



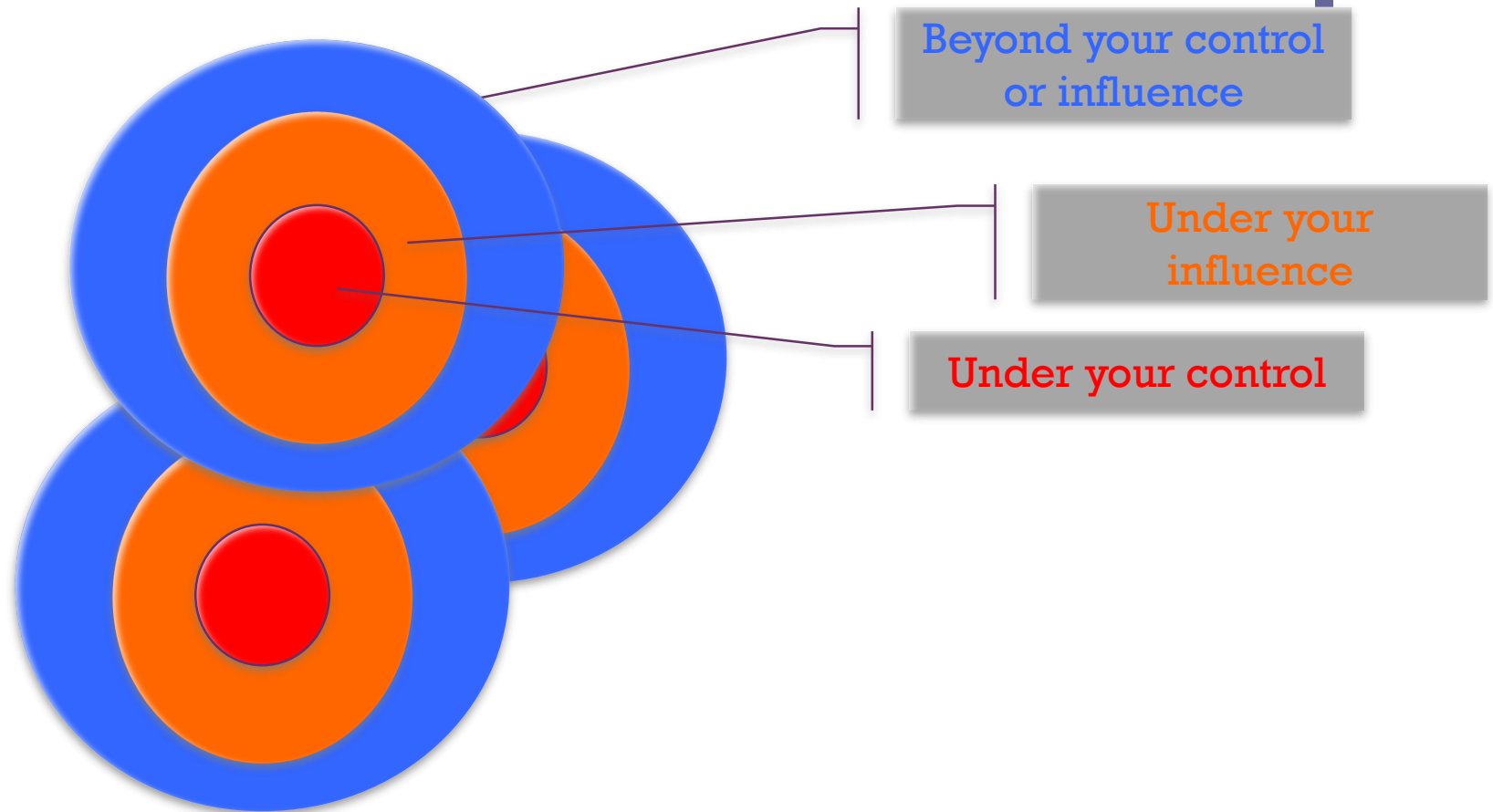
Concepts and key mechanisms of collective action

Regional Workshop - Strengthening Transparency and Accountability in
Priority Sectors in the Arab Region

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Tunis, 1-3 June
2016

The rationale for collective action



The logic of collective action

Individual or Collective Action?

