



វិទ្យាស្ថានគំរូមតិ និងគោលនយោបាយ
ADVOCACY AND POLICY INSTITUTE

ADVOCACY AND POLICY INSTITUTE

ANNUAL REPORT 2020



FUNDING AND IMPLEMENTING PARTNERS



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A Message from the API Board of Directors and the Executive Committee

During the very difficult times of the global Covid 19 pandemic, on behalf of the Advocacy and Policy Institute (API), we, as members of the Board of Directors and the Executive Committee, would like to express our sincere gratitude to all API’s beneficiaries and friends, who participate and support our activities and mission. Our special appreciation is directed to the members of the numerous Cambodian communities where API is active, to our funding partners, to government counterparts at all levels and to everyone who has contributed toward achieving the goals we have set in our fourth Strategic Plan. Realizing the rights and enhancing the voices of citizens for sustainable development in Cambodia, especially the rights of women, youth and disadvantaged groups such as low-income citizens, persons with disabilities, indigenous people and out of school children remain our top priorities. Holding the government accountable, advocating for more transparency, improving public services and local governance are equally important goals we could not have been striving for without our supporters, whose precious help is making our work possible every day.

We would also like to thank all our implementing and network partners, who have joined our efforts to achieve our common mission and objectives: Nickol Global Solutions, the Local Councillors’ Association in Pursat, InSTEDD, Aide et Action, Epic Arts, IDEA, Village Support Group (VSG), the Cambodian Organisation for Women Support (COWS), the members of the Coalition for Partnership in Democratic Development (CPDD), the Access to Information Working Group (A2IWG), the Budget Working Group (BWG), the Cooperation Committee for Cambodia (CCC), the NGO Forum for Cambodia (NGOF).

We would like to express our appreciation for our good collaboration with both Houses of Cambodia’s Parliament, as well as with the following government institutions: the Local Councillors’ Associations in the provinces of Kampong Thom, Banteay Meanchey, Kampong Speu, Kep and Kandal, the National League of Local Councils (NLCS), the National Committee for Sub-National Democratic Development (NCDD), the Ministry of Interior (Mol), the Ministry of Education Youth and Sport (MoEYS), and the Ministry of Health (MoH) and all local authority and service provider institutions.

We are grateful to our funding partners and donors: the European Union (EU), the United States Agency for International Development (USAID), the United States Department of State, the Swiss Agency for Development and Cooperation (SDC), the Swedish International Development Cooperation Agency (SIDA), the United Nations’ International Children’s Education Fund (UNICEF), the United Nations’ Democracy Fund (UNDEF), the United Nations Development Programme, the Dutch Ministry of Foreign Affairs through the Voice grant facility, Brot für die Welt (BftW), DanchurchAid (DCA), Oxfam in Cambodia, CARE International in Cambodia, Wilde Ganzen Foundation (WG), Pact Cambodia, Family Health International (FHI360), East-West Management Institute, Inc. (EWMI), etc.



The Executive Committee would like to thank all members of the API’s Governing Board of Directors: Mr. Chandara Soeurng, Ms. Kasumi Nakagawa, Mr. Michael Engquist, Mr. Bunsang Khuon, Mr. Sokleang Kim, Ms. Phoungmaly Nhean and Mr. Bunthoeun Thann. They are offering us their time and effort on a voluntary basis, contributing precious advice based on their remarkable professional experience. A special word of thanks goes to our staff members, our advisors (Mr. Lars Krause and Dr. Raymond Leos), our volunteers and stakeholders, the leaders and members of the communities in our target areas, as well as to the government officials at all levels who have worked hard and have contributed to:

- Improving the draft of the access to information law as a key element of good governance;
- Advocating for increased subnational budget allocations dedicated to social services and to building the capacity of local councillors, helping them better implement the new roles in the framework of the sub-decrees on functional transfer in the Deconcentration and Decentralization Reforms;
- Empowering citizens, especially women, young people and persons belonging to disadvantaged groups, to voice their concerns and hold government accountable for its decisions and actions, while monitoring them to ensure the social accountability of service providers;
- Improving access to information and disclosure of public information on critical issues on all levels of governance, particularly regarding district and commune budgets.

API stays committed to working with national and international institutions who share its values: advocating for positive and peaceful social change and improving the capacity and cooperation of all Cambodians. API is building bridges among government, parliament, citizens, small businesses, local and national administration, consistent with its goal of enhancing Cambodia’s democratic spaces by creating more effective advocates and more responsive government institutions. We are very committed to our mission to serve the long term democratic and social development needs of Cambodia through the empowerment of people to interact with their government to protect their rights and provide for their needs. All the more so given the negative impact of Covid 19.

Phnom Penh, March 9th, 2021

On Behalf of API’s Executive Committee

Mr. Socheat Lam
Executive Director
Advocacy and Policy Institute

On Behalf of API’s Board of Directors

Mr. Chandara Soeurng
Chair of Board of Directors
Advocacy and Policy Institute



I. Executive Summary

With API's 4th Strategic Plan for the period 2019 to 2023, API pursues the **strategic goal of realizing the rights and enhancing the voices of citizens for sustainable development in Cambodia**, with a focus on women, youth and disadvantaged groups: low-income citizens, persons with disabilities, indigenous people and out of school children.

To work towards this goal, **API continues** to strive to improve citizens' access to public information (A2I), to enhance citizen engagement in (local) governance and monitoring of public service delivery, and to develop civil society capacities, as well as engage in advocacy and policy influencing. API further develops its **unique strengths** to build capacities for change and to link citizens', communities' and civil societies' voices and claims to the national policy-making level; and back again in enabling communities, civil society and local government to understand and fulfil citizens' rights and government policies – for access to public information, for citizen engagement in local governance and advocacy for citizens' concerns at all levels.

API has also experienced delays in field work activities due to the public health measures which restrict public gatherings and the number of participants allowed in each event. However, in 2020, which is the second year of the current strategic plan implementation period, the vast majority of the initial project activities and key objectives were successfully implemented despite the global pandemic resulting from the novel Corona virus.

API has significantly contributed toward achieving its strategic outcome #1: influencing policy outcomes to better address the rights and needs of citizens, especially youth, women and disadvantaged groups, and to safeguard the democratic space which allows them to exercise their rights. This profound achievement is primarily contributed via the following project outcomes:

- Influenced and implemented the decentralisation and de-concentration (D&D) policy reforms on functional transfers from the national (ministry) level to sub-national administrations through capacity building measures for local councillors
- Improved the draft for an access to information law through youth debates
- Improved the NGO Law Amendment through joint advocacy efforts with NGOs networks
- Included people with disabilities in the Social Accountability Framework implementation (ISAF) and revised the ISAF Operational Guidelines to take issues of disability and social inclusion into account.



API has achieved its Strategic Outcome #2: Empower disadvantaged citizens to raise their concerns, have them addressed, and to hold the government accountable. This has been achieved via the following projects:

- Enhanced local democratic governance in all communes and districts of 12 Cambodian provinces, to improve public services offered by local administrations, health centres, primary schools and police posts,
- Strengthened the participation of 80 youth in local planning and budgeting for social service development in 20 communes,
- Improved transparency and accountability of one window services in five districts,
- Developed the capacity of 50 local NGOs, 60 CBOs and youth groups and around 500 volunteers (Community Accountability Facilitators), as well as 600 government officials (service providers) and local councillors,
- Offered Covid-19 Emergency Assistance to 500 most vulnerable households in Kampong Thom and Sen Sok, Phnom Penh,
- Included 500 people with disabilities' voices and actions in Social Accountability, enabling them to better access public services of health centres, schools and commune administrations,
- Strengthened 200 youth, young indigenous people in meaningful civic engagement with local government to access improved public services in 6 rural provinces,
- Improved around 300 citizens' engagement with the government in urban areas (Phnom Penh and Ta Khmau) on access to better health, education and sangkat administration services,
- Promoted the voices and actions of 40 young women leaders and entrepreneurs to improve their civic engagement with local government while running their family micro business (street vendors) for a decent livelihood in Phnom Penh.

API Strategic Outcome Three: Improved access to, and disclosure of, public information on local and national vital issues especially public budgets has been achieved through implementing all projects listed below.

- 11,000 citizens accessed district budget information
- Most people in Cambodia had access to Covid 19 prevention information
- An estimated number of 6,000 people in 24 communes and sangkats directly accessed information on the budgets and standards of service for health centres, primary schools, communes and police posts, as well as on their right to be informed about all this, while 310,000 people were reached by the social media on social accountability and public services
- 8,000 people have had access to information about one window services in Battambang.



Several Publications and Assessment Reports were produced in 2020 such as An Assessment of Youth Participation in Commune/Sangkat Decision Making Process; OWSO Baseline Survey 2020; OWSO Community Scorecard Report 2020; Online Survey with Young Women Micro-entrepreneurs and Youth, Street Vendors in Phnom Penh during Covid 19; CBO Empowerment Strategy, 2019-2023; New Training Curriculum on Commune and District Budget,2020; New Training Curriculum on Advocacy for Street Vendors,2020 and Policy Briefing Papers on Street Vendors in Phnom Penh, 2020.

Fundraising achievements in 2020. API has retained full donor support for 12 running projects, in spite of the COVID-19 challenges; two other projects were successfully completed in February 2020. Fundraising targets for 2020 and 2021 will be over-achieved, if funding partners honour their contractual commitments.

Lessons Learned. During the continued Covid-19 crisis situation, online learning and communication channels are very important for communication and project implementation and are a good approach for both the organisation and its beneficiary groups in the future.

Challenges: API faced a number of key challenges in 2020:

- 1 The Covid-19 outbreak caused significant delays in key activities related to face-to-face meetings, especially to those with over 30 participants; it delayed a number of meetings, appointments and dialogues between street vendors and local authorities at the Khan and Sangkat levels in Phnom Penh.
- 2 Two projects were affected by the restriction on offering financial and logistic support to the service providers (supply side) participants, therefore it was a challenge to invite government officials to participate and make meaningful contributions to the project activities.
- 3 The late official appointment launching, and training of ISAF working groups consisting of government leaders and CSO representatives in new target provinces caused API not to be able to implement key planned field activities for six months in one project.
- 4 One project was initially designed for two years of implementation and then reduced to one and half years, with extra scope of work to implement in the field during the Covid 19 period and due to changes in the development cooperation between the Governments of Sweden and Cambodia.



- 5 Lack of cooperation between API and relevant government national and provincial departments to support communes and sangkats was a challenge in implementing some project activities, particularly the training courses on the right to information and those teaching youth groups how to advocate and how to engage in commune planning and budgeting processes, which is one of API's core values and main expertise. Thus, the project team has doubled its efforts for addressing cooperation and coordination issues, revised agreements with the donor and to recruit more short-term staff members to complete activities in a shorter time frame.
- 6 The project focusing on building capacity for local councils encountered a challenge due to the old age of the majority of councillors, their difficulties in using modern smartphones, and their limited technical knowledge. Consequently, working with some online applications is quite challenging. The digital divide and the problems with the Internet connection on mobile devices remain the primary challenges for those living in rural Cambodia. In this sense, their access to online learning materials, their access to information through civic tech tools created within API's projects as well as to the reporting platforms have proved to be significant difficulties.

In 2021, API will continue implementing the 15 projects, thus further contributing to achieve API's strategic outcomes and goal.





II. Progress by Project Contributed to Strategic Outcomes

Outcome One:

Influenced policy and implementation to address the rights and needs of citizens, especially youth, women and disadvantaged groups, and secure democratic spaces for them to exercise their rights.

Project#1: Citizens' Voices and Actions for Sustainable Development in Cambodia, 2019-2022

Objective of the API Strategic Plan 2019-23:

To fulfil the rights and enhance the voices of citizens for sustainable development in Cambodia.

Project Objective:

To fulfil rights and enhance voices and actions of citizens for sustainable development in Cambodia.

Project Funding:

649,300 EUR donated by BfdW and DCA

Target Areas:

40 rural districts, municipalities and khan (districts of Phnom Penh) in Banteay Meanchey, Kampong Speu, Kampong Thom, Kandal, Kep, Kratie, Pursat, Takeo and Phnom Penh.





Activities and Results:

- 1.1 Strengthened engagement of citizens in public planning, budgeting, and holding authorities accountable for service delivery and budget implementation. A total of 16.25% (13 of 80) of target CBOs advocated to the national government and local authorities on main issues related to commune planning and budgeting, on social service for youth in 20 communes, on the issues of women street vendors in Phnom Penh, as well as on improvements in public services offered by the commune administrations, health centres, primary schools and police posts in four districts, and one window service offices in five districts.
- 1.2 API's website was re-developed with frequently updated content, stories and best practice of API. The new website was launched in July 2020 with the participation of board members, as well as representatives of donors, target groups, and development partners.
- 1.3 API's CBOs empowerment strategy was produced. A total of 621 CBOs were mapped out in target areas. 63 CBOs were supported to produce advocacy plans. 13 CBOs advocated to national government and local authorities on the following issues: 1. the draft of the access to information law, 2. commune planning and budgeting for social service, 3. young women street vendors' livelihood related issues, 4. improving on public services of district administrations, 5. commune administrations, 6. health centres, 7. primary schools, 8. police posts; 9. one window service offices, 10. Impact of Covid 19 on vulnerable groups in rural and urban areas, especially people with disabilities, low-income families and youth.

Lessons Learned:

- 1.4 During the Covid-19 crisis situation, online learning and communication channels are very important for communication and project implementation and are a good approach for both the organisation and its beneficiary groups in the future.

