



Outcome Two:

Empowered disadvantaged citizens to voice their concerns and hold the Government accountable.

Project#4: Enhancing Local Democratic Governance in Cambodia, 2019-2020

Objective:

Using feedback collected from citizens via scorecards to strengthen local governance and social accountability. The overall objective is to strengthen citizen participation and social accountability for improved local governance outcomes.

Project Status:

Successfully completed in 2020.

Funding:

165,000 USD funded by UNDEF.

Target Areas:

Banteay Meanchey and Kampong Thom.

Implementing Partners:

Cambodian Organization for Women Support (COWS), Village Support Group (VSG), and Coalition for Partnership in Democratic Development (CPDD).





Activities and Results:

- 4.1 Citizens' capacity to monitor and influence service delivery, planning and budgeting by local authorities is enhanced. 91.5% of the youth trainees (43 out of 47 trained, 67.44% female) who carried out Citizen Scorecard surveys successfully captured respondents' concrete needs and claims related to local public service delivery (disaggregated by gender and youth).
- 4.2 Based on the results of the rapid survey with 210 respondents who participated in the outreach activities, 85% (82% are female) of all respondents mentioned that they increased their understanding of the topics related to the scorecard process and its importance, of the role and responsibility of citizens, local authorities, of service delivery mechanisms, as well as of the "Citizens' Budget" booklet, covering de-concentration and decentralisation processes at the commune and district level. The respondents expressed the perception that they had received important information, increased their understanding of and interest for commune work. Moreover, they said that they had observed that the commune was more open, transparent, and accountable to their constituents than it had used to be.
- 4.3 The capacity of local authorities to address the demands of citizens on public service delivery and in the commune development planning process is strengthened. Approximately 95% (46.13% females) of the trained local officials who participated in the scorecard action plan implementation process demonstrated an improvement in attitude when delivering public services.





- 4.4 A total of 77% (23% female) of the trained women councillors and CWC members (35 of 45 participants) helped actively in the scorecard action plan implementation processes and contributed significantly to changes in prioritized public service delivery areas.
- 4.5 Partnerships between the government and civil society in responding to the public needs and concerns are enhanced. 50% of respondents reported an increased satisfaction. In 2018, only 40% out of 1019 respondents (599 female) were satisfied with local authorities' responsiveness to the public needs and concerns. But, in 2019, based on the first and second scorecard reports, the figure improved to 60% out of 1211 respondents (695 female).
- 4.6 All of the 16 identified priority actions in the four commune-level action plans were implemented, raising local funds to successfully support the implementation, with contributions of 4257.33 USD from private sector, local NGOs, local authorities, and the Community-Based Organisation (CBOs) and of 8,000 USD from UNDEF.
- 4.7 The success stories and lessons learnt, particularly the citizen scorecard reports, have been shared in the national workshop on "Learning about Social Accountability in Cambodia", with a total of 64 participants (20 female), among whom CPDD members and key stakeholders of ISAF and ISAC project implementing organisations.

