THE IMPLEMENTATION OF THE SOCIAL ACCOUNTABILITY FRAMEWORK (I-SAF) - NCDD

I-SAF COMPONENTS

- Transparency and Access to Information
  - In average 90% of service providers had entered data, produced reports and displayed at their facilities.
  - The I-SAF mobile app is established and available for both Android and iOS operation system in smart phones. 8,341 of users downloaded I-SAF Application both Android (6,246 users) and iOS (2,095 users).

- Citizen Monitoring
  - 620,139 Citizens Engaged in Community Scorecard
  - 147,608 Civil Servants and Staff Engaged in Self Assessment.
  - 42,094 Citizens and Service Provider Staff Participated in Interface Meeting.

- Implementation of Joint Accountability Action Plan (JAAPs)
  - Total of JAAP Actions: 6459.
  - 66% Required Internal Resource.
  - 34% Required External Resource.
  - 64% Completed Activities.
  - 56% Non-Implementation.

- Capacity Development
  - Number of civil servants with I-SAF training accreditation total: 28,598
    - 10,724 females.
  - Established I-SAF Partnership steering committee in 2015, and revised in 2021.
  - Reactivated I-SAF National TWG in 2023 with participants from line Ministries and CSOs.
  - Formed I-SAF TWG at SNAs, focal person in all offices and DMKs targets.

- National and Sub-National Coordination and Support

COVERAGE SERVICES

- Currently, I-SAF supply side activities is rolling out to 100% (25 out of 25) of CPs, 91% (189 out of 204) of DMKs, and 94% (1,452 out of 1,500) of CSs.
- Service Coverage in 6,822 primary schools, and 1,236 health centers across the country while I-SAF demand side covers 100% (25 out of 25) of CPs, 79% (165 out of 206) of DMKs, and 78% (1,288 out of 1,652) of CSs.
- I-SAF is expanded new services including DMK administration which is piloting in 37 DMKs in 16 CPs.
- Financing by various DPs including:
  - Switzerland, Germany, Australia through Trust Fund administrative management by RTI.
  - European Union and USAID.

- 6,822 Primary School
- 1,236 Health Center
- 1,454 Commune & Sangkat
- 37 Piloting DMK Administrations

CAPACITY DEVELOPMENT TIMELINE

I-SAF PHASE I 2016-2018
- Number of civil servants with I-SAF training accreditation total: 28,598 (10,724 females).

I-SAF PHASE II 2019-2023

TOTAL
- 16,644
- 11,954
- 28,598

INCLUSIVENESS OF I-SAF ACTIVITIES

The implementation of I-SAF considered the inclusiveness including engage gender group, and other vulnerable such as IP, people with disability and youth, 30% of women engaged in I-SAF working group at national level. Similarly, at the sub-national level, in average of 15-20% of women engaged in I-SAF working groups, as well as the Joint Accountability Action Plan Committee at commune level (JAAPC) with women involved in average of 20-30%. For Community Accountability Facilitators, 69% are females.

IMPLEMENTATION TIMELINE PHASE II

- 160k participants in 448 communes
  - COVID-19
  - 2020
- 220k participants in 470 communes
  - COVID-19
  - 2021
- 420k participants in 646 communes
  - 2022
- 1,043 participants in 846 communes
  - 2024

COVERAGE SERVICES

- More than 2k primary schools
- 379 Health Centers
- 470 Communes/Sangkats
- 10 Districts piloting DMK

PARTICIPANTS

- More than 1,020,497 citizens (70% women) and officials took part in I-SAF activities over the last 4 years.
- Reached to 48% of the total poor household (91,229/190,739 household) in the target communes and more than 113K youths in 2023.

IMPACTED CITIZEN

- 3,746,845 People reached
- 48%
- 51% women
- 1,378,839 CHILDREN REACHED
- 669,059 girls

KEY ACHIEVEMENT

- Transparency and Access to Information
  - Understanding of the citizens on their rights and standards increased (65% in 2020 to 72% in 2021, 82% in 2022 and 75% in 2023).

- Training and Capacity Development
  - 1,564 CAFs (69% female) active by Jan. 2023, 43% of them youth (age 15-30)
  - Average 4 CAF per CS (against a target of 4 per CS)
  - 1,564 CAFs (69 female, 23 poor people, 18 PWD, 23 Ethnic) were trained.

- Citizen Monitoring (CSC and SA)
  - 75% of the citizens who took part in the citizen monitoring process in 2022 reported an increased confidence that citizen voice and actions can have an impact on public service quality.

- Human Rights Coordination and Support
  - Supported and participated in the Partnership Steering Committee meeting and launch of the project.
  - Joint TA Demand side Technical Working Group.
  - Joint technical meeting with NCDD.

- Inclusiveness
  - 90% of the respondents to a survey conducted among randomly selected citizens in 273 communities believe that the priorities of the most marginalized people in their community are reflected in the JAAPs.

- Implementation of the JAAPs
  - 60% of the 460 CSs that finalized a JAAP conducted at least one monitoring meeting (66% of the target CSs).

- Jacksonville Aid
- World Vision
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- The World Bank
- World Vision
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