Ethiopia Social Accountability Program (ESAP3)

Grant Agreement [TF0A9293]

Progress Report Project Year 2, Quarter 2
April – June 2020

MANAGEMENT AGENCY
Multi Donor Trust Fund

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List of Acronyms

ACSOT	Alliance of Civil Society Organizations of Tigray
ADV	Addis Development Vision
AFD	Action for Development
COTL	Citizens on the line
COVID-19	Coronavirus disease 2019
CR	Community radio
ECC	Ethiopian Catholic Church
EOC-DICAC	Ethiopian Orthodox-Church Development and Inter-Church Aid Commission
ESAP	Ethiopia Social Accountability Program
FBC	Fana Broadcasting Corporate
GSI	Gender and social inclusion
HIDO	Hiwot Integrated Development Organization
Illu	Ilu Women and Children Integrated Development Association
KMG	Kembatti Menti Gezima
M&E	Monitoring and evaluation
MA	Management agency
MCMDO	Mothers and Children Multi-sectoral Development Organization
MoF	Ministry of Finance
MoH	Ministry of Health
MOOC	Massive open online course
MSCFSO	Migbare-Senay Children and Family Support Organization
ODA	Oromiya Development Association
PC	Program coordinator
PwD	People with disabilities
RCWDO	Rift Valley Children and Women Development Organization
RF	Results framework
SA	Social accountability
SAC	Social accountability committee
SAIP	Social accountability implementing partner
SNNPR	Southern Nations, Nationalities and People Regional State
SoE	State of emergency
UEWCA	Union of Ethiopian Women Charitable Associations
WB	World Bank
WE-Action	Women Empowerment - Action
WSAE	Woreda social accountability expert

Executive Summary

This quarterly report by the management agency (MA) of the Ethiopia Social Accountability Program (ESAP3) is presented in a different format from previous reports. The reason for this is that ESAP's regular SA program remained on hold, and the MA's program work during the reporting quarter almost exclusively revolved around the preparation for and start of implementation of ESAP's COVID-19 prevention and risk mitigation response program. Therefore, key activities planned during the preceding quarter were not implemented and are not being reported on.

A steering committee meeting to discuss and approve the ESAP3 annual work plan for 2020 (AWP2020) is still pending, and the MA expresses great concern about its ability to continue operations in the absence of AWP approval and, consequently, a contract amendment that would guarantee the continued financing of the program.

Since the reporting of the first COVID-19 case in Ethiopia in March, the government has taken measures to prevent and control the spread of the pandemic. The Ethiopian government declared a state of emergency (SoE) in March to control the spread of COVID-19 and mitigate its impact, specifying particular measures to be taken. A range of communication methods are being used to increase the public's awareness and compliance with these measures. In response to the national effort to control the pandemic, ESAP's COVID-19 prevention and risk mitigation program is being implemented in collaboration with its regular social accountability implementing partners (SAIPs) and community and commercial radios, and in direct consultation with the local government's health authorities.

All ESAP activities this reporting focused on organizing and implementing the 'citizens on the line' (COTL) radio shows, involving 21 SAIPs, 11 community radios and 10 commercial radios.

Highlights of MA activities:

- Following 'no objection' by the WB, reviewed and approved the plans and budgets of 21 SAIPs, and processed disbursements;

- Conducted an online training program for SAIPs and community and commercial radio hosts on the ESAP COVID-19 project implementation;

- Launched COTL call-in shows on 11 community radios and 10 commercial radios;

- Provided technical and capacity development support to SAIPs on COVID-19 project implementation, using special-designed monitoring protocols and reporting formats;

- Provided the MoF, World Bank (WB) and development partners (DPs) with three status update reports on ESAP's COVID-19 operations; and

- Prepared for move of MA Addis Ababa office to new location.

By 30th June, 2020, a total of 38 COTL shows were broadcast through 11 community radio and 10 commercial radio stations. Most shows were attended by government officials who provided response to questions and concerns raised by citizens (callers) and also gave additional information on the measures taken in their respective localities on controlling the spread of the pandemic.

Apart from being a new initiative, the COTL call-in shows run smoothly and participation of callers shows a steady progress, compared to the early days of the transmissions. Political unrests in parts of the country were followed by the shutdown of the internet for a prolonged period.

Although the unrest started on June 30 and continued into July, i.e. not within the reporting period, it did affect communications and, thus, reporting to the MA by radio stations and SAIPs.

Early observations indicate that the use of media could be a promising strategy to reach out to the public and serve as a platform to solicit feedback on government policies and strategies. The MA is considering the approach as it anticipates resuming SA interventions post-COVID.

Key activities planned for the next quarter (July – September 2020):

> ➢ Submit a no-objection request to the WB to extend the ESAP's COVID-19 interventions through September;

> ➢ Continue to provide technical, capacity development and monitoring support to SAIPs on COVID-19 response implementation;

> ➢ Conduct project review meetings with SAIPs and radio hosts;

> ➢ Conduct an internal workshop to reflect on effective ESAP SA interventions within the COVID-19 context and beyond.

> ➢ Provide progress reports on ESAP's COVID-19 interventions to MoF, WB and DPs.

> ➢ Continue negotiations to obtain approval of the AWP2020 and contract modifications required to continue operating.

Technical Progress

MA main activities

▪ Reviewed and approved for implementation the COVID-19 response plans of 21 SAIPs developed in accordance with guidelines prepared by the MA;

▪ Conducted virtual (on-line) training for SAIP program coordinators (PCs), monitoring and evaluation (M&E) officers and radio hosts from 14 community radios and 10 FBC affiliates on the intervention strategies, roles, responsibilities and workflow arrangements for ESAP's COVID-19 response:

▪ Delivered three moodle[1] courses for SAIP staff and media outlets working on COTL;

▪ Provided SAIPs and radio hosts with discussion topics and 'trigger questions' based on the SoE emergency regulations and related COVID-19 problems citizens experience in their daily lives. This followed an on-line survey for SAIPs and radio stations to solicit input into the formulation of the topics and questions.

