

NOBO JATRA - NEW BEGINNING

Citizen Voice and Action

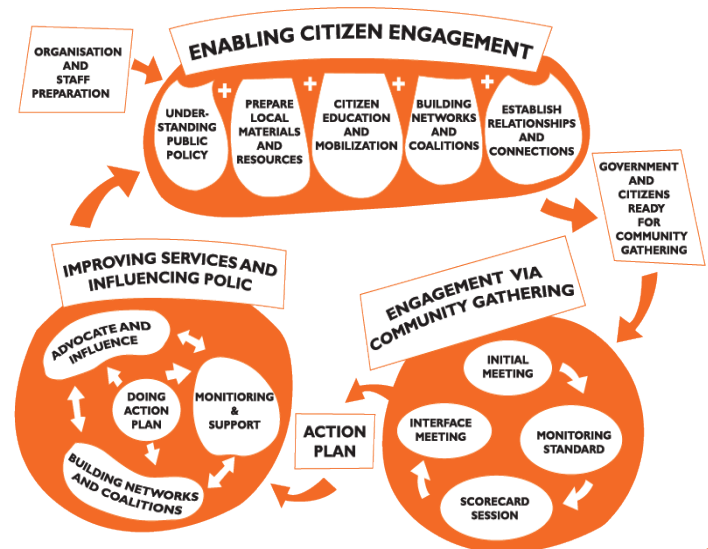
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Overview

Nobo Jatra – translated as new beginning’ - is a 7 year (2015-2022) **USAID Bureau of Humanitarian Assistance funded Resilience Food Security Activity** implemented by **World Vision in Bangladesh**. Nobo Jatra is executed in partnership with the **Ministry of Disaster Management and Relief**, of the Government of Bangladesh and **Winrock International**. With the goal to ‘*improve gender equitable food security, nutrition and resilience of vulnerable communities in southwest Bangladesh*’, Nobo Jatra has reached **725,320** participants with interventions in maternal child health and nutrition, water sanitation and hygiene, agriculture and alternative livelihoods, disaster risk reduction with gender and social accountability as cross cutting themes.

Social Accountability: Citizen Voice and Action

Citizen Voice and Action (CVA) is World Vision’s evidence-based, social accountability model that operationalizes and strengthens relationships of direct accountability among **citizens, policymakers** and **service providers**. Nobo Jatra incorporates a Citizen Voice and Action (CVA) approach as an intersectional theme to improve service delivery through **civic education, community services scorecards, social audits**, with advocacy training provided to CVA working groups.



CVA with Government Service Delivery Systems



119

Community Clinics



33

Union Health & Family Welfare Centers



40

Water and Sanitation 'WatSan' committees



40

Union Agricultural Service Units

CVA Results

119 Community Clinics:

- **105** (88%) clinics met 76-100% of standards in 2019 vs. **58** (49%) in 2017.
- **50** (42%) clinics have improved water facilities (deep tube wells, rain water harvesting tanks).
- **29** (24%) clinics have safe sanitation facilities.

33 Union Health and Family Welfare Centers:

- Monitoring standards showed inconsistent staffing at centers, poor electricity and infra structure and lack of water facilities.
 - **Union Parishad's*** are allocating **budgets** for repair work, electricity and providing water tanks.
- *grassroots tier of local Government responsible for water and sanitation budgets.

40 Union WatSan Committees:

- **32** (80%) committees met 51-75% of standards in 2020 vs. **20** (50%) in 2017.
- **29** (73%) of Union Parishad's incorporated budgets for water tanks and sanitary latrines in 2020



40 Union Agricultural Service Units:

- **22** (55%) units met 76-100% of standards in 2020 vs. **12** (30%) in 2018.
- **Sub Assistant Agriculture Officers** are now available in Union offices and farmers can access **technical services**.



Evidence and Impact

A Nobo Jatra CVA Evaluation in 2020 shows:

- Social accountability processes relate to **sustainability** and **systems strengthening** in Bangladesh.
- CVA working groups were strengthening sustained service provision and completed scorecard sessions, interface meetings, action plans, and follow-up.
- CVA working groups have gained the correct information, tools and platforms to raise their voice and to coordinate collective action on important issues with respective Government departments.
- Service provision improved by **“reminding”** duty bearers and service providers to do their jobs while providing them with the motivation to overcome their inertia.
- Citizen assessments in 2018 revealed generally **“fair”** or **“poor”** ratings for service delivery. However, by 2020, CVA working groups across the sampled Unions could report important progress on developing, implementing, and following-up on action plans.



Advocacy

- **Policy dialogue** at local, regional, and national levels is critical for sustainability of CVA. Nobo Jatra systematically shared CVA results with Government stakeholders to facilitate the **“trickle up”** process whereby information is shared at sub district, district and national level.
- This has resulted in Community Based Health Care, the Government unit responsible for community clinics to deploy **932 Multi-Purpose Health Volunteers** in the 4 sub districts covered by Nobo Jatra. These paid volunteers will continue to provide basic health and nutrition services in communities thus ensuring sustained service delivery systems as Nobo Jatra phases out direct implementation.

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