

**Visit Report**  
**‘Action Learning to Implement Social Accountability in Monitoring the Performance of Government of Vietnam’**

**Facilitated by George Cheriyan, Director, CUTS International**

Hanoi, March 01-03, 2011

Oxfam GB, Vietnam

### **1. Background/Context**

Oxfam GB recognises *governance* as an important element to enable the poorest, most marginalised, and vulnerable women and men to claim their rights and access quality services and economic opportunities. In order to strengthen this governance strategy in the East Asia region, OGB in the region has chosen Vietnam as the ‘test lab’ to implement the Social Accountability (SAC) approaches and tools on the ground. In this context, the discussions about the possibility of training OGB staff team and partners in Vietnam started after GC facilitated a session on ‘Participatory Public Performance Monitoring’ for various country teams of OGB in East Asia Region organised by Affiliated Network for Social Accountability for East Asia and the Pacific (ANSA-EAP) in Phnom Penh, Cambodia in July 2010.

After several months’ long interactions with the OGB regional as well as Vietnam country team, a formal consultancy agreement was signed with OGB Vietnam, in December 2010, for the first phase of the SAC work, to be executed in Hanoi in the form of training during the first week of March 2011. The objectives of the training were to:

- introduce governance and SAC concept and tools for OGB partners in Vietnam;
- make understand and customise the SAC tools applicable for the Vietnamese context especially on participatory performance monitoring (citizen report cards, community score cards and other relevant tools); and
- develop an action plan to implement the participatory performance monitoring into practice.

### **2. Participants**

Participants were OGB partners, i.e. selected representatives from People’s Council, People’s Committee, Fatherland Union Front and key staffs from OGB. In addition, one programme staff each from Oxfam (Belgium), OGB Partnership Manager from Myanmar and the OGB Regional Change Lead for Governance from Indonesia attended the training. Altogether there were 22 participants.

### **3. Proceedings**

The training commenced on March 01, 2011 morning with welcome and opening remarks by Le Kim Dung (Interim Country Director, OGB Vietnam). It was followed by a session on ‘An Introduction about the Social Accountability Programme of OGB Vietnam’ by Truong Thu Huyen, Programme Coordinator & Head, Right to be Heard Programme, OGB Vietnam. In the remaining forenoon session, members of the People’s Council/Committee and Fatherland Union Front made presentations about their monitoring and appraisal role in

the public services and came out with suggestions to improve the respective roles. The technical sessions started in the afternoon.



After presenting the ‘Governance and Accountability’ work of CUTS and discussing the expectations of the participants from the workshop, GC facilitated a technical session on ‘An Introduction to Governance and Accountability’ and on ‘Various Social Accountability Tools’ followed by screening of a documentary film *Social Accountability in Action*. Presentations generated lot of questions by the participants.

On Day II, GC facilitated a session on ‘Community Score Card’ followed by group work and presentations, and on Day III forenoon, the session was on ‘Citizen’s Report Card as a Tool for Participatory Performance Monitoring Tool’ followed by group work and presentations. In the afternoon session, a plan of action for implementation of SAc mechanisms on the ground was prepared and finalised. GC followed a participatory training approach using a mix of methodologies such as power point presentations, group work, screening of films, simulation exercises etc.



#### 4. Outputs

The following were the outputs of the workshop.

- An applicative participative performance monitoring tool, which can be used by the People’s Council and Fatherland Union Front to monitor the government performance
- An action plan to conduct the performance monitoring in the Bac Ai district of Ninh Thuan Province, Vietnam

It was decided that as per the plan of action, the Citizen Report Card will be used for monitoring certain public services and the results will be out by June, 2011. Concluding remarks were given by Tatak Prapti Ujyati, Regional Change Lead for Governance, OGB-EAR.

#### 5 Highlights

- Marked the beginning of a new collaboration between CUTS and OGB in the East Asia region and especially in Vietnam, which may result in new collaborative work with CUTS Hanoi Resource Centre.

- An excellent opportunity for CUTS to expend its ‘governance and accountability’ work to East Asia region and enhance profile on governance work.

## **6. Phase II of the Consultancy Work with OGB**

OGB expressed its satisfaction over the conduct of the workshop. In a discussion with Truong Thu Huyen, it was informed that once the SAc plan of action is implemented on the ground, OGB will plan a follow up session in Bac Ai district of Vietnam, during June, 2011 as the second phase of the consultancy work and requested GC to spare some time for the follow up session.