on Social Accountability holds regular meetings every three months.

Mr. Phum Saro continued that before the implementation of Social Accountability in the health center, a number of shortcomings were found regarding staff performance, and their attitude in providing services to the people, while people did not dare to provide comments or requests regarding their needs to the health center staff. After the implementation of Social Accountability, we see a lot of positive changes by scoring the shortcomings in the health center, making all staff to correct those shortcomings, such as providing friendly services, coming to work according to the time assigned by the Ministry of Health, staff performing better in terms of ethics and professionalism, and wear appropriate uniforms. What interested me the most was that a pregnant woman comes for a prenatal check-up as prescribed by a doctor. When she has a problem, she always comes to consult and seeks advice from the medical team here first before she goes elsewhere. In general, the number of people who come to receive services has increased because people are confident and satisfied with the quality of good services provided by the doctors of our health center.


Mr. Et Samath/NCDDS

Mr. Loeung Seravuth, Director of Kralanh Operational Health District Office said that the operational district office has participated in the development and promotion of Social Accountability by attending human resource training, providing training for health center staff, health center directors on Social Accountability, and providing technical support for them to understand the service delivery in line with national programs and government policies as well as providing pharmaceutical support and equipment to health centers. In fact, we have worked hard to apply for additional staff. In the past, there were only 04 staff, now there are 07.

He expressed his satisfaction with the management work of the health center, which organized the dissemination of information, as well as the various dissemination meetings, information on the health center budget, scoring meetings, and monitoring and evaluation meetings with the participation of the committee, focal points of commune/Sangkat social accountability, as well as local people.

Ms. Uy Sarom, a resident of Chan Leasdai commune, Kralanh district, expressed her satisfaction with accessing services at the health center, saying with a happy face, **"I am satisfied to come here for services because the doctors here are very friendly and effective in treating patients without discrimination."**

Regarding the next step of the implementation of Social Accountability in the health center, the Health Center Director stated that he will put effort into strengthening the service delivery and dissemination of information to the people by assigning health center staff to explain the information board of the health center to make people understand the rights and standards of our performance, as well as budget information of the health center. Meanwhile, he also requested the stakeholders to continue to share lessons learned and new ideas at the sub-national level and requested to organize study tours to exchange experiences between provinces to study and learn those good experiences for more effective application.

The connection between the people and the sub-national administrative council provided an


Mr. Morn Sothavireak/NCDDS

opportunity for the people to express their opinions and participate in monitoring the performance of the officials and staff of the local service units, as well as satisfaction and confidence for the local people of Chan Leasdai Health Center in coming for services at the health center. These are the successes in implementing Social Accountability in the health center.

"With the Implementation of the Social Accountability Framework(I-SAF), people have access to information and confidence in receiving services."


Mr. Morn Sothavireak/NCDDS

Story by: Ms. Teapich Monita/NCDDS



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Citizen Monitoring

Understanding People's Needs

In the reform process and democratic development at the sub-national level, the implementation of social accountability aims to empower people, especially groups that represent the interests of children, women, young people, and vulnerable groups to participate in strengthening the management and use of funds and the provision of local public services by enhancing access to information and monitoring the performance of each administration.

In fact, an elder named Phea Nhor, a resident of Chey commune, Kampong Svay district, Kampong Thom province participated in a community scoring meeting organized by the Community Accountability Facilitator in collaboration with the authorities under the technical support of World Vision.

"I am happy when someone comes to ask me what I need. Especially in relation to daily life because everyone has different needs." She said while smiling.

She mentioned that if the commune did not come down to tell or allow them to ask, they would not know or dare to ask the commune. She understands that all of this information is very important for her family and it should be made accessible to poor households.

"If they do not come down to ask, I do not know and I dare not to ask, for instance, regarding birth registration, family record book as they are crucial for my family."

Since 2022, the Implementation of the Social Accountability Framework (I-SAF) Project has been implemented in 3 districts of 73 target communes, totaling 51 health centers and 462 primary schools in Kampong Thom province, with nearly 30,000 beneficiaries, including more than 20,000 women.

This project is implemented by World Vision International and Action for Development under the trust fund of the World Bank.

The Community Accountability Facilitator team conducted an outreach to disseminate information to the people regarding the rights and standard performance in three areas, including commune hall, school, and health center service deliveries. Moreover, the team encouraged people to express their opinions and dare to rate and evaluate service providers in a constructive way, so as not to cause discouragement.

