

**Promoting Basic Services  
Ethiopia Social Accountability  
Program Phase 2  
Bridging Phase**

Grant Agreement [TF099878]

**Learning Benchmark Workshop**  
March 2017

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## 1. Introduction

Within the framework of the PBS ESAP2 Bridging Phase implementation, the ESAP2 Management Agency is organising a learning benchmark workshop from 29-30 March 2017 in Adama Executive Hotel. The event will be attended by 300 representatives from Social Accountability Implementing Partners, selected service users, service providers, and woreda councils; MoFEC, Federal sector Ministries, and Development Partners; BoFEDs, selected sector bureaux, and regional councils; Charities and Societies Agency, Ethiopian Institute of Ombudsman, and Federal House.

The **objectives** are to learn from ongoing practice and achievements of SAIPs, citizen groups, service providers and councils in the following areas:

- Scaling strategies: What are we learning about scaling SA to new kebeles and sectors?
- FTA-SA-GRM linkage: Progress on linking SA with the budget cycle, and with GRM
- Councils and SA – panel discussion
- Sectors: Does SA really assist with service improvements? How, and what does this mean for sector support to service providers?

The annual **SA Documentation and Communication Awards** will also be organised on the evening of 29 March, 2017. We will award SA heroes, Participatory Video makers, Theatre groups, and Most Significant Change Story.

### Key targets for the ESAP2 Bridging Phase

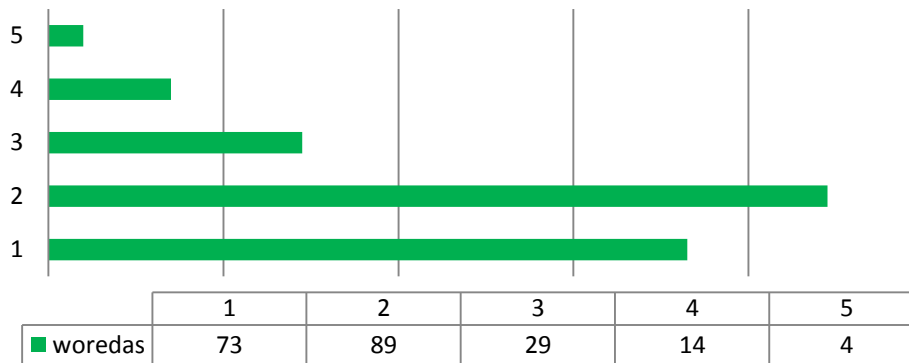
The ESAP2 Bridging Phase aims to consolidate and deepen social accountability in 223 participating woredas. With a budget of 50,000 USD per woreda, SAIPs aim to spread social accountability to 50% of the kebeles in a woreda. Table 3 shows the state of affairs regarding kebele coverage at the end of 2016. We see a remarkable **increase of 251 % in kebeles covered** compared with ESAP2 (from 798 to 2,006 kebeles).

**Table: Kebele coverage in the ESAP2 Bridging Phase**

Regions	# SA Woredas	Woreda Population	Total # of kebeles	# ESAP2 kebeles	# BP kebeles	Avg % Kebeles covered
Harari	3	95,107	16	6	7	69.0
Afar	11	515,771	127	34	77	67.9
Amhara	30	4,925,938	653	103	324	57.3
Dire Dawa	4	394,052	39	18	21	54.0
Gambella	5	201,432	81	15	33	52.2
Tigray	24	3,024,774	449	89	196	50.9
SNNPR	38	5,344,332	1,092	170	500	50.1
Somali	9	832,734	152	28	72	48.3
Addis Ababa	18	1,529,495	142	45	68	47.2
Oromia	75	9,050,363	1,735	268	673	46.8
Benishangul Gumuz	6	284,218	144	22	35	27.8
<b>Grand Total</b>	<b>223</b>	<b>26,198,216</b>	<b>4,630</b>	<b>798</b>	<b>2,006</b>	<b>50.5</b>

The SAIPs are also targeting at least two sectors per woreda, one more compared to ESAP2. By the end of 2016, this target was achieved in 136 woredas (out of reported data for 209 woredas), or 61%, which is higher than the targeted 50% for the end of 2016. As the figure shows, in 73 woredas there is only one sector covered, but some of these sectors may be different from ESAP2. For 14 woredas, information is still missing.

**Figure: Number of sectors covered per woreda (n=209)**



Other main interventions and deliverables of the ESAP2 Bridging Phase include:

- Using media (TV, community radio and other media instruments) to keep SA on the agenda of service providers and citizens in targeted woredas
- Elaborating more cost-effective tools for making linkages between SA, FTA/PFM, GRM more functional and better integrated
- Structuring partnerships between SAIPs, regional councils and BoFEDs to monitor woredas and sectors where ESAP2 was active
- Strengthening capacity of key stakeholders to engage in SA policy dialogue

## 2. Scaling strategies

The ESAP Bridging Phase aims to cover at least 50% of kebeles in each of the 223 woredas where the program is working. How is that starting to happen?

<p><b>Step 1: Individual reflection</b></p> <p>We see 7 strategies emerging. Which one have you practiced or seen in action? Mark it in the table below. You can add another strategy that you are using, which is missing in the table.</p> <p><b>Step 2: data compilation</b></p> <p>Compile the data for participants at your table in the data sheet provided by the facilitators.</p>	<p><b>Step 3: Group discussion</b></p> <p>Discuss the 3 most used strategies for your table <i>one-by-one</i>:</p> <ul style="list-style-type: none"> <li>• How does it work in practice?</li> <li>• What role is the W-SAC playing?</li> <li>• What is the role of SAIPs?</li> <li>• What are the challenges?</li> </ul>
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	What scaling strategies have you practiced or observed in your woreda?	Yes	No
<b>1</b>	<b>Facility scaling</b> – Scaling is organized from facilities where ESAP2 was active.		
<b>Cases:</b> Teachers and parents of neighbouring schools are invited to an SA school to learn about SA during a coffee ceremony. They are encouraged to start a similar process in their own school, with support of the kebele SAC. A similar approach has been noted for health centers.			
<b>2</b>	<b>Kebele scaling</b> – The woreda SAC or kebele SACs approach kebeles which were not targeted under ESAP2.		
2.1	Kebele SA committees have prepared an action plan on how to teach SA tools, objectives, outcomes and strategies to service users, service providers and councils identified scale-up kebeles.		
2.2	Project staff facilitates experience sharing visits and other learning forums that will support duplicating the SA process in non-target kebeles.		
2.3	New kebeles get support from ESAP2 K-SAC or W-SAC to establish an SA committee with the tripartite structure of ESAP2.		

	<b>What scaling strategies have you practiced or observed in your woreda?</b>	<b>Yes</b>	<b>No</b>
2.4	Different public meetings and government workshops are used to disseminate the SA process to the newly targeted kebeles.		
<b>3</b>	<b>Citizen lead</b> – Citizens and their groups, CBOs (e.g. Iddir, associations of PLWHA) take the lead in scaling up efforts		
3.1	Traditional groups and structures such as the <i>'kalu'</i> , <i>'gerre'</i> and <i>'gedda'</i> are also playing a role in spreading the SA message and practice to other kebeles.		
3.2	Citizens and their groups, CBOs have mobilized resources to support scaling to neighbouring kebeles		
<p><b>Case:</b> Parents observed that students in the SA targeted schools are achieving high grades at zonal level. They wanted to replicate this good performance to other schools in the kebele. They have also planned scaling up to other kebeles and have already conducted meetings with these kebeles. They have allocated community budget for scaling up to other kebeles, to create a kebele SAC and to strengthen the schools in the respective kebeles.</p>			
<b>4</b>	<b>Service provider lead</b> – Sectors or frontline service providers take the leadership to scale to other kebeles.		
4.1	Sectors or frontline service providers are providing resources to scaling to other kebeles.		
<p><b>Cases:</b> The education office in Ebinat woreda (ADA) is willing to provide ETB 40,000 for SA scaling to additional schools. In the case of CFAFI, one of the woreda SACs developed an interesting scaling mechanism. Each kebele has a sector representative as mentor who can forward the SA objective to respective kebeles and raise citizen engagement in existing forums and meetings.</p>			
<b>5</b>	<b>Council lead</b> – There are some examples where the council or some councillors are providing leadership to SA scaling.		
<b>6</b>	<b>One sector to another sector</b> – This strategy aims to bring experiences from one sector to another sector.		
6.1	Participatory planning and budget tool as a way to work in all 5 sectors. (It will be interesting to learn if and how to make change happen in all those sectors: SA should not become an additional taxation on citizens...)		
<b>7</b>	<b>A combination of the above</b> – Most of the projects promote a combination of the strategies mentioned above.		
<b>8</b>	<b>Other:</b> Please describe a strategy that you have practice which is missing in this table.		

