



Newsletter

HIGHLIGHTS

Tackling Service Delivery Problems through Social Participation in Dominican Republic: GPSA Country Call for Proposals

The GPSA launched a Country Call for Proposals in the Dominican Republic to improve service delivery in basic education, justice and citizen security by strengthening the capacity of the Dominican government and civil society. The deadline for civil society organizations to submit proposals has been extended until January 15, 2017. [Learn More>>>](#)

Social Accountability: An Entry Point to Implement Open Government Commitments



On December 7-9, the Open Government Partnership (OGP) Global Summit brought together more than 3,000 colleagues from government, civil society organizations, media and the private sector. A key question discussed widely at the Summit is how to ensure that the many open government commitments agreed by government and civil society are effectively implemented so that they actually affect peoples' lives. And how do we ensure that implementation and follow-up processes also engage citizens? [Read More>>>](#)

Reflections from SAMI Workshop: Citizens Have a Voice, but Journalists Have a Megaphone



We had a few minutes to collect our thoughts before being pulled into an interview on a low-budget equivalent of Hardball with Chris Matthews. I was visibly flushed as I tried to remind myself to speak slowly and sit upright in front of the camera. Luckily the interviewer didn't drill me with hard questions, I didn't mumble, and I didn't excessively gesture with my hands – and luckily, this was only part of a make-believe news talk show at the Social Accountability Media Initiative (SAMI) workshop – an initiative launched by the GPSA and the Aga Khan Foundation – at the Aga Khan University's Graduate School of Media and Communications in Nairobi, Kenya on November 28-30, 2016. [Read More>>>](#)

Fixing Institutions that Fix Pipes: Meet Water & Sanitation Specialist, Chris Heymans

Sipping on aromatic coffee just a few miles from the World Bank and United Nations offices in bustling Nairobi, Tammy Mehdi from the GPSA met with Chris Heymans, Senior Water & Sanitation Specialist for the World Bank, to chat about his work in the water & sanitation sector and ways that both groups can work together to tackle service delivery issues in this area. [Read More>>>](#)

Speak up and be heard, Indonesia! Championing social accountability in healthcare services



To get a full picture of how social accountability can improve the quality of health services in Indonesia, one only has to travel to the border areas in East Nusa Tenggara (NTT) province. On a scorching afternoon in August 2015 in Bijaepasu sub-district, a six-hour drive from the provincial capital Kupang, a queue was forming in front of the village health center or puskesmas... The health center workers appeared overwhelmed. There were barely any medical equipment or supplies. [Read More>>>](#)

[Read the Citizen Voice and Action Newsletter>>>](#)

EVENTS

Webinar | An Introduction to Storytelling | January 18, 2017 | The first session of this storytelling series will touch on the power of storytelling and the profound and real effects that it has on the human brain. Participants will learn the basics of storytelling, including the benefits, elements and emotional experiences that can lead to advocacy and responsible social action. Participants are encouraged to share their stories – whether blogs, feature stories or videos. [Learn More >>>](#)

BBL | Civic Tech: The Tech Community as a Social Accountability Interlocutor for Better Results | December 15, 2016 | The tech community is growing fast and also is very diverse and yet there has not been enough evidence-based understanding of how to understand their business models, and draw on them for better social accountability/transparency and accountability outcomes without disrupting their approaches. If we understand the character of these new interlocutors we should be able to also explore ways of identifying and incubating their ideas, and then how to support and measure change in ways that are also innovative. [Learn More & Watch the Recording>>>](#)

Book Launch | How Change Happens (and How to Make it Happen) | November 29, 2016 | Oxfam's Duncan Green introduced the arguments of his new book. *How Change Happens* explores how political and social change takes place, and the role of individuals and organizations in influencing that change. He discussed the challenges that 'systems thinking' creates for traditional aid practices, and how a 'power and systems approach' requires activists, whether in campaigns, companies or governments, to fundamentally rethink the way they understand the world and try to influence it. [Learn More & Watch the Recording>>>](#)

Webinar | Citizen Advocacy for Accountability in Health | November 29, 2016 | Experts discussed the tools and tactics they are using to hold governments accountable in the health sector. [Learn More & Watch the Recording>>>](#)

Book Launch | Governance and Service Delivery: Practical Applications of Social Accountability across Sectors | October 27, 2016 | This book, edited by Anna Wetterberg, Derick W. Brinkerhoff, and Jana C. Hertz, examines six recent projects that pursued several different paths to engaging citizens, public officials, and service providers on issues related to accountability and sectoral services. Case studies include both sectorally-focused projects in health and education, and projects that targeted governance enhancement. [Learn More & Watch the Recording>>>](#)

IN OTHER NEWS...

Helpdesk Research Report: CSOs supporting accountability in cash transfer programmes

GSDRC published a review of social accountability work in relation to cash transfers. [Read More>>>](#)

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