Highlights on Social Accountability  
May 18-27, 2013

Please Take Note! "AskSocial" will send you the Weekly Highlights!
Starting the first week of June, you will receive the Weekly Highlights from the "AskSocial" (asksocial@worldbank.org) email address. You can also send queries on social development and social accountability to this email. Please take note and include AskSocial in your trusted/safe email senders.

[Upcoming Event]
Innovations for Resolving Disputes in Development  
Wednesday, June 5, 2013, 10:00 am-12:00 pm, JB1-080
What are some of the innovations from our clients, the private sector, and thought leaders in predicting, preventing, and managing disputes in complex development projects? In this BBL, participants will have a chance to hear global experts and senior World Bank management discuss how they are managing risks from disputes and overcoming these challenges. Panelists include Dr. Mihir Shah (Member, Planning Commission, Government of India), Dr. Larry Susskind (Founder, Consensus Building Institute; Director, MIT-Harvard Public Disputes Program), Inger Andersen (Vice President, World Bank Middle East and North Africa Region) and Kyle Peters (Vice President Operations Policy and Country Services). Amar Inamdar (Program Manager, Dispute Resolution & Prevention) will moderate the event. To RSVP, please send an email to disrupteresolution@worldbank.org

[Upcoming Event]
Book Presentation:"Citizens Against Corruption: Report from the Front Line "  
Tuesday, June 11, 2013, 12:00-1:30PM, Auditorium J1-050, 701 18th St NW, Washington, DC
The World Bank Infoshop will welcome Mr. Pierre Landel-Mills, the author of "Citizens Against Corruption - Report From the Front Line". The book tells the story of how groups of courageous and dedicated citizens across the globe are taking direct action to root out corruption. Based on the extensive practical experience through the work of over more than a decade supported by the Partnership for Transparency Fund (PTF), this book shows how ordinary people are no longer prepared to accept the predatory activities of dishonest officials and are successfully challenging their scams. To RSVP, please contact infoshopevents@worldbank.org.

[Upcoming Event]
Webinar: "Strengthening the Demand and Use of Open Government Data Initiatives"  
June 18, 2013, 10:00 - 11:00 AM EST (14:00 GMT), Washington DC
This webinar will explore how to maximize the usage and relevance of open government data after its release. Relying on a range of global good practices and concrete country examples, this webinar will present strategies and tools that can be utilized to engage various stakeholders—policy makers, civil society organizations, journalists, web developers, and citizens—in making effective use of open government data. It will discuss the following issues: How to conduct hackathons and ensure the sustainability of their results? How to make the most out of apps competitions? How to train journalists and parliamentarians to rely on open government data as part of their work? How to enhance the capacity of CSOs and citizens to use, reuse, and adapt the data for their needs?
The webinar will be presented by Jennifer Shkabatur (World Bank) and Jay Bhalla (Project Manager, Code 4 Kenya). To sign up, please click here. To join the webinar session, please go to http://worldbankva.adobeconnect.com/ogpweb/

[Event Recording]
BBL: Increasing budget transparency at the subnational level - tales from two regions in Cameroon  
From 2011 to early 2013, the Budget Transparency Initiative piloted a citizen-centered approach to disseminate simplified
budget information of 151 schools, 58 health centers, 28 municipalities, and of the two regional administrations in Cameroon’s North-West and Adamawa Regions. It built awareness and capacity of government officials and citizens to promote a dialogue around public expenditures through public meetings, interactive radio programs, social media, etc. In this BBL, Governor Ahamat who presided over the initiative in the North-West and Adamawa Regions shared his experience with the different activities undertaken. If you were unable to attend in person or watch online, you can still watch the event recording. To see the adobe connect recording and download the presentation, please click here.

[Document]
The Fix-Rate: A Key Metric for Transparency and Accountability
This working paper was published by Integrity Action recently, and reflects over ten years of work with civil society organizations to monitor and 'fix' problems in public infrastructure and service delivery. The focus is on the community integrity building approach and the 'fix-rate' as a metric for the social accountability field. To download the pdf of this working paper, please click here.

