



Concept Environmental and Social Review Summary

Concept Stage

(ESRS Concept Stage)

Date Prepared/Updated: 04/06/2023 | Report No: ESRSC03481



BASIC INFORMATION

A. Basic Project Data

Country	Region	Project ID	Parent Project ID (if any)
Cambodia	EAST ASIA AND PACIFIC	P178921	
Project Name	Integration of Social Accountability into National and Subnational Systems Phase II		
Practice Area (Lead)	Financing Instrument	Estimated Appraisal Date	Estimated Board Date
Social Sustainability and Inclusion	Investment Project Financing		4/24/2023
Borrower(s)	Implementing Agency(ies)		
Royal Kingdom of Cambodia	National Committee for Sub-National Democratic Development Secretariat (NCDDS)		

Proposed Development Objective

To improve the performance of public service providers through the development and institutionalization of national and subnational government systems for improved transparency, strengthened citizen engagement, and responsive action.

Financing (in USD Million)	Amount
Total Project Cost	4.00

B. Is the project being prepared in a Situation of Urgent Need of Assistance or Capacity Constraints, as per Bank IPF Policy, para. 12?

No

C. Summary Description of Proposed Project [including overview of Country, Sectoral & Institutional Contexts and Relationship to CPF]

This project is proposed as a follow-on phase of support for the “supply side” activities of social accountability currently implemented under an RETF-supported project, Integration of Social Accountability into National and Subnational Systems (P173527). This supplemental financing will: (a) continue to encourage national and subnational authorities to engage with citizens and enable them to provide information that citizens can use to hold public service providers accountable for service delivery, as well as to build the understanding and capacity of service providers to



respond to feedback from citizens; and (b) further support the institutionalization of the related structures, systems and processes for improved transparency, strengthened citizen engagement and responsive action in line with related priority activities under the recently approved National Program on Sub-National Democratic Development Phase 2 (2021-2030) (NP2).

As with the first project, an annual cycle of social accountability activities will be clustered into five program components: (1) Transparency and access to information, (2) Citizen monitoring, (3) Implementation of Joint Accountability Action Plans (JAAPs), (4) Capacity development, and (5) National and Subnational Coordination and Support. As the main coordinator and supporter of supply-side ISAF activities, the National Committee for Sub-National Democratic Development Secretariat (NCDDS) will be the main implementing agency for the proposed project, providing support at a national level and downward through the levels of subnational government.

D. Environmental and Social Overview

D.1. Detailed project location(s) and salient physical characteristics relevant to the E&S assessment [geographic, environmental, social]

This project is proposed as a follow-on phase of support for the “supply side” activities of social accountability currently implemented under an RETF-supported project, Integration of Social Accountability into National and Subnational Systems (P173527). This supplemental financing will: (a) continue to encourage national and subnational authorities to engage with citizens and enable them to provide information that citizens can use to hold public service providers accountable for service delivery, as well as to build the understanding and capacity of service providers to respond to feedback from citizens; and (b) further support the institutionalization of the related structures, systems and processes for improved transparency, strengthened citizens engagement and responsive action in line with related priority activities under the recently approved National Program on Sub-National Democratic Development Phase 2 (2021-2030).

A separate, complementary RETF-supported project implemented by World Vision, Engaging Citizens to Improve Service Delivery Through Social Accountability (P176230) and proposed Additional Financing focus on strengthening the “demand side” of social accountability by enabling citizens to become more knowledgeable about public services so they can more actively engage with service providers and demand improvements to services. Implementation of the “supply-side” and “demand-side” activities are and will continue to be closely coordinated.