### 3. FTA-SA and (new) GRM linkage

Both FTA and SA are about good governance and encourage citizen engagement. By taking a “complementary approach” and working cooperatively to address common issues, it is expected that synergy between FTA and SA can be achieved. The following table shows the complementarities of the two subcomponents.

*Table: complementarity between FTA and SA programs*

FTA	SA
Flow of information from government to citizens	Flow of information from citizens to service providers and government
Display budgets, plans, entitlements and citizen duties	Ask about entitlements, implementation progress, and duties
Posting budget information	Using budget information
Monitoring of capital projects	Assessing capital projects from a users’ perspective (e.g. evidence base through PETS, CSC or CRC)
Encourage supply side to enable citizen engagement and participation	Encourage demand side to mobilize and organize for engagement and participation
Enable dialogue with citizens in the pre-budget planning forum	Organize citizen input for the budget, through PPB and other SA tools
Facilitate accountability in spending	Facilitate public expenditure tracking survey

More recently, a meeting between MoFEC, Ethiopian Ombudsman Institute (EOI), development partners, and the ESAP2 Management agency agreed to prepare for a discussion on **further linkage with GRM** at the upcoming Social Accountability Steering Committee Meeting (SCM):

- Including a GRM office representative in the regional FTA-SA linkage committees
- Secure representation of EIO at the SCM and at similar regional structures
- The GRM woreda offices can be engaged in the SA processes and help oversee implementation of joint action plans, mainly on the service providers side. When promises can’t be delivered and require higher level intervention, then the GRM office or EIO can take the issues to the next level using their structures
- Sign MoU in order to formally engage EIO in the collaboration of the three components – prior awareness work for the higher officials is mandatory
- GRM offices have a mandate to work on information freedom beyond budget related information. This will help enforce service transparency and expand the FTA work
- EIO is currently finalizing a grievance handling manual, which can be adopted by any institution and programs
- If MoU is secured, resources, such as Media air time, can be shared by the three programs

### **3.1 Group discussion – linking SA with the budget cycle**

The ESAP2 Bridging Phase aims to elaborate more cost-effective tools for making linkages between SA, FTA/PFM, GRM more functional and better integrated. In practice this means finding a better linkage between the SA tools and the budget cycle of the government. This linkage has been summarised in the Key FTA-SA messages (next page).

#### **Discuss:**

1. What practical improvements have been made to link SA tools with the budget cycle?
2. How to sustain community and CBO volunteering for the SA process?
  - Citizens in the driver's seat?
  - Social inclusion of vulnerable groups?
  - Gender Responsive Budgets (and plans)?
3. The risk with scaling is that too many 'short-cuts' are made, and that the quality of citizens engagement suffers. What do you look for in a quality SA process? Can the 'key messages' serve a quality checklist? What would need to be improved?

**Make sure your group has a reporter to capture practices discussed at points 1 and 2.**

**Write your suggestions for “SA quality check” (point 3) on a flipchart, and prepare to share this in plenary.**



### 3.2 Key FTA-SA messages to stakeholders

Citizens	Service providers	Elected Council members
<b>Budget preparation : February – June</b>		
<p><b>Sensitize fellow citizens</b></p> <ul style="list-style-type: none"> <li>• Talk to each other when a service is not satisfactory – do others have the same experience?</li> <li>• Be aware of government standards: what should the service and facilities be like? Know the plans and budget of the local government to improve services.</li> <li>• Involve all segments of your community: include vulnerable groups and women as they have special needs!</li> </ul>	<p><b>Sensitize fellow service providers</b></p> <ul style="list-style-type: none"> <li>• Citizens engagement is a government initiated policy because it is one of the best ways to improve your services.</li> <li>• Your active commitment is crucial to the successful engagement of citizens.</li> <li>• Know the standards and means of the government regarding your response to the special needs of vulnerable groups and women.</li> </ul>	<p><b>Liase with citizen groups and service providers</b></p> <ul style="list-style-type: none"> <li>• Your oversight function requires you to listen to service providers as well as citizens.</li> <li>• Share plan intension with citizens and check that these respond to their needs.</li> <li>• You have a special duty to consider the needs of women and vulnerable groups, and to check that service providers take these needs into account.</li> </ul>
<p><b>Participate</b></p> <ul style="list-style-type: none"> <li>• Use SA tools (CSC and CRC) to identify and prioritise service needs and areas for service improvement.</li> <li>• Look for your SAC (if any) /PTA/other sector focused community groups or CBO's that can represent you, and present your “evidence based” demand in an organised way. Consider what your contribution can be.</li> <li>• Contact the council to influence budget preparation as per your priority needs.</li> </ul>	<p><b>Engage citizens</b></p> <ul style="list-style-type: none"> <li>• Make an honest assessment of your services.</li> <li>• Listen to the service experiences, improvement suggestions and needs of the community, especially vulnerable groups.</li> <li>• Be respectful and attentive to vulnerable groups and women. They have special needs!</li> <li>• Explain service standards to citizens, and be open about your limitations, your possibilities and actions.</li> </ul>	<p><b>Encourage citizens to participate and service providers to engage citizens</b></p> <ul style="list-style-type: none"> <li>• Support the SAC in promoting citizens engagement and participate in the SA process.</li> <li>• Use recommendations from the SA process about service improvements and use of local resources to make informed decisions about government plan and budget: when the council responds to the needs of the people, they are more willing to contribute their resources to make plans happen</li> </ul>
<b>Budget approval and appropriation: July-Septembers.</b>		
<p><b>Get information</b></p> <ul style="list-style-type: none"> <li>• Learn about the plans and budget of the local government to improve and</li> </ul>	<p><b>Give information</b></p> <ul style="list-style-type: none"> <li>• Explain your plans and budget to citizens. Make use of SAC and SAIPs to</li> </ul>	<p><b>Encourage information sharing</b></p> <ul style="list-style-type: none"> <li>• Explain approved plans and budget to citizens.</li> </ul>

<b>Citizens</b>	<b>Service providers</b>	<b>Elected Council members</b>
<p>develop new services.</p> <ul style="list-style-type: none"> <li>Inform all segments of your community: including vulnerable groups and women so they can get better access to quality services.</li> </ul>	<p>build your capacity to be transparent, accountable and responsive to citizens</p> <ul style="list-style-type: none"> <li>Where needed seek additional resources from NGOs, and voluntary citizen contribution (don't impose, discuss and exempt vulnerable groups.)</li> </ul>	<ul style="list-style-type: none"> <li>Encourage service providers to be transparent and responsive to citizens.</li> <li>Encourage citizens, especially vulnerable groups and women, to take an interest in the plans and budget of the government for the facilities in their area.</li> </ul>
<b>Budget Execution : Ongoing – Fiscal year = October – September</b>		
<p><b>Assess services and give feedback</b></p> <ul style="list-style-type: none"> <li>Use SA tools (CSC and CRC) to identify and prioritise areas for service improvement.</li> <li>Participate in interface, sector monitoring, and kebele and council meetings.</li> <li>Give feedback to service providers on their performance (good and bad) – in interface meetings and directly at the facility</li> </ul>	<p><b>Ask for feedback on services</b></p> <ul style="list-style-type: none"> <li>Actively and continuously encourage feedback from citizens, because it is one of the best ways to improve your services.</li> <li>Be responsive: improve services as best you can and spend your budget according to the needs of the people expressed in interface meetings and at facility level.</li> <li>Make the best use of government, NGO and community resources.</li> </ul>	<p><b>Citizen engagement is a source of information on service performance</b></p> <ul style="list-style-type: none"> <li>Use the SA process for systematic citizens' feedback, to monitor service performance and plan implementation, and to investigate if allocated budget is properly spent</li> <li>Use the SA process to verify that the needs of the community, especially vulnerable groups and women are met.</li> <li>Call for PETS in case budget appears to be misused.</li> </ul>
<p><b>Take your responsibility</b> Contribute to solutions as agreed, and follow-up that solutions to your issues are implemented.</p>	<p><b>Take your responsibility</b> Include the agreed solutions in your monitoring checklist, and contribute your part to the implementation.</p>	<p><b>Take your responsibility</b> Support the SAC to monitor the implementation of agreed solutions.</p>
<b>Budget control : Ongoing &amp; End of Fiscal Year</b>		
<p><b>Check on spending and results</b> Take an interest in public expenditures – how has the budget been utilised, and what has been achieved?</p>	<p><b>Share expenditure information</b> Report back to the citizens on the use of resources, including community contribution.</p>	<p><b>Encourage transparency of government spending</b> Invite citizens, especially vulnerable groups and women, to budget review/audit meetings, for more effective oversight.</p>



## 4. Sector learning benchmarks

The sector learning benchmarks have been developed to strengthening capacity of key stakeholders to engage in SA policy dialogue.

