

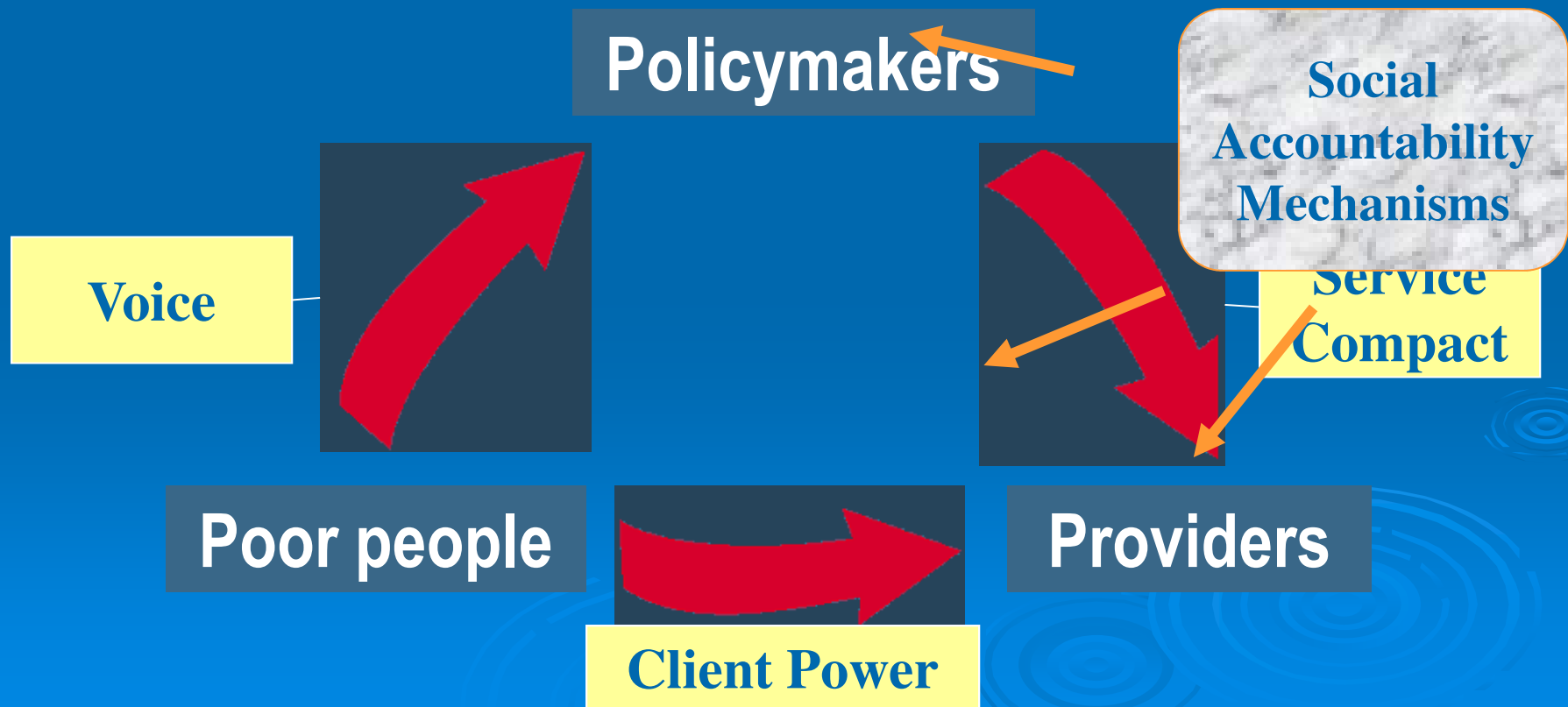
Accountability Framework

Basic Framework for Accountability



A framework of accountability relationships

Unbundling Service Delivery – the WDR 2004 Approach



Actors linked through relationships:

- Citizens exercise VOICE over politician
- Policymakers have COMPACTS / SERVICE CONTRACTS with organizational provider
- Organizational provider MANAGES frontline providers
- Citizens/clients exercise CLIENT POWER through interactions with frontline providers

Voice: Politicians / Citizens

- **Citizens** exercise VOICE over **politicians**
- Accountability requires information and enforceability
- Information on government performance can be difficult to get
- Enforceability requires elections, courts, as well as other means

Compacts: State & Provider

- **State has compact / contract with service provider**
 - Compact = broad agreement about roles and responsibilities
- **Failures** happen with unclear roles or limited enforcement
- **Enforcing compact requires accurate information about performance**

Client Power: Citizen / Provider

- **Citizens/clients** exercise CLIENT POWER through interactions with **service providers**
-
- **Client Power** critical when long-route is broken or services are hard to monitor
- **Failure:** Provider power vs. client power e.g. perception of free service by monopoly provider
- **Choice & information critical for client power**

Accountability triangle

- It departs from a situation where **two actors** have an **accountability relationship**.
- The actor on the left is the **prime actor**, or **principal actor**.
- On the right is the **accountable actor**, meaning, is held accountable by the **prime actor**.

Accountability elements

- **Delegation:** asking someone to do something
- **Finance:** paying for that task
-
- **Performance:** task is done
- **Information:** information collected about performance
- **Enforceability:** ensuring performance done correctly

Elements cont'd

Stage 1:

- The principal / rights holder **delegates** to and **finances** the agent or duty bearer to carry out specific roles, responsibilities and tasks;

Stage 2:

- The agent / duty bearer **performs** (i.e. carries out) what has been assigned to them and **informs** (reports) back on progress and the status of implementation;




Elements cont'd

Stage 3.

- The principal / rights holder then enforces performance through control over sanctions or rewards, including control over further delegation and financing.

Two routes of accountability:

- **1. Short-route when clients use Client Power to hold service-provider directly accountability**
 - **2. Long-route when citizens rely on political process using Voice & Compact**
- 

Short and long routes of accountability

