“The real challenge is to spread and scale, fundamentally changing the way governments and the private sector work, through citizen feedback and social accountability.”

World Bank President Kim, 2015 GPSA Global Partners Forum
Dear Partners and Friends of the GPSA

Welcome to the Global Partnership for Social Accountability (GPSA)’s third Global Partners Forum. Ever since the GPSA was established in 2012, we have strived to impact the way civil society and governments work together to solve critical governance challenges, by enhancing citizen voice and supporting responsive governments.

Partnerships play a crucial role in shaping the GPSA. We are proud to work with over 280 Global Partners from over 75 countries. The Global Partners Forum was designed to bring together our partners from civil society, academia, businesses and governments from all around the globe, to create a unique space to reflect on social accountability theory and practice, and to shape the social accountability agenda for years to come.

Following on last year’s memorable Global Partners Forum, where World Bank President Kim called for social accountability to ‘spread and scale,’ this year’s theme is Social Accountability for Development Impact. The Forum will explore strategic social accountability practice and learning in key sectors such as health, education, water, extractives and others. Recent trends in the field such as experimentation with various forms of constructive engagement, co-creation and co-production, as well as the use of learning for adaptive management, and efforts towards building more inclusive institutions will be deliberated.

The GPSA’s work is central to the mission of the World Bank and to our twin goals of eradicating poverty and fostering shared prosperity.

We are honored to have you here, and hope we will have a truly inspirational two days together.

The GPSA Team

Social accountability has gained increasing importance in the development sector over the past two decades. Development partners – including governments, private sector and citizens – recognize the critical role of citizen voice, transparency and participation in improving governance. As the practice continues to expand and develop, it is important to foster a better understanding of some of the recent trends and how they are contributing to growing the impact of social accountability.

At last year’s Forum, World Bank President Kim called for social accountability to ‘spread and scale’ and meet the potential for bigger impact. Building on previous Forums, “What works in Social Accountability?” in 2014 and “Social Accountability for Citizen-Centric Governance: A Changing Paradigm” in 2015, this year’s Forum will focus on understanding three recent trends in the social accountability field, including Learning for Adaptive Management, Constructive Engagement and Co-Production and inclusive institutions. Breaking silos and working jointly to sort out the challenges has the potential to be transformative and strategically strengthen the social accountability field.


## Agenda

### Forum Opening & Video Address by President Kim

Dr. Jim Yong Kim, World Bank President

Junaid Ahmad, Chief of Staff, office of World Bank President

### Keynote Address: Social Accountability for Development Impact

Thomas Carothers, Vice President for Studies, Carnegie Endowment for International Peace

### Dialogue on Constructive Engagement - The Experience of Ghana

Chair: Lily Musila, Acting Practice Manager for Education, West-Africa region, WBG

Hamid Agyemang, GPSA Project Manager, SEND Ghana; Cynthia Arthur, Head, External Debt Unit, Ministry of Finance of Ghana; Robert Kwadwo, Acting Head of the Planning at Ghana Education Service Headquarters, Ministry of Education, Ghana

### Rooms Assigned

**Dennis Whittle, Director and Co-founder, Feedback Labs**

**Vijayendra Rao, Lead Economist, Development Economics Research Group, World Bank**

### 1:30-2:00 Framing Presentation: Learning for Adaptive Management

1. State-society collaboration for improved health policy in Indonesia: Mainstreaming Social Accountability into National Programs
2. State-society collaboration for improved education policies in Mozambique: From importing a tool to co-producing a social accountability strategy
3. Constructive Engagement in the Context of Decentralization: Improving Budget Accountability in Health and Education Sectors across Levels of government in Ghana
4. State-Society Constructive Engagement for Improved Health Determinants in the Kyrgyz Republic
5. From global to local Open Government Partnership’s co-creation processes in Jalisco, Mexico
6. Georgia’s Experience as a Member of the Open Government Partnership (OGP): From Engagement to Co-Production
7. New frontiers in citizen engagement in World Bank projects
8. Service delivery improvements in challenging contexts: constructive state-citizen engagement under the Ethiopia Social Accountability Program
9. Citizen engagement and social accountability in Kenya’s decentralization process

### 12:30-1:30 Lunch

**Preston Auditorium**

**Room Assigned**

### 1:30-4:00 Update on GPSA

**Mark Robinson, Director for Governance, World Resources Institute & incoming Co-Chair of the Open Government Partnership; Margaret Johnson, Director Equitable Growth, Finance and Institutions, WBG**

### 4:15-4:30 Closing Remarks

**John Gaventa, Director of Research, Institute for Development Studies**

### Forum Insights

**John Gaventa, Director of Research, Institute for Development Studies**

### Closing Remarks

**Jan Walliser, Vice President for Equitable Growth, Finance and Institutions, WBG**

### All workshops and times may not be correct at time of printing. For an up-to-date Forum Agenda, please visit the GPSA Forum website: [https://www.thegpsa.org/sa/forum/global-partners-forum-2016](https://www.thegpsa.org/sa/forum/global-partners-forum-2016)
Inclusive Institutions for Development Impact

Building on the introductory words by the Governance Global Practice Senior Director Debbie Wetzel, the Inclusive Institutions panel will discuss how to systematically include citizen views and feedback in government interventions to increase government responsiveness to citizen needs by bringing together “supply and demand” for social accountability. Panelists will share different perspectives on the common challenges of building constructive dialogue with governments, ultimately leading to shaping institutions that are responsive to and inclusive of citizens.

Social Accountability and the Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs) panel will discuss practical, concrete opportunities for GPSA Global Partners to leverage the SDGs. This panel will explore the ways that we can leverage social accountability, new partnerships, and the data revolution to link grassroots action to the global framework, scale our impact and meet the challenge of the SDGs.

Leading Co-construction for Change – A Government Perspective

Government Peer-to-Peer Dialogue & Learning Session – open to government officials only

Moderator: Roby Senderowitsch, Manager, Leadership, Learning and Innovation Client Services Department (LLI), World Bank
Presenter: John Gaventa, Research Director, Institute of Development Studies (IDS)

How can multi-stakeholder coalitions that span across civil society and government help to drive social accountability agendas forward? While a lot is generally known about civil society’s role in coalitions for change, government officials are often described as passive ‘recipients’ or ‘targets’ of externally funded initiatives. This underestimates the potential of key reformers from within public administrations to fulfill and excel in their roles, and to provide the necessary leadership from the inside. Public officials often have to navigate complex political systems, keeping up with both citizens’ and politicians’ demands without necessarily having sufficient support or special skills to back them up. Aligning with peers and multi-stakeholder coalitions, along with sufficient capacity support, can provide for ways around this. As the field of social accountability is moving towards a paradigm where governments and civil society are setting jointly agreed upon targets, actions and solutions, what would enable public officials in taking on a more pro-active leadership role in such coalitions? How can political risks be minimized? What are some of the barriers? And what – if anything – can external actors do address this?