"The I-SAF Project has helped a lot in my community. The commune officials are more friendly and non-discriminating than before. As for the school, the teachers are on time and stop using violence against students." Ms. Sieng Kavy, Community Accountability Facilitator, said with a smile.

Meanwhile, the National Program for Sub-National Democratic Development requires the establishment of accountability baselines, awareness raising, and the development of procedures and mechanisms to ensure that the rights of the people are protected, the voices of the people are heard, and resources are used in accordance with the law.



Story by: Mr. Eam Makara/World Vision



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Prey Ompok Health Center is Better with the Social Accountability

When CAFs team of I-SAF project first did their work, to be honest, I think it's under World Vision organization, and I don't see how it benefits our health center at all," says Mr.Tep Socheat, a director of Prey Ompok Health center in Takeo province.

After saying that, Mr.Socheat immediately saluted, saying he would like to apologize to the CAFs team for using to think that way as he reflected on the state of his community before and after working with the ISAF project.

"Before I-SAF came in, citizens are lack of awareness and participation. They were afraid; they didn't dare to give an opinion or criticize public service." He also used to be full of himself with his action thinking that all he did was correct.

However, Mr. Socheat said that the CAFs team of the I-SAF project provided him with the outcome they had made for his community. He said he noticed a significant change in the villagers' knowledge about their rights and the standard of public service, which also led to improving his health center.

"When I-SAF came in, people became more involved than they ever have before," says Mr.Socheat, showing by his face and gesture that he's delighted about that.

Mr. Socheat said that after implementing the I-SAF project, the citizen's knowledge is enhanced, not just about their rights. The citizen becomes more explicit about the service to his health center.

More than that, he said people are becoming braver and dare to use their voices to point out the mistake the service providers are unaware of. They can request the center to fix it by using the scoring method organized and structured by I-SAF, for Mr. Socheat is dedicated to the citizens capable of contributing to improving his health center together with the service provider.

"I-SAF is a great project for me because it lets me know the condition of my health center, knowing which stage I am in right now," says Mr. Socheat.

He added, **"What fascinated me the most about I-SAF strategy is the scoring method, the score done by the citizen to the health center. It's when I can reflect".**

Mr. Socheat explained that because of the I-SAF project, he knows whether what he's doing is an answer to the citizen's needs regarding hygiene, facility, ethic, and behavior of the staff in his health center. As a director who wants his health center to improve, this means so much to him.

"Before I didn't have an evaluator. Now that I have one, I would know whether the hair that I brush is looking good or not," said Mr. Socheat compared this to his health center, which now operates with I-SAF, so the error that happened will be corrected.

In 2023, World Vision have been work with 218 health centers across the country to improve the public services health delivery for the local citizen.



Story by: Ms. Sam Pichida/World Vision



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Implementing of Joint Accountability Action Plans (JAAPs)

Promote Children's Participation in Education

Pich, a sixth-grade student from Kandeang Rei Primary School in Svay Rieng, claimed that she has never participated in the scoring of the teacher's services.

"However, I raised my ideas when asked which part of the school I wanted to improve. At that time, I answered that I hoped to have the fence," she continued.

Building the fence, for Pich, is to prevent the cows from eating the school's flowers and ensure security for the students as well as prevent the noise from the outside of the school that interrupts her and other students.

As a student, being able to raise and voice the idea to help accelerate the school's improvement has made her feel delighted. This new progress seems to increase her fondness towards the school.

Community Accountability Facilitators (CAFs) came to her school to ask for her vote. "Brother/sister who is in orange shirts come to ask me what I like, and I don't like [about the school]," she said.

In the future, she wants to see more development in her school – for example, the school should have a beautiful entry and a better environment.

Mr. Pin On, the School Principal of Kandeang Rei claimed that students are crucial to us, so we have been trying to do what is best for them.

"Social accountability has allowed us to develop our plan to help the school more efficiently. Because when there is a collective approach, the plan will likely be more result-oriented." He added.

However, that does not mean he would totally depend on the newly developed plan. There are tasks it aims for short term and long term, for example. Therefore, it depends on the situation to decide which plan is best to help the school.

In the future, he wishes to do more to help the school and provide better services to the students. That would include being open to accepting and finding donations or sponsorships from stakeholders.

With the project implementation by World Vision and eight partner NGOs under the Trust Fund, the project that provides good social accountability to primary schools is essential. As evidence, ISAF phase II is supporting more than 2,000 primary schools with 2 million children.



