



Project Information Document/ Identification/Concept Stage (PID)

Concept Stage | Date Prepared/Updated: 10-Apr-2023 | Report No: PIDC263524



BASIC INFORMATION

A. Basic Project Data

Project ID	Parent Project ID (if any)	Environmental and Social Risk Classification	Project Name
P178921		Low	Integration of Social Accountability into National and Subnational Systems Phase II
Region	Country	Date PID Prepared	Estimated Date of Approval
EAST ASIA AND PACIFIC	Cambodia	10-Apr-2023	
Financing Instrument	Borrower(s)	Implementing Agency	
Investment Project Financing	Kingdom of Cambodia	National Committee for Sub-National Democratic Development Secretariat (NCDDS)	

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PROJECT FINANCING DATA (US\$, Millions)

SUMMARY

Total Project Cost	4.00
Total Financing	4.00
Financing Gap	0.00

DETAILS

Non-World Bank Group Financing

Trust Funds	4.00
Miscellaneous 1	4.00

B. Introduction and Context

Country Context

Cambodia emerged in the mid-1990s from a devastating civil conflict as one of the world’s poorest countries, with economic capacity and key infrastructure severely damaged, social cohesion deeply compromised, a population traumatized, and social institutions in disarray. Distrust was prevalent among



communities, and between citizens and government. The subsequent two decades of relative political stability and reduced violence allowed Cambodia to start to rebuild social institutions, experience robust economic growth and achieve significant poverty reduction. Over the period 1997-2017, Cambodia's economy grew at an annual average rate of 7.9 percent, largely driven by exports of goods and tourism. Cambodia's economy has been among the fastest-growing in the world, propelling the country to achieve lower middle-income status in 2015. Growth remained strong in 2018 and 2019, at 7.5 percent and 7.1 percent, respectively.

The prolonged and strong growth since the mid-1990s has significantly reduced poverty. The poverty headcount ratio fell from 33.8 percent in 2009 to 17.8 percent in 2019.[1] Almost two million Cambodians, many living in rural areas, escaped poverty. Living standards also improved, helping Cambodia to narrow urban-rural gaps. Housing conditions improved with more durable dwellings, and the proportion of households with access to electricity more than tripled from 26 percent in 2009 to 86 percent in 2019, with rural households seeing a seven-fold increase. Access to improved water almost doubled from 44 percent to 74 percent, and access to improved sanitation more than doubled from 35 percent to 83 percent. Increased ownership of communication devices, transport assets, and household appliances are further evidence of rising living standards.

The hard-won progress was fragile, however, as many households that escaped poverty did so by only a small margin, remaining highly vulnerable to even small shocks to income and/or consumption. In 2020, the global Covid-19 pandemic caused Cambodia's main engines of growth to stall, and gross domestic product (GDP) contracted for the first time in 25 years, by 3.1 percent. Cambodia's key merchandise exports contracted by 8.1 percent, and the tourism sector, which is estimated to have contributed about 15 percent of pre-pandemic GDP, saw international arrival numbers dropping by 80 percent in 2020. In 2021, real GDP growth recovered modestly to a rate of 2.2 percent and is projected to further recover to 4.5 percent in 2022 and 5.5 percent in 2023, but there are still serious pandemic-related downside risks. The pandemic-induced economic contraction hit the poor and near-poor the hardest, reversing some of the earlier poverty reduction progress and pushing many vulnerable households back into poverty. The effects have been felt across the consumption distribution, but particularly by the bottom 20 percent. As a result, both poverty and inequality have increased.

[1] Ministry of Planning, 2021. Poverty in Cambodia – Setting the Poverty Line. Phnom Penh.

Sectoral and Institutional Context

Enhancing public sector capacity to deliver public services effectively and accountably is critical to meeting the evolving needs of citizens and the private sector. Governance remains an issue in Cambodia, which scores considerably lower than other ASEAN countries according to the Worldwide Governance Indicators.[1] From 2011 to 2021, little progress was made in the area of control of corruption, while there has been a decline in the country's ranking in voice and accountability. While some progress has been made, the bribery incidence (affecting 63 percent of reporting firms in 2016) remains by far the highest among peer countries



suggesting that governance issues have a negative impact on both public sector services and the growing private sector. The capacity of public institutions continues to be weak, impacting the key regulatory functions, civil service, and the efficiency of public resource management. The decentralization reforms described below require concerted measures to better equip subnational administration with the capacity and resources to deliver quality local services in an efficient, inclusive, transparent and accountable manner.