The sector benchmarks were developed based on findings from ESAP2 in terms of issues that are typically raised by citizens and solved through joint actions with service providers in the social accountability process. The issues cover all the 5 PBS sectors in 223 woredas, including 19 woredas that take part in the 'expanded PSNP pilot'.

The benchmarks presented in this report give an overview of all issues raised and solved up to December 2016 in the ESAP2 Bridging Phase. Data was collected by kebele and woreda SA committees in collaboration with the Social Accountability Implementing Partners (16 out of 22 contracts provided data on time for this compilation).

The sector learning benchmarks will continue to be developed to support regional FTA-SA meetings, which aim to strengthen the partnership between SAIPs and regional government actors from BoFED, PBS sectors and council.

### *How to work with the benchmarks?*

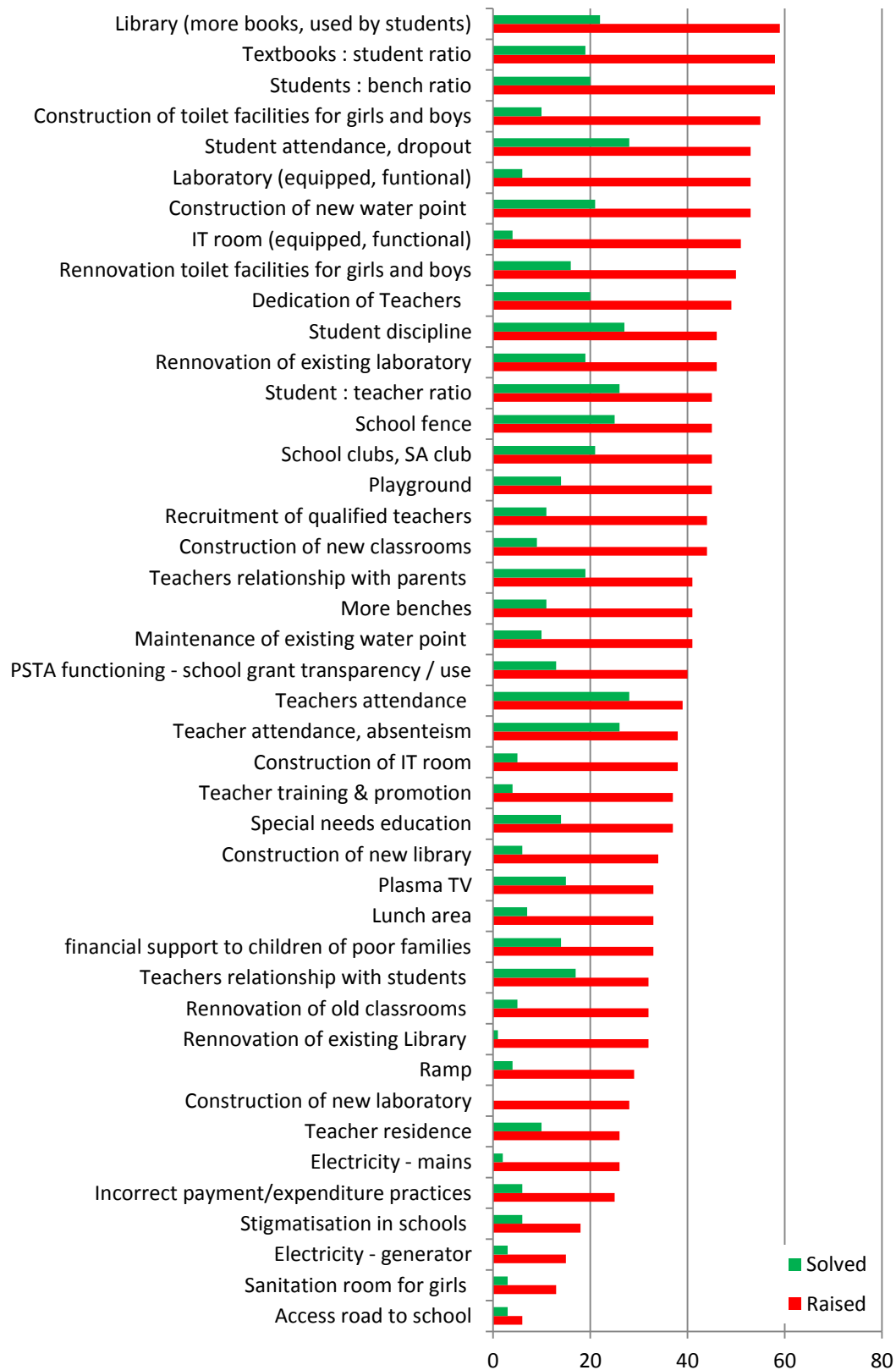
- Study the graphs: what strikes you?
- What questions do you have?
- Discuss the questions.
- Any recommendations? For SAIPs, for regional sector Bureaux, for federal sector Ministries?

**Write the recommendations for each of the stakeholder on flipchart.**



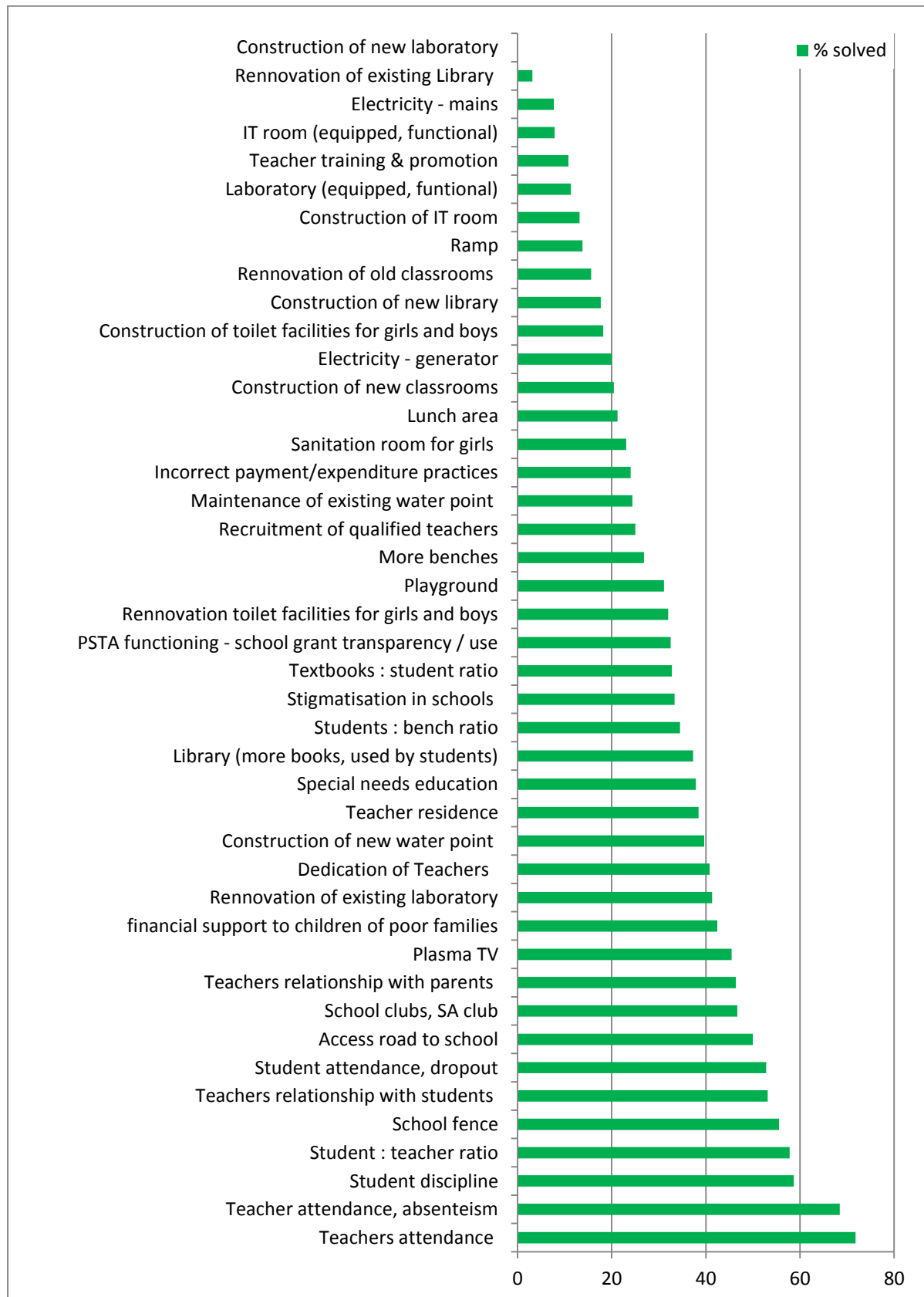
## 4.1 Education - # of issues raised and solved in the social accountability process