Challenges:

- 1.5 Most activities were delayed because of the Covid-19 outbreak and floods.
- 1.6 Most CBOs are not able to continually sustain themselves financially. It may be worthwhile including organisational development assistance for CBOs in future project activities.
- 1.7 Freedom of expression has been restricted, political space has been narrowed down, CBOs seem to be afraid to make demands or advocate to the government, around 60 CBOs and political activists have been arrested for filing complaints to the government.



The Way Forward:

- 1.8 Implement API’s digital engagement strategy and develop tools
- 1.9 Design and deliver capacity development programmes (training and coaching)
- 1.10 Support and facilitate small scale engagement/advocacy initiatives according to the action plans of CBOs, in order to address the issues in their communities.
- 1.11 Facilitate multi-stakeholder partnerships, policy analyses on functional transfers and citizen participation at the district level for policy monitoring and influencing; support CBOs to engage in provincial and national level policy briefings, workshops and conferences, advocating for increased allocations for citizen rights and CBOs participation in local governance, especially at the district level
- 1.12 Conduct a Right to Information Campaign on public information disclosure
- 1.13 Develop budget analysis tools, online training resources promoting budget literacy, including gender budgeting and capacity analyses; organise annual district budget public forums; conduct budget analyses and public awareness campaigns on national and sub-national budget and expenditure disclosure, public private investment and contract disclosure; support the CSO Access to Information Working Group and CPDD in their efforts to advocate for an A2I law





Project#2: Youth Debate on the Access to Information Law, 2019-2021

Project Objective: To develop the capacity of youth led organisations and youth leaders to engage in strategic policy dialogue, especially the preparation and implementation of policies and strategies relating to young people's employment.

Funding:

SDC, DCA and BftW, 2020 with 80,000 USD.

Implementing Partners:

More than 20 organisations and universities that work and engage with youth

Target Areas:

Cambodia





Activities and Results:

- 2.1** API has trained and provided capacity building to a number of youth representatives. In February, about 58 young emerging leaders were recruited (28 females, 7 participants with disability, and 10 indigenous youths) representing 25 provinces and municipalities across the Kingdom. A three-day training and coaching on A2I law was organised. The training manual and content is designed to build and strengthen their capacity on advocacy and strategic lobbying approach, public campaigns via social media platforms, peer-to-peer mainstreaming, and policy dialogues with representatives and members of the legislative bodies.
- 2.2** Another notable achievement has been the recruitment of emerging leaders who have been able to meet and have three policy dialogues with a number of government and members of parliament. Those institutions include both Chambers of the Parliament, the Ministry of Information, and the Ministry of Justice. Around 40 members of parliament, ministry representatives and 50 representatives of development partners have attended the policy dialogues. This has created an enabling environment for those emerging leaders and their elected representatives to discuss and share common concerns. It is also important to note that the forum has also allowed our young participants to comment on a number of articles like Article 9, 14, 20, and 29 of Section II in the draft A2I law. Throughout this holistic and participatory approach, we have also received constructive and positive responses from members of the Legislative who have reassured their commitment to pass this bill for the public interest and open governance in the Kingdom.





2.3 API has also recorded a strong public engagement and visibility on social media with its communication and public engagement contents. In a video clip, the Prime Minister promised to get the A2I law passed by 2020. As of 31 December 2020, over 327,000 Facebook users have viewed this video clip and more than 1,100 have shared that clip. In addition, more than 429,000 netizens have viewed and engaged with API's Facebook page and the CCIM affiliated page "Voice of Democracy", which have posted 9 radio talk shows and a 4-minute video report. Those materials are about the importance of the right to access to information for various sectoral issues, and they seek support from the public to demand the passing of the access to information law. Each radio programme was contributed by experts in specific sectors and youth representatives who received training on the right to access information. Thousands viewed and shared these programmes covering the topic of access to information in education (29k viewed and 65 shared), health (26k viewed and 116 shared), the informal economy (6.9k viewed and 26 shared), environment (8.2k viewed and 18 shared), governance (5.6k viewed and 19 shared), Covid-19 (13k viewed and 32 shared), indigenous people's rights (5.6k viewed and 21 shared), disability related issues (4.7k viewed and 19 shared), and the current status of draft law of Access to Information (4.9k viewed and 40 shared). API has posted a statement and an advocacy video clip calling for the access to information (A2I) law to be urgently adopted. Following this public outreach campaign, approximately 93% of the total 12,577 Facebook users who participated in the opinion poll have shared the same perspective with API and urged the adoption of this law. It is important to note that representatives of the 10 National Assembly Commissions, including the General Department of Research of the Senate, as well as of the Ministry of Information, have accepted and expressed a strong support on the recommendations made by the 58 youth representatives (28 females, 7 people with disabilities, and 10 indigenous people) in the debate on the draft A2I law on the 20th of April 2020 in the side-line meeting.

Challenges:

2.4 As of 31 December 2020, the access to information law has still not been passed, although in January 2020, Prime Minister Hun Sen publicly urged Parliament to adopt this law.

The Way Forward:

2.5 API will continue to work with youth and young emerging leaders in the form of training and capacity building in order to ensure that they are able to keep track of government decisions and policy interventions in response to their needs and recommendations. More importantly, API will create an enabling environment and discussion platforms like policy dialogues and forums, which will bring together these recruited youth representatives and members of government and the Legislative in order to have discussions and policy debates.



Project#3:

API hosting the Coalition for Partnership in Democratic Development (CPDD) Secretariat, 2019-2022

API has hosted the CPDD’s secretariat for two years: 2019 and 2020. The CPDD Board of Directors and the API management have agreed to extend its secretariat role until the end of 2022, when API completes the GIZ funded project called “Strengthening Civic Engagement Mechanisms at District and Municipality Levels” in Battambang.

Project Objective:

The CPDD’s vision is a Cambodian society where all people have genuine engagement in democratic development and equal access to quality and responsive public services. Its goal is to promote collective voices and the meaningful engagement of civil society with the Government at all levels to strengthen democratic development and good governance and to contribute to the successful implementation of the government 3 Year Implementation Plan phase III (IP3-III), the National Strategic Development Plan 2019-23 and the Cambodian Sustainable Development Goals 2030.

Funding:

GIZ funds 61,624 USD; 2020-2021

Implementing Partners:

Coalition for Partnership in Democratic Development (CPDD), Village Support Group (VSG)

Target Areas:

Nationwide





Activities and Results:

- 3.1 API supports the CPDD Secretariat to implement a project to strengthen civic engagement mechanisms at the district and municipality level in Battambang from late 2020 to mid-2022, funded by GIZ.
- 3.2 CPDD joined together with CCC, NGO Forum and other NGOs networks to advocate on the amendments of the **NGO Law (LANGO)**. CPDD participated in this advocacy campaign and attended 6 consultation meetings between the government and CSOs on the LANGO amendments. A joint statement was produced by NGOs and government, collecting suggestions on 17 articles of the legal text, and it was released by CPDD and CCC.
- 3.3 CPDD and API analysed the draft of the 2021 budget law and jointly produced a statement with CSO groups about this draft. Importantly, CPDD and API also analysed sub-national budget sections.
- 3.4 **In response to Covid-19**, CPDD and CCC released a statement to urge CSOs, the national government, sub-national administrations, and local authorities to give priority to the safety of citizens, especially the elderly, children, and other vulnerable people such as citizens living in extreme poverty or persons with disabilities. People in over 300 communes were made aware of Covid-19 prevention measures through educative messages and other outreach activities.
- 3.5 Two CPDD member meetings and 5 CPDD Board of Director meetings were organized, both in person and online, to give an update on the implementation of the projects during the COVID-19 pandemic. An Executive Director and a Board of Directors of CPDD were selected. A proposal to GIZ was also discussed.





Lessons Learned:

- 3.6 The Covid-19 outbreak brought a chance to CPDD members to learn, apply and adapt their new working routine to the remote working environment, and to adhere to the novel COVID-19 precaution measures. Some CPDD members reviewed and adjusted their strategies to comply with the Covid-19 safety guidelines.

Challenges:

- 3.7 More than 50% of CPDD's members, including the CPDD Secretariat, faced a significant fund shortage when implementing their respective projects on local governance and decentralisation policy reforms, because donors and development partners have shifted their focus to address challenges brought by the novel COVID-19. The CPDD secretariat has experienced financial shortfall making it difficult to fully operate its function.

The Way Forward:

- 3.8 API reiterated its commitment to host the CPDD secretariat by providing support and obtaining extra funding from GIZ, which is Co-chair of Technical Working Group on Decentralization & Deconcentration (TWG-D&D). API will continue to support the CPDD member meetings online to validate the membership of CPDD, review and work on the CPDD website, and prepare legal documents to get tax exemption.
- 3.9 The CPDD secretariat will facilitate and continue to compile case studies based on members' experience of CBO/CSO engagement of district and municipal administrations. This is done using existing mechanisms and in line with data collected from the field interviews with CBOs/citizens, in order to gather perceptions from CBOs and active citizens in Battambang Decentralisation Administration Reform. CPDD consults with local authorities and members of CSOs to reflect on district level civic engagement mechanisms; and CPDD will hold bi-annual network and learning meetings at the national level, as well as organise regular CSO, private sector and government partnership forums/meetings in Battambang, Siem Reap and Phnom Penh.
- 3.10 CPDD supports CSOs (LNGOs/CBOs) to participate in district governance/decision-making processes (which are supported by DAR's facilitated approach).



Outcome Two:

Empowered disadvantaged citizens to voice their concerns and hold the Government accountable.

Project#4: Enhancing Local Democratic Governance in Cambodia, 2019-2020

Objective:

Using feedback collected from citizens via scorecards to strengthen local governance and social accountability. The overall objective is to strengthen citizen participation and social accountability for improved local governance outcomes.

Project Status:

Successfully completed in 2020.

Funding:

165,000 USD funded by UNDEF.

Target Areas:

Banteay Meanchey and Kampong Thom.

Implementing Partners:

Cambodian Organization for Women Support (COWS), Village Support Group (VSG), and Coalition for Partnership in Democratic Development (CPDD).





Activities and Results:

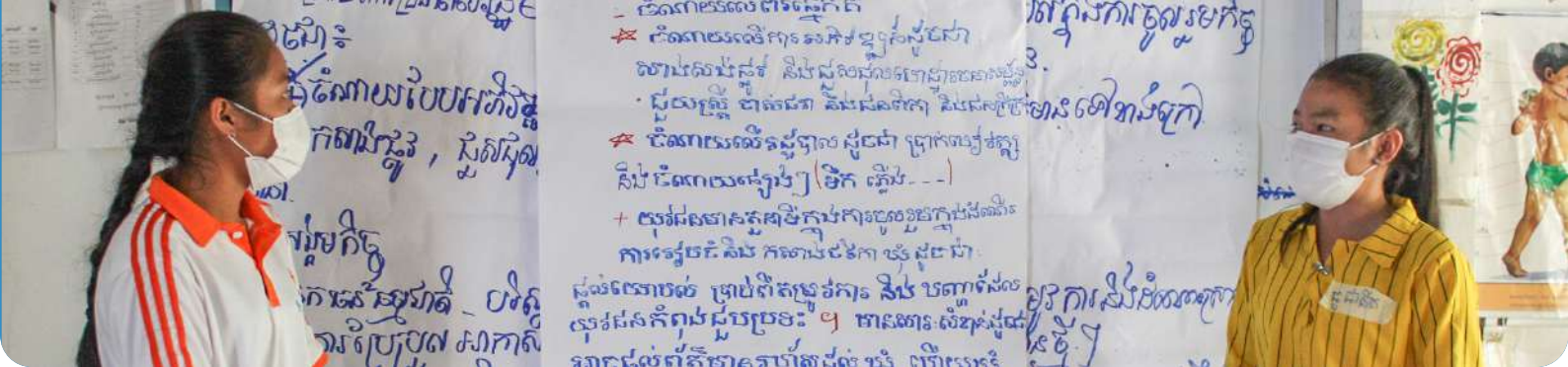
- 4.1 Citizens' capacity to monitor and influence service delivery, planning and budgeting by local authorities is enhanced. 91.5% of the youth trainees (43 out of 47 trained, 67.44% female) who carried out Citizen Scorecard surveys successfully captured respondents' concrete needs and claims related to local public service delivery (disaggregated by gender and youth).
- 4.2 Based on the results of the rapid survey with 210 respondents who participated in the outreach activities, 85% (82% are female) of all respondents mentioned that they increased their understanding of the topics related to the scorecard process and its importance, of the role and responsibility of citizens, local authorities, of service delivery mechanisms, as well as of the "Citizens' Budget" booklet, covering de-concentration and decentralisation processes at the commune and district level. The respondents expressed the perception that they had received important information, increased their understanding of and interest for commune work. Moreover, they said that they had observed that the commune was more open, transparent, and accountable to their constituents than it had used to be.
- 4.3 The capacity of local authorities to address the demands of citizens on public service delivery and in the commune development planning process is strengthened. Approximately 95% (46.13% females) of the trained local officials who participated in the scorecard action plan implementation process demonstrated an improvement in attitude when delivering public services.





- 4.4 A total of 77% (23% female) of the trained women councillors and CWC members (35 of 45 participants) helped actively in the scorecard action plan implementation processes and contributed significantly to changes in prioritized public service delivery areas.
- 4.5 Partnerships between the government and civil society in responding to the public needs and concerns are enhanced. 50% of respondents reported an increased satisfaction. In 2018, only 40% out of 1019 respondents (599 female) were satisfied with local authorities' responsiveness to the public needs and concerns. But, in 2019, based on the first and second scorecard reports, the figure improved to 60% out of 1211 respondents (695 female).
- 4.6 All of the 16 identified priority actions in the four commune-level action plans were implemented, raising local funds to successfully support the implementation, with contributions of 4257.33 USD from private sector, local NGOs, local authorities, and the Community-Based Organisation (CBOs) and of 8,000 USD from UNDEF.
- 4.7 The success stories and lessons learnt, particularly the citizen scorecard reports, have been shared in the national workshop on "Learning about Social Accountability in Cambodia", with a total of 64 participants (20 female), among whom CPDD members and key stakeholders of ISAF and ISAC project implementing organisations.





