



**15th INTERNATIONAL  
ANTI-CORRUPTION  
CONFERENCE**

**MOBILISING PEOPLE:  
CONNECTING AGENTS OF CHANGE**

**BRASÍLIA BRAZIL  
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### **Short Session Report: Game Changers**

**Session Title: Mobilizing citizens to monitor and report corruption cases in the delivery of aid and basic services**

**Date & Time: November 7<sup>th</sup> 18:00-19.00pm**

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**Moderated by: Roslyn Hees**

**Session coordinated by: Nicolas Seris, TI Kenya**

**Main issues raised in kick off remarks. What's the focus of the session?**

**The focus of the session is to work towards the design of innovative approaches to make aid and social programs accountable to citizens.**

**Introduction: Top-down approaches in service delivery don't work - even with political will at the top - without demand from citizens.**

**Citizen participation does not necessarily mean NGO involvement, rather citizens have to know their rights and have the basic tools and information to demand accountability from service providers.**

**These approaches have to be context-specific to be effective, no one size fits all. Session will present experiences from Afghanistan, Pakistan, Kenya and Latin America.**

### **What initiatives have been showcased? Briefly describe the Game Changing Strategies**

**Afghanistan: The first reaction when CSO wanted to monitor aid contracts was “do you think donors will listen to you”. Additional challenges were**

- **working with many local governments**
- **Working with local people, first step was finding a common narrative, framing aid as a common good to engage with them.**

**Examples of success from first communities lead to work in other communities. Goal is “Generating an environment of control that can prevent corruption”. Donors don’t have the oversight capacity given the number and volume of projects.**

**USAID: Total budget development aid is 14 billion USD, major destinations Pakistan and Afghanistan, major infrastructure projects. Very complex contexts, post-earthquake tribal areas for example. For example 1 billion dollars in projects and only 7 auditors in Pakistan, so there was a need for a multiplier monitoring effect.**

**USAID decided to partner with TI Pakistan to monitor projects. This partnership worked because Pakistan had better access to affected populations and the basic infrastructure to support accountability: authorities with some experience and community experience in monitoring also.**

**The solution provided by TI Pakistan was a nationwide hotline, gathering information from citizens to provide ongoing monitoring in real time.**

**Coordination between donors in Pakistan is not that good. The people contacting the hotline often refer to projects funded by other donors e.g. DFID. So unintended benefit has been to support other donors by sharing information from complaints with them.**

**Pakistan: Starting in 2005, approach communities with surveys and focus groups, using a bottom-up approach. Next step was the design of a software solution, for people to call or send email to complaint center. First experience was a town in Karachi, where software was provided to local government with training of staff. Any problem with services, people can call up the complaint center, and complaint is given a tracking number, to allow online tracking of progress.**

**The next step was the anti-fraud hotline + big marketing campaign. 26.000 calls received, 4600 worth investigating. Prosecution by Officer of Inspector General.**

**Kenya: Citizen involvement for monitoring is a key strategy, but wasn't always the case. TI Kenya first focused on legislation and policy, then moved to institutional strengthening and then to citizen involvement.**

**An integrity study carried out after the 2011 drought found that people's knowledge of aid process was very limited, and that they felt that even if some projects had complaint mechanisms systems, no actions were being taken.**

**There is a need to improve coordination, and information provided by providers of humanitarian assistance.**

**Peru: Latin American context: economic growth and poverty reduction, but persistent inequality. CCT programs have become very popular and can reach up to 20% of the population. Main problem is lack of information on part of beneficiaries: what are rights, what are conditions. Also, lack of trust in communities towards the state and social organizations. First approach is to provide information in simple way: design of posters, workshops, trainings. Strengthening of local organizations also has an impact on the community being able to follow the delivery of the programs.**

**Second approach is working with the ministries and institutions to have sustainable changes, in particular for information mechanisms**

**and complaint mechanisms.**

**Further comments: Importance of involving youth in reporting corruption as they are majority of population and are more likely to be active.**