The following discussion topics/themes were prepared by the MA and sent to SAIPs and CRs to use on the COTL shows:

o Use of facemasks in public spaces

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[1] *Moodle is an open source learning platform designed to provide educators, administrators, and learners with a single robust, secure and integrated system to create personalized learning environments. It is used by the education community with 60 million learners worldwide in 65,000 learning institutions in 165 countries. Access to internet has improved in Ethiopia and it was felt that Moodle could form an effective addition to the capacity development efforts of ESAP, especially now that face-to-face learning is not an option. The MA is exploring the potential for use of the platform also in the future.*

- o Implementation of SoE regulations on transport services
- o SoE regulations on social gatherings and physical distancing
- o Compliance with the SoE regulations on mandatory provision of sanitary material by public and private entities to their customers
- o Effects of COVID-19 on the lives of women and girls, including gender violence.
- o The state of provision of essential non-COVID-19 health services
- o Effects of COVID-19 on vulnerable social groups, people with disabilities (PwD) and elderly people in particular
- o Effects of COVID-19 on services by hotels/restaurants/cafes (in towns) and on the provision of agricultural services such as fertilizer distribution (rural areas)

The following standard questions were used to trigger callers' comments, questions and suggestions:

- o Has information on the new regulation on the **selected theme** reached citizens and what is their response?
- o How is the measure being practiced? What are community members, service providers and local organizations doing to adhere to this measure? What are the challenges community members face to adhere to this measure?
- o What is the local government doing to enforce the measure?
- o What are citizens recommendations or any other feedback to the government with regards to the practice of this measure?

- ▪ Provided technical backstopping and capacity development to SAIPs including:
  - o Indicators to monitor the implementation of call-in radio shows (10 key indicators).
  - o Data collection tools (data forms in Excel, Limesurvey).
  - o Procedures for MA for checking, cleaning, organizing and aggregating the information collected from the call-in radio shows. Data forms will be filled in by the SAIP M&E officers for each radio show.
  - o An M&E protocol that outlines the role of SAIP M&E officers, the kind of data to be tracked and the data collection tools.
  - o Consultation survey, to be filled by SAIPs and radio hosts on relevant themes/ topics for discussion on radio shows.
  - o Feedback survey format to be filled by radio hosts after each show, to elicit their view on the potential difference the radio show is making.
  - o PC summary note template to follow-up on the action taken by local authorities on issues articulated by citizens during the radio shows.
- ▪ Developed MoU templates that were signed between community radios and SAIPs (in Amharic and English)
- ▪ Developed scope of work (SoW) to serve the MA's contractual agreement with commercial radios.
- ▪ Signed a contract with Fana Broadcasting Corporate (FBC) to broadcast, through FBC's regional stations and affiliates, the COTL program for three months in woredas that do not have access to community radios.

SAIP Activities

1. Project Overview

Since the first case was reported in Ethiopia in March 2020, the government has taken measures to prevent and control the spread of the COVID-19 pandemic. The very first measures were awareness creation campaigns that involved key government authorities promoting prevention mechanisms, mainly hand washing and physical distancing. This was followed by the declaration of state of emergency to counter and control the spread of COVID-19 and mitigate its impact, specifying particular measures to be adopted. The measures stipulated in the state of emergency proclamation and the subsequent regulations issued include restrictions of public gatherings and meetings for more than 4 people, mandatory wearing of facemasks, reduction of passengers of transport commuters by half of their full capacity, mandatory provision of sanitary material by public and private entities to their customers.

The government has also taken additional measures to control the spread of COVID-19, including the closing of schools, allowing public servants to work from home and providing support to low income groups that would be among the first to be economically affected. A range of methods, including the use of media and awareness raising campaigns on the road, bus terminals and market places by the police, government officials and renowned personalities, is being used to increase public awareness and compliance with these measures.
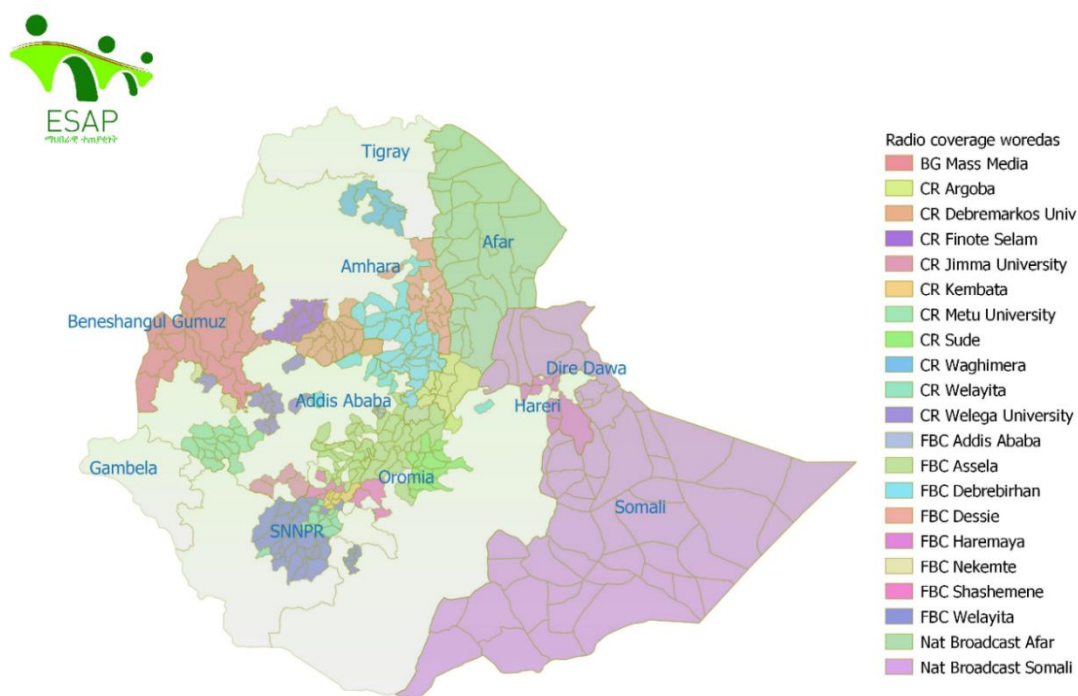
To contribute to and complement the GoE's efforts, ESAP started a COVID-19 prevention and risk mitigation program in consultation with local authorities, and in collaboration with its implementing partners and community and commercial radio stations. The key component of this program is the call-in radio show COTL, which aims to:

- Provide citizens with reliable, factual and timely COVID-19 information;

- Create opportunities for citizens to give direct feedback on the state of implementation of COVID-19 government regulations through community radios;

- Foster interactive engagement between citizens and government where local government officials (COVID-19 task forces in particular) take timely action to address COVID-19 risks and concerns that are raised by citizens through live call-in radio shows.

