



## World Bank's

### Engaging with Citizens for Improved Development Results - Strategy for Mainstreaming Citizen Engagement in World Bank Group Operations

#### Luncheon Discussion

Thursday, March 27, 2014  
12:00-2:00pm

**InterAction**  
1400 16th St., N.W.,  
1<sup>st</sup> Floor Conference Center  
Washington, D.C. 20036  
\*Building Parking available by Colonial Parking  
\*2 blocks from Dupont Circle Metro

Please join InterAction for a strategic discussion on the World Bank Group's Proposed Citizen Engagement Strategy.

The proposed strategy on Mainstreaming Citizen Engagement in WBG Operations will be presented by **Mariam Sherman**, World Bank Director for Results, Openness and Effectiveness and former country director for West Bank & Gaza and country manager for Afghanistan.

Lead discussants will be **Gregory Adams**, Director of Aid Effectiveness, Oxfam and **Laia Griñó**, Senior Manager of Transparency, Accountability and Results, InterAction and discussion moderated by **Lindsay Coates**, Executive Vice President, InterAction.

Attendance will be limited and we prefer to have one person per organization. The strategy concept note and other background materials and schedule of consultations are available at Citizens Engagement [website](#). Participants are expected to review materials in advance so that you can provide input into the following questions:

#### *Outcomes*

1. Where have you seen citizen engagement contribute to development outcomes? In which sectors has it worked best? What types of engagement mechanisms were used? How was the feedback loop closed?
2. We found most of the impact evidence of citizen engagement in the following areas: service delivery, social inclusion, anti-corruption, public financial management and natural resource management. Do you have examples in these areas? Are there other outcome areas that may be relevant?

#### *Contextual Factors*

3. In your experience, what contextual factors—such as government and civil society/citizen capacity and willingness to engage, political economy factors, information provision, cost/funding and global dimensions—are critical to make Citizen Engagement efforts work effectively to enhance results?
4. Where have you seen citizen engagement efforts fail? What happened? What lessons would you draw from these experiences?
5. What mechanisms and context can best contribute to sustainable mechanisms for engaging citizens in service delivery, policy making, and other development activities?

#### *Research Agenda*

6. Where do you see gaps in what we know about the contribution of citizen engagement in achieving development outcomes that could inform the future research agenda?

Please **RSVP** to  
Veda Simpson at [vsimpson@interaction.org](mailto:vsimpson@interaction.org) by March 26, 2014