UNDP REFLECTIONS ON SOCIAL ACCOUNTABILITY

- Social accountability initiatives to build on human rights based approach: citizens are “persons with rights” and not “beneficiaries with needs”

- Not ICT-centred but people-centred solutions; ICT as a tool to empower and to provide user friendly data

- Capacity building needed both for the Government to improve responsiveness and for the civil society on collective action

- Data disaggregation necessary to track progress on inclusion – initiatives to focus on disadvantaged groups and not to increase inequality

- Civil society engagement in public service delivery social accountability initiatives in post-conflict areas supports peacebuilding, by facilitating dialogue on more neutral issues – social accountability initiatives useful in urban settings
Makassar, Indonesia: UNDP, UN Pulse Lab Jakarta (PLJ), Department of Transport, academics, students, users together to redesign the public transport system based on three pillars:

- **Service**: User-based routes: Collaboratively design public transportation routes to meet growing user’s needs
- **Behavior**: Creating incentives and nudging behavioural change of users and operators to abide by traffic laws and reduce congestion
- **Information**: easily accessible, to improve user experience of public transportation system
Public services are at the heart of people’s lives.

Governance Risk Assessments are key to identify the main bottlenecks and identify mitigation measures to ensure access to service.

When people and local communities are involved in the design, delivery and monitoring of services this brings several benefits and also increases the reach and quality.
The innovation facility aims at improving service delivery and support national governments and citizens to tackle complex challenges.

‘Spark, Scale, Sustain’ shares UNDP’s approach to innovation, over 40 case studies of innovation for the Sustainable Development Goals in practice and Features on Alternative Finance, Behavioral Insights, Data Innovation and Public Policy Labs.

PNG Phones against Corruption initiative is a successful model that is being scaled up nationally and internationally (Solomons Islands, Vanuatu).
It won GovInsider Innovation Award for Best Citizen Engagement
UNDP BRH WEBPAGE ON OPEN GOVERNMENT

https://goo.gl/Nxf6Yj

Open Government for Sustainable Development

UNDP is working with governments across the region to make public institutions more transparent and accountable through the use of technology.

UNDP has been a multilateral partner of Open Government Partnership (OGP) since October 2013. In the Asia-Pacific Region, UNDP BRH is joining hands with OGP Support Unit to put into action the commitments under the 2030 Agenda for Sustainable Development. Citizens want transparent, effective and accountable governments, with institutions that empower people and are responsive to their aspirations. OGP is a multilateral initiative that aims to secure concrete commitments from governments, in partnership with civil society, to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance, building on the four open government principles of transparency, accountability, citizen participation, technology and innovation.

More than 50 OGP participating countries have endorsed the Joint Declaration on Open Government for the Implementation of the 2030 Agenda for Sustainable Development. The Declaration commits participating governments to take advantage of the OGP infrastructure - including the National Action Plan and the guaranteed participation of civil society - to help achieve the United Nation’s Sustainable Development Goals. In the Asia-Pacific region, Australia, Indonesia, Mongolia, New Zealand, Papua
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