

More than just 'DEMAND':

Citizen Scoring

2018

INTRODUCTION

Community-based monitoring instruments, such as scoring, are used increasingly to complement and reinforce conventional mechanisms to strengthen accountability and performance in public-service delivery. Scoring by using Citizen Scoring-CS in Bhola was a civil society initiative undertaken in June 2018 followed by starting in 2017 to value government WASH and IWRM services. This is one of the methods to assess the impact of participation and one of the best tools of social accountability of the service sector. People's opinion, thus, can be utilized to increase the effectiveness of the service providers.

The exercise gathered citizen feedback on WASH and IWRM related services of public agencies and shared with

Bangladesh Water Development Board-BWDB, Local Government Engineering Department-LGED and Department of Public Health Engineering-DPHE. A ten-point rating scale facilitated quantification of citizen satisfaction levels with regard to Citizen Charters of respective departments i.e. BWDB, LGED and DPHE.

OBJECTIVE OF CITIZEN SCORING

The key objective of the citizen scoring is to engage service providers who are related to WASH & IWRM at sub-district level and service recipients in a dialogue so that an accountability mechanism established. Making the government accountable and take steps for improving the quality of services considering SDG-6 is the strategic objective of Citizen Scoring.

The exercise gathered citizen feedback on WASH and IWRM related services of public agencies and shared with BWDB, LGED and DPHE.

CITIZEN SCORING METHODOLOGY

A matrix tool has been developed to use the data for giving feedback and recommendations to service providers. This year the citizen scoring tool was ready to use for Water Management Citizen Committee at Bholu as this is second year of the approach. The CSO members were again given brief this year for refreshments about the roles and responsibilities of the service providers and citizen in a meeting. The performance of the service providers is observed or evaluate through the participation of maximum CSO members. For each topic the CSO gives a score of satisfaction along with explanations of such scores. This year the CS has been shared and filled up by the respective departments for scoring and analyze with the scoring of citizens. Later the CS has been shared with BWDB, LGED and DPHE along with citizen committee for support to improve the quality of services according to peoples need.

DISCUSSION ON FINDINGS

Changes in services have visualized in this year 2018 which shows the improvement and commitment of services of the respective departments. These have reflected in the citizen scoring eventually. Both the service providers and service recipients have shown development of WASH services and management of water resources in the citizen scoring. Moreover, an opportunity has been created for people's opinion to make the services more effective. Satisfaction on services reveals improvement than moderate situation among scoring data. There are six Mini Scenarios for BWDB and LGED and 5 for DPHE and most of the Mini Scenarios show moderate situation with a balance of both good and need improvement.

While scoring, CSO members were confused what would be the criteria's of giving score though they know, because services of IWRM is not that much visible as WASH. However, CSO members evaluation shown improvement but still there are places where government departments can work on. On the contrary Self-evaluation of the departments were very useful for scoring analysis because DPHE, LGED and BWDB can share their experience on the program activities and outline the progress which reflected in the



citizen scoring. Nevertheless, a common understanding has been achieved in addressing the deviations of services or programs and improving the quality with the coordinated participation of local government representatives, public officials and civil society organizations through this scoring process.

Citizen participation on budget and inclusion of marginalized people and women satisfaction level needs improvement which was found same in previous year. According to citizen committee members' situation of these service providers is same with minor differences. The side tables show the average situation of services on WASH & IWRM.

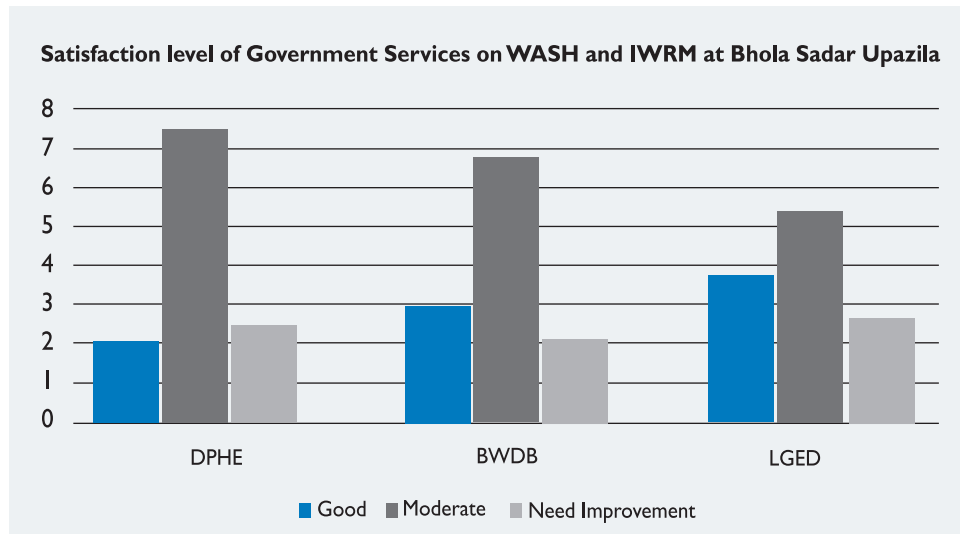
ACHIEVEMENT

1. CSO members especially women and marginalized are more aware about the services of duty bearers using citizen scoring.
2. A benchmark has been set which has helped to identify the progress of services.
3. A culture of consultation between CSO and duty bearers has developed by which the idea of mutual accountability is also gradually being established.

Department of Public Health Engineering-DPHE						
Mini Scenario	2017			2018		
	Citizen's Feedback Score (Out of 10)			Citizen's Feedback Score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)
Your judgment about DPHE on providing support to community on Tube well installation						
Your judgment about DPHE on providing support to community on Tube well repairing						
Your opinion about DPHE on providing support to community on sanitation						
DPHE provide service on time/waiting time to get service						
Your opinion about DPHE on providing test services for water						

Bangladesh Water Development Board-BWDB						
Mini Scenario	2017			2018		
	Citizen's Feedback Score (Out of 10)			Citizen's Feedback Score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)
There are mechanisms in place to identify (in a participatory manner) and address the water needs of vulnerable and marginalized groups						
Public budgets provide specific funding to address the water related issue for river erosion cause problem of vulnerable and marginalized groups						
Integrated approaches (involving different administrations) have been adopted to support the delivery of water services for vulnerable and marginalized groups						
BWDB provide training to farmers on usages of water in irrigation and other relevant issues.						
Provide support people for creating federation, group, cooperatives on "Water Management" at Bhola						
Operation and Maintenance of Water control infrastructure						

Local Government Engineering Department-LGED						
Mini Scenario	2017			2018		
	Citizen's Feedback Score (Out of 10)			Citizen's Feedback Score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need Improvement (1-3)
Integrated approaches (involving different administrations) have been adopted to support of IWRM for vulnerable and marginalized groups						
Public budgets provide specific funding to address the water related issues through embankment/sluice gate/ rubber dam of vulnerable and marginalized groups						
LGED has mechanism for addressing need of women and marginalized people for flood management.						
Provide training and support for livelihood development of local "Water Management Cooperative"						
There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups						
Your opinion about LGED on canal digging and re-excavation.						



LESSON LEARNED

The accessibility of common people, especially the poor, to the services of the concerned departments or institutions can be ensured through this process. Some of the self-motivated officials of different departments gather experience on practicing this tool and have the opportunity to explain the real scenario of their own problems and limitations. This helps them develop the relationship with the citizens. The quality of services of those departments where the citizen scoring has been applied has improved than before.