



Training Report

To Save The Earth Organization

SOCIAL ACCOUNTABILITY



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TABLE OF CONTENTS



<i>Content</i>	<i>Page</i>
I. Introduction.....	3
II. Goal and Objectives	4
A. <i>Goal</i>	4
B. <i>Course Objectives</i>	4
III. Inputs of the training	4
C. Participants:	4
D. Participants' expectation	4
E. Ground Rule:	5
F. Training Schedule:	5
G. Training Course Contents.....	6
H. Methods and Approaches	7
I. Training materials and facilitation	7
J. Activities of the Training	7
IV. TRAINING OUTPUTS.....	10
A. Assessment Result of Daily Evaluation.....	10
B. Practice of one Social Accountability Tool: Community Score Card.....	10
C. Developed Action Plan of Respective Country	10
D. Respective country representatives agreed to get the Social Accountability (SA) Practical Actors as a Checklist for SA to translate them in their local language.	13
V. General observations	17
VI. Recommendations	17
VII. Attachments (Attendant List)	21

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I. Introduction

Training course on “Social Accountability” on October 1-2, 2014 in the morning started from 8: am to 12:00 am, and in the afternoon started from 14:00 pm to 17:00pm (break for 15 minutes for morning session and afternoon session). The training course conducted at Imperial Meeting’s room and there were 18 participants including ten females from different countries in Asia. Dr. T.R. Dash, who is the Indian professor working at Build Bright University of Cambodia presided as the chairperson of the program.

At the beginning of the training course, facilitators and all participants started the introduction such as: getting to know each other by pair work and people who are partners in the group have to draw picture of their partner, ask for name, nationality and country where they come from, and after each group finished their conversation, they need to come to the stage and present about their partners to all participants. Participants were asked to express their expectations for the training workshop since facilitators want to ensure that lessons that will be provided are fit to the aspirations of participants and it is compulsory to ask them to express their expectations because they come from different countries and different organizations, so that their expectations must be different from one another .

Facilitators from SILAKA organization made participants have confidence, good relations with each other, and to create confidence among themselves and with facilitators to build good training environment for learning from each other, through a active participation, and ensure that the training course is relevant to participants’ current works.

During the training course, facilitator used participatory methods by asking participants to share/ raise their experiences or ideas, all of them would discuss or reflect what are good and bad points during their project implementation, facilitators added some new points to fulfill some gaps, and all participants would develop work plan to apply the new concepts or theories into practice with their work.

In each topic, there are questions to clarify. Some unclear process or meaning, and participants needed to solve challenges and facing problems at their work places. For example: aware of the situated disaster relief in all the participants’ countries, raising awareness about tools that are used in applying social accountability.

Participants paid attention for the training course and exchanged experiences and ideas in small and group discussion, the reviewing lessons in the second day morning and daily evaluation helped participants to deepen their understanding of the concepts and processes of social accountability. Before finishing the training workshop, all participants were asked to divide into small groups and write their personal action plan for each country, which will be follow up by ADRRN representatives, including the location and tool to develop action plans for project implementing after the training finished.

At the end of the training course, participants were asked to evaluate the whole training course by filling up the evaluation form that prepared by SILAKA organization in order to survey the learning process of participants and to make the learning participants be more improving in the future.

II. Goal and Objectives

A. Goal

To enhance participants' knowledge on Social Accountability, so they can contribute development at their respective working place especially on humanitarian sector.

B. Course Objectives

By the end of the 2 days training workshop, participants would be able to:

- Aware of the disaster relief system in all the participated countries;
- Raise awareness on tools used in social accountability;
- Sharing and learning on various best practices ;
- Enhancing the on-going efforts of ADRRN member to build accountability; and
- Prepare personal plan for their project implementation.

III. Inputs of the training

C. Participants:

There were 18 participants, among them, ten came from Cambodia; two participants from Myanmar, two from Indonesia, two from Philippine, and two from India.

D. Participants' expectations

During the training the facilitator conducted brainstorming exercise to get participation's expectations for the two-day training. This activities will generate the outcomes that the facilitator could assess the participation capacity and needs, and to plan to fill those needs if possible, given the time limit and the preparation.

