

CIVIL SOCIETY POLICY FORUM



**ANNUAL
MEETINGS**
2017 | WASHINGTON DC
WORLD BANK GROUP
INTERNATIONAL MONETARY FUND

Civil Society Roles in Engaging Citizens for Better Results in the World Bank Funded Projects

Session Agenda :

- **Introductions and welcome**
- **Citizen Engagement Mainstreaming Framework**
(Nicolas Perrin, World Bank)
- **Opportunities for CSO Engagement** *(Vinay Bhargava, Partnership for Transparency)*
- **Reality Check – experiences from the field** *(Virginia Ifeadiro, IFEHS, Nigeria; Pansy Tun Thein, Local Resource Centre, Myanmar; Amy Ekdawi, Bank Information Center, Middle East /North Africa)*
- **A Way Forward** *(Elena Bardasi, Independent Evaluation Group; Nicolas Perrin, World Bank)*
- **Summary and Takeaways** *(Barbara Kafka, Partnership for Transparency)*



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TRANSPARENCY**



Civil Society Roles in Engaging Citizens for Better Results in the World Bank Funded Projects

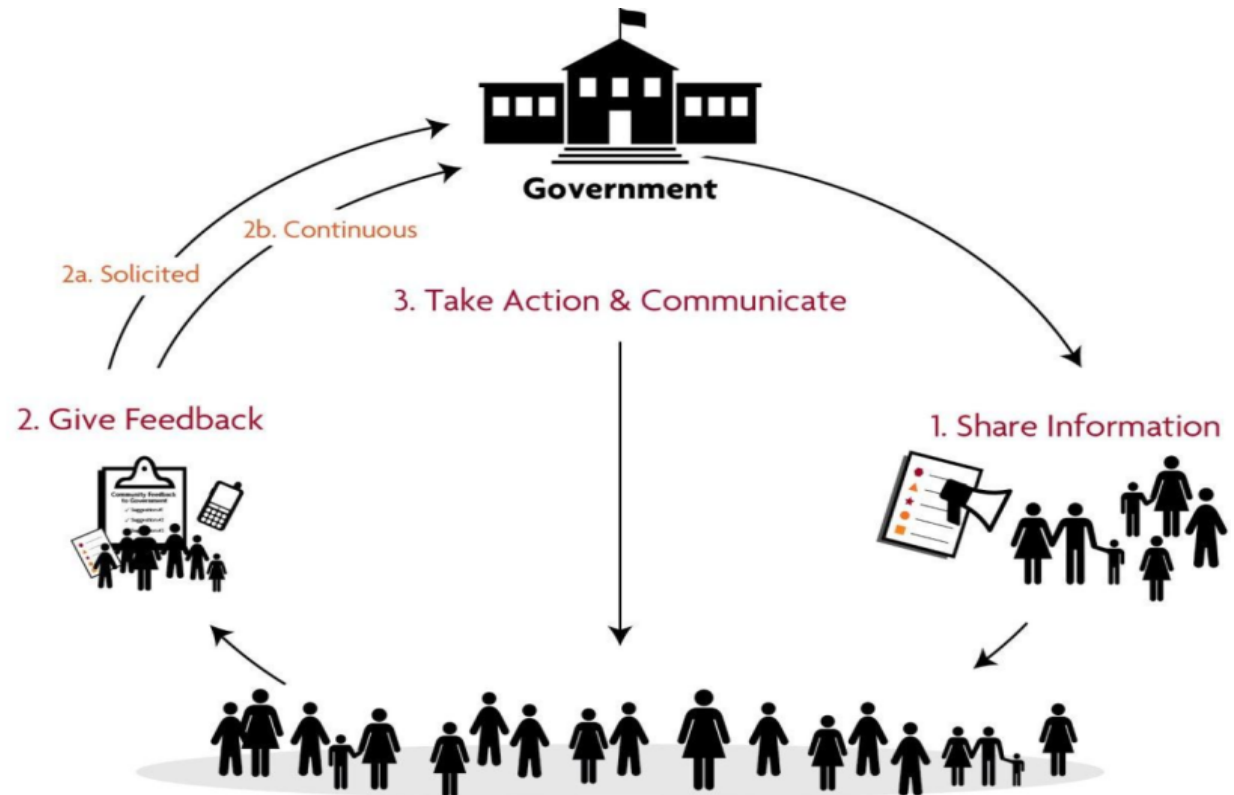
**PTF Sponsored Round Table Discussion
At
Civil Society Policy Forum
World Bank Annual Meetings, 11 October 2017**

