



# **Social accountability in public service provision and Identifying areas for social accountability actions**

**Enhancing Local Plan-Budget Link  
Through Social Accountability**

**Leyte, 15 April 2009**

## Context:

**POVERTY** has many dimensions including low income, illiteracy, ill health, gender inequality, environmental degradation

the **Millenium Development Goals (MDGs)** represent the international community's consensus on **goals for reducing poverty**

# Millennium Development Goals (MDG)

(baseline in 1990, targets achieved by 2015)

1. eradicate extreme poverty and hunger

2. achieve universal primary education

3. promote gender equality and empower women

4. reduce child mortality

5. improve maternal health

6. combat HIV/AIDS, malaria, and other diseases

7. ensure environmental sustainability

8. develop a global partnership for development

# World Development Report 2004

Economic growth **will not be enough** to reach the goals.

**Public services** can help achieve human development goals (MDG) like ensuring basic education and health outcomes.

## Problem:

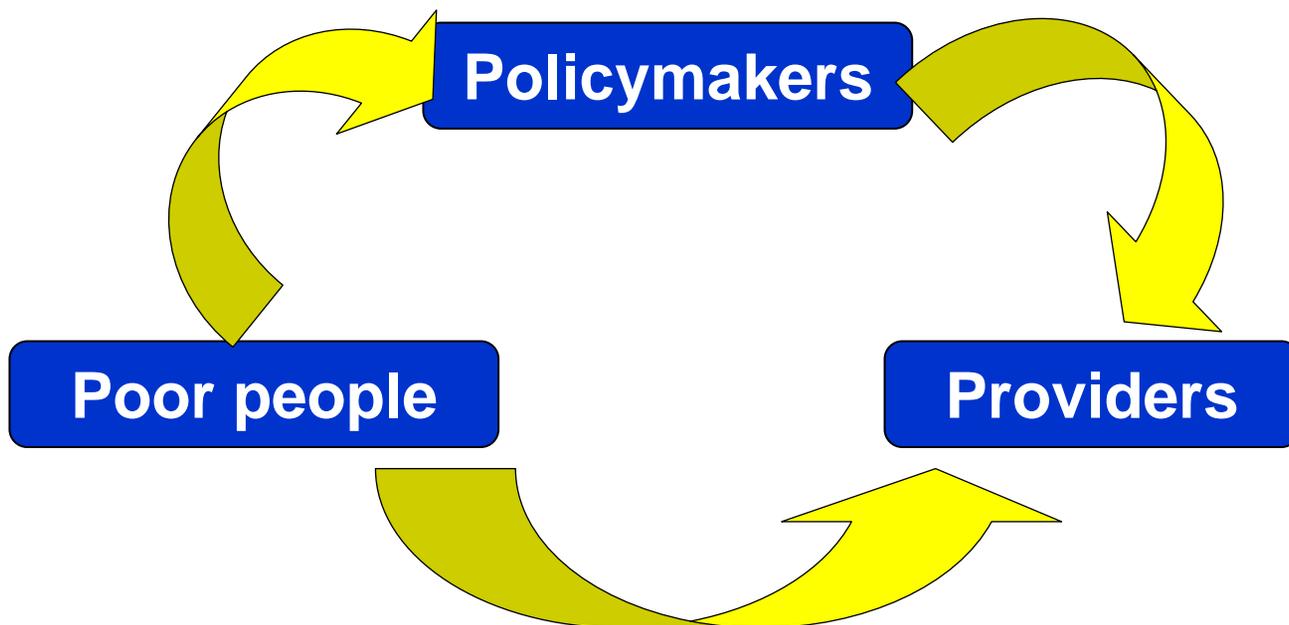
*Public services are **not benefiting** poor people:*

- Increased allocation does not result in improved outcomes.
- Public spending on basic services tend to benefit the rich.
- Money and resources do not reach frontline service providers.
- Incentives for effective service delivery are weak.
- Lack of demand due to poor service quality and access costs.

# World Development Report 2004

Governments and citizens can make service provision better. How?

strengthen **accountability** in three (3) key relationships in the **service delivery chain**:



# Strengthening voice

Policymakers

Poor people

**PROBLEM:** Poor people may not be able to influence politicians about public services.

- Poor people are not informed about the services
- **Poor people lack capacities to articulate demands**
- No effective system for participating in governance.

# Strengthening voice



Policymakers

Poor people

## WHAT CAN BE DONE?

- **better information** about priorities, policies, allocation of government resources, programs
- **enabling environment** and spaces for citizen participation and engagement

Policymakers

# Strengthening compacts

Providers

**PROBLEM:** Policymakers are unable to effectively monitor and regulate providers.

- No clear delineation of responsibilities about service provision.
- Ineffective methods for monitoring and evaluating work of service providers.
- Weak system of incentives and regulation to discipline service providers.

Policymakers

Strengthening compacts

Providers

## WHAT CAN BE DONE?

- **stronger compacts** with providers about quantity, quality, promptness of service
- **provide incentives** for good performance
- **monitor providers** to get information on service provision and address problems

# More choices/participation

Poor people

Providers

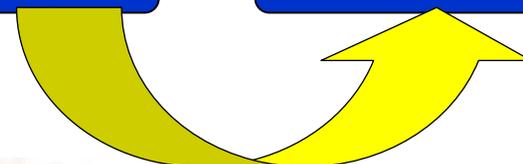
**PROBLEM:** Poor people-service providers relationship is poor or sometimes cut.

- Lack of poor people's inputs in design and implementation of public service system.
- Weak participation of poor people in monitoring and disciplining service providers.

# More choices/participation

Poor people

Providers



## WHAT CAN BE DONE?

- **provide options** to poor people in service provision
- **increase participation** in service design and delivery
- **provide incentives** for citizen monitoring of public services