

Best practices of CSOs' Accountability from the Arab Region

Arab NGO Network For Development

Developing a complaint mechanism to improve accountability practices



The Arab NGO Network for Development is a regional network, working in 12 Arab countries. ANND aims at strengthening the role of civil society, enhancing the values of democracy, respect of human rights and sustainable development in the region. ANND advocates for more sound and effective socio-economic reforms in the region, which integrate the concepts of sustainable development, gender justice, and the rights-based approach.

To enhance accountability and transparency at the institutional and regional level, ANND highly promotes the Istanbul Principles and is currently in the process of adopting a complaint mechanism to allow its staff, member, partners and beneficiaries to freely and openly share any criticism and propose alternatives. ANND and its Lebanese partners is also leading on a national initiative to develop a charter based on Istanbul Principles that will guide the work of CSOs in Lebanon, and promote accountability measures and practices. This national initiative is very participatory whereby more than 100 Lebanese CSOs have taken part in the consultation process.

Learn more about the Arab NGO Network For Development <http://www.annd.org>

Iraqi Al Amal Association

Putting in place Structured and Public Selection Processes for ensuring transparency and accountability



Iraqi Al-Amal Association, established in 1992, is a non-political and non-sectarian association of volunteers actively engaged in projects for the benefit and wellbeing of the Iraqi population. It conducts income-generating projects and provides psychosocial assistance and training to vulnerable groups to empower them to participate efficiently in public life. Al-Amal also works on law reform, engaging with the police and the judiciary.

To improve trust, ensure transparency and to enhance its accountability, IAA has put in place a public selection process for both individuals and NGOs for capacity building or receiving funds. For the individual applications, the selection process starts by online public application, shortlisting, and interviewing the shortlisted candidates to select. Evaluation is based on concrete criteria and scoring system. The selected list is usually published publicly after taking consent. Moreover, the scoring system is presented to the selected applicants during the activity. This has improved their trust in the process and IAA selection procedure. It made them feel they are selected based on their qualifications. With regard to the micro grants projects; provided in the fields of culture of peace, entrepreneurship, and advocacy for individuals, youth platforms and NGOs a similar structured selection process is present and based on concrete scoring system. The selection committee usually brings external consultant to advice the team. For those selected, IAA provides space to develop their own ideas, and supports them if requested to fine-tune their proposals. Implementation stage is the sole responsibility of the applicant. This has improved the level of ownership and creativity significantly.

Learn more about Iraqi Al Amal Association <http://www.iraqi-alamal.org/>

Phenix Center

Establishing a Steering Committee and developing Code of Conduct



The Phenix Center works to promote a sustainable developmental paradigm in Jordan, rooted in human rights and the principles of democratic governance by focusing on reforming the labor policies, lifting of restrictions on freedom of association, and strengthening of social protection policies. The Center specializes in promoting inclusivity in development processes by compiling databases of relevant actors and stakeholders, developing research, studies, papers and reports, conducting conferences and advocacy campaigns, and empowering the several actors to take part in steering development through capacity-building.

In the last five years, Phenix Centre established a steering committee composed of key personalities in Jordan - such as members of Parliament, human rights defenders, ex-ministers. The committee includes seven members that meet on a semi-annual basis. Even though the Law in Jordan do not oblige the Centre to establish a steering committee, we decided to do so not only in order to review our strategic plan and the outcomes of the programs we implement, but also to increase our transparency and accountability overall. In relation to this, Phenix Centre also developed two documents. One is an internal by-law, including all the guidelines regulating the relations between workers, management, steering committee and other stakeholders. The other document is the Code of Conduct, which includes the criteria to guarantee a high level of transparency of the management and the staff of the Phenix Centre, and it is based on international standards on human rights. The first document is endorsed by the steering committee and ratified by the Ministry of Labor, while the Code of Conduct is an internal document approved by the Committee and the workers have to sign it.

Learn more about Phenix Center <http://phenixcenter.net/en/>

Lebanon Support

Adopting an Open Access Policy



Lebanon Support is a research center for and about civil society. Lebanon Support is a multidisciplinary space creating synergies and bridging between researchers, experts, civil society and NGO practitioners, and activists. Lebanon Support aims to foster social change through innovative uses of social science, digital technologies, and publication and exchange of knowledge.

Since its establishment Lebanon Support has committed to an Open Access Policy that is intended to make the center's publications, content, and conference proceedings, available to a wider public. Hence, all its publications are available online without price and permission barriers. Lebanon Support considers that the difficulty in the civil society sector to exchange information and data weakens civil society actions, interventions and cooperation in general. With Open Access Policy Lebanon Support aims to address this challenge and to contribute to knowledge sharing and production. Furthermore, the knowledge produced by Lebanon Support can also be built upon. Lebanon Support has started in 2014 sharing data with different actors. This is based on data sharing agreements and MoUs and has allowed new products like timelines, mappings to be produced.

Learn more about Lebanon Support <https://lebanon-support.org/>