

Citizen Based Monitoring is a proven social accountability approach tried in 20+ countries to date. Through it, selected ward committee members in partner municipalities in South Africa are trained to monitor local public services, report monitoring data via an on-line tech tool, and collaboratively work with local government to find solutions on identified areas of concern.

Any citizen with the right level of commitment can become a citizen monitor.

THE CITIZEN MONITOR JOURNEY

1. Ward committee members are selected using criteria to ensure good balance and diversity.
2. They undergo intensive training which equips them with the skills and knowledge needed to become citizen monitors. They receive a training certificate.
3. They are matched to a public infrastructure project close to them and introduced to relevant stakeholders.
4. Citizen monitors visit the project regularly and monitor its progress using a tech tool. They also talk to community members to get their feedback.
5. If problems are identified, citizen monitors facilitate resolution by bringing together relevant authorities.
6. Data gathered by citizen monitors are visualised on a public website, giving everyone a chance to see project progression, user satisfaction, and authorities' responsiveness.

COMPACT aims at achieving a more responsive and accountable local government in South Africa by deepening democracy, enhancing the participation of local communities in the integrated development planning (IDP) processes (with particular emphasis on water and sanitation) and improving planning and oversight of service delivery in municipalities through enhanced community participation.

Citizen monitors are trained on:

- █ Stakeholder engagement
- █ Understanding project documents (BoQs, drawings and contracts)
- █ Understanding and using PAIA
- █ Monitoring water infrastructure
- █ Using the Kobo monitoring tool
- █ Conducting feedback surveys with community members
- █ Problem-solving, negotiation, communication and advocacy skills

Benefits of Citizen Based Monitoring

- █ Increases effectiveness and efficiency of public services
- █ Increases community's trust in local authorities
- █ Improves transparent lines of communications between LMs and citizens
- █ Strengthens relationships between service providers and citizens
- █ Increases citizens' agency

Citizen-based monitoring is being piloted in Oudtshoorn and Kouga LMs.

30 citizen monitors were trained to monitor water and sanitation infrastructure projects in their respective wards.



PARTNERS