



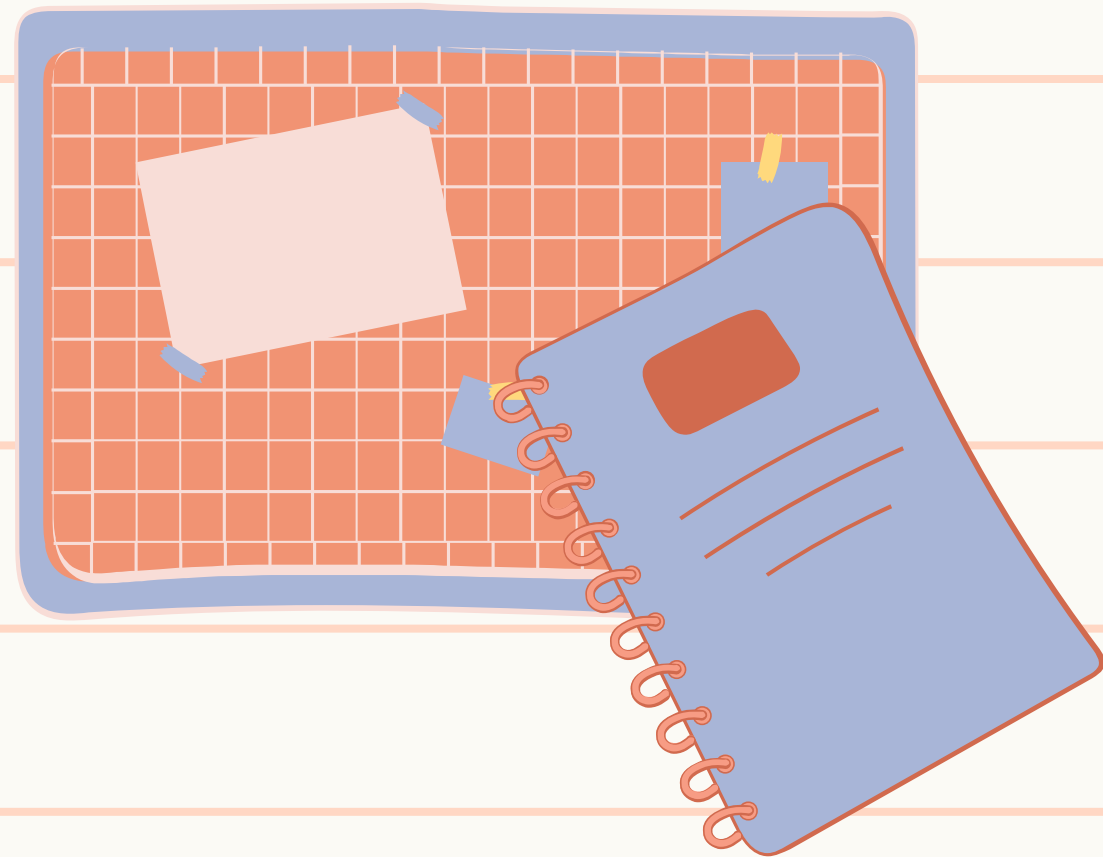
**CSOs Capacity Building  
workshop on Social  
Accountability**