The purpose of this informal peer-to-peer dialogue is to contribute to a more nuanced understanding of the critical role public officials can play in driving processes of social accountability. It will give some of the identified change makers from partner governments within the GPSA framework and the Open Government Partnership (OGP) a chance to openly discuss these questions, share experiences, and contribute to this evolving body of knowledge.

The Government Dialogue session is organized by:
1. State-Society Collaboration for Improved Health Policy in Indonesia: Mainstreaming Social Accountability into National Programs

Moderator: Maria Poli, Capacity Building Advisor, GPSA, World Bank
Discussants: Anung Sugianto, Director General for Community Health, Ministry of Health; Rudy Prawadinata, Senior Advisor to the Minister of Planning, Government of Indonesia; Doddy Izwardy, Director of Nutrition, Ministry of Health; Government of Indonesia; Andreas Darmega S robots, Project Manager, GPSA Wahana Visi Project in Indonesia; Laura Andriani Hakom, Advocacy Director, Wahana Visi Indonesia; Ali Subandono, Health Specialist, Task Team Leader, GPSA Wahana Visi Project, World Bank.

Wahana Visi is leading a partnership to improve maternal, newborn and child health service delivery through improvements in governance and service delivery in Indonesia. The project has achieved remarkable results in the past two years in terms of tangible improvements in MNCH services made possible through the joint action between the government and civil society groups.

In this session, Indonesian civil society leaders and government officials will share their experience to-date and explain why and how the government is considering mainstreaming a social accountability approach into national front-line service delivery programs, with a particular focus on health. The session will then focus on a conversation with workshop participants about how government and civil society can work together towards this goal.

2. State-society collaboration for improved education policies in Morocco: From importing a tool to co-producing a social accountability strategy/Collaboration Etat – société civile pour des politiques d’éducation meilleures au Maroc : De l’intégration d’outils vers une stratégie collaborative de Responsabilisation sociale (RS)

Moderator: Saad Filali Meknassi, Capacity Building Advisor, GPSA
Discussants: Nissrine Bouhamidi, LEAD Project Manager, CARE International Maroc; Mahmoud B’Chini, Director, Near East Foundation Morocco; Christina Wright, Task Team Leader, World Bank; and Mr. Abdelatif Choufik, Provincial Director, Ministry of National Education and Vocational Training, Province of Sidi Bernoussi, Morocco.

NOTE: THIS SESSION WILL BE IN FRENCH

The Linking Education and Accountability for Development (LEAD) project, as other citizen-led efforts to improve voice and accountability, seeks to engage constructively with state institutions at the local, regional and national levels to find solutions to development problems. The LEAD project and its partners in government, civil society, schools and the World Bank started working in 2014 in a Moroccan context that knows significant changes in terms of cadres légal, stratégique et institutionnel.

Since then, stakeholders are learning how to go about solving schools and the World Bank started working in 2014 in a Moroccan context that knows significant changes in terms of cadres légal, stratégique et institutionnel. The LEAD project and its partners in government, civil society, voices and accountability, seeks to engage constructively with state institutions at the local, regional and national levels to find solutions to development problems. The project LEAD and its partners in government, civil society, voices and accountability, seeks to engage constructively with state institutions at the local, regional and national levels to find solutions to development problems.

Le projet LEAD et ses partenaires dans le gouvernement, la société civile, les écoles et la Banque mondiale ont commencé cette expérience en 2014 dans un contexte marocain qui connaît des changements importants en termes des cadres légal, stratégique et institutionnel.

Depuis le lancement du projet LEAD, les parties prenantes du projet ont commencé à collaborer ensemble et à chercher des solutions pour que les différentes ressources et capacités puissent être mobilisées pour améliorer les politiques d’éducation et leurs résultats sur le terrain.

Pour les partenaires du projet LEAD, ce processus comprend des éléments clés comprenant:

a) Investir dans des stratégies participatives en premier lieu avant de commencer la mise en œuvre d’outils de Responsabilisation sociale qui peuvent ne pas s’adapter au contexte local;
b) Construire sur la base des partenariats et des initiatives en cours dans les secteurs public pour évaluer ensemble les points d’entrée, les stratégies et les tactiques possibles;
c) Renforcer l’environnement favorable à la collaboration positive entre les parties prenantes en relevant leurs capacités de produire des solutions durables;
d) Alimenter la réflexion collective de manière continue pour corriger les orientations du projet quand il est nécessaire.

Cet atelier de travail permettra aux principales parties prenantes du projet LEAD, à savoir les représentants de CIM, NEF, le Ministère de l’éducation et la Banque mondiale, de partager leurs expériences et leçons individuelles et collectives dans la mise en œuvre du projet jusqu’à maintenant. La variété de leurs points de vue permettra de déclencher un débat ouvert avec les participants pour réaliser des opportunités et les défis de cette expérience commune au Maroc et au-delà.


Moderator: Carolina Vaira, Senior Governance Specialist, World Bank

The Making the Budget Work for Ghana project is working to enhance transparency and accountability in the use of public resources in the health and education sectors in 30 districts and at the national level. Constructive
engagement between civil society and government is a key aspect of the project's social accountability strategy. In this session, project partners will reflect on their efforts to-date. This raises a number of questions that will inform an open conversation between representatives of SEND-Ghana, the Ministry of Finance and Education, the World Bank and workshop participants. For example, what are the main differences for state-society joint work locally and nationally? How does implementation inform changes in original plans?

4. State-Society Constructive Engagement for Improved Health Determinants in the Kyrgyz Republic

**Moderator:** Florencio Guerrozorilch, Lead Capacity Building Advisor, GPSA.

**Discussants:** Sabina Gindawal, Project Manager, Development Policy Institute, Kyrgyz Republic and Scott Abrams, Social Accountability Advisor, GPSA.

In Kyrgyz Republic, 1,600 Village Health Committees (VHCs) were established to inform health service delivery in the country’s districts. While VHCs have had some impact in promoting good health practices and behaviors, they have seldom been effective at influencing broader public services linked to healthy lifestyles.

The Improving Health Determinants in Kyrgyz Villages project supports participatory processes that convene stakeholder groups to monitor and influence public budgets, with a focus on sectors that affect health determinants. It does so by empowering citizens and public officials to engage in joint-problem solving, strategic planning and oversight. Engaged citizenry has produced positive changes in some villages, however contextual factors such as limited rule of law, unaccountable officials, tribalism, and a disregard for participatory mechanisms, have created obstacles in others.

In this session, the project team will reflect on positive and negative experiences of collaborative problem-solving at the local level engagement, as well as opportunities that opened up to engage national level policies and institutions.

