



ACCOUNTABILITY

Approaches, Mechanisms & Tools



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TOPICS

1. Focus on **Functionality** of **Rural Water** Supply and the role of **Accountability**
2. Experiences from Nepal & Tanzania
3. Sub-national level outlook
4. Emphasis on approaches, mechanisms, tools
5. Reflection on lessons learned

SNV & WASH

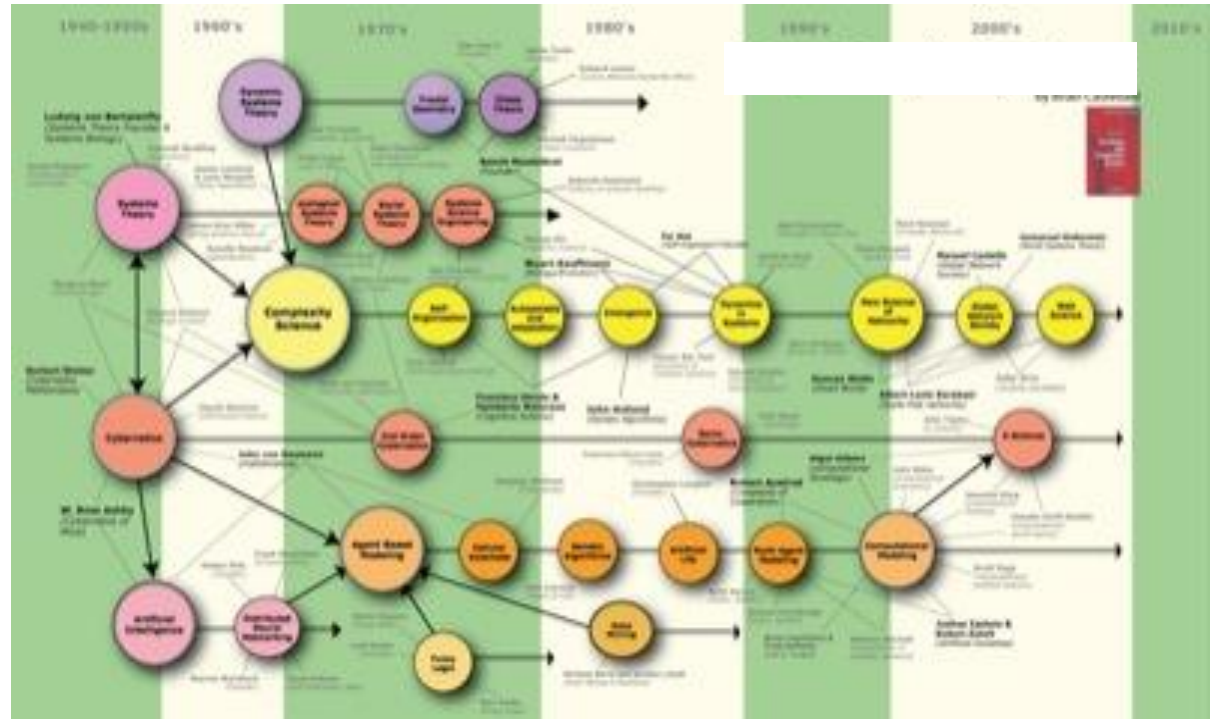
In 2015:

- 60 WASH projects
- 26 countries
- 270 WASH staff
- 4 strategic domains
 - ✓ Sustainable rural sanitation and hygiene
 - ✓ Functionality of rural water supply services
 - ✓ Urban sanitation and hygiene
 - ✓ Urban water supply services