Project#5: Strengthening Youth Participation in Local Planning and Budgeting, 2019-2021

Objective:

Support local government improvements in the delivery of social services, especially for young people, women, children and people from vulnerable groups and those with disabilities.

Sub-national administrations (communes and sangkats) prioritize the issues and needs of young people in Commune Investment Plans and allocate resources to social services to improve young people’s wellbeing.

Funding:

123,535 USD funded by SIDA/UNICEF (2019-2021)

Target Areas:

Khan Sen Sok in Phnom Penh; Sa Ang and Ang Snoul Districts in the Kandal Province and Chetbori District in the Kratie Province.





Activities and Results:

- 5.1 Youth/CBOs leaders and representatives increased their capacity to analyse local planning and budget documents and social services budgeting guidelines in target districts. By the end of 2020, **we achieved 102.5% of this target. In total, 82 (targeted: 80) youth representatives in 20 communes received capacity building training** and they engaged with Commune Investment Plans (CIPs) and budgeting in their communes. Activities started with project kickoff meetings in all four target districts with 144 stakeholders from local authorities (53 female) and national level MOI officers. They contributed to the discussion on the importance of youth participation and engagement with local authorities to develop their communities. Local authorities agreed with youth participation in the CIP process. Then youth leader selection meetings were conducted and a total of 97 (61 Female) youths were selected as representatives in the CIP process. API has prepared all the four training course packages planned, and secured their development and delivery. The three-day training course focusing on local planning & budgeting, budget analysis and social services budgeting guidelines and soft skills was offered to 82 youths (50 female).
- 5.2 Commune / sangkat budget analysis, issue identification and advocacy strategy for engagement in local planning and budgeting for communes was produced and implemented. API has achieved 100% of the target according to the 20 action plans: A set of recommendations for youth participation and integration into CIP planning and budgeting processes for social services was produced by youth groups. The recruited youth and emerging leaders have not only been trained on commune budgeting, but also on how to use media platforms as part of communication and policy campaigns. Two Telegram and Facebook messenger groups have been created for the purpose of sharing information and strengthening connections across the network.
- 5.3 At the national level, the consortium with UNICEF has also produced a wonderful budget tracking tool. The budget template for citizen engagement in the budget formulation process has been developed which has allowed a meaningful and active participation of youth in the budget formulation process, thus contributing to the enforcement of the sub-decree on public participation on budgeting. API presented the draft template to local authorities and youth during consultation meetings and focus group discussion in each target commune. These meetings had a total of 80 participants (45 female). Comments and concerns were documented and addressed, and later incorporated into the template which was adopted and launched by the Ministry of Interior and Ministry of Economic and Finance in late 2020 as a pilot project to be implemented from 2021 onwards in 20 communes of the targeted 4 districts.



Challenges:

- 5.4 It is necessary to build good cooperation with national and local authorities and education departments so the project can effectively engage youth, especially high school students. The engagement with the Ministry of Interior is time consuming.
- 5.5 The project was initially designed for two years but ended in mid-2021 due to changes in the development cooperation agreements between the governments of Sweden and Cambodia. Thus, the project team doubled its efforts to complete all planned activities in a shorter time frame.
- 5.6 Youth and commune councils have conflicting schedules. Youth representatives are often free during the weekend after their study. The commune councillors, on the other hand, work and host meetings during the week which poses significant challenges for our recruited participants to attend the meeting. Some youths do not have enough confidence to attend meetings with commune councillors, perhaps due to the social norms which discourage them to question or challenge their elders.

The Way Forward:

- 5.7 Improve the skills and knowledge of youth groups in each target commune, concentrating particularly on citizen rights and the roles of local authorities in local planning and budgeting.
- 5.8 Start a process of regular quarterly follow-up and coaching sessions with youth representatives to review their involvement and effective participation and to highlight their demands in the planning and budget processes.
- 5.9 Continue to support an online tool (Facebook group / Messenger) aimed to provide an enabling environment for youth representatives and group leaders.
- 5.10 Improve partnerships with local authorities both at the district and at the commune administration level, and ensure that youth representatives are able to be members of district planning and budgeting.



Project#6: One Window for Citizens (OW4C), 2019-2022

In partnership with Nickol Global Solution (NGS) and INSTEDD, API will identify, produce and promote civic tech solutions which will help broaden public access and improve awareness of the services offered by the One Window Service Offices (OWSO) and the District Ombudspersons. API will also provide monitoring tools for citizens and businesses, which will enable them to rate and report the efficiency of and satisfaction with public services delivery in their community. The results will inform government authorities to better measure progress on service delivery and respond to the public’s service needs.

Project Objective:

Increase the capability of civil society to engage in political processes through a series of tested interventions, including the design and implementation of civic technical tools, outreach and engagement activities.

Funding:

API received \$ 461,819 from USAID for activities from October 2019 to September 2022.

Implementing Partners:

API and INSTEDD (Both organisations are members of the consortium led by Nickol Global Solutions).

Target Areas:

Communities surrounding OWSOs in the Battambang, Banteay Meanchey and Kampong Chhnang Provinces.





Activities and Results:

- 6.1 We reached more CSO beneficiaries than originally targeted by using ICT-based solutions as a result of the CSOs engagement. The target was 2, 593 people (50% female), and the actual result was 3,039 (117%) people (female: 1737).
- 6.2 Youth recruitment and capacity building have reached wonderful milestones. A few hundred youths applied online to attend the project capacity building programme. In total, 47 of them (27 females) were recruited as volunteers and have received three training courses on OW4C project-related activities. All of them were trained and oriented and coached in three different training courses on the functions of One Window Services Offices, on the role and responsibility of the District Ombudspersons, on how to use the Interactive Voice Response and the Facebook chatbot. They are also trained on how to use the Google table survey questionnaire, coached on door-to-door dissemination and communication protocols, and they practiced door-to-door dissemination campaigns on OWSO. Based on the results of the post-test, participants who attended the training understood each topic very well - between 70% and 100% on each topic. The same test results showed that 91.94% of participants have gained more knowledge on the above-mentioned topics. After classroom training and field practice, they were provided a certificate.
- 6.3 **Enhance Awareness and Accountability on OWSO.** API has conducted the baseline survey to ensure evidence-based project design and intervention approach are in place prior to the project implementation. The survey was conducted with 499 people (55% female) in target districts. The data indicates that only 26 % (targeted 50%) of beneficiaries are able to name at least three one window services. The data analysis and storing is available via a US Grant support tech solution as part of the OW4C activities.
- 6.4 Furthermore, a growing understanding was reported concerning the OWSO services and how complaints on service delivery can be lodged. The assessment was made on a total of 440 participants (212 Females). There were a total of 21 public forums in 21 different communes. Participants were given tech tools (IVR and Facebook Chatbot). About 88 out of the total 99 questions were raised and responded by OWSO. Those questions are mostly related to applying and replacing license plates, procedures of opening retail shops, applying for certificates and family books, and the transfer of land ownership.



- 6.5 The project team also followed up on the list of actions and recommendations that had been raised by OWSO customers (the public) to see whether those had been implemented by the local government. We found out that around 79% (50 out of 63) actions and recommendations had been shared and presented in the six District Ombudsman Working Group meetings and had received positive responses, which is a behaviour change toward service users.
- 6.6 OW4C developed civic tech monitoring tools to enhance awareness of and accountability at the OWSO in Battambang. OW4C developed two tools to better provide increased, transparent access for citizens on information pertaining to services provided at the One Window Service Offices. Our civic tech tools – an interactive voice response (IVR) with two phone lines: 095 888 159 and 088 888 159, and Pidor@OW4Cbot, the Smart Villager Facebook chatbot – both quickly direct citizens to the information they are looking for. In addition, the tools allow citizens to provide anonymous feedback on the quality of services they received and identify areas of improvement. Between the tools’ launch on 27 August 2020 and 31 December 2020, the usage of the tools increased to reach 3,620 users. 52% of the users are female. As of the reporting date, 786 Cambodian citizens have used the IVR and 2,834 the OW4C chatbot since their launch. Both tools provide three services: information on application requirements, fees, and delivery standards of OWSO services; application status tracking; and citizen feedback on the delivery of OWSO services. The most popular service requested is information on OWSO services (71%), followed by user feedback (17%) and ticket tracking (12%). Yet ticket tracking is very popular too, with 282 users from outside the Kamrieng district demanding this service.
- 6.7 However, little or no complaints have been lodged to OWSO and District Office representatives, due to fear of repercussions. It is reported that less than 86 complaints and feedback comments were lodged to the District Ombudsman in 2020 (District Ombudsman Report, 2020).





6.8 Between 2018 and 2019, the project conducted online surveys on users' satisfaction with the OWSO performance. Our youth volunteers interviewed 159 citizens (81 females) using Google online questionnaires. The 10-minute-long one-on-one interviews were conducted with each participant during the scorecard meeting sessions. The key results were: 21% of the participants reported waiting too long for the services provided; 52% were satisfied and 8% very satisfied with the working hours of OWSO officers: Fees of services: 49% of the participants found them acceptable and 12% were very satisfied; Attitude of OWSO officers: 46% "acceptable", 15% "very satisfied"; information about OWSO: 49% "acceptable" and 15% "very satisfied". It can be concluded that between 60% and 70% of OWSO users confirmed the OWSO services were acceptable of they were very satisfied with these services, while 30% to 40% were not satisfied or not satisfied at all.

6.9 **Community scorecard meetings** were conducted in 26 communes of the Battambang province, with a total of 1,112 participants (471 female) including youths, students, monks, and private business owners. The community scorecards assessed OWSOs and provided a list of improvement suggestions that government offices (OWSO and DO) need to respond to. These suggestions and recommendations resulting from the communication scorecard assessments were presented in the District Ombudsman Working Groups Meeting.

6.10 **District Ombudsman Working Groups (DOWG):** The project engaged the District Ombudsperson Working Groups in all five districts and the provincial level working group was also engaged to facilitate the implementation of the suggested improvements resulting from the OWSO community scorecard assessments, as well as of the feedbacks comments collected from civic tech tools. The DOWG members were then engaged in the project activities such as Public Forums and consultation meetings. These groups comprise the District Governor, the District Ombudsperson, the OWSO Chief, the Council Chief, and representatives from civil society and the private sector.





Challenges and Lessons Learned:

The following are keys challenges posed to the implementation of the project:

- 6.11 The project does not support the service provider side (supply side); therefore, it was a challenge to encourage government officials to participate and make a meaningful contribution to the project activities, i.e., share monthly OWSO & District Office reports by provincial and municipal offices and participate in the scorecard meetings. Despite these challenges and a lack of commitment, there is notable support from Provincial Deputy-Governors and the central government level.
- 6.12 The participants from urban areas showed less interest and limited participation in OWSO scorecard sessions, lacking trust or confidence due to the fact that they had had no prior experience with the project activity.
- 6.13 OW4C is providing both a chatbot and an IVR tool to assess service delivery, but the vast majority of Cambodia's poor households remain vulnerable to the digital divide and the lack of access to smartphones.

The Way Forward:

- 6.14 The project will scale up to the province of Banteay Meanchey, the municipality of Sisophon, and the province and municipality of Kampong Chhnang, with the same list of activities in different districts such as public forums, public outreach, District Office Working Group meetings, youth training on advocacy. Additional training is also provided on the role of the OWSO and tech tools. Dialogue meetings at the national and provincial levels are also organised in the form of consultation workshops on citizen scorecard reports and improvement suggestions. Capacity building and coaching will be provided to the recruited youth representing seven districts and municipalities in three provinces across the Kingdom.



Project#7:

Adopting and Adapting: Change the Game Academy (CtGA) for Mobilising Support (MS) Capacity in Cambodia, 2020-2021

Project Objective:

To secure resources for CSOs so that they are able to sustain their operations in Cambodia.

Funding:

Stichting Wilde Ganzen donated 39,794.29 EUROS, and contributions from CSOs participants amounted to 2,760 USD.

Target Areas:

Nationwide





Activities and Results:

- 7.1 Content of the video and online training modules on Mobilising Support/Advocacy (MS) were contextualised, further developed and translated into Khmer.** API conducted the marketing campaign through social media platforms, API's website, and NGOs networking. As a result, 15 organizations have registered for the MS course in 2020.
- 7.2 Mobilising Support (Advocacy) one-day refresher workshop.** A one-day refresher workshop was conducted with previous MS participants, who attended MS training series in 2019 with 11 trainees (2 female). The refresher workshop reflected on and presented the MS plan progress results, challenges, and sought input to continue or improve the MS plan implementation, as well as comments and inputs from participants to improve the MS training materials and how to work well in the COVID-19. As a result, six of seven MS plans of participants have achieved the significant progress results that will be seen in the detail activity report in the annex file.
- 7.3 Mobilising Support one two-day refresher training for API trainers (old and new potential trainers).** API conducted a two-day refresher training with 10 of its own trainers (4 female) in August 2020. The purpose of the training was to review and contextualise the Mobilising Support curriculum and materials for 2020 and test run the sessions and the practical facilitation. The refresher training offered a structured overview of training essentials (tactics, MS cycle, CLASP Principle, implementation), and it also provided an opportunity to practice the required trainer skills in presentation, facilitation, providing feedback and managing group dynamics, together with experienced trainers. This has provided very helpful knowledge, skills and experience that will be useful in the trainer work related as well as in general for API's own capacity development. Now, API has the trainers who can facilitate courses or individual sessions in Mobilising Support, which expands the scope of possible training.
- 7.4 MS Classroom Training.** Between July and December, API conducted a one-day training for leaders, a 5-day MS training, a 3-day MS training, and two coaching sessions for 22 participants (8 female) from 13 organisations. The last 2-day training was delayed to 2021 because of a COVID-19 community outbreak in Cambodia. As a result, 13 MS plans by 13 organisations drafted, discussed, updated, and consulted through face to face and online coaching processes. Most MS plans are being implemented, some are delayed and could not find significant results because of the COVID-19 community outbreak.