**Guatemala example: setting up monitoring committees with beneficiaries in communities, training on use of access to information law. Ultimate goal is to strengthen the state so that it can respond. Until the state can respond, link the committees to other CSO mechanisms for example Anti-Corruption Advice Centres (ALACs).**

**Highlights: What are the main outcomes of this session? What's next?**

- 1) Difficulty of getting information from the service providers and ministries, and need to have capacity to work with them as well as with communities**
- 2) Distrust of remote communities vis a vis Government r NGOs**
- 3) Use of IT solutions to assist in gathering complaints**
- 4) Ensure that action will be taken after complaints, if no action taken after complaints the results can be very counterproductive and cynicism can set in.**

**Reasons for not reporting by citizens: 1) don't know where to report and 2) don't believe anything will happen.**

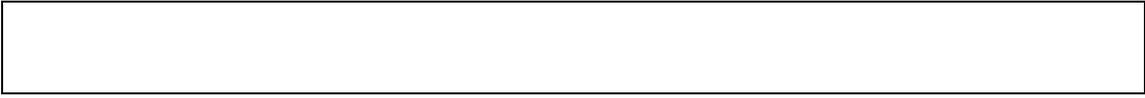


**What are the recommendations, follow-up Actions (200 words narrative form)**

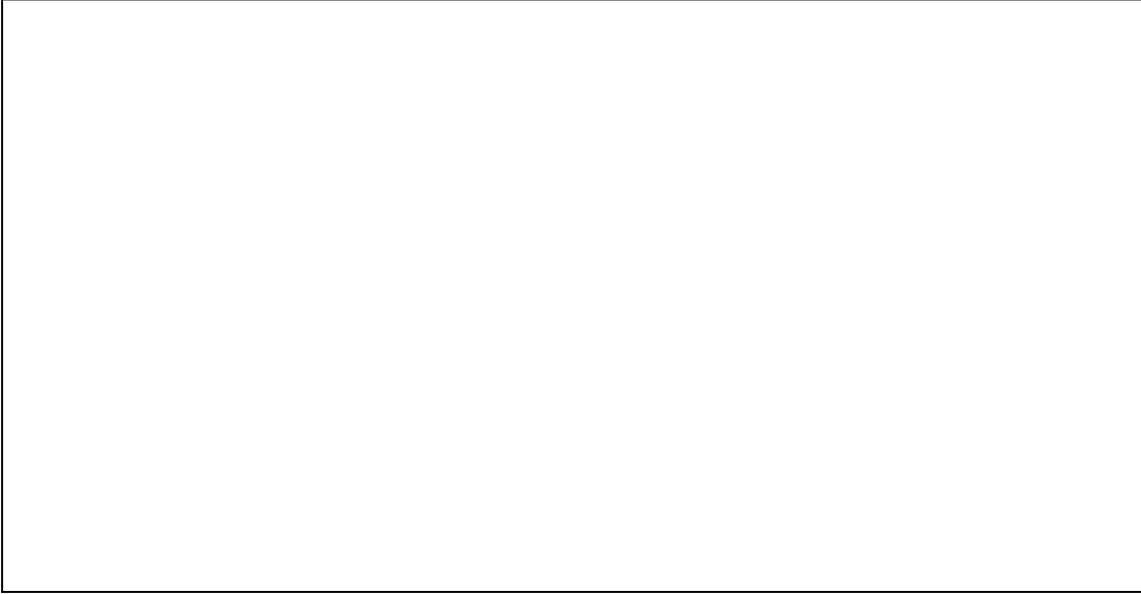
- 1) Need for coordination of a) different hotlines b) service providers c) complaint mechanisms**
- 2) Generate information on available complaint mechanisms and on different services so citizens are aware**
- 3) Promote citizens awareness regarding their rights and entitlements**
- 4) Important to follow up on complaints received as well as to have a functioning judiciary and to enforce sanctions**
- 5) Remember that it is essential to involve the service provider, for example ministry or local government in the complaint mechanism otherwise it will not work.**

**What should be done to create opportunities for scaling up the proven solutions discussed in the session? What and by whom?**

**Liaise existing good practices**



**Key Insights Recommended to be included in the IACC Declaration**



**Rapporteur's name and date submitted**

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