Social Accountability Pilot in Mining Sector in Afghanistan

Social Audit Training

TRAINING MANUAL

AT AYNAK

INTERNATIONAL RESCUE COMMITTEE

CDR PROGRAM

January 2013

Prepared by IRC/CDR Department
Social Audit Training For As hab Baba Residents

Introduction:
Aynak is a world-class copper deposit located in the southern Logar province close to the Logar-Kabul provincial boundary.
In 2008, Government of Afghanistan through an international bid allotted the contract for copper mining at Aynak to MCC, China’s leading mining company.
This project will lead to major social and economic development in the area besides bringing in revenue to the government. It will also be a source of employment generation and skill development for the local communities.
For the purpose of starting the mining operations, there are 5 villages in the vicinity of mine area which need to be relocated.
A township named As-hab Baba, about 7-8 Km away from the Aynak Mine site is being developed for the relocation of mining affected villagers. All project affected families will obtain a plot for house in the township also the township includes public infrastructure facilities like electricity, potable water supply, sewerage system, roads, schools, clinic, mosques, markets, and other facilities need for a modern residential setting.
Although the World Bank is not funding any part of the Aynak mining projects, but provides Technical Assistance only to ministry of Mines.
MoM in accordance of with the World Bank Operational Policy prepared a Resettlement Action Plan (RAP) for the Aynak site villagers to address issues of the land acquisition in mentioned 5 villages.
In 2012 World Bank invited IRC to prepare a proposal on consultative information campaign for Aynak RAP project.
IRC proposed some training modules for raising the awareness of the villagers like; Grievance handling mechanism, Social Audit training, Hygiene Promotion, and Housing Technical trainings to be conducted to the replacement people.
As the replaced people will have a Social Audit team therefore this guide prepared to help Social Audit team members in how to monitor and audit community development activities?
Also the guide will help Social Audit team to use monitoring and auditing tools and conduct and direct Social Audit meeting at the community level.

What is a social audit?
A social audit is a way of measuring, understanding, reporting and ultimately improving an organization’s social and ethical performance. A social audit helps to narrow gaps between vision/goal and reality, between efficiency and effectiveness. It is a technique to understand, measure, verify, report on and to improve the social performance of the organization.
Social auditing creates an impact upon governance. It values the voice of stakeholders, including marginalized/poor groups whose voices are rarely heard. Social auditing is taken up for the purpose of enhancing local governance, particularly for strengthening accountability and transparency in local bodies.
The key difference between development and social audit is that a social audit focuses on the neglected issue of social impacts, while a development audit has a broader focus including environment and economic issues, such as the efficiency of a project or program.

As this guide is prepared for Aynak RAP project so it is important to list objectives of social audit specifically for the mentioned project.

**Objectives of social audit for Aynak replaced people**

1) To assess the physical and financial gaps between needs and resources available in new As-hab Baba township.

2) To create awareness among residence and providers of basic services in As-hab Baba township.

3) Keeping in view the township residence interests and priorities, particularly of marginalized poor people and women.

4) To assist villagers in presenting their grievances through social audit committee to the CDCs or grievance committee.

5) To create a feedback mechanism at the township to take corrective actions and decisions. For example township residence should have chance of feedback on timely preparation of School and clinic building, students (boys and girls) registration in schools, availabilities of necessary facilities (for both male and female) in schools and clinic for teaching and health care.

6) Empowering the township residence (male and female) to raise their voices, opinions, expectations and aspirations at the basic services preparation time and next at the utilization of the services.

   Note: female residences of the township can offer their feedback and grievances through female CDCs and female School Management Committee (SMC).

**Advantages of social audit**

(a) Trains the community on participatory local planning.
(b) Encourages local democracy.
(c) Encourages community participation.
(d) Benefits disadvantaged groups.
(e) Promotes collective decision making and sharing responsibilities.
(f) Develops human resources and social capital

**Social audit committees**

The social audit committee consists of three persons of Aynak mine affected people elected by community people at the time of CDC election. It is advisable to use the services of retired functionaries of different organizations, teachers or persons of impeccable integrity living in the
Social Audit Training For As hab Baba Residents

communities. If there is no such person at least one member of this committee must to be literate. Both facilitators and social audit committee members can be trained by social audit experts.

The responsibilities of this committee will described below, but in addition this committee will work closely with the CDC and SMC to help community people in presenting their grievances to the grievance handling committee.

The first training manual of Aynak mine affected people RAP is Grievance Handling Mechanism to rise the PAFs (Project Affected Families) awareness regarding how to present their grievances.

This manual (the 2nd manual) prepared to give capacity to the Aynak mine affected people how to monitor social development activities in the new township and involve community people for arranging social development activities in the township it can help accountability, transparency and good governance at the township level.

