



Appraisal Environmental and Social Review Summary

Appraisal Stage

(ESRS Appraisal Stage)

Date Prepared/Updated: 10/23/2019 | Report No: ESRSA00295



BASIC INFORMATION

A. Basic Project Data

Country	Region	Project ID	Parent Project ID (if any)
Cambodia	EAST ASIA AND PACIFIC	P172630	
Project Name	Engaging Citizens to Improve Service Delivery Through Social Accountability		
Practice Area (Lead)	Financing Instrument	Estimated Appraisal Date	Estimated Board Date
«PRACTICEAREA»	Investment Project Financing	10/21/2019	11/14/2019
Borrower(s)	Implementing Agency(ies)		

Proposed Development Objective(s)

To improve the performance of public service providers through the development and institutionalization of national and sub-national government systems with improved transparency, strengthened citizen engagement and responsive action.

Financing (in USD Million)	Amount
Total Project Cost	5.95

B. Is the project being prepared in a Situation of Urgent Need of Assistance or Capacity Constraints, as per Bank IPF Policy, para. 12?

No

C. Summary Description of Proposed Project [including overview of Country, Sectoral & Institutional Contexts and Relationship to CPF]

The proposed project will support civil society implementation of a the second, 5-year phase of Implementation Plan for the Social Accountability Framework (ISAF II) which aims to scale up from covering more than 60% of the rural districts in the country under ISAF Phase I to cover all rural districts and to additionally cover all urban municipalities. Initial financing for the proposed project will cover activities in the ten provinces, seven of which were covered in ISAF I and three new provinces. Additional financing to allow the project to cover all provinces in the country is planned as contributions to the main financing source, the Social Accountability and Service Delivery Trust Fund (SASD-TF) are secured over the next year or so. The project aims to empower all citizens to participate in activities that would hold public service providers accountable for the quality of their services. The four main service providers are District



Administrations, Commune Councils, health centers and primary schools. As such, the project is a large-scale, national platform for multi-stakeholder engagement which will have various design elements intended to ensure the participation of a wide diversity of stakeholders in all project activities.

D. Environmental and Social Overview

D.1. Project location(s) and salient characteristics relevant to the ES assessment [geographic, environmental, social]
The Project is nationwide in scope and builds on the lessons learnt from the successful implementation of the 3-year Implementation Plan for the Social Accountability Framework (ISAF), 2015-2018. The activities will take place in rural and urban areas. The project aims to ensure that commune councils receive feedback from all citizens on development priorities and how economic and social development is undertaken in their communities. The commune councils are expected to ensure that those feedback mechanisms are in place for all groups (women, men, youth, children, people with disabilities, ethnic minority groups, indigenous peoples and any vulnerable or marginalized groups) to be able to actively participate in decision-making that affects the economic and social development of their communities.

D. 2. Borrower’s Institutional Capacity

World Vision International - Cambodia (WVI-C) has been selected to implement this project by the Partnership Council of the multi-donor, Social Accountability and Service Delivery Trust Fund (SASD-TF) via an open and transparent process. The assessment was based on the NGO’s qualifications and previous experiences on social accountability implementation or similar experiences. WVI-C has successfully implemented the recently closed, JSDF-financed, Voice and Action project that supported the first phase of ISAF from 2015 – 2019.

II. SUMMARY OF ENVIRONMENTAL AND SOCIAL (ES) RISKS AND IMPACTS

A. Environmental and Social Risk Classification (ESRC)

Low

Environmental Risk Rating

Low

The project risk is low. There are no activities planned that have a physical footprint and / or environmental dimensions and implications resulting from technical assistance or policy development. The project will focus on improving public service delivery to citizens, and not invest in physical infrastructure facilities or developing policies/regulations that may cause, from its implementation, adverse impacts to environment and/or ecosystems.