The expectations from participants for the 2 days were:

- Deepen the understanding on the practice of Accountability and Social Accountability;
- Roles of stakeholder to get them to be accountable and on what action to take, and how;
- Learning and sharing of best practices from each other;
- Wanting to be able to pass on what they would learn to others;
- Wanting to know the challenges and on how to deal with them;
- What are the appropriate tools are applied mostly in disaster relief work? and
- What are the inclusive practical applications of equality principle?

E. Ground Rules:

Further, through brainstorming, participants developed ideas in class as ground rules:

- Be punctual, come class late, disciplines would face punishment by the class;
- Reduce tone of hand phone (set on vibration mode); all telephone communication must be made outside the classroom;
- All should be active and contribute ideas/experiences in classroom;
- Raise hand if want to talk and to raise new ideas/questions;
- Absence should be notified in advance;
- Agreed to a time setting for the 2-day of the training;
- Ensure a good progress of the training, all participants agreed to the following schedule:

First day workshop started:

- Morning: 8:00- 12:00 A.M.
- Afternoon: 14:00- 17:00 P.M.

Second day workshop started:

- Morning: 8:00a.m - 12:45 P.M
- Afternoon :1:30 p.m.- 3:30 P.M

F. Training Schedule:

Time	Session
Day 1: 29 September 2014	
8:00 AM – 8:20 AM	Registration
8:20 AM – 8:45 AM	Welcome and introductions
8:45 AM – 9:15 AM	participant expectation, objectives of the workshop, introduction to the training session
9:15 AM – 9:45 AM	Review Understanding on Social Accountability Method: Lecture, Presentation and Brainstorming
9:45 AM – 10:00 AM	Tea break
10:00 AM – 11:00 AM	Review Understanding on Good Governance and Accountability
11:00 AM – 12:00 Noon	Class exercise Group Discussion and Presentation “Clarifying Supply Side and Demand Side for Good Society?”
12:00 Noon- 1:30 PM	Lunch

1:30 PM – 3:30 PM	Cont. Class exercise Group Discussion and Presentation “Clarifying Supply Side and Demand Side for Good Society?”
3:30 PM – 3:45 PM	Tea break
3: 45PM – 5:00 PM	Brief various tools of Social Accountability Method: Lecture, Presentation and Brainstorming <ol style="list-style-type: none"> 1. Public Hearing 2. Proactive Disclosure of Information 3. Complaint Handling System 4. Citizen Charter 5. Citizen Score Card 6. Community Score Card 7. Social Audit
4:00 PM – 4:30 PM	Review and Daily Evaluation
Day 2: 30 September 2014	
8:00 AM – 8:30 AM	Review Yesterday Learning
8:30 AM – 9:45 AM	Class’s exercise on Social Accountability Tools and Identification of key elements that need to be put into social accountability and how those information can be supplied / provided to people – brief input and open discussion
9:45 AM – 10:00 AM	Tea Break
10:00 AM – 12:00 PM	Practice Community Score Card Developing step by step process for social accountability in the context of CSO working in respective country (preliminary plenary discussion and break in groups and presentation)
12:30 noon– 1: 30 PM	Lunch Break
1:00 PM – 2:45 PM	Developing Action Plan for respective country
2:45 PM – 3:00 PM	Tea Break
3:00 PM - 4:00 PM	Reviewing Course Evaluation and closing

G. Training Course Contents

I. Introduction to Social Accountability

- What is accountability?
- What is social accountability?

II. Group discussion

- Clarifying supply side and demand side (Duties holders and Rights Righters) for good society.
- Who accountable for whom?
- What are their roles?
- What are their challenges?

IV. Review the social various tools used for social accountability

- Public hearing
- Citizens score card
- Community monitoring of basic services
- Community score card.
- Social Audit
- Challenges faced for social accountability.

V. Social accountability and humanitarian

- Presentation and watching video about social accountability in India.
- Development for social accountability framework for ADRRN.

VI. Personal action plan.

H. Methods and Approaches

The method of the training is a learning cycle model because facilitators motivated participants to share their actions, ideas or experiences of their works and their respective countries, and then facilitators gave the general theories or concepts of each lesson after participants expressed their ideas already. At the end of the training participants were asked to write personal action plan since the program organizers need to know the process of their works after the training is finished. . Moreover, role play, learning and energized game were inserted in the class to strengthen team work during the training. Participants' problems were raised during the workshop for discussion and any other contribution also mentioned for solutions in the group.

