



Basic health for all.

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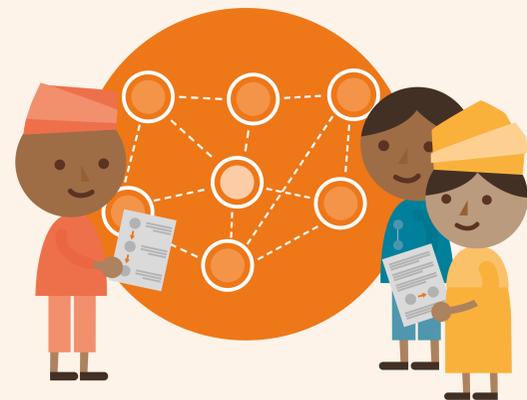
Do you dare to ask for your WASH rights?

Simavi empowers communities to claim their Water, Sanitation and Hygiene (WASH) rights. Social accountability is an interactive process that aims to increase citizens influence in WASH policy-making and budget allocations. Only when citizens enter into dialogue with local authorities, WASH policies and budgets can truly address the needs of the most marginalized groups. Simavi applies different strategies to enhance social accountability in the WASH sector at community level, yet all with the ultimate goal of improved WASH service delivery for all.

Our main lessons learned from social accountability processes:



Involve WASH policy makers and service providers in every step of the process.



Use regional and national networks to share best practices and results of social accountability and encourage other organizations to work on social accountability in their own region.



The implementing organization must have a good understanding of local WASH policies and the roles and responsibilities of the authorities and service providers.



Project staff has to have communicative qualities to work with government.



Manage communities' expectations about the project: social accountability is not a 'quick fix'.



Case studies

Budget tracking in Bangladesh:

Involving citizens in WASH budget allocation and spending through a 'budget monitoring tool' and public hearings. The project resulted in a 12-18% WASH budget increase in the six unions targeted.



Community engagement in Tanzania:

Organizing and training the community to articulate its WASH needs and join in a multi-stakeholder process for WASH management. The process resulted in the establishment of a viable, community-led organization which ensures water supply to several villages while leaving sufficient water quantities for use by private companies.



Citizen reports in Kenya:

Enabling citizens to express their level of (dis)satisfaction with WASH facilities and –services through 'Citizen Report Cards'. This information is used to enter into dialogue with WASH decision-makers of the local government.

