



Citizen Voice AND ACTION

Begin in more stable areas of a country. Build towards more fragile areas and focus on improving immediate access to health services.

At every stage conduct Do No Harm contexts assessments regarding security risks, conflict, appropriate messaging, safe citizen participation. Create contingency plans for every stage.

The CVA process: simple and effective



What should my school, clinic, or other facility have according to local law?



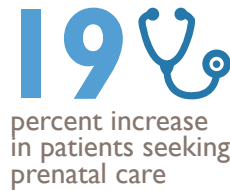
What does it actually have?

RESULTS

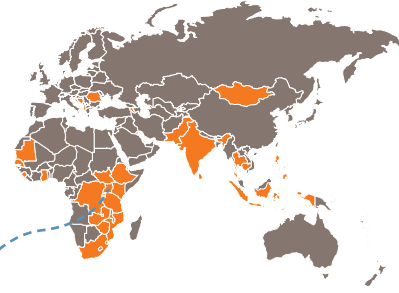
Study of a similar approach found:



Citizens work with government moving from community, to subcounty, to district, to national level to ensure commitments are met



600
programmes
IN
45 countries



UGANDA



Build in flexible, extended civic education to enhance trust and accountability between local government and citizens.

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1			
2			
3			
4			
5			

How happy am I with this service?



Citizens and government improve service



Citizens and government decide on an action plan

Include extra support for local government capacity building.



Townhall meeting to discuss what community has found with government reps

Greater investment to identify, cultivate and leverage relationships with well-intentioned government officials.