



SOCIAL ACCOUNTABILITY

WORLD VISION INTERNATIONAL - CAMBODIA

ENGAGING CITIZENS TO IMPROVE SERVICE DELIVERY THROUGH SOCIAL ACCOUNTABILITY

PROJECT BRIEF

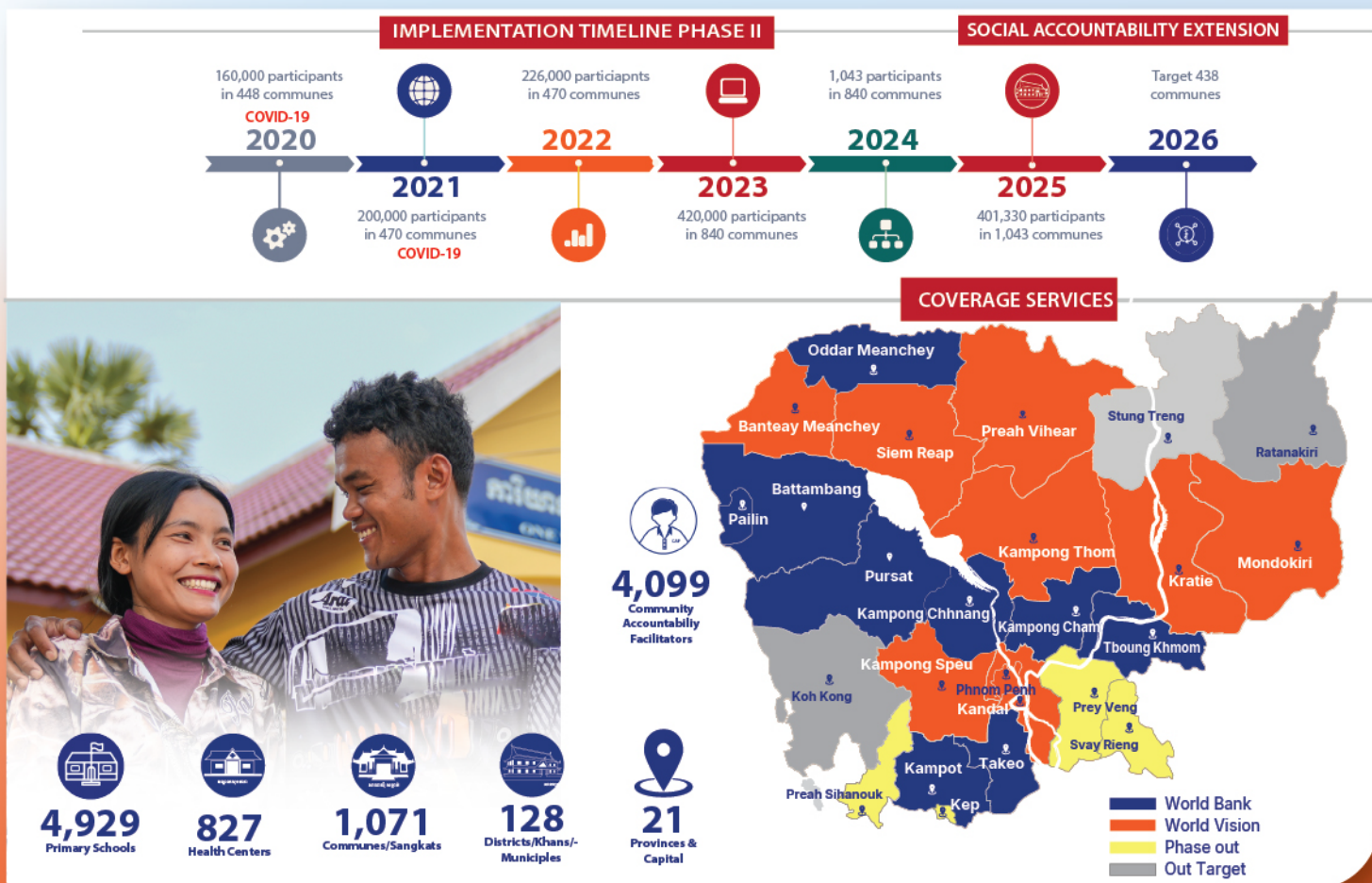
Budget : 13.1 million US dollars

Duration : 7 years (2020 - 2026)

Donor : Trust Fund managed by 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 (DFAT) 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. By 2026, ISAF extension will launch the institutionalization and enhanced sustainability of ISAF processes for the long term conclude with evidence of significant service delivery improvements and increased responsiveness of local sub-national administrations.