Story by: Ms. Sam Pichida/World Vision

The Development of Hun Sen Yeay Sal Primary School through the Implementation of Social Accountability



Education plays a crucial role in the development of human resources, which is the indispensable foundation needed for the development of a nation. Based on the importance of education and the government's commitment to ensure the organization and provision of accessible and quality education services to all citizens as specified in the Constitution of the Kingdom of Cambodia. The policy programs and the Rectangular Strategy Phase IV previously launched by the Royal Government as well as policy programs and the Pentagonal Strategy Phase I of the 7th legislature of the National Assembly, which was officially launched by His Excellency Kitti Tesa Phibal Bandith, Prime Minister of the Kingdom of Cambodia, have given priority to encouraging and promoting the provision of quality, efficient, inclusive and socially equitable education services. In accordance with the policy of the 7th legislature's Royal Government, the implementation of social accountability to promote democratic development at the sub-national level is a vital and essential task to contribute to the improvement of public services in education, which serve people with quality and efficiency through fostering transparency, citizen participation, and responding to people's needs.

Hun Sen Yeay Sal Primary School is located in Yeay Sal Village, Po Rieng Commune, Po Rieng District, Prey Veng Province. Hun Sen Yeay Sal Primary School has been implementing social accountability work since 2020. Regarding the school's achievements and operations, Mr. Vy Chanthorn, Principal of Hun Sen Yeay Sal Primary School, stated, "Currently, the school has 2 buildings consisting of 11 classrooms, 1 administrative building consisting of 2 offices, 2 buildings consisting of 7 toilets. The school covers two villages in Po Rieng commune namely Yeay Sal and Pou Rieng Tbong villages with a total population of 2,267, including 1,147 females.

Since 2020, the school has been implementing social accountability initiatives, which have included a variety of important activities such as providing data on performance, budget, income, and expenses, posting information packages for people around the school campus, and having them attend self-assessment meetings. Teachers and school personnel facilitated the invitation of children and parents to attend the joint meeting to score and evaluate service delivery, and joint meetings to develop an action plan on social accountability to improve the provision of primary school services and hike up the requirements.

In addition, the primary school participated as a member of the Joint Action Plan Committee on Social Accountability of Po Roeung Commune and attended the steering meeting of the Joint Action Plan Committee on Social Accountability in order to monitor progress, identify challenges, and find solutions to implement the plan on a regular basis as well.

He also mentioned the Joint Action Plan on Social Accountability's accomplishments and the positive changes that have resulted from the implementation of social accountability, such as the construction of new school gates, landfilling, students receiving adequate textbooks, teachers properly respecting working hours, and the school developing a program to support students who are slow learners and help students from poor families (poor students who became outstanding students receiving annual financial support). The school implements plastic waste management by making it a habit for students to classify their waste properly. Meanwhile, parents and residents are more aware of information about the rights, standards, and performance of primary schools, which is posted on the bulletin board for citizens, and are more active in the school's development.



Furthermore, people are encouraged to provide information and feedback directly to teachers and the school management committee about their needs and the information regarding the education of their children and grandchildren.

The school has 11 official staff (9 homeroom teachers, 5 females) with a total of 356 students (165 male students and 191 female students).

performance, that is, teaching with a professional conscience, solidarity in all activities, and a focus on the quality of education, discipline, morality, and ethics.

"She continued satisfied with the principal's school management because he helps guide teachers to carry out their work properly and professionally, manages the school's budget



Mrs. Ran Sopheak, a teacher at Hun Sen Yeay Sal Primary School, expressed her satisfaction regarding the school's implementation of social accountability, **"I see many positive changes, such as teaching methods, communication, environmental improvement, way of working, and better problem-solving".** In addition, teachers are improving themself better than ever before in terms of service delivery and

and income properly, and regularly posts information regarding income and expenses on the school bulletin board for the people". There are more effective ways to communicate and address problems, such as building school gates, which costs a lot of money. Nonetheless, the school principal interacted with citizens and secured cash from philanthropists and stakeholders to realize his goals for the school.



