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**act:onaid**

## SOCIAL ACCOUNTABILITY PRACTITIONERS' CONFERENCE

### CONCEPT NOTE

27<sup>TH</sup> -29<sup>TH</sup> AUGUST 2013

DAR ES SALAAM

## THE CONTEXT

Social accountability refers to the broad range of actions and mechanisms, beyond voting, that citizens can take to help the government be more effective and accountable. It also includes actions on the part of government, civil society, media, and other societal actors that promote or facilitate these efforts. Social accountability approaches also serve to empower citizens and contribute to the evolution of inclusive and cohesive democratic institutions (ANSA-EAP, 2010)<sup>1</sup>.

### *The Demand-side*

While African citizens are becoming more assertive in articulating and demanding their right to participate in public decision-making (Bratton 2010)<sup>2</sup>, the space for such participation does not always facilitate effective participation that leads to better governance and improved service delivery. While most Africa governments are becoming more open with the information they produce (thanks in no small part to improved ICT) the information provided is often not accurate, current, meaningful or accessible enough to enable it to be used by citizens or those acting on their behalf to effectively monitor government performance. The systemic environment within which public resources are managed remains a mystery to many demand-side actors. As a result, they find it difficult to ask the right questions to the right people at the right time in order to obtain lasting solutions to persistent service delivery problems. The need for a better understanding of how the interaction between citizens and the state can become more effective and produce tangible and lasting improvements in public service delivery could not be more apparent in the Africa today. The growing interest in social accountability within a number of African contexts has been development practitioners' response to this need.

### *The Supply-side*

In the management of public resources, the state is accountable to citizens primarily through the election process. Within the electoral cycle, there are also a number of structures through which social accountability is exercised. One of these is through the core documentation produced by each of the above five processes as a matter of course. In this documentation, an accountable state would justify and explain its decisions and actions with respect to the management of public resources. Where the state fails to do so adequately, citizens have the right to demand these justifications and explanations. Where weaknesses are identified in the functioning of a process, timely, effective and lasting corrective action must be taken by the relevant body within the state. Throughout the world and specifically in the African context, a range of tools are currently being used by demand side actors to monitor the management of public resources through one or more of the five basic processes<sup>3</sup> that guide public resource management within governments.

### *Social Accountability Monitoring Approaches*

Public Expenditure tracking (PETs) has been a popular methodology employed by civil society to monitor government spending in Tanzania for over a decade. This approach has

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<sup>1</sup> ANSA-EAP, 'The Evolving Meaning of Social Accountability in Cambodia' (2010)

<sup>2</sup> Bratton M., 'Citizen Perceptions of Local Government Responsiveness in Sub-Saharan Africa Working Paper' 119, May 2010

<sup>3</sup> According to the approach promoted by the PSAM and adopted by Policy Forum as a network, the cycle is made up of the following five processes: Planning and Resource Allocation, Expenditure Management (PETs), Performance Management, Public Integrity Management and Accountability to Oversight.

been applied through a variety of tools developed for this purpose that are currently available to civil society actors.

ActionAid-Tanzania has also been implementing a Public Accountability Program which is focusing on Social Accountability Monitoring with partners in different districts. The organisation has trained its partners in Public Expenditure Tracking System (PETs) with the aim of influencing communities in the respective districts to participate in the planning & budgeting processes and in tracking public service delivery.

Forum Syd has been working to enhance social accountability at the local level through its partnership with MS-TCDC by training community-level CSOs to undertake activities aimed at enhancing social accountability in Magu, Karagwe and Ukerewe districts. This partnership aims at developing capacity of both citizens and local government to participate effectively in strengthening accountability in the public sector.

The PSAM is a unit within the School of Journalism and Media Studies at Rhodes University and has also offered a university accredited certificate course on the Fundamentals of Social Accountability Monitoring to partners in Sub-Saharan Africa since 2007. It takes a rights-based and systems-based approach to analysing the interaction between the five basic processes referred to above and the social accountability relationship between demand and supply side actors. The PSAM approach explores how the resulting social accountability system can be enhanced through better targeted and more effective demand in a way that improves service delivery and progressively realises socio-economic rights. A number of organisations have adopted this approach to their work and the applicability of the approach is being tested in several contexts in Sub-Saharan Africa through its Regional Learning Programme partnerships.

