

# Social Accountability Report

## Introduction

Social accountability was first introduced in 2013, and considered to be important as a means to promote democratic governance practices and as a complement to other traditional (top-down and horizontal) accountability mechanisms. Social accountability has come a long way to sensitize and advocate Bhutanese along with the Anti-Corruption, the Royal Institute of Management, and Bhutan Transparency Initiatives.

The current momentum or interest in social accountability initiatives is considerably crucial to institute mechanisms. Nonetheless, there are several significant challenges to effective social accountability, such as limited participation on the part of citizens in established collaborative governance processes. Considering those challenges, and the importance of social responsibility to enhance transparency and inclusive decision processes in the community, the department is still in the process of strengthening awareness among the major stakeholders and community that has established a Community Engagement Platform (CEP) in a few Dzongkhags to initiate social accountability in the Bhutanese context.

Embracing the challenges and considering the need for a social accountability mechanism in the community to enhance participation and promote transparency, the social accountability framework engages the community to partake in decisions, monitor activities, and provide constructive feedback to the stakeholders. Therefore, it presents the mechanisms to initiate social accountability mechanisms to respective Gewog, and promote participation not only in the decision-making processes but also in monitoring and providing constructive feedback to the stakeholders.

The Social Accountability Framework aims to strengthen accountability in the Community Engagement Platform sites for the initial stage and then to the rest of the Gewogs through a social accountability mechanism called Community Monitoring Team (CMT). The CMT aims to:

1. Enhance good governance, particularly public service delivery;
2. Monitor Project Quality and Progress
3. Promote community engagement platform and its tools in the community through rural livelihood improvement and Nangzom;
4. Strengthen the line of reporting and disclosure of the information to the public; and
5. Ensure transparent allocation of annual budget and expenditure, inclusive decision-making.

## **Community-Monitoring and Evaluation Team (C-MET)**

The Community Monitoring and Evaluation Team (C-MET) is a grassroots initiative designed to ensure accountability, transparency, and effective monitoring of local projects in local governments. It is composed of 3-7 members selected during a public chiwog zomdu through a democratic nomination process, with legal endorsement provided by the Gewog Tshogde. The team brings together individuals from diverse professional and social backgrounds, including masonry, carpentry, ex-public servants, and representation of different genders. This diversity ensures that various perspectives are considered, and every village within the project area is adequately represented and responsible for monitoring the projects.

The CMET operates under the leadership of a coordinator, supported by the Tshogpa, to monitor project progress, resolve minor issues, and report on findings. Members are tasked with tracking compliance with work plans, providing feedback, documenting best practices, and submitting reports to the Gewog Administration through written or pictorial evidence. The team's tenure lasts until the completion of the project, during which they ensure quality work through periodic inspections. All members must declare any conflicts of interest before taking up their roles to prevent bias.

The CMET plays a vital role in community development by holding stakeholders accountable, bridging communication between communities and Gewog authorities, and ensuring the successful implementation of projects that directly impact the lives of residents.

## Formation of CMET

1. **Composition:** The Community Monitoring and Evaluation Team (CMET) will consist of a minimum of three members and a maximum of seven members. This size ensures a manageable group that can effectively monitor projects while incorporating diverse perspectives. In the event of an Exceptional case (when the minimum team member required is not fulfilled), the Gewog or Chiwog monitoring team will monitor.

### Annexure 1. CMET formation form

Sl.No	Name	CID No	Responsibility/ Designation	Contact No.	Sign
1					
2					

Sign and seal of Chiwog Tshogpa

2. **Nomination Process:**
  - a. CMET shall be formed during the planning phase and coordinated by Tshogpa during Chiwog Zhomdu for planning activities.
  - b. The CMET coordinator shall be chosen by voting/rise of hand in Zhomdu.
  - c. Chiwog Tshogpa shall ensure a team consisting of diverse perspectives/backgrounds such as masonry, carpentry, ex-public servants, and diverse genders.
3. **Tenure:** The CMET's tenure will last until the completion of the respective projects. This duration provides continuity and consistent oversight from start to finish.
4. **Legal Endorsement:** To formalize the team, the CMET shall be endorsed by the Gewog Tshogde, giving the CMET legal authority to perform its duties.
5. **Conflict of Interest:** All members are required to declare any conflicts of interest to ensure impartiality and fairness in monitoring

## **Briefing of project/activities**

- **Briefing:** Before the commencement of any work, or during site handing-over, the Gewog Administration, with the assistance of a technical expert (engineer), will provide a detailed briefing on the Bill of Quantity (BoQ)/activities. This ensures that all stakeholders understand the work scope and expectations. A copy of BoQ and drawing shall be given to CMET, allowing the public to access and review the information for transparency.

## **Handing-Taking of projects/activities**

Along with the handing-taking committee, the CMET coordinator shall be part of the member.