PARTICIPANTS

48%
Poor Household

PEOPLE WITH DISABILITY
21,674

14,767
ETHNIC PEOPLE

IMPACTED CITIZEN

11,292,765
People accessed improve services
From 2016-2025
Phase I-Phase II

51%
women

1,458,095
IMPACTED CHILDREN
716,195 girls

Supported by



Implemented by





Transparency and Access to Information

Understanding of the citizens on their rights and standards increased (69% in 2020 to 73% in 2021, 82% in 2022, 75% in 2023, 72% in 2024 and 70,9% in 2025).

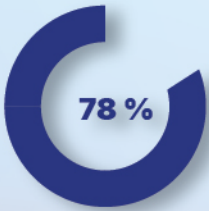
74 % of citizens who joint the citizen monitoring process reported increased confidence that their voices and actions could impact public service quality.



Citizen Monitoring

of citizens who join the community scorecard meeting scored as satisfied with the services delivered by local service providers.

78 % of 6,546 service providers (Commune Administration, Health Center and Primary School) covered by the project perform their roles and responsibilities are meeting the key national standards in 2024.



Implementation of the JAAPs

of 23,766 JAAP actions were implement by service providers in 2024.



Training and Capacity Development

- 3,995 CAFs (2,573 women) active by June of 2024, 43% of them youth (age 15-30)
- Average of 4 Community Accountability Facilitators per C/S (against a target of 4 per C/S) 3,271 community facilitators were certified upon completing the course.



Budget Allocation

961 communes/Sangkat allocated their own budget amount of USD 543,970 to support the activities of Social Accountability in 2024.



Social Media Content Engagement on Service Delivery and Budget Information

63 videos presenting service delivery standards and disseminating budget information on social media platforms (Facebook and YouTube) received 1.8 million cumulated online views.



Inclusiveness

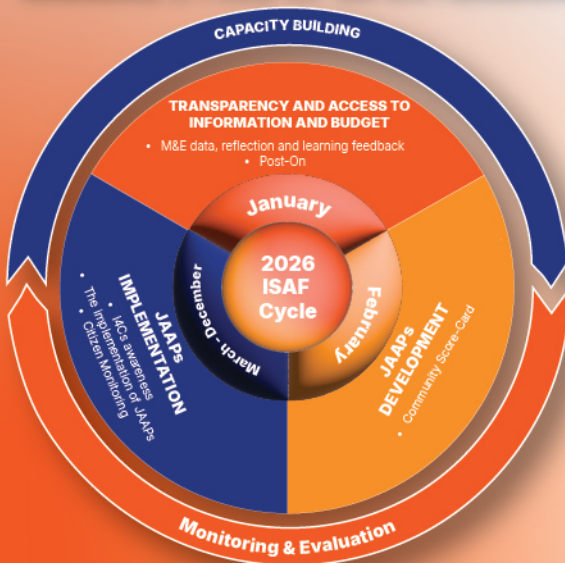
65% of the respondents to a survey conducted among randomly selected citizens in target communes /Sangkats believe that the priorities of the most marginalized people in their community are reflected in the JAAPs.



Civil Society Coordination and Support

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

ANNUAL CYCLE OF SA EXTENSION



Improve Health Services Delivery

Focused on improving service delivery, providing medical support, supplying patient materials, and enhancing cleanliness, with a high success rate.



Improve Performance

Concentrated on improving performance, time management, service delivery, visiting poor families, and infrastructure development, achieving significant success.



Quality Teaching

Emphasized quality teaching, non-discriminatory practices, improved communication with parents, environmental cleanliness, food safety, traffic management, school garden maintenance, and infrastructure projects, with a high completion rate.

In Partnership with



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