Social Risk Rating

Low

The social risk is classified as low. The project will have no adverse impacts on people. Preliminary findings, from ongoing monitoring and evaluation of ISAF I, indicate some principal benefits:

- Enhanced transparency of key public services;
- Increased awareness of citizen rights and service standards;
- Strengthened citizen voice;
- Improved relations and trust between citizens, public officials and service providers;
- Strengthened capacity for local level social accountability; and
- Concrete improvements in local public service delivery

B. Environment and Social Standards (ESSs) that Apply to the Activities Being Considered

Public Disclosure



B.1. General Assessment

ESS1 Assessment and Management of Environmental and Social Risks and Impacts

Overview of the relevance of the Standard for the Project:

The project's aim is to build a sustainable mechanism for feedback on the quality of government services. The project will refine and improve ISAF tools and methodologies, achieve full national coverage of communes, establish sustainable support networks for active citizenship, integrate social accountability practices into existing systems, and expand ISAF into new service delivery and urban areas. It will support the establishment of permanent systems to ensure that demand-side of social accountability activities can be sustained in the long term. After five years, by 2023, it is expected the project will conclude with both evidence of significant service delivery improvements and a sustainable implementation approach.

It is informed by the ISAF Phase II Implementation Plan which was prepared in late 2018 in consultation with a range of government and civil society stakeholders, outlining the key dimensions of a new five year phase of ISAF, from 2019 to 2023. The plan was produced based on an assessment of Phase I strengths, weaknesses, achievements, challenges, and lessons learned. The methodology for preparing the plan included: a desk review (of ISAF Phase I project documents, progress reports and assessments) as well as interviews, consultations and focus groups discussions with key informants and stakeholders.

No adverse social and environmental risks and impacts are anticipated as a result of the project, and as the project is one of engagement for social accountability a number of benefits are expected. These benefits relate to improved performance of public service providers through improved transparency, strengthened citizen engagement and responsive action. Hence no specific environmental or social instruments other than the Environmental and Social Commitment Plan (ESCP) has been prepared for this project.

ESS10 Stakeholder Engagement and Information Disclosure

The nature of the project is to ensure meaningful engagement of all groups, in particular participation from any marginalised and vulnerable groups, towards greater social accountability. The project, and social accountability process, builds in a feedback mechanism that will also function as a grievance mechanism for the project. As the project is one of engagement, to address inclusion, and its aim is to build a sustainable mechanism for feedback on the quality of government services, a standalone stakeholder engagement plan with grievance procedure will not be needed. Any engagement requirements, to ensure that participation is inclusive and adopts approaches to address physical distance, language and other possible barriers, are captured in the Environmental and Social Commitment Plan (ESCP). The ESCP has been disclosed on the WVI-C website on 18 October 2019.

B.2. Specific Risks and Impacts

A brief description of the potential environmental and social risks and impacts relevant to the Project.

ESS2 Labor and Working Conditions



The project will involve direct workers, consultants and volunteers. The workers will undertake field work, for which procedures are in place to ensure their health and safety while travelling working remotely. Additionally WVI-C are looking at health insurance coverage for all workers. No labour related adverse risks and impacts are anticipated.

Human resource and occupational health and safety policies and procedures are in place, including a worker grievance procedure, and these will be reviewed to ensure alignment with the Bank's requirements under this standard. The review will be done prior contracting any consultants or volunteers and revisions will be made as necessary to ensure conformance with Bank requirements. The policies and procedures and revisions, including the worker grievance procedure, will be communicated to all workers to ensure they are aware of their rights and benefits. Training will be provided on health and safety while working remotely.

ESS3 Resource Efficiency and Pollution Prevention and Management

The project will not involve the use of scarce resources nor would it deplete natural ecosystem.

ESS4 Community Health and Safety

No adverse community health and safety impacts are anticipated as a result of project activities. As a result of the project there is potential that health service deliveries will be better targeted, ensuring better health outcomes for all groups.

ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

The activities for this project will not require the acquisition or conversion of any land nor will the activities restrict access to resources.

ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources

The project aims at improving service delivery of public sector through citizen engagements. It will not involve civil works to be taken place in environmental sensitive areas.

ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities

The nature of the project is to ensure meaningful engagement of all groups, including participation from ethnic minorities and indigenous peoples, towards greater social accountability. The activities will not adversely impact any communities. There is potential for the communities to benefit, from the better targeting of services for economic and social development, as a result of this project which takes into account the needs of all group including ethnic minorities and indigenous peoples. WVI-C have in place an Indigenous Peoples Engagement Protocol which addresses specific requirements on engagements to ensure accessibility and inclusion, including approaches to address physical distance, language and other possible barriers. This protocol will be reviewed and revised if necessary before commencing work in any localities with Indigenous communities.