Policy Forum (PF) was the first PSAM partner to adopt, adapt and apply the methodology in its accountability monitoring work at the district council level. To date PF has been able to partner with 10 of its member organisations to conduct social accountability monitoring (SAM) in ten councils in Tanzania mainland<sup>4</sup>. A number of similar yet distinct approaches to social accountability monitoring have also been employed by other organisations in Tanzania.

#### *Why a SAM Conference in 2013?*

As SAM gains popularity in Tanzania and across the region, the variety of monitoring methodologies has also been increasing. This makes it necessary to create a forum in which SAM practitioners can learn from each other, and where new SAM practitioners can benefit from the hindsight of SAM veterans on a regular basis. The need for such a forum has been widely acknowledged in discussions among SAM practitioners and in many cases in their core documentation. To begin to address this need, in October 2012, Forum Syd, Policy Forum, and MS-TCDC convened a meeting to enable various stakeholders using various monitoring approaches to explore the basic understanding, principles, and paradigms of social accountability across practitioners in Tanzania; assess the effectiveness of PETS guidelines in promoting social accountability; and explore the existing and potential funding streams of social accountability interventions in Tanzania. The PSAM facilitated the participation of social accountability practitioners from Zambia, Mozambique and South

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<sup>4</sup> Councils are Kibaha, Mwanza, Babati, Kiteto, Illeje, Morogoro, Lindi, Karagwe, Ukerewe and Kisarawe

Africa at this meeting. Participants found the event to be worthwhile in creating a common understanding of social accountability as a concept and there was agreement that more of these occurrences on an annual basis would help to enhance accountability monitoring.

To this end, Policy Forum, MSTCDC, Forum Syd, ActionAid, the Swiss Agency for Development Cooperation (SDC) in Tanzania and the PSAM are convening a 3-day conference in Dar es Salaam from 27 to 29 August 2013 to bring together social accountability practitioners within Tanzania and across Sub-Saharan Africa to share experiences, tools, and methodologies that have been applied in their respective contexts and to discuss successes, challenges and lessons from the implementation of social accountability interventions.

## **CONFERENCE OBJECTIVES**

The main objectives of the conference will be:

- To share experiences from the implementation of social accountability monitoring interventions
- To discuss the conceptual framework underpinning SAM work with a view to developing a better collective understanding of the theory underpinning the practice.
- To learn from the adaptations that practitioners have made to the methodology and tools and the effect of these adaptations on subsequent implementation
- To discuss on the achievements, challenges and lessons learned through SAM interventions.
- To showcase good practice in monitoring public resource management
- To improve on the methodologies used by interrogating which lessons are generically applicable and which are only context-specific.
- To discuss the nature and extent of contextual factors that determine success or failure in SAM interventions.
- To share the monitoring, evaluation and lesson-learning approaches being used that are best suited to SAM work
- To establish a community of practice for the continued sharing of lessons beyond the conference.

## **THE CONFERENCE WILL BE OF INTEREST TO:**

The conference shall bring together social accountability practitioners from Sub-Saharan Africa. It will also include participants and presenters from government, constitutional oversight bodies, academics, researchers, donor agencies and media professionals.

## **ORGANIZERS**

The conference will be co-organized by Policy Forum, Forum Syd, the PSAM, Action Aid-Tanzania, and SDC (donor-partner).

# SOCIAL ACCOUNTABILITY PRACTITIONERS' CONFERENCE

DAR ES SALAAM, TANZANIA  
AUGUST 27 – 29, 2013

## Programme

### DAY 1: Tuesday, August 27, 2013 - Social Accountability Approaches

**8:00 – 08: 30**

#### **Registration**

08:30 – 10: 00

Welcome - Coordinator, Policy Forum

Opening Remarks - Policy Forum Board Chairperson

Opening Statement - Olivier Chave, Ambassador of Switzerland

Social Accountability Monitoring Report for Tanzania - Gertrude Mugizi

Speech and official Launch of Tanzania SAM report - Guest of Honor – Honorable Deputy Minister-PMORALG (To Be Confirmed )

