

# pratiksha

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- ✍ Citizen Engagement at the Core of Development
- ✍ Case Story on Disability Allowance from Jajarkot

## PRAN's Announcements

This issue highlights the role of citizen engagement that the World Bank has now adopted and is aiming to incorporate in all of its investment lending projects by 2018.

Under Publication, we share with you the World Bank's strategic framework for citizen engagement.

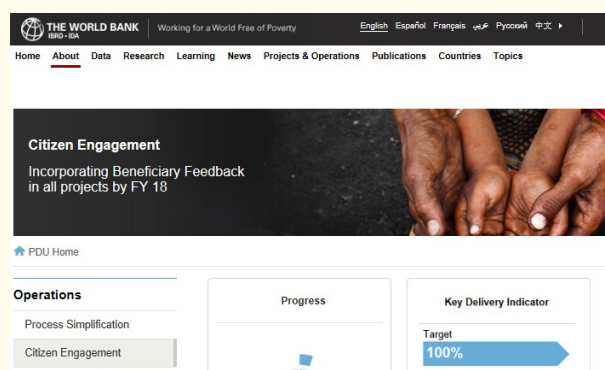
## Citizen Engagement at the Core of Development

**How can citizens contribute to better development outcomes?** The World Bank Group developed a framework to more systematically mainstream citizen engagement in Bank Group-supported operations with the goal of improving results. This coherent approach to citizen engagement in WBG-supported policy dialogues, programs, projects and knowledge work will allow within the scope of these interventions, to contribute to building sustainable national mechanisms for citizen engagement with governments.

In Nepal, this agenda has been at the center of PRAN's work through building capacity of civil society and community based organizations to use social accountability tools and approaches to engage citizens at the community and policy level. From our work on Budget Literacy to Social Security Allowances, our program is centered on citizens and their feedbacks.

Through Citizen Engagement, the communities are not just made aware about their entitlements but they are empowered to take ownership of their community's development. Under the right conditions, citizen engagement can help governments achieve better development results, improving more lives and accelerating progress in the fight to end poverty and boost shared prosperity in a sustainable and inclusive manner.

The World Bank Group is aiming to incorporate citizen engagement in all of its investment lending projects by 2018. Citizen Engagement tools such as Grievance Redress Mechanism, Community Participation and Third Party Monitoring have been used in the Bank projects with good results. In Nepal, through building capacity of community to monitor Bank's roads project, the Local Roads User Committees helped to oversee quality of construction sites and resolve grievances. The impact evaluation of the Citizen Engagement in World Bank project in Indonesia have led to positive results in nutrition, education and community participation. Citizen Engagement tool such as Grievance Redress Mechanism have paved way for practical solutions in India's Water Supply and Sanitation project in Kerala.

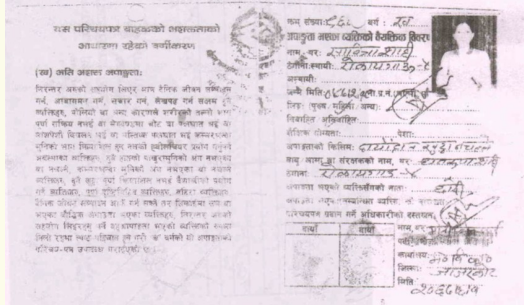


For more information, visit the World Bank's Citizen Engagement page: <http://pdu.worldbank.org/sites/pdu2/en/about/PDU/EngageCitizens>

# Disabled People Start Receiving Social Security Allowance Again in Jajarkot district

Prepared by: *Chhetra Bahadur Gharti, Social Accountability Practitioner*

Bhim Bahadur Singh, along with seven other partially disabled people from Rokayagaun and Ramidada VDCs (Jajarkot district) had not received their NRs.300 (US\$ 3.09) monthly disability allowance in the FY 2013-2014 (FY 2070-71) even though they had received it the previous year. This problem came into light in the process of a research carried out by PRAN's CSO Rural Integrated Development Centre (RIDC) in Rokayagaun and Ramidada VDCs.



*Disabled Person's Identity Card*

The research focused on the FY 2013-14 budget and relied on the analysis of various budget documents, information gathered about the recipients' experience and backgrounds, as well as discussion of findings with the communities. The PETS has revealed that the VDC budget for FY 2012-13 (FY 2069-70) did not contain funds for disability allowances. While the VDC blamed the DDC for not having allocated the funding, the DDC blamed VDC for not requesting it.

Deeper research showed that the VDC secretary had formerly asked the DDC for the budget but received a negative response with the justification that there were not sufficient funds in the budget to cover the allocations for the partially disabled people.

A meeting was conducted separately with the VDC and DDC to discuss the problem. Then a joint meeting between VDC Secretary Ghaman Singh Rawat and DDC Accountant Naresh Shakya was called by the project social accountability practitioner. Finally, the agreement was reached to release the disability allowance fund by DDC.

Eight people of Rokayagaun and Ramidada VDCs – namely, Bhakta Bahadur Singh, Sabitra Shahi, Kripal Nepali, Tulasi Nepali, Ganesh Bahadur Rokaya, Kalpana Rokaya, Bir Bahadur Shahi – were able to get their disability allowances for FY 2013-14 (FY 2070-71). The DDC expressed its commitment to avoid disrupting allocation to the disability allowance to Rokayagaun and Ramidada VDCs.

## PUBLICATION

### Strategic Framework for Mainstreaming Citizen Engagement in World Bank Group Operations

The objective of this strategic framework is to mainstream citizen engagement in World Bank Group-supported policies, programs, projects, and advisory services and analytics to improve their development results and within the scope of these operations, contribute to building sustainable national systems for citizen engagement with governments and the private sector.

Listening to direct beneficiaries is a key component of the framework. By 2018, the World Bank committed to integrate citizen feedback into projects where beneficiaries can be clearly identified.



STRATEGIC FRAMEWORK FOR MAINSTREAMING CITIZEN ENGAGEMENT IN WORLD BANK GROUP OPERATIONS

The objective of this strategic framework is to mainstream citizen engagement in World Bank Group-supported policies, programs, projects, and advisory services and analytics to improve their development results and within the scope of these operations, contribute to building sustainable national systems for citizen engagement with governments and the private sector. Progress toward this objective will be assessed using indicators included in program, project, and corporate results frameworks.

Engaging with Citizens for Improved Results



Progress toward this objective will be measured by using indicators included in investment lending projects.

You can see how South Asia is doing so far on the President's Delivery Unit website:

<http://pdu.worldbank.org/sites/pdu2/en/about/PDU/EngageCitizens>

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