## **Responsibilities of the CMET**

1. **Monitoring:** The CMET will periodically monitor the progress and quality of the project to ensure compliance with the agreed work plan.
2. **Reporting:** Reports on progress, challenges, or discrepancies must be submitted directly to the Gewog Administration through the Tshogpa in written format and pictorial evidence.
3. **Progress Monitoring:** The team will track progress against the agreed timeline and work plan, submitting updates to the Gewog Administration and other relevant stakeholders.

## **Responsibilities of Gewog Administration.**

- The Gewog Administration may resolve or organize need-based review meetings on the issues reported by CMET. The report may be shared with relevant stakeholders if required.
- Gewog Administration will coordinate with CMET and concerned stakeholders as and when required.

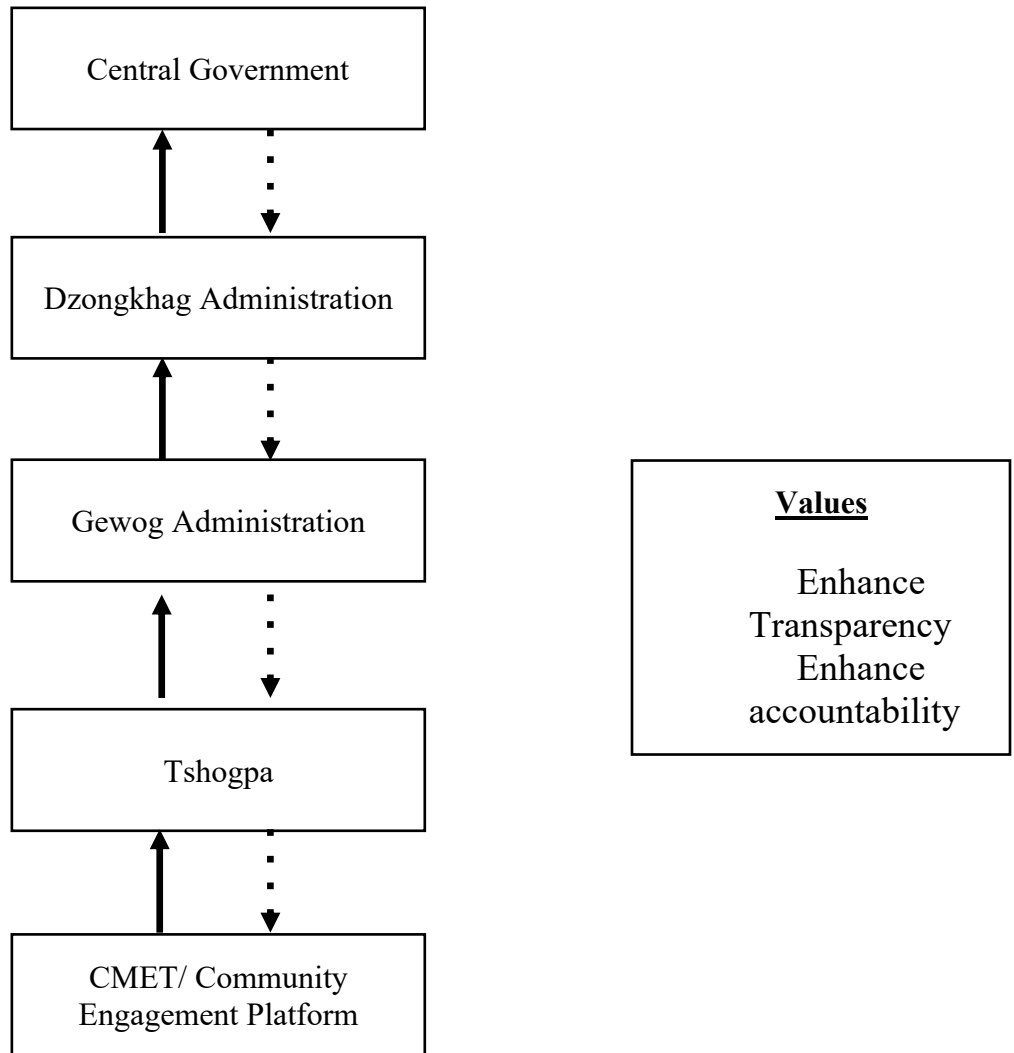
## **Terms of Reference (ToR) for CMET coordinator**

- The CMET coordinator will coordinate the timely monitoring of activities within the jurisdiction.
- Initiate submitting findings to the Chiwog Tshogpa. A system for uploading reports online or through shared links may also be used.
- Members of the CMET will be informed of upcoming monitoring schedules through written communication or social media platforms to ensure participation.

### Terms of Reference for CMET members

- Shall assist the coordinator in monitoring as and when the coordinator informs
- Members shall not monitor without the coordinator’s notice
- Members shall be nominated between 18 to 65 years
- The members shall be from the census-registered

### Line of Grievances Reporting



## **ToR for Grievance reporting**

1. Grievances shall be reported directly to the Tshogpa in the prescribed format
2. Grievances shall be taken professionally and no personal agenda shall be entertained.
3. The Tshogpa shall duly follow up and rejoin the decision with the community.
4. The grievances reported shall be supported by supporting documents.
5. Grievances related to personal matters shall be liable to thorough discussion and verification. If found invalid, Tshogpa shall have the autonomy to decline further submission.