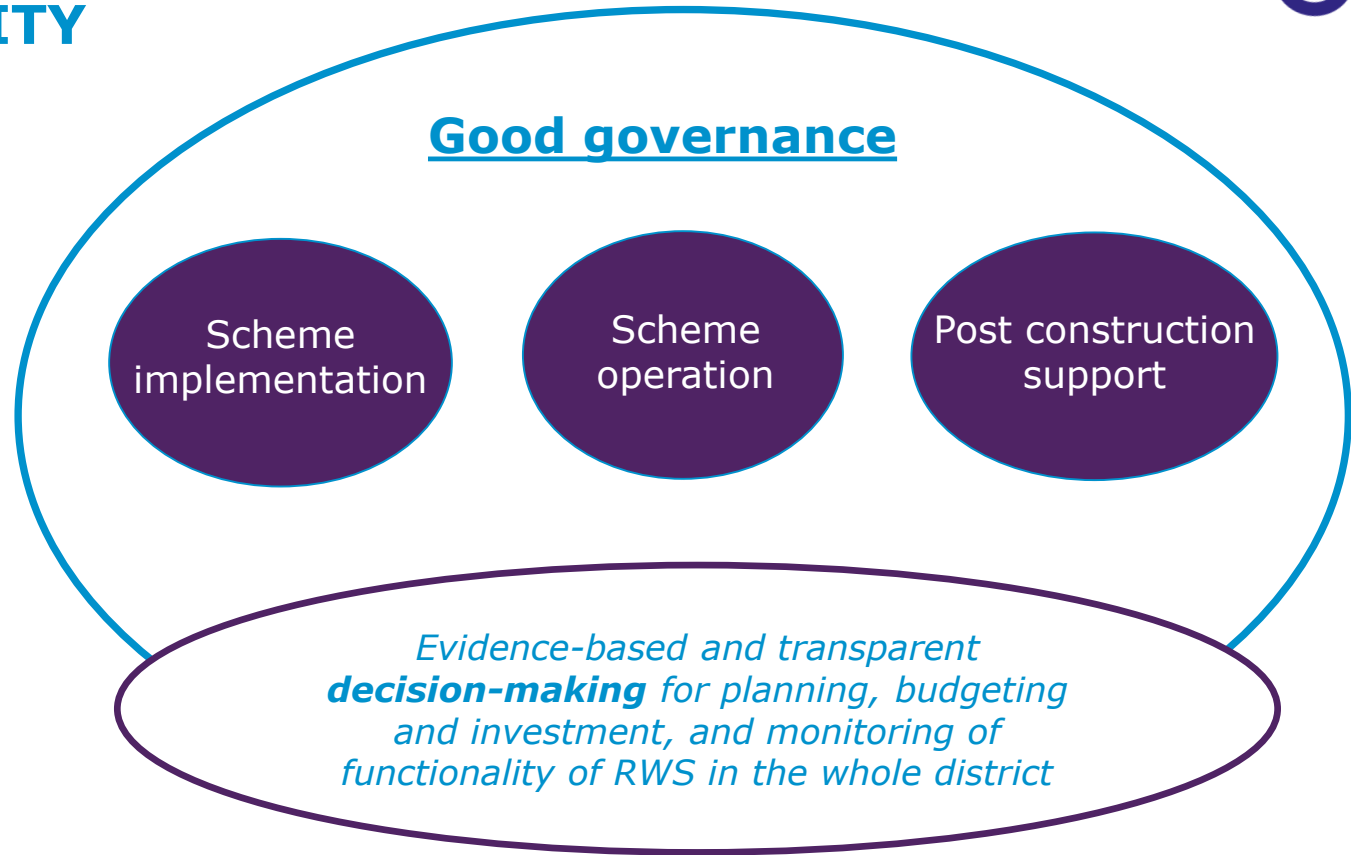
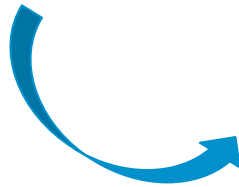
FUNCTIONALITY

- Complex
- Multi-dimensional
- Systemic approach
- Key to reach the poor



FUNCTIONALITY

Impacted by
4 major aspects



FUNCTIONALITY - NEPAL



- Dailekh, Kalikot, Jumla, Dolpa

| Status of scheme | No. of schemes | % |
|----------------------|----------------|---------------|
| Fully functional | 125 | 8.30 |
| Partially functional | 510 | 33.86 |
| Non functional | 871 | 57.84 |
| Total | 1506 | 100.0% |



BACKGROUND

- Hand over of implemented schemes to user committees without capacity enhancement in technical, social, management and financial aspects
- Need of an 'institutional home' in each district to support user committees in all aspects of smooth operation of schemes
- Support in designing well tested and replicable **social accountability tools** that will ultimately contribute in promoting local WASH Governance
- Contributing to the national goal of ensuring **sustainable** access to supply of potable water to all rural households of the country.



SOCIAL ACCOUNTABILITY

Constructive and meaningful **engagement of citizens...**

...in **monitoring** effectiveness and efficiency of **public service delivery...**

...ensuring **rights and responsibilities** of both duty bearers as **service providers** and right holders as **users.**



SNAPSHOT OF STEPS TAKEN

- National level engagement
- District Monitoring and Regulation Unit was strengthened to act as Post Construction Support (PCS) unit
- Mapping of functionality and services
- 'Form' for assessment of schemes
- Capacity enhancement of district staff & water user committees
- **Social Accountability (SA) toolkit**

COMMUNITY SCORE CARD

- Consultative process of developing indicators for assessing accountability of:
 - Users
 - Operators
 - Civil society stakeholders
 - Government stakeholders
- Score existing status, define targets, develop action plan for meeting targets, monitoring
- Joint commitment for improving service delivery



