

## Annex I: Overview of CE Mechanisms, Definitions, and Uses

**Budget literacy campaigns** are efforts—usually by civil society, academics, or research institutes—to build citizen and civil society capacity to understand budgets in order to hold government accountable for budget commitments and to influence budget priorities.

**Citizen charter** is a document that informs citizens about the service entitlements they have as users of a public service; the standards they can expect for a service (timeframe and quality); remedies available for non adherence to standards; and the procedures, costs, and charges of a service. The charters entitle users to an explanation (and in some cases compensation) if the standards are not met.

**Citizen report card** is an assessment of public services by the users (citizens) through client feedback surveys. It goes beyond data collection to being an instrument for exacting public accountability through extensive media coverage and civil society advocacy that accompanies the process.

**Citizen satisfaction surveys** provide a quantitative assessment of government performance and service delivery based on citizens' experience. Depending on the objective, the surveys can collect data on a variety of topics ranging from perceptions of performance of service delivery and elected officials to desires for new capital projects and services

**Citizen/User membership** in decision-making bodies is a way to ensure accountability by allowing people who can reflect users' interests to sit on committees that make decisions about project activities under implementation (project-level arrangement) or utility boards (sector-level arrangement).

**Citizens' juries** are a group of selected members of a community that make recommendations or action participatory instrument to supplement conventional democratic processes.

**Community contracting** is when community groups are contracted for the provision of services, or when community groups contract service providers or the construction of infrastructure.

**Community management** is when services are fully managed or owned by service users or communities. Consumers own the service directly (each customer owns a share) when they form cooperatives.

**Community monitoring** is a system of measuring, recording, collecting, and analyzing information; and communicating and acting on that information to improve performance. It holds government institutions accountable, provides ongoing feedback, shares control over M&E, engages in identifying and/or taking corrective actions, and seeks to facilitate dialogue between citizens and project authorities.

**Community oversight** is the monitoring of publicly funded construction projects by citizens, community-based and/or civil society organizations, participating directly or indirectly in exacting accountability. It applies across all stages of the project cycle although the focus is on the construction phase.

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**Community scorecard** is a community-based monitoring tool that assesses services, projects, and government performance by analyzing qualitative data obtained through focus group discussions with the community. It usually includes interface meetings between service providers and users to formulate an action plan to address any identified problems and shortcomings.

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**Consultation**, as distinct from dialogue, is a more structured exchange in which the convener commits to “active listening” and to carefully consider the comments, ideas, and recommendations received. Good practice consultations provide feedback on what was heard, and what was or was not incorporated and why to ensure that consultations contribute to improved policies and programs.

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**Focus group discussions** are usually organized with specific goals, structures, time frames, and procedures. Focus groups are composed of a small number of stakeholders to discuss project impacts and concerns and consult in an informal setting. They are designed to gauge the response to the project's proposed actions and to gain a detailed understanding of stakeholders' perspectives, values, and concerns

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**Grievance redress mechanism** (or complaints-handling mechanism) is a system by which queries or clarifications about the project are responded to, problems with implementation are resolved, and complaints and grievances are addressed efficiently and effectively.

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**Independent budget analysis** is a process where civil society stakeholders research, explain, monitor, and disseminate information about public expenditures and investments to influence the allocation of public funds through the budget.

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**Input tracking** refers to monitoring the flow of physical assets and service inputs from central to local levels. It is also called *input monitoring*.

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**Integrity pacts** are a transparency tool that allows participants and public officials to agree on rules to be applied to a specific procurement. It includes an “honesty pledge” by which involved parties promise not to offer or demand bribes. Bidders agree not to collude in order to obtain the contract; and if they do obtain the contract, they must avoid abusive practices while executing it.

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**Participatory budgeting** is a process through which citizens participate directly in budget formulation, decision-making, and monitoring of budget execution. It creates a channel for citizens to give voice to their budget priorities.

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**Participatory physical audit** refers to community members taking part in the physical inspection of project sites, especially when there are not enough professional auditors to inspect all facilities. Citizens measure the quantity and quality of construction materials, infrastructure, and facilities.

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**Participatory planning** convenes a broad base of key stakeholders, on an iterative basis, in order to generate a diagnosis of the existing situation and develop appropriate strategies to solve jointly identified problems. Project components, objectives, and strategies are designed in collaboration with stakeholders.

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**Procurement monitoring** refers to independent, third-party monitoring of procurement activities by citizens, communities, or civil society organizations to ensure there are no leakages or violation of procurement rules.

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**Public displays of information** refers to the posting of government information, usually about projects or services, in public areas such as on billboards or in government offices, schools, health centers, community centers, project sites, and other places where communities receive services or discuss government affairs.

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**Public Expenditure Tracking Surveys (PETS)** involves citizen groups tracing the flow of public resources for the provision of public goods or services from origin to destination. It can help to detect bottlenecks, inefficiencies, or corruption.

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**Public hearings** are formal community-level meetings where local officials and citizens have the opportunity to exchange information and opinions on community affairs. Public hearings are often one element in a social audit initiative.

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**Public reporting of expenditures** refers to the public disclosure and dissemination of information about government expenditures to enable citizens to hold government accountable for their expenditures.

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**Social Audit** (also called *social accounting*) is a monitoring process through which organizational or project information is collected, analyzed, and shared publicly in a participatory fashion. Community members conduct investigative work at the end of which findings are shared and discussed publicly.

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**User management committees** refer to consumer groups taking on long-term management roles to initiate, implement, operate, and maintain services. User management committees are for increasing participation as much as they are for accountability and financial controls.

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