



**SOCIAL ACCOUNTABILITY
IN ACTION:
IMPROVING PUBLIC SERVICES
FOR CHILDREN IN CAMBODIA**

In 2025, children in Cambodia remain among the most vulnerable in East Asia due to exposure to shocks and persistent systemic barriers. Inequalities in access to education, health care, and livelihoods, along with restrictive social norms, limit participation and resilience. Addressing these challenges requires strengthening inclusive systems and ensuring that development progress renders equitable outcomes through meaningful community engagement.



In 2025, World Vision invested over USD 28 million across Cambodia, reflecting both the scale of need and the opportunity for impact. To ensure this investment translates into sustainable, high-quality services that respond to community needs, World Vision integrates a social accountability approach across its areas of intervention.

Our Impact in 2025



Implemented in **21 Provinces/Capital, 128 Districts/Municipalities/Khans (DMK), 1071 Communes/Sangkats**; covering 839 health centres and 4,664 primary schools.



4,735 Community Accountability Facilitators (CAFs) were recruited, trained, and mentored to facilitate community participation in decision-making at the commune level.



More than **195,343 people** were reached through public outreach and awareness-raising activities on citizen rights and public service standards.



76,537 children and youth and **66,919 marginalized people** (including IDPoor households, persons with disabilities, and ethnic minorities) participated in social accountability mechanisms, ensuring their voices informed local service delivery.



An estimated **3.1 million children** benefited from social accountability efforts through improved services, greater equity, stronger protection, and increased community oversight.



Around **USD 23,360K** was allocated to implement **the Joint Accountability Action Plans (JAAPs)**, comprised of USD 16,433k from Commune/Sangkat budgets, USD 1,308k from provincial and district budgets, and USD 5,619k from the national budget.



91% of Service providers met the key national standards—up from 80% in 2024.

Chheat Pheap, a former youth volunteer from Choat Tang Village in Preah Vihear, has been elected District Councillor by the Chaom Ksant district administration after years of community service as CAF. She began as a youth volunteer on multiple development projects—Community Analysis and Social Accountability for Child Protection (CASA4CP), education, nutrition, agriculture, sanitation and others—roles that helped her develop both technical and interpersonal skills while raising awareness on health, hygiene, rights, and service standards for vulnerable children, youth, women and low-income families.

When I-SAF launched in 2015 as a government-civil society initiative, Pheap registered as a CAF. In that role she promoted transparency and citizen engagement, strengthening dialogue between communities and local service providers (commune administrations, health centres, and primary schools) to improve service delivery. Pheap’s consistent facilitation and ability to build trust earned recognition from both residents and officials, resulting in her selection as a District Councillor. Programme Coordinator, Horn Chamroeurn, called her a role model for young women and marginalised people, noting how her dedication has strengthened community systems. Pheap also describes a personal transformation—moving from a disciplinarian approach at home to one based on guidance and encouragement—which mirrors how she supports her community.



Our Social Accountability Approach

Our social accountability approach strengthens the feedback loop between citizens and local service providers through community monitoring and constructive dialogue to improve the quality, transparency, and responsiveness of public service delivery.

The approach emphasizes inclusiveness, evidence-based feedback, and collaboration between citizens, civil society, and local service providers in education, health, and local administration. The full process is outlined below.

Community Training and Capacity Development

In partnership with local authorities, Community Accountability Facilitators (CAFs) are recruited from within communities (including women, men, youth, disable persons, and ethnic minority groups). These volunteers play a key role in implementing and supporting the social accountability process at the sub-national level.

CAFs receive trainings and mentoring on the Implementation of the Social Accountability Framework (I-SAF), service standards for health centers, primary schools, and commune administrations, as well as topics such as child protection, social protection schemes, commune budget analysis, facilitation skills, community engagement, leadership, and monitoring and evaluation.

Improving Access to Information

A key component of social accountability is ensuring that citizens have access to clear and relevant information about public services. The program works with local authorities and service providers to make information on service standards, budgets, and expenditures more available and understandable to communities. This is achieved through simplified materials, community notice boards, digital platforms, ongoing public forums between citizens and public service providers. Special attention is given to reaching marginalized groups through targeted communication strategies, information is accessible, understandable, and shared openly.