I. Training materials and facilitation

Handout materials were made in English. The training was conducted in English language for participants from different countries in Asia; Flipcharts, lap top and LCD projector were used to present key learning structures and individual participants' made presentation for skills practice.

J. Activities of the Training

❖ Day 1

Before the training workshop started, Dr. T.R. Dash who is the Indian professor teaching at

Build Bright University of Cambodia was invited to inaugurate the program. Dr. T.R. Dash said that “social accountability is the only thing to develop the country”, we need to have social accountability in all fields if we want to develop one country”. After Dr. T.R Dash finished his speeches, the training workshop began to work in pair. The purpose of the activity is to get participants to know each other better. Participants came from different countries: Cambodia, India, Bangladesh, Myanmar, Indonesia, and Philippine. They needed to know each other name, country, and organizations of each person. They were instructed to get their partners’ name, country, nationality and organization of their partner. Later, they would present those information to the class. They also shared their individual expectations for the training. After participants expressed their expectations already, facilitators presented objectives and schedules of the course.

Next, facilitator asked participants on the meaning of social accountability, by raising question “What is social accountability? And what is accountability? Facilitator allowed participants to brainstorm their ideas on the meanings of social accountability, after all participants mentioned the meaning of social accountability already, facilitator explained the meaning of social accountability:

- Is the broad range of actions and mechanisms (beyond voting) that **citizens** can use to hold the **state** to account including efforts by the government, civil society, media and others to improve services to the public.
- Is both a **right** and a **responsibility**
- Seeks to **complement** and **reinforce**, not replace conventional accountability mechanisms.
- Requires **new attitudes, skills** and **relationships** on the part of both citizens and the state actors.

Then they had a short break in the morning. After the break, the training workshop continued until 12:10 pm when they had a recess for lunch break.

After the break for lunch, at 14:00 pm, facilitators and participants came back to the training resumed. Before getting to the lessons, facilitator asked all participants to stand up to play one energized game. Next, they joined in 4 small groups discussion. The purpose of the discussion was for them to share their project activities, select one activity/project to share, identify the stakeholders in that project and their role (what they do?). After the discussion, each group shared their finding. The results were summarized into grouping into Duty Bearers, and Right Holders in their project. Stakeholders are varies depending on each project. Each group wrote the Duties Bearers and Rights Holders in their flip chart. Learning from the exercises is to recognize the Stakeholders, their roles that can be different.

After this exercise, SILAKA's facilitator presented the difference between the concept of Accountability and Social Accountability, and the framework to assess whether your project has Social Accountability or not. There was a lot of discussion during this session, with a lot of discussion and questions. The final session was spent by a presentation on the introduction of a set of sample tools, used for social accountability. They were: public hearing, citizens score card, community score card, and community monitoring of basic services. The session was closed at 5:10 pm.

❖ Day 2:

The initiation of the 2nd day starts with responding to the daily evaluation's questions. Participants asked questions related to the framework of Social Accountability. SILAKA's facilitator clarified each point with a real example on how to know whether their projects meet the framework of Social Accountability, and if not, what they should do to create an activity that will respond and fit to the framework. Most often time, applying the Social Accountability tools to monitor the service will help meet most of the framework.

Next step, the session took participants to the review of the tools mentioned above. Description of the tools were printed in big letters and posted on the walls. Participants were asked to review all the tools, and identify which tool they have used before. Then they moved to share what they have experienced and described on how they did those tools. Then the class was informed that they will practice the application of a tool, the Community Score Card.

Then they moved to a short break. After the break facilitator asked participants to do a role play and dividing into two sides: government officials and citizens. Separately, they discussed among themselves of what question they will put on the questionnaires in the practice on CSC. Later the two groups met to discuss the questions and to come to a common agreement to all the questions.

After the role play is finished, facilitator presented about social audits and presenting video about social accountability of India until 12:45 pm, and then break for lunch. At 1:30 pm, the training workshop started again by playing one energized game and then all participants were divided into small groups. The groups were assigned to develop their country fellow to develop a country plan and to write personal action plan after the training. Cambodian group, Myanmar group, Indonesia group, Philippine group have to write about their action plan that they will implement in their countries when they go back home. And each group was asked to present to

class on what they will implement, tools that they will use, time and location, and partners and stakeholders for their project implementation. The training workshop ended by warm wishes of from SILAKA organization Executive Director who was the facilitator/resource person for the training workshop. The session came to an end at 3:30 pm on 2 October, 2014.