**20/2/2024**

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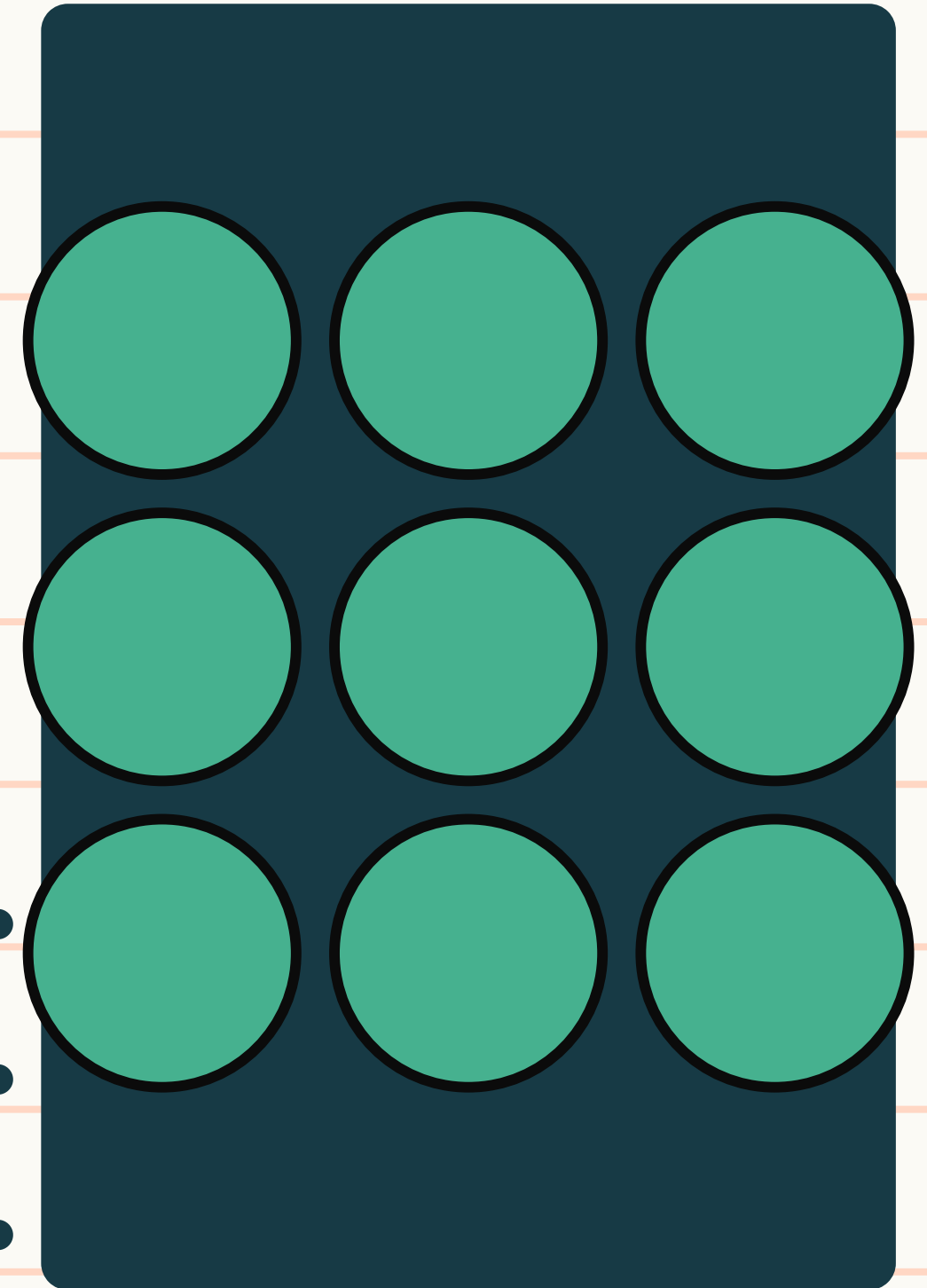
# Introduction to Social Accountability

- Social accountability refers to the mechanisms, processes, and strategies through which citizens, civil society organizations (CSOs), and communities hold governments, public officials, and service providers accountable for their actions, decisions, and performance.
- It encompasses a range of activities aimed at promoting transparency, participation, responsiveness, and integrity in governance processes, with the ultimate goal of improving public service delivery, reducing corruption, and enhancing citizen trust and confidence in government institutions