Citizen Monitoring and Dialogue

Communities are supported to assess and provide feedback through community scorecards on the performance of local services in areas such as education, health care, and administrative services. Through structured monitoring activities, citizens identify strengths, challenges, and priority areas for improvement. The findings are then discussed in interface meetings, where community representatives and service providers jointly review results and agree on practical actions to address identified issues. Agreed priorities from community dialogues will be translated into Joint Accountability Action Plan (JAAP) with clear actions, responsibilities, and timeline.

Implementation and Follow-Up

Following the interface meetings and development of JAAP Action Plans, JAAP Committees (JAAP-C) are established to oversee the implementation of the agreed action plans. These committees typically include representatives from the Commune Council, school principals, the health center chief, community representatives, and CAFs.

The National Committee for Sub-National Democratic Development Secretariat (NCDDSD) provides guidance and training to the JAAP committees on their roles and responsibilities. The JAAP committees then advocate for the necessary resources and coordinate with relevant authorities to ensure the implementation and monitoring of JAAP activities.

The JAAP implementation will be jointly monitored by citizens, CAFs and service providers. Regular follow-up meetings enable JAAP Committees to track progress, address challenges, and ensure commitments are fulfilled.





Our Partnership and Strategic Alignment

Social accountability is an essential mechanism for improving Sub-National Administration service delivery and governance, it's therefore representing an integral component of the National Program – phase 2, particularly the first 5-year implementation plan (IP5-1). IP5-1 indicates that by the end of 2025, 100% of communes/sangkats will implement social accountability mechanisms, with a 50% target at the District/Municipality/Khan level. To date, 93% of communes/sangkats are implementing a social accountability mechanism, meaning the milestone is nearly fully achieved.

World Vision implements social accountability in partnership with the National Committee for Decentralization and Democratization Secretariat (NCDDS). The collaboration happens under the guidance of the Partnership Steering Committee (PSC) led by the Head of NCDDS and consisting of relevant line ministries who provide strategic direction, resolve issues, approve policy, conduct annual work planning and budgeting, select coverage areas, and develop guidelines for national and sub-national social accountability. The Social Accountability Technical Working Group (TWG) comprised of development partners and co-chaired by the Deputy Head of NCDDS and WVI, is the technical advisory body of the government and Civil Society Organization representatives that conducts technical consultations before PSC review and approval. NCDDS coordinates with relevant ministries as needed (notably Mol for Commune/Sangkat administration, Ministry of Health and Ministry of Education, Youth and Sport for health centers and primary schools respectively, and the Ministry of Planning for ISAF alignment with the Commune Investment Plan cycle and OID Poor linkage. Other line ministries will join as sectors expand.



THE ROAD FORWARD: SUSTAINING AND SCALING SOCIAL ACCOUNTABILITY SYSTEMS

In the next stage of strengthening social accountability systems, World Vision will focus on alignment, digitalization and sector expansion; more specifically:

World Vision will strengthen the **alignment between the social accountability cycle and the Commune Investment Planning (CIP) and budgeting cycle**. In particular, the development of Joint Accountability Action Plans (JAAPs) will be better synchronized with the commune planning processes to ensure that community priorities and citizen feedback are reflected in local development plans and translated into government budget allocations.

World Vision will **support the digitalization of social accountability processes** to improve transparency, efficiency, and access to information. Digital tools will help streamline data collection, monitoring, and reporting, while enabling communities and local authorities to track progress on agreed actions and service improvements more effectively.

World Vision will support **the expansion of social accountability to climate action** to help raise awareness of climate risks, strengthen community participation in local decision-making, and enable citizens to advocate for climate-responsive investments. This approach will also support communities in holding duty-bearers accountable for implementing climate adaptation and resilience measures.





World Vision is an international partnership of Christians whose mission is to follow our Lord and Saviour Jesus Christ in working with the poor and oppressed to promote human transformation, seek justice, and bear witness to the good news of the Kingdom of God.



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