## **Conclusion and way-forward;**

This C-MET is expected to be implemented in those established CEP sites, and a few gewogs without CEP sites. For those gewogs with CEP, the ToR and Roles and Responsibilities of the C-MET coordinator shall be sufficed by CEP guidelines and no separate ToR shall be introduced. However, this ToR shall be imposed for those gewogs without CEP.

Furthermore, C-MET shall be introduced along with CEP and shall be incorporated as part of CEP tools while executing. For now, this tool has to be introduced separately and assessment shall be done on two bases, with CEP and without CEP gewogs.

Till date, there are 20 gewogs (list attached as annexure 1) introduced with SAs (C-MET), and yet to roll out with 30 more Gewogs in the fiscal year 2024-2025.

**Annexure II: Declaration of conflict of interest**

I, .....(name), bearing CID No .....,  
(Position Title) ..... (village) .....  
(chiwog)..... declare that in serving as a member of CMT for  
..... project/activities;

- I will maintain strict confidentiality of information.
- I am fully aware of the responsibilities of the CMT.
- I declare that none of my spouse or dependents (brother, father, mother, sister, and own children) have taken part in the bidding and that I do not have any direct interest in any of the parties or bidders.

I hereby confirm that the above information is true to the best of my knowledge. In the event the above declaration is found to be incorrect, I shall be liable for administrative or legal action.

Date:

Place:

Signature

**Monitoring format for CMET;**

1. Location;.....
2. Name of the work;....
3. Name of the firm/contractor;
4. Date of site visit; .....

<b>Particulars</b>	<b>Required as per the contract documents</b>	<b>Available at site</b>	<b>Action taken / Recommendation</b>
<b>Manpower</b>			
<b>Materials</b>			
<b>Machinery</b>			
<b>Others.....</b>			

**Name and signature of CMET members;**

1. ....
2. ....
3. ....

**CMET, Chairperson. (sign)**

**Reporting format for CMET;**

1. Location;....
2. Name of the work;....
3. Name of the firm/contractor;
4. Date of site visit; .....

Activity/item	Current status	Issue identified	Recommendation

**Name and signature of CMT members;**

1. ....
2. ....
3. ....

**CMT, Chairperson. (sign)**  
Tshogpa

**Verified by**

ལས་ཁུངས་འོག་གི་འབྲེལ་བའི་ཁོངས་སྡེ། Name of work/Location:.....

ཞིབ་ཚོད་གནང་བའི་ལུགས་སྡེ། Date of inspection:.....

SL:No རིམ་ལུགས་ཀྱི་ཚུན་ལུགས་སྡེ།	Observation ཞིབ་ཚོད་གྱི་ཚུན་ལུགས་སྡེ།	Recommendation ཐུགས་ཁོལ་འདོད་ལྟར་གྱི་ཚུན་ལུགས་སྡེ།	Remarks འཆར་ལྟར་གྱི་ཚུན་ལུགས་སྡེ།
1			
2			
3			
4			
5			
6			

CMET committee /འབྲེལ་བའི་ཁོངས་སྡེ་གི་ཚུན་ལུགས་སྡེ།

1.

2.

3.

4.

5.

CMET Coordinator འབྲེལ་བའི་ཁོངས་སྡེ་གི་ཚུན་ལུགས་སྡེ་འགོ་ཁྲིམ་པ།

**Annexure III: Handing Taking of activity and end-user manual**

S N	Activity	HH benefited	Taken over by	Impact assessment	Report any damages	Remarks

(Seal and signature of Tshogpa)

(Seal and signature of Mangmi)

(Seal and signature of GAO)

(Seal and signature of Gup)

**Annexure IV: List of Local Governments established with Social Accountability Mechanism**

<b>Sl.No.</b>	<b>List of LGs</b>	<b>Year of Establishment</b>
1	Gozhi Gewog, Dagana	2022
2	Drukjeegang Gewog, Dagana	
3	Goenshari Gewog, Punakha	
4	Lingbukha Gewog, Punakha	
5	Chali Gewog, Mongar	
6	Drepong Gewog, Mongar	
7	Semjong Gewog, Tsirang	
8	Patsaling Gewog, Tsirang	
9	Nubee Gewog, Trongsa	
10	Langthil Gewog, Trongsa	
11	Ngatshang Gewog, Mongar	2023
12	Kengkhar Gewog, Mongar	
13	Esu Gewog, Haa	
14	Gakiling Gewog, Haa	
15	Toewang Gewog, Punakha	
16	Tang Gewog, Bumthang	
17	Chumey Gewog, Bumthang	
18	Khebisa Gewog, Dagana	
19	Yangtse Gewog, Trashiyangtse	
20	Ramjar Gewog, Trashiyangtse	