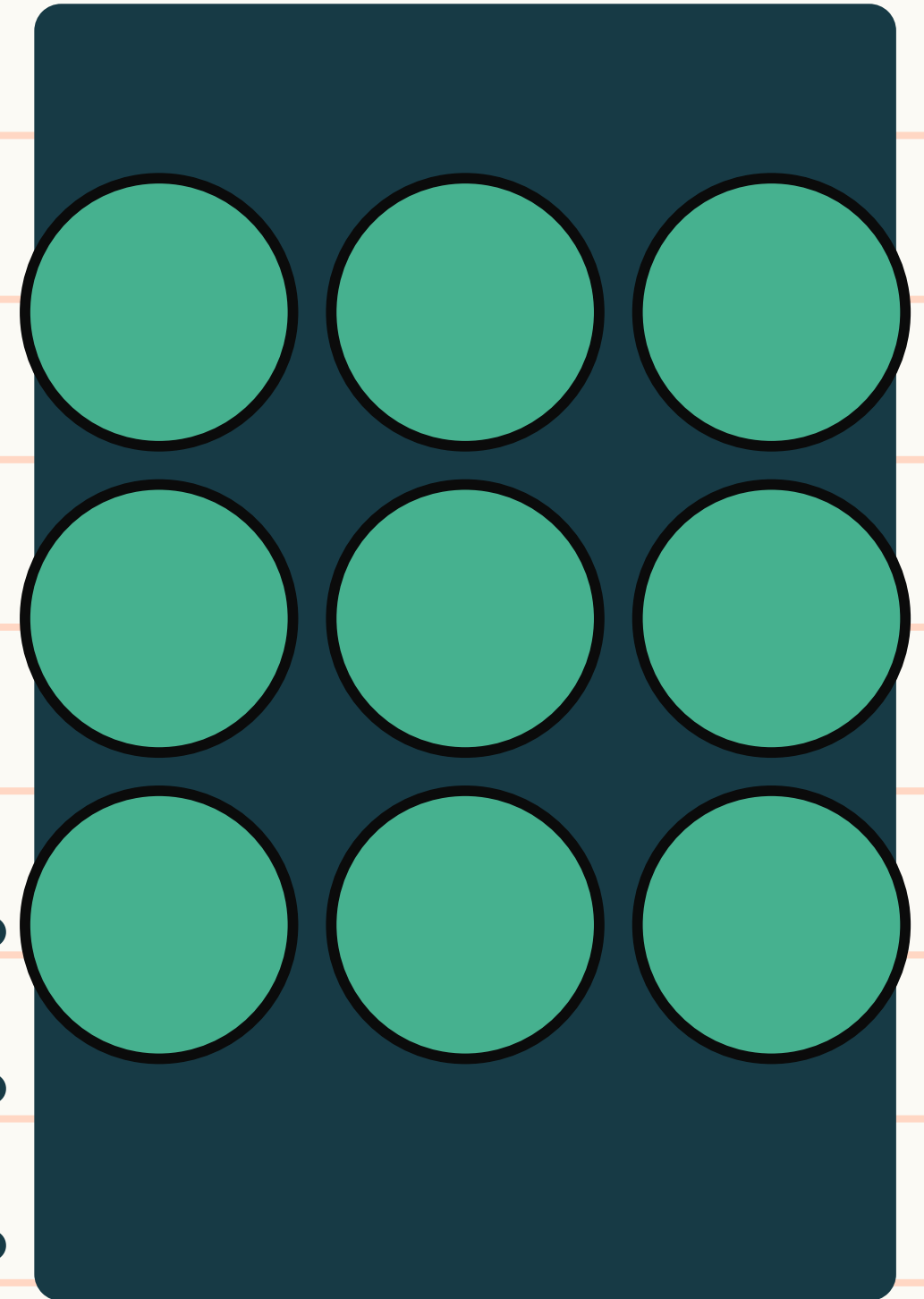
# Principles of Social Accountability

- Social accountability is guided by principles such as transparency, accountability, participation, inclusivity, responsiveness, and integrity.
- Transparency entails providing access to information and decision-making processes, while accountability involves holding duty-bearers answerable for their actions and decisions.
- Participation emphasizes the active engagement of citizens and communities in decision-making processes, ensuring that their voices are heard and their priorities are addressed.



# Principles of Social Accountability

- Inclusivity aims to ensure that all segments of society, including marginalized and vulnerable groups, have equal opportunities to participate in governance processes.
- Responsiveness entails timely and appropriate responses from duty-bearers to the needs, concerns, and demands of citizens and communities.
- Integrity emphasizes ethical conduct, honesty, and professionalism in the behavior and actions of public officials and institutions.





## KEY COMPONENTS OF SOCIAL ACCOUNTABILITY

- Citizen engagement involves empowering citizens to actively participate in decision-making processes, public debates, and policy discussions, as well as enabling them to monitor government performance and demand accountability.
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- Public information disclosure entails providing timely, accurate, and accessible information to citizens about government activities, budgets, expenditures, service delivery standards, and performance indicators.
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- Institutional reforms aim to strengthen governance structures, systems, and processes to enhance transparency, accountability, and responsiveness, including reforms in public procurement, financial management, and anti-corruption measures.



## KEY COMPONENTS OF SOCIAL ACCOUNTABILITY

- Monitoring and oversight mechanisms involve establishing independent watchdog institutions, such as ombudsman offices, audit bodies, and anticorruption agencies, to monitor government performance, investigate complaints, and enforce accountability.
- Advocacy and mobilization efforts focus on raising awareness, building coalitions, and mobilizing public support for social accountability initiatives, including campaigns for policy reforms, legislative changes, and institutional strengthening.



# Benefits of Social accountability



- 01 Improved service delivery
- 02 Enhanced public trust and confidence in government institutions
- 03 Reduced corruption and mismanagement of public resources
- 04 Increased government responsiveness to citizen needs and priorities
- 05 Strengthened democratic governance
- 06 Greater social cohesion and inclusion

# CHALLENGES

- Weak institutional capacities
- Limited access to information
- Political resistance
- Resource constraints
- Lack of civic awareness and participation
- Social and cultural barriers.

# OPPORTUNITIES

- Technological innovations such as social media and digital platforms
- Legal and regulatory reforms
- Capacity-building initiatives
- Strategic partnerships between government and civil society
- International support and cooperation.



Thank you!!