

Citizens' Engagement for Transparency & Accountability in Decentralised Water and Sanitation Service Delivery

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The Problem

- Decision makers and delivers are weakly responsive to the interests of poor
 - Despite poor consistently expressing priority
- Principle of Subsidiary not in Practice
- Citizens yet to develop the needed voice



Accountability is fundamental

Accountability Gap

- Governments do not respond to needs of poor
 - Can be willing but unable (resource, skill gaps)
 - Can be unwilling (clientelist, patronage, corrupt)
 - Service delivery is complex (investment period, fragmented responsibility, technical complexity)
 - Gender: where is impact felt, *cf* who makes decisions?

At super national levels – the sector:

- Is over crowded by vested interests
- Not always pro poor



The Accountability Gap

- ***A new source of Momentum or Movement is required to ensure that agencies and service providers stick to/by their commitments...***

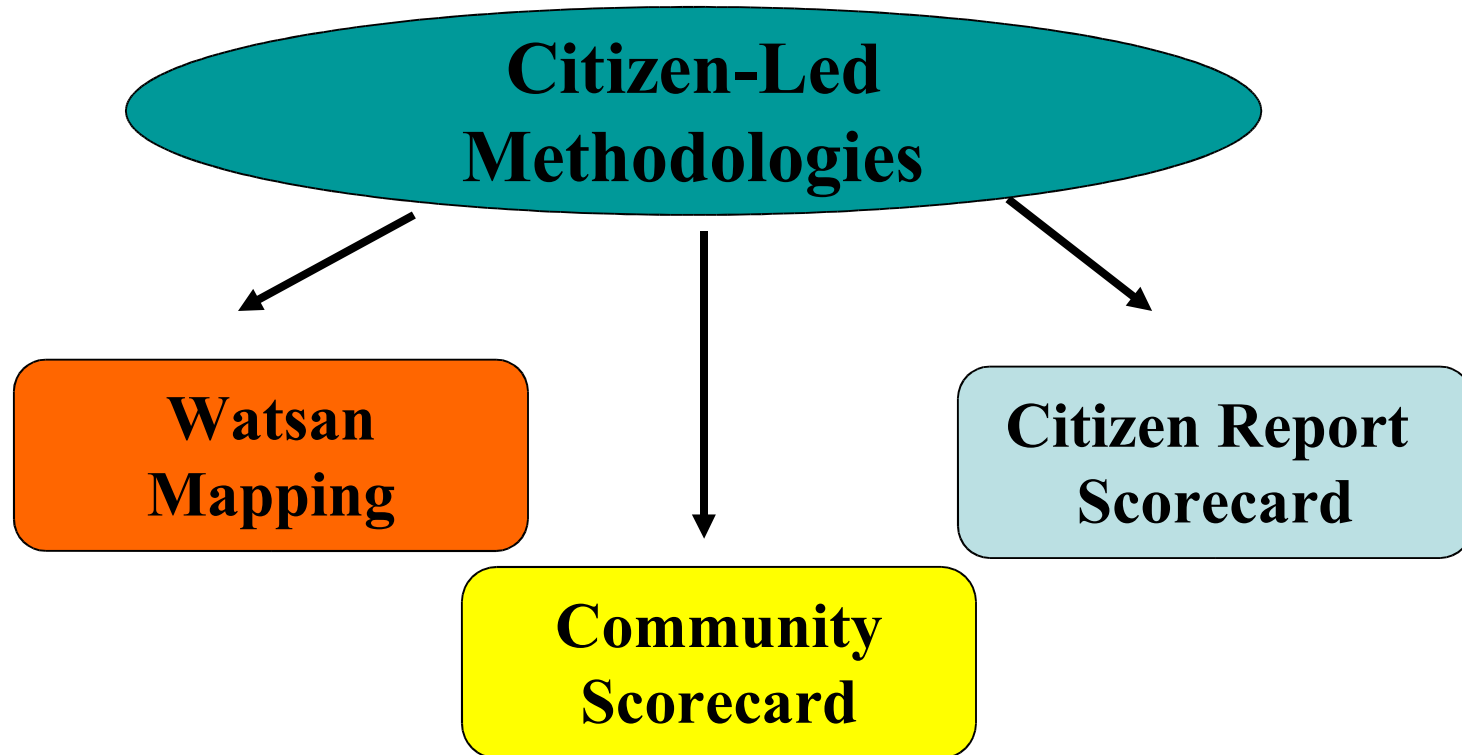
There are discrepancies between:

6. Words and action
7. Policy and practice
8. Responsibility and action

...Citizens are asking:

- where is the water?
- where are the toilets? and
- who is responsible?

Three Main Tools and Approaches



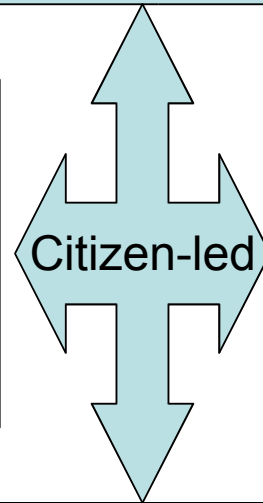
Flexible and adaptive – no one way to implement

Assessing LGs' responsiveness

- Are citizens involved in planning?
- Are citizens' entitlements known to them?

Citizens' perceptions using score or report cards:

- Service Improvement
- Policy actions
- satisfaction



Assessing performance of service provider

- Are serviced delivered as planned?

Citizen-Govt Interface

- Have supply and demand side actors been accountable?
- Commitments for action

Thank you!