**Roles and Responsibilities of Social Audit committee:**

According the duration we can divide the roles and responsibilities of As-hab Baba social audit team in two parts as below:

1. Roles and responsibilities of As-hab Baba township social audit committee at the time of basic facilities construction and settlement;
   - Monitoring of township infrastructure projects work process using checklist (form1).
   - Monitoring of township water supply system and electricity extending to all parts of the township (houses, clinic, schools, masjed) and road construction.
   - Help and joint consultation with CDC in allocation of plots at the resettlement site considering PAPs interests.
   - Consulting the allocation of graveyard and graves shifting process and discussion with CDC and villagers for joint decision making.
   - Conduct weekly discussion with the township CDC members to discuss on the above issues and grievances submitted to CDC by township residences.
   - Conduct social audit monthly meeting with CDC and community members to share the findings and hear from community members regarding their anxiety, concerns, grievances, criticism etc this encourage transparency and accountability.

Note: As the people will get plots connect to each other, during the house building they will face with some conflict among themselves. Solving of these kinds of conflicts is the responsibilities of social audit committee and CDC.

This issues must to be shared with all community members at the first social audit monthly meeting.

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2. Roles and responsibilities of As-hab Baba township social audit committee after resettlement.

- Help female and male SMC (School Management Committee) in listing of township school aged children (boys and girls) and motivating of township people to send their children especially girls to the schools.
- Monitoring clinic’s doctors and medicine availability, water supply and electricity system repairing and township masjed repairing process.
- Monitoring of township clean keeping situation and motivating of township people for clean keeping of township.
- Help the township CDC in solving of conflicts rising among the township residences.
- Conduct weekly discussion with the township CDC members to discuss on the above issues.
- Conduct social audit monthly meeting with CDC and community members to share the findings and hear from community members regarding their anxiety, concerns, grievances, criticism etc this encourage transparency and accountability.

Areas that should be monitored by Social Audit team

- Monitoring of the infrastructure project works and comparison of work progress against the prepared plan.
- Monitoring of water supply and electricity system and road construction.
- Monitoring the house plots distribution considering the PAPs interests.
- Consulting in graveyard allocation and graves shifting process.
- Helping the CDCs in conflict resolution of township residences.
- Monitoring of water supply and electricity system repairing, clinic health staff and medicine availability and helping female and male SMC in girls and boys schools monitoring (availability of male and female skilled teachers, students registration, students and teachers attendance, students and teachers teaching aid materials like books, stationery, chairs, tables, black board etc.).
- Monitoring of at least 60% of township residence participation in monthly social audit meetings.
- Monitor that female CDCs are sharing the ideas, concerns and feed backs of township women in the monthly social audit meetings through male CDCs, if the participation of women is not possible in social audit monthly meetings.

Planning for monitoring:
As mentioned the social audit committee will have regular monitoring and visits on weekly base and will share the findings with CDCs and villagers on weekly and monthly base. Before of monitoring it is required that the social audit team members should meet one day before the field visit has to take place to:

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- discuss regarding type and location of infrastructure and non infrastructure activities to be monitored
- discuss the availability of the team members
- discuss and arrange the date and time for the spot check
- Fill in the Social audit team work plan (Table.1)
- Prepare the necessary tools and checklist for the monitoring visit
- define the role and responsibilities of Social audit team members before the monitoring visit
- One member of the team (literate) should fill in the form.1 (Checklist) during the monitoring of infrastructure and non infrastructure activities.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Location</th>
<th>Date</th>
<th>Responsible</th>
<th>Remark</th>
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</thead>
<tbody>
<tr>
<td>Monitoring activity</td>
<td>Location of the project and activity in township</td>
<td>......../......../....</td>
<td>Social audit Team</td>
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<td>DD/MM/YY</td>
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Conducting the monitoring field visit:
Once the monitoring plan is prepared and agreed between the social audit teams, they have to conduct their field visit and monitor the planned infrastructure activities and services (boys and girls schools teaching services, clinic doctors services, electrician and water supply services) keeping into consideration the following steps:
- Based on the plan prepared beforehand, the team will go to the site.
- Only one person should fill the checklist in the team, NOT all the Team members, as well as the interviewer should also be determined in advance;
- Meet with people who are working on the infrastructure project or non infrastructure services like school teachers, clinic doctors, electricians etc.
- Use the checklist as guiding tool for asking the questions;
- Physically check the infrastructure project and collect the required data through asking the questions from people involved and implementing the infrastructure project, use the checklist (form 1);
- Meet the township residence close to the infrastructure project; and ask the respective questions of (checklist form 1);
- After completion of infrastructure projects and settlement ask the township residence regarding schools teachers, clinic doctors, drinking water system mechanic, electricians services quality and ask the respective questions.
- Ask different people (NOT only one person) about their opinions, feelings and satisfaction on the project implementation and facilities;
- Ask for external factors influencing the infrastructure project (it’s not only a physical check which sometimes hampers a project);
- Give such a feeling to the township members / CDCs that getting this information, will help to improve the quality of township facilities, projects and services.
- Do not ask the person(s) who are not able to answer your questions
- The social audit team should be careful to tick the right answer or option during filling the checklist (see table 2)
- The collected information should be clear, accurate and understandable.
Form 1
Social Audit committee of As-hab Baba township
Monitoring Form

- Date of monitoring:
- Social audit team members who conducted the monitoring:
  1:_______________  2:___________________________ 3: ______________________