**10:00 – 10:30**

#### **Tea/Coffee Break**

10:30 - 12:00

**The Importance of taking a Rights-Based Approach to Delivering Public Services?**

#### **Plenary Purpose**

*The purpose of this plenary is to learn the importance of the rights-based approach to service delivery both locally in Tanzania and internationally.*

**Panel Moderator** – Mr. Richard Angelo, Manager Capacity Enhancement – Policy Forum Tanzania.

#### **Panel Speakers:**

Hon. Judge Manento - Chairperson, Commission for Human Rights and Good Governance, Tanzania

Mr. Florence Rugemalira, FORUM SYD

Dr. Suma Kaare – Principal MS-TCDC

Mr. Hussein Khalid – Executive Director, Muslims for Human Rights (MUHURI) - Kenya

12:00 - 13:30

**Social Accountability Approaches: Experiences and Lessons learned**

#### **The purpose:**

*The session will focus on sharing experiences, challenges and lessons learned in regards to the different approaches used by different practitioners in monitoring public resources.*

**Panel Moderator-** Semkae Kilonzo, Coordinator – Policy Forum Secretariat

**Panel Speakers:**

Mr. Ali Lala - Concern Universal *Mozambique*  
Ms Scholastica Haule - ACTION AID *Tanzania*  
Mr. Kimata Yoichiro - JICA *Tanzania*  
Mr. Philipp Schattenmann - GIZ *Tanzania*  
*CETA*

**13:30 – 14:30**

**Lunch**

**14:30 – 15:00**

***Discussion***

**15:00 – 16:30**

***Breakaway Session: How best to adopt a framework to suit your context***

**The purpose:**

*An inter-country discussion to share approaches used, lessons learnt, and how the various approaches support/affect the incentive structure for learning. A five minute summary on the specific ways in which the PSAM approach has been adapted in each context (Tanzania, Mozambique, Zambia, and Zimbabwe) will be presented by PSAM partners from those countries and there will be a five minute presentation from Southern Africa Parliamentary Support Trust on how the approach can be used to build capacity for better parliamentary oversight of public resource management in the SADC region. These five Speakers will form the inner circle. The outer circle would be anyone wishing to participate in the discussion. This session will also be broadcast in the form of a webinar to enable active on-line participation from members of a global Community of Practice on Transparency, Accountability and Participation.*

***Panel Moderator: Gertrude Mugizi - PSAM***

***Introductory Panel (inner circle):***

- Mr. Semkae Kilonzo – Policy Forum *Tanzania*
- Mr. Paulo Gentil - Concern Universal *Mozambique*
- Mr. Edmond Kangamungazi – CARITAS *Zambia*
- Ms Esther Sharara – Community Working Group on Health *Zimbabwe*
- Mr. Rongai Chizema – Southern Africa Parliamentary Support Trust

**16.30 – 17.00**

**Tea and side meetings**

## DAY 2: Wednesday, August 28, 2013 - Advocacy

08:00 – 08:30

Recap

08:30 – 10:00

**How can CSOs and Government collaborate to enhance good Governance and Accountability?**

**Plenary Purpose:**

*To discuss the best ways Government, CSOs and other actors can engage together in strengthening accountability and governance. The audience will also learn from CSOs from the SADC region on the ways they engage with their governments in influencing accountability.*

**Panel Moderator** – Mr. Hebron Mwakagenda, Executive Director - The Leadership Forum

**Panel Speakers:**

1. Hassan Mayunga- Ethics Secretariat
2. Mr. Israel Ilunde, Policy Forum - Local Government Working Group *Tanzania*
3. Mr. Itai Rusike (Community Working Group on Health – CWGH) *Zimbabwe*

10:00 – 10:30

Tea/Coffee Break

10:30 – 11:30

**Social Accountability and Gender Mainstreaming**

**The purpose:**

*The plenary will focus on discussing issues related to gender and how it can be mainstreamed in SAM activities. Panelists will also share practical experience from Gender responsive budgeting practitioners.*

Panel Moderator: Joost Noordholland

**Panel Speakers**

1. Ms. Usu Malya - Tanzania Gender Networking Programme.
2. Ms. Lindiwe Ngwenya - Zimbabwe Women's Resource Centre Network