Opening Remarks	Ms. Barbara Kafka, Moderator, PTF
Opportunities (15 minutes)	<ul style="list-style-type: none"> • Mr. Nicolas Perrin, the World Bank • Mr. Vinay Bhargava, PTF
Discussion 1	Participants
Reality Check: Voices from the Field (20 Minutes)	<ul style="list-style-type: none"> • Ms. Virginia Ifeadiro, IFEHS, Nigeria • Ms. Pansy Tun Thein, LRC, Myanmar • Ms. Amy Ekdawi, BIC, Middle East
Discussion 2	Participants
Way Forward (15 minutes)	Ms. Elena Bardasi, IEG, World Bank, Mr. Nicolas Perrin, World Bank
Discussion 3	Participants
Summary and Takeaways	Panelists and Moderator

What is Citizen Engagement?

Citizen Engagement = Two-way interaction between citizens and governments + give citizens a stake in decision-making to improve development outcomes.

**CE is about
creating
feedback
loops**



Who are citizens and beneficiaries?

- **World Bank CE strategic framework defines them as:**
- ***Citizens:*** individuals or organizations, including:
 - Community-based groups (CBOs)
 - Women's groups, or indigenous peoples' groups.
 - Civil society organizations (CSOs)
 - Foundations and faith-based organizations
 - Academia and research institutes
 - Trade unions and social movements.
- ***Beneficiaries*** are defined as a subset of citizens directly targeted by and expected to benefit from a development project.

Entry Points for CSOs:

- Systematic Country Diagnostics
- Country Partnership Framework
- Investment Project Financing
- Development Policy Lending



CSOs add value through:

- Policy Advocacy
- Amplification of local voices
- Help close feedback loop
- Providing services to design and implement CE
- Third party monitoring



- Improve implementation and responsiveness
- Improve inclusion and accessibility in service delivery
- Reduce corruption and improve governance
- Increase community participation and support
- Increase transparency and accountability

What roles CSOs playing in CE ?

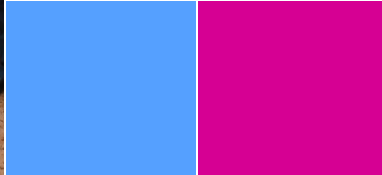
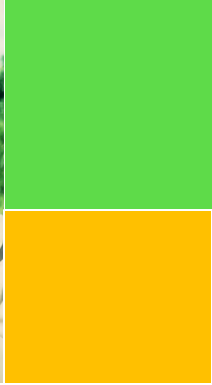
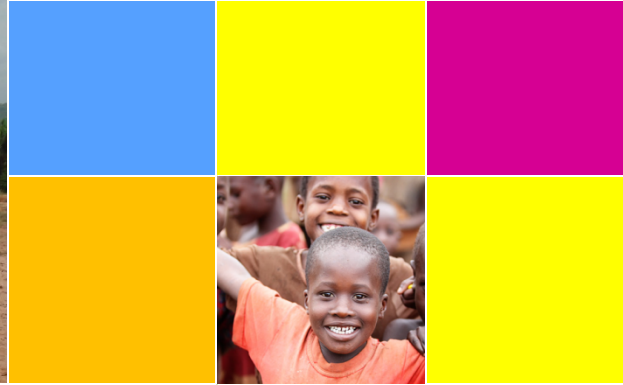
- ✓ IEG evaluation to shed light. Anecdotal evidence:
 - Low awareness of citizen definition
 - Beneficiary being equated with citizen
 - Funding and procurement arrangements generally not specified
 - Routine consultation with CSOs driven by safeguard and policy
 - Rare deliberate CSO engagement to implement CE in IPF
 - Grievance redress mechanisms common but rare CSO role
 - Beneficiary feedback collection- mainly govt. departments/consultants
 - Citizen led monitoring and CB –Rare/ CSOs not used
 - CE results indicators rare- constrains TPM