The COTL transmissions cover 570 (56.4%) out of 1010 woredas in Ethiopia, including 219 (70%) out of 317 ESAP woredas. See figure 1 for coverage2.

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[2] The radio stations provided the data on their coverage. This will be updated, as the MA did not receive coverage data from 2 community radio stations and 3 commercial radio stations.

Figure 1: Woredas covered by COTL radio transmissions

Details on SAIPs, commercial/community radios and woredas covered by COTL is provided in Annex 1. In areas where there is no commercial or community radio coverage (MCMDO in Gambella and ACSOT in Tigray[3]), SAIPs implemented roadside message dissemination, using loudspeakers mounted on vans (commonly known as Montarbo in Ethiopia). This approach included soliciting citizen feedback through phone interviews on the practicing of COVID-19 regulations on the ground.

2. Project Implementation Status

2.1 Accessing citizens in ESAP operational areas with COVID-19 information through CRs

2.1.1 Dissemination of reliable, factual and up to date COVID-19 information

Radio hosts introduced the topic(s) of the day by reading out the regulations related to the issue at hand (e.g. the use of face masks and transport regulations for the first two shows). In most cases, to start of the program, they invited guests from government institutions to make introductory remarks on these regulations. Most SAIPs reported that reliable, factual, and up to date COVID-19 information were disseminated to the community (EoC-DICAC, Rohi Weddu, WE-Action, ADV, MSCFSO).

MCMDO reported the use of official regional health bureau documents during messaging using the mobile speaker system to ensure that information would be reliable.

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[3] No community radios are available in the 24 ESAP covered woredas in Tigray region. Mekele University CR was not a viable option as it only covers Mekele town. The cost of airtime by commercial radios operating in the region proved to be prohibitively high.

By June 30th, 38 radio shows were broadcast, and the MA had received data from 19. The data indicated that 13 radio shows (68%) aired 'accurate' information, while 6 (32%) were reported as airing information that was 'accurate but with gaps'. 'Accuracy' is defined as the use of only official sources (MoH in particular) to provide information on the topic of discussion as specified in the MA's COTL guidelines for SAIPs and CRs. Among the shows that were reported as 'accurate but with gaps', two cases had radio hosts missing some points from the official regulations, particularly the possibility of using homemade masks. The MA has advised SAIPs and CRs to exhaustively use the regulations and official sources specified in the guidelines as source of information.

2.1.2 Reaching out to community groups with special needs

CFAI prepared brochures in the local language (Afan Oromo) for 1,000 people with hearing impairments translating information from official government and WHO.

RCWDO contacted Oromia health bureau and collected soft copies of different IEC materials prepared for COVID-19 (print, audio and video). It is currently working on a selection of those materials and procurement procedures for printing. In the meantime, its WSAEs are working with WSACs to identify people with special needs and those who have no access to radio programs for distribution of IEC materials.

MCMDO, in their non-radio project in Gambella, interviewed a person with hearing impairment who stated that "people with hearing impairment like him have no information about COVID-19 and no knowledge of the COVID-19 state of emergency." The SAIP communicated this concern to the local government and is following up on action to be taken to reach such groups with COVID-19 information.

2.1.3 Engaging community leaders and influential citizens

During the training organized for SAIPs and community radio hosts, the MA provided clear instructions that messages from community leaders should be pre-recorded and reviewed prior to transmission. This is to ensure that accurate information is broadcast and potential misinformation can be filtered out. Available M&E data on this point indicate that no messages from community leaders were recorded and broadcast in any of the 11 COTL programs broadcast by community radios during the reporting period. Although this was partly because elders and SAC leaders participated directly in the live shows, SAIPs were advised to address this.

2.1.4 Using other innovative mechanisms to access citizens with COVID-19 information

MCMDO engaged in COVID-19 response activities during the reporting period using Montarbo speakers. The activities were implemented in its five target woredas (Gambella town administration, Itang special woreda, Wantwoa, Abol and Godere woredas), and COVID-19 information was delivered on five selected topics. This was followed by interviews with vulnerable community members and community leaders, both by telephone and in person using selfie-sticks. Promoters also introduced MCMDO's phone number to the public to enable listeners who want to share their concerns by phone with the SAIP. The content of the interview questions followed the same format used to trigger public discussion on the COTL shows.

ACSOT has been exploring an intervention using Montarbo speakers as no other options appeared feasible and was ready to start implementation in July.

2.2 Providing a platform for citizens to express COVID-19 related problems

2.2.1 Discussion themes and their level of reception

SAIPs indicated that the topics and themes proposed by the MA were relevant and timely. Both citizens and local government officials involved in the program were also reported by SAIPs to

find the topics relevant to the prevention and control of COVID-19. Local government officials stated that the shows succeeded in making the COVID-19 rules and measures clear to listeners and assist in prevention (as reported by MSCFSO, WE-Action, ADV, ODA, Rohi Weddu). Government officials showed interest in supporting the radio program as they found it complementary to current government efforts on COVID-19 prevention and risk mitigation (Illu, ODA).

Most of the listeners of the COTL shows expressed appreciation of the show for its relevance. COTL started at a time when 'message fatigue' appeared to be emerging in reaction to the simple messaging that others were communicating. Listeners of CRs (in rural parts of Amhara and Afar regions, in particular) indicated that the CRs are the only sources for information on COVID-19. They acknowledged the value added of the program in raising awareness on COVID-19 and providing a platform to articulate their concerns.

During the reporting period, Assela Fana FM and Shashemene Fana FM broadcast two COTL radio shows on the first two topics (i.e. the use of face masks and public transport), both in Amharic and Afan Oromo languages (ADV, ODA, RCWDO). Dessie Fana FM also arid two shows in Amharic, while Jimma University CR, Mettu CR (Illu), Kembata CR and Wolaita Fana FM (KMG) aired one show each in Afan Oromo (Jimma and Mettu), Kembatta and Wolaita languages, respectively. ECC reported that the two shows broadcast by Nekemte Fana FM created a platform for citizens to participate. Several people raised their concerns and forwarded their recommendation of what they think law enforcement agencies can do to ensure adherence. HIDO and UEWCA reported that callers were enthusiastic during the radio shows by Fana FM 98.1, where they raised relevant issues in relation to using face masks, the only topic covered during the quarter.

