

Strengthening Accountability: COAST Experience

www.coastbd.net

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About COAST

- Coastal based NGO (www.coastbd.net) in Bangladesh
- Main interventions:
 - Micro Finance integration with right based approach
 - Disaster Management keeping mind in humanitarian accountability
 - Livelihood learning for Adolescents
 - Coastal Integrated Technology Transfer Program
 - People's Organization
 - Climate Adaptation
 - Recertified by HAP I up to 2018

Development partners:

DFID, MAXWELL STAMP PLC, Manusher Janna Foundation, UKAid, USAID, Save the Children, Stromme Foundation, UNICEF, EU IFAD, GoB and PKSf.



COAST believes

- COAST practices the right based approach equally mentioned in UDHR (universal declaration of human rights).
- Rights of TRANSPARANCY and PARTICIPATION from equal level of development actors and beneficiaries.
- COAST is always ready to accept and handling any complaints within the framework of the policy to ensure its accountability in all levels.

Key approaches in integration of accountability

Stakeholders	Practices	Output evidences
<p>Member participants and beneficiaries aim to assist</p>	<p>Inception meeting</p> <p>Information dissemination</p> <p>Participatory review</p> <p>Functioning of People's Organization as alternative power structure including in highest decision making body</p> <p>The designated officials address with phone numbers available in groups, offices and website.</p> <p>Counter vailing process</p> <p>Practicing the values</p>	<p>Program brief</p> <p>IDP and CRM</p> <p>PO minutes</p> <p>BoT meeting</p> <p>Leaflet-Right to know for all</p> <p>HAF</p> <p>Pass books</p>

Key approaches in integration of accountability

Stakeholders	Practices	Output evidences
Staff members	Policy based transparent recruitment process Code of conducts Two way appraisal process Induction training Meeting systems Trainings and orientations Staff conferences and application of open secret method to improve management behaviors Support supervisions High relation and high accountability	HR Policy Field operation manual Finance Policy Recruitment process formats Zero tolerance Whistle blowing policy Meeting Minutes HAF Appointment letter

Key approaches in integration of accountability

Stakeholders	Practices	Output evidences
Donors and partners	Program and financial reporting	Progress reports
	Regular jointly audit and monitoring	News letters
	Publishing monthly news letters	Audit reports
	Avoiding conflict of interest through finance and other policies	Website
	Annual auditing by the renowned audit firm	

Key approaches in integration of accountability

Stakeholders	Practices	Output evidences
Government Authority	Certification and periodic renewal	FD-6
	Inception Meeting	News letter
	Progress Sharing and Updates	Audit reports
	Participation to NGO Coordination Meeting	NGOAB and MRA certificates
	Joint program visit	Websites
	Periodic participatory review	

Key approaches in integration of accountability

Stakeholders	Practices	Output evidences
Overall stakeholders	<p>Participatory program designing</p> <p>News letters</p> <p>Regular updating website contents</p> <p>Annual budget copy in the local offices</p> <p><i>Iftar</i> party in field and principal office levels</p>	<p>Website</p> <p>IDP and CRM</p> <p>Paper coverage</p> <p>Photos</p> <p>HAF</p>

Lessons learned being Accountable

- Decreased supervision cost
- Created strong demand side for accountability
- Reduced the risk of central management
- Increased image of organization to all levels
- Decreased drop out of staff and member participants and beneficiaries aim to assist
- Credibility gained in ground level

Challenges

- Still some managers shown resistance but due to the high commitment of management it is being removed gradually
- Culture of silence vs. culture of questioning
- Women hardly know their location identity
- It's an attitude, required long time interaction
- Political orientation toward equity and justice society is a pre-requisite



Overcome Challenges

- Leadership commitment.
- Frequent orientation with staff, member participants, beneficiaries aim to assist and stakeholders
- Counseling the supervisors to be more accountable to the member participants, beneficiaries aim to assist and stakeholders
- Taking complaints positively and time frame for handling complaints
- Continuous learning from the complaints



Overcome Challenges

- Using the high penetration of mobile phones also in the community levels
- Maintaining cross communication but the line decisions in all levels.
- Frequent meetings, orientations, training and interactions in the different levels.

Thanks to all



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