Potentially missing opportunity to get full benefits of deliberately engaging CSOs in CE work

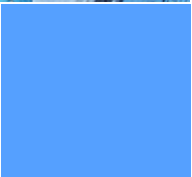
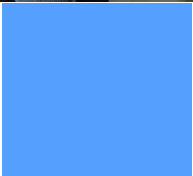
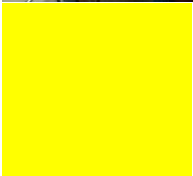
Suggestion: Bank should clarify CSO role in CE and Issue Staff Guidance

- ❖ Underuse of CSOs has opportunity costs and out of sync with:
 - ❖ Agenda 2030 that enshrines CSOs as development partners
 - ❖ AsDB, AfDB, and IADB updating CSO engagement strategy
 - ❖ Growing Open Government Partnership membership
- ❖ Suggested Remedial Measures:
 - ❖ IEG to examine intended and actual CSO role
 - ❖ CE Secretariat to monitor use of CSOs in implementing CE
 - ❖ External Advisory Group to review and provide guidance
 - ❖ Consider issuing staff guidance on use of CSOs in CE

THANKS FOR THIS
OPPORTUNITY



...influencing policies, touching lives!



The role of CSOs in Coordination of Social Mobilization and Accountability in World Bank assisted project-

NEWMAP experience By Virgy Ifeadiro

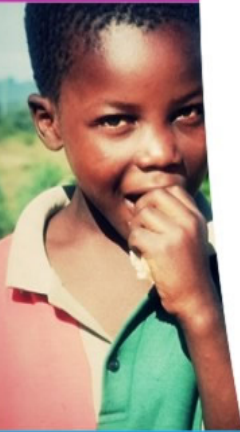


INITIATIVE FOR FOOD,
ENVIRONMENT & HEALTH SOCIETY



Introduction

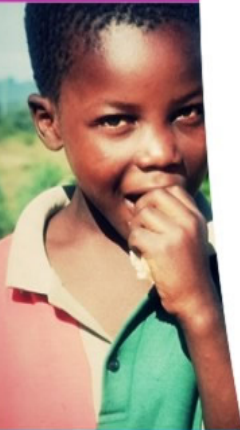
Nigeria Erosion and Watershed Management Project-NEWMAP is a World Bank assisted project implemented in 22 states of Nigeria. designed to reduce vulnerability to soil erosion in targeted sub-catchments. The project triggers World Bank social safeguard policies as it involves community resettlement and compensation to allow for adequate site construction- The first of its kind in Nigeria that relocates people





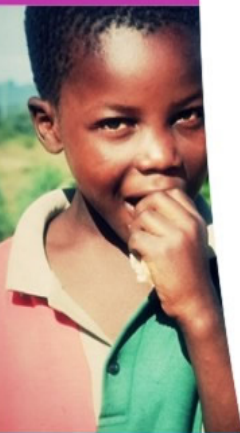
Major Project Activities

- Resettlement Action Plan (RAP)
- Land reclamation through Construction of the site
- Livelihood Need Assessment
- Watershed management
- Water harvesting,
- Alternative livelihood
- Bioremediation
- Capacity strengthening





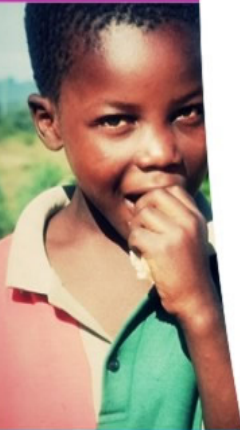
Before & After intervention -9th Mile Gully site