The proposed project (and the complementary demand-side project and related proposed additional financing) will continue to focus mainly on commune councils, health centers and primary schools, as well as expand to include On-Demand ID Poor Services. The proposed project will cover 17 target provinces (465 communes/sangkats in 55 districts/municipalities in 10 provinces). These provinces are: Banteay Meanchey, Kampong Chhnang, Kampong Thom, Kandal, Kep, Preah Sihanouk, Preah Vihear, Prey Veng, Siem Reap, and Svay Rieng; Pursat, Kampot, Oddar Meanchey, Pailin, and Tbong Khmum; Battambang, Kampong Cham. And in some of these provinces (i.e. Pursat, Siem Reap, Preah Vihear, Battambang), there is presence of indigenous peoples.

D. 2. Borrower’s Institutional Capacity

National Committee for Sub-National Democratic Development Secretariat (NCDDS) has past and present experience as an implementing agency for World Bank-financed projects such as the Land Allocation and Social Economic Development (LASED) project and recently approved Cambodia Nutrition Project. ESF performance for the existing ISAF project is also rated satisfactory. As such they have developed and effectively implemented World Bank-



approved social and environment safeguard instruments. NCDDS has individuals who have been trained in World Bank safeguard policies and instruments as well as the Environment and Social Framework (ESF). As part of support experience of supporting the World Bank financed project, NCDDS has been involved in development and implementation of a Citizen Engagement Framework and grievance mechanisms which meets the meaningful engagement aspects of stakeholder engagement standard of the ESF.

II. SCREENING OF POTENTIAL ENVIRONMENTAL AND SOCIAL (ES) RISKS AND IMPACTS

A. Environmental and Social Risk Classification (ESRC)

Low

Environmental Risk Rating

Low

The risk from the proposed AF activities is low. There are no activities planned that have a physical footprint and / or environmental dimensions and implications resulting from technical assistance or policy development. The project will focus on improving public service delivery to citizens, and not invest in physical infrastructure facilities or developing policies/regulations that may cause, from its implementation, adverse impacts to environment and/or ecosystems.

Social Risk Rating

Low

The social risk is classified as low. The overall design and objectives of the project are to empower all citizens to participate in holding public service providers accountable for the quality-of-service delivery. Core indicators for the project will therefore include measures as to its ability to include stakeholders that are typically excluded from decision-making on the use of public resources such as indigenous peoples, poor households, people with disabilities, women and youth. In particular, this proposed additional financing (AF) will also draw on lessons from implementation of the preceding projects to enhance social inclusion, particularly through increased participation and influence of the most marginalized citizens in the ISAF process and ensuring that their feedback is provided as input to the local decision-making process. Given this, insufficient inclusion of disadvantaged groups in the project is not so much a risk, but would rather be a failure of the project to achieve its objectives. Furthermore, the project as well as the AF will focus on support to national and subnational authorities to engage with citizen and build their capacity and institutionalization, and there is no anticipated civil works. Therefore, the potential adverse risks to and impacts on people are most likely to be minimal or negligible.

B. Environment and Social Standards (ESSs) that Apply to the Activities Being Considered

B.1. General Assessment

ESS1 Assessment and Management of Environmental and Social Risks and Impacts

Overview of the relevance of the Standard for the Project:

This project is proposed as a follow-on phase of support for the “supply side” activities of social accountability currently implemented under an RETF-supported project, Integration of Social Accountability into National and Subnational Systems (P173527). This supplemental financing will: (a) continue to encourage national and subnational authorities to engage with citizens and enable them to provide information that citizens can use to hold public service providers accountable for service delivery, as well as to build the understanding and capacity of service providers to respond to feedback from citizens; and (b) further support the institutionalization of the related



structures, systems and processes for improved transparency, strengthened citizens engagement and responsive action in line with related priority activities under the recently approved National Program on Sub-National Democratic Development Phase 2 (2021-2030) (NP2).