5. From Global to Local: Open Government Partnership’s Co-creation Processes in Jalisco, Mexico

**Moderator:** Adrian Cordani, Program Manager, Open Government Partnership Support Unit.

**Discussants:** Mark Robinson, Global Director, Governance, World Resources Institute; David Gomez Alvarez, Undersecretary for Planning and Evaluation, Jalisco, Mexico; Alberto Sandoval, Executive Director, Transversal Think Tank, Mexico; Marcela Rozo, Senior Operations Officer, Governance Global Practice, WBG.

Jalisco is one of the first states in Mexico to implement the Open Government Partnership (OGP) at the local level. Moreover, Jalisco’s OGP initiative is unique in its plurality and inclusiveness. It involves the executive branch, alongside the legislative one and the Capital Municipality, in addition to CSOs, academia, the private sector and the media.

This session seeks to explore Jalisco’s experience with the process of co-creating a local action plan that will seek to meet citizen expectations of transparency and accountability of local government reforms while drawing on global practices from which Jalisco can learn. The discussion will explore the challenges and opportunities of co-creation at the local level while also highlighting the efforts of implementing and localizing the Sustainable Development Goals and the 2030 Agenda in Jalisco and beyond.

6. Georgia’s Experience as a Member of the Open Government Partnership (OGP): From Engagement to Co-Production

**Moderator:** Joe Powell, Acting Executive Director, Open Government Partnership Support Unit.

**Discussants:** Katya Tatsava, Legal Advisor at the Ministry of Justice of Georgia and National Coordinator of Open Government Georgia; Saba Biadze, Good Governance Program Coordinator, Institute for Development of Freedom of Information; and Giorgi Kiliaishvili, Director, Institute for Development of Freedom of Information (DFI).

In response to civil society’s recommendations, the government of Georgia created a platform to enable government, local and international organizations to sit together and co-create the open government agenda for the country. The government established a permanent dialogue mechanism – the Open Government Georgia’s Forum – giving CSOs the ability to engage directly in elaborating open government reforms. This session will discuss how government and civil society co-creation efforts help to experiment with new ways to integrate transparency and accountability in government reforms. Participants will hear examples of how dialogue helps to transform the relationship between governments and citizens and how it allows two-way communication between public officials and members of the public, which ultimately results in citizen-oriented governance in the country.

7. New Frontiers in Citizen Engagement in World Bank Projects

**Moderator:** Utpal Misra, Governance Specialist, Citizen Engagement Secretariat, World Bank.

**Discussants:** Shahin Kauser, Deputy Program Manager, Manucher Jonno Foundation; Fred Temple, Project Adviser Partnership for Transparency Fund; Vinay Barghava, Chief Technical Officer, Partnership for Transparency Fund; and Ali Abbas, Sr. Environmental Officer, National Solidarity Programme, Ministry of Rural Rehabilitation and Development, Afghanistan.

The Strategic Framework for Mainstreaming Citizen Engagement in World Bank operations was approved in 2014 to improve development results and to strengthen engagement processes between governments, the private sector and citizens. This is however not a new agenda as CSOs have been supporting project implementation.

The Citizen Action for Results Transparency and Accountability (CARTA) program piloted citizen engagement in 11 World Bank projects in several sectors, with a focus on empowering beneficiaries to demand greater transparency and accountability in resource use, service delivery and grievance resolution. At this session, we will examine what has been the experience and lessons learned with citizen engagement to-date, and how this has impacted project outcomes and how some of the perceived benefits have influenced project implementation.

8. Service Delivery Improvements in Challenging Contexts: Constructive State-Citizen Engagement Under the Ethiopia Social Accountability Program

**Moderator:** Marcos Mandiburu, Senior Social Development Specialist, World Bank.

**Discussants:** Melaku Kifle Woldemariam, Senior Program Management Specialist and Advisor, Ministry of Finance and Economic Cooperation, Government of Ethiopia; Alex Kamurase, ESAP2 Task Team Leader and Senior Social Protection Specialist, World Bank; and Lucia Nass, Social Accountability Expert and Head of Capacity Development, Management Agency/PCU.

The session will discuss experiences with government’s views of social accountability, complex policy dialogue in systems with long history of centralized governance, behavior changes and service improvements through social accountability mechanisms. The Ethiopia Social Accountability Program (ESAP2) has supported over 200,000 citizens representatives to gain skills in monitoring service delivery performance through constructive dialogue with the state aimed at making improvements in basic service delivery in five sectors: health, education, agriculture, water...
and sanitation and rural roads. Participants will share options, choices and balances required to ensure continuity of social accountability, mainstream implementation through sectors, community-based organizations, civil society, and independent government institutions, among others, without eroding credibility and independence of the program in facilitating citizen participation, society, and independent government.

9. Citizen Engagement and Social Accountability in Kenya’s Devolution Reforms
Discussants: Christopher Finch, Senior Social Development Specialist, Urban, Rural and Social Development Global Practice, World Bank; and Al Kagi, Founder Trustee, The Open Institute.

Kenya has steadily improved economic management, and scores relatively well on measures of citizen voice and press freedom. However, the public sector still faces persistent governance challenges that hinder service delivery. Among the many reforms ushered in by the 2010 Constitution, devolution is arguably the most ambitious, as multiple powers, responsibilities, and funds have shifted from the national government to 47 elected county governments. These county governments are mandated to engage citizens in planning and policy making processes. The World Bank supports the reforms under its cross-cutting decentralization support program. At this session, we will examine what has been the experience with citizen engagement and social accountability in Kenya’s ambitious and young decentralization process, and how this has impacted service delivery and the public sector generally.

WORKSHOP SESSION 2: LEARNING FOR ADAPTIVE MANAGEMENT

1. Can Funders ‘Afford’ to Learn? Can Their Clients and Partners Afford it if They Don’t?
Moderator: Charlotte Ørnemark, Knowledge & Learning Team, GPSA.
Discussants: Soniya Carvalho, Lead Evaluation Officer, Independent Evaluation Group (IEG), World Bank Group; Bruce Kay, Chief, Governance and Rule of Law Division, USAID Democracy, Human Rights & Governance Center; Maria Gonzalez de Ais, Lead Operations Officer, Programme Manager, Science of Delivery team & Global Delivery Initiative, World Bank; Alexandra MacLean, Social Development Adviser, Empowerment & Accountability Team, Policy Division, Department for International Development (DFID), UK and Katherine Bain, Senior Governance Specialist, Governance Global Practice, World Bank.

There is renewed interest among donors about how to work more adaptively, respond to changing contexts and develop adaptive competences and incentives for better results delivery. In social accountability initiatives, where progress is dependent on working adaptively across multiple actors in response to citizen feedback, changing their internal learning and management knowledge approaches, as well as institutional cultures and day-to-day practices becomes particularly important.

Building an internal culture for working more adaptively may not be easy when institutional incentives and informal knowledge sharing practices do not align with the experimentation and risk-taking that learning-by-doing often calls for in social accountability interventions. Can donor institutions like the World Bank afford to invest in how knowledge sharing practices do not align with the experimentation and risk-taking that learning-by-doing often becomes particularly important.