Organised from most raised to least raised in 52 woredas



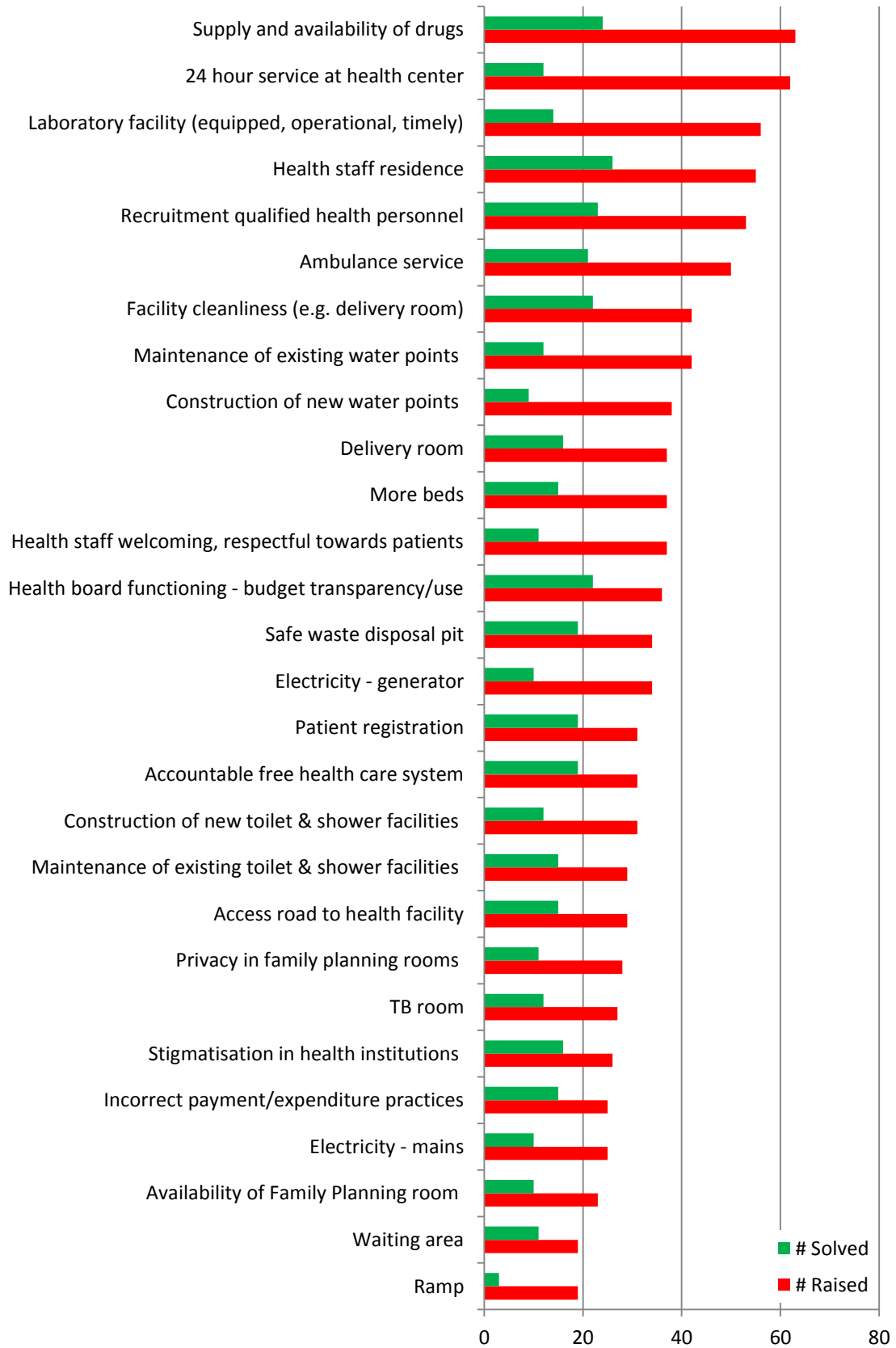
## 4.2 Education – % of issues solved in the social accountability process

Organised from % not solved to 100 % solved in 52 woreda



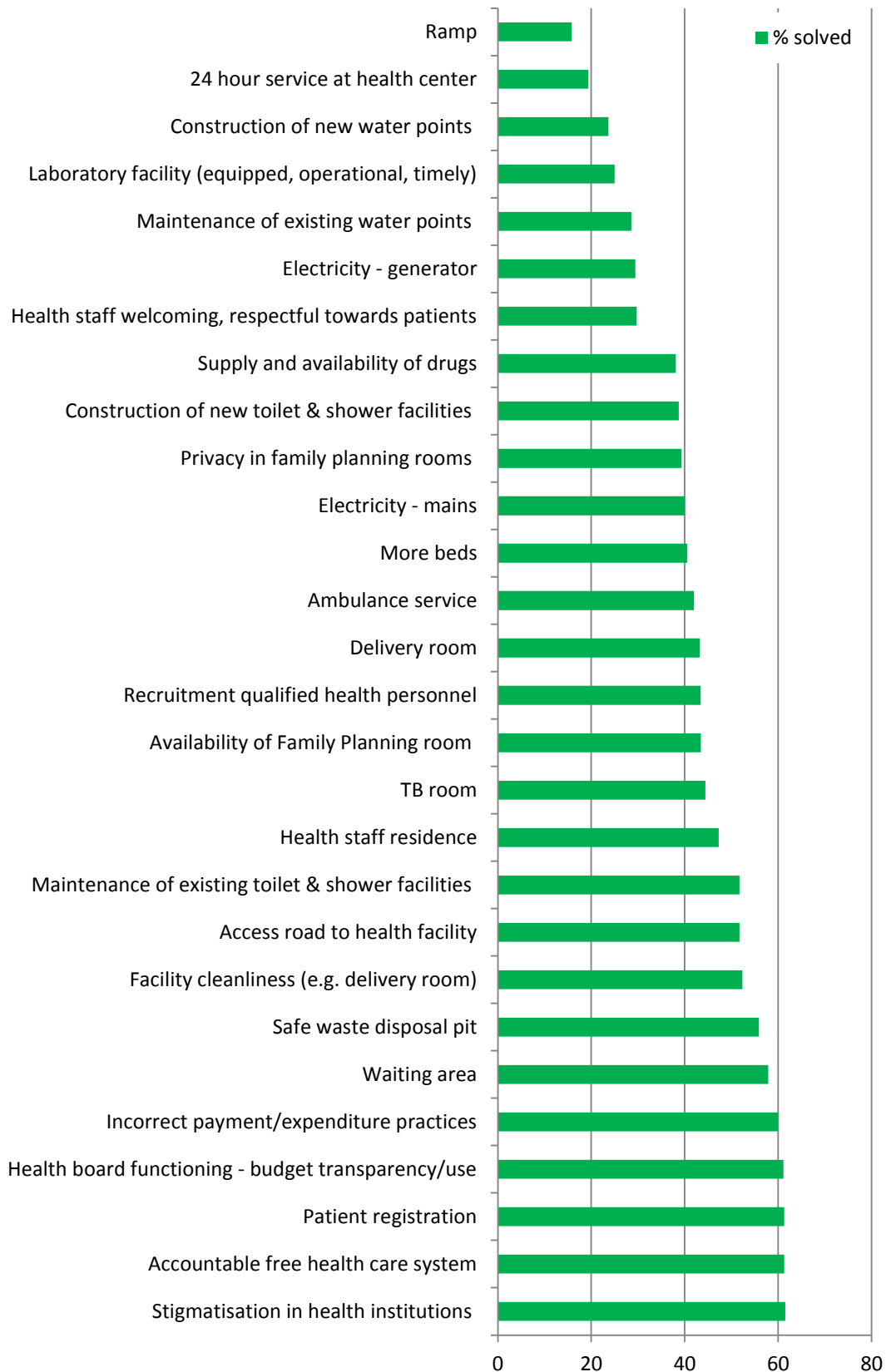
### 4.3 Health – # of issues raised and solved in the social accountability process

