

# KALABO YOUTH EMPOWERED WITH SOCIAL ACCOUNTABILITY SKILLS monitors education service delivery at the local School



A youth Community Social Accountability Committee (SAC) member in Kalabo says Kalabo Day Primary School management is currently socially accountable in the school grant management owing to the social accountability skills the community has acquired through community training conducted by the Civil Society for Poverty Reduction (CSPR).

The 26 year old youth Ms. Kambuya Mulemba shared her experience during a community training held at Kalabo Day on May 1st, 2024, for new SAC members. She said prior to the Voice and Accountability project at the school, the community was unaware of the role citizens play in advocating and helping to make public institutions more transparent, accountable in the public service delivery, public financial management, governance, social inclusion, and empowerment especially in the education system. The community was unaware that the school management has an obligation to display the school plans and budget, the grant, and expenditure on the noticeboard for the information of all community members.

Ms. Mulemba said, “before the project and the empowering training we received from CSPR, I as a young woman considering our culture and traditions, had no confidence to stand and speak to an audience like this one (training participants) which consists of elder, traditional leaders (Indunas) and speak boldly and confidently about any issue. I credit this confidence to the skills I have acquired from the social accountability training from CSPR” Ms. Muyeмба said. .

Ms. Muyeмба further told participants that as one of the CSPR phone holders responsible for data collection, she is able to obtain information from the School Headmaster on the financial management and other governance processes. She said “it is such a great achievement for me to go to the Head teacher's office and ask for information. Can you imagine a person like me, questioning the Headteacher on school grants, it's unheard of”

Ms. Mulemba said the project has created a platform for the community to get involved in the management of the school and for the school to be open and transparent about the management of resources at the school. She said prior to the project, the community was unaware of the financial guidelines provided by the Ministry of Education for community involvement. She said the community are the eyes of the government by making sure that school manage the resources transparent. The school is now aware that the community has been informed of the financial guidelines and they are now mandated to involve the community in the School plans and budgets and also they ensure that they display the grants they receive, the budget and the expenditure for all community members to see.

Ms. Muyeмба however appealed to the new SAC members to not abuse the information they have obtained from the training. “Now that you have been trained on your rights and responsibilities concerning the management of school grants, do not abuse this right questioning school authorities anywhere anytime. As much as you have the right to know, ensure that you follow the right channels and procedures in obtaining the information” she said.

CSPR conducted community trainings in social accountability under the Zambia Voice and Accountability: Community Empowerment for Improved Service Delivery' (V&A Project) with financial support from the Japan Social Development Fund (JSDF) through the World Bank. The project seeks to enhance community engagement and participation in monitoring education service delivery in nine (9) districts of Eastern and Western Province namely Mongu, Senanga, Nalolo, Kalabo, Kaoma, Katete, Vubwi, Sinda and Mambwe in May 2024.

**Community Empowerment For Improved Local Service Delivery In Zambia**  
Voice and Accountability Project Story of Change