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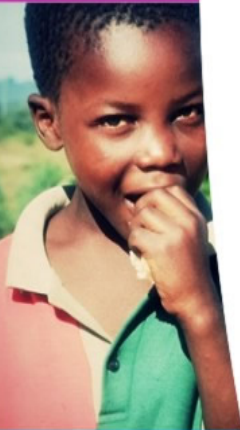


Ajalli gully site before /after intervention



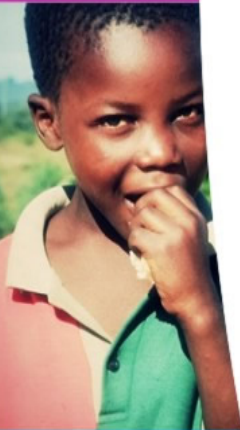


Ajalli gully head before intervention





Ajalli gully head after intervention





Roles of CSOs across the NEWMAP Activities

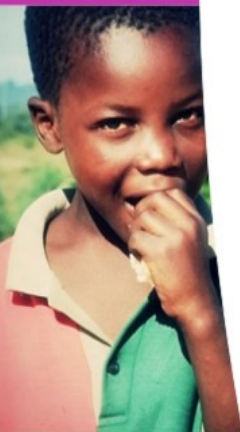


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Project Design /Structure

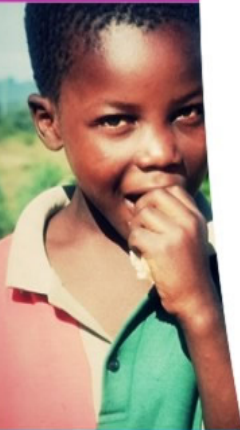
- The project design (PIM/PAD)
- Engagement of NGOs throughout the project circle.
- A budget for NGOs engagement, a structure that allows the NGOs to work directly with the communities





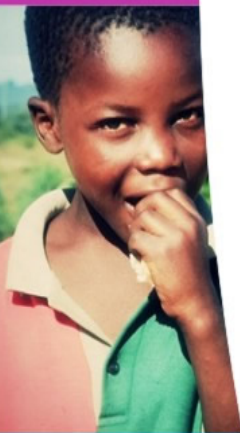
Social Mobilization and Community Sensitization

- Sensitizing the communities about the project and ensure all-inclusive community participatory participation across all the project activities





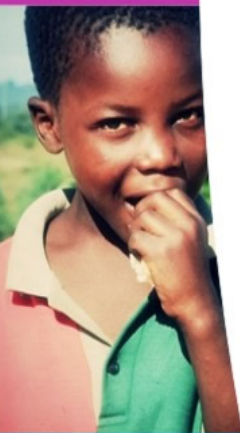
Community sensitization



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Community sensitization



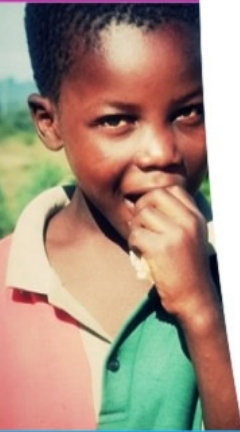
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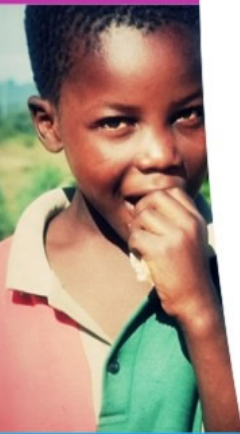


Resettlement Action Plan

- Resettlement Action Plan

Ensure that the affected persons are adequately compensated to allow them to resettle to a better and safer environment. Ensure there is equity and gender rights are well respected in the process.



