



The World Bank Group

## The World Bank's New Strategic Framework and the Proposed Roles of Citizen Engagement in its Implementation

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### FEEDBACK SUMMARY

#### Washington, DC- February 11, 2014

- The World Bank group held a face-to-face dialogue on mainstreaming citizen engagement in World Bank Group (WBG) Operations. The meeting was convened by the DC Chapter of the Society for International Development (SID).
- The meeting brought together participants from over 53 organizations representing academia, civil society, government, foundations, and the private sector (See list of participating organizations).
- Maninder Gill (Director, Change Management) presented the key features of the WBG Strategy and Mariam Sherman (Director, Results, Openness and Effectiveness) outlined how the Strategic Framework for Mainstreaming Citizen Engagement in WBG Operations was being approached.
- This summary focuses on the feedback received from the participants.

#### Main Issues Raised by Category

##### *General Comments*

- Encouraged to see citizens being featured prominently in the new WBG strategy.
- It was recommended that WBG consult with other international finance and multilateral institutions in developing its approach to citizen engagement.
- Interest on how the WBG will support the long-term sustained process for citizen engagement and long-term growth of the civic sector within countries.

## *Research/Methodology*

- There was interest in the methodology of the strategic framework including 1) how to measure results in projects 2) considerations related to the use of innovative technologies 3) indicators for representation with citizen engagement activities and service delivery.

## *Context*

- It was recommended that the WBG look at the level of citizen engagement within a country overall, because this can affect how well citizen engagement can be carried out within the project.
- It was suggested that good governance and effective institutions are precursors to having effective citizen engagement, is the World Bank going to get involved in setting that stage? Will the WBG address legal frameworks within countries?

## *Process*

- It was recommended that WBG consult citizens from developing countries during the development of the strategic framework for. There was some concern that citizens and civil society in developing countries may be unaware of the online Consultations Hub.
- The Advisory Council should reflect and represent the perspectives of developing countries.
- It is important for citizens and civil society to provide input into the Country Partnership Framework and Systematic Country Diagnostic, which are some of the earliest entry points for citizens to engage in the development of the WBG strategic framework for in a given country.
- The importance of learning lessons from the Global Partnership on Social Accountability (GPSA) in the development of the strategic framework for. There are relevant and useful lessons coming from the first couple rounds of grants in the 20 or so countries that have agreed to accept these programs.

Please contact [citizenengagement@worldbankgroup.org](mailto:citizenengagement@worldbankgroup.org) with any questions or comments.

**Participating Organizations:**

1	Advocacy Communications International, Inc.	28	Local First
2	American University	29	Margaret Rogers International
3	APPA	30	MSH
4	AVSI USA	31	Naija Worldwide Charities
5	Ball State University	32	National Democratic Institute
6	BIC	33	National Endowment for Democracy
7	Catholic University of America	34	Oxfam
8	Center for International Environmental Law	35	Pace Government Affairs
9	Change Management Solutions	36	Partnership for Transparency Fund
10	Ciel	37	PYXERA Global
11	CSIS	38	The Asia Foundation
12	CUA graduate student	39	The Washington Center
13	D3 Systems, Inc.	40	U.S. State Department
14	Detrex	41	UN Assoc. - Capital Area
15	Development Finance International, Inc.	42	University of Maryland School of Public Policy
16	DOL/International Labor Affairs	43	University of Maryland, University College
17	Embassy of France	44	UNOPS
18	FEMA	45	Urban Venture
19	GDN	46	US Department of State
20	George Washington University	47	USCRI
21	Independent Consultant	48	WBI
22	Institute for Sustainable Communities	49	WEConnect International
23	InterAction	50	Women Thrive Worldwide
24	International Relief & Development	51	World Learning
25	IREX	52	World Vision
26	Johns Hopkins University	53	WRI
27	Lewis-Burke Associates		