2. Practitioner Oriented Research Collaborations in Practice: Why Iteration is key and what does it take?
Moderator: Florencia Guenzovitch, Lead Capacity Building Advisor, GPSA.
Discussants: Atinik Balar, Program Manager, Concerned Citizens of Abra for Good Government (CCAGG); Ester Allkonga, Executive Director, Recte; Varja Lipovsek, Director, Learning, Monitoring and Evaluation, Twaweza; Dante de los Angeles, Director, Partnership for Transparency Fund; Lily Tsai, Associate Professor of Political Science, MIT Governance Lab and Nina McMurry, PhD candidate, MIT Governance Lab.

CCAGG, Recte, Twaweza and PTF are partnering with the MIT Governance Lab (MIT GOVLAB) in practitioner-oriented research partnerships. These partnerships seek to lever research (and the joint research process) to improve concrete projects, strengthen organizations’ learning capacities, train practice-oriented researchers, and produce knowledge about civic participation and accountability.

A unique characteristic of these collaborations is that they are long-term. Partners work together on specifying theories of change, test them, and over time iterate them to incorporate what they have learned. The session will discuss why diverse organizations join into these type of partnerships. Concrete examples will trigger an open conversation about experiences and concerns workshop participants have about research partnerships and, more generally, the broader range of initiatives under way to integrate learning into social accountability projects, and how efforts could help support the work of more colleagues in the field.

Moderator: Scott Abrams, Social Accountability Advisor, GPSA.
Discussants: Victoria Vlad, Project Manager, Expert Group; Irina Oleinik, Project Task Team Leader, World Bank and Andrea Guede, Senior Operations Officer, Global Education Practice.

Scoala Mea (“My School”) is an initiative that seeks to improve education outcomes in Moldova by engaging education stakeholders in an effort to provide real-time feedback on education services so that schools, administrators and public authorities can make changes and improvements and are held more accountable for their performance. Scoala Mea has already achieved a number of positive results, including opening up budget discussions in more than 40 schools and triggering new resource allocations by public authorities. However, the team faced a number of strategic and operational challenges. Scoala Mea was also able to identify areas where it could buttress the overall Moldovan education reform process, including those supported by The World Bank.

In this session, the Scoala Mea team will share its learning and adaptation experiences, and the need to plan strategically but manage flexibility. These experiences are intended to generate a broader conversation with all of the session’s participants about adaptive learning and management.

4. Adaptive Capacity in Day-to-Day Operations: Experiences from the Social Observatory in India

The Social Observatory was established in 2012 to improve the adaptive capacity of anti-poverty projects in a $2 billion portfolio of community-driven development projects in India. The purpose is to improve their ability to be nimble, to learn by doing, and to make mid-course corrections in management and design — in order to be
5. Citizen-led Action with Impact: The Role of Adaptive Program Design

Discussants: Jean Atiados, Program Director, Results for Development and Sam Poll, Senior Program Officer, Results for Development.

Getting citizens to take action is challenging. Which citizens should be mobilized? What type of information motivates action? How should it be shared? Social accountability practitioners have to navigate these and other questions when designing a program that “fits” the local context, but what exactly does it take to design a completely new program, or adapt something that works elsewhere to a new context? And, how do you know if your program is “working” and ready to be applied at a larger scale?

In the Transparency for Development initiative, Results for Development Institute and the Harvard Kennedy School bring together researchers and civil society practitioners in an effort to co-design, pilot, assess, tweak and adapt community-led efforts to improve health outcomes in Indonesia and Tanzania. In this workshop, they will share some of their experiences to date and invite workshop participants to explore, through a practical exercise, how to apply iterative adaptive program design using an example from their own environment or a case provided by the organizers.

6. Citizen-led Assessments of Education Services: An Example of Adaptive Learning Across Borders


Discussants: Sahar Saeed, Program Manager/National Head, ASER Pakistan and Bala Venkatachalam, Executive Director, Pratham USA/ASER India.

The session will shed light on how citizen-led large scale household-based assessments particularly in India and Pakistan are gathering momentum by illustrating the power of informed citizenry to influence national and global agendas for education and learning. The presenters will discuss how a community led approach to data gathering and analysis in context is bringing about appropriate responses from stakeholders, e.g. local community, market forces and the government. Examples and experiences will be shared to highlight how these initiatives, influencing governance and accountability at the community, provincial and national levels, have learned over time and constructively engaged with key actors and government for active solutions.

7. Learning at the Frontline: Challenges and Opportunities for Action

Moderator: Michael Moses, Director of Advocacy & Programs, Global Integrity

Discussants: Gertrude Mugizi, Head of Programme, Regional Learning, Public Social Accountability Monitor; Aly Lala, Researcher, Concern Universal, Mozambique, Almudena Ochoa, Executive Director, Centro de Contraloria Social, Mexico and Lucia Nass, Head Capacity Development and Training, Ethiopia Social Accountability Program.

This session will provide a space for sharing and reflection about putting adaptive learning into practice within the context of social accountability programs. Speakers from Ethiopia, Mexico, Mozambique and South Africa will kick things off, outlining how they have put adaptive learning into practice in their work, the challenges they have faced, and the ways in which they have addressed them.

The session will break out into give participants the opportunity to discuss whether and how adaptive learning approaches have been, or might be, a useful element of their work on strengthening social accountability. It will close with a plenary in which we hope to make connections amongst organizations’ experience and provide some summary reflections about putting adaptive learning into action.

WORKSHOP SESSION 3: TRENDS ACROSS THEMES

1. Global Initiatives and Local Engagement: Social Accountability in the Education Sector

Chair: Ian Macpherson, Education Specialist, Global Partnership for Education.

Discussants: Matthias Lansard, Education Specialist, UNICEF Madagascar; Gabrielle Bonnet, Education Specialist, UNICEF; Helen Dabu, Deputy Regional Coordinator, Civil Society Education Fund (CSEF), Asia South Pacific Bureau for Basic and Adult Education (ASPBAE); Cheikh Mbow, National Coordinator, COSYDEP, Senegal and Berndt Lovegrove, Asia Pacific Regional Coordinator, Civil Society Education Fund (CSEF), Asia South Pacific Bureau for Basic and Adult Education (ASPBAE).

This session aims at deepening our understanding of various approaches to promoting social accountability and building constructive engagement between governments and civil society in the education sector. The emphasis of the session will be on: (1) exploring how global initiatives support citizen engagement in the education sector through multi-stakeholder dialogues, platforms, and consultative processes at the national level; (2) debating the barriers and enablers of policy reform and system change; (3) presenting the experiences of GPSA Global Partners, grantees, and external organizations in collaborating with government authorities and mobilizing stakeholders to monitor education services at the local level.