Lessons Learned:

- 7.5 The MS training had to be delayed a number of times due to the COVID-19 crisis situation. However, API could use this time to conduct consultations and undertake translation and review. Finding venues to conduct the refresher workshop and the MS course during the COVID-19 outbreak proved to be very time consuming, because most hotels were not yet open and some requested exorbitant fees.
- 7.6 The online coaching meeting with participants was effective during the COVID-19 outbreak and could be applied in the future too.

Challenges:

- 7.7 The COVID-19 outbreak affected the time frame of training, coaching, and implementing MS plans.
- 7.8 Using flexible and new approaches such as online templates came with the need to further build capacity and allocate resources for setting up the online system.
- 7.9 The project required a 10% financial contribution from members of CSOs, but a large proportion of NGOs and CBOs do not allocate any budget line for this training which makes such contribution quite challenging.

The Way Forward:

- 7.10 API will implement the plan as follows: conduct the last MS 2-day training that was delayed from 2020 to February 2021, continue working on remaining MS training modules and complete the Khmer version of the CtGA website.
- 7.11 Conduct a 2-day refresher workshop for trainers of trainers and API potential trainers.
- 7.12 Conduct a 1-day refresher workshop for the 2020 participants, promote the MS training in 2021, select participants, conduct four mobilising support courses, prepare coaching plans and conduct two coaching sessions for all organisations attending the MS courses.
- 7.13 Contextualise the Local Fundraising (LFR) training Curriculum and pilot this course for Community Based Organisations (CBOs).



Project#8: Covid-19 Emergency Support to Most Vulnerable Households, 2020

Project Objective:

Provide emergency Covid 19 support to most vulnerable groups.

Implementing Partners:

Kampong Thom Local Authority Association, the Environmental and Health Education Organisation (EHE)

Funding:

Stichting Wilde Ganzen donated 16.240 USD and there have been contributions from the communities

Target Areas:

Khan Sen Sok (Phnom Penh) and Kampong Thom





Activities and Results:

- 8.1 The project benefited to 550 households in the Sandan District (Kampong Thom province) and in Khan Sen Sok (Phnom Penh). It aimed to enhance food security for those most affected by the economic crisis and to increase awareness of people in target villages of Covid-19/Corona virus epidemic prevention. This project was successfully implemented by API, EHE and local authorities in targeted areas. Most of the urban poor are working in the informal sector with precarious working conditions and low wages, and some are unemployed. 85.3% of the low-income households in Khan Sen Sok reported that their income decreased significantly during the Covid19 outbreak.
- 8.2 The project achieved its objectives through the participation of all stakeholders, including local authorities, civil society organisations, partners and those from marginalised and vulnerable communities. The project went well, although the number of beneficiaries was lower than planned, due to the limited availability of funds from the contributions. The local administration appreciated the efforts of donors and partner organisations who donated their resources to help the poorest people in their constituencies. At the same time, the local authorities contributed to the project with materials, budget and food and testified during this charity event. 550 households of most vulnerable groups directly received aid from this project. Most of them are persons with disabilities, single mothers, people belonging to ethnic minorities, and low-income urban families. This emergency relief has made a significant contribution to the livelihoods of more than 2,000 direct beneficiaries.





- 8.3 The Wilde Ganzen Foundation contributed 16.240 USD to this project, the local community and local authorities in the Dongkambet commune contributed \$363.96, the Meanrith commune - \$500, the Sandan commune - \$500, the Sochet commune - \$250, the Kampong Thom Provincial Association of Local Councillors - \$250, the Sandan district support the initiative with one ton of rice, EHE contributes \$500, and the Khan Sen Sok Authorities donated three tons of rice, 150 boxes of noodles, 150 cans of fish, and 150 bottles of soy sauce. To support this process, the project team thoroughly implemented Covid19 prevention through social distancing, using masks and alcohol, controlling temperature, and regular hand washing.
- 8.4 In October 2020, we interviewed 102 out of 105 vulnerable households in Sen Sok district, 93.1% of which had received Covid 19 cash assistance from the project in July 2020. After receiving the aid, they used the cash assistance to set up small businesses, strengthened or expanded their small business, bought food and medicines, and so on. In addition, they called for more attention to be paid to water supply, medical supplies, English language learning programmes, dengue fever prevention dissemination campaigns, and hearing aid for the disabled. The interviews suggested that 26.5% of the residents have opened retail shops, 19.6% have spent the money on debt payments and healthcare, and the remaining 53.9% of the beneficiaries allocated the sums for daily food consumption.





Project#9: People with Disabilities' Voices and Action in Social Accountability, 2019-2021

Project Objective:

Amplified voices of persons with disabilities for enhanced access to more equitable, quality public services in the target district.

Funding:

The Voice Programme of the Dutch Ministry of Foreign Affairs, managed by Oxfam in Cambodia, funded the project with 156, 858 USD.

Implementing Partners:

Epic Arts

Target Areas:

Seven Communes in Tramkak District, Takeo Province

Project Outcomes:

- 1 Improved representation and opportunities for people with disabilities to be heard in all the new I-SAF stages.
- 2 Enhanced responsiveness to the voices and claims of people with disabilities.
- 3 The demands of people with disabilities lead to improvements in national I-SAF policy and practice.

The project has completed a snowball survey report in 2019, a documentation & learning workshop, it produced case studies, organised empowerment workshops for people with disabilities (one in each of the seven communes), as well as scorecard meetings with people with disabilities (one in each commune). The meetings produced a Joint Accountabilities Action Plan (JAAP) to improve services for people with disabilities, and the project has contributed to updated ISAF Operational Guideline, adopted and publicly presented in January 2021.



Activities and Results:

- 9.1 514 women, men and children with various disabilities and of different age groups were identified through a snowball survey in target communes (122% of our initial target). We mobilised 185 people with disabilities who participated in empowering workshops and citizens with disabilities scorecard meetings (88% of the target). At least 50% of the Community Accountability Facilitators in the target district were trained in making I-SAF disability-inclusive in the 7 target communes (100%).
- 9.2 **Persons with disabilities regularly attended monthly meetings of commune, health centres and primary schools in target communes.** Service providers were provided with equipment (wheelchairs, eye-glasses), ramps were built at public institutions, education materials and scholarships were offered to disabled children. Beneficiaries received training courses on animal husbandry techniques, and they were supplied with quality medicines. Health centre medical staff was supplemented and were thought to offer better services to persons with disabilities, and in general to all citizens.
- 9.3 **61 (50.4%) of the 121 issues raised by people with disabilities (PwDs) in the Joint Accountability Action Plans (JAAPs) in 7 communes were solved by local authorities** and service providers. They accepted people with disabilities' issues in the seven Join Accountability Action Plans, integrated them into the Commune Investment Plans for 2020 or in some cases designed action plans to be implemented in 2021.
- 9.4 **The Operational Guidelines for Phase II of Implementing the Social Accountability Framework (I-SAF) have been revised to integrate social and disability inclusion** under the technical support of API and World Vision Cambodia. There is now a clear set of minimum quality standards that all relevant implementing partners in ISAF will follow. Beyond these minimum standards, the guidelines introduce methods and actions that correspond to best practices and lessons learned from various organizations. The inclusiveness of I-SAF is also included in these guidelines. A policy dialogue on social inclusion was conducted with 25 participants representing ISAF policy level stakeholders, implementers, and disadvantaged target groups, focusing on improving the inclusiveness of the ISAF process. The Secretariat of the National Committee for Sub-National Democratic Development (NCDD-S) highly appreciated the new I-SAF Operational Guidelines and acknowledged that they improved the quality and diversity of participation in the local development process.



9.5

Documentation & learning reports have been produced, responding to the 6 learning questions we had asked. The project has shone light on the low level of participation of PwDs in the I-SAF processes and services, as well as on the lack of uptake by local decision-makers / service providers. A total of 49 citizens were interviewed for these reports, of whom 29 were persons with disabilities. The majority of respondents (85%) expressed interest in the I-SAF process. The supply side showcased a good level of understanding of disability inclusion, however this primarily took the form of a theoretical understanding and was not then applied to the services they were responsible for. Further, the innovative use of art to increase awareness of disability and the confidence of PwDs in the target provinces has proven successful. Disability focal points are key to ensuring ongoing community and organisational change towards disability inclusion. Guidelines for accessibility need to be created in order to address common barriers faced by persons with disabilities.

Project good practices on disability inclusion in ISAF were shared with 240 (106 female) representatives of the Ministry of Education, the Ministry of Health, national and sub-national authorities, CSO partners and community accountability facilitators. Participants contributed to improving the I-SAF operational guidelines by raising issues related to social & disability-inclusion during the National workshop ‘Budget for Effective, Inclusive and Equitable Social Accountability Development’, on 28 October 2020. The event also contributed to strengthening and expanding the communication and partnership between community accountability facilitators, CSOs, and relevant ministries. It also offered an opportunity for them to share the progress, challenges, and recommendations in order to improve the strategy to jointly implement ISAF in the second phase. The workshop was organised with the collaboration of API, Star Kampuchea, CDPP, CARE, NCDD, FHI360, World Vision Cambodia. Three case studies related to the project have been documented and shared using the Linking and Learning (L&L) platform of Oxfam Global. They feature: 1) A farmer demanding the right to access social services in the I-SAF process; 2) A school principal explaining how the results of the I-SAF process benefit children with disabilities by building ramps and separate toilets at the Thom Mongkul Primary School in the Nhaeng Nhong commune; and 3) A women with disabilities emphasising the need for social protection during the Covid19 pandemic, as well as the need for good governance through the implementation of the I-SAF project.

9.6

The internal evaluation found that the project had been able to amplify the voices of PwDs and put their concerns on the agenda of the local authorities. Specifically, the project has built up the confidence and has empowered PwDs to understand that they have the same dignity as anyone else and can make a valid contribution to society through the ISAF activities.



- 9.7 The quality of the project’s disability inclusion proposals was high. The project’s main recommendations were the use of ISAF activities specifically targeting PwDs (see discussion below) and the removal of barriers for PwDs to access ISAF activities (see discussion in Evaluation Objective 3). These points brought a two-pronged approach to integrating disability inclusion, firstly by creating a safe space for PwDs to raise their voice and secondly by aiming to remove barriers that stop PwDs from raising their voice.
- 9.8 The project was able to provide disability inclusion for PwDs, through the use of specific interface meetings and JAAPs for PwDs. In particular, the project employed an effective model that utilised two JAAPs, one for the general public and one for PwDs. This model however has not been implemented/ integrated at the policy/ISAF framework level, therefore the positive benefits of these disability inclusion measures can only be seen in the project’s target communes.
- 9.9 The project’s main contribution to policy level change was its proposition to remove the barriers for PwDs to access ISAF activities. Notably the original ISAF project was not designed to take into account PwDs and had no elements of disability inclusion. Therefore, in this project, API worked closely with World Vision, CARE, FHI 360 and The National Committee for Sub-National Democratic Development (NCDD) to revise the ISAF Operational Guidelines for NGO Partners and the ISAF training curriculum, so that the perspective of PwDs is included.
- 9.10 Improvements in ISAF that are required include integrating a minimum quality of standards for disability inclusion. Revisions suggested for the ISAF Operational Guidelines for NGO Partners aim to remove attitude barriers (PwDs facing discrimination, being ignored or misunderstood), physical access barriers (lack of proper ramps, chairs, hearing and visual aids, overly technical language) and transportation barriers (not being able to physically access services because they cannot use usual means of transportation such as motorbikes due to disability).
- 9.11 In the Tramkak district, PwDs had more opportunities to participate in ISAF activities (interface meetings/events) and have their opinion heard. This is in contrast to other ISAF areas, where PwDs were not specifically targeted, invited or empowered to participate in the activities, rather they were discriminated against and isolated. The project’s work in the Tramkak district is a model for other ISAF activities in other districts.



- 9.12 The arts were a very powerful tool for building the confidence and empowering PwDs, and this was achieved through the workshops and performances organised by Epic Arts. These activities gave PwDs positive role models and examples of what PwD can achieve and contribute to, in their communities. The Epic Arts performances and workshops were an ideal tool for lobbying, empowering and raising awareness.
- 9.13 The Epic Arts performers are people living with disabilities, so they perform to express their issues and their personal experience. Whenever a real and personal story is shown, it is more effective and poignant and touches the audience's heart. Arts help us enjoy and also understand more deeply the social issues surrounding disability. Arts are a part of our lives and as humans, we live with arts every day as a source of creativity. For some people, arts are just an entertainment tool, but when we think more critically, we understand that the arts also function as a soft advocacy tool.
- 9.14 The internal evaluation provided the following recommendations: procedures for project partnership assessment; the involvement of district level authorities; API should continue to focus on disability inclusion; continue to use art-based advocacy; appropriate engagement by community volunteers; continue to use existing PwD community volunteers; promotion of PwD information sharing and networking opportunities; continue to promote Epic Arts PwD short videos

Lessons Learned:

- 9.15 New scorecard tools for people with disabilities must come in different forms depending on their disability status, otherwise they will have difficulties in the public service evaluation process. In addition, some people with disabilities need assistants to help them in the assessment, especially people who lost their arms or are blind.
- 9.16 Both staff and CAFs have transformed the barriers of the Covid-19 epidemic into technological performance enhancements. It's very useful to keep people in contact, it involves less budget spending, and it saves time previously consumed for travelling.



