

Citizen participation through social accountability

Social accountability is an approach to governance that involves citizens and other non-government actors such as the media to bring about accountability and responsiveness of government to the people, in its decisions and actions.

WBI's approach

WBI is working with diverse stakeholders: governments, civil society, media, and parliaments, to strengthen government accountability through social accountability mechanisms. This approach gives voice to citizens and opportunities for people and organizations outside government to influence the work of government at different levels: policy making, public finances, public procurement, and service delivery. To facilitate knowledge sharing, learning, capacity development, and collaboration, WBI supports practitioner networks and coalitions of youth, legislators, media, and civil society organizations. There are promising initiatives on the use of mobile technologies to make citizen feedback more efficient.

Increasing Access to Information: In recent years Access to Information (ATI) has become increasingly important to citizens in developing countries. In Bangladesh, with WBI support, citizens have used ATI to gain access to land records or to learn about resource allocation through social development programs to improve their livelihoods. WBI supports stakeholders in various coun-



tries in adopting and using ATI reforms by facilitating knowledge exchanges, and strengthening networks and communities of practice.

Using Mobile Technology: WBI is working with governments to help them create opportunities for participatory decision making, and to solicit and respond to citizen feedback, including the use of mobile technology and new tools such as m-participatory budgeting, m-scorecards, and Open311.

Supporting Government-Society Coalitions: Transparency cannot be achieved by a single section of society. WBI is supporting government-society coalitions to monitor government contracts, including those involving extractive industries, pharmaceuticals, roads, and education. These initiatives bring together individuals from the private sector, government, media, and civil society.

Building and Strengthening Networks: WBI is helping to create and strengthen networks around themes and sectors, as well as bring together coalitions of diverse constituencies to help make governance reforms more effective and sustainable.

Affiliated Networks for Social Accountability (ANSA): WBI is helping to create and build the capacity of networks of civil society organizations that monitor governments in areas such as service delivery and public accountability. These networks are ANSA-Africa, ANSA-East Asia and Pacific, ANSA-South Asia, and the new ANSA-Arab World. ANSA-Global also provides support to networks in Latin America and in Europe and Central Asia.

Voices Against Corruption: Voices Against Corruption is a network of emerging leaders who are fighting corruption around the world. The network brings together civil society leaders, journalists, and musicians who share approaches, ideas, and resources such as ICT (information and communications technology)-based anti-corruption tools.

Parliamentary Networks: WBI is working with legislatures to help them oversee the use of public funds and to fight corruption. It has helped set up a parliamentary network that enables participants to share information, receive training, and strengthen its monitoring role. WBI's parliamentary program also develops parliamentary performance indicators and benchmarks for use by parliaments, multilateral development institutions, and bilateral donors.

IMAGE: WBI's media program works with partners and media practitioners to leverage independent media to participate in responsive coverage of the budget process, as well as monitoring, oversight, and performance management. The program is facilitating both south-south and north-south knowledge exchanges by serving as a space for experts and practitioners to share investigative journalism practices and strategies for effective reporting on priority development topics.

Contact

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WBI is a global facilitator of capacity development for poverty reduction. We connect practitioners, networks and institutions and help them to find their own solutions to address development challenges. With a focus on the 'how' of reform, we link knowledge from around the world and scale up innovations. We work with and through global, regional and country-based institutions and practitioner networks and help them develop customized programs that respond to specific needs. WBI connects globally and delivers locally.

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