**FFP Strategy Consultations**

**Social Accountability and Governance**

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*Definition of social accountability*

Social accountability is an integral component of good governance. It relates to the enabling environment for citizens, public service users and program beneficiaries to demand better responsiveness and accountability from policy makers, program implementers and public service providers. More specifically, social accountability is about the processes, approaches, and tools by which ordinary citizens, who are the users of public basic services, voice their needs and preferences, demand improved and effective public basic services, and hold public officials and service providers accountable for weak- or non-performance. Thus, it is about strengthening the demand side of good governance.

However, as a key element of good governance, on the supply side, social accountability also requires that government officials and public service providers develop and establish feedback and response mechanisms and procedures to listen to citizens’ grievances and demands and to respond appropriately in a timely manner and be answerable to citizens for non or inadequate performance and responses.

Thus the successful application of social accountability principles and practices for better service delivery outcomes would require strengthening both the demand and supply side of good governance.