



Public Disclosure Authorized

Voice and Action: Social Accountability for Improved Service Delivery (P146160)

EAST ASIA AND PACIFIC | Cambodia | Social, Urban, Rural and Resilience Global Practice Global Practice | Recipient Executed Activities | Investment Project Financing | FY 2016 | Seq No: 1 | ARCHIVED on 12-May-2016 | ISR22659 |

Implementing Agencies: Save the Children, Cambodia, World Vision International

Key Dates

Key Project Dates

Bank Approval Date:01-Sep-2015

Effectiveness Date:20-Nov-2015

Original Closing Date:31-Dec-2018

Revised Closing Date:31-Dec-2018

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The PDO is to support the improvement of service delivery in schools, health centers and communes, for rural households in selected districts. This will be achieved by local government and service providers engaging with communities in the ISAF process (access to information, open budgets, citizen monitoring) to improve performance and responsiveness.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

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Components

Name

Overall Ratings

| Name | Previous Rating | Current Rating |
|--------------------------------------|-----------------|----------------|
| Progress towards achievement of PDO | -- | ● Satisfactory |
| Overall Implementation Progress (IP) | -- | ● Satisfactory |

Implementation Status and Key Decisions

With the grant agreement signed on November 18, 2015 and the first disbursements made in mid-February 2016, both NGOs are now in early implementation and on track to meet the timelines in their respective 2016 annual work plans. As World Vision implements primarily through field offices who have already been operating during the 2014-2015 pilot phase in 10 of the 11 planned districts for 2016, they have been able to move faster than Save the Children in hiring and training Community Accountability Facilitators (CAFs) and preparing for Information for Citizens (I4C) activities. This timing is also in keeping with the annual Implementation Plan for the Social Accountability Framework (ISAF) cycle which includes



completing I4C activities by the end of April. SC has recently signed agreements with local NGO partners and begun to recruit CAFs as they scale up from 2 pilot districts to a total of 10 target districts for 2016. Delays in government-led, “supply-side” activities such as training provincial and district officials may affect the availability of service provider performance and budget information and cause delays in “demand-side” awareness building and information dissemination activities by the NGOs. A government training workshop on generating data for information posters held during the first week of April should accelerate the process of information provision and allow implementation to align well with the annual ISAF cycle.

Risks

Overall Risk Rating

| Risk Category | Rating at Approval | Previous Rating | Current Rating |
|---------------|--------------------|-----------------|----------------|
| Overall | ● Moderate | -- | ● Moderate |

Comments

As implementation has just begun, the risk environment has yet to change. The risks identified at the time of approval remain, more or less, the same.

Results

Project Development Objective Indicators

►PDO1: % of citizens in target areas satisfied with primary school, health center, and commune service and functions (performance & responsiveness) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | -- | -- | -- | 30.00 |
| Date | 31-Dec-2015 | -- | -- | 31-Dec-2018 |

►PDO2: % of poor and marginalized citizens in target areas satisfied with primary school, health center, and commune service and functions (inclusiveness) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|----------|-------------------|------------------|------------|
| Value | -- | -- | -- | 30.00 |



| | | | | |
|------|-------------|----|----|-------------|
| Date | 31-Dec-2015 | -- | -- | 31-Dec-2018 |
|------|-------------|----|----|-------------|

►PDO3: % of citizens participating in SAF process in target areas reporting that their voice in local service delivery has been strengthened (empowerment) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00 | -- | -- | 40.00 |
| Date | 30-Jun-2015 | -- | -- | 31-Dec-2018 |

►PDO4: % of poor and marginalized citizens participating in SAF process in target areas reporting that their voice in local service delivery has been strengthened (empowerment of marginalized groups) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00 | -- | -- | 40.00 |
| Date | 30-Jun-2015 | -- | -- | 31-Dec-2018 |

Overall Comments

All of the PDO indicators will be assessed through the use of an impact evaluation. A baseline survey is planned to begin September/October, with Save the Children nearing the end of the process of procuring a survey firm.

Intermediate Results Indicators

►% of citizens participating in SAF process able to cite standards for school, health center or commune services (information awareness) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | -- | -- | -- | 50.00 |
| Date | 31-Dec-2015 | -- | -- | 31-Dec-2018 |



▶% of citizens participating in SAF process able to cite expenditure changes/patterns for school, health center and commune budgets (budget awareness) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00 | -- | -- | 30.00 |
| Date | 30-Jun-2015 | -- | -- | 31-Dec-2018 |

▶% of schools, health centers and communes demonstrating improved service delivery performance (citizen monitoring) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | -- | -- | -- | 75.00 |
| Date | 31-Dec-2015 | -- | -- | 31-Dec-2018 |

▶% of local NGO staff in target districts demonstrating capacity to facilitate SAF (capacity building) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00 | -- | -- | 75.00 |
| Date | 30-Jun-2015 | -- | -- | 31-Dec-2018 |

▶% of Community Accountability Facilitators (CAFs) (women/men) demonstrating capacity to facilitate SAF. (capacity building) (Percentage, Custom)

| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 0.00 | -- | -- | 75.00 |
| Date | 30-Jun-2015 | -- | -- | 31-Dec-2018 |



▲Stages reached in the execution of the M&E plan. (Percentage, Custom Breakdown)

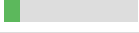
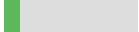
| | Baseline | Actual (Previous) | Actual (Current) | End Target |
|-------|-------------|-------------------|------------------|-------------|
| Value | 1.00 | -- | 0.00 | 4.00 |
| Date | 30-Oct-2015 | -- | 03-May-2016 | 26-Oct-2018 |

Overall Comments

As it is early in implementation, there has been insufficient activity in the areas required for data collection on intermediate results indicators. As awareness raising of citizens begins, data will be gathered on IR 1 and 2, and training of staff and CAFs will allow for the generation of additional Intermediate Results data collection and reporting at the time of the next ISR.

