

 Early Warning System

WB-P171090

Engaging Citizens to Improve Service Delivery Through Social
Accountability



Quick Facts

Countries	Cambodia
Financial Institutions	World Bank (WB)
Status	Canceled
Bank Risk Rating	U
Sectors	Law and Government
Project Cost (USD)	\$ 2.45 million



Project Description

According to bank documents, the project objective is "to improve the performance of public service providers through the development and institutionalization of national and subnational government systems with improved transparency, strengthened citizen engagement and responsive action." The project has five components: (1) Transparency and access to information, (2) Citizen monitoring (3) Implementation of Joint Accountability Action Plans (JAAPs) (4) Training and capacity development, and (5) Civil society coordination and partnership support.



Investment Description

- World Bank (WB)

Co-financing: Cambodia - Free-standing Trust Fund Program US\$ 2.45



Contact Information

World Bank

Contact :Erik Caldwell Johnson

Title :Senior Social Development Spec

Telephone No :5721+1314

Borrower :NGO To Be Determined

Implementing Agency :NGO To be determined

ACCOUNTABILITY MECHANISM OF WORLD BANK

The World Bank Inspection Panel is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by a World Bank-financed project. If you submit a complaint to the Inspection Panel, they may investigate to assess whether the World Bank is following its own policies and procedures for preventing harm to people or the environment. You can contact the Inspection Panel or submit a complaint by emailing ipanel@worldbank.org.

You can learn more about the Inspection Panel and how to file a complaint at:

<http://ewebapps.worldbank.org/apps/ip/Pages/Home.aspx>.



Bank Documents

- [Concept Environmental and Social Review Summary \(ESRS\) - Engaging Citizens to Improve Service Delivery Through Social Accountability](#) [Original Source]
- [Project Information Document \(PID\) - Engaging Citizens to Improve Service Delivery Through Social Accountability](#) [Original Source]