<table>
<thead>
<tr>
<th>Name of Project</th>
<th>Quality of work/and used materials</th>
<th>Time against the plan</th>
<th>What is likely to go wrong?</th>
<th>What we should do to respond</th>
</tr>
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<tr>
<td>Masque building</td>
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<td>Water supply system</td>
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<tr>
<td>Roads</td>
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<tr>
<td>Clinic (building and services)</td>
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<td>Schools (teaching aid materials/teaching learning methods)</td>
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<td>Graveyard</td>
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<tr>
<td>Protection wall constriction</td>
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<tr>
<td>Drain and stream connection system</td>
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<tr>
<td>Library</td>
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<tr>
<td>Electricity system</td>
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</tbody>
</table>

Social audit team members’ signature:
  1:-_________  2:______________  3: __________

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**Monitoring of Infrastructure project and services in the township:**
The social audit Team has to consider the following steps for conducting monitoring visits of infrastructure projects and other services:
- Assess the quality and quantity of resources (skilled and non skilled labors, quality of stones, bricks, sand and cement for building of infrastructure projects, quality of water pipes and other materials used for water supply system, wire and other materials used for electricity system, teaching aid materials for students, medicine in clinic etc.) used for implementation of the infrastructure and other services.
- Check if the project is implemented as per the planned timeline.
- Ask the township residences about their opinions and satisfaction about the projects and services.
- Fill Form 1 checklist during the monitoring of infrastructure projects and services,
Note: IRC Engineer will teach the social audit committee members regarding the quality of stone, bricks, sand, cement, water pipe and electricity wire.

![Social Audit Team Weekly Meeting](image)

**Social Audit Team Weekly Meeting:**
After the field visits and monitoring, the Social Audit Team members will need to coordinate and conduct an internal meeting within the Social Audit team and township CDCs to:
- Discuss and share the issues, their ideas and opinions as well as the key findings based on their observation and monitoring visits
- In case of major problems identified, please ensure that you understand the origin/ reasons of the occurred problem
- Compile all the data collected from the field and prepare the points of discussion for the monthly Social Audit meeting

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**Conduct Social Audit Monthly Meetings:**

After conducting monitoring visits by the Social Audit Teams at the field level on the different interventions during a month, the Team members will need to hold the Social Audit monthly meeting as follow:

- It is important to inform all township residence, in time about upcoming social audit gathering, at least 40% of township residence, CDC members and infrastructure projects contractor members should participate the meeting (after settlement the clinic doctors, schools principles etc should participate the meeting).
- One person must be assigned with taking minutes of the meeting and fill in the minutes of the meeting in (form.2) and sign it off by the concerned participants;
- The social audit chair person or a delegate of committee shares the monitoring findings, which obtained during the month with the participants in the meetings and propose recommendations & Solutions for the concerned problems;
- The chair person or delegate invites participating township residence to ask questions, voice concerns, and address perceived problems.
- The chair person or delegate should insure themselves that township women’s voices, concerns, opinions and feedbacks presented in the meeting. (if township women cannot participate the meetings female CDCs can make linkage with male CDCs and through them can send their voices to the meeting).

*Note: the time after Jumah pray is better because township residence come to pray and can participate the meeting.*

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**Important Note:**

This part of the social audit meeting require strong facilitation skills on the part of the chairperson, it is at this state of the social audit meeting, that participants are likely to start raising concerns, and expressing grievances and criticisms. Sometimes they even start accusing each other with or without firm basis. The role of the facilitator at this stage of the meeting is therefore crucial. The facilitator should try to find whether any accusation has some substance in it, or whether the accusation is unjustified. Based on this preliminary judgment the facilitator should try to give a congenial end to the discussion without letting it turn hostile.

The chairperson should make any effort possible to bring a productive result to the meeting. The social audit meeting is a forum where problems are discussed and solutions identified. If a problem does exist, or if there surfaces a justified accusation or criticism, it should not be lifting unresolved. The accusation has to be verified by appropriate means and a consensus should be reached for the solution of the problem, most preferably within the same meeting.

- Invite everyone willing to express his or her opinion to make suggestions how deal with problems and issues that have come up during the meeting.
- Prepare action plan for the issues to be followed up by responsible persons and/or the concerned actors; as well as the actions which should be taken;
- Keep the copy of form 2 for record and following social audit decision in next gathering.
- Before closing the meeting, the minutes should be read out loud to the participants.
- Arrange a date/time for the next Social Audit meeting at the township level.
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Form 2
Social Audit committee of As-hab Baba township
Monthly meeting record form

- Date: _______________  Meeting #: ________________________________
- Opening Prayer:
- Review of the minutes of previous meeting:
- Agenda for discussion and Action Plan:

<table>
<thead>
<tr>
<th>S/N</th>
<th>Issues/problems to be discussed as Agenda</th>
<th>Action(s) Required by</th>
<th>Deadline</th>
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Certified by:
SAC members Name and signature (finger ship):
1- …………………  2- ........................  3- …………………

CDC members Name and signature (finger ship):
1- ………………………  2- ………………………  3- ………………………

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Social Audit committee of As-hab Baba township
Attendance of participants of social audit meeting

- Date:

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<th>S.N</th>
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