Imbizo

An independent feedback mechanism for country stakeholders interacting with the Global Fund

- Imbizo is the Global Fund's response to requests from country stakeholders for an independent feedback mechanism.
- Named after a Xhosa word meaning "a gathering to share knowledge," the purpose of Imbizo is to establish an independent feedback system that solicits country stakeholders' views on how the Global Fund's model is supporting countries in their fight against the three diseases, and where adjustments can lead to better results.
- Imbizo is neither a grievance nor a formal complaints mechanism.

Imbizo at a Glance

Insights generated from Imbizo will be shared with country stakeholders, the Board, Committees, and the Global Fund Secretariat to promote critical reflection toward the Global Fund's operational and partnership model.
Its objectives are to:

To understand the areas that are working well and drive learnings

To assess the areas of improvement and what can be done better to support country stakeholders

To explore the experiences of country stakeholders while working with the Global Fund

Requested engagement from the country stakeholders in 2024

July
Aug

Virtual consultations- Round 1: 5 countries (Armenia, Benin, Costa Rica, Liberia, Viet Nam) engaged in 1st round of country stakeholder consultations to understand country stakeholder feedback priorities

Sept

Virtual consultations- Round 2: 6 countries (Azerbaijan, El Salvador, Morocco, Senegal, South Africa, Togo) engaged in virtual interviews and focus group discussions to contextualize emerging themes generated from the survey

Nov

An online survey: All Country and Regional Coordinating Mechanism (CCM) members & Principal Recipients engaging in countries and regions with active grants will receive an invitation to provide feedback through an online survey

Imbizo's Guiding Principles

Accountability
Responding to the feedback received and communicating what is agreed for the course of the organization

Quality
Adherence to global standards on the application of evaluative methods and quality assurance guidelines

Transparency
Accessible and regular communication on insights generated from Imbizo

Participation
Country stakeholders have genuine ownership and control over development processes

Inclusivity
Ensuring the representation of diverse backgrounds and the participation of diverse country stakeholders over time

User Friendliness
Deploying methods and tools that are simple and concise

Confidentiality
Protection of feedback providers from being identifiable to the public. Imbizo will protect anonymity and confidentiality when sharing Imbizo insights.

Responsiveness
The adaptability of the evaluative methods and topics to the country stakeholders' emerging topical preferences