11:30 – 13:00

## Innovative Approaches to Social Accountability Advocacy

### The Purpose

*The session will focus on sharing experiences, successes, challenges and lessons on some innovative approaches, techniques and technologies used by actors to harness a collective voice in ways that maximize the effectiveness of advocacy in monitoring activities.*

**Panel Moderator** - Mr. Alex Modest, Manager Communication and Advocacy – Policy Forum

### Panel Speakers:

1. Ms Isabel Mukelabai – Civil Society for Poverty Reduction *Zambia*,
2. Elizabeth Missokia – Executive Director, HakiElimu- Tanzania
3. Prof. Hannah Thinyane – Mobi-SAM Project (Rhodes University) *South Africa*

13:00 – 14:00

Lunch

14:00 – 15:30

## Strategic use of Media for Advocacy

### The purpose

*The discussion will focus on the strategic use of media in relation to social accountability interventions. Speakers will outline ways in which the media can be used by demand and supply-side actors and what can be learnt.*

**Panel Moderator:** Mr. Nyanda Shuli, Manager Media and Advocacy - HakiElimu

### Panel Speakers:

1. Dr. Ayub Rioba, Lecturer School of Journalism and Mass Communication – University of Dar es Salaam
2. Rebecca Stringer - Country Director, BBC Media Action - Tanzania
3. Mr. Ajibola Amzat – The Guardian Newspaper *Nigeria*

15:30 – 16:30

## Documenting CSO's Work

### The Purpose:

*To visually showcase Social Accountability interventions as documented by SDC partners.*

### Documentaries

Policy Forum - *Social Accountability Monitoring Documentary- the case of Ileje District-Chabu Dispensary*



SIKIKA- How does SAM contribute to improve the health sector?  
The case of Iramba- Singida  
ANSAF- Irrigation scheme in Minepa Village, Ulanga, Morogoro  
FORUM SYD - Community Engagement in SAM

*Lead Person – Alex Modest*

16.30 – 17.00

Tea and side meetings

## DAY 3: Thursday, August 29, 2013 – Oversight and Resource Management

08:00 – 08:30

Recap

08:30 – 11:00

**Assessment of Oversight role in Public Resource Management**

### **The Purpose**

*This session will deliberate on how oversight bodies play their role in overseeing the accountability of the government to citizens and assess their institutional capacities.*

**Panel Moderator** – Dr. Ayub Rioba, Lecturer School of Journalism and Mass Communication – University of Dar es Salaam

### **Panel Speakers:**

Controller and Auditor General, *Tanzania*

Hon. Jerry Silaa, Mayor Ilala Municipal *Tanzania*

Hon. Zitto Zuberi Kabwe, Chairperson - Parliamentary Public Accounts Committee, Tanzania Parliament

11:00 – 11:30

Tea/Coffee

11:30 – 13:00

**Legislative Framework that Promotes Social Accountability**

### **The Purpose**

*The session shall focus on how the legislative frameworks enable/impede social accountability (locally, regionally, and internationally). How is the legislative framework used to enforce social accountability by demand-side actors (some successes/challenges/lessons)? What would be the elements of good facilitative legislation for effective social accountability?*

**Panel Moderator** - Jay Kruise - PSAM

### **Panel Speakers:**

Mr. Abongile Sipondo - PSAM *South Africa*

Advocate Harold Sungusia LHRC

Mr. Dmitri Holtzmann - Equal Education Law Centre *South Africa*

**13:00 – 14:00**

**Lunch**

14: 00 – 15:00

**Monitoring Impact and Learning Lessons**

**The purpose**

*The session shall focus on how CSOs can institutionalize systematic learning for organizational effectiveness, including best practices. The presenters will also highlight the methodologies for monitoring the impact of their work.*

**Presenters:**

Mr. Albert van Zyl - IBP

Ms Kate Dyer – Programme Director, AcT

Mr. Jimmy Luhende – ADLG

**15.00- 15.30**

**Tea/Coffee Break**

15:30 -17:00

Way forward Session

***The Purpose***

*The session will look at the learning from the event, discuss the potential for setting up a “Community of Practice” and agree on responsibilities and commitments to take things forward.*

Note of thanks – ACTION AID, Tanzania

**Closing , Drinks and Barbeque**