2. Social Accountability in Extractive Industries: Experiences and Challenges for Scaling up Impact

Chair: Kristina Svensson, Senior Mining Specialist, Energy and Extractives Global Practice, World Bank.

Discussants: Maryati Abdullah, National Coordinator, Publish What You Pay (PWYP) Indonesia; Ana Bozena Sabogal Dunin Borkowski De Alegria, Associate Professor, Pontifical University of Lima (PUCP); Gavin Hayman, Open Contracting Partnership; Paul Mussenden, Assistant Secretary, Natural Resources Revenue Management, Department of Interior, US Government; and Bala Alokun, Coordinator, Publish What You Pay (PWYP) Mauritania, Consultant, World Bank Group, Johanna Nossath Tutus, Manager, Development & Public Policy, Chevron.

Effective social accountability in the extractive sector requires citizens to have requisite information, understanding, and opportunities to engage at each stage of the extractive industry value chain, and requires that governments and companies provide data and opportunities for the public to participate in the monitoring of revenue flows, and environmental and social impacts. This session will share experiences and document the potential impacts of implementing the Extractive Industry Transparency Initiative and other social accountability
initiatives at the local/subnational level, discuss challenges and opportunities for scaling up those impacts, and explore other mechanisms for promoting social accountability. During the course of the session, different stakeholders will debate preconditions to ensure that there is genuine collaboration between government, private sector and civil society, and how this collaboration be strengthened.

3. Supporting Citizen Engagement at the National Level: The Experience of Global Health Initiatives
Discussants: Bruno Rivallan, Head of the French Office, Global Health Advocates; Dr. Joanne Carter, Executive Director, CORDAID DR Congo; Izabella Toth, Senior Policy and Advocacy Strategist, CORDAID; Guillaume Labrecque, Governance Advisor, International Rescue Committee.

This session aims at deepening the understanding of the various mechanisms available for promoting social accountability and building constructive engagements between governments and civil society in the health sector. The emphasis of the session will be on exploring how global health initiatives support citizen engagement in the health sector through multi-stakeholder dialogues, platforms, and consultative processes at the national level. We will explore the different modalities through which global initiatives support citizen engagement in health policy at the national level, describe how the process unfolds; and outline good practices and lessons learned in this area.

4. Social Accountability in States Of Fragility
Chair: Alexandre Marc, Chief Technical Specialist, Fragility, Conflict and Violence, World Bank.
Discussants: Alpha Umarg Sesay, Governance Director, IBIS Sierra Leone; Fredline McCormick-Hais, Research and Policy Director, IGR Sierra Leone; Michel Zabiti Zumbi, Eastern DR Congo Health Coordinator and GPSA Project Manager, CORDAID DR Congo; Isabella Toth, Senior Policy and Advocacy Strategist, CORDAID; Guillaume Labrecque, Governance Advisor, International Rescue Committee.

Within the GPSA portfolio of opted-in countries, almost 20% of them are listed as fragile states and more are situated at some point in the fragility continuum. Moreover, GPSA global partners’ work extends to many other states of fragility. This session aims to reflect on social accountability processes in fragile and conflict-affected contexts. It seeks to highlight how social accountability is devised in these contexts in order to create spaces for civil-society-government engagement in a constructive and collaborative manner. Drawing from the presenters’ experiences, the session will seek to spark a discussion with participants to explore the ways in which social accountability processes can adapt to changing dynamics in fragile contexts.

5. Social Accountability’s Present and Future: The Role of Children and Youth
Chair: Benjamin Herzberg, Program Lead, Leadership, Learning and Innovation, World Bank.
Discussants: Bob Muchabawa, Global Investment in Children Manager, Save the Children International; Tamta Gobulashvili, Country Director, Save the Children Georgia; Amina-Sophia Ranjar, Associate Director, Accountability Lab.

The applicability of social accountability, both as a development tool and an approach, to various sectors and its practice is gaining momentum. The role of children and young people, however, remains to be discussed: How can they be involved as active change agents? This session will explore strategies and adaptations needed to ensure social accountability methods and tools are child and youth-friendly, considering their diverse situations, including varying vulnerabilities and access to opportunities. Using examples from Cambodia, Georgia, Mozambique, Nepal, Pakistan and other countries, the session will demonstrate and discuss projects involving youth and children, as well as projects aiding on their behalf to ensure the fulfilment of their rights and their recognition as actors within accountability systems. The session’s discussion will be organized around the experience of Save the Children worldwide, and insights from the Accountability Lab.

6. Citizen Engagement in Public Financial Management: Lessons from Bangladesh and Nepal
Chair: Juan Pablo Guerrero, Network Director, Global Initiative for Fiscal Transparency.
Discussants: Caroline Luisa Varia, Senior Governance Specialist, World Bank; Anawarul Haq, Director, Extreme Rural Poverty Program, CARE Bangladesh; Harika Nasul, Governance Specialist, World Bank; and Paolo de Renzi, Senior Research Fellow, International Budget Partnership.

Social accountability in public financial management (PFM) is about enhancing transparency and effectiveness in budgeting, resource allocation and public spending. Increased citizen voice and participation in the preparation, implementation, monitoring and evaluation of policies, programs and projects, has been shown to significantly improve the accountability of governments and service providers - ultimately improving the effectiveness of social policies and projects and development indicators in general. At this session, we will examine the global trends in PFM engagements - with a focus on the challenges, opportunities and entry points for improving citizen and civil society engagement in the processes. Discussants will also share lessons learnt from ongoing initiatives in Bangladesh and Nepal.

7. Advancing Social Accountability in the Water Sector
Chair: Veronica Nyhan Jones, Head, Advisory Services, Infrastructure and Natural resources, IFC/WBG.
Discussants: Ben Blumenthal, Co-Team Leader Governance & Peace, Senior Advisor Governance, Helvetas; Louisa Gosling, Manager, Quality Programs, International Programs, WaterAid UK; and Andres Hernandez, Associate Professor, Interdisciplinary Center for Development Studies, Universidad de los Andes.
Coordinator: Marcos Mendiburu, Senior Social Development Specialist, World Bank.

The session will consist of a brainstorming session on how to advance social accountability in the water sector, as well as discuss opportunities and challenges. Practitioners may approach the work on the Water sector from various perspectives, including from a human rights angle, as a governance/inclusivity issue, and as a service delivery issue. This has different implications for implementing social accountability in the water sector. Presentations will focus on key approaches used in several country programmes, challenges faced during project implementation, and results achieved so far. This session will also examine the incentives, approaches, and issues of interest for businesses and utilities to engage with communities and governments around social accountability in the water sector.
8. Connecting the Dots: Strengthening Political and Horizontal Accountability

Moderators: Jonathan Fox, Professor, School of International Service, American University and Brendan Halloran, Senior Fellow for Impact and Learning, International Budget Partnership.

