Citizen engagement strengthens resilience and re-establishes social contract between state, citizens and other stakeholders even in the most challenging settings. Re-established social contracts mean enhanced responsiveness from government institutions and policy makers to the communities, which helps to improve sustainable results of interventions.

Cordaid’s mission is to build flourishing communities in fragile contexts. A flourishing community is one where the social structures, systems and institutions function inclusively and sustainably for the purpose of satisfying the needs of all members of the community. When local communities have the capacity to voice insights about their needs, aspirations and barriers based on evidence, they can be in the driving seat in defining what matters most to them: what actions should be
taken, and what should be the priorities of the actors involved.

In the BBL, Cordaid will present its approach to promoting inclusive and evidence-based citizen engagement towards sustained results in health, education, but also enabling a political space for civil society:
- Experiences in re-establishing the social contract between citizens and government (DRC, Nigeria, Afghanistan);
- Newly developed methods to support an improved results framework with high-quality open data.

An on-the-ground case study from DRC will be presented, which explains how the capacity building of citizens contributed to enhancing the quality of health services. The presentation will also explore relevant linkages with the World Bank’s citizen engagement strategy, which aims to reinforce existing mechanisms of citizen involvement at country level in the projects implemented by the Bank, in cooperation with the national government.

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**Dr. Paul Khomba**

Paul Khomba is a medical doctor, master in public health, with more than 13 years of experience in health system strengthening at national level. He has proven capacities in supporting, implementing, monitoring and evaluation of health strengthening projects. He also has good knowledge of World Bank procedures through implementing of the PARSS project at the national level for the medium level support of health system in DRC. He is very familiar with the performance based financing, health insurance initiatives, social accountability in health deliveries, and the promotion of the community voice, with a senior position that offers opportunities to working and coaching others to achieve high standards in health sector.

**Izabella Toth**

Izabella Toth works since 1999 in development Cooperation, with the International NGO Cordaid in the Netherlands, where she is a Senior Corporate Strategist since Jan 2013, responsible for relation management and policy advisor on bilateral en multilateral International development Cooperation with a focus therein on support for enabling environment for CSO. Since 2011 Izabella is a Board member of CONCORD, the European Confederation of Civil Society Organisations working with the EU, and since 2013 a Supervisory Board member of the European Center for Non Profit Law (ECNL). She studied linguistics at ELTE university Budapest, and Dutch Law at Erasmus University in Rotterdam.

**Caroline Kroon**

Since 2011, Caroline Kroon has been actively developing and promoting knowledge and information intelligence in development programmes. This follows her extensive career that started in 1990 in strategic marketing and communications in the private sector. Having worked for marketleaders in the Netherlands like Ahold
and Sara Lee but also international advertising agencies like BBDO and TBWA, her current role is Senior Corporate Strategist at the international NGO Cordaid. In this function, she is responsible for developing and implementing open development strategies, which underpin more effective and relevant programme planning, performance, reporting and profiling. A concrete result is the Cordaid implementation of the IATI standard plus. This standard is now the new reporting requirement by the Dutch Government for all NGOs post-2015. Cordaid’s open development ambition is to strengthen citizen engagement and social accountability as a key cornerstone to flourishing communities.

**Mariam Sherman**

Mariam Sherman was appointed Director of the Results, Openness, and Effectiveness Department in the Operations Policy and Country Services Unit on October 1, 2013. She leads the team in delivery of three top priorities: (i) lead the Bank’s work on managing, measuring, and reporting results and the related tools; (ii) coordinate and support the Bank’s work on openness, transparency and aid effectiveness and accountability; and (ii) coordinate the Bank’s operational responsibilities on corporate commitments, IEG, IDA and relevant stakeholders. Prior to joining OPCS, she has served as Country Director, West Bank and Gaza Program since March 2010. Prior to this assignment she served as Country Manager, Afghanistan Country Program in Kabul since September 2006. She was the Senior Country Officer for Afghanistan based in the World Bank’s HQ since December 2002. Previous work experience in the World Bank has included assignments in the Indonesia Country Management Unit, the West Bank and Gaza Country Management Unit, and on central policy issues. Prior to joining the World Bank Ms. Sherman worked for NGOs on programs in the Middle East and South Africa. She received an MS in Development Management from the American University in Washington DC, and a BA in Middle Eastern Studies (Arabic and Modern Hebrew) from Manchester University in England.

**Roby Senderowitsch**

Roby Senderowitsch currently serves as Program Manager of the Global Partnership for Social Accountability (GPSA). Previously he served as Country Manager of the World Bank in the Dominican Republic. A graduate of the Johns Hopkins University, his work in the Bank included a strong focus on political economy analysis, building coalitions for change, anti-corruption, and performance based management of public institutions. Before joining the Bank, Roby work with several NGOs in Argentina and Cuba, where he served as the Field Representative of the American Jewish Joint Distribution Committee. He has been a lecturer in Human Resource management in nonprofit organizations, as well as director of educational programs and community development and human resource management in the private sector. Roby holds a Bachelor of Science in Education from the University of Buenos Aires and a series of postgraduate courses at Harvard and Stanford University.