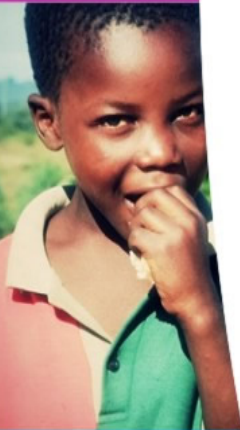


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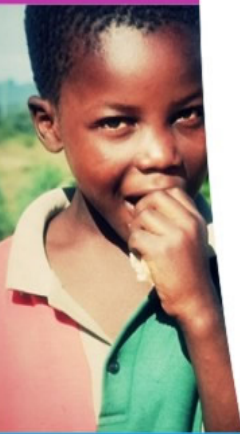
Citizen Engagement (Voice & Accountability)

- Engage with the communities to discuss the advantages and challenges of the project.
- To get feedback on the ongoing project, especially on the behaviours of the contractors.
- Engage the communities on key activities to understand their rights and roles.
- Create feedback channels using scorecard, opinion boxes,





Citizen Engagement At Nguzu Edda



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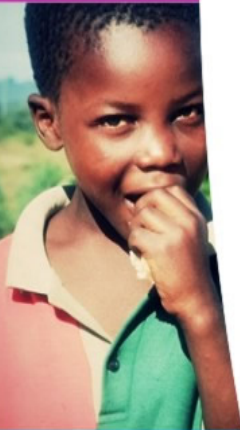
Alternative Livelihood Activities

Sensitization on several livelihood opportunities

Facilitating the election of community Site executives or Community Associations

Executives Using the Livelihood Need Assessment report, form the groups into groups

Formation of the groups ensuring adequate women, Youths and vulnerable group representation and eliminating elite captures and facilitating the formation of group executives ensuring gender is mainstreamed.

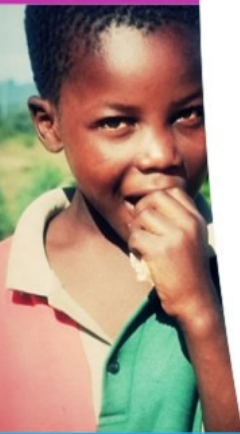




Formation of Livelihood groups



Fig 15: Group of CIGs already empowered to engage in alternative livelihood options of their choice at Ugwuto Nsude Community





Alternative Livelihood contd.

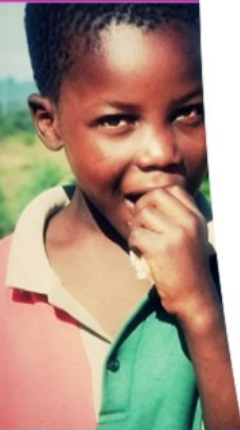
- Training of the groups on CDD Procurement, basic accounting, bookkeeping, financial and grant management, conflict resolution & management.
- Assist the groups to develop alternative Livelihood proposal to access the grant, assist them to implement the grant and the various businesses.





Grievance Redress Mechanism

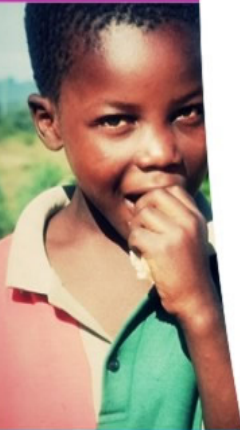
- Grievance Redress Mechanism
- Set up structures in the sites and communities for adequate GRM systems to effectively manage grievances.
- Sustainability strategy
- Formation of school clubs,
-





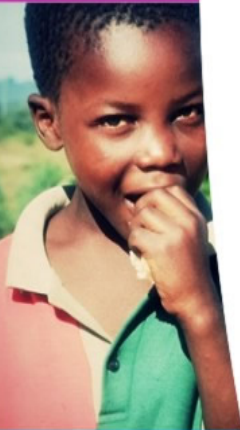
Challenges

- Elite Capture
- Training of other CSOs not within the project
- Scale up of voice and accountability and citizen engagement across other projects





THANK YOU



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*The Role of CSO Networks in Advancing Citizen
Engagement in World Bank projects*