Debre Birhan Fana FM and Debre Markos University CR broadcast three shows each in the reporting period, on the first three topics (i.e. SoE regulations on mask use, transport services, and physical distancing and social gathering). Finote Selam CR (MSCFSO) and Argoba CR (Rohi Weddu) broadcast 4 shows, addressing an additional topic on access to sanitation and other preventive actions by service providers.

2.2.2 Number of COTL shows broadcast
By 30th June, 2020, a total of 38 COTL shows had been broadcast through 11 community radio and 10 commercial radio stations (Fana Broadcasting Corporate) respectively, representing 7% of the 528 radio shows planned for airing during the COVID-19 program period (note: this does not correspond to the reporting quarter). Following the recent unrest in some parts of the country and the subsequent internet shutdown, COTL was suspended in Oromiya and Addis Ababa. Subsequently, the transmission of reports on the program from radio stations to SAIPs and the MA was delayed nationwide. By the time of writing of this report, all radio stations resumed broadcast and internet services have been gradually restored.

2.2.3 Participation of citizens in the call-in shows
From the 19 COTL shows for which the MA received data, the average number of on-air calls per show was 7.8 (8.1 CR and 7.4 FBC); the average duration of a radio show is 70 minutes (78 CR and 59 FBC). The number of callers seems gradually increasing. The MA will continue to monitor the effective use of program time based on the topics, the time allocated to individual caller concerns and the responses provided by the participating authorities.

The imbalance in gender among the callers is striking with, somewhat expected, a significant variation between Addis and the rest of the country. Just 16 of the 133 callers (not including 15 cases without information from the woreda) were women (12 %). Some radio hosts (Amhara region) were observed motivating and inviting women to call in, but so far without noticeable success. The MA is looking into ways of encouraging participation by women.

For 40 calls the MA has information on the caller's 'position in society' (e.g., profession). However, this is not reported systematically. We do see regional variation in both the reporting itself and the position of the caller. In Addis Ababa and Amhara region information about the caller is routinely recorded, while this is by exception in other regions.

Calls originated from 68 different woredas, with Finote Selam town, Dessie, Ankober and Debere Markos town (Amhara region) all getting more than 5 calls. Most calls are from Amhara (72), followed by Oromia (56). Since this report include limited data from the start up period of the program, future reports are expected to produce more interesting information.

Main concerns, questions and recommendations for action forwarded by callers in regard of the first two discussion topics (implementation of SoE regulations on the use of face masks and transport services) covered during the radio shows are summarized below.

Use of face masks

Callers raised a number of concerns with regard to the use of mask. Most of them admitted that though aware of the regulations, they are not using masks largely due to complacency (Haramaya, Addis Ababa, Asela, Debrebirhan). Some callers (Argoba CR) indicated that the information is not reaching citizens adequately, especially in remote areas. Callers also mentioned inappropriate use of face masks such as not fully covering the mouth and nose, keeping masks in pockets and wearing them only when the police are around, as a common problem (Addis Ababa, Debrebirhan, Asela, Argoba, Debremarkos). It was also observed during the call-in shows that several misconceptions and false beliefs have affected the use of masks. Among these are: not using face masks for fear of being stigmatized as having the virus (Kombolcha woreda, Haramaya FM); being misled by the strong recovery rates of infected citizens as reported by the MoH (Asela FM); the belief that the virus had not reached some woredas; and faith in God as protection against infection (Finoteselam CR).

A good number of callers (Haramaya, Sude, Jima, Addis Ababa) complained about lack of knowledge on the quality of masks available in the market and some others (rural areas of Dire Dawa, Haramaya, Argoba and Finoteselam) mentioned affordability as a barrier to use masks. Some callers (Addis Ababa) remarked that government officials are not setting good examples on the use of masks as could be observed from the meetings they frequently conduct and are aired on TV. Others (Debrebirhan, Dessie) mentioned the loosening of enforcement measures by the police as a main contributor to limited mask use.

Callers also made recommendations to improve the use of masks to control the spread of the virus, including that:

➢ Government needs to facilitate the supply of affordable quality masks (Haramaya, (Finoteselam CR);

➢ Masks shall be made available free of charge for low income and vulnerable social groups, such as street children (Addis Ababa);

➢ More work needed on behavioral change among citizens, i.e. wearing masks for the right reasons of saving lives and not for fear of authorities;

➢ Increase awareness raising to minimize misconceptions on COVID-19 and enhance knowledge of proper mask use;

➢ Engage citizens in the enforcement process through social mobilization;

- ➢ Local governments should pay adequate attention to enforcing the regulations in crowded public places; and

- ➢ Government should coordinate with religious leaders to provide appropriate messages to their followers to minimize mis-information and negligence.

Transport

Callers raised problems and concerns with regard to the use of transport under the COVID-19 context. A major concern was the fact that many drivers seem to ignore the risk associated with transporting up to full passenger capacity and, in fact, seem more focused on using the opportunity to maximize profits by using full capacity while charging double fee (Shashemene, Finoteselam, Debrebirhan, Dessie). Resistance by some passengers to open windows was expressed as a major concern that could cause increase COVID-19 transmission rates (Shashemene). It was observed during the call-in shows that most passengers do not challenge drivers, and sometimes cooperate when drivers carry more people than allowed.

While the use of face masks in taxis is mandatory, a good number of passengers are reported as being non-compliant with the regulation (Shashemene). In remote rural areas, callers complained about the shortage of transport services, even before COVID-19, with trucks loading 50-60 passengers as if they are goods. This practice reportedly still persists (Finoteselam).

When asked about what callers recommend to address the issues, they suggested:

- ▪ Government to strengthen enforcement measures in towns and rural areas and reach out to owners of transport vehicles to address the service problem at the root;

- ▪ Citizens to develop a culture to say 'no' when their rights are being violated and to report to the relevant authorities when such incidents happen;

- ▪ Government and non-government organizations to provide their employees with transport to reduce the burden on the limited public transport facilities; and

- ▪ Free public transport tickets to be provided to people with economic difficulties (e.g. persons with HIV).

