

Building a Fiscal Transparency Ecosystem

Impact Report

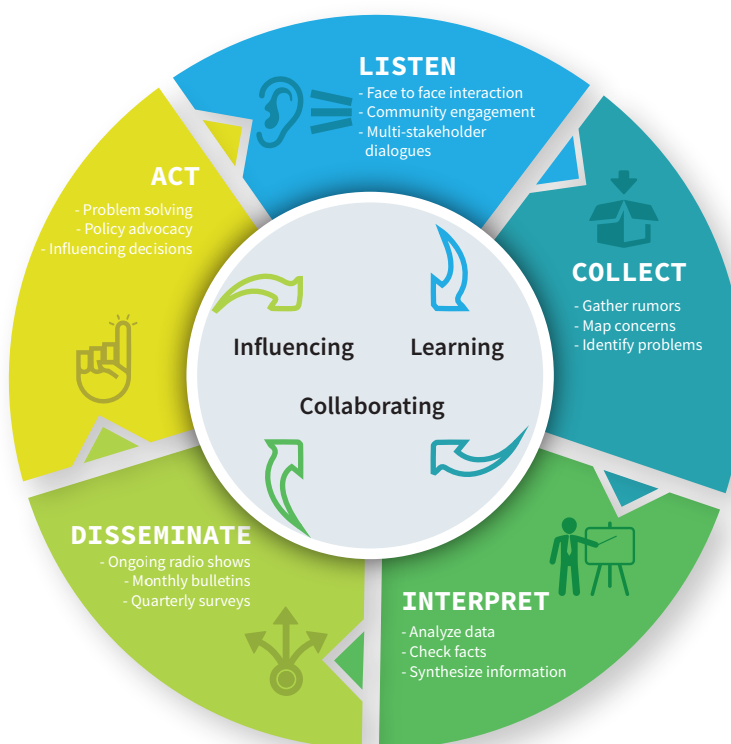
Nepalgunj Sub-metropolitan City

2018 - 2019

Citizen Helpdesks

CLOSING FEEDBACK LOOPS AND BUILDING ACCOUNTABILITY IN COMMUNITIES

The Citizen Helpdesks are a pioneering citizen feedback, dialogue and community voice platform to ensure accountability in the development process. The Helpdesks have now collected critical information from hundreds of communities across Nepal, solving daily problems for citizens and closing the loop on challenges related to everything from disaster response, to migration, to fiscal transparency, election and local governance.



Communities select dedicated groups of volunteers- **Community Frontline Associates**- led by local journalists and youth activists, who act as two-way information collection and dissemination units. The CFAs gather information on critical problems on a regular basis through community surveys, daily interactions, mini meetings and town hall meetings, relaying this information to our dedicated teams who coordinate with local and national power-holders.

Validated information on these issues is fed back down to communities through local radio shows, town hall meetings and info-graphics in local languages, facilitating conversations about key local concerns and working with partners to solve problems. This process is used to ensure that everyone understands how and when development will take place, to build accountability into local decision-making in real-time, and to close the feedback loop between citizens, governments, the media and the private sector.

Introduction

Fiscal Transparency

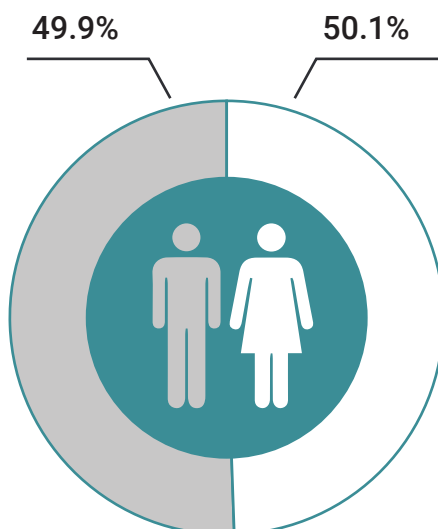


After the local level elections in 2017, Citizen Helpdesks started working closely with the local government units in Nepalgunj Sub-Metropolitan City supporting to build a fiscal transparency ecosystem. The Community Frontline Associates (CFAs) are bridging the gap between local government and citizens by engaging them in dialogues and building their trust among each other. The process of openly sharing the budget and activities regarding local level development and planning have become smoother while citizens are also actively providing feedback to it. The radio programs, citizen insider (bulletin), films, theater and surveys are some of the tools used to raise the awareness and empowerment of the citizens including youth and engage them in the process.

