



Realizing Change Through Citizen Scoring 2019

INTRODUCTION

The Citizen Scoring has been introduced at Bhola in 2017 and practiced consecutively years thus it is now in 3rd year. The Water Management Citizen Committee-WMCC uses a facilitated Citizen Scoring process through which citizens can provide feedback on the quality of services in a particular sector, as part of a wider process of engagement with relevant stakeholders. Scoring by using Citizen Scorecard in Bhola is a civil society initiative 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. The effectiveness of a scorecards initiative appears to depend on a number of local conditions including the characteristics of implementing civil society organizations and of the local community.

The Citizen Scoring has been introduced as a mechanism to strengthen citizens' demand and voice in relation to service providers and other duty bearers. Its vision of change links citizens' empowerment and accountability and improved service delivery. This wider

perspective is particularly important as the assumed link between citizen empowerment and improved service delivery may not correspond to local incentives and power dynamics. The Citizen Scoring gathered citizen feedback on services of public agencies and shared with Bangladesh Water Development Board-BWDB, Local Government Engineering Department-LGED and Department of Public Health Engineering-DPHE. It is easy to use and can be adapted into any sector where there is a service delivery scenario.

OBJECTIVE OF CITIZEN SCORING

The key objective of the citizen scoring is to engage the service providers of WASH & IWRM and the service recipients in a dialogue so that the quality of service can be improved by using the collected data and information. Making the government accountable and take steps for improving the quality of services considering SDG-6 is the strategic objective of Citizen Scoring.



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 Bhola as this is third year of the approach. The CSO members were again given brief by DORP this year as refresher 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. A ten-point (1-10) rating scale facilitated quantification of citizen satisfaction levels with regard to Citizen Charters of respective departments i.e. BWDB, LGED and DPHE. This year also the CS has been shared and filled up by the respective departments for scoring and analyze with the scoring of citizens. Later the Citizen Scoring 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

This scorecard has shown steep changes in services of respective departments on WASH and IWRM at present. Recently the services improved in such way that the people of the areas want services quickly by discussing

over phone. The Citizen Scoring approach can be used to facilitate good governance through promotion of participation, transparency, accountability and informed decision-making which has reflected in the scoring. DPHE services have been improved as the respondents are satisfied with their services for providing support to community on Tube well installation and repairing.

When civil society members are empowered with relevant tools and information, they can play a useful role in monitoring the effectiveness of public service providers and enforcing accountability for improvements in service. The result of improvement seen in the scorecard where most of the services have being improved according to citizens as well as service providers. This has happened due to effective evidence based lobby and advocacy by CSO at Bhola Sadar Upazila.

However, politically driven systemic reforms from within agencies may require some time to materialize. In this context, dissemination of scorecard findings can mobilize interested citizen groups to keep the issue of accountability alive in the public domain. There are mechanisms in place to identify (in a participatory manner) and address the water needs of vulnerable and marginalized groups is an indicator for giving feedbacks which scored moderate for LGED and good for BWDB focused that IWRM issues are getting consideration.

Integrated approaches (involving different administrations) have been adopted to support the delivery of water services for vulnerable and marginalized groups as DPHE and LGED is sharing with Union Parishad about the development projects and include them while implementing at the area. Public budgets provide specific funding to address the water related issue for river erosion that cause problem of vulnerable and marginalized groups which helped to increase the size of embankment continuously.

Department of Public Health Engineering-DPHE									
Mini Scenario	2017			2018			2019		
	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 Improvement (1-3)	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 for get service									
Your opinion about DPHE on providing test services for water									

Bangladesh Water Development Board-BWDB									
Mini Scenario	2017			2018			2019		
	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 Improvement (1-3)	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			2019		
	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 Improvement (1-3)	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.									