2.2.4 Participation of government officials in the call-in shows

Government officials participated in 68% of the COTL shows (in studio or via phone) for which the MA has data as at June 30th, responding to callers' questions. They included zonal administrators who are also COVID-19 taskforce chairpersons (West Gojam, North Shoa and East Hararghe Zones), zonal police heads (Asela Town, North Shoa Zone, West Gojam Zone) and other relevant officials, such as representatives from the woreda health office, water bureau, transport office.

Health professionals from government hospitals explained the relevance and proper use of masks. They included specialists from Addis Ababa (St. Peter TB specialized referral hospital) and Debre Birhan referral hospital).

2.2.5 Response by government representatives to callers' concerns and suggestions

Government representatives attending the COTL shows made efforts to answer the questions asked. They also expressed readiness to use some of the suggestions and questions forwarded by callers as input for their future work. When they had different views on some of the concerns raised by callers, they were direct and open to express their opinions. For example, the commander from North Shewa Zone police department was not convinced with the view of some

callers that "enforcement measures by police are loosening, as of recent times," and challenged some callers on their assertions that "people are wearing masks out of fear for being penalized by police" as being the wrong attitude.

Based on available M&E data as of June 30th, 69% of the 145 concerns raised were answered during the radio shows (100 'yes', 44 'no' and 1 'N/A').

In response to the various questions posed by callers, health professionals who participated in the shows provided detailed explanation on, among other:

- The proper use and handling of masks, emphasizing that failure to use masks properly could be riskier than not using masks at all;

- The different types of masks available in the market and their intended use;

- Options available to prepare face masks at home, as per the guidelines of MoH and WHO; and

- The experiences of some Asian countries (such as South Korea and China) where the use of masks has become a common practice.

Government officials and health providers (such as MDs and other providers) responded to callers' concerns and questions emphasizing that:

- The police will start taking serious legal measures to enforce mask use and will enhance its awareness creation work (zonal police head, Debremarkos);

- Due to overall shortage of transport services, even before COVID-19, citizens should understand that law enforcers are sometimes forced to be tolerant on strictly enforcing the new measures as this could lead to a lack of service altogether;

- Citizens should stand up for their rights and file complaints against those who breach the regulations; and

- Citizens should enhance their collaboration with law enforcement authorities. Public transport users, in particular, need to call woreda or zonal traffic offices and report incidents. Some officials provided their phone numbers for this purpose during the shows (Finoteselam CR).

2.2.6 Role of WSACs in the call-in shows

HIDO and UEWCA reported that the woreda social accountability committee (WSAC) members actively participated in call-in shows by raising pertinent issues and concerns. This was also confirmed by the Fana FM 98.1 call-in shows. SACs mobilized vulnerable people such as persons living with HIV to participate in the COTL shows.

WSAC members from EOC–DICA were reported to actively participate in raising community concerns and mobilizing others, particularly those representing vulnerable groups. They supported Sude CR to get influential leaders for interviews and local government to respond to citizen concerns raised in the radio shows.

ADV's WSACs were also reported to be instrumental in identifying and mobilized vulnerable groups (such as persons with disabilities, elders, women and other vulnerable groups) to participate on program. In addition, WSACs and WSAEs work together to lobby local government officials to give timely response to citizen's requests and concerns raised during the call-in shows on Asala FM radio.

Migbare Senay CR engaged WSACs by sharing list of concerns from callers for follow up.

MCMDO's "non-radio" project in Gambella was facilitated with the support from the WSAC in the identification of influential and vulnerable people in each kebele for an interview by the WSAEs.

Based on data available on the relevant quarter activities, the delivery of results is by and large on track, taking into consideration the late start of operations by some SAIPs and delays in reporting due to internet shutdowns. The MA received 80 data forms from SAIPs, 19 of which have been cleaned and analyzed[4], that are used to provide information on the indicators (please see annex 2 for the details).

3. Challenges and lessons learned

3.1 Challenges

- A major challenge reported by SAIPs is the recent unrest in some parts of the country and subsequent internet shutdown, which suspended COTL activities in Oromiya and Addis Ababa. Although this applies mostly to the period beyond the reporting quarter, it is presented here due to the impact on the transmission of data as a result of the internet shutdown.

- ECC reported that a prolonged security problem in its operational areas (West Oromiya) hampered execution of its planned COTL activities. AFD reported that sporadic conflicts and security risks have hampered WSAE activities in some of its operational woredas (Arero, Dhas, Miyo, Shakiso, Wedera and Liban). This appears to be a continuous problem, and the MA plans to discuss with the SAIP how/whether ESAP can add value under these conditions.

- A few SAIPs reported difficulties with the lack of coverage of some radio stations in ESAP operational woredas.

- Some partnerships between SAIPs and CRs did not materialize. From 15 community radios planned to broadcast COTL in ESAP target woredas, 11 started broadcasting. Four (Semera, Yirgalem, Hawassa University and Haremaya University CRs) withdraw for reasons related to budget, limited staff capacity, inability to conduct live call-in shows for technical reasons, and tight schedules due to engagements with regional government bureaus and other development actors on COVID-19 activities. In these cases, the MA was able to contract FBC (broadcasting its Afar language national broadcast; Shashemene Fana FM; Haremaya Fana FM) to substitute for the CRs.

- In some areas, the program airing schedule was reported to be inconvenient for listeners, especially for government workers and farmers (RCWDO). EOC-DICAC reported that the timing for Sude community radio's ESAP3 COVID-19 response broadcast suits volunteers supporting the radio station more so than listeners.

- SAIPs reported that in some instances radio hosts faced difficulty in inviting the proper government officials to respond to citizens issues and concerns, due to their busy schedules. The persons invited were, in some cases, experts who could only respond to citizens technical questions on COVID-19 rather than being held accountable as officials.

- Although the participation of women and vulnerable group representatives is encouraging in the Fana FM 98.1 broadcast in Addis (HIDO and UEWCA), participation by women in the rest of the shows remains limited.

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[4] Now that internet has been restored, the data are being submitted as expected.

- Some SAIPs indicated that most radio stations have one phone line, contributing to the limited participation of citizens in the call-in shows (WE-Action, ODA).