The project will also ensure inclusion of Indigenous Peoples in the selection of staff, consultants and volunteers.

ESS8 Cultural Heritage

The activities from the project are not expected to result in any adverse risks and impacts to tangible or intangible cultural heritage or access to those.

ESS9 Financial Intermediaries

The project is not expected to make use of a financial intermediary

B.3 Other Relevant Project Risks

All risks and impacts have been presented against the standards.

C. Legal Operational Policies that Apply

OP 7.50 Projects on International Waterways

No

The project is not expected to relate to any known international waterway.

OP 7.60 Projects in Disputed Areas

No

The project will not be located in an area under legal or international dispute nor competing territorial claims.

III. BORROWER’S ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN (ESCP)

DELIVERABLES against MEASURES AND ACTIONs IDENTIFIED	TIMELINE
ESS 1 Assessment and Management of Environmental and Social Risks and Impacts	
REGULAR REPORTING: WVI-C will report on the activities and performance of the environmental, social, health and safety (ESHS) commitments and performance on the project, including the implementation of the ESCP.	08/2020
INCIDENTS AND ACCIDENTS NOTIFICATION: WVI-C will implement the incident management procedure and promptly notify the Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect.	01/2020
ORGANIZATIONAL STRUCTURE: WVI-C has in place staff at various levels and as part of the organization to support this project to implement the commitments contained in this ESCP. This resourcing will be maintained throughout the life of the project.	01/2020
MANAGEMENT TOOLS AND INSTRUMENTS: WVI-C will review its existing policies and instruments related to aspects covered in the ESCP and update, where necessary, to ensure alignment with the	03/2020

Public Disclosure



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relevant standards of the ESCP.	
CAPACITY SUPPORT: Training will be provided, on an ongoing basis, to all WVI-C staff, subgrantees, consultants and volunteers on a range of issues relating to meaningful engagement, inclusion, grievance systems, health and safety and child safeguarding.	01/2020
ESS 10 Stakeholder Engagement and Information Disclosure	
STAKEHOLDER ENGAGEMENT: The Project includes an intensive, annual cycle of engagement with citizens in target communities which forms the basis of stakeholder engagement. These activities will be continued through the duration of the Project.	01/2020
PROJECT GRIEVANCE MECHANISM: WVI-C will review and revise, where necessary, its existing grievance mechanism and associated instruments and communicate, operationalise, and maintain for the life of the project.	01/2020
ESS 2 Labor and Working Conditions	
LABOUR MANAGEMENT PROCEDURES: WVI-C will review its existing policies and procedures with regards to labour and working conditions and address any gaps before selection of consultants and volunteers.	03/2020
GRIEVANCE MECHANISM FOR PROJECT WORKERS: WVI-C will conduct orientation on the worker grievance procedure with all workers to ensure they are aware of their rights and benefits before they start work.	01/2020
OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES: WVI-C will review existing OHS procedure and amend, as necessary, and implement to meet the required standards of the Bank, especially travel safety for workers.	01/2020
ESS 3 Resource Efficiency and Pollution Prevention and Management	
ESS 4 Community Health and Safety	
ESS 5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	
ESS 6 Biodiversity Conservation and Sustainable Management of Living Natural Resources	
ESS 7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	
INDIGENOUS PEOPLES PROTOCOL: WVI-C will review the existing Protocol and M&E framework to ensure inclusion and engagement aspects are in line with Bank requirements and revise, if required, before working in communities with Indigenous Peoples.	03/2020
ESS 8 Cultural Heritage	



ESS 9 Financial Intermediaries

B.3. Reliance on Borrower’s policy, legal and institutional framework, relevant to the Project risks and impacts

Is this project being prepared for use of Borrower Framework?

No

Areas where “Use of Borrower Framework” is being considered:

There are no areas where the Borrower’s E&S Framework will be considered.

IV. CONTACT POINTS

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Borrower/Client/Recipient

Implementing Agency(ies)

V. FOR MORE INFORMATION CONTACT

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VI. APPROVAL

Task Team Leader(s):	Erik Caldwell Johnson
Practice Manager (ENR/Social)	Christophe Crepin Cleared on 22-Oct-2019 at 22:51:12 EDT

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