Mrs. Lenh Vuochny, a guardian of students at Hun Sen Yeay Sal Primary School and a resident of Po Rieng village, Po Rieng commune, stated, **"I participated in the scoring and evaluation of the school's services. Through this evaluation, I was satisfied since I had the opportunity to share my perspective such as requests to the school regarding the needs of students and parents, and that the school and stakeholders responded to those needs and requests."**

Regarding the future direction of the implementation of social accountability in the school, the Principal strongly emphasized that in order to ensure the sustainability of social accountability in the primary school, we must have a sense of responsibility for working creatively because the accountability of society is an important obligation of service providers that must be adhered to. Meanwhile, the school will disseminate information about the primary school's rights, standards, performance, budget, and other information via digital or social media platforms, and strengthen communication and citizen engagement through school meetings. At the same time, he also requested the ministries and institutions in charge at the national level and stakeholders to continue to encourage service providers by all means to meet the requirements outlined in the joint action plan on social accountability, such as providing commendation certificates to the service provider for well-executed services, giving additional stationery and library materials, as well as providing short training courses on the use of social media and digital technology in order to generate additional outreach to the general public.

School's developments and positive changes through the implementation of the social accountability plan of Hun Sen Yeay Sal Primary School are the results of the efforts of stakeholders in both supply and demand sides, as well as local people and communities where it is also the purpose of the Royal Government of Cambodia to build good connections between people and the local administration: **"Where there is social accountability, there is a prosperous nation".**

Story by: Ms. Teapich Monita/NCDDS



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Training, Capacity Development and Communication

The Dream of Community Accountability Facilitator

Despite growing up in a poor household with very limited education, Ms. San Sambath has a big dream to serve her community for the better.

Sambath had faced many bad impressions from people in her village as she made it clear her goal to become a Community Accountability Facilitator (CAFs) member of the ISAF project and educate people about their rights.

People in Sambath's town, especially older people, said it was impossible for her to do such a thing judging by her young age and educational background. It made her doubt her own ability at first, however, Sambath won't let this hold her back.

"To be honest, I have never thought that I could do it. I got a chance to study only until second grade due to family difficulty," said Sambath.

She added, **"It is because of my passion for the village and commune to thrive,"** as she explained the main reason that pushes her to overcome the challenge.

Sambath shared that her first challenge was failing to get recruited as a CAFs member at the first attempt. Though, Sambath didn't give up. She kept trying to participate, and when another opportunity came by, she grabbed it and never let it go.

As a result, she is now a Community Accountability Facilitator (CAFs) in Chung Moungzz commune, Teuk Phos district, Kampong Chhnang province. Sambath has made an impactful change among villagers.

The most difficult thing to deal with is coming from her and her CAFs team. Sambath recalled when she and the team first began implementing the ISAF strategy by sharing information about the citizen's rights and the standard of three public services service. She said that it was very difficult to get people to attend the meeting even though all of the villagers were invited by the commune chief.

"Back then, they didn't come to the meeting when we invited them. Therefore, we decided to talk to them directly at their houses and provided some of them with transport to the meeting venue," said Sambath explaining if she and her CAFs team hadn't worked hard, they wouldn't have gotten anywhere.

Furthermore, Sambath had to overcome a misconception among people about her strength. She said, **"They tell me that they're older than me and that there is not much for a young person like me can share with or educate them".**

The Engaging Citizens to Improve Service Delivery through Social Accountability implemented by World Vision funded by the Multi Trust Fund of the World Bank have provided capacity building to 1,964 CAF(69% female, 43% youth,23% poor people, 10%PWD, and 23% Ethnic people).



Story by: Ms. Mam Sampichida/World Vision

Information Reduces Expenditures of the Citizens



"When I was first elected as a member of the Commune Council, I did not understand the Implementation of Social Accountability Framework (I-SAF) as the former focal official had lots of workloads and did not clearly understand (I-SAF)." Said Mr. Yong Sokun, a member of the Slar Kram Commune Council with a wondering face.

He heard that I-SAF was not good. That was a rumor. So he wondered if I-SAF was not good, why the government had rolled out and allocated a budget for such work for the commune to implement.

He started to gradually understand and realize the true benefit of the Implementation of the Social Accountability Framework (I-SAF) after attending a few times with the project.

Along with our community engagement, he can see that fruitful results become apparent constantly. This made him change his perception and commit to the ISAF which is great.

"No matter how busy I am, I would find time to participate in it (I-SAF) continuously. If I miss any sessions somehow, I would follow up on (I-SAF meetings, training, or learning…) to keep myself updated. If I miss anything, I would be afraid that I will lose my community benefits. That is why I make an effort to participate in (I-SAF)." He mentioned.

