SOCIAL ACCOUNTABILITY AND GENDER RESPONSIVE SERVICE DELIVERY IN NEPAL

Experiences from Cambodia, Indonesia and Nepal
Social accountability and service delivery

- Access to services is “a rallying point for women’s collective action”

- Social accountability processes have been widely promoted by donors as a solution to the governance challenge of gender responsive service delivery
Three cases of social accountability at work

• Women councillors in local planning in Cambodia (UNICEF)
• Female heads of household in Aceh, Indonesia (World Bank)
• Excluded Dalit and ethnic minority women in Khotang district, Nepal (SDC)
The context for social accountability

- Post conflict hierarchical societies
- Emerging democracies and decentralisation processes
- Gender and social accountability
A model of social accountability for gender-responsive service delivery
The social accountability process

- Creating a space for women to analyse and reflect
- Building individual and collective agency
- Strengthening voice in governance
The impact of the social mobilisation process

Diagram:

- **SOCIETY**
  - Community Development
  - STRUGGLE
  - Social Change

- **STATE**
  - Entitlements
  - STRUGGLE
  - Participatory Governance

**TRANSACTIONAL**

**TRANSFORMATIONAL**
Applying the accountability model to social mobilisation project in Khotang District, Nepal

**Society**
- toilets & sanitation
- plastic-free community
- healthy homes
- VDC block grant
- Entitlements awareness (VDC grant, citizens charter ++)
- proposal writing/planning skills
- networking action
- psychosocial training
- Citizens’ forums action
- Collective poverty analysis
- Social identity (e.g., “progressive caste”, women without violence)
- Joint LG/citizen capacity building
- Citizen monitoring
- “padlocking”/direct action
- Property and resource access/ownership
- Gender relations (incl. domestic violence)
- Public hearings

**State**
- Livelihoods
- Community Development
- Strategy
- Participatory Governance
- VDC IPC
- Caste and ethnic group relations

**Transaction**
- Community Development
- Entitlements
- Participatory Governance
- Social Change
- State

**Transformational**
- Social Mobiliser
- Struggle
- Society

**Caste and ethnic group relations**
- property and resource access/ownership
- gender relations (incl. domestic violence)
- public hearings

**Social change**
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Lessons Learned: Challenges and Opportunities

- Theory driven reflective practice
- Engaging with long term processes of social change
- Sustaining the quality of process as projects go to scale
Thank You