Organised from most raised to least raised in 68 woredas



#### 4.4 Health – % of issues solved in the social accountability process

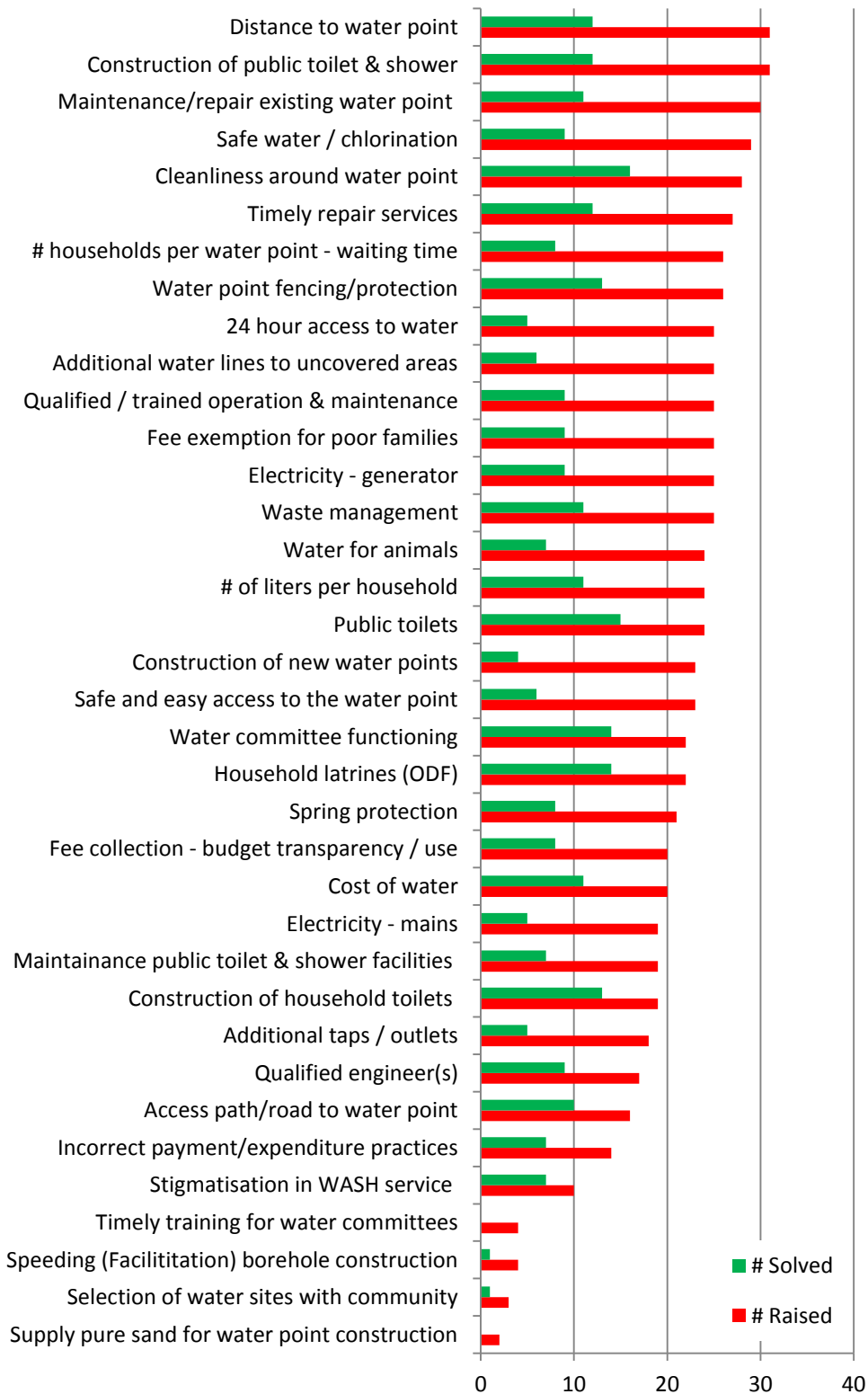
Organised from % not solved to 100 % solved in 68 woredas





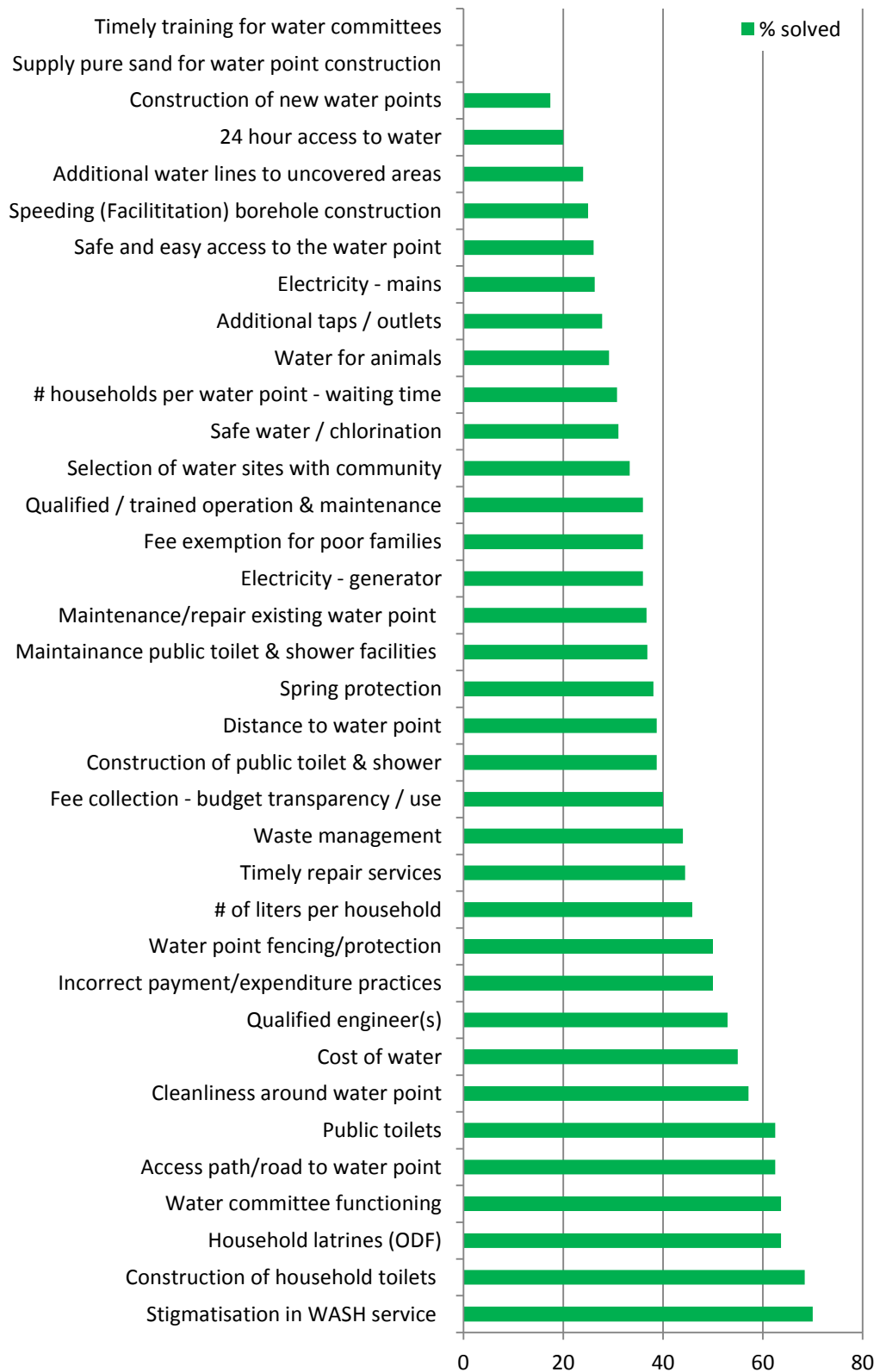
#### 4.5 Water – # of issues raised and solved in the social accountability process