ABOUT WHAT

- To reduce corruption
- To Support AC efforts

.... Corruption is a collective game anyway

FERTILE GROUND

- Shared interests or concerns
- Shared “enemies” or risks
- Where trust building, communicating, or generating is needed

.....Work together to be able to work together

Individual or Collective Action. When is the time for collective action?

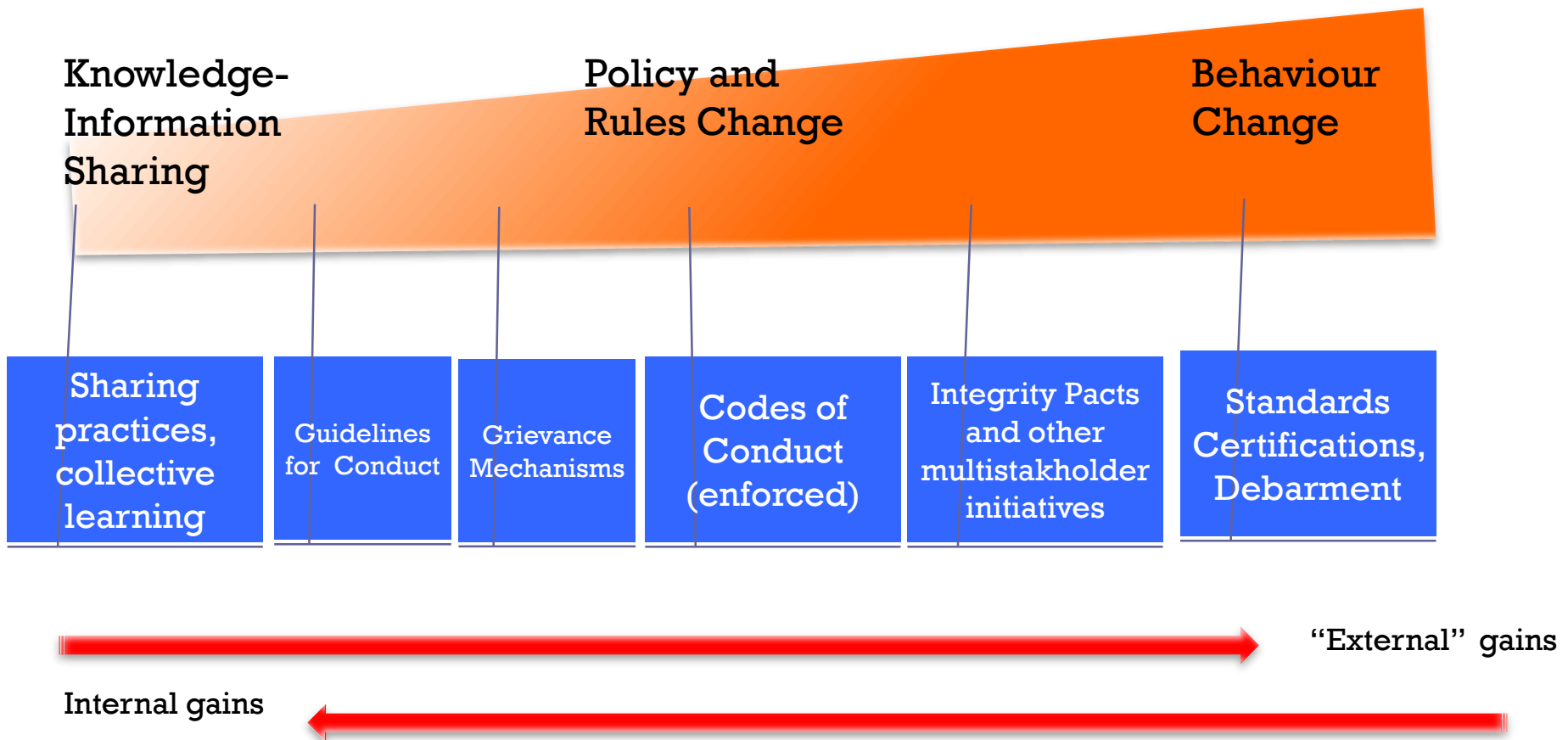
- Collective action starts:
 - **Where individual action stops.** “Out of my control” “Can’t do anything about this”
 - Where collective action **brings increasing returns to scale**
 - Sharing costs saves costs
 - Multiply visibility and attention
 - Sharing the burden
 - Getting support (no marketing, no campaigning)
 - **Where benefits can only be reached collectively** (Takes the sector/the group to a Pareto Optimal) - Trust
 - Anti-corruption
 - Has to **pay off** for it to work
 - **Not possible single-handedly**