No adverse social and environmental risks and impacts are anticipated as a result of the proposed AF, and as the project is one of engagements for social accountability a number of benefits are expected. These benefits relate to improved performance of public service providers through improved transparency, strengthened citizen engagement and responsive action. Other than the Environmental and Social Commitment Plan (ESCP), no specific environmental and social instruments are required / will be produced for this project. Under the current project, ESCP has been implemented and updated. The performance rating for ESCP of the ongoing project has been satisfactory to date. As for the GRM, NCDDS has developed an initial draft of the GRM that will be used for all NCDDS-implemented projects, including this proposed project (P178921) as well as the ongoing project (P173527). The Bank reviewed the draft GRM and suggested some additional points to ensure that the GRM is consistent with the Bank’s requirements in ESS10. The draft NCDDS’s GRM is being reviewed by its management. Once it is approved, the Bank will continue to monitor its implementation to ensure that it is functioning and will respond to concerns and grievances of project-affected parties in a timely manner.

Areas where “Use of Borrower Framework” is being considered:

There are no areas where the Borrower’s E&S Framework will be considered.

ESS10 Stakeholder Engagement and Information Disclosure

This Standard is relevant. The nature of the project is to ensure meaningful engagement of all groups, in particular participation from any marginalized and vulnerable groups, towards greater accountability of public service providers. Of equally importance is the need to engage other relevant stakeholders including CSOs and NGOs. The project aims to explicitly institutionalize an annual public feedback mechanism for four of the most pervasive public service providers, and possibly more, that will go beyond a basic grievance mechanism, but rather become a dynamic means of citizen engagement in the delivery of public services that will allow for citizens to provide feedback directly to service providers as well as to their local commune councils and district administrations. At the core of the project design, and the AF, is a network of Community Accountability Facilitators (CAFs) whose role it is to inform citizens of their rights and to support and organize citizens to express their views on public services. Lessons from the use of an Indigenous Peoples Protocol and associated engagement tools (i.e., indigenous group CAFs and indigenous language audio and video) continue to be integral to project design as well the lessons regarding the inclusion of men (who participated less than women in ISAF I) and people from more remote villages. As the design of the project and the AF is explicitly one of stakeholder engagement and social inclusion, and its aim is to build a sustainable mechanism for citizen feedback on the quality of government services, a standalone stakeholder engagement plan with grievance procedure will not be needed. Any engagement requirements, to ensure that participation is inclusive and adopts approaches to address physical distance, language and other possible barriers, will be captured in the ESCP.

B.2. Specific Risks and Impacts

A brief description of the potential environmental and social risks and impacts relevant to the Project.

ESS2 Labor and Working Conditions

Public Disclosure



This Standard is relevant. The project will involve direct workers, consultants, interns and community facilitators. The main activities of these workers will be the provision of information, organization of meetings, travel between communities for meetings and training. These are basic activities common to most development projects. The main safety risk is road safety related to the frequent travel from community to community. No labor related adverse risks and impacts are anticipated. The client (NCDDS) has developed its own Standard Operating Procedures (SOP)/Operations Policies and Procedures (OPP) Manuals that address issues related to labor and working conditions. The SOP/OPP apply to all projects implemented by NCDDS. This SOP/OPP will be subject to review and updates to ensure that they are consistent with national legislation and ESF requirements. . The Bank continues to monitor the implementation of these policies and procedures through client’s implementation of the ESCP, to ensure compliance with the Bank’s requirements and ESS2. The policies and procedures and revisions, including the worker grievance procedure, will be communicated to all workers to ensure they are aware of their rights and benefits. Training will be provided on health and safety, specifically road safety, while working remotely.

ESS3 Resource Efficiency and Pollution Prevention and Management

This Standard is not relevant. The project activities will neither involve in using and/or depleting scarce natural resources nor generating negative environmental impacts in a short, medium and long run. If the public services are improved, it is likely reducing travel times, thus contribute to reducing traffics in the city/area where the service is provided.

ESS4 Community Health and Safety

This standard is not relevant. No adverse community health and safety impacts are anticipated as a result of project activities. It is anticipated that health service deliveries will be better targeted, ensuring better health outcomes for all groups.

ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

This standard is not relevant. The activities for this project will not require the acquisition or conversion of any land nor will the activities restrict access to resources.

ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources

This standard is not relevant. The project aims at improving service delivery of public service providers through citizen engagement. It will not involve any civil works or other activities that might adversely impact biodiversity or living natural resources.



ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities

This Standard is relevant. The nature of the project is to ensure meaningful engagement of all groups, including participation from ethnic minorities and indigenous peoples, in providing feedback on the quality of public services. The activities will not adversely impact any communities, but rather provide them with opportunities they would not otherwise have for influencing the quality of the public services they are entitled to as citizens. There is potential for vulnerable groups to benefit in terms of local development activities as their unique needs will be better understood by services providers and efforts to take action to address these needs will be encouraged through the project as well. As part of the ongoing implementation of the demand side project (P172630), Indigenous Peoples Engagement Protocol and associated tools have been developed, building on past experience of ISAF implementation. The Protocol, which is consistent with the principle of the ESS7 addresses specific requirements on engagements to ensure accessibility and inclusion, including approaches to address physical distance, language and other possible barriers. The Protocol includes requirements for recruitment of facilitators from indigenous communities to ensure effective communication and address languages barriers between the project and them, and thus will be used as a vehicle to ensure that indigenous peoples can access project benefits in a manner that is accessible, culturally appropriate and inclusive. The facilitators from indigenous backgrounds will help to facilitate indigenous peoples' access to the project's grievance redress mechanism in a culturally appropriate manner.

Learning from the ongoing implementation of the Project, it is fundamental that the project monitoring and evaluation framework captures and monitors further project performance regarding social inclusion of indigenous peoples and other vulnerable groups, where appropriate. In particular, the Bank will continue to supervise the implementation of the Protocol throughout project implementation.

ESS8 Cultural Heritage

This standard is not relevant. The activities from the project are not expected to result in any adverse risks and impacts to tangible or intangible cultural heritage or access to those.

ESS9 Financial Intermediaries

This standard is not relevant. The project will not make use of a financial intermediary.

C. Legal Operational Policies that Apply

OP 7.50 Projects on International Waterways No

OP 7.60 Projects in Disputed Areas No

III. WORLD BANK ENVIRONMENTAL AND SOCIAL DUE DILIGENCE

A. Is a common approach being considered? No

Public Disclosure



Financing Partners

No other financing partners anticipated.

B. Proposed Measures, Actions and Timing (Borrower’s commitments)

Actions to be completed prior to Bank Board Approval:

Update the existing ESCP, where relevant, to ensure that environmental and social risks/impacts are captured and well managed.

Possible issues to be addressed in the Borrower Environmental and Social Commitment Plan (ESCP):

The current ESCP will need to be updated to reflect the expanded activities to district level. However, the updates will be minimal and the ESCP will contain key environmental and social mitigation actions that center on ensuring sufficient resources to manage environmental and social risks, including monitoring and reporting on ES implementation, implementation of the LMP and OHS, ensuring effective and functioning GRM, as well as implementation of the Indigenous Protocol.

IV. CONTACT POINTS

World Bank

Contact:	Benjamin Burckhart	Title:	Senior Social Development Specialist
Telephone No:	5721+8051 / 237-222-508051	Email:	bburckhart@worldbank.org

Borrower/Client/Recipient

Borrower: Royal Kingdom of Cambodia

Implementing Agency(ies)

Implementing Agency: National Committee for Sub-National Democratic Development Secretariat (NCDDS)

V. FOR MORE INFORMATION CONTACT

The World Bank
1818 H Street, NW
Washington, D.C. 20433
Telephone: (202) 473-1000
Web: <http://www.worldbank.org/projects>

VI. APPROVAL

Task Team Leader(s):	Benjamin Burckhart
Practice Manager (ENR/Social)	Muthukumara S. Mani Recommended on 04-Apr-2023 at 19:58:15 EDT

Public Disclosure

