

Being accountable to its stakeholders, and to the society as a whole, is very crucial for CISP as an NGO. This website is part of our efforts to enhance transparency and accountability in our programmes that support the Somali people.

### **Multiple accountabilities and one focus: the Somali people**



Social accountability involves the responsibility to undertake meaningful actions to improve the lives of the poor. At the same time, social accountability is a commitment to provide an account of those actions to the various important stakeholders.

CISP intends to improve its accountability effort particularly towards the people for whom it works for: the Somali people. Indeed, CISP recognizes that accountability to the beneficiaries and community partners is vital for democratic and participatory development. However, the beneficiaries cannot always benefit from direct interaction with the organization, while the other stakeholders (donors, funding agencies, other NGOs and internal boards) can enjoy other dedicated communication tools (e.g.: reports, correspondence, meetings, etc.).

### **Accountability towards beneficiaries: the support of the website**

One of this website's objectives is to support CISP's accountability towards its beneficiaries. To this extent, the following features and activities have been designed:

1. [Activity Update](#) : a section of the website providing regular updates of all the activities (and needs) at the location level, including pictures and visual documentation of CISP interventions.



2. [Somali translation](#) : a translated version of this website is designed to reach the Somali speaking public.

3. [Feedback](#) : an online space, intended to address feedback, complaints, critiques, expectations or inputs directly to CISP.

4. [Guided Activity Update Meetings](#) : local meetings, designed to allow those people who do not have computer literacy or internet access to be informed of CISP activities, and submit their comments and suggestions. Hard copies of the feedback form can be found and filled in every CISP's field office.

5. **SMS/ telephone calls system**: dedicated phone numbers to collect verbal or text complaints, critiques, expectations or inputs from the beneficiaries who do not have internet access and cannot participate in the forums.

## Expected outcome of social accountability on CISP's



## intervention

The expected outcome of this social accountability effort towards the beneficiaries and the communities are:

1. **Increased awareness** among the beneficiaries and community at large.
2. **Beneficiaries empowerment**, by providing information and soliciting systematic feedback from the community.
3. **Community involvement**: initiatives become more participatory and responsive to the needs of the people, improving development effectiveness.