Getting things done



- Defining and identifying partners – Stakeholder Analysis
 - National and/or international
 - Not your usual choice? Take it!
- Defining what to do:
 - The problems carry the information for their solution
 - Feasible at first
 - Added value
- Implementing
 - Need facilitator: your role can be different
 - Small steps can be the biggest – building the network
 - Do not need to be a formal gathering
 - Resilience
 - Added value may change in time

Possibilities of action

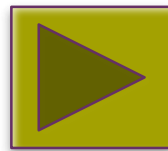


Examples: Integrity Pacts

An agreement among the bidders for a specific bid, and the contract authority in order not to bribe, not to collude and to act transparently (among others), that is monitored by an independent entity.



Document



Process



Independently
Monitored

You will find a guide to implement Integrity Pacts here:

<https://juanitaolaya-impactools.com/publications/>

How integrity pacts they work



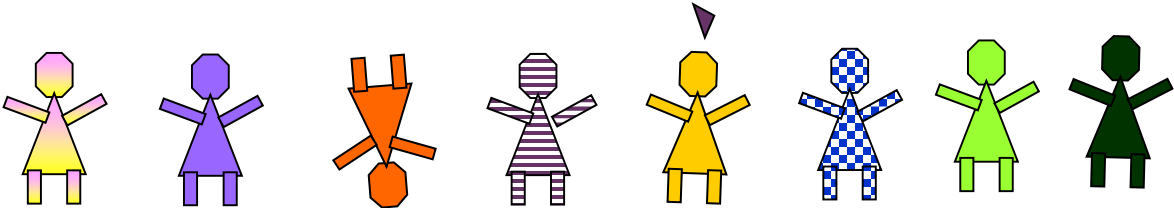
IP
Implementer



Monitor



Contract Authority



Bidders

Collective Complains Mechanism

TURKANA

Uwajibikaji Pamoja Integrated Complaints Referral Mechanism At County Level

Quality service and accountability from Government and Non-Government service providers is your right

"Uwajibikaji Pamoja" ("accountability together" in Kiswahili) is an automated web-based Integrated Complaint Referral Mechanism. The platform aims to improve quality and accountability of aid and is available to community members at grassroots level and facilitates the referral of complaints from one aid or basic service provider to another at the County level.

The service enables members of the public and organisations to submit and refer complaints concerning aid and service delivery to the relevant public and non-public authorities at County level, through a toll-free SMS line, email and walk-ins. People with no access to a mobile phone or internet may visit the nearest office of a partner organisation participating in the intervention or speak to their front-line staff on the field to lodge their complaints. The walk-in option also allows people who cannot read or write to report their cases.

