

# Local Governance and Social Accountability

**NEW PERSPECTIVES:  
Bosnia and Herzegovina,  
Europe and Central Asia,  
and OECD Countries**



March 27-29, 2007  
Sarajevo, Bosnia and Herzegovina

# General Overview

## **DAY 1: Social Audit of Local Governance: Dissemination Workshop March 27, 2007**

### Background

The World Bank Institute, with the support of the Austrian Government, has engaged in a two-year program to strengthen the capacity of local governments in Bosnia and Herzegovina (BIH). As a first step, the program looks at the degree of citizen participation in the public budget management cycle and the efficiency and quality of municipal service delivery. The long-term aim is to improve the accountability of municipalities to their citizens.

To begin this work, the World Bank has recently undertaken a **social audit of local governance** in 20 selected municipalities across BIH. The results of the audit will be used to design a capacity building program at municipal level, as well as to feed into the design of potential World Bank lending operations. The social audit, using a household survey approach, looks at citizen satisfaction with the delivery of 10 essential services, as well as the degree of citizen participation and transparency in municipal management. A second phase of the research will collect fiscal and financial information on each municipality, which, when combined with the household survey, will provide a strong picture of fiscal management and financial needs as well as capacity gaps at local government level. The result will be the creation of a baseline of indicators of municipal management in Bosnia-Herzegovina against which progress can be monitored. The resulting capacity building program will target underdeveloped municipalities (recently covered under the Bank's Community Development Project), which do not have human and financial capacity in this area and often lag behind in steps towards EU harmonization.



### Objectives of Day 1 (March 27)

The objective of the Social Audit workshop is to share the findings of the audit with BIH local and national government officials, civil society, and the donor community, both to solicit feedback on the results and to provide the opportunity for participants to assist in the design of follow-up learning activities. The workshop will introduce participants to the results of the assessment of service delivery quality, the degree of citizen participation and transparency in public management, and the quality of public expenditure management. It will also help mayors identify the obstacles for the improvement of service delivery, and analyze the kind of capacity building support they will need in order to overcome these obstacles. It is expected that the findings will contribute to development of a strategic capacity-building program for municipal governments, and help harmonize various donor efforts underway in this area.

**DAYS 2&3:  
Stocktaking of Social Accountability Initiatives  
in Europe and Central Asia  
March 28-29, 2007**

## Background

The World Bank supports a number of initiatives aimed at involving citizens and citizen groups as a means of strengthening accountability of governments to poor people. These initiatives form part of what can be called 'social accountability'.

Conceptually, social accountability (SAc) *is an approach towards improving the responsiveness and accountability of government that relies on civic engagement, i.e. in which it is ordinary citizens and/or civil society organizations who participate directly or indirectly in exacting accountability.* SAc mechanisms are hence demand-driven, and operate from the 'bottom-up'. These include, for example, citizen participation in public policy-making, participatory budgeting, independent budget analysis, public expenditure tracking, citizen monitoring of public service delivery and projects or sub-projects that directly affect them, citizen advisory boards, lobbying and advocacy campaigns.

This regional workshop builds upon the results of the stocktaking of social accountability mechanisms conducted in a number of countries of Europe and Central Asia and OECD countries. More than 80 templates that have been collected during the stocktaking exercise documented an array of various social accountability approaches.

## Objectives of Days 2&3 (28-29 March):

1. To create a network of practitioners in the ECA region, who can share cross-country learning and information,
2. To develop a follow-on strategy to expand and sustain the network of practitioners in the region, and
3. To develop an analytical framework for gathering information about and deepening understanding of innovative social accountability approaches implemented in the region.



The workshop is expected to extend the knowledge base with regard to social accountability approaches in the Public Expenditure Management cycle and beyond. The workshop will bring together more than a dozen of resource people and practitioners from the ECA region to share their ideas and knowledge.