[Lessons Learned]
Building a safe space for collective learning
TALEARN is a community of Transparency and Accountability funders, civil society organizations, and researchers from all over the world who come together to engage and learn from each other. It is a safe space in which tough questions can be asked. This community has recently released a document with some of the main lessons learned in this community. To read a blog post about this, please click here. To read the document of the lessons learned by the community, please click here.

[Website]
DevelopmentCheck.org
Development Check, an initiative from Integrity Action, is community feedback and collective action platform. Civil society organizations (CSOs) help citizens use social accountability tools to gather data on the transparency, participation and effectiveness of development projects and services. Integrity Action works with the CSOs to share these findings at the local, national and global level to resolve identified problems. The platform allows the projects to be displayed on a map and to filter the projects by sector, country or keywords. To visit Development Check, please click here.

[WB Blog]
"Listening to the People: 5 Simple Ways to Improve Project Performance through Citizen Feedback"
The author, Amar Inamdar (who leads the operations dispute resolution and prevention team at the World Bank), contributed this post to the People, Spaces and Deliberation blog. In this post, the author talks about a new World Bank that paper looks at one particular tool for collecting real-time feedback – Grievance Redress Mechanisms – and starts to answer these basic questions: Where are they? Do they work? How will they help? As he explains, the new data available can help respond these questions about GRMs. To read the blog post, please click here.

[Document]
Accountability at the Local Level in Fragile Contexts: Case Studies from Nepal, Bangladesh and Mozambique
This series of research papers was published by the Institute of Development Studies (IDS) and Helvetas recently. They are part of a research project on accountability carried out in three countries. The research project aimed at identifying practices and factors contributing to the success of accountability initiatives in fragile contexts. In the case of Nepal, the research focused on the relationship between the state and its citizens and on the accountability mechanisms operating on the supply side and demand side of that relationship. In the case of Bangladesh, the accountability practices studied are local networks formed and supported by the Swiss Agency for Development and Cooperation (SDC) local governance programme Sharique. The case study of Mozambique explores the possible factors that enable or hinder accountability initiatives in the country, focusing on the Governance, Water and Sanitation Programme (PROGOAS) implemented by Helvetas Swiss Intercooperation (HELVETAS) and co-financed by the Swiss Agency for Development and Cooperation (SDC). To download and read the individual documents, click on the links below:
- Local Accountabilities in Fragile Contexts: Experiences from Nepal, Bangladesh and Mozambique
- Bangladesh Case Study
- Nepal Case Study
- Mozambique Case Study
Feedback Matters: Designing Effective Grievance Redress Mechanisms (Part 1: Theory)
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Feedback Matters: Designing Effective Grievance Redress Mechanisms (Part 2: Practice)
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Citizen Charters: Enhancing Service Delivery through Accountability
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Citizen Service Centers: Enhancing Access, Improving Service Delivery, and Reducing Corruption
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How, When, and Why to Use Demand-Side Governance Approaches
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Rapid Feedback: The Role of Community Scorecards in Improving Service Delivery
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Citizen Report Cards - Monitoring Citizen Perspectives to Improve Service Delivery
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Using Demand Side Governance Approaches to Identify and Manage Risks in Projects
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Participatory and Third Party Monitoring in World Bank–Financed Projects: What Can Non-state Actors (NSAs) Do?
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Mapping Context for Social Accountability

The SA&DFGG team would like to thank Luiza Nora (SASDS), Marcos Mendiburu (WBISG), Anupama Dokeniya (PRMPS) Claire Schouten (Integrity Action) and Florencia Guerzovich (Transparency Initiative) for their contribution to this Weekly Highlights.

Please send us any information you would like us to share through the weekly highlights of the Social Accountability Community of Practice!
All inputs are appreciated and recognition will be given in this section.

IF YOU WANT TO JOIN THE COMMUNITY OF PRACTICE, PLEASE SEND AN EMAIL TO GOCHIENG@WORLD BANK.ORG

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