ENGAGING CITIZENS AND BUILDING TRUST IN LOCAL AUTHORITIES THROUGH PARTICIPATORY APPROACHES

TDD on Safe, Inclusive and Resilient Cities
Phoram Shah, Urban Specialist, World Bank
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COMMUNITY’S OWNERSHIP

GOVERNMENT’S ACCOUNTABILITY
CITIZEN ENGAGEMENT

Level of Involvement

Level of Influence

INFORM
CONSULT
COLLABORATE
EMPOWER

increasing degree of citizen engagement
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<th><strong>COLLABORATE</strong></th>
<th><strong>EMPOWER</strong></th>
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<td>Consultation</td>
<td>Collaboration in decision-making</td>
<td>Building citizen capacity for engagement</td>
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<td>Citizen service centers</td>
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<td>Budget transparency</td>
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<td>Public reporting of revenues and expenditures</td>
<td>Formal GRMs</td>
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<td>Budget literacy campaigns</td>
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<td>Citizen-led monitoring and evaluation or oversight</td>
<td>Community management</td>
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<td>Collecting, recording, and reporting on inputs from citizens</td>
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<td>Procurement monitoring</td>
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<td>Public hearings</td>
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<td>Citizen satisfaction surveys</td>
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<td>Community scorecard</td>
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**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

**COLLABORATE**
- Collaboration in decision-making
- Citizen/user membership in decision-making bodies
- Integrity pacts
- Participatory planning
- Participatory budgeting
- Citizens’ jury

**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 Municipality

Zarqa City Youth Council
**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