

ISAF-PSC Meeting

Draft Strategy on Sustainability of Social Accountability at CS Level

03 June 2026

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Basis for Developing the Sustainability

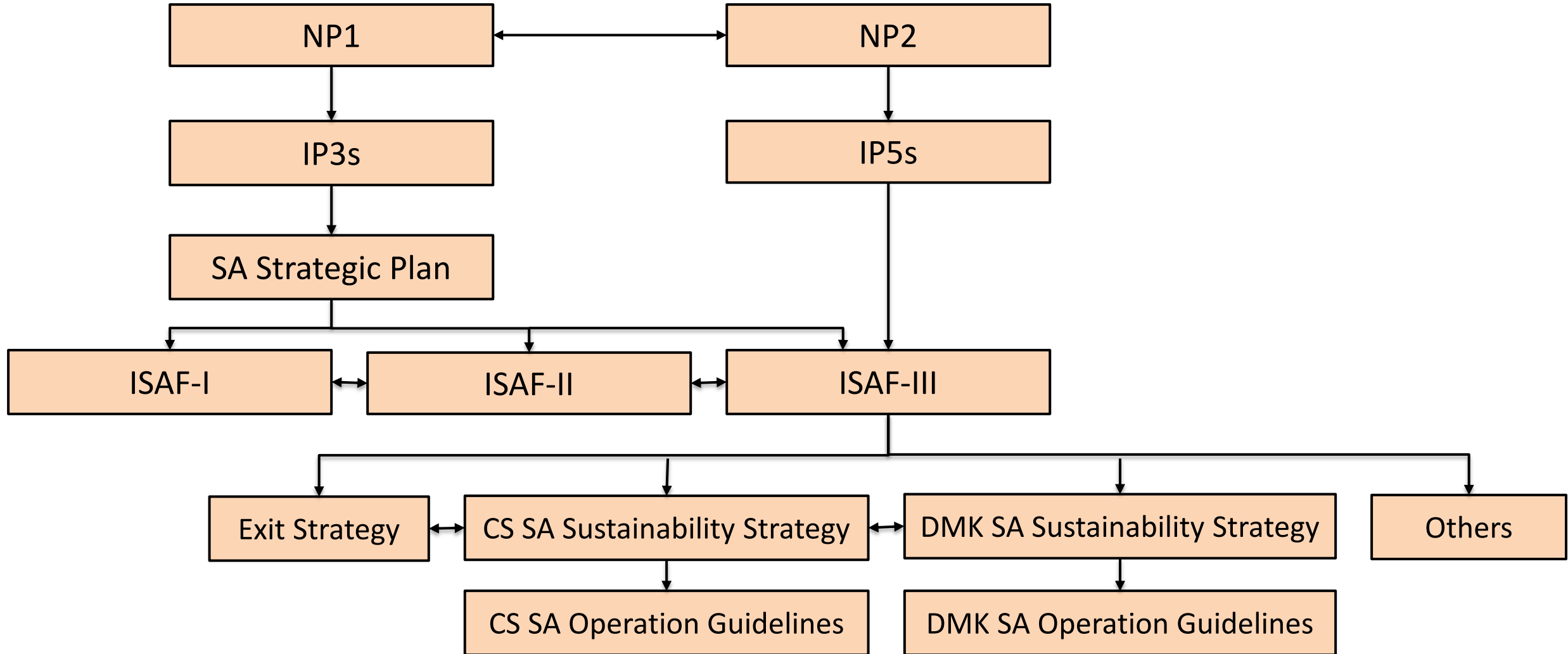
- Draft NCDDS Strategy on CS SA Sustainability
- NCDDS Guidelines on CS SA Sustainability Strategy piloted in KSP and assessment report on the pilot
- Related regulations, guidelines and documents:
 - Role and Duties of Sub-National Administrations
 - Role and Responsibilities of ISAF Mechanism
 - Guidelines on Sub-National Administration Planning
 - Budget Allocation for CS from 2024-2028
 - Use of Social Services, Sanitation and Environment Fund of the Social Fund
 - CAF and CAF Network
 - Evaluation Reports....
- Consultations: Leaders and officials of NCDDS, relevant ministries/ institutions, WB, WVI, CSOs

Rationale and Principles for Developing the Strategy

- Strengthening and institutionalizing SA structures and systems
- Ownership
- Relevant and important
- Detailed but simple and easy to understand
- Implementable and achievable

“Together we support CS administration and service providers to implement SA sustainably”

Diagram of NP and ISAF Relationship



Summary of Sustainability Strategy

- Results Framework
- Strategies and Priority Activities

Results Framework

Vision

Social accountability is fully institutionalized within the structures and systems of service provider units at the commune/ Sangkat level and implemented through the process of citizen participation, effectiveness, transparency, gender equality and social equity and inclusiveness.