Organised from most raised to least raised in 37 woredas



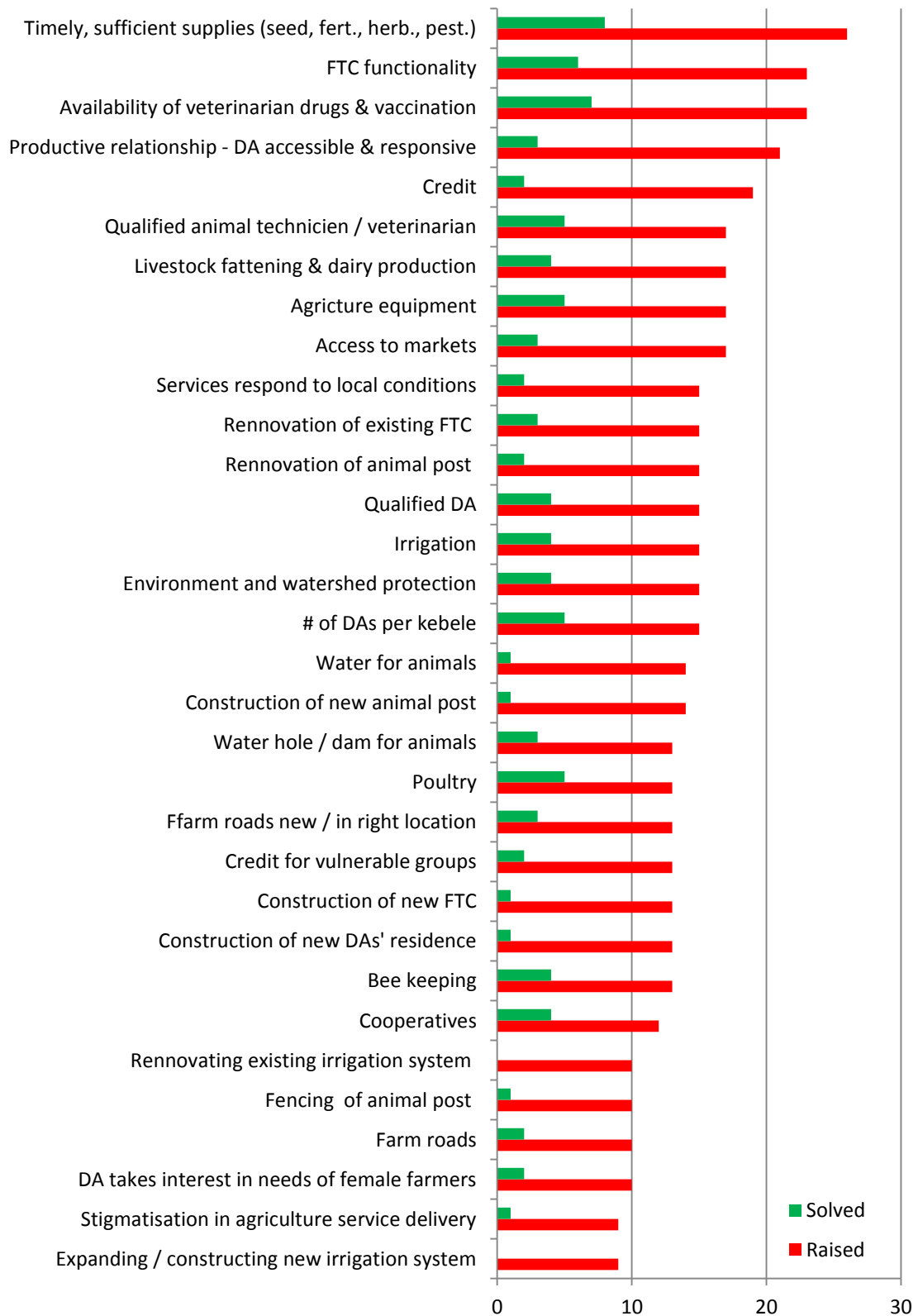
#### 4.6 Water –% of issues solved in the social accountability process

Organised from % not solved to 100 % solved in 37 woredas



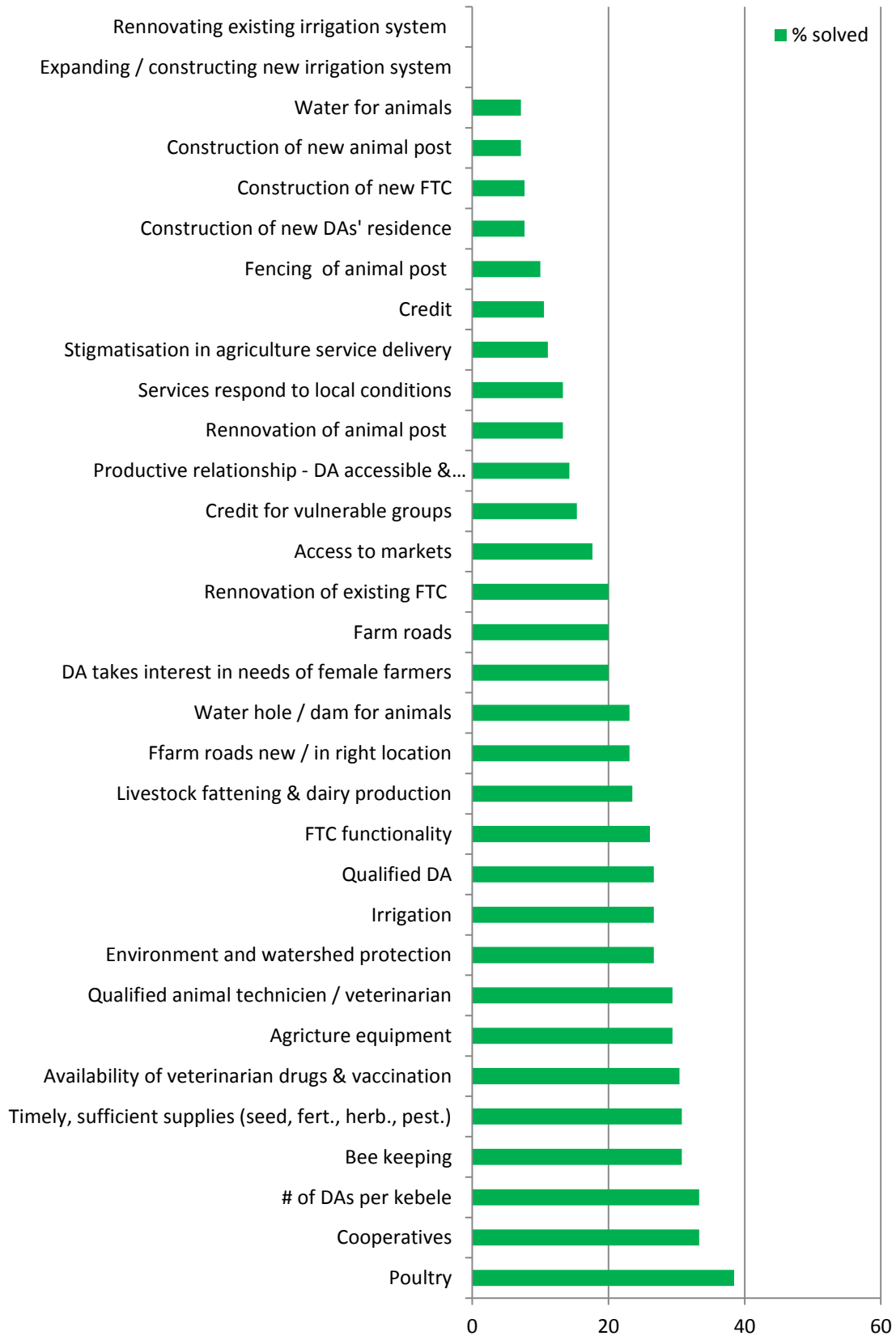
#### 4.7 Agriculture –# of issues raised and solved in the social accountability process