Since the early 2000s, the Royal Government of Cambodia (RGC) has pursued subnational democratic development as a central plank for improved governance in Cambodia. To strengthen access to, and the quality of public services, and to enable government to be more responsive to the needs of citizens, the RGC began subnational governance reforms with the passage of the Law on Management of Commune and *Sangkat* Administration in 2001, and direct elections of commune/*sangkat* councils in 2002. The RGC's *Rectangular Strategy for Growth, Employment, Equity and Efficiency* (2004) featured decentralization and deconcentration as crucial to strengthening governance. Building on the successful reforms at the commune/*sangkat* level, the RGC elaborated its Strategic Framework on Decentralization and Deconcentration Reform in 2005, which focused on reforms for the election of district, provincial, and commune councils, and the creation of unified subnational administrations to support these councils. In 2008, RGC promulgated the Law on Administrative Management of the Capital, Provinces, Municipalities, Districts and *Khans* to provide the legal basis to extend subnational governance reforms to the capital and provincial level, and to the district, municipal, and *khan* administration levels.

To advance these reforms, the RGC has adopted a series of programs and strategic plans over the past ten years. The National Program for Subnational Democratic Development (NPSNDD) 2010–2019 was adopted in 2010 to establish a “vibrant, democratically-elected and locally accountable subnational governance system,” supported by local budgets to empower councils and effective citizen engagement in local decision-making. This Program was completed by the adoption in 2013 of the Strategic Plan on Social Accountability for Subnational Democratic Development, which aimed to improve public service delivery and strengthen relations between the state and citizens, and ultimately enhance local development and accountable and effective governance. In 2014, a related Implementation Plan for the Social Accountability Framework (ISAF) covering the 2015-2018 period was developed as a joint initiative by the National Committee for Subnational Democratic Development (NCDD) and civil society organizations (CSOs) in Cambodia and was subsequently incorporated into the NPSNDD's second 3-year implementation plan (2015-2018). A second phase of ISAF (ISAF II), covering the 2019-2023 period, was developed through a consultative process involving government, development partners, and civil society, and launched in 2019. Lastly, the second phase of the NPSNDD (NP2), covering the period 2021-2030, was approved in December 2021. NP2 focuses on social accountability under Component 2: Subnational Administration (SNA) Structures and Systems, including through strengthening, revising and implementing the working relationships and accountability of SNAs (Output 2.4). To achieve this, NP2 sets out four priority activities: strengthening SNA's relationship with and accountability to citizens, strengthening mechanisms to provide information to citizens, making use of information technology to disseminate information to citizens, and strengthening the mechanism for receiving requests and proposals from citizens.



Over the past 20 years, the World Bank (WB) has been supporting the development and strengthening of institutions and processes of local governance in Cambodia using a two-pronged approach covering both the supply and the demand sides. On the *supply side* of governance, the Rural Investment and Local Governance Project, originally approved in 2003 with Additional Financing approved in 2007, provided investment and technical support to the budgetary and administrative framework of the then newly created commune/*sangkat* councils, including establishing and promoting participatory processes, such as participatory planning and information sessions that allow citizens to engage in and contribute to the development of the Commune Investment Program (CIP). CIPs are now the established annual process of the RGC for developing commune/*sangkat* budgets. The proposed operation will seek to further strengthen the participatory elements of CIP development, as described below.

On the *demand side* of governance, the WB has financed interventions to enable civil society to hold public officials accountable for the performance of their duties. In 2006, the WB provided trust-funded support to the Program to Enhance Capacity in Social Accountability (PECSA) in Cambodia, which introduced and tested social accountability approaches that had been successful in other Asian countries. The program first organized social accountability schools and training programs that were available to a range of government and nonstate actors. PECSA then provided small grants to allow nonstate actors to test various social accountability tools, including village forums to share access to information; tools to monitor service provision, such as Community Scorecards and citizen report cards; and programs that allowed state and nonstate actors to implement development projects jointly. The approaches introduced under PECSA were expanded under the WB-funded Demand for Good Governance Project (DFGG) that was implemented from 2007 to 2011.