Goal

Promoting the ownership and responsibility of service provider units at the commune/ Sangkat level in implementing the social accountability in close partnership with civil society organizations and in accordance with the principles of sub-national democratic development.

Objective

Service provider units at the commune/ Sangkat level have authority, functions, capacity and appropriate resources for implementing the social accountability effectively and sustainably.

8 Key Strategies

1. Improving the responsibility of SA mechanisms in monitoring, supporting, and implementing SA at CS level.
2. Developing capacity of service providers and CAFs to implement SA effectively and responsibly.
3. Preparing AWPBs on SA implementation to support CS SA implementation
4. Allocating budgets to support AWPB on SA implementation
5. Monitoring and evaluation of SA implementation.
6. Promoting the preparation, implementation, and management of SA through digital technology systems at CS level.
7. Selecting and supporting CAFs, and establishing CAF networks at CP and DMK levels.
8. Establishing partnerships with DPs and CSOs in implementing SA.

Strategies and Priority Activities

Strategy 1: Improving the Responsibility of SA Mechanisms

- ISAF-PSC
- MEID of NCDDS
- Relevant Ministry/ institutions
- NASLA
- Line Departments and Units
- CP SA Working Group
- **DMK SA Working Group**
- CS Administration
- Service Providers
- CAFs
- CAF Networks
- CSOs
- Citizens

Strategy 2: Capacity Development on SA

- Prepare and implement CD plan on SA implementation:
 - MEID/ NCDDS
 - CP ISAF Working Group
 - DMK ISAF Working Group
 - JAAPC
 - Service Providers
 - CP CAF Network
 - DMK CAF Network
 - NASLA
- Documentation and Sharing of Lessons Learned and Good Practices on SA
- Sharing and Exchanging of Experiences on SA
- Promote online learning about SA

Strategy 3: Preparing AWPBs on SA Implementation to Support CS SA Implementation

- Formulate and implement AWPB on social accountability implementation:
 - MEID/ NCDDS
 - Relevant Ministries/ institutions
 - Relevant CP line depts and units
 - CP ISAF Working Group
 - CP CAF Network
 - DMK ISAF Working Group
 - DMK CAF Network
 - CS Administration
 - HCs and Primary Schools
- Prepare and implement a common manual on the ISAF implementation

Strategy 4: Allocating Budgets to Support AWPB on SA Implementation

- Allocate and implement budgets for implementing AWPB on SA:
 - NCDDS
 - Relevant ministries/ institutions
 - CP Administration and Khan Administration
 - CP relevant line depts and units
 - DMK Administration
 - CS Administration
 - HC and School

Strategy 5: Monitoring and Evaluation

Oversight, monitoring and support on SA implementation by:

- ISAF-PSC
- MEID/ NCDDS
- CP SA Working Group
- CP CAF Network
- DMK Working Group
- DMK CAF Network
- JAAPC

Strategy 6: Digital Innovation for Social Accountability

- Strengthen Management and Use of the ISAF M&E Database System
- Strengthen Linkage and Complementarity between the ISAF M&E Database System and Other Systems at CS Levels
- Promote the Use of ISAF Mobile Applications
- Develop and Implement a Digital System for Assessment Service Provider Performance Results
- Production and Dissemination of I4Cs

Strategy 7: Selecting CAFs and Establishing CAF Networks at CP and DMK Levels.

- Select and support CAFs in all communes and Sangkats across the country.
- Establish and recognize CAF networks at CP and DMK levels

Strategy 8: Strengthening Partnerships

- Improving collaboration and coordination with DPs and CSOs in the implementation of social accountability
- Strengthening resource mobilization to support operations and JAAP projects and activities
- Strengthening collaboration and participation of local CBOs in Implementing demand-side social accountability

Thank you!