Organised from most raised to least raised in 27 woredas



#### 4.8 Agriculture – % of issues solved in the social accountability process

Organised from % not solved to 100 % solved in 27 woredas



## 4.9 Productive Safety Nets

Service category	Service details	Misha		Tenta		Duna		Gibe		Lemo		Soro		total	total
		R	S	R	S	R	S	R	S	R	S	R	S	Raised	Solved
<b>Targeting</b>	Targeted households should be members of the community that are chronically food insecure (3 months of food gap or more per year) in the last 3 years or have suddenly become more food insecure as a result of a severe loss of assets	1		1		1		1		1				5	
	Fairness/transparency (i.e. targeting lists should be posted and/or read orally for community endorsement)	1	1	1		1		1		1		1		6	1
	Full community participation in targeting process	1	1	1		1		1		1		1		6	1
	Inclusion of all family members as PSNP clients (up to cap of 5)	1	1	1		1		1		1		1		6	1
	Inclusion of households with malnourished children as Temporary Direct Support Clients (all things being equal)	1	1	1		1		1		1		1		6	1
	In polygamous households, second (and additional) wife considered as a female headed household	1	1	1		1		1		1		1		6	1
<b>Gender and Social Development</b>	Fair inclusion of men and women in PSNP as either PW or Direct Support clients	1	1	1		1		1		1				6	1
	Ensure 50% women representation and active participation all committee's and governance structures (i.e. KFSTF, KACs, Community Watershed Task Force, etc.) (50% quota for committee participation)	1	1	1		1		1		1		1		6	1
	Special consideration of female-headed households (i.e. all things being equal women headed-household is prioritized for inclusion)	1	1	1		1		1		1		1		6	1
	Women have 50% less working hours than men and lighter tasks	1	1	1		1		1		1				6	1
	Early transition to pregnancy leave and longer duration of leave after birth (now 1 year)	1	1	1		1		1		1				6	1
	Client Card includes picture and name of both male and female household heads	1	1	1		1		1						6	1
<b>Graduation</b>	Households graduating in the previous year should be given at least 12 months' notice	1	1	1		1		1				1		6	1
	Graduating household should be food secure for full 12 months	1	1	1		1		1		1				6	1

Service category	Service details	Misha		Tenta		Duna		Gibe		Lemo		Soro		total	total
		R	S	R	S	R	S	R	S	R	S	R	S	Raised	Solved
Graduation	Full community participation in selecting graduates	1	1	1		1				1		1		5	1
	Graduation benchmarks posted	1	1	1		1				1		1		5	1
Transfer	Payments made within agreed timeframe (20 days for cash and 30 days for food)	1	1	1		1		1		1		1		6	1
	Transfers received within 3 hours walking distance	1	1	1		1				1				4	1
	Transfers received have value of at least 15kg of cereals and 4kg of pulses per person per month (i.e. full entitlement should be received, without deduction)	1	1	1		1				1		1		5	1
	Use of transfer should be decided jointly by husband and wife	1	1	1		1				1		1		5	1
	Contingency resources received within 60 days of threshold being reached/identification of needs (e.g. 5% woreda and 11% federal)	1		1		1		1		1		1		6	
	Awareness of fixed payment date (i.e. transfer schedule/payment data should be posted at kebele level)	1		1		1				1		1		5	
	Use of contingency resource to address malnourished children under TSF/CMAM	1		1		1		1		1				5	
	Women's right to access to collect transfer	1	1	1		1		1		1				5	1
	PSNP Clients should have a Client Card and timely replacement of lost Client Card	1	1	1		1				1				4	1
Transparency & Accountability	Awareness of program objectives, targeting criteria and methods, payment dates, amount of cash or food transfer, purpose of the transfer and importance of using it to meet the basic needs of the households, purpose of PWs and how they are planned, purpose of livelihoods interventions and how a client can participate, gender provisions, responsibilities of implementers and clients, importance of working towards graduation and existence of mechanisms for grievance redress.	1	1	1		1		1		1		1		6	1
	Woreda, kebele and community staff and Task Forces to make use of all opportunities to share above information (e.g. community meetings during targeting, PW planning meetings, community	1	1	1		1		1		1		1		6	1

Service category	Service details	Misha		Tenta		Duna		Gibe		Lemo		Soro		total	total
		R	S	R	S	R	S	R	S	R	S	R	S	Raised	Solved
<b>Transparency &amp; Accountability</b>	livelihood consultations, meetings to inform clients and communities, etc.)														
	All Clients are issued a Client Card with name, photograph, details regarding entitlements and space to record receipt of transfers.	1	1	1		1		1						4	1
	Clients lists posted in public locations in PSNP areas	1	1	1		1								3	1
	Charter of Rights and Responsibilities posted next to Client List but remains posted throughout the year (also included on Client Cards)	1	1	1		1		1				1		5	1
	PSNP Program Posters describing specific aspects of program implementation will be available and put up in offices at woreda and community level	1	1	1		1				1		1		5	1
<b>Public Works</b>	PSNP PW clients are entitled to transition to Temporary Direct Support if required (i.e. sickness or pregnancy)	1	1	1		1		1		1		1		6	1
	Households should not work more than 5 days per household member per month	1		1		1		1		1				5	
	No one person should work more than 15 days per month (if a person is covering 2 other labour poor household members). If there are other able bodied people, the whole family is expected to work no more than 20 days/month.	1	1	1		1				1		1		5	1
	Proper setting of labour cap to the actual level of adult able bodied labour available to participate in PWs (no more than 15 days/able bodies adult)	1		1		1		1		1		1		6	
	Ensure that women's 50% workload and PLW are considered in Person Days (PDs) calculation	1		1		1				1		1		5	
	PW planned and implemented following GoE's Community Based Watershed Guidelines or Rangeland Management Guidelines	1	1	1		1				1		1		5	1
	PSNP clients satisfied with PSNP planning process (organization, community participation, incl. women, identification of need, final selection) and reflect needs	1		1		1		1		1		1		6	
	PW norms are followed (50% workload reduction for women)	1				1				1		1		4	
	PW subproject constructed according to technical standards in info-techs	1				1		1		1				4	