Challenges:

- 9.17 Covid-19 was a central issue during the reporting period, local authorities did not allow any public meetings.
- 9.18 Support for people with disabilities was needed in order to enable them to fully participate in social activities in the form of providing accompanying people, sign language interpreters, and other accessibility related services. Some PwDs were difficult to interact with in the the I-SAF process because of low education levels.
- 9.19 More time is needed to educate public authorities about disability and to include disability issues in local development plans.
- 9.20 Most people with disabilities do not have smartphones, so a lot of time is needed in order to familiarise them with online tools.
- 9.21 Due to the Covid19 outbreak, the requirement to notify police officers regarding gatherings or meetings is applied more strictly and notifications have to be given earlier.

The Way Forward:

- 9.22 The official dissemination of the new, improved ISAF Operational Guidelines will have to be undertaken for all ISAF stakeholders and implementing organisations.
- 9.23 Offer disability inclusion training to all API staff.
- 9.24 Undertake a project internal evaluation aimed to (a) assess the project's effectiveness, responding to the guiding questions highlighted in the proposal, (b) respond to the project's learning questions of the "Innovate and Learn" proposal, (c) Derive recommendations for API's and Epic Arts' future work in the areas of inclusive ISAF, inclusive local governance and / or disability-inclusion in our programmes.



Project#10: Citizens' Voices in Social Accountability, 2019-2021

Objectives:

- 1 **Specific Objective 1:** Strengthened capacities and actions of citizen representatives and service providers in the adapted I-SAF framework for Phnom Penh for improving education, health, administration and social protection services in Khan Sen Sok.
- 2 **Specific Objective 2:** Social inclusion of disadvantaged groups is improved in I-SAF's Phase II policies and practices based on joint advocacy with the target groups.
- 3 **Specific Objective 3:** Enhanced citizen engagement through the use of digital information channels for citizens and digital ways to provide feedback on public service delivery.

Funding:

\$51,017 from Oxfam Cambodia annually.

Target Areas:

Sangkat Kok Khleang, Sangkat Khuong, Sangkat Teuk Thla, in Khan Sen Sok (Phnom Penh)





Activities and Results:

- 10.1 Around 85% of the annually planned activities have been completed. We see positive change after the I-SAF implementation in Sen Sok on both the infrastructure and public services provided by the health centres, primary schools and Sangkat administrations. All of these are the result of the implementation of project activities.
- 10.2 A community mapping report was developed with the participation of 73 citizens (25 women) to identify vulnerable households and draw community and village maps in the three targeted sangkats, namely Kok Kleang, Khmuonh and Teuk Thla. The two main activities completed in the community mapping are the registration of the number of households according to each indicator that was done by CCWC and village chief, and drawing of the community map or village map carried out by the village chief. The indicators used in the community mapping process are developed by UNICEF for poor household identification. These indicators have been used by the communes and sangkats nationwide.
- 10.3 Ten community accountability facilitators (CAFs), of which four women have been selected and are now qualified to implement the I-SAF project after receiving ongoing capacity building support. They were able to explain I-SAF related issues, including the rights of citizens, through a door-to-door information for citizens (I4C) campaign, during which 2,600 booklets were distributed to low-income households. They also shared their knowledge and experience with other 40 CAFs in Takhmao, especially within the I4C dissemination through face-to-face meetings and the use of megaphones on vehicles. At least 17% (75) people with disabilities and 13% (56) vulnerable women among the 446 participants received information directly from CAFs through the face-to-face I4C dissemination.
- 10.4 A total of 306 community members (200 females, 65%) were actively involved in all processes during the eight scorecard meetings, and they could identify indicators for evaluating service providers. 322 representatives of service providers (164 females; 51%) from seven primary schools, four health centres, three sangkat administrations, as well as from the administration of Khan Sen Sok tested the access to their own services during the 15 self-assessment meetings. They acknowledged that the scoring would improve public services. In addition, 85 citizens and service provider representatives (43 female; 51%) actively participated in the three different interface meetings. Three Join Accountability Action Plan (JAAP) Committees were formed with a role in implementing the JAAPs in 2021.



- 10.5 During the JAAP monitoring meetings, citizens expressed the following needs: capacity development for government officials, educating citizens about waste management, enforce village and sangkat security, road construction, ramps for people with disabilities at the health centres, no informal payments at primary schools, the need for additional teachers, and for toilet renovation. The JAAPs of Sangkat Teuk Thla, Kok Khleang and Khan SenSok were addressed 100%, and only the JAAP of Sangkat Khmounh achieved 96%, while the remaining activities were proposed to their supervisor.
- 10.6 A total of 240 (106 female) representatives of the Ministry of Education, the Ministry of Health, national and sub-national authorities, CSO partners and community accountability facilitators have contributed to improving the I-SAF Operational Guidelines by raising issues related to social & disability-inclusion during the National workshop “Budget for Effective, Inclusive and Equitable Social Accountability Development” on 28 October 2020. This event also contributed to strengthening and expanding the communication between CAFs/CFs, CSOs, and relevant ministries. It also offered an opportunity for them to share the progress, challenges, and recommendations in order to explore the strategy to jointly implement ISAF in the second phase.
- 10.7 A total of 102 (36 female) vulnerable citizens from Sangkat Teuk Thla, Kok Khleang, and Khmounh were interviewed by CAFs through service feedback / scorecard surveys: equality card holders, persons with disabilities and out of school children. As a result, the vulnerable citizens had an occasion and were happy to raise their concerns, talk about their needs, and make requests to the local service providers in their respective target areas.
- 10.8 Technical aspects of inclusion and learning were incorporated in the training modules. Inclusion, gender, and service mapping were also set into training modules. CAFs were made aware of the aspects of mobilisation for inclusion, as needed in order to facilitate the participation of vulnerable citizens. Moreover, they were made aware that community scorecards and self-assessments need to take aspects of inclusion into account.
- 10.9 The good relationship between API, the Khan Sen Sok administration, and the health centres, primary school and the three sangkat offices is one of the main reasons that makes the implementation of I-SAF in Khan Sen Sok proudly successful. Official participation was not limited to project implementation activities, but the Khan Sen Sok Administration also supported the JAAP presentation activities through its Khan Integration Workshop.



10.10 The visibility of project implementers and donors was ensured in all publishing activities, including 2,600 booklets, 18 shirts and other printed materials, as well as via online channels such as API's Facebook page and YouTube channel, where four animation clips and a video documentary have been presented.

Additionally, On July 18, 2020, representatives of 150 low-income families living in the three sangkats of Khan Sen Sok received emergency assistance. Each family received \$65 in cash assistance, 25 kg of rice, 1 box of noodles, 12 cans of fish, and 6 bottles of soy sauce.

Lessons Learned:

10.11 The administrative procedures of public institutions, including Khan Sen Sok, to carry out any activity always require an official letter, even if the project has already signed a memorandum of understanding.

10.12 I-SAF is a national project that has officially demonstrated co-operation in both supply side and demand side. NCDDS assistance is key to successful and fruitful project implementation. Currently, khan administrations have already been transferred functions, roles and resources previously belonging to the central government, so they are able to participate in and support the I-SAF process.

10.13 We need to communicate with khan and sangkat public officials in advance to set an appropriate time before submitting an official letter to them. Sometimes the agreed date is modified depending on the schedule changes of public officials.

10.14 Attitudes of public officials have positively changed during the implementation of the I-SAF project, and citizens have become aware of their rights to access public services.

10.15 Digital Scorecards: Khan and sangkat officials expressed enthusiasm for digital scorecards as they acknowledged the challenges involved in preparing and facilitating traditional scorecards, which are time consuming processes. They suggested digital scorecards could enable more evaluation and scoring from more citizens. They are keen to have more people participate in the citizen monitoring process, and they believe digital scorecards may be the solution.

10.16 Disseminating information for citizens (I4C) on social media has increased the public's immeasurable understanding of I-SAF. In recent years, most people in the city acquired smartphones and can access the internet at any time, which offers them an effective channel to share and access information.

10.17 API gained new experience in animation video production, especially in script development and seeking partners to provide technical support for the production.



Challenges:

- 10.18 During the reporting period, Covid19 continued to be a crucial issue, and local authorities did not allow any public meetings. Solution: The project activities are organised under conditions of social distancing; participants are required to wear masks and use alcohol in order to clean their hands and surfaces. As the number of participants was limited to 30 people, or sometimes to 15, for any given meeting, I4C awareness videos were disseminated via online communication channels in order to fill the gaps.
- 10.19 The CAF function is volunteer work, and it is difficult to attract young people or the general public to apply. Also, it takes a lot of time to build the capacity of the newly recruited CAFs.
- 10.20 Khan authorities tried to engage the private sector and economic agents such as sellers, shops, producer groups and associations, but there was less participation among them. Many companies just sent representatives to join the meeting, yet those representatives were not authorised to make any decision or comment on the raised issues.





Project#11: Supporting Meaningful Civic Engagement by Leveraging Digital Technologies, 2020-2022

Overall Objective:

To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms (SDG 16).

Specific Objective:

To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies

Funding:

EUR 396,288 of a total 2.5millions EUR funded by EU to CARE, API and InSTEDD.

Implementing Partners:

CARE, InSTEDD and 14 local partner organisations

Target Areas:

The provinces of Koh Kong, Kratie, Stung Treng, Mondulkiri, Ratanakiri





Activities and Results:

- 11.1 Implementing the Social Accountability Framework (I-SAF) through this tech project was acknowledged by the Secretariat of the National Committee for Sub-National Democratic Development (NCDD-S).
- 11.2 Project staff was confident about the successful implementation of the project after the orientation session. The project team reviewed and updated I-SAF training materials, set up an online training platform and provided online training to project staff of API, CARE Cambodia and InSTEDD. The project team attended both the online and in-person monthly coordination technical meetings with the I-SAF demand side and improved the technical ISAF skills needed for the staff of our 33 local partners to implement field work.
- 11.3 The online learning platform has been well developed to support the Community Accountability Facilitators (CAF) in their field work efforts. The contents of this platform include all the steps of the I-SAF implementation, in particular specific guidelines for each action.
- 11.4 CAFs with experience in implementing I-SAF in Phase I improved their capacity and understanding of I-SAF implementation in Phase II. 117 experienced CAFs including 77 females (among 488 CAFs in 5 provinces) increased their knowledge of I-SAF Phase II implementation through four refresher training courses in all target provinces.
- 11.5 A total of 68 (39 female) new CAFs in 5 districts of Ratanakiri learned about I-SAF implementation for the first time. The results of the training showed that there was a big difference between the pre-test, in which 76% of the participants got very low scores, and the post-test, in which only six of them required more time to build their capacity, while the others got moderate and high scores.
- 11.6 In addition, 297 participants (68 females) representing municipalities, districts, communes, sangkats, health centres and primary schools in 4 target provinces (Kratie, Stung Treng, Ratanakiri, and Mondulakiri) on the second phase of I-SAF improved their capacity with the help of NCDD-S, API, and the provincial administrations. Relationships among local NGO partners, I-SAF focal persons at all levels of provincial, city / district, commune / sangkat have improved, and we strongly anticipate that the implementation of this project will lead to success.
The national workshop “Budget for Effective, Inclusive and Equitable Social Accountability Development”, held in October 2020 and mentioned above, brought good results for this project too.



Lessons Learned:

- 11.7 At least 85% percent of CAFs have smartphones and are able to access the internet, so we can send them our partner organisations' videos on how to install and set up Gmail and Google classroom accounts, which helps a lot during trainings. The project ICT specialist provided support to those who have problems related to their Google and Google classroom accounts. To provide further support and communication, the project team has created Telegram groups for each target group. Trainers brought tablets to support some participants who have no smartphones or their own can't access the internet. The Internet connection available in the training room is made possible by three wireless mobile routers.
- 11.8 Using common language and avoiding technical terminology during training enable indigenous CAFs to gain I-SAF knowledge. All terminology and acronyms have to be permanently present on the flipchart for the whole training days.
- 11.9 Both staff and CAFs have transformed the barriers of the Covid19 epidemic into technological performance enhancements. These proved to be very useful to keep people in contact, with less budget spent, and travelling time saved.

Challenges:

- 11.10 The increasing number of target communes and CAFs of each district lead to an increase in the number of training courses, as well as in the budgets and personnel resources needed. We will approach potential NGO partner representatives to join hands with API to provide the training. CARE Cambodia and API decided to reallocate budget from training courses offered to the supply side to the training of the newly selected CAFs.
- 11.11 During the reporting period, Covid-19 was a crucial issue, some actions were delayed many times, and local authorities did not allow any public meetings. Project activities were undertaken by keeping the social distance, and participants are required to wear masks wearing and use alcohol for disinfecting surfaces and hands. As meetings with over 50 participants, such as CAF training courses, are not allowed even at the private locations, I4Cs videos were published and CAFs were recruited using API's Facebook page and other online communication tools, replacing face to face public meetings.

The Way Forward:

- 11.12 Accelerate training courses to new CAF and supply side in new target districts and communes.