More recently, WB support to the RGC's governance reforms has evolved into the systematic, nation-wide (albeit in phases) inclusion of social accountability mechanisms in decision-making over and monitoring of public service provision at the local level. Two ongoing projects supporting the supply and demand side, respectively, focus on commune/*sangkat* administrative services, primary schools, and health centers. The proposed operation will continue this trend by expanding WB support to a wider geographic area and a wider range of public services, as outlined below.

Some of the key outcomes of the RGC's governance reforms to date include (i) an increased emphasis accorded to social accountability by policy makers, (ii) strengthened government-civil society engagement, (iii) increased engagement between citizens and service providers at the local level, and (iv) incremental improvements in service delivery. The inclusion of accountability of SNAs to citizens as an expected output of NP2, and the related priority activities, is evidence of the importance that social accountability is gaining among policy makers at the central level. The recent mid-term review (MTR) for the two ongoing WB-supported operations supporting ISAF, *Integration of Social Accountability into National and Subnational Systems* (P173527) and *Engaging Citizens to Improve Service Delivery Through Social Accountability* (P176230), also collected substantial qualitative evidence of government ownership of ISAF at the provincial, district and commune/*sangkat* levels, including through financial commitments to finance the implementation of ISAF activities. In addition, a new Sub-Degree recently agreed between the Ministry of Interior (MoI) and the Ministry of Economy and Finance (MEF) that is currently under review by the Deputy



Prime Ministers of both ministries will require the allocation of 25 percent to 30 percent of communes' /*sangkats*' budgets (equivalent to around US\$20,000 to US\$30,000 per year) for social activities (including ISAF).

The establishment of the ISAF Partnership Steering Committee (PSC) is one of the defining features of ISAF, and a model for collaboration and coordination among and between supply- and demand-side stakeholders. The PSC is composed of an equal number of government and civil society stakeholders, and provides a platform for the RGC and CSOs to make decisions and ensure joint oversight of the implementation of ISAF. The recent MTR also collected substantial anecdotal evidence of how the provision of information to citizens is creating a new dynamic and having an energizing effect on communities, encouraging citizens to provide feedback on the quality of services, facilitating dialogue between citizens and service providers on service performance, and leading to improvements in services as well as increased trust between citizens and service providers.

[1] <https://info.worldbank.org/governance/wgi/>

Relationship to CPF

The current Country Partnership Framework for the Kingdom of Cambodia, 2019-2023, which was extended by one year to 2024 with the Performance and Learning Review (PLR) of 2022, includes a cross-cutting theme on *strengthening governance, institutions and citizen engagement*. The CPF notes that the WB will continue to invest in social accountability in health, education, and commune administration services, while also expanding to include new public services such as district administration, water and sanitation, urban/municipal services and other areas of support, including through the World Bank's broader support for decentralization efforts. Two Recipient Executed Trust Funded (RETF) projects, the *Integration of Social Accountability into National and Subnational Systems* (P173527), which focuses on the supply side, and the *Engaging Citizens to Improve Service Delivery Through Social Accountability* (P172630), which focuses on the demand side, are instruments for achieving CPF Objective 2, *strengthen public sector accountability and public finance*. The proposed project would be a follow-on phase for the supply side project. An Additional Financing to the complementary demand-side project is being processed in parallel.

C. Project Development Objective(s)

Proposed Development Objective(s)

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.



Key Results

The following indicators will be used to measure the achievement of the PDO:

1. Percentage of service providers covered by the project that are meeting key national standards.
2. Percentage of Joint Accountability Action Plan (JAAP) actions completed or ongoing in target communes/*sangkats*.
3. Percentage of target communes/*sangkats* that have completed three full annual ISAF cycles.
4. Percentage of target communes/*sangkats* that allocate resources to support the implementation of the ISAF process.