For the communication of I-SAF with the work of the commune (hall), as well as with the commune administration, I have tried to coordinate them to turn to one another. If there is a need for a budget for use, we would try to adjust it, for example,

reducing the commune hall expenditure in order to support the other one so that we all can be resolved together. For example, for the promotional march, if we want it to be more significant and if we need to use more vehicles beyond the I-SAF budget set, we would be willing to contribute our own funds in order to proceed smoothly.

"Our expenditure [Commune budget] for this work (I-SAF) is little. Though the individual community member expenditure is small, for tens of thousands of people within a commune, their expenses will be excessive if we add up all the unnecessary costs by each person from not having knowledge about this program (IS-AF)." He added.

As people have knowledge about it (I-SAF), for instance, if they come to the commune hall (for any service), they would never miss any required documents as they've attended meeting sessions required by the commune administration where community members are presented with various work of the commune administration. As such, they know what to bring along when they go to the commune hall. It will be the knowledge for our local people within the commune, as well as throughout Cambodia as this is basic knowledge in regard to I-SAF. They will know exactly what documents to bring along when they seek (any public services from) the service providers.

Unlike before as there was no I-SAF, when they needed a birth certificate, local people would first ask for the information at the commune hall. As such, they would spend one day to just come and ask us (for such information). But recently, they no longer spend their time doing so. They've already had the information as they've attended meetings coordinated by CAF. So now that they have all the information, they will come (to the commune hall) along with the complete set of required documents.

For such instances, the commune spent little on the I4C dissemination to the local people, but our people have received the knowledge and saved their expenses when they have understanding in regard to the public services. In the past, they came (to the commune hall) and would spend unnecessary costs with regard to the services within the commune administration, as well as the 3 public services. But these days as they have the knowledge, the unnecessary costs they spent in the past, would be saved and instead can be spent on their family.

This will improve their work and family livelihoods. Therefore, we can see that they spend little time participating (in ISAF), but they will receive amazing benefits for their family in the present time and the next generations to come.

With a good collaboration with the government, sub-national council, and CAFs, the ISAF project has benefitted 202,000 people and 39,000 poor households contributing to Cambodia's development.



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Story by: Ms. Mam Sampichida/World Vision



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Program Management, Monitoring and Evaluation

The Hope Within Me

Recently, Eysa became a new contracted officer at Svay Ter Sangkat Hall in Svay Rieng province after working on the Implementation of the Social Accountability Framework (ISAF) project as a Community Accountability Facilitator (CAF).

Thaong Eysa, a sophomore at the University of Svay Rieng in Svay Rieng province, Cambodia, said that being a disabled woman has been one of the dark points of her life.

Due to the extreme financial problems in her family and her depression due to being disabled, Eysa planned to drop out of school two times. She did not want to burden her family, and she has 10 siblings to feed. However, her parents did not allow her to do so.

Her mom, a woman with 11 children, persuaded Eysa to carry on her studies because she views education as the future for her daughter to have a stable job to sustain her living in the future.

The mom does not want to see her daughter become helpless. After all, she told Eysa that she would pass away one day.

In addition, Eysa said, **"I felt like I was laughed at and looked down on by my classmates because of my disability. I could sense it when I entered the classroom that I was different."**

She would shed tears in the bathroom and pray that all the bad things that she heard and experienced would vanish. She wanted to see no more discrimination against her.

She used to think that she was strange and powerless compared to the people around her because of the discrimination that she had been facing since her childhood.

Despite the problems she encountered throughout her life, she has worked hard to prove her ability to society to fight against discrimination. She proved she is not destined to be anything because of how she was born.

In 2023, she was selected to become a contracted officer at Svay Ter Sangkat Hall who is a responder of the Women and Children committee at the commune level.

When she received the job offer, she was so surprised and stunned by the news. **"I was so happy to hear the news, and my mom was also happy for me. My mom is supportive."**

With a hopeful smile on her face, Eysa showed that despite her disability and her gender, as a woman, it will not stop her from accomplishing things in life and becoming a leader to help herself and her community.

Funded by the SDC, DFAT, and Germany through The World Bank, the I-SAF project has been raising voices and impacting 1,485 people with disabilities across the county.



Story by: Ms. Sou Sokunthea/World Vision



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A Thriving Story for Better Public Services of a Female Community Accountability Facilitator

Samley (33) must fight to live with just her mother as an orphan without a father or siblings. Samley lost her father who serves in military personnel in 1989 when she was still in her mother's womb.

Samley has to get up early daily to help her sick mother make rice noodles to support the family and her studies. As her mother's condition worsened, Samley had to quit school by ninth grade and became the breadwinner for the family. Samley would even migrate abroad for short-term labour to make extra income.