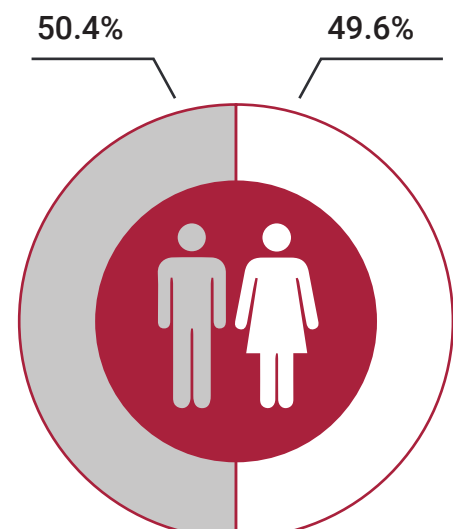
In order to measure the effectiveness of the Fiscal Transparent Ecosystem Program, conducted by the Accountability Lab Nepal in association with BAS and the support from the American Embassy in the 12 wards of Nepalgunj Sub-metropolitan city, a baseline survey was conducted for 10 days from 14th November 2018 to 23rd November 2018. Similarly, an end-line survey was also conducted from 15th September 2019 to 24th September 2019 for another 10 days. In both of these surveys, 500 respondents were randomly selected from all 12 wards.

To better understand the public's perception towards their local government, equal participation among male and female respondents was prioritized. In the baseline survey, 49.6% of the respondents were female and 50.4% of the respondents were male, while in the end-line survey, 50.1% of the respondents were female and 49.9% of the respondents were male. Also, to better analyze the results of both the surveys, similar classes and communities of people were targeted in both phases.

Baseline Survey

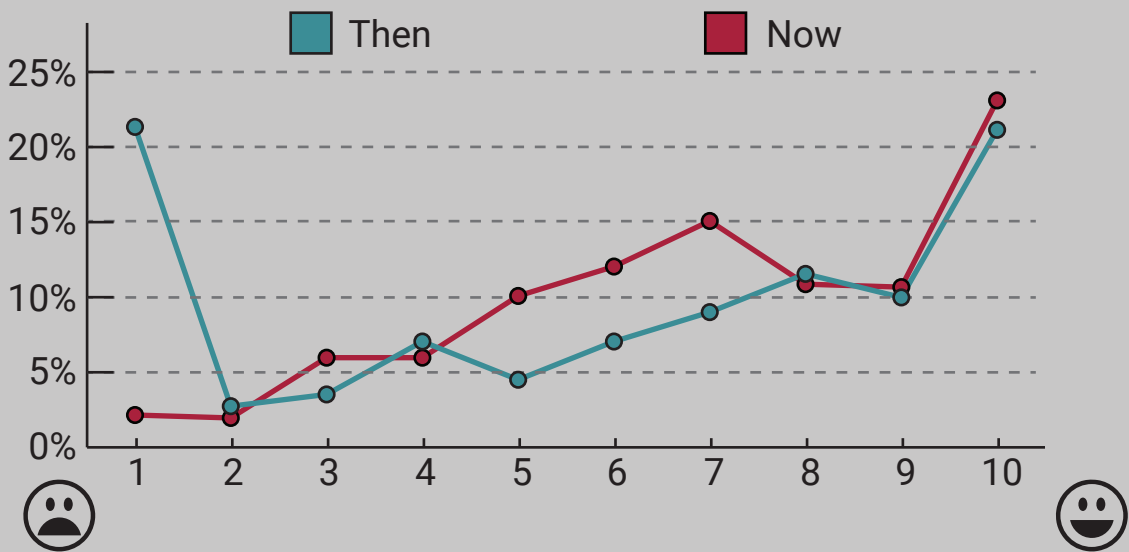


Endline Survey



1. Citizen's satisfaction towards local government:

In the past year, we can see significant increase in citizen's satisfaction towards the local government.



