

Focus on...Service Delivery

Your government. Your right to action

In many African countries the responsibility of providing basic services and bringing about development has been delegated to local government authorities. The types of services that a local government authority may require to provide includes housing, water, electricity, roads and transport, health facilities and other social services.

As a consequence local government authorities have to be able to effectively identify and target the neediest communities, have systems in place to track expenditure on projects and be able to determine if the allocation of resources has had an impact. So it is important that any work done within the social accountability arena should have a strong focus on service delivery within the local government environment.

The most immediate need is to improve the ability of citizens to engage with the local authorities so that they may be empowered in gaining an understanding of where the priority areas are and what the local government authorities are planning to do. It will also give citizens an opportunity to hold local government authorities accountable for the delivery of services.

ANSA-Africa is helping to draw together the various action programmes for social accountability across the continent, providing a platform for these initiatives to share resources, training, and experiences and to widen their influence into new communities.

UN Millennium Development Goal 1:
Eradicate extreme poverty and hunger

UN Millennium Development Goal 8:
Develop a global partnership for development



- In Malawi, the first round of a comprehensive community scorecard process took place in more than 500 communities across the country in 2002. Only four out of 40 local authorities scored above 70% in any component of local government and delivery. 40% of the local authorities scored less than 50 out of a possible 100 points.
- In Tshwane, South Africa a community report card survey in 2006 revealed that the service of highest concern among resident in rural communities was public transport – an item that was not even on the municipality's agenda for that year.
- In Maputo, Mozambique, safety and security top the list of residents' concerns in a 2007 consultative report card survey.
- In Kenya, Tanzania, Uganda, Zambia and Zimbabwe, communities are testing a training companion on participatory budgeting, provided by the UNDP and MDP-ESA, to guide residents and municipal government on practical spending for development.



ANSA-Africa is a growing network, jointly created by the World Bank and the Human Sciences Research Council of South Africa, to advocate across the continent of Africa for citizen involvement in demand-side governance initiatives – particularly in how governments spend budget at community level

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AFFILIATED NETWORK FOR SOCIAL ACCOUNTABILITY

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