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# Mainstreaming Social Accountability in Mongolia (MASAM)

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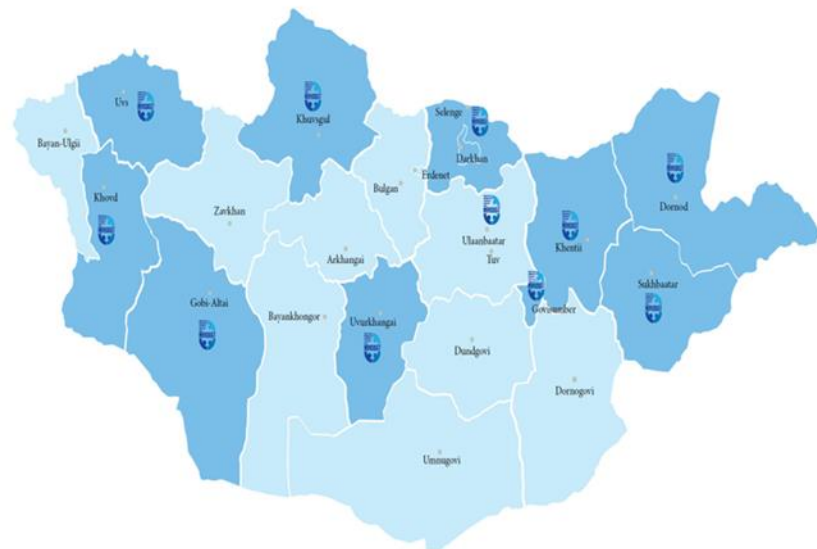
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- *A sustainable approach to participatory governance*
- *Introduction & Application of the HLP in MASAM project*

## Quick Facts

- **Duration: 2015-2020**
- **Priority Sectors: Health & Education**
- **Coverage: 10 aimags + 3 UB districts**
- **Trust Fund: CHF 2.5 million contribution, SDC**

**Overall goal:** Citizens in poor localities have increased access to public decision-making processes and quality services through social accountability.



# Introduction and Application of HLP

- Between 2018-2019, **The World Bank with assistance from SDC and LOGIN** organized three HLP workshops to introduce HLP in primary education and primary health sector for mainstreaming social accountability.
- A **Resource Pool for HLP** has been formed, consisting of 10 professionals from various sectors in Mongolia.
- Over **10 local HLP workshops** were organized with local initiative and resources; and participated by approximately 5000 stakeholder representatives.
- **10 exposure visits** were organized by MASAM's subproject implementers and other interested service providers to see 10 good practices.



- I. 100 Good practices have been identified and documented in **three Good Practice Compendiums**. Also, the **HLP step-by-step guidance/handbook** was developed based on the experience.
  - **Mainstreaming social accountability in the Education sector, 2019**
  - **Mainstreaming social accountability in the Health sector, 2019**
  - **External policy evaluation and Citizen feedback mechanism, 2020**
  - **Horizontal learning program manual for Facilitators, 2019**
- II. 8000 hard copies were distributed nationwide. All soft versions are available at <https://www.irgentur.mn/mn/blog/masam#resources>
- III. **7 Good Practices are adapted and replicated** benefiting over 300,000 population in their respective areas.



## National Level Policy Results

- **Advanced Government M&E system through CSS**
  - Reflecting Citizens Satisfaction Survey results in policy planning and implementation in 21 aimags and MUB through **Service Improvement Follow-up Action Plans** (budgeted)
  - **Creation of CSS index** to evaluate sub-national government performance
- **Integration of SA in sectoral policies**
  - **Guideline for parents' engagement in school affairs** by the Ministry of Education, Culture, Science and Sports (March 3, 2019, is the (A/119)
  - **Action plan including replication of SA projects** by Ministry of Health in 2019



# “Inspired” local rollout efforts



Early stock-taking/Online survey in 2019 reported several immediate results such as:

- **A Special month for Good practice** in health services and local visits between Gobi-sumber and Zavkhan provinces
- **A voluntary training** for civil servants in Darkhan-Uul Province, in May 2019

## What has happened beyond MASAM (2020-present)

- ▶ **National Academy of Governance (under the Cabinet Secretariat of Mongolia):**
  - ▶ The experienced and committed pool of trainers and authors of the HLP handbook
  - ▶ Integrated HLP to its official short-term training, under its Professional Development Institute, (2021-2022)
  - ▶ In March 2022, State-owned enterprises ordered and received HLP training for thermos power engineers (70 participants)
- ▶ **SDC and GIZ co-financed a project** on Public Investment in Energy Efficiency Phase 2“:
  - ▶ SDC supported co-financing through local authorities for the thermo-retrofitting of 36 public buildings (schools and kindergartens) as a model for replication.
  - ▶ Peer learning workshops and Bus trips were organized among kindergartens.
- ▶ **UNICEF’s project** on early child health and protection:
  - ▶ Applied HLP to disseminate its program results to 25 kindergartens in Bayarzurkh district in 2023
- ▶ **WB: Third Sustainable Livelihood Project (SLP3):**
  - ▶ Preparing to share its Local Development Fund (LDF) results in **October 2023** among local authorities of 21 aimag (330 soum/villages)