Project#12: Innovations for Social Accountability in Cambodia (ISAC), 2020-2023

Objective:

The overall goal of the project is to support citizens to improve their capacity, access to information, and network for collective action, helping them to build public demand and develop solutions to address community’s priorities.

Funding:

USD 381,598 (all years) – 2020: USD 62,336 funded by USAID through FHI360

Target Areas:

10 sangkats in the Ta Khmau Municipality, Kandal Province





Activities and Results:

- 12.1 The Innovation for Social Accountability in Cambodia (ISAC) has just started being implemented in 10 sangkats of the Ta Khmau municipality. The key achievement so far is that citizens accessed information on their rights related to three categories of services offered by primary schools, health centres and sangkat administrations. This was made possible through the Information for Citizens (I4Cs) awareness raising campaign, which used 20 mobile loudspeakers, and organised three Facebook live shows which were cross-hosted by the news portal VOD and API.
- 12.2 **Capacity building to community volunteers on social accountability.** The project recruited and built the capacity of 43 community accountability facilitators (CAFs), 26 of whom are women, focusing on the conceptual framework of social accountability. The course lasted 8 days in total and it offered the necessary skills to conduct Information for Citizens meetings and open budget awareness campaigns, also concentrating on digital security.
- 12.3 **CAF Communication Channel:** A Telegram group was formed with 43 (30 females) members. This social network is widely used with CAFs in Ta Khmau to provide training materials, appointments, and notifications about meeting arrangements.

Lessons Learned:

- 12.4 The number of young people applying for CAF positions is limited, and it varies among the 10 sangkat in Ta Khmau. Six CAFs (5 girls) ended their volunteer service with the project, which prompted API to prepare a CAF strategy on how to transfer knowledge and information to the future new CAFs and how to have them get trained and ready to carry out project activities.
- 12.5 Kandal is a new target province for API. There is a need for mutual trust and relationship building in order to gain support from both political and administrative offices. There is also a need for technical assistance and capacity building for the personnel to carry-out field activities. On top of these challenges, the I-SAF project and its concept are quite new to the local authorities there. We have also faced the challenge of flooding and of the COVID-19 outbreak.



Challenges:

The late official appointment of ISAF working groups consisting of government leaders and CSO representatives, the fact that no ISAF capacity building was delivered to working group members and leaders, as well as the government side's delaying the official launching of the the ISAF Working Group in the Kandal province and of the ISAC Working Group in Ta Khmau, led to the project's inability to implement all the planned field activities in 2020.

The Way Forward:

- 12.6 Training courses offered to the provincial and municipal I-SAF focal points, focusing on how to collect budget data, post and display them in the database system of the I-SAF website.
- 12.7 Training Module 3 "ISAC Community Scorecard", offered to 40 CAFs, enabling them to facilitate both community scorecard meetings with community members and self-assessments with the relevant service providers.
- 12.8 I4C dissemination sessions directed towards citizens via face-to-face meetings at the sangkat level, mobile loudspeaker dissemination and face to face village meetings
- 12.9 Inception meeting and consultative meetings, as well as community scorecard meetings on the performance of service providers
- 12.10 Annual municipal level reflection meeting





Project#13: Voices and Action of Young Women Leaders and Entrepreneurs, 2020-2021

Objective:

Enhance capacities and create an enabling environment for youth and emerging young leaders and women micro-entrepreneurs to allow them to participate in entrepreneurship & business-related advocacy action and dialogue with the authorities. This will contribute to the improvement of equal opportunities and the strengthening of their socio-economic rights.

Funding:

35,358 USD funded by USAID through Pact Cambodia

Implementing Partners:

Independent Democracy of Informal Economy Association (IDEA)

Target Areas:

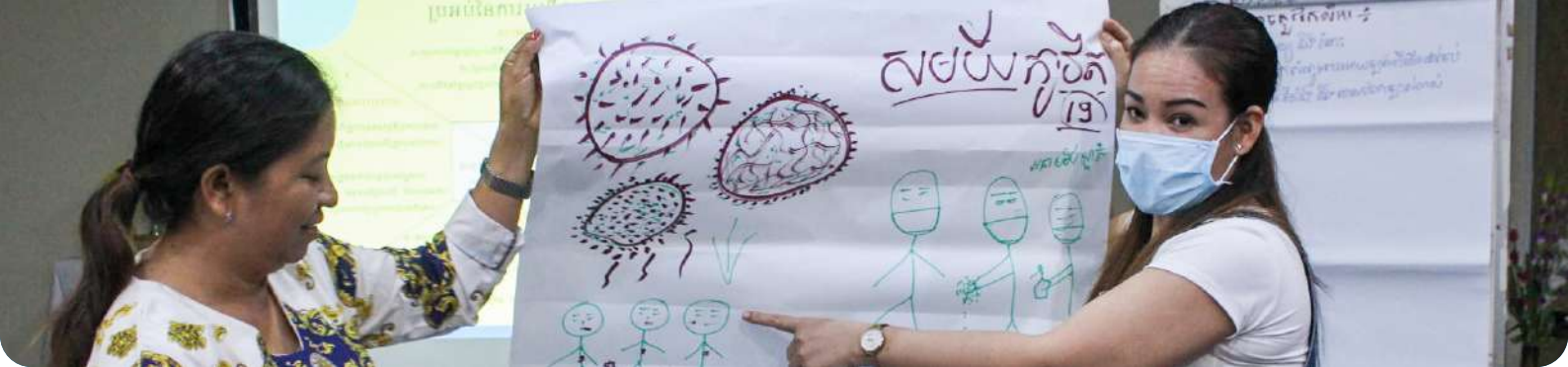
all Khans in Phnom Penh





Activities and Results:

- 13.1 The project has built the capacity of 41 Young Women Entrepreneurs (YWE) in Phnom Penh. They received two 3-day training courses on advocacy with key decision makers. Individual khan advocacy action plans have been developed and documented by YWE in order to be implemented in 2021. Moreover, the policy papers have already been submitted to all key decision makers to find solutions and influence policy change. This has been done according to the issues raised by YWE during the training and the inputs they provided on the draft law on social protection and the measured related to equality cards announced by the Ministry of Labour and Vocational Training in the Prakas 404.
- 13.2 Key challenges faced by female street vendors in Phnom Penh, as well as their requests, have been well documented and integrated into our advocacy plan. The project identified and prioritized 23 specific issues faced by female street vendors through online surveys and face-to-face interviews with 131 women. A number of 41 volunteers were trained for this purpose. Based on these prioritised issues, the project developed 12 policy papers with key recommendations and officially submitted them to all local authorities in Phnom Penh, both at the khan level and at the Capital City Administration, highlighting the specific issues of women street vendors in each khan. Based on these issues, the project has supported female advocates to develop nine advocacy plans after the training on “Young Female Leaders and Advocacy”. These female street vendor issues have been reported on in the media, esp. RFA, RFI, and VoD have broadcasted about this topic. As a first result of this advocacy effort, the Governor of Khan Daun Penh Administration confirmed that she is willing to provide a proper space for street vendors and others by reorganising the Road Number 98 as a tourist market (“Walking street 24-hour marketplace”). Female street vendors will be allowed to run their businesses and the government has requested street vendors to sell safe and healthy foods and keep a clean and hygienic environment.
- 13.3 Other khan administrations postponed the proposed dialogues on street vendor issues, due to the global epidemic and the Covid19 community outbreaks, while other local administrations did not allow any gathering except in special cases and under the condition of an attendance limited to 20 participants, thus affecting project implementation.
- 13.4 Second, IDEA is representative of the informal economic sector and was selected as a member of the Selection Committee for Equality Card Registration at the national level. Some of the inputs raised by IDEA on the draft law on social protection and the National Social Security Fund, as well as on the National Development Framework led by the Ministry of Women Affairs (MoWA) were reviewed and improved. In particular, they focus on benefits and documents relevant to vulnerable women: equality card, family and residence books, and cash assistance.



- 13.5 Although the Ministry of Labour and Vocational Training (MoLVT) has issued a Prakas on the National Social Security Fund (NSSF) notification for the informal sector, available support and assistance for members of IDEA has not been officially recognised due to the terms and conditions of NSSF. Development partners such as Germany confirmed its support on equality cards for street vendors, and the EU confirmed its support on street vendors for social protection, USAID supports street vendors through the WE-ACT project from 2021 onward after the effects from Covid-19. And local and international media paid more attention to street vendors issues. Moreover, the Ministry of Women Affairs (MoWA) received inputs on street vendors’ issues, as well as recommendations in preparation for the 2021 National Conference on National Development.

Challenges:

- 13.6 Young Women leaders (YWL) are concerned about their security during the interviews which fall under the activities restricted by market authorities if face-to-face meetings are necessary in order to provide explanations of the survey forms.
- 13.7 The street vendors who took part in the training courses keep coming and going, making it quite hard to run the project.
- 13.8 Frequent communication with street vendors is needed, as they are confronted with various issues and require one voice in advocacy work.
- 13.9 Young street vendors attending the training courses had difficulties in raising issues, while some street vendors were still in school and had little understanding of the issues.
- 13.10 Slow responses from khan and sangkat administrations regarding the meeting that API & IDEA proposed for small scale engagement between street vendors and API.

The Way Forward:

- 13.11 Based on the success of this project in Phnom Penh, the project will be expanded to the Battambang and Siem Reap provinces in order to build capacity and engage with the local authorities to address the issues of vulnerable women street vendors, following the key strategies listed below:
 - Strategy 1:** Demand-based issue identification (identify street vendors’ day to day business operation issues after Covid-19, and conduct a legal & policy framework analysis of the related issues);
 - Strategy 2:** Capacity building to influence policy;
 - Strategy 3:** Develop a joint advocacy action plan with WE Act partners;
 - Strategy 4:** Facilitate advocacy and policy influencing / regular policy dialogues;
 - and **strategy 5:** Business skills development for street vendors



Project#14: Enhancing the Institutional and Operational Capacity of the Provincial Associations of Local Councils, 2019-21

Objective:

Strengthen the institutional and operational capacity of the Provincial Associations of Local Councils (PALCs) and their members in target areas to contribute to promoting accountability, transparency and responsiveness to the needs of their constituents, particularly those of vulnerable communities.

Funding:

445,031 EUR of a total 977,938 EUR was funded by the EU, DCA and BftW provided matching funds.

Implementing Partners:

Aide et Action Cambodia, the Association of Local Councillors in the Pursat Province.

Target Areas:

Six target Provinces - Kampong Speu, Kandal, Kep, Kampong Thom, Pursat and Banteay Meanchey.





Activities and Results:

- 14.1 The capacities of provincial association of local council (PALCs) have been enhanced, and their members have become able to identify and address the issues and needs of the communities and vulnerable groups. We have achieved 97% of the cumulative annual target. There were 19 events conducted, including discussing the Capacity Building Framework, training courses on good governance and civil engagement, on PALCs' foundation, online meeting methodology, with a total number of 765 participants (193 female). The Provincial Associations of Local Councillors have developed specific operation plans for implementation and dissemination to their members. Six five-year strategic plans, six advocacy strategies and six communication strategies were developed and endorsed by all PALC management committees.
- 14.2 All six PALCs have approved the institutional capacity development plan and implemented it. After six physical and online coordination meetings with the PALC leaders, the capacity building frameworks were reviewed and developed, with the participation of a total number of 204 PALC leaders (55 female).
- 14.3 This project made progress, providing the six Provincial Association of Local Councils (PALCs) with capacity and technical documentation to carry out its mandate and permissive function. About 500 PALC leaders and members strive to build their capacity through multiple direct and online training. The most recent survey in two provinces (Pursat and Banteay Meanchey, Jan 2021) found that 96% of them confirmed their perception that they had an increased capacity to carry out their functions and responsibilities. A total of 101 members of PALC Women Committees, and Monitoring and Evaluation Committees fully participated in project training activities, and conducted surveys and field work to assess issues and needs of the vulnerable groups. More than 90% of them are now able to access the project online communication tool, as well as the online learning platform and Telegram group. Each provincial association produced its PALC organizational and operation plan through training and participatory approach exercises. The implementation of the new five-year strategic plans, advocacy and communication strategies demonstrated the improvement of their institutional capacity; and the close relationship with the National League of Local Councils (NLC) showed the strength of the association's performance, especially in the bottom-up approach to advocacy work, from the provincial to the national level.



14.4 45 e-learning video screens equipped with content have been installed in all target district offices and the six provincial association offices, as well as in the API and AEA offices, and key staff were oriented on how to use them. A total of 131 (43Female) technical staff were oriented and currently use online content daily. Project trainers produced online materials related to the association mandates and needs, and this content was uploaded to the platform. The five topics covered are: PALCs' Foundation Training, Monitoring and Evaluation and Project Management, Data Collection, Leadership, Good Governance and Civic Engagement, and Report Writing. There were 285 documents, 136 videos, and 119 audio files uploaded, many of which are relevant for members of commune councils and local authorities in their development work, while others are public information materials related to natural resources, education, and local governance. As a result, more than 17,271 visitors accessed the uploaded materials of the e-learning hub system. Two online trainings were provided to six the PALCs in the target provinces, which is part of the refresher effort. The training included good governance and civic engagement, which was attended by more than 92 participants (27 females) who are mostly members and management of the PALCs. Moreover, the other training, project management, was also provided and was attended by more than 90 PALC members (27 females). A total of 86 (26 female) PALC leaders participated in the strategic plan development training. And 71 (24 female) of them joined an online consultative workshop to improve the five-year strategic plans, communication and advocacy strategies. Six PALC Telegrams groups were created with 445 members in total, ensuring dynamic communication. Besides, six further M&E Telegram groups were also created, effectively facilitating communication among 63 participants.