- CFAI and MSCFSO reported that the woreda authorities expect SAIPs to contribute in cash or in kind to COVID-19 activities rather than implementing the radio program. From those woreda officials' perspective, communication is mainly the work of government, while civil society/NGOs should focus on supporting communities in the form of provision of sanitizers, alcohol, face masks, food, etc. (HIDO).

3.2 Lessons

- Local governments seem to take the call-in shows as an initiative that is supportive to their efforts, particularly at zonal and city administration levels. This was evident from the positive responses they gave to listeners and the readiness they showed in taking some of the suggestions made by callers as input to work on.

- Although still early, the use of media appears to be a promising strategy to reach out to the public and serve as a platform to solicit feedback on government policies and strategies.

- During the call-in shows, citizens showed no hesitation to articulate their concerns, observations and complaints and to share their actual experiences. In a few instances, callers were not willing to share their names.

- In most of the shows, the need for enhanced citizen participation in supporting enforcement of the new COVID-19 regulations was emphasized both by citizens and government representatives. Mention was made to the enhanced use of volunteers in transport services in particular.

- There is a need to look into the problems of people from low income families and socially vulnerable groups (people with disabilities, PLWHAs, etc.)

- A need exists to further explore and link the citizen-state engagement on the enforcement of COVID-19 regulations through the use of media with ESAP's social accountability interventions in the five basic public services. This is true within the context of COVID-19, but also beyond.

4. Grants and Finance

4.1 Percentage of available resources used

By the time of writing this report, the MA had completed its review of the quarter 1 (January – March 2020) reports for all 22 SAIPs based on completeness, accuracy and acceptability as specified in the operational manual and the approved budget. Issues identified during the review were communicated to the partners for future improvements and, in some cases, for immediate resolution. Delays in report submission, review and issue resolution occurred for both avoidable and unavoidable reasons. While the MA continues to monitor the former and work with SAIPs to improve their compliance with contractual deliverables, COVID-19 and political unrest significantly affected communications and, consequently, operations from March 2020, i.e. the last month of quarter 1.

As per these approved financial reports (Q1), 22 clusters had utilized a total of USD 388,952.88 over that period. For the quarter April – June 2020, a total of USD 368,733.23 in expenditure was reported by 22 SAIPs; this is subject to review by the MA finance team.

Over the four quarters from July 2019 through June 2020, a total of USD 2,382,148.58 in expenditures was reported; this is subject to confirmation based on the aforementioned review of reported PY2 Q2 expenditures.

Figure 2: Total grants, disbursement, and expenditure as of 30 June 2020
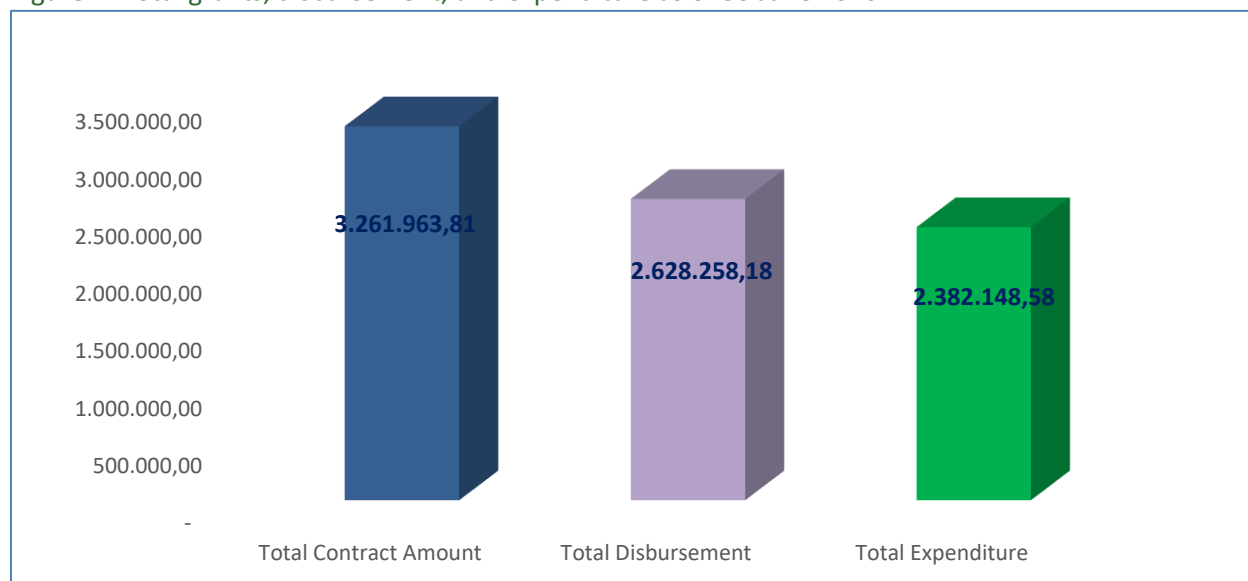

Figure 2 above shows that, in the aggregate, SAIPs reported as expenditures 91% of the total disbursed amount (USD 2,628,258.18 - please see details by cluster in Annex3. As per Annex 3, eleven clusters utilized between 90-100% of the disbursed amount; eleven clusters utilized between 80-90%.

Percentage of grant money disbursed
A total of USD 767,609.19 was disbursed during the reporting quarter. In total, USD 2,628,258.18, representing 81% of the total contract amount of USD 3,261,963.81, has been disbursed to date. The disbursed amount covers both COVID-19 program activity budgets and SAIP operational costs, including salaries, for period May- July 2020.

The MA approved 22 SAIP COVID-19 response budget plans. Subsequently, forecasts for the period May - July were reviewed and disbursements processed for all 22 clusters.

5. Internal Audit
The MA's internal audit unit conducted an audit on Rohi Weddu Pastoral Women Development Organization (RW) over the period May 2019 to December 2019. Discussions were conducted with the RW team on the audit findings and the report was shared with RW for a management response. At the time of writing of this report, this response is pending.

Reviews were conducted on SAIPs' annual external audit reports for the year ending December 2019; feedback was shared with SAIPs. The MA actively followed up with SAIPs that delayed the submission of these audit reports.

6. Operations

In order to accommodate the team's needs for general office space, meeting rooms and an accommodating, professional working environment, the MA completed its move to a new, larger office space in a commercial building located on Asmara Road, opposite Century Mall. Cost savings are significant, with annual rental expenses at roughly 67% of the rental costs of the former office space. Partitioning and limited interior design are getting completed during quarter 3 without this affecting the team's productivity.

