

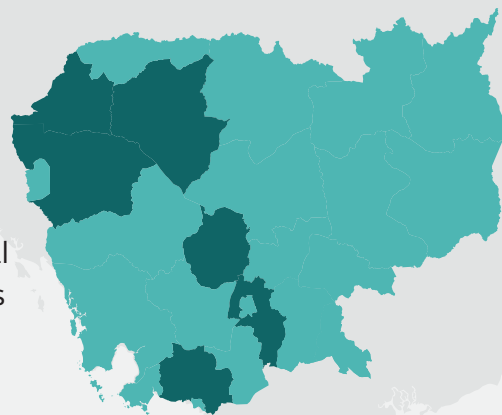


INNOVATIONS FOR Social Accountability in Cambodia (ISAC)

PROJECT OVERVIEW

ISAC is a five-year (2019-2024) project funded by the United States Agency for International Development (USAID), implemented by FHI 360, with its partners Development Alternatives Incorporated (DAI) and Internews, working in parallel with the second phase of the Implementation Plan for Social Accountability (ISAF 2). ISAC supports demand side social accountability activities through grantee partners in 47 sangkats in seven municipalities of six provinces:

**Battambang • Banteay Meanchey (Poi Pet and Serey Sophorn),
Siem Reap • Kampot • Kandal (Ta Kmao) • Kampong Chhnang**



PROJECT DESCRIPTION

ISAC demand-side support will consist of the following four objectives:



OBJECTIVE 1

Improved access to information on government decisions and processes, and the planning, spending, and investment of public funds

ISAC will disseminate information to citizens on public services, service standards, and budget allocations, to promote broader understanding of and participation in social accountability activities. As a result of improved information access, citizens will be better able to participate in ISAC's priority setting and service monitoring activities.



OBJECTIVE 2

Increased citizen participation and collective initiative to increase accountability for public services

ISAC will train and work with its provincial Implementation Partners in design thinking and help them use these methods to increase citizen-led engagement in Innovation Workshops in each of the targeted areas. ISAC will share lessons learned with ISAF Phase II partners, to showcase its design thinking approach that catalyzes citizen engagement, and best practices on implementing its approach within ISAF's operational guidance.



OBJECTIVE 3

Increased utilization of new or existing technologies enabling citizen engagement to increase accountability for public services

ISAC will link its programming with the technology ecosystem to extend and amplify social accountability initiatives. ISAC will apply Do No Harm (DNH) principles to inform the design and implementation of its technology-based activities to help safeguard its partners, participants, and staff, and the ISAC team will use adaptive management to respond quickly to changes in the local technology context.



OBJECTIVE 4

Education and outreach to raise awareness of accountability and integrity in public administration

ISAC will assist NGO partners' work on increasing the availability, accessibility and reliability of public information on public services.

EXPECTED RESULTS

The following are illustrative ISAC results during the five year period:

- Government-sourced information on national and sub-national budgets, planning, and spending more available to citizens
- Citizen knowledge of local government functions and responsibilities for budgeting, planning, and services increased
- Citizen-generated information on government decisions, processes, and performance increased and shared
- Citizen-driven community and local solutions, to engage and provide feedback to local government, increased
- Coalitions between and among associations, councils, and other civil society groups expanded
- Dialogues between the Royal Government of Cambodia (RGC) and CSOs on local government accountability increased
- Technological tools to strengthen accountability for local public services created or adapted
- CSO knowledge and awareness of new and existing technological tools, to strengthen accountability for local public services, increased
- Citizen capacity to use new and existing technological tools strengthened
- Platform to aggregate, analyze, and report local accountability data created or strengthened
- Safe digital platform for credible information on accountability created
- Knowledge and awareness of digital platforms for local accountability data and credible information on accountability increased
- Capacity of organizations/CSOs to analyze and disseminate data and information strengthened

FOR MORE DETAILS, PLEASE CONTACT:

Mr. Lee Forsythe

LForsythe@usaid.gov

Democracy and Governance Officer
USAID/Cambodia

Mr. Bishnu Sapkota

bsapkota@fhi360.org

Chief of Party, ISAC
FHI 360/Cambodia



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