14.5 At least 44 (12 female) PALC leaders in six provinces regularly attended online meetings with project staff to improve their performance on online communication. Three online meetings of PALC leaders in six provinces were organised in order to adapt the online meetings practices, as well as to reflect on the effective capacity building methodologies and find effective solutions to improve these methodologies, with a total number of 44 PALC leader participants (12 female) during Covid 19 period.

14.6 A total of 52 monthly physical meetings among the PALC leaders were held in all six provinces, as well as in 37 districts, where sub-branches of the provincial associations review their progress, solved internal issues, and set up plans for the next period. At least 1,139 PALC members attended project activities directly during the reporting period, and are well aware of what PALCs are, of their structure, roles and responsibilities, especially focusing on responding to people's issues through the launching events of the 21 districts based provincial association branches.



14.7 Nine policy issues were identified and raised by PALCs. They are 1) Pension funds for councillors who were re-elected for three consecutive terms, but who are not civil servants; 2) National Social Security Fund (NSSF) access for city / district councillors; 3) Honour awards / Medals / Certificates of Merit for the outstanding councillors of the year; 4) Uniforms for city and district council members; 5) Increasing women's participation in politics and the armed forces; and 6) A proper office space for the PALCs in Banteay Meanchey, Kandal, Kampong Speu, and Kampong Thom; 7) Incentives/allowances/per-diem for official travel missions such as gasoline to support the travelling of city and district councillors; 8) A budget to support a permanent secretary for the association in the Kep province; and 9) Joining the advocacy efforts of API and other CSOs for the national government and parliament to pass the Access to Information Law and promote public access to information and public participation, thus ensuring more transparency and accountability of the national and local government. All of these issues and advocacy actions were included in the advocacy plans of the six PALCs and endorsed by all six PALC's leaders and members. These policy issues were also discussed with the NLC during the coordination meeting between the project team and NLC, which was held on 27 November 2020 with the participation of 20 provincial association leaders (7 female) to discuss on the training curriculums and issues of the six PALCs.

14.8 PALCs were encouraged and supported in their efforts to develop innovative small-scale initiatives in order to better address priority issues and needs of both councils and vulnerable groups in target areas. The six PALCs have tabled 37 small-scale initiatives meant to directly support vulnerable citizens. Some of these projects were already implemented, such as an emergency food response to support vulnerable citizens during the first wave of the Covid-19 outbreak. Around 400 vulnerable families in Pursat and Kampong Thom benefited from this initiative. Responding to the problems and needs of the people is now a priority of the PALC members. A total of 585 issues and concerns of vulnerable groups and local residents were addressed during 96 district public forums with 11,761 participants (3683 females) from the respective communities.

Challenges:

14.9 The majority of PALC members do not own or have access to modern smartphones, still using the old models. Consequently, the connection to the Internet and the use online applications are quite challenging.

14.10 The digital divide and the lack of Internet and mobile phone service coverage remain the primary challenges for those in rural Cambodia. In this sense, their access to online learning materials and reporting platforms are significant more difficult than in urban areas.



The Way Forward:

- 14.11 Speed up the implementation of small-scale projects that benefit the vulnerable groups by early 2021.
- 14.12 Continue to support online learning and online meetings for broader dissemination and communication.
- 14.13 Enhance problem-solving mechanisms through public meetings and public forums.





Outcome Three:

Improved access to, and disclosure of, public information on vital local and national issues, especially public budgets.

- 15 **Project#1:** “Citizens’ Voices and Actions for Sustainable Development in Cambodia” improved access to and disclosure of district budget information. The project increased the awareness of citizens on the sub-national budgets. A total of 11,553 participants (3,543 female) understood the district budget information. 62.5% (25/36) of the targeted district administrations in 5 provinces (Kampong Thom, Banteay Meanchey, Kampong Speu, Kratie, Pursat) significantly increased the disclosure of public budget information through 25 districts budget forums and via their Facebook pages.
- 16 **Project#6:** “One Window for Citizens” promoted access to information on One Window Service Offices (OWSOs). The project made it possible for 9,329 citizens (5,553 female) to access OWSO service information and assess OWSO services using an Interactive Voice Response (IVR) tool, the Facebook chatbot, or by participating in one of the 21 public forums organised in the Battambang province.
- 17 **Project #9:** “Voices and Actions of People with Disabilities in Social Accountability” promoted the right to access information on basic services of health, education, and sangkat administration, as well as on these service providers’ performance, budget income and expenditure. The project reached out to a total of 542 citizens (220 women, 300 youth) in the Takeo province and underscored the importance of the involvement of people with disabilities in promoting public services. This was done through three training courses, six empowerment workshops and six dance performances by Epic Arts. Some of these performances were also recorded, posted or broadcast live on API’s Facebook page.
- 17.1 Four video clips featuring voices of people with disabilities advocating for better public services were produced and broadcast through social media. These videos have reached and engaged thousands of people living in the Takeo province and Phnom Penh. The first video clip entitled “Our Voices Matter” aimed to encourage local citizens including people with disabilities to raise their issues during the I-SAF meetings. It reached 255.700 (32.3% Women) viewers, prompting 142.700 engagements and 5.800 reactions (<https://www.facebook.com/1694244727477619/videos/349761396365340>).



17.2 A second video clip entitled “Proud to be me” focusing on public service providers, in an effort to convince them of the importance of taking the issues of persons with disabilities seriously. It reached 300.700 viewers (39.3% Women), prompting 182.300 engagements and 2.800 reactions (<https://www.facebook.com/1694244727477619/videos/681077295858382>). Both videos were also presented during the launch of API’s new website, with the participation of 50 representatives of government institutions, development partners, international and local NGOs working on Social Accountability.

18 **Project#10: “Citizens’ Voices in Social Accountability”** promoted awareness on public services in urban areas, specifically in Khan Sen Sok, Phnom Penh. The project disseminated information for citizens (I4C) via API’s Facebook page to ensure basic knowledge of the I-SAF implementation reaches citizens living in the three targeted sangkats, as well as other city residents. In addition, four information for citizens cartoon videos focusing on the sangkat administrations, primary schools, health centres, as well as on the concept of social accountability have been developed and posted on social media and on API’s website.

18.1 In total, 312,201 viewers were reached by the four animation videos via API's Facebook page. There were 127,896 engagements, 2,517 reactions, 382 users shared the videos. The average proportion of women who received all this information was 38.8% of the total number of 312,201 individual citizens. In the comment sections, users found the videos helpful for both the demand and the supply side to better understand what social accountability is, as well as to become more aware of the citizens’ rights and services standards of sangkat administrations, primary schools, and health centres.

18.2 The “Citizens’ Voices in Social Accountability” project conducted door to door dissemination activities, reaching out to 3000 citizens in order to raise awareness on their rights, public service standards and budgets.





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Project #11: “Supporting Meaningful Civic Engagement by Leveraging Digital Technologies” conducted village information dissemination meetings with a total of 2,726 citizens, in the provinces of Koh Kong, Kratie and Ratanakiri, discussing citizen rights, public service standards and budget information.

20

Project #12: “Innovations for Social Accountability in Cambodia” (ISAC) promoted citizens’ right to be informed on basic services and public budgets. The project promoted citizens’ access to information on the services of sangkat administrations, primary schools, and health centres by using mobile loudspeakers in the 10 target sangkats of the Ta Khmau municipality, as well as four animation videos and a number of live broadcasts co-hosted on API’s and VoD Radio’s Facebook page, thus engaging 42.800 viewers and prompting 529 “likes” and 127 “shares”.

21

Project #14: “Enhancing the Institutional and Operational Capacity of the Provincial Associations of Local Councils” conducted activities dedicated to Covid 19 awareness and the mandates of local authority associations, promoting transparency and accountability among the members of the associations (district, city, commune and sangkat councillors). The project raised public awareness on Covid-19 through mobile loudspeakers, a door-to-door information dissemination campaign, and by helping the 138 communes/sangkat administrations in the six target provinces create Facebooks accounts to share Covid-19 and projects related information. This effort reached to a total number of 5,162,746 beneficiaries (2.635,587 female) nationwide.





Project#15: Access for All: Promoting Access to Information in Cambodia, 2020-2021

Objective:

The overall goal of the project is to increase the availability of independent, evidence-based information and promote freedom of expression in Cambodia. Specifically, the initiative concentrates on helping indigenous women and other marginalized groups to obtain and use the information they need in order to express their concerns and hold the government to account. The project focuses on local government services and on monitoring corrosive investments, with a particular emphasis on mining and other land concessions that most negatively impact indigenous communities.

Funding:

\$186,956 is funded by the United States Department of State allocated to a consortium consisting of API and the East-West Management Institute, Inc. (EWMI).

Implementing Partners:

The East-West Management Institute, Inc. (EWMI).

Target Areas:

Three target districts: the Phnom Kravanh district in Pursat, the Prasath Ballangk district in Kampong Thom, and the Chetbori district in Kratie.





Activities and Results:

- 22 API proceeded with the inception phase in mid-November 2020. This phase included presentations and meetings between the API, EWMI, and CIPO staff members, local authorities and potential beneficiaries in the target areas of Kratie, Pursat, and Kampong Thom. These events have produced a fruitful and long-term cooperation between API and stakeholders from local administrations and communities.
- 23 The project kick-off meeting and project presentation in Kratie were attended by 54 participants (39 females), followed by 51 participants (27 females) in Kampong Thom, and 49 participants (22 females) in the Pursat province. The project kick-off events were also attended by a number of commune chiefs and commune councillors who expressed their strong support and willingness to cooperate, which will certainly determine the success of the project and a potential scale-up to other geographical areas. Vice-presidents of provincial local authority associations, chiefs of district councils, commune councillors and the directors of API, EWMI, and local partner organisations (CIPO and CIYA) participated in the meetings to build partnerships between the communities and local authorities.
- 24 The project has interviewed and recruited around 90 female indigenous community leaders to join the project capacity building programme and later support their community advocacy efforts. It has also improved awareness on district administration functions through the project kick-off meetings joined by over 100 female indigenous community participants.
- 25 Budget information for 2020 in the three target districts was collected, analysed and posted on AP's and Open Development Cambodia's websites and Facebook pages.

Challenges:

- 26 Most of CBOs have no indigenous women in leadership positions.
- 27 The education background of many indigenous women is low.



The Way Forward:

- 28 Assess the needs of indigenous women and other vulnerable populations groups.
- 29 Build capacity of indigenous women and other vulnerable groups to obtain and document information to participate in their communities.
- 30 Develop innovative tools to maximise the use of information by vulnerable groups.
- 31 Support advocacy and community participation by indigenous women and other marginalised groups.
- 32 Strengthen systematic learning and adaptation.





III. API Publications and Reports in 2020

Activities and Results:

33 API has produced a number of publications and reports in 2020. The list of publications meant for the general public and available on API's website includes:

- 33.1 An Assessment of Youth Participation in Commune/Sangkat Decision Making Processes
- 33.2 OWSO Community Scorecard Report 2020
- 33.3 Survey Report on Street Vendors in Phnom Penh during Covid 19; API and IDEA, 2020
- 33.4 Policy Briefings on Street Vendors in Phnom Penh during Covid 19; API and IDEA, 2020
- 33.5 A Report on Social Service Mapping in Khan Sen Sok, 2020
- 33.6 Information for Citizen Booklets on the Rights, Service Standards, Budgets and Joint Accountability Action Plans for Health, Education, and Sangkat Administration Services in Khan Sen Sok, 2020
- 33.7 Need Assessment Report on Most Vulnerable Groups in Six Provinces, 2020
- 33.8 Foundation Training Manuals for Local Authority Associations
- 33.9 Report on Lessons Learned from the Project "Voices and Actions of Persons with Disabilities in I-SAF"
- 33.10 Project Case Studies "Voices and Actions of Persons with Disabilities in I-SAF"
- 33.11 Project Success Story "WE-ACT"
- 33.12 Report on Lessons Learned from the Project "Enhancing Local Democratic Governance in Cambodia", 2018-2020

API Internal Publications

- 33.13 OWSO Baseline Survey 2020
- 33.14 Strategic Plans of Local Authority Association in six provinces, 2019-23
- 33.15 Internal Evaluation on Voices of People with Disabilities in ISAF, 2020
- 33.16 2020 API CBOs Empowerment Strategy, 2019-2023
- 33.17 New Training Curriculum on Advocacy for Street Vendors, 2020
- 33.18 API Fundraising Plan, 2020- 2023

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API'S 17TH ANNIVERSARY AND COMMUNICATION RE-LAUNCH

API Communication and Visibility:

- 34 API website was re-developed and launched on the occasion of API's 17th Anniversary on 17 July 2020: www.apiinstitute.org.
- 35 Around 50 videos were produced and posted on API website, and Facebook page and YouTube channel (<https://www.youtube.com/channel/UCvs4S-oKReHeIDhNHF07tag>). The Facebook page reached a total of at least one million viewers: <https://www.facebook.com/APIInstitute>.
- 36 Local and international media (TV, radio, newspapers and online media such as Radio Free Asia, Radio France International, Phnom Penh Post, Khmer Post, Voice of Democracy, Voice of America etc.) have covered news.