D. Preliminary Description

Activities/Components

The Social Accountability and Service Delivery Multi-Donor Trust Fund (SASD MDTF) administered by the WB, was established in 2019, with contributions from Switzerland and Germany, to provide ongoing support for the supply-side of social accountability. It focuses on enabling national and subnational authorities to enhance transparency and to provide the information that citizens need to hold public service providers accountable, and to build the capacity and norms of government officials to respond to feedback and demands from citizens. The SASD MDTF also includes complementary support to strengthen the demand-side of social accountability, which aims to enable citizens to become more knowledgeable about public services and to engage more actively in demanding and contributing to improvements to such services. While the supply-side and demand-side activities are two parts of a whole, they are financed through separate RETF grants. This was designed as such so that the respective implementing agencies can act independently, when needed, as well as collaborate and partner on their own terms, as appropriate, to achieve their shared objectives.

In April 2021, the WB signed an Administrative Agreement with the Department of Foreign Affairs and Trade (DFAT) of Australia to provide supplementary trust-funded support to both supply- and demand-side of social accountability activities. A total of US\$10 million will be allocated to support the follow-on operations to the supply-side and demand-side projects, which will be implemented from mid-2023 through the end of 2025. The proposed project would therefore be a follow-on phase of the supply side activities implemented under the ongoing RETF-supported project *Integration of Social Accountability into National and Subnational Systems* (P173527). A separate, complementary RETF-supported project to be implemented by World Vision is being prepared in parallel as additional financing to the ongoing *Engaging Citizens to Improve Service Delivery Through Social Accountability* (P176230) project. Implementation of the supply-side and demand-side activities are and will continue to be closely coordinated. Table 1 summarizes the key data on the complementary supply- and demand-side projects.

Table 1. Key Data on Complementary Supply- and Demand-side Projects

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Ongoing projects	Implementing agencies	Closing date	Current amount <i>from SASD MDTF</i>	Proposed supplemental funding <i>from DFAT Trust Fund</i>	Closing date of proposed supplemental funding
<i>Supply-side project:</i> Integration of Social Accountability into National and Subnational Systems (P173527)	National Committee for Sub-National Democratic Development Secretariat (NCDDS)	June 30, 2024	US\$1.7 million	US\$4 million	December 31, 2025
<i>Demand-side project:</i> Engaging Citizens to Improve Service Delivery Through Social Accountability (P176230)	World Vision International – Cambodia	June 30, 2024	US\$5.95 million	US\$6 million	December 31, 2025
Common objectives of supplemental financing projects:					
<ul style="list-style-type: none"> • Continue to encourage national and subnational authorities to engage with citizens and help them to provide information that citizens can use to hold public service providers accountable for service delivery. • Continue to enable civil society actors to organize and demand better public services, build the capacity of citizens to understand the information provided, and build the understanding and capacity of service providers to respond to feedback from citizens. • Further support the institutionalization of the related structures, systems and processes for improved transparency, strengthened citizen engagement, and responsive action, in line with priority activities under NP2. 					

The two ongoing operations have made significant contributions to social accountability in Cambodia, including through the use of information technology. Both projects are on track to meet the PDO. As of the recent MTR mission held in November 2022, 72 percent of service providers covered by the projects were meeting key national standards (against the final target of 75 percent). As noted in the sector context, the MTR also collected substantial anecdotal evidence of: (i) government ownership of the process and activities implemented by the projects, including at the provincial, district and commune/*sangkat* levels; (ii) the new dynamic and transformative impact that the provision of information and the citizen monitoring process is having on communities in terms of citizens voicing requests for service improvements, and the increased use of services; and (iii) increased trust between citizens and service providers, as reported by both parties. During the Covid-19 outbreak in 2022, the procedures for the citizen monitoring process were adapted to comply with the public health restrictions in place. This included the use of digital technology for sustaining monitoring activities by citizens (e.g. semi-scorecards, which proved to be an effective mechanism for scoring



service performance). Other successful uses of technology included online meetings (e.g. interface meetings between citizens and service providers, Joint Accountability Action Plan (JAAP) Committee meetings).