Data on Financial Performance

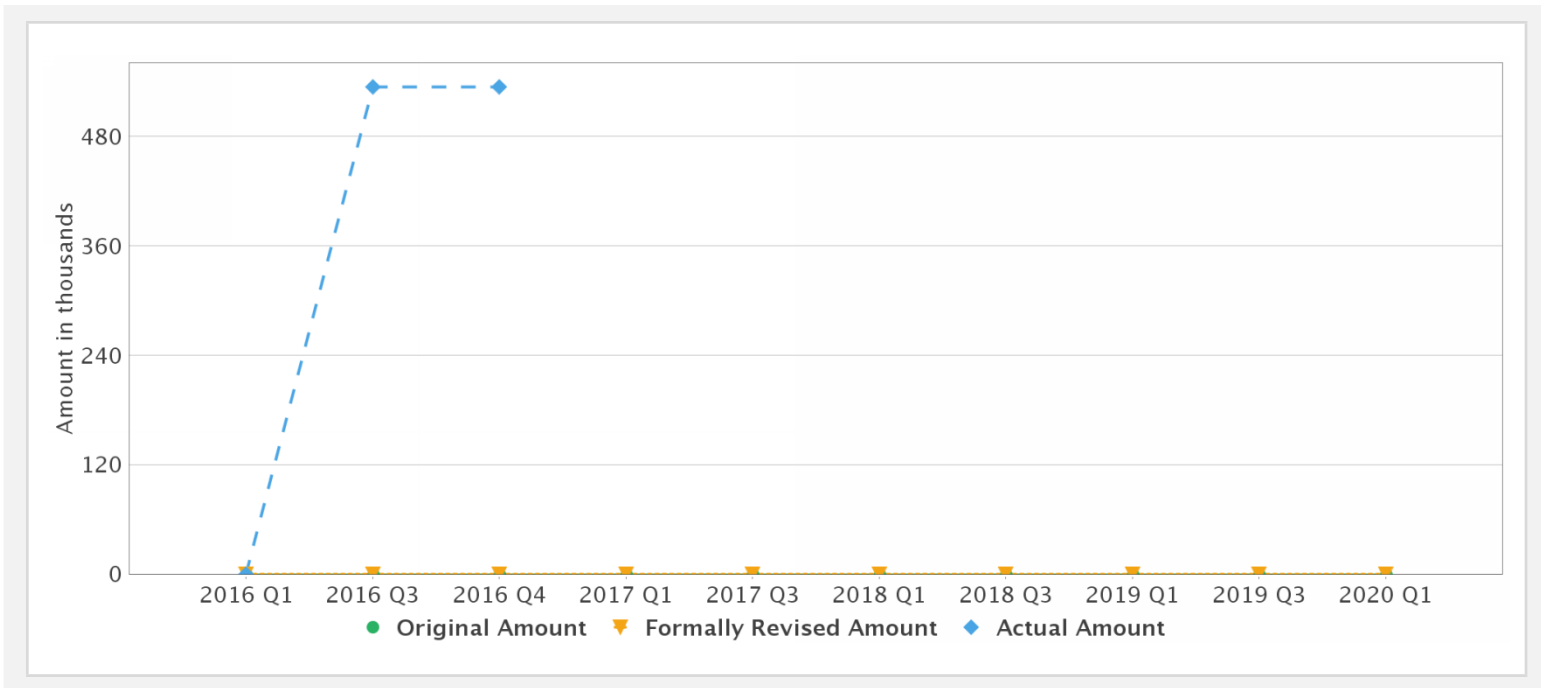
Disbursements (by loan)

| Project | Loan/Credit/TF | Status | Currency | Original | Revised | Cancelled | Disbursed | Undisbursed | Disbursed |
|---------|----------------|-----------|----------|----------|---------|-----------|-----------|-------------|---|
| P146160 | TF-A1513 | Effective | USD | 2.00 | 2.00 | 0.00 | 0.23 | 1.77 |  12% |
| P146160 | TF-A1514 | Effective | USD | 2.90 | 2.90 | 0.00 | 0.30 | 2.60 |  10% |

Key Dates (by loan)

| Project | Loan/Credit/TF | Status | Approval Date | Signing Date | Effectiveness Date | Orig. Closing Date | Rev. Closing Date |
|---------|----------------|-----------|---------------|--------------|--------------------|--------------------|-------------------|
| P146160 | TF-A1513 | Effective | 18-Nov-2015 | 20-Nov-2015 | 20-Nov-2015 | 31-Dec-2018 | 31-Dec-2018 |
| P146160 | TF-A1514 | Effective | 18-Nov-2015 | 20-Nov-2015 | 20-Nov-2015 | 31-Dec-2018 | 31-Dec-2018 |

Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.