# Workshop Program

**Tuesday  
March 27**

## **Local Governance Social Audit Dissemination Workshop**

- 8:00-8:30 a.m. Registration
- 8:30-9:30 a.m. Welcome and opening remarks
- › Dirk Reinermann, Country Manager, World Bank, BIH
  - › Mary McNeil, Senior Operations Officer, World Bank Institute
- 9:30-10:30 a.m. Presentation: BIH Local Governance Social Audit Study
- › Andre Herzog, Social Development, World Bank
  - › Emir Dervišević, Senior Researcher, PRISM Research, BIH
- 10:30-11:00 a.m. COFFEE & TEA BREAK
- 11:00-11:45 a.m. Discussants: peer reviewers response
- › Igor Stojanović, Centers for Civic Initiatives, BIH
  - › Zdravko Miović, Enterprise Development Agency in Banja Luka, BIH
  - › Slobodanka Dukić, Development and Employment Fund
  - › Fejsal Kirlić, Federation Foundation for Sustainable Development
  - › Association of Municipalities and Cities, FBiH, BIH
  - › Draško Popović, Association of Municipalities and Cities, Republika Srpska, BIH
  - › Jasmina Repak, Governance Accountability Project
- 11:45-12:20 Mayors' comments: Questions & Answers
- 12:20-12:30 p.m. Rapporteur: Andre Herzog, Social Development, World Bank
- 12:30-1:30 p.m. LUNCH
- 1:30-1:45 p.m. Distribution and explanation of group work and questions
- 1:45-3:15 p.m. Group work
- 3:15-3:45 p.m. COFFEE & TEA BREAK
- 3:45-4:30 p.m. Groups report back to plenary
- 4:30-5:00 p.m. Closing remarks:
- › Maniza Naqvi, Senior Operations Officer, World Bank
  - › Aniruddha Dasgupta, Lead Urban Planner, World Bank
- 7:00 p.m. Cocktail dinner for all participants at the Hotel Terme

**Wednesday  
March 28**

**Stocktaking of Social Accountability Initiatives in ECA**

8:00-8:30

Registration for regional participants

8:30-9:30

Welcome and opening remarks

- › Mary McNeil, Senior Operations Officer, World Bank Institute
- › Goran Tinjić, Country Operations Officer, World Bank, BIH

**9:30-11:00 a.m.**

**Panel I: Social Accountability Initiatives in OECD Countries**

9:30-10:00 a.m.

**Speaker:** Tiago Peixoto, European University Institute, Italy

10:00-10:45 a.m.

**Panelists:**

- › Melissa Pomeroy, International Observatory of Participatory Democracy, Spain
- › Marina Maslova, Institute of Urban Economics/ Local Governance and Civic Engagement in Rural Russia

10:45-11:00 a.m.

**Questions & Answers**

11:00-11:30 a.m.

COFFEE & TEA BREAK

**11:30-1:00**

**Panel II: Social Accountability Initiatives in Central Asia**

11:30-12:00

**Speaker:** Anara Alymkulova, Counterpart Sheriktesh, Kyrgyz Republic

12:00-12:45

**Panelists:**

- › Kairat Imanaliyev, Namys-Public association of people with disabilities and Higher Education, Kazakhstan
- › Bahtier Inamov, Urban Institute/Local Governance and Citizen Participation Program, Tajikistan
- › Gulnara Derbisheva, Insan-Leilek, Kyrgyz Republic

12:45-1:00 p.m.

**Questions & Answers**

1:00-2:00 p.m.

LUNCH

**2:00-3:30 p.m.**

**Panel III: Social Accountability Initiatives in the Caucasus Region**

2:00-2:30 p.m.

**Speaker:** Vano Tavadze, The Horizonti Foundation, Georgia

2:30-3:15 p.m.