The ongoing projects have faced some challenges. Delays in the updating of information on service performance have limited awareness activities on open budget and performance. These delays have also affected the alignment of the processes put in place by the project (e.g., the development of JAAPs) and the process in place for developing the CIPs. As JAAPs have been developed later than planned in some communes/*sangkats*, they could not always be integrated in communes’/*sangkats*’ CIPs. This has constrained SNAs’ ability to fund actions agreed in the JAAPs. Both these challenges will be addressed in the proposed operation, as outlined below.

The proposed project will cover a wider range of public services. The project will continue to focus on commune/*sangkat* councils, health centers and primary schools. In addition, it will also cover other services, which will be confirmed during appraisal. The new services may include ID Poor services provided by CSOs; water supply and sanitation, waste management, and social protection services at the commune level; and selected services at district and municipality levels (e.g. One Window services).

The project coverage area will also be expanded. The project area will reach 865 communes/*sangkats* (almost double the amount of the ongoing project), in 20 provinces (Table 2), including the 465 communes/*sangkats* covered by the ongoing project and an additional 400 communes/*sangkats*. The proposed project will thus extend project coverage to most of the country, as it will cover 83 percent of Cambodia’s 24 provinces, and over half of the approximately 1,652 communes/*sangkats*. The new communes/*sangkats* will be chosen based on the following criteria: areas where there has been a transfer to the SNAs of functional responsibilities (e.g. education, health, water and sanitation, administrative functions at the commune/*sangkat* or district/municipality level, etc.); areas where there is agreement between the supply- and demand-side stakeholders at the local level on allocating budgets for ISAF activities; and areas that have not implemented ISAF activities in the past five years (or never at all). In three quarters of the communes/*sangkats* the proposed project will work with all the selected services (as determined during appraisal) in the areas selected for project support, while in the remainder, it will support a limited number of selected services that will be determined during appraisal.

Table 2. Summary of Proposed Geographic Area and Service Coverage

Geographic area	Coverage under parent project	Additional coverage under proposed project (all selected services)	Total coverage with proposed project (all selected services)	Additional coverage under proposed project (only some of the selected services)	Total coverage with proposed project
Provinces	10	7	17	3	20

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Districts/Municipalities	55	26	81	22	103
Communes/ <i>Sangkats</i>	465	173	638	227	865
Service providers					
Commune/ <i>Sangkat</i> Councils	465	173	638	227	865
Primary Schools	2036	958	2994	856	3850
Health Centers	372	149	521	175	696
District/Municipality Administrations	10	10	20	-	20

The proposed project will aim to consolidate the processes put in place under the ongoing operation, with a focus on ensuring the sustainability of those processes and activities beyond the WB financing. This implies the adoption of the ISAF cycle activities into regular government procedures and budgets.. For example, one of the critical elements in the ISAF cycle is the agreement between service providers (including the commune/*sangkat* administration) and citizens on annual JAAPs. To date, approximately 23 percent of JAAP actions requiring financial support have been allocated government resources. These values are low, due in part to the lack of alignment between the development of JAAPs and the cycle for developing CIPs, as noted above. Under the proposed project, NCDDS will pilot measures to accelerate the process for updating service performance data annually. These measures will enable the timely development of JAAPs, so they are aligned with and can become an integral part of the CIP cycle. The alignment of the JAAP cycle with the CIP cycle is critical to ensuring that actions agreed in JAAPs can be adequately funded. Another example is the *graduation approach* being implemented under the ongoing project. This approach consists of a progressively declining amount of support provided to communes/*sangkat* councils for implementing the ISAF cycle, while the local councils start allocating their own funding to implement activities. In 2021, this approach was gradually applied in about 170 communes. Under the proposed project, this approach will be pursued further, especially in the areas that have been benefiting from the ongoing project.