Most staff continued to work remotely during this quarter due to COVID-19 concerns, and we anticipate this to continue for some time. The MA team members sometimes meet in small groups as necessary. The MA will continue to monitor the situation and consult with the World Bank team prior to making a decision to call the MA team back to the office.

Annex 1: List of SAIPs, Commercial/Community Radios and Woredas Covered

#	Radio station (FBC)	SAIP	ESAP woredas reached
1	FBC - Assela FM	ADV	Silte, Sankura, Dalucha, Merab Azernet, Lanforo, Sodo, Geta, Gedebano Gutazer welene, Endgegegn, Ezha, Alaba special woreda
		EOC-DICAC	Bishoftu town, Dodota, Liben Chukala, Boset, Minjar Shenkora, Hitosa
		RCWDO	Assela town, Tiyo, Bekoji and Limo Bilbilo, Bora,
		ODA	Metehara town, Fentale, Zuway dugda, Meki town, Adami tulu, Adama, Adama town,
2	FBC - Shashemene FM	LIA	Dune, Gibe, Limu, Shashogo, Soro
		RCWDO	Kofele
		ODA	Shashemene town, Negele arsi, Aje town, Adami tulu, Shalla woreda
		AFSR	Hawassa town, Arbe Gonna, Gorche, Malga, Bona Zuria, Hawella Tula, Shebe Dino and Wonosho
3	FBC - Nekemte FM	ECC	- All of West Welega (Gimbi woreda, Gimbi town, Nejo woreda, Nejo town, kiltu kara), Horo Guduru, - All of East Welega (Guto Gida, Jimma Arjo, Nekemte town, Sasiga) - Benishangul Gumuz region - Agalometi woreda
4	FBC - Haremaya FM	HFC	Sofi, Fedis, Dire Dawa, Asalisa, Biyo Awale, Wahil, Dire Teyara, Shenkor, Aweday Town, Babile, Haromaya, Kersa, Meta
5	FBC - Debrebirhan FM	Cheshire	Gida, Wuchale, Debrelibanos and Degem

#	Radio station (FBC)	SAIP	ESAP woredas reached
		We-Action	Efratanagedim, Kewot, Tarmaber, Debrebirhan, Asagert, Basona worena, Merabite, Angolelana tera, Mojana wodera, Borena, Tenta, Woreilu
6	FBC - Dessie FM	We-Action	Gubalafto, Angot, Raya qobo, Haberu, Dessie zuria, Kombolcha, Kalu, Bati, Dessie town, Argoba
7	FBC - Welayita FM	KMG	Mirab Badewacho, Misrak Badewacho, Damot Gale, Humbo
8	FBC - Addis Ababa Fana FM	HIDO	All of HIDO's woredas in Addis Ababa
		UEWCA	All of UEWCA's woredas in Addis Ababa
9	FBC national broadcast – Somali language	OWDA	All woredas of OWDA with the exception of Chinaksen
10	FBC national broadcast – Afar language	RW	All woredas of Rohi Weddu

#	Community Radio	SAIP	ESAP woredas reached
1	Finote Selam Community Radio	Migbare Senay	Finote Selam town, Dembecha woreda, Guagusa Shikudad, Enjibara (partially),
2	Debremarkos University Community Radio	Migbare Senay	Debremarkos, Enarj Enawega, Enemay, Aneded, Debre Markos town, Dejen, Machakel, Shebel Bereta
3	Waghimera Community Radio	ADA	Abergele, Ziquala
4	Argoba Community Radio	Rohi Weddu	Awash Fentale, Dulesa woreda, Amibara woreda (partially)
5	Metu University Community Radio	ILU	Bedele Zuria, Bedele town (partially), Ale, Metu town, Metu zuria, Yayu
6	Jimma University Community Radio	ILU	Dedo, Jimma SP town, Kersa, Tiro Afeta, Agaro town, Goma
7	Segele Adama Community Radio	ODA	Adama town and Adama woreda
8	Sude Community Radio	EOC	Sude woreda, Shirka, Lode hitosa (partially)
9	Welega University Community Radio	ECC and HUNDEE	Gudeya Billa, Nejo woreda, Nejo town, Guto Gida, Jimma Arjo, Nekemte town, Sasiga, Jimma Rare, Sibu sire, Bako Tibe
10	Kembata Community Radio	KMG	Mierab Badewacho, Angacha, Damboya
11	Welayita Community Radio	KMG	Damot Gale, Humbo, Basketo SP woreda, Hadero Tunticho

Annex 2: ESAP's COVID-19 response project progress: Performance Indicators

Indicator	Definition	Target baseline	Status 30/06/2020	Target end line	Source of verification
1.1.1. Percentage of radio shows that provide accurate and up-to-date information on COVID19, using official and reliable sources transmitted through 'Citizens on the Line' radio program.	Numerator: nr of radio shows that provide accurate and up-to-date information on COVID 19 based on official sources (see guidelines documents). Denominator: nr of radio shows broadcast.	0	N=13 - D=19 (68 %)	100%	Online survey (question C02)
1.2.1. Number of 'Citizens on the Line' radio shows that broadcast message of key influential figures in the community on COVID 19 .	Message is defined as: an interview with a key influential figure, recorded by radio station and broadcast as public service announcement (PSA). The interview must be related to Covid-19 or Covid-19 measures. Key influential figures in the community include, inter alia, SAC members, Iddir leaders, religious and traditional leaders.	0	0	*	Online survey (question B06)
2.1.1. % of 'Citizens on the Line' radio shows with local government official present to respond to call-in questions live.	Numerator: nr of 'Citizens on the line' radio shows with at least one local government representative present in radio station during the whole radio show to listen 'live'. Denominator: nr of 'Citizens on the line' radio shows.	0	N=15 - D=19 (79%)	100%	Online survey (question C01)
2.1.2. Number of listeners that call in to 'Citizens on the Line' radio program to voice their COVID-19	"Number of listeners that call in…" includes both phone calls aired on and *not aired*.	0	148	*	Online survey (question B04)