Discussants: Alberto Fernández, Programme Officer, Global Programmes, International IDEA; Sowmya Kidambi, Director, Society for Social Audit, Accountability and Transparency, Government of Telangana & Andhra Pradesh, India and Anuradha Joshi, Senior Fellow, Governance, Institute of Development Studies.

Increasingly, states are adopting formal checks and balances to promote ‘horizontal accountability’ through oversight, auditing or other functions. However, horizontal accountability mechanisms often lack real teeth to combat impunity and corruption. In recent years, efforts have been made to strengthen these processes and institutions through international standards and professionalization, as well as through campaigns and engagement by civil society.

This session will include a discussion and debate about what it takes to connect citizen and state pro-accountability processes and efforts to have real impacts. Understanding the political bargaining involved in establishing accountability mechanisms, and how they fit vis-à-vis other elements of the political system, sheds light on both what we can expect from these institutions and how they might be best leveraged by social actors to contribute to public accountability.

At the end of the first day of the Forum, a Networking Fair and Reception will be co-hosted by OGP and the GPSA. We envision this event to be an ideal opportunity for Forum Participants to share experiences related to citizen engagement and social accountability from their respective settings.

GPSA Global Partners’ and Grantees’ work in social accountability will be showcased at the World Bank headquarters. These partners have submitted materials to display at booths, which are open to Forum participants, government officials, donors as well as World Bank staff and visitors.

These booths act as a visualization tool to display the Global Partners’ commitment to social accountability through their innovative solutions. The showcased work illustrates social accountability experiences that highlight the topics of the Forum itself and highlight innovative and accessible data visualization, compelling illustrations of theories of change, and persuasive storytelling, from citizen/beneficiary perspectives.

Over the course of the day, Forum Participants will vote for the best booth and a winner will be announced. The winner will receive an award and will be showcased widely by the GPSA and get a special feature on the GPSA’s website.
Manish Bapna, Executive Vice President and Managing Director, World Resources Institute
Panelist: Social Accountability and the Sustainable Development Goals. Twitter @ManishBapnaWRI

Manish Bapna is the executive vice president and managing director of the World Resources Institute (WRI) and oversees their programmatic and institutional strategy. Prior to joining WRI, Manish was executive director of the non-profit Bank Information Centre (BIC). He also served as a senior economist and task team leader at the World Bank, where he led multidisciplinary teams on rural development projects in Asia and Latin America. Earlier, he worked as a strategy consultant for McKinsey & Company in the financial services and technology industries. Manish serves on the board of directors of Oxfam America and is the incoming Co-Chair of the Open Government Partnership.

Harriet Nuamah Agyemang, GPSA Project Manager, SEND GHANA
Presenter: Dialogue on Constructive Engagement: The Experience of Ghana

Harriet Nuamah Agyemang is a researcher and an advocate who works for SEND Ghana. She is the Project Coordinator for "Making the Budget Work for Ghana Project" under the Global Partnership for Social Accountability and heads the Greater Accra Region Networking Center of the organization. Harriet's support of citizens' groups throughout mobilization, sensitization and training has enhanced citizens' confidence, capacity and skills in engaging local authorities on budgets and service delivery in the education and health sectors. She holds a Master of Arts degree in Development Studies from the University of Ghana and also trained as a journalist at the Ghana Institute of Journalism.

Junaid Kamal Ahmad, Chief of Staff, Office of World Bank President
Presenter: Forum Opening

Junaid Ahmad is the Chief of Staff of the Office of the President at the World Bank. Prior to this appointment, Mr. Ahmad held numerous senior positions at the Bank including: Senior Director for the Water Global Practice, Director for Sustainable Development in the Middle East and North Africa Region, Sector Manager for Social Development in South Asia Region and subsequently for Urban Water & Sanitation. He has spent 10 years in the field, first as Deputy Resident Representative and Principal Economist in Johannesburg, and then as Regional Team Leader of the Water and Sanitation Program in New Delhi. In 2004, he was a team member of the World Development Report. Mr. Ahmad first joined the Bank in 1991, working as an Economist in Africa and Eastern Europe. He holds a PhD in Applied Economics from Stanford University, an MPA from Harvard University, and a BA from Brown University.

Cynthia Arthur, Head, External Debt Unit, Ministry of Finance of Ghana
Presenter: Dialogue on Constructive Engagement: The Experience of Ghana

Cynthia Arthur is a financial economist with over 20 years of experience in research, teaching, capacity building, and organizational leadership. Currently Chief of the External Debt Unit, Ministry of Finance of Ghana. She holds a Master of Arts degree in Development Economics from the Johns Hopkins School of Advanced International Studies. Prior to joining the Endowment, Carothers practiced international and financial law at Arnold & Porter and served as an attorney-advisor in the office of the legal adviser of the U.S. Department of State.

Carl Gershman, President, National Endowment for Democracy
Panelist: Inclusive Institutions for Development Impact

Carl Gershman is President of the National Endowment for Democracy since its 1984 founding. He has overseen the creation of the quarterly Journal of Democracy, International Forum for Democratic Studies, and the Reagan-Fascelli Democracy Fellows Program. In 1999, he took the lead in launching the World Movement for Democracy in New Delhi; a global network of democracy practitioners and scholars. Prior to assuming the position with NED, Mr. Gershman served as the U.S. Representative to the UN’s Committee on human rights. Furthermore, he was a Resident Scholar at Freedom House and Executive Director of Social Democrats, USA. He was also the lead in launching the World Movement for Democracy in New Delhi; a global network of democracy practitioners and scholars. Prior to assuming the position with NED, Mr. Gershman served as the U.S. Representative to the UN’s Committee on human rights. Furthermore, he was a Resident Scholar at Freedom House and Executive Director of Social Democrats, USA. He has received numerous awards including The Order of the Knight’s Cross, Government of Poland; President’s Medal, George Washington University and The Distinguished Person for Advancing Democracy in China, Chinese Education Democracy Foundation. He has a BA from Yale University and a M.Ed. from Harvard Graduate School of Education.

John Gaventa, Research Director, Institute of Development Studies (IDS), University of Sussex, UK
Presenter: Forum Insights. Twitter @JohnGaventa

Professor John Gaventa is a political sociologist, educator and civil society practitioner with over 30 years of experience in research, teaching, facilitation, and organisational leadership. Currently Director of Research at the Institute of Development Studies, he has previously served as Director of the Coady International Institute and Vice President of International Development at St Francis Xavier University, Nova Scotia, Canada. Prior to that, he was a Fellow in the Power, Participation and Social Change team at IDS, and Director of the Development Research Centre on Citizenship, Participation and Accountability. Based at IDS, linking research and practice, he has written widely on issues of citizenship and citizen engagement, power and participation, governance and accountability, and leadership for social change. A former Rhodes Scholar and MacArthur Prize Fellow, in 2011 he also received the Tisch Civic Engagement Research Prize for his distinguished scholarship on civic learning, citizen participation and engaged research.

