



Citizen Feedback Mechanisms Module 4, Topic 6

Summary

The performance monitoring tools that we've covered in this module are by no means the only avenues by which citizens can provide feedback to governments and service providers. Rather, there is a wide range of additional performance monitoring tools that are simple, small-scale, and easily implemented in communities around the world to curb corruption and improve efficiency in service delivery. In this presentation, we'll cover some of these tools: citizens' charters, citizens' juries, public hearings, citizen advisory boards, study circles, integrity pacts, and online grievance redress tracking systems. While these tools vary in terms of how they are implemented, they are all linked in their overarching goal of involving local communities in observing the delivery of services and suggesting improvements to improve efficiency and strengthen transparency and accountability.