Despite the difficulties, Samley joins World Vision as a village volunteer to gain more learning opportunities. Out of all World Vision projects, Samley's commitment to the Implementation of Social Accountability Framework (I-SAF) is the most noticeable. This high commitment stems not only from her will to see her community getting equal access to public services but also from an experience Samley cannot forget.

Samley lost her mother to the lack of utmost care from health care staff and an unsupportive community. As her family is poor, the health centre staff in her village was not careful with treating her mother and her neighbours were also not supportive. She managed to move her mother to a provincial referral hospital, but it was already too late; she lost her mother.

Starting from there, instead of being depleted, Samley thrives even harder to ensure service providers in her community are responsive and efficient. Samley is recognised for her capacity and high commitment, and she also provides support to other volunteer networks.

"I always tell others that when we face difficulties, look at others who have greater challenges than we do, so that we won't be defeated and give up easily on our work", shared Samley.

Samley was selected to present the project progress to donors at the Australian embassy of Cambodia in Phnom Penh, amongst other three thousand Community Accountability Facilitators, because of her high commitment and well-versed knowledge on the topic.

I-SAF in Cambodia aims to empower citizens, enforce partnerships between sub-national administration and citizens, and improve the accountability of sub-national administration to improve the provision of public services. This project is supported by the Swiss Agency for Development and Cooperation Trust Fund and the Australian government's aid through the World Bank and implemented by World Vision International in Cambodia in cooperation with the National Committee for Sub-National Democratic Development.



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Story by: Mr. Eam Makara/World Vision

The Implementation of Social Accountability at the Municipal, District, and Khan levels



Mr. Eam Makara/World Vision

Municipal, district, and Khan administrations have become front-line administrations whose primary task is to provide services directly to the people in response to their needs. As a result, the expansion of the implementation of social accountability in providing services by municipal, district, and Khan administrations is critical to improving the quality, efficiency, transparency, and accountability of service delivery in an inclusive and socially equitable manner.

In 2023, the Kralanh and Varin districts will be the first among the 7 districts in Siem Reap to implement social accountability, which will be implemented by sub-national administrations in cooperation with World Vision International.

Sok Nareth, Governor of Kralanh district, said, "Of course, It is necessary for us to integrate district administrative services into the implementation of social accountability in order to implement the approach of providing faster and more transparent public services."

All of this requires the strengthening and expansion of the dissemination of information to stakeholders, particularly community members to make service and budget information more accessible to them.

In addition to providing information to the people, gathering feedback from citizens is a crucial input to improving the shortcomings of service providers as well as responding to people's demands in a timely manner.

Mrs. Yi Sokum, a vendor who has used the services of the One Widow Service Office at a district hall regarding the ownership transfer of land, was satisfied with the attitude and demeanor of the service provision officers. However, she wanted to see faster service delivery and more transparent service fees.

"Some of the suggestions raised by the people beyond the jurisdiction of the commune, such as road and irrigation system problems, require additional intervention from the district level. And most notably, the 10 commune administrations managed by the Kralanh district also have the opportunity to evaluate the district administration's performance," said Mr. Yong Mak, First Village Vice Chief.

The district administration plays a vital role in the preparation of the inclusion of this social accountability action plan into the 5-year development plan and the 3-year rolling investment program of the district administration. Kralanh District Administration is committed to supporting the implementation of social accountability such as providing support to the capacity development of officials and pursuing to encourage more active participation and monitoring the implementation of the action plan as well as the social accountability work.

Under the trust fund of the World Bank (multiple donors), World Vision International has cooperated with the NCDD Secretariat and implemented accountability at the city, district, and khan levels in the 10 targeted districts in Kandal, Kampong Chhnang, Siem Reap, Banteay Meanchey, Kampong Thom, and Preah Vihear provinces, with a total of 4,460 participants, including 3,366 females, 975 poor people, and 73 people with disabilities.



Story by: Mr. Eam Makara/World Vision

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World Vision International
participated in the design of I-SAF in 2014 and was one of the first
Civil Society Orgnisation to pilot it in six districts in 2015.

The project led the implementation in 840 communes with
the expansion to 370 new communes in five provinces,
Takeo, Kompong Speu, Battambong, Kampong Cham and Phnom Penh Capital
with the priority given to arching three years of sustained support in
the current target communes.

World Vision is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender.

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