Thomas Carothers, Vice President, Carnegie Endowment for International Peace
Presenter: Keynote Remarks

Thomas Carothers is Vice President for Studies at the Carnegie Endowment for International Peace. He directs the Democracy and Rule of Law Program and oversees several other programs, including Carnegie Europe in Brussels, the Energy and Climate Program, and the D.C.-based Europe Program. He is the author of six critically acclaimed books and many articles in prominent journals and newspapers. He has previously served as chair of the MacArthur Foundation’s (OSF) Global Advisory Board and currently serves as a board member of the Open Society Initiative for Europe. He is a distinguished visiting professor at the Central European University in Budapest and was previously a visiting faculty member at Oxford University, and Johns Hopkins SAIS. Prior to joining the Endowment, Carothers practiced international and financial law at Arnold & Porter and served as an attorney-advisor in the office of the legal adviser of the U.S. Department of State.

Rosario Bento Pais, Head of Unit for Civil Society and Local Authorities, Directorate-General for International Cooperation and Development
Panelist: Inclusive Institutions for Development Impact

Rosario Bento Pais is Head of the Civil Society and Local Authorities Unit in the European Commission, Directorate-General for International Cooperation and Development. Before that she was Head of Unit in the Climate Action Directorate-General for 5 years, member of the Cabinet of the Commissioner for agriculture, Mrs Fischer Boel, from 2004 to 2007, assistant to the Director-General in DG ENVI in 2008 and Deputy-Head of the international unit for the negotiations under the UN Framework Convention on Climate Change. Before joining the European Commission, she was a civil servant at the Ministry of Foreign Affairs of Portugal. She has a degree in International relations and a master’s degree in European Law.
Sanjay Pradhan, CEO, Open Government Partnership
Panelist: Inclusive Institutions for Development Impact. Twitter @SanjayPradhan99

Sanjay Pradhan is the CEO of Open Government Partnership. Prior to this appointment he worked in the World Bank as Vice President for Leadership, Learning and Innovation. During this time he was also a member of the President’s Senior Management Team. Previously, Mr. Pradhan was the Vice President leading the World Bank Institute where he championed an open development approach centered around knowledge, learning, collaboration and innovation. In addition, he served as the World Bank’s Director for Governance, where he led the development of the Bank’s Governance and Anticorruption Strategy. He has authored numerous publications including being a principal author of the 1997 World Development Report, The State in a Changing World. He has addressed major high-level forums including the European Parliament, the British House of Commons, the BBC World Debate, and the TED Global Conference. He holds a PhD and a Bachelor’s degree from Harvard University.

Vijayendra Rao, Lead Economist, Development Economics Research Group, World Bank
Presenter: ‘Inclusive Institutions for Development Impact’. Twitter @vijayendra

Vijayendra Rao is a Lead Economist in the Development Research Group of the World Bank. He integrates his training in economics with theories and methods from anthropology, sociology and political science to study extreme poverty. Dr. Rao has published on a variety of subjects, including participatory development, village democracy and deliberation, and inter-disciplinary approaches to public policy. He co-authored the World Bank’s Policy Research Report on Localizing Development: Does Participation Work? He heads the Social Observatory, a multi-disciplinary approach to build adaptive learning in large-scale participatory projects. He has a BA in Economics from St. Xavier’s College, Bombay, a PhD from the University of Pennsylvania, and taught at the Universities of Chicago, Michigan and Williams College before joining the World Bank. He serves on the editorial boards of several journals, is a member of the Canadian Institute for Advanced Research (CIFAR), and affiliated with research institutes and NGOs worldwide.

Mark Robinson, Global Director, Governance, World Resources Institute
Presenter: ‘Inclusive Institutions for Development Impact’. Twitter @MarkWRI

Mark is Global Director, Governance at World Resources Institute. In this capacity, Mark is responsible for leading WRI’s Governance Center and providing strategic and intellectual leadership around analysis, strategy, fundraising and management. Mark’s career in international development spans more than 25 years. He has held a number of leadership and management roles, most recently at the UK Department for International Development (DFID) where he led a large group of governance and conflict professionals and served as deputy director of the Research and Evidence Division. Mark has extensive research and applied policy experience on governance, transparency and conflict issues. He previously held senior positions at the Institute for Development Studies, Ford Foundation, and the Overseas Development Institute. Mark holds a PhD Comparative Politics, an MA in Agrarian Relations both from the University of Sussex and a BA honors degree in Social and Political Science from the University of Cambridge.

Jonas Rolett, Special Advisor to the Chairman, Open Society Foundations
Presenter: ‘Review of Forum Day One’

Jonas Rolett is special advisor to the chairman of the Open Society Foundations, George Soros. He has particular expertise in Eastern Europe and has worked extensively on governance, elections, civil society, and development issues. Prior to joining Open Society, Rolett worked for the National Democratic Institute on election monitoring, civic engagement, parliamentary representation, and political party development. Before that, Rolett ran a U.S.-based campaign training school for candidates and campaign managers. He also has a background in communications work and publishing. Rolett received his BA in literature and psychology from the University of North Carolina.

Roby Senderowitsch, Manager, Leadership, Learning and Innovation Client Services Department (LLJ), World Bank
Moderator: ‘Government Gathering’. Twitter @RSenderowitsch

Roby Senderowitsch currently serves as Manager of Leadership, Learning & Innovation, Country Client Services. Previously he served as Program Manager of the Global Partnership for Social Accountability (GPSA). He has also held the position as Country Manager of the World Bank in the Dominican Republic. His work in the Bank has included a strong focus on political economy analysis, building coalitions for change, anti-corruption, and performance-based management of public institutions. Before joining the Bank, Roby work with several NGOs in Argentina and Cuba, where he served as the Field Representative of the American Jewish Joint Distribution Committee. He has been a lecturer in Human Resource management in nonprofit organizations, as well as a director of educational programs and community development and human resource management in the private sector.

Gilbert Sendugwa, Programme Coordinator, Africa Freedom of Information Centre
Panelist: Inclusive Institutions for Development Impact. Twitter @GilbertSendugwa

Gilbert Sendugwa is currently Programme Coordinator at Africa Freedom of Information Centre. In 2009, Gilbert helped lead the Transparency and Integrity in Service Delivery in Africa (TISDA) project. Implemented by Transparency International, aiming to halt corruption in public services. Prior to this, Mr. Sendugwa has worked as Country Programme Coordinator at the ILO, working on CSO capacity building, training and advocacy. From 2003-2009, he was Programme Coordinator of the Legal Aid Project at the Uganda Law Society. Previously, he worked in the Ministry of Water, Lands and Environment as Information, Education and Communications Coordinator and has held the position of Programme Officer for Save the Children UK. He has a BA in Social Work and Social Administration at Makerere University, Uganda, a Diploma in Project Planning and Management and a masters in Management Studies, both from Uganda Management Institute.

