Early Warning System

# WB-P172630

## Engaging Citizens to Improve Service Delivery Through Social Accountability

# Early Warning System

## Engaging Citizens to Improve Service Delivery Through Social Accountability

WB-P172630

### Quick Facts

| | |
|---|---|
| **Countries** | Cambodia |
| **Financial Institutions** | World Bank (WB) |
| **Status** | Proposed |
| **Bank Risk Rating** | C |
| **Borrower** | Government of Cambodia |
| **Sectors** | Law and Government |
| **Investment Type(s)** | Grant |
| **Investment Amount (USD)** | $ 5.95 million |
| **Project Cost (USD)** | $ 6.75 million |

## Project Description

According to the bank document, "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"

## Investment Description

- World Bank (WB)

Co-financing:

Cambodia Social Accountabilty and Service Delivery US$ 5.95 million

## Contact Information

World Bank
Erik Caldwell Johnson, Senior Social Development Specialist

Borrower/Client/Recipient
Ministry of Economy and Finance
H.E. Vanndy Hem, Under Secretary of State
hemvanndy@hotmail.com

Implementing Agencies
World Vision International
Daniel Selvanayagam, National Director for Cambodia and Laos
daniel_selvanayagam@wvi.org

## 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**

- Appraisal Environmental and Social Review Summary (ESRS) - Engaging Citizens to Improve Service Deli [Original Source]
- Concept Environmental and Social Review Summary (ESRS) - Engaging Citizens to Improve Service Delive [Original Source]
- Concept Project Information Document (PID) - Engaging Citizens to Improve Service Delivery Through S [Original Source]
- Environmental and Social Commitment Plan (ESCP) - Engaging Citizens to Improve Service Delivery Thro [Original Source]
- Stakeholder Engagement Plan (SEP) - Engaging Citizens to Improve Service Delivery Through Social Acc [Original Source]