

**15<sup>th</sup>**  
**GENERAL MEMBERSHIP MEETING**  
*of the* **REPRODUCTIVE HEALTH**  
**SUPPLIES COALITION**  
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MEXICO CITY

**mexico**  
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REPRODUCTIVE HEALTH  
SUPPLIES COALITION

## Social Accountability's role in achieving Availability, Quality, Equity, and Choice

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Results for Development



AVAILABILITY



QUALITY



EQUITY



CHOICE

# Social Accountability: definition

## **SOCIAL ACCOUNTABILITY or TRANSPARENCY and ACCOUNTABILITY**

**“civil society-led monitoring & accountability efforts to hold gov’t accountable for promises....**

**...and to ensure that gov’t policy, spending, and services are responsive to citizen needs”**

***Characterized by its focus on promoting citizen voice and rights***

# Social Accountability: what it involves

**Collect  
additional data**

**Conduct  
independent  
analysis**

**Empower  
citizens**

**Leverage citizen  
input and  
feedback**

**Advocacy**

**Social  
Action**

**Citizen  
empowerment**

**Improved  
government  
programs,  
spending, and  
services**

**Improved  
human  
development**

# SAc: different levels

National commitments, policy, programs, budgets

- Consistency with need
- Operationalization and realization

Program Implementation

- Resource tracking - PETS
- Policy tracking

Service delivery

- Quality, choice, equity, availability

Citizen empowerment and engagement

- Rights and entitlements
- Satisfaction; participation
- CSC; CRC

# SAC: What do we know?

**Problem  
must drive  
approach**

**Focus level**

**Context**

**Type of  
information**

**Thank you!**

# Focusing on SAc at the community and facility level

## - What do we know?

	<b>Accountable or willing individuals (collaboration)</b>	<b>Unaccountable or unwilling individuals (contestation)</b>
<b>Short route</b> (individuals as beneficiaries)	<b>1. Willing providers</b>	<b>2. Unwilling providers</b>
<b>Long route</b> (individuals as self-governing citizens)	<b>3. Willing public officials</b>	<b>4. Everyone is unwilling</b>

# Focusing on SAc at the community and facility level

## - What do we know?

1. Information focused on **inputs** more successful than information on outputs only
2. Importance of providing **information on the rights of citizens**
  - All unsuccessful interventions provided information only on the performance of the provider, not rights
3. Importance of presenting **comparative information** (allowing users to see how their providers were performing relative to other villages or to national standards)
4. Providing **ideas of actions** for citizens to take in response to the is helpful