IV. TRAINING OUTPUTS

A. Assessment Result of Daily Evaluation

Trainees' Suggestion from the first day

- Reduce lecture style in explanation;
- Re-explain the SA tools and distinguish the difference in using the tools; and
- Clarification the terms of Good Governance, Accountability and Social Accountability;

Facilitator's Responds

- Conducted an exercise of reviewing the presented social accountability tools;
- Conducted reflection to the definitions of the terms: Good Governance, Accountability and Social Accountability;

B. Practice of one Social Accountability Tool: Community Score Card

The class had been divided into two groups for practicing Community Score Card processes. One group acted as demand side and another acted as supply side. The main activity of this kind of exercise was the Interface Meeting among the two parties to dialogue for better service on Public Health. Participants were so active in contributing idea and experience and definitely followed stages of Community Score Card practice with instruction from the facilitators.



CLASS WORK

Practicing CSC

Picture on the left, Mr. Faisal Djalal from Indonesia presents his group's result (Supply Side on Self-evaluation to Public Health Services).

C. Developed Action Plan of Respective Country

The followings are outputs of Action Plan which were developed at the end of the training session, for the participants will apply their learning to the specific joined action plans. Hence, the plans would be a document for the management staffs to monitor the participants' commitment on applying the knowledge from the course training to their respective working place.

Social Accountability – Plan of Action (Cambodia)		
Tools	Time	Actors
Public Hearing (PH)	Nov 2014 – June 2015	LLEC, BBU, SCCU, OBCR
Community Score Card (CSC)	Jan 2015 onwards	LLEC, BBU, SCCU, OBCR
Complaint Handling System (CMS)	November 2014 onwards	LLEC, BBU, SCCU
Need to report for Outcome Mapping Results		
Social Accountability – Plan of Action (Indonesia)		
Activity	Community level	Local authority level
Disseminating Social Accountability to all program managers	Socializing the importance of people's monitoring to programs	Socializing the importance of Social Accountability to development work
Developing & contextualizing the Social Accountability to program monitoring system	Asking active participation from community on social monitoring & evaluation	Asking Government involvement on YSI Social Accountability Pilot Project
Pilot project of Social Accountability application		Promoting Social Accountability to the Government
Review the pilot project		
Social Accountability improvement		

Social Accountability – Plan of Action (Myanmar) 2 years	
Activity	Duration
Identify CSOs have understanding on Social Accountability and its tools and usefulness	1 st year between 4-6 months
Identify the CSOs in need on SA. Will advocate and organize them to have awareness program on training on Social Accountability	6-12 months
Organize the consultation workshops on Social Accountability in Project	Months of 10-12
Sharing the experience and introducing on usefulness of Social Accountability to local authorities, technical departments and communities at project areas	2 nd Year , after 1 year

Expand the program to wide areas with more NGOs participation	First 6 months of 2 nd year
Conduct consultation workshop to develop guiding principles and social Accountability	Next 6 months of 2 nd year
Awareness and training to all stakeholders on Guiding principles on Social Accountability	10-12 months of 2 nd year

Social Accountability – Plan of Action (Philippines)		
Activity	Time Frame	Person In Charge
Sharing of Insights on the SA Workshop (Staff/ Mancom meeting)	Nov 2014	Lui – CDP Bernadette – caritas Manila
Adopt & Integrate Community Score Card in most significant change framework of the ISF project	Nov 2014-June 2015	Lui – CDP
Implementation of proactive disclosure of information to protect from Typhoon “Haiyan”	Dec-2014- June 2015	Bernadette- Caritas Manila
Submission of evidence based report on Social Accountability	July 2015- September 2015	Lui – CDP Bernadette- caritas Manila

D. Respective country representatives agreed to get the Social Accountability (SA) Practical Actors as a Checklist for SA to translate them in their local language.

Key Elements of Social Accountability

Social Accountability is about citizens helping the government to be responsive and accountable by:

1. Accessing public information

Information is key resources for all stakeholders to work together to be able to work together. You can decide what kind of information you will need for your project, and what level you would want to work with. Information can be both way, from the government and from the citizen. E.g. in disaster relief, you would want the weather forecast to be disclosed on a timely to the citizen. Then you would want to organize into a channel on how this information is disclosed (what channel in the radio, TV- etc), set up a system of communication on how this emergency will be set out...

