



Citizen Scoring-2019: Localizing SDG-6

Introduction

This is the first year of introducing citizen scoring at Barguna to assess the services provided on WASH to people. Scoring by using Citizen Score card in 3 areas (Barguna Upazila & 2 Municipalities- Amtali and Patharghata) of Barguna district is a civil society initiative in December 2019 to evaluate government WASH services in terms of efficiency and accountability. Citizen score card is a tool to understand the satisfaction level of citizen on service providers through the judgment of citizen group. This gave an opportunity to measure the quality, affordability, availability and accessibility of service. This would help to take action to maintain water and sanitation facilities, repair them and to plan & budget for full coverage. This exercise gathered the feedback on performance of public agencies and shared those with local Government Engineering Department (LGED) Department of Public Health Engineering (DPHE), Ministry of Disaster Management & Relief (MoDM&R), Union Parishad and Municipality. A ten-point rating scale was facilitated to measure the citizen satisfaction level of respective department's citizen charters.

Objective

1. To evaluate the effectiveness of services on WASH, provided by different service provider authorities like DPHE, LGED and others.
2. To empower CSO by contributing in improvement of service delivery of local government Institutions through giving feedbacks on WASH services.
3. To establish an enabling environment of accountability mechanism by CSO through introducing citizen scoring at Upazila level and downwards.

Methodology

At first, different aspects of WASH services are identified by DORP staff on which the observation was to be conducted according to the Citizen Charters from the respective sectors. Then the CSO members including Union secretary and Ward member were briefed about the

Department of Public Health Engineering-DPHE

Mini Scenarios	Barguna			Amtali			Patharghata		
	Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to 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 for get service									
Your opinion about DPHE on providing test services for water									

Local Government Engineering Department-LGED

Topic	Barguna			Amtali			Patharghata		
	Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to 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									
Integrated approaches (involving different administrations) have been adopted to support of IWRM for vulnerable and marginalized groups									

Ministry of Disaster Management & Relief (MoDM&R)

Topic	Barguna			Amtali			Patharghata		
	Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)
MoDM&R established embankment for protection from disaster									
MoDM&R provide safe water supply in education or public welfare institution									
Your opinion about MoDM&R on canal and pond re-excavation.									
your opinion about MoDM&R on the toilet distribution for poor people considering their safe sanitation facilities									

Union Parishad and Municipality

Mini Scenario	Barguna			Amtali			Patharghata		
	Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)			Citizen's Feedback score (Out of 10)		
	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)	Good (8-10)	Moderate (4-7)	Need to Improvement (1-3)
Distribution of hygienic toilet considering excluded group by Union Parishad/ Municipality									
Tube Well installation/Pipe line connection to excluded group for management of safe drinking water									
Union Parishad / Municipality organized Open Budget to share the budget allocation according to people demand and priority for development of water and sanitation management									
Union parishad / Municipality organized regular meeting (bimonthly) of WASH related standing committee									

roles and responsibilities of service providers in a meeting. The performance of the service providers were observed or evaluated through the participation of the members of WASH SDG citizen committee, Secretary and Ward members. Then they gave a rank of score satisfaction (ranging from 0-10) on each topic along with explanations of such scores. 20 participants of this meeting have consulted with each other and voted on the mini-scenarios of related respective departments. They made the final version of citizen score card and then shared with DPHE, LGED, MoDM&R and Unions and Municipalities for improving the quality of services.

Discussion on Findings

It is best to allow beneficiary communities to do the assessment by themselves as they can talk in the real context and give authentic information about their own satisfaction than others. This opportunity has been created for people's opinion to make the services more effective. There are 5 scenarios for DPHE, 6 for LGED, 4 scenarios for MoDM&R and 4 scenarios for Union Parishad and Municipality. Considering all satisfaction level's scenarios, it is essential to improve those needs. Participation on citizen satisfaction services reveals the moderate situation in some scoring data. According to citizen committee members, the situation of these service providers is the same with minor differences. Citizen charters were not visible to community at the premises of the institutions but keeping it in official file except LGED. The findings can be shown in below tables.

Achievement

- CSO is gradually being empowered by using social accountability monitoring tools that gave a measurable understanding of different services.
- In most cases Women and excluded group have less opportunity to share their needs with the service providers due to lack of evidence and proper channel to make service providers accountable. However according to the opinion of the respondents awareness on citizen charter, knowledge about the functions of these officials have been improved their rights by this way.
- More people are now aware of these official services and information by these processes. The feedback presented in the table suggests that there is a significant relationship between citizen's participation in government activities and overall citizen trust.

Lessons Learned

- During these scoring, opinion of CSO members reflects that there are still huge scope for improvement of WASH facilities for excluded groups by respective officials and making them more accountable to their WASH rules and responsibilities to the community.
- These institutions including Union Parishads and Municipalities are partially operated by laws and rules but not fully. The citizen scorecard seems simple but powerful to provide systemic feedback from service recipients to public agencies.
- This initiative has given an opportunity to discuss about equity and equality of WASH services where citizen scorecard has been used as a vehicle to reach various related authorities and institutions.