**Panelists:**

- › Vahan Movsisyan, Communities Finance Officers Association, Armenia
- › Zurab Burduli, Young Lawyers' Association, Georgia
- › Gubad Bayramov, Economic Research Center, Azerbaijan
- › Vugar Bayramov, Center for Economic and Social Development, Azerbaijan

3:15-3:30 p.m.	Questions & Answers
3:30-4:00 p.m.	COFFEE & TEA BREAK
<b>4.00-5:30 p.m.</b>	<b>Panel IV: Social Accountability Initiatives in South East Europe</b>
4:00-4:30 p.m.	<b>Speaker:</b> Rudina Toto, Co-PLAN, Institute for Habitat Development, Albania
4:30-5:15 p.m.	<b>Panelists:</b> <ul style="list-style-type: none"> <li>› Sunčica Sazdovska, Macedonian Center for International Cooperation, Macedonia</li> <li>› Dritan Shutina, Co-PLAN, Albania</li> <li>› Igor Stojanović, Centers for Civic Initiatives, BIH</li> </ul>
5:15-5:30 p.m.	Questions & Answers
5:30-5:45 p.m.	Closing remarks for Day 2 <ul style="list-style-type: none"> <li>› Mary McNeil, Senior Operations Officer, WBI</li> </ul>
Evening	Local participants/mayors depart

## **Thursday March 29**

### **Mapping the Strategy: Identifying Next Steps**

8:30-8:40 a.m.	Distribution and explanation of group work and tasks
8:40-8:50 a.m.	Supporting comments and clarifying questions by participants
8:50-10:45 a.m.	<b>Work in 2 groups:</b> Suggestions for creation of the sustainable network of practitioners
10:45-11:00 a.m.	COFFEE & TEA BREAK
11:00 – 11:45	Group presentations
11:45 – 12:30	Wrap-up and closing remarks <ul style="list-style-type: none"> <li>› Mary McNeil, Senior Operations Officer, WBI</li> </ul>
12:30-1:30 p.m.	LUNCH
1:30 p.m.	Regional participants depart to visit the municipality of Center, Sarajevo

# Workshop Information

## Venue

HOTEL TERME  
Hrasnička br. 14  
71000 Sarajevo  
Bosnia and Herzegovina

Tel: +387 (0)33 772 000; Fax: +387 (0)33 772 001

[www.hotelilidza.ba](http://www.hotelilidza.ba); e-mail: [info@hotelilidza.ba](mailto:info@hotelilidza.ba)

## Language

The workshop, along with most of supporting materials, will be held in English. Bosnian/Croatian/Serbian and Russian interpretation will be provided.

## Audience

Participants will include BH local and national government officials, NGOs from across the region, international experts, donor representatives and World Bank staff.

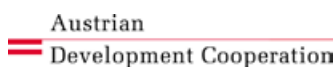
## Background Material

For detailed workshop information including reports, presentations and case descriptions, please check the link to Local Governance and Social Accountability Workshop on the World Bank BIH Country Office web site:

<http://www.worldbank.org.ba>

For an overview of the literature, case studies, lessons learned and good practices pertaining to capacity building in the area of social development, as well as an overview of recent WBI activities undertaken in the field, please visit the Socially Sustainable Development web site:

<http://www.worldbank.org/wbi/accountability>





## Contact

Bosnia and Herzegovina

World Bank, BiH Country Office  
Fra Andjela Zvizdovica 1/17/B Tower  
71000 Sarajevo, Bosnia and Herzegovina  
Tel: +387 33 251 500  
Fax: +387 33 440 108

Mary McNeil  
World Bank Institute  
1818 H ST, N.W.  
Washington, D.C. 20043  
Tel: +1 202 473 3861  
Fax: +1 202 522 1492  
Email: [mmcneal@worldbank.org](mailto:mmcneal@worldbank.org)

Sladjana Ćosić  
World Bank Institute  
1818 H ST, N.W.  
Washington, D.C. 20043  
Tel: +1 202 473 8845  
Fax: +1 202 676 0977  
Email: [scosic1@worldbank.org](mailto:scosic1@worldbank.org)