2. Associating with one another (to strengthen collective voice and influence);

Citizen should be organized to strengthen their voice. One voice is important, but more common voice need skills to listen to each other and come out with common concerns and what they would want. This also would require the selection of their spoke person to take them to the next level. At this stage one of the monitoring tools of Social Accountability tool can be used by engaging both the citizens and authorities. The result of these activities can lead to the conclusion of what the common issues are and what the likely result can be. Citizens can involve in collecting the data, consolidating the data and analyzing the data, and came up with recommendations.

3. Publicly expressing needs and concerns:

The next element is that citizen in the community will express their concerns in public. When the concerns and what they want to be expressed in the public for all stakeholders to hear, so people can work out to resolve the identified the solution for the issue. This can take place in form of public forum, or a Public Hearing with appropriate officials.

4. Engaging in dialogue with government authorities

This is needed to get the appropriate authority to sit down with citizen representatives to enter into dialogue. This element can take more than one time until you get the appropriate result which will take to the next level for correction and improving the services. e.g Meeting with relevant government officials on the services you are working with to present the result of the monitoring activities by citizens and to seek solution to the problems. This is also called the interface meeting.

5. Influencing government decisions and actions (achieving responsiveness and accountability)

The engagement of citizens above in monitoring the government action in ensuring improved services delivery to the citizens. The end goal of the Social Accountability process and practice has to end with improved services delivery by bringing all stakeholders together to work to solve citizen problems. This can take immediate effect, or take several dialogues to get the result. After the improvement, citizen can still use the existing mechanism to monitor the services to make sure it is improved.

Note: These elements of Social Accountability practices would result in the reinforcement of citizens to work together to identify and solve their common problem, to enter into dialogues between citizens and appropriate authorities and services providers. Make sure you select only one or two issues to work with at the beginning. When this mechanism and skills are developed, then they can move to other services. All of these actions and mechanisms would not happen if there is systematic way to make information to both government officials and the general public.

E. Results of the training

- The training on social accountability was successfully delivered to participants;
- Participants clearly understood on social accountability tools;
- Participants have personal action plan for using social accountability tools in their respective country;
- Participants, especially program organizer appreciated the training program.

F. Overall Evaluation of the Course Training (Evaluation by Participants)

There are 15 participants fill out of overall evaluation at the end of the course, regarding the questions in the overall evaluation questionnaires, here is the outcome of participants rated:

I. Rate the Course Components for Course Evaluation

Please rate the following course components on a number scale (5 = Excellent, 1 = Poor)	Avg.	Total Respondents	Total Score
1. Realistic and appropriate Learning Objectives or Goal for the course	3.7	15	56
2. Quality of course material (teaching material)	3.8	15	57
3. Appropriateness of Schedule (class time length and frequency of meeting)	4.0	15	60
4. Suitability of Environment for Learning	4.5	15	67
5. Appropriate class size	4.5	15	67
Please rate the instructor			
6. Ability to explain the material clearly	3.9	15	58
7. Preparedness	4.2	15	63
8. Ability to be flexible and to adapt lessons to the needs of the class	4.1	15	62
9. Teaching Style	3.9	15	58
10. Overall rating for teaching	4.1	15	61

II. Answer the following question?

1. What was the most interesting topic? and why?	Answer	Percent
Social accountability Concept	7	44%
Social Accountability Tools	3	19%
Developing Action Plan	3	19%
Differences between accountability and social accountabilities	3	19%
Total	16	100%
2. What 3 topics need to be covered more comprehensively? Why?		