Danny Sriskandarajah, Secretary General, CIVICUS
Panelist: Inclusive Institutions for Development Impact. Twitter @CIVICUSSS

Danny Sriskandarajah is Secretary General and CEO of CIVICUS. His previous posts include Director of the Royal Commonwealth Society, Interim Director of the Commonwealth Foundation, and Deputy Director of the Institute for Public Policy Research. In 2015, he served on the UN High Level Panel on humanitarian finance. Danny has written numerous reports and academic articles on international migration and economic development. He appears regularly in the media on a range of topics, including contributing regularly to Al Jazeera, Guardian and Huffington Post. He sits on several boards, including those of the Barings Foundation, International Alert and Oxfam International, and has been a consultant to the UN. He holds a degree from the University of Sydney, and an MPH and DPhil from the University of Oxford, where he was a Rhodes Scholar. In 2002, he was honored by the World Economic Forum as a Young Global Leader.
**Jeff Thindwa**, Practice Manager, Open and Collaborative Governance, World Bank  
Presenter ‘Update on GPSA’ Twitter @JeffThindwa

Jeff Thindwa is Practice Manager for Open and Collaborative Governance in the World Bank’s Governance Global Practice. He joined the World Bank in 2000 as Senior Social Development Specialist and later led the Participation and Civic Engagement Cluster in the Social Development Department. In 2009 he joined the Bank’s South Asia Region to help integrate social accountability in operations, and to develop the Program on Accountability in Nepal-IFNARAN. In 2010 Mr. Thindwa joined The World Bank Institute, and became Manager of the Social Accountability Practice in 2012. Prior to the Bank he worked 18 years in international development in Malawi, the US and the UK, following a career in law in the Malawi government and in the private sector.

**Jos Verbeek**, Adviser, Office of the World Bank Group President’s Special Envoy on Post 2015 Development Issues  
Panelist ‘Social Accountability and the Sustainable Development Goals’. Twitter @jverbeek62

Jos Verbeek is adviser in the Office of the World Bank Group President’s Special Envoy on Post 2015 development issues. Prior to this assignment he was acting manager and lead economist in the prospects group of the development economics vice presidency also at the World Bank. In that capacity he managed the Global Monitoring Report, a joint WBG and IMF flagship publication that monitored and reported on policies and institutions that could facilitate attainment of the Millennium Development Goals. Preceding to this assignment, he was a lead economist in the Africa region working primarily on Uganda, Zambia and Malawi. Earlier country assignments include Poland and the Baltic countries. Leading up to his country economics work, Jos was an economist in the development economics vice presidency working on macroeconomic modeling.

Jos holds a PhD in economics from the Tinbergen Institute of the Erasmus University of Rotterdam, the Netherlands.

**Deborah Wetzel**, Senior Director, Governance Global Practice, World Bank  
Chair ‘Inclusive Institutions for Development Impact’

Deborah Wetzel is the Senior Director for the Governance Global Practice. Most recently, Ms. Wetzel was the Director of Strategy and Operations for the Middle East and North Africa Region of the World Bank. She also served as World Bank Country Director for Brazil from 2012 to 2015. Prior to this assignment, Ms. Wetzel worked as the World Bank Group’s Chief of Staff in Washington and as Director for Governance and Public Sector in the Poverty Reduction and Economic Management Network. From 2006 to 2009, she led the World Bank’s Economic and Public Sector Programs in Brazil. Prior to joining to World Bank she worked as the Centre for the Study of African Economies in Oxford, England in the early 1990s. She has a DPhil in Economics from the University of Oxford, a Masters in International Studies from Johns Hopkins University and a BA from Smith College.

**Jan Walliser**, Vice President, Equitable Growth, Finance and Institutions, World Bank  
Presenter ‘Closing Remarks’ Twitter @JanWalliser_WB

Jan Walliser is the Senior Director for the Governance Global Practice. Most recently, Ms. Wetzel was the Director of Strategy and Operations for the Middle East and North Africa Region of the World Bank. She also served as World Bank Country Director for Brazil from 2012 to 2015. Prior to this assignment, Ms. Wetzel worked as the World Bank Group’s Chief of Staff in Washington and as Director for Governance and Public Sector in the Poverty Reduction and Economic Management Network. From 2006 to 2009, she led the World Bank’s Economic and Public Sector Programs in Brazil. Prior to joining to World Bank she worked as the Centre for the Study of African Economies in Oxford, England in the early 1990s. She has a DPhil in Economics from the University of Oxford, a Masters in International Studies from Johns Hopkins University and a BA from Smith College.

**Dennis Whittle**, Director and Founder, Feedback Labs  
Presenter ‘Framing Presentation: Learning for Adaptive Management’. Twitter @DennisWhittle

Dennis is co-founder and director of Feedback Labs, a non-profit organization. Previously, he worked as Lead Economist and Senior Partner at the World Bank, where his team created Innovation and Development Marketplaces which have been replicated in over 100 countries. He also co-founded GlobalGiving, the first global crowdfunding and crowdsourcing website, where he was CEO from 2000-2010. He has since served as Executive Chairman of Ashoka Changemakers, Visiting Fellow at the Center for Global Development, Visiting Lecturer at Princeton University, Robin Richards Donohoe Professor of the Practice and Entrepreneur in Residence at UNC-Chapel Hill, and Board Director of Internews. In 1984-85, Dennis worked for the Asian Development Bank and USAID in the Philippines, where he was an extra in the Chuck Norris film, Missing in Action. He has a BA in Religious Studies from UNC-Chapel Hill, where he was a Morehead Scholar, and an MPA from the Woodrow Wilson School at Princeton.

**Yongmei Zhou**, Co-Director, World Development Report on Governance and Law  
Presenter ‘World Development Report 2017’

Yongmei Zhou is a Co-Director of the World Development Report on Governance and the Law. She received her PhD in Economics from the University of California at Berkeley before joining the World Bank as a Young Professional in 1999. Her operational work was focused on governance reform and institutional development in Africa, South Asia and the fragile and conflict-affected states. Her analytical work was focused on the issues of corruption, legislature, decentralization, and service delivery.
ABOUT THE GPSA

The Global Partnership for Social Accountability (GPSA) supports civil society and governments to work together to solve critical governance challenges in developing countries.

Through funding and knowledge products, the GPSA provides strategic and sustained assistance to CSO’s social accountability initiatives aimed at strengthening transparency and accountability. The GPSA proposes a pragmatic problem-solving approach to social accountability, grounded in realistic theories of change and monitoring and evaluation frameworks.

Hosted by the World Bank, the GPSA is a Global Partnership, a unique global multi-stakeholder community that brings together a powerful segment of organizations committed to- and engaged in- promoting transparency, responsive government, citizen participation in policy decision-making and implementation.

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