Indicator	Definition	Target baseline	Status 30/06/2020	Target end line	Source of verification
related concerns to public service providers.					
2.1.3. Percentage of citizen's concerns related to COVID-19 that are answered <u>during</u> the 'Citizens on the Line' radio show.	Numerator: nr of citizen's concerns answered during the radio show. Denominator: nr of citizen's concerns raised during the radio show.	0	N=100 - D=145 (69 %)	100%	Online survey (question C03 and C04)
2.1.4. Percentage of citizen's concerns related to COVID-19 that are answered <u>after</u> broadcast of 'Citizens on the Line' radio show.	Numerator: nr of citizen's concerns answered by the government after the radio show was broadcast. Denominator: nr of citizen's concerns raised during the radio show.	0	N=0 - D=145 (0%)	100%	Online survey (question C05)
2.1.5. Percentage of 'Citizens on the Line' radio programs broadcast by contracted radio stations.	Numerator: number of radio shows actually broadcast Denominator: number of radio shows that should be broadcast as per contracts with CRs and commercial radio stations.	0	N=38 1 - D=528 (7%) (through end of programme)	100%	Online survey (*also survey rom radio hosts*)
Process					
1. Percentage of ESAP3 woredas that are covered by the radio stations contracted to broadcast the 'Citizens on the Line' radio program.	Numerator: nr of ESAP3 woredas that are covered by the radio stations contracted to broadcast the 'Citizens on the Line' radio program. Denominator: nr of ESAP3 woredas	0	N=219 - D=317 (69%)	100%	EBA has data on coverage of CRs and other stations. (Additional SoV: Radio stations' own estimate)

Indicator	Definition	Target baseline	Status 30/06/2020	Target end line	Source of verification
2. Percentage of timely completed online surveys by the SAIPs.	Numerator: number of online surveys submitted on time. Denominator: number of online surveys expected according to the contract (=same as nr of radio shows that should be broadcast as per contract)	0	N=19 - D=528 (4 %) - data forms submitted/ cleaned	100%	Online survey
3. % of timely submitted summary notes submitted by the SAIPS	Numerator: number of summary notes submitted on time Denominator: number of summary notes expected according to the contract (=same as nr of radio shows that should be broadcast as per contract)	0	N=12- D=528 (2%) (till end of programme)	100%	Summary note written by PC

Annex-3   22 SAIPs Grant Contract, Disbursement and Expenditure Overview as of 30 June 2020

No.	Name of Lead SAIP	Agreement Ref. Number	Total Grant Amount (USD)	Total Advance (USD)	Approved Exp. as of 3/2020 (USD)	Q4 Exp. per SAIPs report (USD)	Total Exp. (USD)	% (Adv. vs. Exp.)	Unsettled Balance (Adv. – Exp.)	Balance (Contract amount-Exp. USD	Balance (Contract amount-Adv. USD)
1	HIDO	ESAP3/2019/01	144,059	140,749	112,626	19,724	**132,350**	94%	8,400	11,709	3,309
2	UEWCA	ESAP3/2019/02	142,327	128,240	96,171	24,208	**120,379**	94%	7,861	21,948	14,087
3	RW	ESAP3/2019/03	95,008	91,954	65,113	11,0776	**76,189**	83%	15,765	18,818	3,054
4	MCMDO	ESAP3/2019/04	58,458	58,458	48,395	8,665	**57,059**	98%	1,399	1,399	-
5	WE-A	ESAP3/2019/05	399,247	208,203	154,766	28,919	**183,685**	88%	24,518	215,562	191,044
6	ADA	ESAP3/2019/06	153,222	120,151	91,511	17,393	**108,904**	91%	11,248	44,318	33,071
7	MSCFSO	ESAP3/2019/07	167,184	141,498	121,050	21,790	**142,840**	101%	(1,342)	24,344	25,685
8	ECC	ESAP3/2019/08	210,626	159,890	148,745	23,048	**171,793**	107%	(11,903)	38,833	50,736
9	HFC	ESAP3/2019/09	116,766	103,358	74,677	12,159	**86,836**	84%	16,523	29,931	13,408
10	OWDA	ESAP3/2019/10	229,435	229,390	179,256	28,635	**207,891**	91%	21,499	21,544	45
11	ILU	ESAP3/2019/11	299,644	155,269	112,047	19,469	**131,516**	85%	23,753	168,128	144,375

No.	Name of Lead SAIP	Agreement Ref. Number	Total Grant Amount (USD)	Total Advance (USD)	Approved Exp. as of 3/2020 (USD)	Q4 Exp. per SAIPs report (USD)	Total Exp. (USD)	% (Adv. vs. Exp.)	Unsettled Balance (Adv. – Exp.)	Balance (Contract amount-Exp. USD	Balance (Contract amount-Adv. USD)
12	LIA	ESAP3/2019/12	40,537	38,656	29,218	5,739	**34,957**	90%	3,699	5,580	1,880
13	EOC-DICAC	ESAP3/2019/13	69,716	60,647	45,491	7,995	**53,487**	88%	7,161	16,230	9,069
14	RCWDO	ESAP3/2019/14	213,028	135,929	96,357	22,762	**119,119**	88%	16,810	93,909	77,099
15	HUNDEE	ESAP3/2019/15	82,684	69,981	52,550	9,849	**62,399**	89%	7,582	20,286	12,703
16	CFAI	ESAP3/2019/16	84,503	79,878	61,398	12,636	**74,034**	93%	5,844	10,469	4,625
17	AfD	ESAP3/2019/17	87,681	83,010	56,038	16,728	**72,766**	88%	10,244	14,915	4,671
18	AFSR	ESAP3/2019/18	95,590	91,567	70,179	12,263	**82,442**	90%	9,125	13,147	4,022
19	ODA	ESAP3/2019/19	140,763	116,633	78,243	14,641	**92,884**	80%	23,749	47,879	24,130
20	KMG	ESAP3/2019/20	128,136	118,066	89,803	14,358	**104,161**	88%	13,906	23,975	10,069
21	ADV	ESAP3/2019/21	90,949	86,635	61,876	11,917	**73,793**	85%	12,843	17,157	4,314
22	ACSOT	ESAP3/2019/22	212,400	210,092	167,906	24,760	**192,666**	92%	17,426	19,734	2,308
	Total		**3,261,964**	**2,628,258**	**2,013,415**	**368,733**	**2,382,149**	91%	**246,110**	**879,815**	**633,706**