

Early Warning System

WB-P173472

Voice and Accountability: Community Empowerment for Improved Local Service Delivery in Zambia

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Quick Facts

Countries	Zambia
Financial Institutions	World Bank (WB)
Status	Proposed
Bank Risk Rating	U
Borrower	Government of Zambia
Sectors	Education and Health, Law and Government
Investment Type(s)	Advisory Services
Project Cost (USD)	$ 2.75 million

Project Description

According to bank documents, the project objective is to strengthen community awareness and participation with school management and local authorities for accountable primary and secondary education services in the nine selected districts in Zambia.

The project has three components:

1. Component 1. Increasing Community Awareness of the Delivery of Education Services (US$ 0.94 million). The citizens and communities in the targeted district have limited understanding about the responsibilities of local authorities (including PEOs, DEBS, Town Councils and any other relevant local offices), school management and other stakeholders (including PTAs and WDCs) in delivering education services. They are also not aware of their basic entitlements as a citizen to hold public offices accountable and demand improved education services. This has made it difficult for them to have own 'voice' and come up with community priorities.
    I. Subcomponent 1.1. Development of Training Materials and Social Accountability Tools. This subcomponent will provide support to activities in enhancing the understanding of community engagement and developing social accountability training materials and tools.
    II. Subcomponent 1.2. Capacity Development for Community Members. This subcomponent will provide support to activities in formulating community groups such as PTAs and WDCs, providing training to community group representatives and wider community members.
    III. Subcomponent 1.3. Awareness Building for School Management and Local Authorities. This subcomponent will support training activities for school management and local authorities to build their awareness and capacity for being accountable for education service delivery and encourage them to create a space for community engagement and participation.
2. Component 2. Enhancing Community Engagement and Participation in the Delivery of Education Services (US$ 1.4 million) Rural communities in the targeted districts have not monitored public service delivery nor raised community priorities related to service delivery with local authorities or school management. A lack of consultation has resulted in distrust and miscommunication with the local authorities or school management. Since the feedback loop on service delivery does not exist, communities have not been able to hold local authorities or school management accountable for the education service delivery.
    I. Sub-component 2.1. Strengthening Communities Capacities to Monitor Local Education Services. This subcomponent will strengthen communities' capacity to monitor local education services including, but not limited to, implementation of Safe School Plans, school construction and renovation, school budgets and resource use, textbook delivery and teachers and pupils' absenteeism.
    II. Sub-component 2.2. Effective Community Engagement with School Management and Local Authorities. This sub-component will empower communities to effectively engage with school management and local authorities in communicating their issues, priorities and their views towards district-level education plans, school budget, and findings from monitoring education services.
    III. Sub-Component 2.3. Exchanges in Community Knowledge and Experience in Social Accountability. This sub-component will empower communities to review their own experience and share experience with other communities. It will also empower CSOs specialized in education for facilitating similar social accountability activities outside of pilot districts.
3. Component 3. Project Management and Administration, M&E and Knowledge Dissemination (US$ 0.42 million). The objective of this component is to support the implementing agency's capacity to manage and carry out day-to-day project activities, monitor implementation of activities and results, coordinate with relevant stakeholders, and disseminate

Investment Description

- World Bank (WB)

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ACCESS TO INFORMATION

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ACCOUNTABILITY MECHANISM OF THE 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. Information on how to file a complaint and a complaint request form are available at: https://www.inspectionpanel.org/how-to-file-complaint

Bank Documents

- Concept Environmental and Social Review Summary (ESRS) - Voice and Accountability: Community Empower [Original Source]
- Project Information Document (PID) - Voice and Accountability: Community Empowerment for Improved Lo [Original Source]