The proposed project will also draw on lessons from implementation of the ongoing projects to: (a) enhance social inclusion, particularly through increased participation and influence of marginalized citizens (e.g., persons with disabilities, ethnic minorities, low income persons eligible for the ID Poor support program, etc.) in the social accountability process and ensuring that their feedback is provided as input to the local decision-making process; and (b) adapt project implementation arrangements and processes to be more resilient to operational limitations related to possible recurrence of pandemic outbreaks and associated social distancing measures in the project area. In addition, the proposed project will explore opportunities for integrating resilience to disasters and local climate action into the citizen monitoring process and JAAPs, as relevant to the services covered.

As with the ongoing projects, the project design (i.e. components) is the same for both the supply-side and demand-side operations. The difference between the two projects are the specific responsibilities of the implementing agencies under each component. The description of project components below clarifies the responsibilities of NCDDS under this operation.

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Component 1. Transparency and Access to Information (US\$1,249,885)[1]

This component aims to strengthen the transparency of SNAs' decision-making and performance, and their capacity to regularly provide information to citizens on public service performance, including on budget allocations and expenditures. The component also aims to strengthen citizens' ability to meaningfully access information on public services performance, and data on budgets and expenditures from selected public services at the communes/*sangkat* and district levels, including through the increased use of information technology. The component will finance consultants, goods, training, and operating costs.

NCDDS will be responsible for supporting the concerned line ministries to make available up-to-date information on national service performance indicators for selected service areas (e.g. primary schools, health clinics, commune/*sangkat* administration), and to produce and disseminate related Information for Citizens (I4C) both in printed poster and electronic format. NCDDS will also work with participating SNAs and service providers to ensure the timely collection, posting (both in printed poster and electronic format) and dissemination of annual "post-on" information (i.e. annual updates on budget allocations and execution, and service performance vis-à-vis national service standards). As noted above, given existing bottlenecks in the process of updating service performance data, NCDDS will pilot measures to accelerate data collection, validation, and publication. The ultimate objective of the component is to support SNAs and service providers in developing or strengthening the capacity to eventually take on the production and dissemination of these materials as part of their regular responsibilities.

This component will also support the continued development and implementation of an electronic platform for I4C, including through strengthening and maintaining the ISAF database, and strengthening the functionality of the ISAF mobile app. The component will also support a Database Management Consultant.

Component 2. Citizen Monitoring (US\$31,000)[2]

This component aims to strengthen the mechanism for and the capacity of citizens to provide input and feedback on the quality of selected public services at selected commune/*sangkat* and district levels. The component will finance operating costs for: (a) citizens to monitor and assess the quality of public services and propose actions for improvement using a Community Scorecard methodology; (b) participating SNAs (Commune/*Sangkat* Councils, district/municipality administrations) and other participating service providers (primary schools, health centers) to conduct self-assessment meetings; and (c) citizens and service providers to meaningfully participate in an interface meeting, collectively discuss the results from their separate assessments, and agree on a set of priority actions for improvement of the public service. At the interface meeting a committee comprising local officials, service providers and community members is formed to formalize recommendations in a JAAP. The cycle leading up to the development of the JAAP will take place annually. The JAAP Committee is responsible for preparing a detailed implementation plan for each priority action, and mobilize, to the extent possible, the required resources.

World Vision will lead most of the activities under this component. NCDDS will play a complementary role, by being responsible for: (a) coordinating and facilitating the participation of SNAs and service providers in the self-assessment meetings and interface meetings; and (b) liaising with SNAs and the relevant line ministries



for the selected public services to facilitate the integration of the assessment process into the regular SNAs' and service providers' annual performance assessments and budget allocation processes.

Component 3. Implementation of Joint Accountability Action Plans (US\$304,730)[3]

This component aims to strengthen the SNAs' and service providers' pathways for receiving and responding to input and feedback from citizens. The component will finance training and operating costs for equipping the JAAP Committee to allow them to coordinate, monitor and report publicly and regularly on the implementation of the JAAPs, and more specifically, ensuring that the JAAP is presented at the annual District Integration Workshop (DIW). The DIW is a long-standing forum with broad-based participation that helps to direct available financing from various government and non-government sources to the expressed needs of communities.

For this component, NCDDS will be responsible for: (a) providing training to district JAAP focal persons; (b) overseeing cascading training by district JAAP focal persons to commune/*sangkat*-level JAAP Committee members; and coordinating and facilitating the participation of line ministries, SNAs and service providers in the monitoring and reporting on JAAP implementation.