SMS

Turkana 22128
West Pokot 22134
Wajir 22130

Email

in@hlpcrm.com
www.hlpcrm.com

Walk-ins

Complaint Log
Forms
COMC's

Complaints Referral System

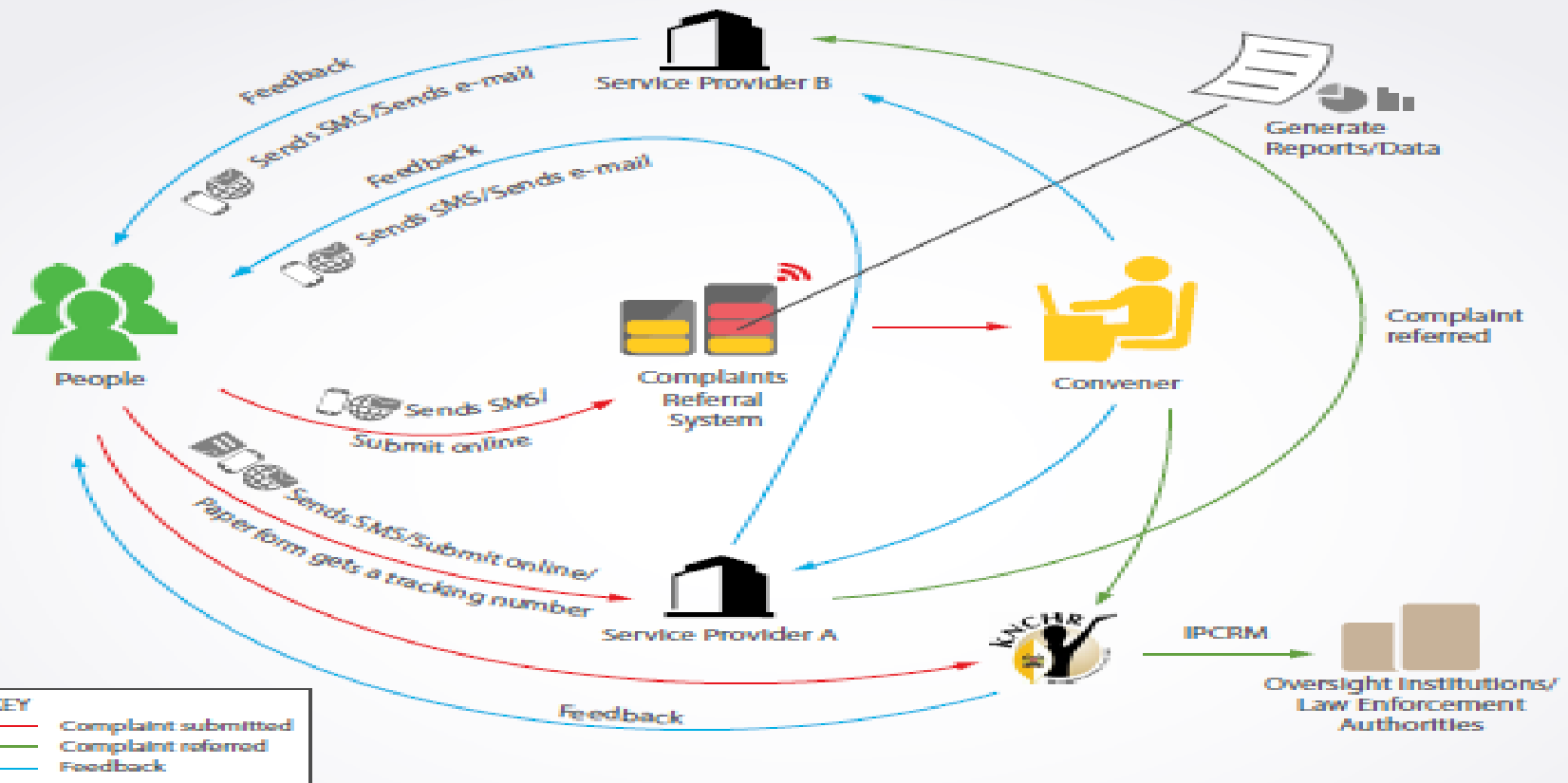
WEST POKOT

TWADO

WAJR

WEST POKOT COUNTY OF ELDRET

Uwajibikaji Pamoja How It Works



- All complaints are fed into the web-based system and referred to the organisation concerned.
- Complainants receive a tracking number by SMS and a notification each time any update or progress is made in addressing the complaint.
- If no action is taken or response is given after a defined lapse of time, the concerned organisation receives a reminder by email from the convener of the Integrated Complaint Response Mechanism, who will have been notified to follow up.
- The system also generates data and reports regarding the type of complaints received (broken down per gender, age group, sector, type of complaint), geographical areas and the duration between the lodging of complaints and subsequent actions or resolutions.

Collective implementation at County level

- Steering Committee representing partners at County level jointly select and manage the convener of the system @ County level
- Convener hosted by one partner organisation @ County level
- Joined information and communication campaigns at the county level implemented by partners agencies
- Public meetings and direct engagement with citizens at the grassroots level to provide information about the system mainstreamed into partners regular operations
- Partners' organizations jointly publicize and advocate for the system and share lessons learned through existing coordination and stakeholders platforms

