

## FACTSHEET



## ISAF PHASE II ENGAGING CITIZENS TO IMPROVE SERVICE DELIVERY THROUGH SOCIAL ACCOUNTABILITY

### PROJECT BRIEF

**Budget:** US\$ 12.7 million

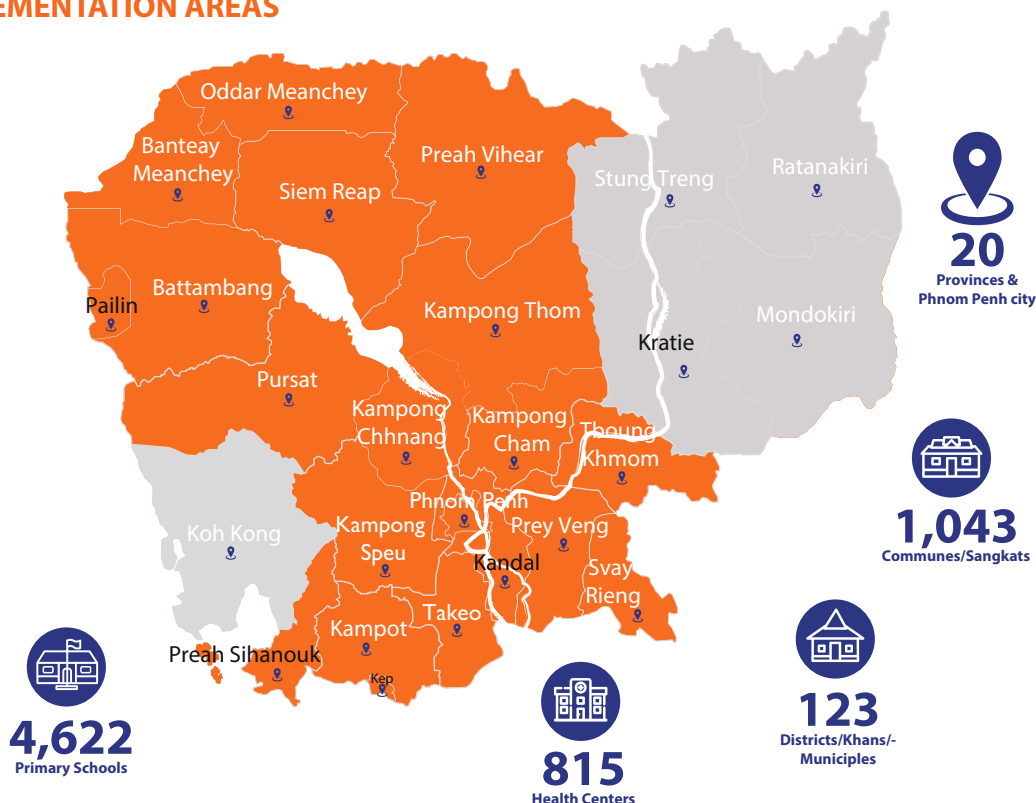
**Duration:** 6 years (2020 – 2025)

**Donors:** Social Accountability and Service Delivery Trust Fund managed by the World Bank with the support of the German Ministry for Economic Cooperation and Development (BMZ), the Swiss Agency for Development and Cooperation (SDC), Australian Aid and World Vision International Australia.

### PROJECT OBJECTIVE

The project aims to improve the performance of public service providers through improved transparency, strengthened citizen engagement and responsive action. The project also aims to progress the institutionalisation and enhanced sustainability of ISAF processes for the long term. By 2023, it is expected that ISAF Phase II will conclude with evidence of significant service delivery improvements and increase responsiveness of local sub-national administrations.

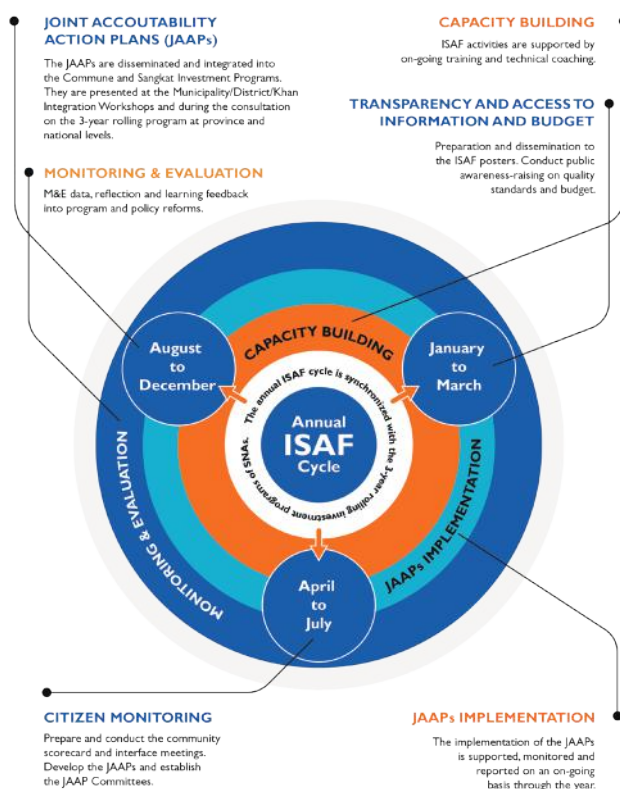
### PROJECT IMPLEMENTATION AREAS



## PROJECT OUTCOMES

- Every year, in all communes and sangkats involved, a Joint Accountability Action Plan is developed and 80% of the actions are implemented within the first 12 months.
- An increasing number of actions from the Joint Accountability Action Plans are integrated into Commune Investment Programmes (CIPs).
- The implementation of these actions contributes to improve the performance of local service providers and the quality of local public services.
- Authorities at all levels are more responsive to the concerns and demands of citizens, especially the most vulnerable and marginalised ones, identifying and implementing solutions to the issues they raised.
- Citizens improved knowledge of their rights, the standards that local service providers are supposed to meet and on financial information related to local budgets that strengthen their ability to influence local planning and budgeting processes.
- Local partners and Community Accountability Facilitators (CAFs) have the capacity to implement the ISAF project according to the highest quality standards.
- Through innovation and learning, the ISAF process is improved and adapted to other services and other levels of administration.
- The feedback of citizens on local service providers is used by authorities at provincial and national levels to respond to systemic issues affecting services.
- Processes and systems are created to institutionalise the ISAF system and ensure that social accountability is sustained.
- Authorities at all levels have developed budget to financially support the implementation of the demand side of the ISAF process.

## ANNUAL CYCLE OF ISAF PHASE II



Information for Citizen (I4C) awareness through the mobile kiosk



Community scorecard to evaluate public service providers

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