2. Awareness about the services provided by ward office and the sub-metropolitan office:

Then

Ward

Now



32 %

were aware



68 %

were unaware



57 %

were aware



43 %

were unaware

Sub-metropolitan city



11 %

were aware



89 %

were unaware



43 %

were aware

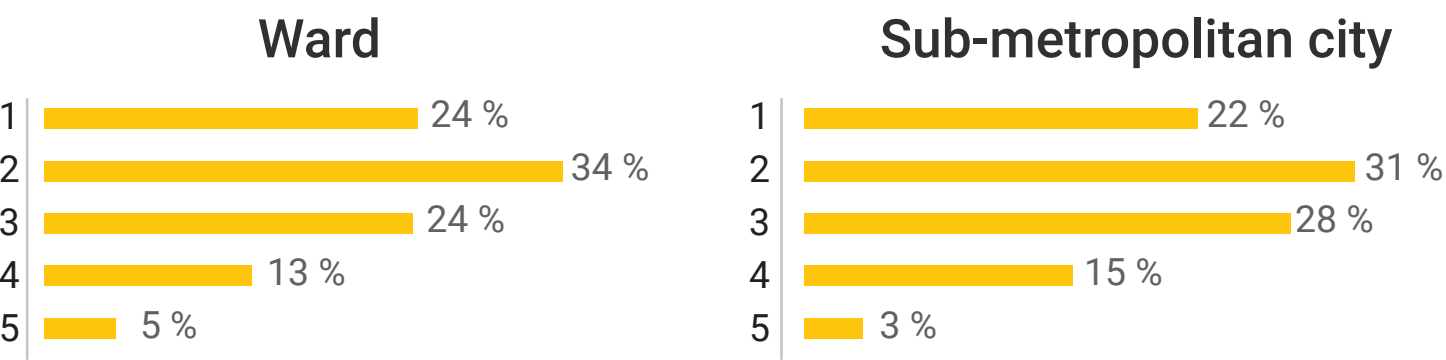


57 %

were unaware

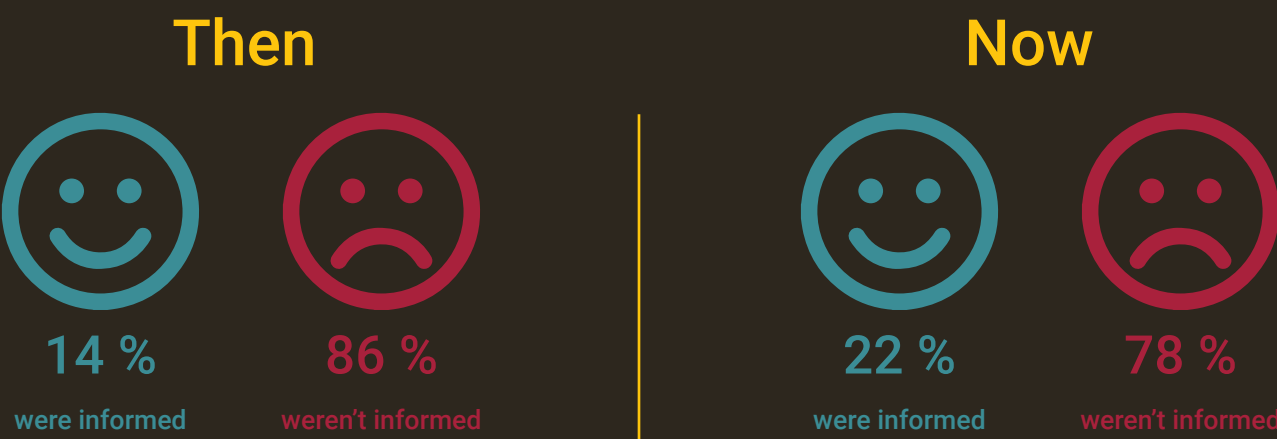
It was seen that the number of people who were aware about the services provided by their ward offices by 25%. Similarly, the number of aware people about sub-metropolitan office's services had increased by 37%.