Social accountability and human rights, CSO context	2	14%
Accountability of Duties holders and Rights Holders	3	21%
Social accountability tools	3	21%
Practice Citizen report card, Social Audit and Citizen Scorecard	4	29%
Good governance	1	7%
None	1	7%
Total	14	100%
3. What type of activity is the most interesting/ educational for you? Why?		
Presentation and comments from participants	2	13%
Sharing of experience of each presentation	1	7%
Document	2	13%
Group discussion	4	27%
Question and answer	1	7%
Practice of Community score card	3	20%
Not specified	2	13%
Total	15	100%
4. Is the course too fast, too slow or at the right pace for you? Explain		
Yes right pace	8	73%
Because		
We have enough time to learn and to practice our study		
Participants have chance to interact with the trainer		
Because the trainers explained clearly and give the examples		
Too long	1	9%
Because:		
I think that too much was spent to define the concepts. More time could be given to application of tools and experiences sharing.		
It is fast	2	18%
Because:		
It is the first time for me		
In the relation to the context received		

Total	11	100%
5. What suggestion do you have to improve the course in the future?		
<ul style="list-style-type: none"> Contextualize social accountability in CSO and humanitarian work I hope I will chance again to attend this training There should be more than two days of the training course Participants should be selected from the right fields None 	3	33%
		0%
	3	33%
	1	11%
	2	22%
Total	9	100%
6. Now the course is over do you feel it has been worthwhile? Why? or Why not?		
Very Worthwhile Because: <p>I believe that social accountability is a very important process to undertake/ realize in order to empower people.</p> <p>It is very important for me because I started to learn about those things</p> <p>It is the good chance to exchange experience</p> <p>It is very useful in our society and institution because accountability has to apply in every stake holder and organization and institution working together for the common good</p> <p>It has been very worthwhile and I am happy that I have the opportunities to participate and I love this program</p> <p>Because we can take SA tools to apply in our project to get good results</p>	7	78%
Worthwhile Because: <p>It is useful for me because the community and stakeholders –inclusive development</p>	1	11%
Normal Because: <p>Some of the topics can/ cannot be implemented in our setting</p>	1	11%
Total	9	100%
7. What would you like to change/ improve in your office/ work after the course?		
<ul style="list-style-type: none"> Improve my knowledge to develop jobs in my community with stakeholders 	1	13%

• Personal accountability developed	1	13%
• Contextualize of social accountability in the project/ institutional context	1	13%
• Improve staffs' capacity and inspire them to practice on social accountability	1	13%
• Participants should be selected from the right fields	1	13%
• Apply and improve the tools used for social accountability in our organization	3	38%
Total	8	100%

V. General observations

- The course was successfully completed as schedule and as evaluation reveals that the course was successful in addressing the objectives set and able to use social accountability tools.
- The participatory learning approaches set in the training helped to encourage all participants to share experiences and ideas to create good dynamic in group discussions;
- Attendance was maintained during the entire training session and participants were respectful of the schedule;
- Some participants were hesitant to share ideas or take part at the start of training; but after facilitators encouraged by using the participatory method, they become more active to share their ideas and experiences for improving their capacities.
- All participants concluded that the course had provided significant outputs for improving social accountability in their respective countries. Most of them had positive attitudes about the training sessions. Throughout the good facilitation and interaction among themselves, participants were able to learn a lot from each other's experiences.
- Before the training most of participant expressed different ideas on social accountability and accountability and they get more ideas of social accountability after facilitator shared meaning and concept of SA concepts from World Bank as well as from United Nations.
- During the training workshop participants asked many questions related to tools of social accountability that they could use for effectiveness of their project implementation.
- Even though the training workshop was conducted in English language but it was still easy to understand the facilitator's and participants' accent, and the training workshop was conducted smoothly until the end.
- All participants have high commitment to spend more time to learn and to discuss on social accountability.
- Participants have clear personal action plan for their own works and they have specific time, date, and location to implement their projects.

VI. Recommendations

- To facilitate better planning, the initiation of the engagement should be at least 2 months ahead of time as to allow SILAKA to conduct Training Needs Assessment prior to the design of the

training. SILAKA trainers would be able to plan for the training session and method. This would eliminate surprises during the training and to better plan the session.

- The program organizer should follow up participants who were invited to take part in the program and make sure that all invited people will come to join the workshop.
- Program organizers should follow up participants who took part in the training workshop and should encourage participants to implement through the personal action plan that they wrote at the end of the program.
- Should have one link that participants can share or keep in touch with each other for long time.
- There should have Webinar meeting for every three month with all participants in order to know whether participants implement their personal action plan or not.
- Participants should keep in touch with facilitators in case that they have question or doubt, they can ask facilitator about the items that they are not clear.