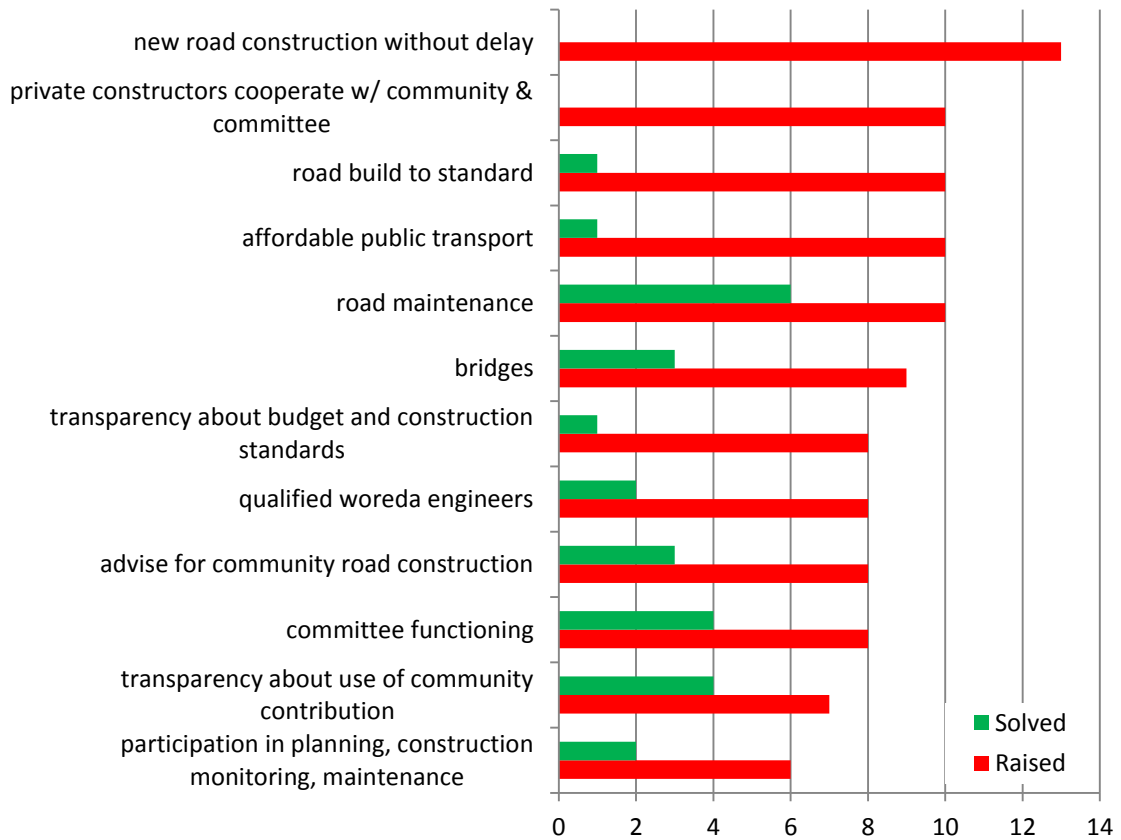
Service category	Service details	Misha		Tenta		Duna		Gibe		Lemo		Soro		total	total
		R	S	R	S	R	S	R	S	R	S	R	S	Raised	Solved
<b>Public Works</b>	Mitigating measures are implemented for PW subprojects	1	1			1		1		1				4	1
	Arrangements for community engagement and/or operation and maintenance are established for PW subprojects	1	1	1		1		1		1				5	1
	PW subprojects implemented following all gender and social development (GSD) considerations					1				1				2	
	PW are located within walking distance of Client's home	1	1	1		1				1		1		5	1
	No participation of children (under 18) in PWs	1	1			1		1		1				4	1
	Working conditions are satisfactory	1	1	1		1				1		1		5	1
	Adult male and female PW Clients participate in monthly (min of 6 sessions/year) community based health and nutrition and sanitation BCCs (3 sessions = 1 PD)	1	1	1		1		1		1		1		6	1
<b>Permanent Direct Support</b>	Aged, labour-poor, sick, pregnant, children (<18), people with HIV/AIDS, etc. are not required to engage in PW	1	1	1		1		1				1		5	1
	Direct Support clients are entitled to 12 months support	1	1	1		1		1				1		5	1
	Direct Support Clients participate in soft-conditionalities	1	1	1		1		1				1		5	1
<b>Temporary Direct Support</b>	Pregnant and women transition to temporary Direct Support before 4 months on the basis of health facility referral (amongst women who reach the 4th month of pregnant during the PW period)	1	1	1		1						1		4	1
<b>Soft-Conditionalities</b>	Provision of Community Based Nutrition Activities (PLW participation)	1	1	1		1		1		1		1		6	1
	Provision of community based nutrition counselling services	1		1		1				1		1		5	
	Transfers should not be deducted from clients for non-participation in soft conditionalities	1	1	1		1		1				1		5	1
<b>Coordination and Institutional Arrangements</b>	Committees must be elected and comply with the guidelines	1	1			1		1		1		1		5	1
	Committees hold regular meetings			1		1		1		1		1		5	
	Ensure participation of women (50%)	1	1	1		1		1		1				5	1



Service category	Service details	Misha		Tenta		Duna		Gibe		Lemo		Soro		total	total
		R	S	R	S	R	S	R	S	R	S	R	S	Raised	Solved
<b>Grievance Redress Mechanism</b>	Clients complaints are addressed timely (99% resolved within one month)	1	1	1		1		1		1		1		6	1
	If Client not satisfied with KAC decision, complaint have be escalated to Kebele Council	1	1	1		1		1		1		1		6	1
	Complaints are recorded and registered (i.e. use of standard formats)	1	1	1		1		1		1		1		6	1
	Kebele Appeals Committee membership should be impartial and not overlap with individuals involved in central roles in the implementation of the Program, particularly targeting (i.e. no member of the KAC should also be a member of the KFSTF or the CFSTF).	1	1	1		1		1				1		5	1
	Women should be represented on KAC	1	1	1		1		1		1		1		5	1
	KAC should be elected by community representatives	1	1	1		1		1		1		1		6	1
	Pre-scheduled meetings times for KAC members	1	1	1		1		1		1		1		6	1
	Timely reporting of summary of cases addressed to Kebele Council	1	1	1		1		1		1		1		6	1
	KACs receive capacity building	1	1	1		1		1		1		1		6	1
	Immediate and timely replacement of KAC members who drop-out	1	1	1		1		1		1		1		6	1
Linkage with formal GRM at kebele and woreda levels	1	1	1		1				1		1		5	1	
<b>Livelihoods</b>	Households self-select into the Livelihoods Component (i.e. no-one is forced to participate) and prioritized based on a) targeting for the livelihood transfer, or b) readiness to take the next step in their livelihoods.	1	1			1		1		1		1		5	1
	The poorest households are targeted for Livelihood Transfer	1	1			1				1		1		4	1
	50% of livelihoods clients are women (including female household heads as well as women in households with men)	1	1			1				1		1		4	1
	Livelihoods support is provided at places and times that enable women to attend	1	1			1		1		1		1		5	1
	Livelihoods training is provided as per the Livelihood Checklist.	1	1			1		1		1				4	1

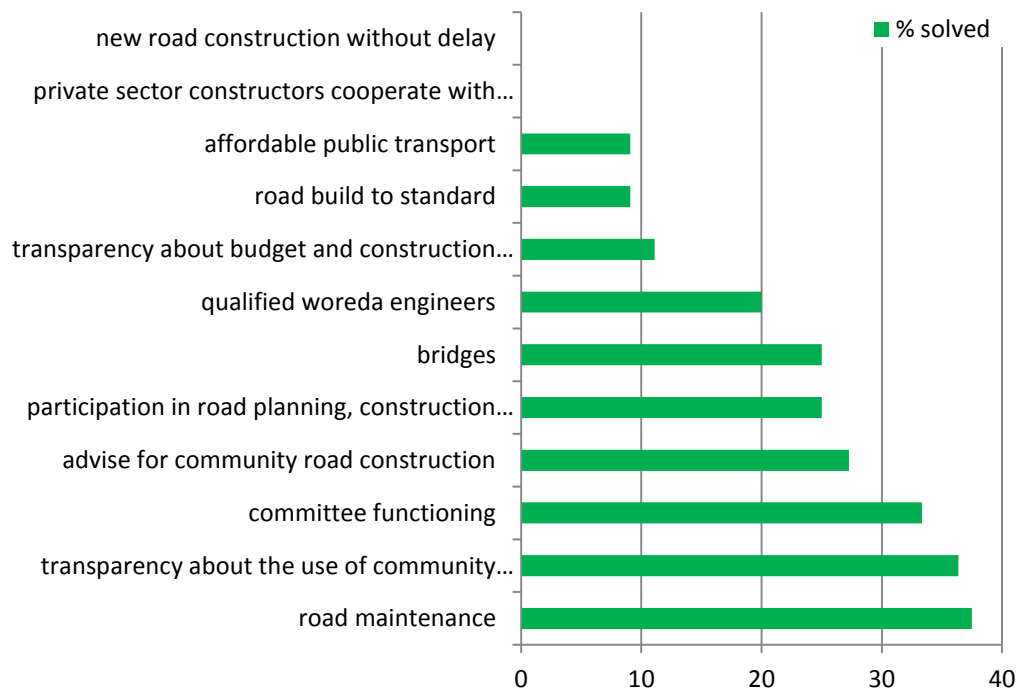
#### 4.10 Rural Roads –# of issues raised and solved in the social accountability process

Organised from most raised to least raised in 12 woredas



#### 4.11 Rural Roads – % of issues solved in the social accountability process

Organised from % not solved to 100 % solved in 12 woredas





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