3. How do local representatives react to citizen feedback?



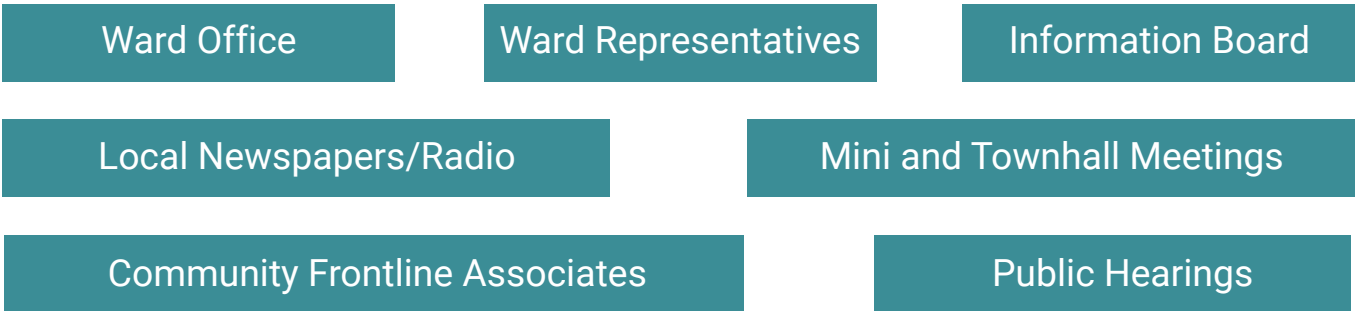
Most elected representatives have shown to have a positive reaction towards citizen’s feedback.

4. Awareness about budget formulation and planning in ward level:

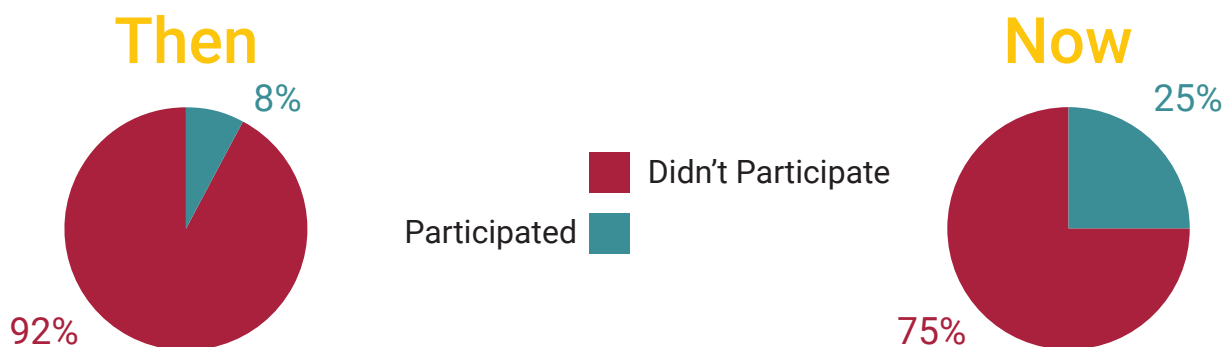


The total number of informed people concerning budget formulation and planning in their wards have increased by 8 %.

Primary Sources of Infromation Regarding Budget Formulation and Planning



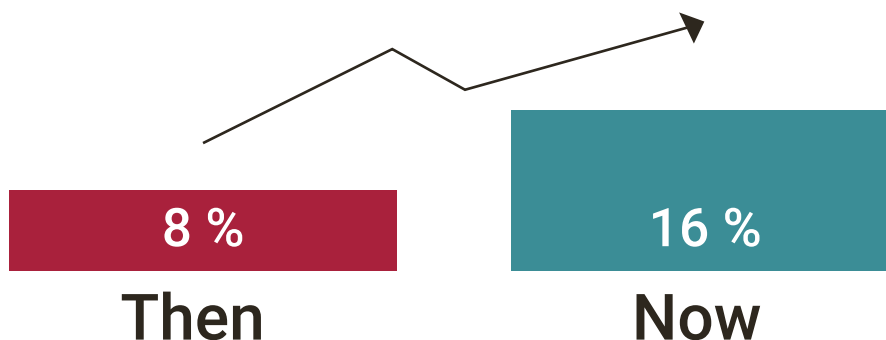
5. Citizen Participation in budget formulation and planning in ward level:



The number of people participating in ward level budget formulation and planning have increased by 17%.

Among them, 81% of them believed their concerns were addressed in the discussion.

6. Awareness about ward's expenses:



The number of people who were informed about their ward's expenses have increased by 8%.

7. Feedback to local government:



Among the respondents, the total number of people who gave feedback to their local government increased by 3%.

8. Change in citizen's perception towards their local government:

Citizen are now more informed

Improvement in ward's services

Development has increased



The most highlighted issues (road, drainage and garbage management) are being addressed properly.

Citizen's are more trusting towards their local government

The Accountability Lab makes governance work for people everywhere by supporting active citizens, responsible leaders and accountable institutions.

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