

Uttaran

Accountability Framework

Community Mobilization

Poverty Eradication

Environmental Justice

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02	Date: January,2026 Approved by on behalf of executive board	Shahidul Islam Director Sarder Md. Rezaul Karim Chairman
	Recommended by	Haridas Malakar, Coordinator (Accounts and Finance)


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Accountability Framework

At Uttaran our mission is to equip the disadvantaged people with the tools needed to deal with their social, environmental, health, economic and cultural issues and concerns. To successfully achieve these goals, we firmly believe that all our stakeholders need to be involved in every stage our interventions. Therefore, we consider accountability as a core element in our organizational culture.

Definition

Uttaran adopts the following CHS definition of accountability

“Accountability: the process of using power responsibly, taking account of, and being held accountable by, different stakeholders, and primarily those who are affected by the exercise of such power.”

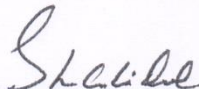
As our beneficiaries are our most important stakeholders, we strive to empower them through providing them with appropriate information, ensure their participation in key decision making, making them aware about their rights and entitlements and providing them a safe place to share their concerns, complaints and feedbacks.

Purpose

- Outlining our commitments in an Accountability Framework which is publicly available will allow internal and external stakeholders to assess our work
- It will bring greater credibility and trust to our interventions
- It will allow our participants and the relevant communities the power to hold us to account in ways that influence the organisation’s policies, priorities, and actions.
- It will improve our quality of work
- It will empower our participants to take part in key decision-making processes and providing their feedback effectively
- It will help our participants to have an active voice and role
- It will help our staff and volunteers to understand their roles and responsibilities
- It will reduce the possibility of mistakes, abuse, exploitation and corruption
- It will improve our relationship with the communities, helping us move towards working in true partnership with communities

By accepting the Core Humanitarian Standard (CHS), Uttaran has committed itself to the fulfilment of certain accountability standards outlined by the nine Commitments of the Core Humanitarian Standard


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- 1) Humanitarian Response is appropriate and relevant
- 2) Humanitarian Response is effective and timely
- 3) Humanitarian Response strengthens local capacities and avoids negative effects
- 4) Humanitarian Response is based on communication, participation and feedback
- 5) Complaints are welcomed and addresses
- 6) Humanitarian Response is coordinated and complementary
- 7) Humanitarian actors continuously learn and improve
- 8) Staff are supported to do their job effectively and are treated fairly and equitably
- 9) Resources are managed and used responsibly for their intended purpose

Accountability Tools and checklists

We are committed to improving the understanding and application of accountability approaches across our programmes and for that we specially focus on the following tools and frequently review the related checklist to verify their implementation:

1)Regular, timely and accessible information sharing

On who we are, our projects (including budgetary information), what behaviour people can expect of our staff and representatives (in line with our Safeguarding Policy and Code of Conduct), and how people can be involved and provide feedback and complaints. This involves looking at the way we currently share information, making it more systematic and standardised, and producing varied tools for various audiences.

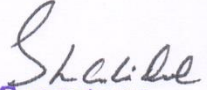
1.1) The organisation consults and agrees with communities/ key stakeholders on the best ways of making information available, appropriate to the programme context and situation.

1.2) The organisation ensures that communities/key stakeholders are informed about the organisation's background, mission and values, and about the conduct they can expect of its staff and representatives (in line with the Staff Code of Conduct and Safeguarding Policy) and how to contact the organisation.

1.3) The organisation informs communities/key stakeholders about specific programme goals, activities, cost, beneficiary selection processes and reports on progress.

1.4) Details on how to give feedback or make complaints related to the organisation or specific programme activities are made available to communities/key stakeholders.


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1.5) The organisation agrees with its partners on standards of information-sharing between partners, and between partner and communities.

1.6) The organisation monitors how well information is being disseminated, understood and received through consultation with communities/key stakeholders

2) Community Participation

This involves looking at how we work with our key stakeholders across the programme cycle, moving from consultation to collaboration, and improving quality and inclusiveness of participation where necessary.

2.1) The organisation encourages and facilitates on-going participation from communities/key stakeholders throughout the programme especially in design and implementation.

2.2) The organisation includes communities/key stakeholders in the identification and selection of appropriate representatives for specific programmes.

2.3) The organisation makes particular effort to identify community vulnerabilities and include groups less accessible or those facing additional risk or challenge

2.4) The organisation encourages the involvement of communities/key stakeholders in regularly reviewing, monitoring and evaluating the performance of programme activities.

2.5) The organization identifies information and communication need of the communities/ key stakeholders and their preferred information sharing method and communication channels

3) Proactively seeking feedback from children and communities and handling their complaints

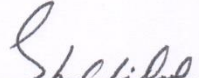
This involves systematic listening, and setting up formal mechanisms in our projects for people to express views and concerns on our approach, activities and impact, as well as on safety issues and the behaviour of our staff.

3.1) The organisation or the programme has established an appropriate complaints and feedback mechanism, which has been agreed with children/communities/key stakeholders, which is impartial, timely, safe, confidential, and accessible for various groups.

3.2) Staff know how the complaints and feedback mechanism works and understand their responsibility to it, especially with regards to procedures for handling sensitive complaints (eg, allegations of abuse and corruption are immediately referred/linked into the organisation's internal procedures for dealing with breaches of the Safeguarding Policy and Code of Conduct).

3.3) Communities/key stakeholders are aware of the complaints and feedback mechanism and how to access it


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3.4) The organization ensures that feedback is routinely recorded, reviewed and responded timely alignwith feedback mechanism guidelines.

3.5) The organisation supports its partners in setting up and managing the complaints and feedback mechanisms for communities.

3.6) The organization ensures that the feedback loop is completed

4) Monitoring, evaluating and learning

Giving voice to the communities in our monitoring and evaluation exercises, regularly reviewing monitoring data and data from our complaints and feedback mechanisms to inform changes in implementation, and ensuring evaluation data informs future project design, thus building a culture of learning and continual improvement.

4.1) The organisation actively seeks and includes the views of communities/key stakeholders in its monitoring and evaluation exercises, in relation to programme activities and to staff conduct.

4.2) The organisation regularly reviews monitoring and evaluation data, as well as data from feedback and complaints mechanisms, to draw and document learning from the programmes.

4.3) As a result of the findings of programme reviews and evaluations and feedback/complaints from communities, the organisation adapts and modifies the way it works accordingly.

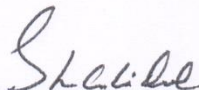
4.4) The organisation documents accountability findings, lessons learned, and good practices of the humanitarian interventions implemented by the organisation

4.5) The organisation supports its partners in monitoring and evaluating programmes and setting systems for learning and improvement.

4.6) The organization documents accountability findings, lessons learned, and good practices of the humanitarian interventions implemented

In order to make our vision of a society with gender, class and caste equality reality it is imperative that we stay accountable to our participants and other stakeholders. As an organization constantly trying to improve and learn we, therefore, welcome any suggestions on our activities and procedures. We are firmly committed to improving the understanding and application of accountability approaches across our programmes.


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