Component 4. Capacity Development (US\$1,195,916)[4]

This component aims to institutionalize, within SNAs and local service providers, the social accountability practices put in place by ISAF of transparency and access to information (i.e. annual publications of budget allocation and execution, and service performance vis-à-vis standards), citizen engagement in monitoring service performance (e.g. through the Community Scorecard methodology), and SNAs' and service providers' responsiveness to citizens' input and feedback (i.e. their self-assessment of performance, funding and implementation of JAAPs, and reporting on JAAP implementation). The ultimate objective of the component is to ensure the broader applicability and sustainability of these practices, beyond the WB financing. To this end, the component will distill lessons on effective social accountability mechanisms based on the experience from ISAF I and II, and support measures to institutionalize the supply-side social accountability mechanisms into SNA processes (e.g. the alignment in the implementation of the JAAP and CIP cycles, the application of the ISAF cycle to One Window services, the budgeting of ISAF activities by SNAs, etc.).

In line with NP2, NCDDS will: (a) review and assess mechanisms under SNAs' existing functions and processes, and those put in place in selected SNAs under ISAF related to providing information to citizens (including through information technology), and receiving and responding to input and feedback from citizens, to identify opportunities to strengthen these mechanisms. Based on this assessment, NCDDS will develop and implement an action plan to formalize and codify these mechanisms in SNAs regular activities, including through, *inter alia*, adjustments to the structures, systems, powers and functions of SNAs, as appropriate. This component will also support the further development, review and revision of a standardized supply-side social accountability training curriculum targeted at key stakeholders in the MoI, including the National School of Local Administration, and an accreditation process for government staff who



have completed the training. The topic of resilience to disasters and local climate action may be included in the training curriculum. The component will finance a Social Accountability Consultant.

This component will also support the development of new guidelines for potential new services to be covered by ISAF, including possibly district administration services and other potential new service providers.

Component 5. National and Subnational Coordination and Support (US\$1,218,469)[5]

This component aims to support project coordination and management activities. It will finance two civil servants working at NCDs who will provide national leadership for the project; as well as operational costs, such as office space, utilities, and travel. The component will also finance a small team of consultants, including an ISAF Senior National Operation Consultant, and Financial Management Consultant. Modest support will also be provided to provincial and district level ISAF Working Groups to prepare annual workplans and budgets, and quarterly meetings. In addition, the component will support the meetings and field visits of the joint government-civil society national-level Partnership Steering Committee (PSC).

[1] US\$483,488 in the ongoing project.

[2] US\$76,407 in the ongoing project.

[3] US\$119,889 in the ongoing project.

[4] US\$421,881 in the ongoing project.

[5] US\$618,375 in the ongoing project.

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Environmental and Social Standards Relevance

E. Relevant Standards

ESS Standards		Relevance
ESS 1	Assessment and Management of Environmental and Social Risks and Impacts	Relevant
ESS 10	Stakeholder Engagement and Information Disclosure	Relevant
ESS 2	Labor and Working Conditions	Relevant
ESS 3	Resource Efficiency and Pollution Prevention and Management	Not Currently Relevant
ESS 4	Community Health and Safety	Not Currently Relevant
ESS 5	Land Acquisition, Restrictions on Land Use and Involuntary	Not Currently Relevant



Resettlement

ESS 6	Biodiversity Conservation and Sustainable Management of Living Natural Resources	Not Currently Relevant
ESS 7	Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	Relevant
ESS 8	Cultural Heritage	Not Currently Relevant
ESS 9	Financial Intermediaries	Not Currently Relevant

Legal Operational Policies

Safeguard Policies	Triggered	Explanation (Optional)
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Projects on International Waterways OP 7.50	No	
Projects in Disputed Areas OP 7.60	No	

Summary of Screening of Environmental and Social Risks and Impacts

This ensuing project is following on from the current 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). There is no anticipated environmental and social risks on people or environment. Some minor social risks are anticipated, which can be managed through the ESCP.

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Implementing Agencies

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