Pansy Tun Thein
Local Resource Centre
Yangon, Myanmar

Background – World Bank in Myanmar

- The World Bank ceased operations in Myanmar, formerly known as Burma, in 1987. Foreign donors have been reluctant to help Myanmar, citing its human rights record, and many maintain economic and military sanctions on the country.
- After a new civilian government began introducing democratic reforms in late 2011, World Bank re-engaged with the government to support reforms to benefit especially the poor and the vulnerable

Development of CSOs

- The former military government had a very repressive law for operation of CSOs
- 1988 Association Registration Law discouraged formation and operation of associations, despite that, CSOs moved freely in – post cyclone Nargis
- Since then, CSOs became more empowered and learned new skills of working with response and recovery work and gained confidence of the government and the community

CSOs and World Bank

- Prior to WB's re-engagement with Myanmar several consultations were made with CSOs and especially CSO networks – LRC was consulted on several occasions
- CSOs had the opportunity to also provide input to the design of the WB program
- To this day, WB continues to have regular consultation meetings with CSOs

CSOs-led initiatives for increased transparency

- EITI (Extractive Industry Transparency Initiative) – Government has signed the agreement
- OPG (Open Partnership Government)
....promote transparency between Govt and CSOs

Former government plans to join OGP in 2016 (not a priority for new government) but working towards meeting the criteria:

1. Access to information
2. Accountability
3. Transparency
4. Freedom of Association
5. Anti-Corruption

Citizen Engagement

- CSOs were responsible to introduce and promote CE in the community and the government as well
- Diverse partnerships have emerged in Myanmar, ranging from formal to informal, arranged and rigid, open and varied. These include partnerships between the UN agencies and NGOs, both international and local, the communities, governments and the private sector.
- Enabling environment include the transition from military to quasi-civilian government in 2015 which provided additional opportunity to civil society to engage in humanitarian and development programs.
- Civil Society also gained confidence in working with other humanitarian actors and the government. In Myanmar, the Humanitarian Country Team (HCT)

How can CSO Networks engage in WB projects

- LRC and many CSO networks are active promoters of Grand Bargain in post World Humanitarian Summit. Hence, affected population has been the centre of our approach.
- Citizen Engagement is promoted when community is consulted in terms of needs and response.
- LRC works in conflict sensitive and post-conflict communities where the affected communities face all types of rights violations.
- In order to empower the community members, LRC provided trainings on human rights so that affected population can understand and identify violations on their own. In this program, interested community members are selected and trained to serve as “Change Agents” (CAs) who agree to work voluntarily in their communities to defend human rights.
- When the CAs started working as rights defenders, they came to realize that knowing and defending rights alone is not sufficient, they wanted to provide legal aid services for those affected members to seek justice and able to access justice.
- Therefore, The CAs and CSOs can serve as watch dogs in WB projects

National Community Driven Development Project

- Since 2012, over 80 million \$ invested to enable poor rural communities to benefit from improved access to and use of basic infrastructure and services through a people-centred approach
- Some CSOs are engaged in this project together with government, however, the government is leading in implementing
- **Coverage:** The project is currently active in 27 townships across 13 States/Regions covering about 5,500 villages, home to about three million people.

NCDDP

- **Participation:** The project continues to focus on the quality of participation, including through an increased number of Community and Technical Facilitators and an improved training curriculum
- **Conflict-affected areas:** The NCDDP has expanded to some townships affected by conflict, pro-actively engaging with communities, civil society and ethnic armed organizations (EAO) at the township level.
- Project review is done every year, also including CSOs

Some findings

- Major project delay and its negative impact include lack of information sharing
- Under trained and under-capacity: facilitators and township level officers did not have enough training, with practically zero community development experience or basic skills. T
- Lack of Access to Information
- Language barrier

Recommendations

- Role of CSOs to be better recognized:
- Have meaningful engagement with CSOs (not to tick the check boxes).
- WB has good opportunities to know and understand clearly about the status of Myanmar's CSOs and their networks.
- Contacting and connecting with the CSOs networks like Paung Ku, LRC, EcoDev, Myanmar Alliance for Transparency and Accountability (MATA) and Myanmar Green Network could be improved to bring success to WB's projects.

- **Thank you for your attention**