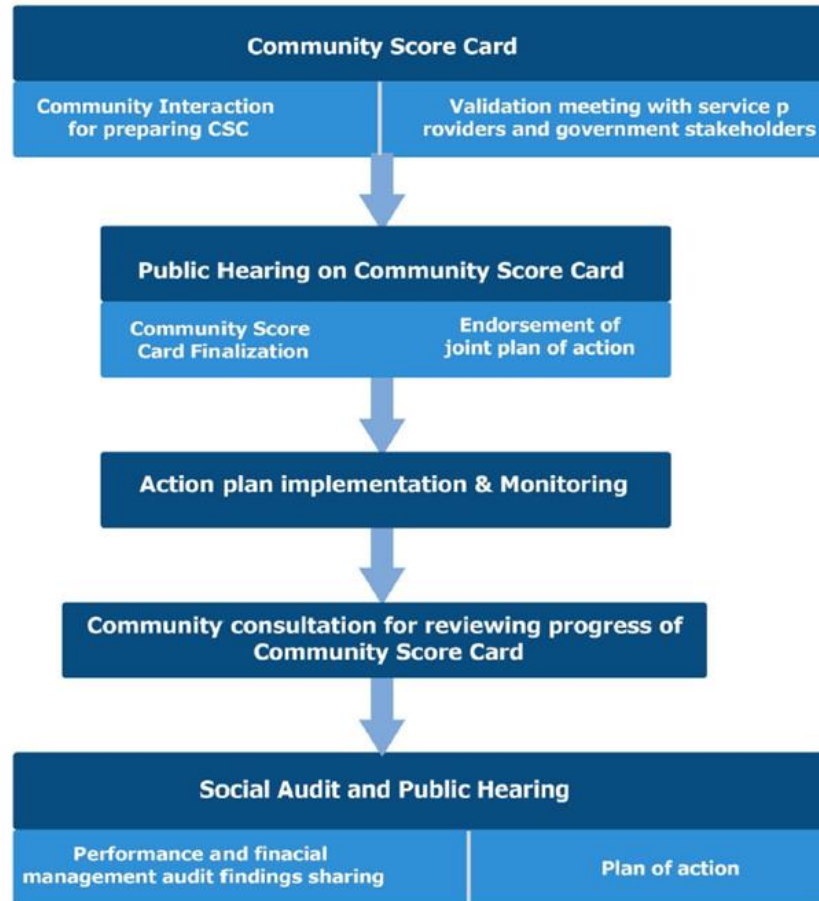
SOCIAL AUDIT & PUBLIC HEARING



- **Social audit:** Consultative process for assessing institutional and financial matters
- Findings are disseminated through **Public Hearing** (define topics, key issues; set objectives)
- Community score card provides a base for analysis



A CONTINUOUS PROCESS

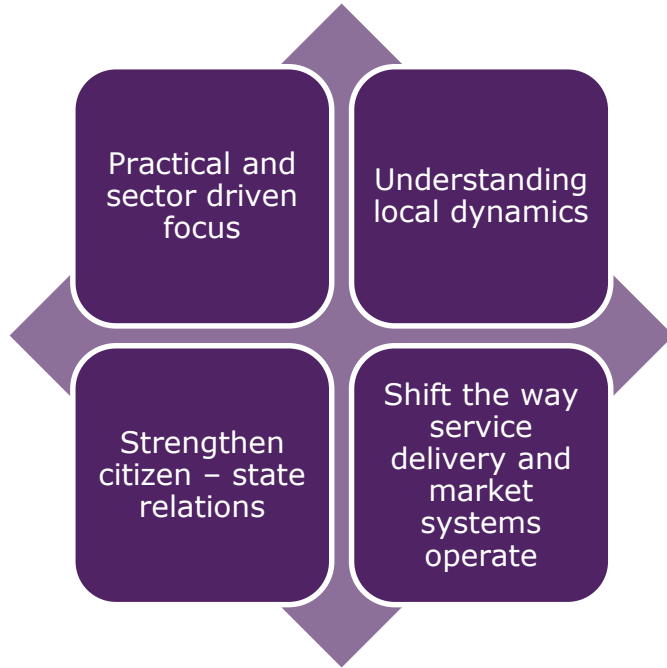




KEY MESSAGES SOCIAL ACCOUNTABILITY

- Take into account rights and responsibilities of both duty bearers and right holders
- Apply during the whole 'life cycle' of a scheme
- Integrate into post construction:
 - Costs - government unit/civil society groups
 - Facilitation - civil society groups (FEDWASUN)
 - Follow-up - use results for district planning & scheme action plans
- Effective tools are: community score card, social audit, public hearing
- Awareness raising on roles and responsibilities is essential
- Upscaling & follow-up require an 'institutional home'

FUNCTIONALITY - TANZANIA



RURAL WATER SUPPLY



MoW:
lobby for
monitoring

WPM: national
monitoring
tool (2012)

BRN (1/3):
focus on
sustaining
water supply
(2013)

National water
supply sustainability
strategy (2015-20)

Water point
mapping & MS
workshops

LGA:
planning

CWST:
COWSO
registration

Strengthening
exec/councillor
relations

Councillor
oversight

Popularising
WPM data &
analysis

COWSO
strengthening

Strengthening
COWSO-VG
relations

Provide objective
info & analysis

Strengthen
participation
& broker relations

Engage with political
processes
& power dynamics

Linking national &
local processes (LE)



REFLECTION ON LESSONS LEARNED

- There are no quick fixes
- Documented facts effectively influence (accountability) relations
- Tools are helpful but they need to be embedded
- Focus on strengthening relationships (formal & informal) is crucial
- Experiential & iterative learning can drive locally contextualised solutions and development of operational approach
- Changing local level dynamics can influence national policy & political processes
- Added value of 'neutral' agency to strengthen capacity and facilitate the process (while ensuring local ownership.....)



THE END

**Thank
you**

...for your attention!

For more information, please connect with the SNV WASH team via aclose@snv.org or sroose@snv.org.

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