



# Annual Report

## January-August 2018

Funded by: EU through CARE International in Cambodia

---

### Kampot I-SAF Implementing Partners



## I. Executive Summary

The Implementation of the Social Accountability Framework (I-SAF) in Cambodia aims to empower citizens, strengthen partnerships between sub-national administrations (SNAs) and citizens, and enhance the accountability of SNAs and local service providers. I-SAF consists of four operational components: (1) Access to Information and Open budgets, (2) Citizen Monitoring, (3) Facilitation and Capacity building and, (4) Learning and monitoring. Each component involves both demand-side and supply-side actions.

From funding support by CARE and EU, In 2018, API and 5 IPs cooperated to implement ISAF activities in 20 commune of 5 districts in Kampot province to accomplish many activity. Thus, API is one of 4 horizontal partner rolling to provide technical support to the 5 implementing partners in Kampot province from July 2016 to August 2018. Moreover, API works closely with CARE's Implementing Partners (IPs), namely PVT<sup>1</sup>, YCC<sup>2</sup>, CWDC<sup>3</sup>, OREDA<sup>4</sup> & CADDP<sup>5</sup> to increase understanding and systematic implementation to monitor the level of civic engagement for more effective local governance and improve service quality delivery. Key activities have been accomplished in this year, there were 5 capacity building trainings, 107 Information for Citizens (I4C) dissemination, 59 supply side's self-assessments meeting, 80 community scorecards, 20 interface meetings, 42 JAAP's dissemination, 85 JAAP-C follow up meetings and 1 annual feedback and learning forums, 2 case studies,

This report intends to highlight the output results achieved and shared some key achievements and lessons learnt of the period January to August 2018. This report is developed by API and consolidated from the 5 IPs' annual reports.

***The ISAF project has achieved significant results*** which contributed to the strengthening of good governance of service providers in the local development process and in support the demand-side of local governance. The project focused at commune councils, primary education and health centres as its entry-points.

***The ISAF project in Kampot have been contributed into the project indicators achievement*** in which increased of students enrolled to the grade 6, increased satisfaction of citizens, women and youth on the local authority performance of commune councillors, health center and primary school, increased citizen's response (needs/issues/concern) from local authority, increased participants from women in the project activities.

Moreover, there is observed by all 5 implementing partners as bellow:

- **Commune:** commune service is improved, majority of citizens in all 20 communes confirmed that received information (I4C) particular at village level, at least 60% of total commune councillors and clerks are assigned to standby for providing service, behaviours of commune councillors and clerk are improved (fast service delivery), and have good communication with citizens
- **Schools:** about 60% of 80 primary schools are acknowledged their issues and lack of service delivery from result of self-assessment and community score card, increased of student enrolment at remote area, reduced of student drop out, good environment including

---

<sup>1</sup> PVT: responsible to implementing in Kaompong Trach district

<sup>2</sup> YCC: responsible to implement in Toeuk Chhu district

<sup>3</sup> CWDC: responsible to implement in Dang Tong district

<sup>4</sup> OREDA: responsible to implement in Banteay Meas district

<sup>5</sup> CADDP: responsible to implement in Chhuk district

latrine in school and filled more land in the school and school committee understood more about school development plan

- **Health center:** at least 80% of 20 health centers, there is 24 hours working from health center staffs and about 60%-70% of 20 health centers have improved on service delivery and changed behaviour and have had regular monthly meeting in the JAAP-C

**Partnership among ISAF project stakeholders:** All local authorities, IPs and CAFs acknowledged I-SAF has good tools for bringing the supply sides closer to the demand sides. The tools are very helpful to promote voices and rights of citizens, their participation, holding the supply sides more accountable and monitor the performance of local government and service providers

CAFs felt proud as they provide a role model for local citizens to be followed and are able to gain knowledge and skills. They have gained confidence to be able to not only influence people in the community to acquire knowledge and understand the rights to receive services, but their role has also been recognised by some service providers. IPs felt delighted to implement ISAF project and could learn from it, particularly by provision of training to CAFs that is a sustainable development approach for further local development. CAFs are very appreciated to be offered appreciation letters for active participation in ISAF activities. 20 JAAPs have been developed which competed though with other existing project plans in the same communes.

*One Interesting achievement of improving public service through the Implementation of Social Accountability Framework project is in Prey Khmum commune located in Prey Khmum commune, Toeuk Chhu district, Kampot*

Mutual learning from project implementation is very important. The project conducted an annual learning forum with the CAFs of all communes in the target areas, NCDD-S representative, provincial authority, all Implementing Partners (IPs), district authorities, ISAF district stakeholders and supply side of 3 sectors. This event provided opportunity to share what the key achievements are happened during the project implementation, supply side's commitments for sustainability and closing project.

ISAF project is very good mechanism to promote good governance by increasing access to information and improved service of 3 sectors of local authorities including health, commune and primary school. Even there is many challenges such as lack of I4C posters, lack of participation in I4C awareness from health center and primary school, lack of citizens from man in the project activities, integrated JAAP into local planning such district and commune investment plan and lack of budget to implement JAAP. Thus, API still put our commitment and identify approach for working on ISAF in the next 5 years strategy plan from 2019-2023 as well.