IV. API Networks and Working Groups Partners

API has led and joined a number of CSOs networks and working groups which are relevant to its mission. They are:

- 37 API leads the CSO Access to Information Working Group; trained and discussed with youth leaders from 25 provinces and provided legal inputs and gained public support through online petition at 92% supported the draft on Access to Information Law to be passed. The inputs and recommendations were submitted and fully discussed with the Ministry of Information, around 40 members of parliament and the senate; a video online petition and media conference were conducted to push for adoption of the A2I law. However, the Prime Minister promised to pass this law by 2020, it is not yet passed as of 31 December 2020.
- 38 API has played the role as Secretariat of the Coalition for Partnership in Democratic Development (CPDD) has produced and joined statements to the government with CCC and the sectoral NGOs networks on Covid 19 and NGOs Law amendment. CPDD shared new government functional transferred to members of CPDD in the annual learning and membership meeting in February 2020. CPDD secretariats collected members' policy feedbacks base on field experiences in implementing several projects to support the implementation of IP3-III such as social accountability framework (ISAF), One Window Service Office; and capacity building to demand side and supply; strengthening institutional and operation capacity of local councillors associations; to improve their accountability and transparency and to promote citizen engagement in sub-national administration (NSA), due to Covid 19 impact government has reduced significantly sub-national budget in 2020 and 2021, but CPDD has advocated the National Assembly and Ministry of Economic and Finance in late 2020 during annual Budget Law drafting process, and ask government and parliament not to reduce sub-national budget reallocation in order to address citizens needs as negative impact on Covid 19 instead,...etc.
- 39 API is one of core founding members of the CSO Budget Working Group (BWG). It is a coalition of local and international NGOs secretariat at The NGO Forum on Cambodia. BWG works on the budget transparency and accountability in Cambodia. It has been created to support public participation in public financial management and budgeting processes in Cambodia through generating dialogue, public discussion and advocacy on budget transparency, obtain access to budget information, and promote accountability and public participation. BWG's achievements contributed to the Joint macro economy 2021 analysis, OBS 2019 results & a legal study presented to CSOs, Ministry of Economic and Finance and National Assembly; Provincial dialogues results on national & sub-budget submitted to Ratanakiri and Siem Reap provincial governors and councils. Summary results of the National Public Forum on Citizen Engagement in Budget Formulation and Monitoring on Public Expenditure Process



submitted to the government, parliament and development partners and discussed with Ministry of Economic and Finance on 7 December and provided inputs to Policy landscape analysis on Non-Communicable Disease in Cambodia publicly launched and submitted to dozen relevant government ministries and the National Assembly in December 2020; Joint position paper on budget analysis 2021 submitted to Ministry of Economic and Finance, National Assembly and Senate in November & December 2020.

- 40 API joined regular meetings of ISAF Project Steering Committee (PSC) and ISAF Technical Working Group and well completed the ISAF Demand Side Operation guideline revision to include disabilities and social inclusion and ISAF implementation and coordination related agenda between ISAF implementing organisations and government. New revised ISAF operation guide, minimum standard will be endorsed by the PSC and government. All implementing organisations will be mandatory to include disabilities and social inclusion in practice.
- 41 API is a member of the Cambodian Resource Revenue Transparency (CRRT). It contributed to produce its five-year strategic plan development 2020-25 and raised fund to support its secretariat from 2021 after expected oil and gas revenue first drop income and to organize policy dialogues on sub-national budget and revenue of economic land concession transparency.
- 42 LOGIN ASIA. API is a member of LOGIN Asia. Due to Covid 19 annual assembly was cancelled. API Director shared API's online platform to the LOGIN Asia members to promote online learning and communication platform during the Covid 19 period.
- 43 Open Government Partnership Working Group (OGP Cambodia); API is a member of OGP Cambodia, secretariat at Transparency Cambodia, however, it is not very active.
- 44 API often endorses public statements with CSOs networks (CCC, NGO Forum, CCHR...) to restore Cambodia democracy and address political issues peacefully and promote human rights and freedom of expression such as draft law on Public Order initiated by Ministry of Interior; Draft Social Protection Law; Annual Budget Law 2021...etc.



Outcome Four:

Enhancing API's organizational capacity and sustainability

- 45 **Fundraising:** In 2020, API has retained full donor support for its 14 running projects, in spite of the COVID-19 challenges, and also attracted more funds dedicated to Emergency COVID assistance (from the Wilde Ganzen Foundation) or through various consultancy activities. Fundraising targets for 2020 and 2021 will be over-achieved if funding partners honor their contractual commitments. By 31 December 2020, the annual income of API reached 1,058,398USD. The committed budget for 2021 has reached 1,008,705 USD (excluding estimated 200,000 USD on top in the process of signing agreements).
- 46 **Board of Directors:** API's Board of Directors met more often in 2020 in order to improve management, leadership and accountability. Two Board of Director meetings were held and approved the API progress and financial reports 2019, Budget and Workplan 2020; Executive Director's annual performance appraisal 2019 and 2020; approved API staff salary scale 2020; Updated API Income Generation Policy; Complaint Mechanism, Protection from Sexual Harassment, Exploitation and Abuse (PSEA) Policy 2020; first semester progress and financial reports 2020; and second progress and financial plan 2020; set up Covid 19 Crisis Management Working Group; BoD members recruitment and replacement...etc.
- 47 **Executive Committee:** Six ordinary and extraordinary Executive Committee (EC) meetings were held for making decisions on key documents prepared for the BoD meetings and approval. EC discussed and approved and took actions on API ICT Guideline and Standards for safety of API's data; API Digital Working Group; API Management Structure and Recruitment Plan; API Fundraising Committee and Fundraising Plan; OD Advisor's new TOR, 2020-23 and Fundraising Advisor completion successfully; phase I, 2017-2020; review overall strategy organizational strategy plan and its project implementation gap and future fundraising efforts; setting organizational performance indicators; new policy and action plan review (Protection from Sexual Exploitation, Harassment and Abuse, and links to Child Safeguarding and complaint mechanism: regularly six monthly Plan and Budget and Progress; Extra office space rented at AEA due to Covid 19 for social distancing and increased number of staff and volunteers; quarterly staff meetings and annual staff retreat, staff appraisal and staff capacity building and staff meetings; staff structure; resource persons; operation strategy to implement projects during Covid 19 period..etc.



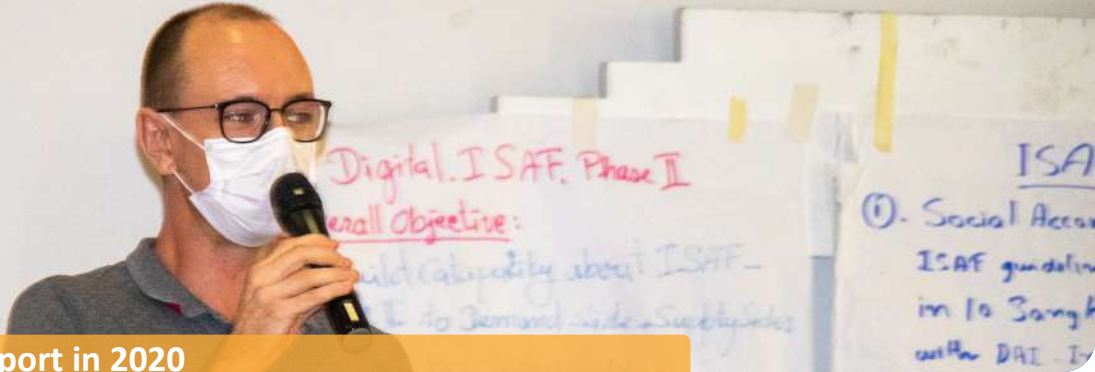
48

Human Resources: API has grown significantly in 2020 from 20 staff members in 2019 to 30 in 2020. All staff attended a capacity building program internally and external learning programs related to their roles and responsibilities to manage and implement projects.

49

M&E: Project baseline M&E tools are being implemented. The API global ToR and Plan for online systems for planning and monitoring, evaluation, accountability and learning (MEAL) is being developed.





V. API Financial Report in 2020

50 API Financial Report in 2020

GRAND TOTAL (Outcome 1+2+3+4)	Income in 2020	Actual Expense in 2020	Balance in 2020	% Expenditure
		1,142,048	813,235	328,813
Outcome				Actual Expense in 2020
Outcome 1: 1) To influence policy and implementation to address the rights and needs of citizens, especially youth, women and disadvantaged groups, and secure democratic space to exercise their rights				159,994 USD
R1.1: Influenced and monitored policies and their implementation, i.e. Access to Information, (D&D) transfer of functions and resources to the sub-national level, effective road traffic law implementation, and equitable and quality public social service delivery in education				
R1.2: Strengthened capacity and engagement of CSOs and their networks in advocacy, policy discussions and monitoring for addressing critical issues**, the rights of the most marginalized groups				
R1.3: Developed innovative learning and sharing platform for research and innovation in policy influencing on critical policy issues				
Outcome 2: To empower citizens, especially youth, women and disadvantaged groups, to hold government accountable for responsive, inclusive decisions and actions to improve public services and policy implementation at sub-national level				381,526 USD
R2.1: Strengthened citizen monitoring of sub-national public service delivery, development plans and budgets, in the Social Accountability Framework (I-SAF) and beyond				
R2.2: Strengthened citizen representatives and CBO capacities and enabling environment for their sustainable engagement in sub-national governance				
R2.3: Enhanced partnerships and actions between government, civil society and the private sector in responding to citizens' priority needs				
Outcome 3: To improve access to and disclosure of public information on critical issues				144,074 USD
R3.1: Improved citizen understanding of right to information and A2I law, and increased demand for public information disclosure (demand side)				
R3.2: More public information is disclosed and made available for citizens on critical issues according to A2I and sectoral laws (supply side)				



Outcome4) To enhance API’s organizational capacity and sustainability	127,642 USD
R4.1: API is governed and managed effectively, transparently and efficiently (plus audit)	
R4.2: The funding strategy is implemented successfully; and finances are managed according to international standard	
R4.3: Strengthened human resource management and development supports implementation of the strategic plan	
R4.4: Systems for planning and monitoring, evaluation, accountability and learning (MEAL) are strengthened	
R4.5: Operational Cost	





No.	Name	Sex	Title
Board of Directors			
1	Soeurng Chandara,	M	Chairperson of Board of Directors
2	Kasumi Nakagawa	F	Member of Board of Directors
3	Michael Engquist	M	Member of Board of Directors
4	Khoun Bunsang	M	Member of Board of Directors
5	Phoungmaly Nhean	F	Member of Board of Directors
6	Kim Sokleang	M	Member of Board of Directors
7	Bunthoeun Thann	M	Member of Board of Directors
Executive Committee			
1	Lam Socheat	M	Director
2	Chorn Somaly	F	Head of Admin and Finance
3	Phan Phorp Barmey	M	Senior Program Manager
4	Man Vanpannit	M	Senior Program Manager
5	Lars Krause	M	Organizational Development Adviser
Technical Staff Members			
6	Am Mouykim	F	Finance & Compliance Officer
7	Em Poly	M	Senior Program Officer
8	Chea Sokhalay	M	Program and Secretariat Assistant
9	Tay You I	F	Admin Assistant
10	Prum Vothana	M	Senior MEAL & Program Officer
11	Leap Chhengla	M	Program Officer
12	Sim Oeurn	M	Master Trainer
13	Oeuk Visang	M	Project Officer
14	Um Sreypech	F	Program & MEAL Officer
15	Chhay Pitou	M	Senior Program Officer & Trainer
16	Tak Chhunneat	M	Trainer & Program officer
17	Chhoun Thida	F	Project Officer



18	Chea Sopheap	F	Senior Program Officer-Trainer
19	Hong Sovanny	F	Trainer & Program officer
20	Heng Mengly	M	Project Officer-ISAC
21	Vorn Sochenda	F	Project Officer
22	IN Sokhuon	M	Project Officer
23	Sin Sopharith	M	Project Manager
24	Sourn Butmao	M	Trainer Position
25	Mark Sophat	M	Project Officer
26	Phon Sophal	M	MEAL and Program Officer
27	Ky Oeun	M	Program Officer
28	Pen Line	F	Program Officer
29	Phen Mao	M	Project Officer
30	Dy Chan Pisith	M	ICT & Database Specialist
Program Volunteers/Interns			
31	Hy Theany	F	Volunteer
32	Nou Serey Vathanak	F	Volunteer
33	Pal Sopheakchakriya	F	Volunteer
34	Phal Phetra	M	Volunteer

ADVOCACY AND POLICY INSTITUTE

A leading Cambodian NGO active in advocacy, policy influencing, capacity building, good governance and dialogue facilitation between citizens and state actors

The Advocacy and Policy Institute (API) is a Cambodian non-governmental organisation active in advocacy, policy influencing, good governance and civic engagement. Capacity building and dialogue facilitation are at the heart of our efforts towards democratic and sustainable development.

We have received widespread acclaim from both local and international organisations for our reliability, relevance and professionalism. Over a time span of almost two decades, API has helped institutionalise advocacy skills and has been striving to make local democratic and accountable governance a reality. To these ends, we have been conducting more than 300 training courses for over 10,000 participants affiliated with civil society and community-based organisations, local councils, media outlets, trade unions, Government institutions and the Cambodian Parliament.

API is unique in Cambodia's civil society in serving as a connector and facilitator for citizens' empowerment in their interaction with government at all levels. API has acquired first-hand experience on policy issues like access to information (A2I) through its grassroots work. Based on this vast experience, we are in the best position to make the voices of ordinary citizens count in policy-making at the national level. Here we have been trying to support government actors serve citizens according to the law and contribute to an enabling environment for citizens and civil society to express their concerns. Finally, we have been playing an important role in helping citizens understand their rights, access to information and make use of the opportunities for engagement offered by various laws and government policies.

Our programmes are guided by a human rights based approach. API serves all Cambodians and values the diversity of gender, sexual orientation and identity, (dis)ability, ethnicity, faith and political opinions. At the same time, we are especially committed to support the most disadvantaged in their efforts to make their voices heard.

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