

Types of Social Accountability interventions

Type of Action	Illustrative mechanisms and Tools	Purposes		
		Service Delivery	Public Resource Management	Citizen Empowerment
Transparency Related: (Collection, analysis, and dissemination of information on public policies, programs and services)	<ul style="list-style-type: none"> • Civic education • Awareness campaigns • Independent budget analysis • Social audits 	Yes	Yes	Yes
Collaborative/Joint: (Coproduction-focused engagement in policymaking and program/service delivery planning and implementation)	<ul style="list-style-type: none"> • Participatory budgeting • Participatory planning • Citizen-provider committees and organizations (e.g. parent teacher associations [PTAs], community health associations) 	Yes	Yes	No
Compliance Focused: monitoring and oversight of public policies, programs, and services in cooperation with officials and providers.	<ul style="list-style-type: none"> • Public expenditure tracking surveys (PETs) • Citizen/community scorecards • Complaint-handling surveys • Service charters • Citizen review boards 	No	Yes	Yes