

Introduction to a Social Accountability Monitoring Conceptual Framework



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The Right to Social Accountability



- All persons have a fundamental right to obtain **explanations** and **justifications** for:
 - the allocation and use of public resources from duty-bearers entrusted with responsibility for these resources, (whether intergovernmental institutions, government officials or private service providers) and
 - the performance of duty-bearers in progressively realising the human rights of those they serve.
- ‘Conversely, duty-bearers have a duty to:
 - provide justifications regarding their decisions and performance and to
 - take **corrective action** in instances where public resources have not been used effectively to realise human rights and capabilities to prevent this from happening again.



Rights-based approach to service delivery

- Citizens are not passive users of public services
- They are active holders of fundamental rights
- Obligation on states to effectively deliver public services which progressively realise people's rights
- Failure to deliver services is a violation of these human rights
- In order to deliver services efficiently and effectively states must transform into a social accountability system.

The State as Social Accountability System



Monitoring the processes of the Social Accountability System: Tools & Information



Social Accountability Monitoring (SAM)

- Is a continuous process and not a one-off event.
- Focuses on the entire system and not just one process
- Monitors the cycle in a consistent and progressive manner, with one year building on the findings of the previous year.
- Demands explanations and justifications for any inconsistencies and systemic problems.
- Analyses progress and makes recommendations on corrective action to be taken
- Can be used at to monitor issues that span across multiple levels of government.
- Examples can be obtained from the work of:
 - PSAM – at provincial level in the Eastern Cape, South Africa, monitors the SA cycle in 4 sectors including health. Has done this for 5 years
 - Policy Forum – A national-level network in Tanzania using SAM to develop the capacity of its community-level members for the effective use of evidence from the public resource management framework to influence social change at local level.

In summary

Four key elements of CSA's social accountability model:

1. Defines Social Accountability as a fundamental human right.
2. Defines the state as a Social Accountability System.
3. Is most useful to track systemic reasons for service delivery failures.
4. Demonstrates how civic actors can conduct evidence-based advocacy by monitoring the public resource management framework, demanding explanations and justifications for any systemic issues, and following up consistently to ascertain that corrective action is taken.



Thank you!