ENGAGING CITIZENS AND BUILDING TRUST IN LOCAL AUTHORITIES THROUGH PARTICIPATORY APPROACHES
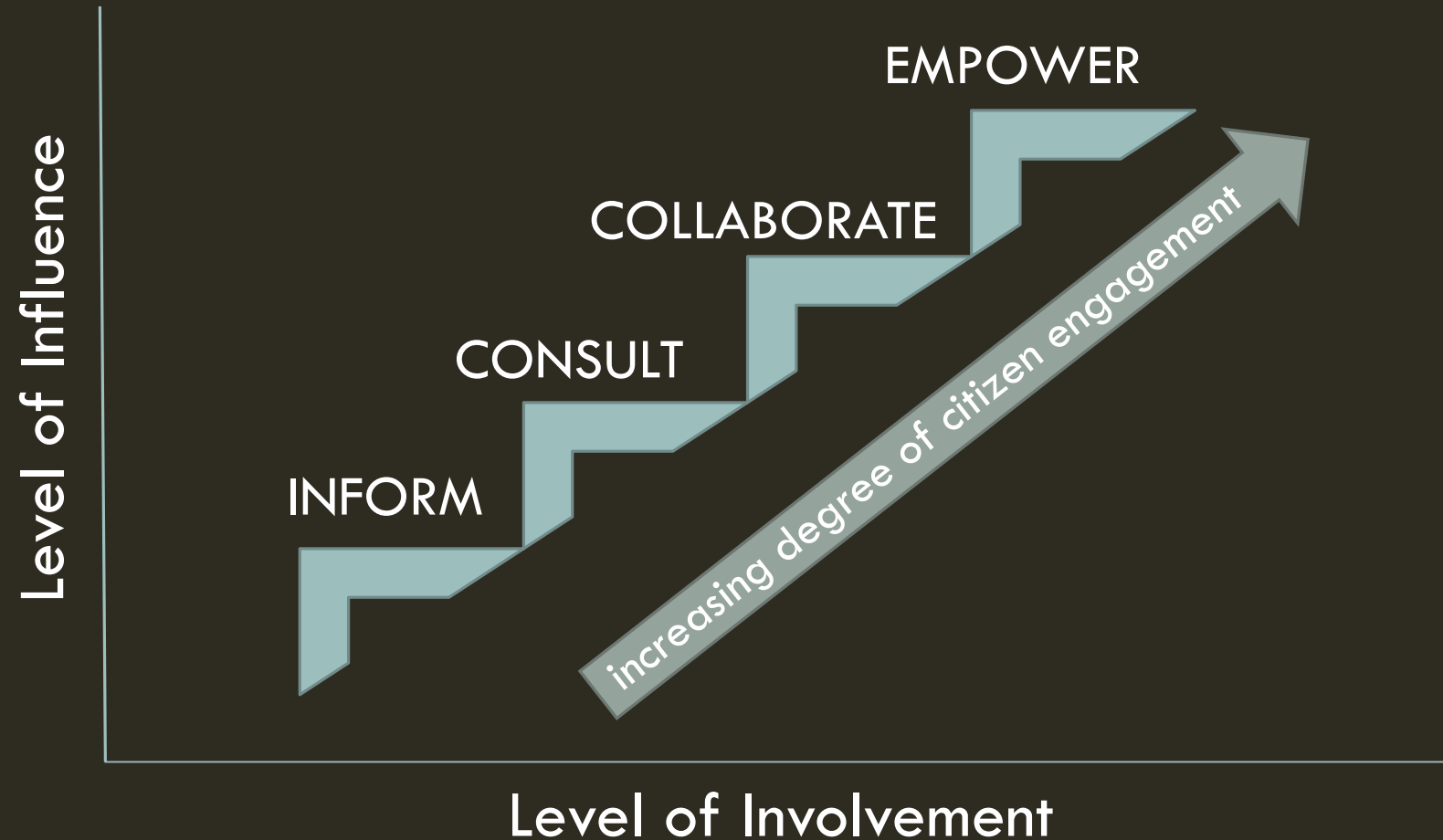
TDD on Safe, Inclusive and Resilient Cities
Phoram Shah, Urban Specialist, World Bank
April 23-27, 2018

COMMUNITY'S OWNERSHIP

GOVERNMENT'S ACCOUNTABILITY

CITIZEN ENGAGEMENT

EMPOWER

COLLABORATE

CONSULT

INFORM

Level of Influence

increasing degree of citizen engagement

Level of Involvement

INFORM

Information dissemination/ demystification

Information campaigns

Citizens' charters

Citizen service centers

Budget transparency

Public reporting of revenues and expenditures

Budget literacy campaigns

Independent budget analysis

Citizens' budget

CONSULT

Consultation

Public hearings

Focus group discussions

Advisory body/committee

Grievance Redress

Formal GRMs

Citizens' jury

Collecting, recording, and reporting on inputs from citizens

Public hearings

Focus group discussions

Citizen satisfaction surveys

Community scorecard

Citizen report card

COLLABORATE

Collaboration in decision-making

Citizen/user membership in decision-making bodies

Integrity pacts

Participatory planning

Participatory budgeting

Citizens' jury

Citizen-led monitoring and evaluation or oversight

Procurement monitoring

Public expenditure tracking

Community scorecard

Social audit

Citizen report card

Citizen satisfaction surveys

EMPOWER

Building citizen capacity for engagement

Budget literacy campaigns

Public reporting of revenues and expenditures

Citizens' budget

Empowering citizens with resources and authority over their use

Participatory planning

Community management

Community contracting

Participatory monitoring

EXAMPLES OF PARTICIPATORY TOOLS

Vietnam Urban Upgrading Project: Participatory Planning

EXAMPLE OF PARTICIPATORY TOOLS

Emergency Services and Social Resilience Project

Sahab Municipality

Zarqa Munipailty

CHALLENGES

- Lack of participatory culture

- Lack of mechanisms to support citizen engagement

- Building trust with the community is a long process

- Participation and collaboration involve time and resources

- Elite capture (engagement not inclusive)

- Feedback loop needs to be closed

COST OF INACTION