Cambodia Workshop on Social Accountability

1st & 2nd October 2014

Some pointers:

- NGOs live on cherished work on creditability. Within the community there are checks and balances. With the practice of Social Accountability, credibility will come. SA is the approach to credibility to build trust. Credibility is subjective in nature.
- Governance is the state of management of public resources. Good governance involves citizens with the use of tools to manage the resources with equity to the people.
- To make governance more participatory is the, CSOs can play an important role. They can build capacity of citizens. Citizens have every right and obligation to participate. If you are not participating, fair government is not possible.
- Lack of active participation leads to lack of good governance.
- Governments still do not understand their roles in involving citizens. This is where the role of CSOs is important.
- Cambodia is developing the Social Accountability Framework. The government will be responsible to the citizens and information about schemes and policies will be there. The government will make use of community score card. From January to April information dissemination will be there to the citizens in Health and Education sector. There on from May to July, monitoring will take place through community score card.

- Duty bearers facilitate support to the right holders. Every citizen has a right to freedom of speech, right to life, right to vote, right to live with dignity, right to association & assembly. Right to assembly is sometimes decided by the government. This leads to formation of union, formation of one voice, which provides more strength & leadership. Access to information law is not yet in Cambodia.
- Strategy for good governance should include elements of transparency, participation, equity, and responsiveness. Decentralization of resources at local level is of utmost importance. Without creating local accountability, good society or fair governance is not possible.
- Social Accountability is a rights based approach that involves participation of all stakeholders for improved service delivery.

Social Accountability leads to → joint action of duty bearers and right holders.

- Duty bearers need to be more accountable. CSOs should start talking on behalf of the citizens. Their focus should be on building the capacity of citizens
- Criteria of Social Accountability

Demand side ↔ Supply side.

- The Humanitarian work that we do should also incorporate the accountability component in it. There should be system of reaching out to the most vulnerable, forecast information, provide aid, water and relief, information that communities need. There should be proper dissemination of information through usage of technology- TV/ radio/ website. There is a need for all actors to work together.

Various tools of Social Accountability are:

1. Citizen's charter
 2. Citizen Score card
 3. Complaint handling system
 4. Social Audit
 5. Public Hearing
 6. Community score card
 7. Proactive disclosure of information
 8. Community score card
- Role of Civil Society in Social Accountability is to empower the voices of the communities, build rapport with government, evidence collection which will lead to improved services.

- Sometimes service provider is different from government so collusion or overlapping between service provider and government takes place.
- Social Accountability requires your facilitation skills to bring people of different skills and various stakeholders in one line. It takes your work to a higher level.
- If CSO is not working on the issue of Social Accountability, they can partner with other organizations who work with government and can help in advocacy.

Attachments (Attendant List)

Training on Social Accountability at Imperial Garden Hotel on October 1st-2nd, 2014

No.	Name	Country	Organization	Phone number	Signature 1 st day	Signature 2 nd day
01	Akhteruzzaman Sano	Cambodia	STEL	92599617		
02	Mary Bernadette San Juan	Philippines	Caritas Manila	+639228238883		
03	Louelyn Joy Morada	Philippines	Center for Disaster Preparedness (CDP)	+639178228961		
04	Clara M. Bueas	Bangladesh	GBGM	855-12726293		
05	Prach Sopheap	Cambodia	CLIS	012 988 007		
06	Vang Sean	Cambodia	Live & Learn	012217822		
07	DY Chantol	Cambodia	BBU	017 49 4985		
08	Dr. Chin May Lin	Myanmar	CDA	+9595190558		
09	Chim Buntolun	Cambodia	OBCL	85596390377		
10	Thy Chamroen	Cambodia	ABCL	85510582958		
11	SAN SOPHANY	Cambodia	PUC	0964547695		
12	Aye Pyae Khin	Myanmar	Mingalar Myanmar	+9599138303		
13	RINA WIJAYA	INDONESIA	YSI	+6282133998836		
14	Faisal Djalal	INDONESIA	MPBI	+62818153536		
15	Chelini	INDIA	ADRRN	09868338766		
16	LOR. LYFONDA	Cambodia	Save the Earth	010730302		
17	CHAN VICKET	Cambodia	SCU	012953650		
18	DEEPAK TRIPATHY	INDIAN	ADRRN	+91880293349		
19	Aye Pyae Khin	MYAN				
20	Thy Chamroen	Cambodia	ABCL	85510582958		

Total: