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৮ নং বরগুনা সদর ইউনিয়ন পরিষদ কার্যালয়
উপজেলা ও জেলা বরগুনা

Citizen Scoring-2020

Localizing SDG-6

Introduction

DORP under its WASH SDG Programme has initiated Citizen Scoring with local stakeholders and local government representatives to enhance citizen voice for quality WASH service delivery. This has done for second consecutive year at Barguna Sadar Upazila and Municipalities (Amtali and Patharghata) in Barguna District to assess the service provided on WASH to citizens. Citizens play a critical role in advocating and helping to make public institutions more transparent, accountable and effective and contributing innovative solution to improve their services for citizen. This has helped in developing relationships between citizens and Local Government authorities and improves the services of relevant departments.

Citizens' engagement does not work properly sometimes if they do not have sufficient information to participate and monitor as well as reluctances of the officials to this kind of engagement process. This scorecard is one of the methods to assess the impact of participation and one of the best tools of social accountability of service sector.

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The principle of citizens' engagement embraces those who are affected by a decision and have a right to be involved in the decision making process as a way of empowerment of people. The citizen scoring gathered citizen feedback on services of public agencies and shared with Local Government Engineering Department (LGED), Department of Public Health Engineering (DPHE), Department of Disaster Management (DDM), Union Parishad and Municipality. It is easy to use and can be adapted into any sector where there is a service delivery scenario.

Objective of Citizen Scoring

1. To engage the service providers of different WASH sectors and the service recipients in a dialogue so that the quality of service can be improved by using the feedback from collected data and information.
2. An enabling environment of accountability mechanism established by CSO through introducing citizen scoring at Upazila level and downwards.

Methodology

In this year due to pandemic situation of Covid 19, we have done this scoring in two groups in each area maintaining physical distance. Each group had to be present 10 participants in two intervention areas. The participants in this meeting have consulted each other and voted on the mini-scenarios of relevant departments. At first, different aspects of WASH services are identified by DORP staffs on which the observation was to be conducted according to the Citizen Charters of the respective departments. The CSO members were again given brief by DORP this year as

Department of Public Health Engineering-DPHE

Topic	Barguna						Amtali						Patharghata					
	2020			2019			2020			2019			2020			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 to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)
1.	Your judgment about DPHE on providing support to community on Tube well installation																	
2.	Your judgment about DPHE on providing support to community on Tube well repairing																	
3.	Your opinion about DPHE on providing support to community on sanitation																	
4.	DPHE provide service on time/waiting time for get service																	
5.	Your opinion about DPHE on providing test services for water																	

Local Government Engineering Department-LGED

Topic	Barguna						Amtali						Patharghata					
	2020			2019			2020			2019			2020			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 to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)
1.	Integrated approaches (involving different administrations) have been adopted to support of IWRM for vulnerable and marginalized groups																	
2.	Public budgets provide specific funding to address the water related issues through embankment/sluice gate/ rubber dam of vulnerable and marginalized groups																	
3.	LGED has mechanism for addressing need of women and marginalized people for flood management.																	
4.	Provide training and support for livelihood development of local "Water Management Cooperative"																	
5.	There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups																	
6.	Your opinion about LGED on canal digging and re-excavation.																	

refresher about the roles and responsibilities of the service providers and citizen in a meeting. The performance of the service providers observed or evaluated through the participation of the members of WASH SDG citizen committee and representative of excluded community. Then they gave score on satisfaction (ranging from 1-10) on each topic along with explanations of such scores. Finally the result of Citizen Scoring then shared with DPHE, LGED, DDM, Unions and Municipalities for improving the quality of services.

Ministry of Disaster Management & Relief (MoDM&R)

Topic	Barguna						Amtali						Patharghata					
	2020			2019			2020			2019			2020			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 to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)
1.	MoDM&R established embankment for protection from disaster																	
2.	MoDM & R provide safe water supply in education or public welfare institution																	
3.	Your opinion about MoDM&R on canal and pond re-excavation.																	
4.	your opinion about MoDM&R on the toilet distribution for poor people considering their safe sanitation facilities																	

Union Parishad and Municipality

Topic	Barguna						Amtali						Patharghata					
	2020			2019			2020			2019			2020			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 to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)	Good (8-10)	Moderate (4-7)	Need to Improve (1-3)
1.	Distribution of hygienic toilet considering excluded group by Union Parishad/ Municipality																	
2.	Tube Well installation/Pipe line connection to excluded group for management of safe drinking water																	
3.	Union Parishad / Municipality organized Open Budget to share the budget allocation according to people demand and priority for development of water and sanitation																	
4.	Union parishad / Municipality organised regular meeting (bimonthly)of WASH related standing committee																	

Preparation of Report

We have done Data analysis, accumulated and drawn conclusion for this report. For this scoring firstly we have set objective and then finding accumulate and finally concluded through assessing the satisfaction level of responded.

Discussion of Findings

The main goal of the Scoring is to positively influence the quality, efficiency and accountability with which services are being provided. And this scoring find out upward positive changes in services of respective departments on WASH. Services to the people have been improved in all criterion of the citizen scoring with few lacking which could be reduced through joint effort of citizen and service providers. There are allocations of the department for WASH facilities in pandemic situation and cyclone 'Amphan' also but specially change in hygiene budget.

Although respondents seemed satisfied with services provided to community on Tube well and public toilet installation and repairing, drainage facilities, Pipe line connection than previous years but need to be more focused to address the WASH facilities for excluded people.

The service providers are improving their services and it reflected in the scoring that if we see the changes in the table it marked most of the criterions are in moderate situation and remaining's are in good or need to improve. The improvement part is now very small that's why it does not show in the graph. In some cases members of Citizen Committee are being empowered with relevant tools and information, they can play a useful role in monitoring the effectiveness of public service providers and ensuring accountability for improvements in their services. The result of improvement seen in the score card where most of the services have being improved with few exceptions according to citizens as well as service provider. This is being happening

due to advocacy with Local Government Institutions (LGIs) through WASH SDG Citizen Committee. CSO members' evaluation shown improvement but still there are places where Government departments can work on. The table has shown the average situation of the services of respective departments on WASH facilities.

are already examples of changes being realized by Citizen Committee. It is an excited way to increase participation, accountability and transparency between service users and service providers. 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

Achievements

1. The discussion between CSO and duty bearers has developed by which the idea of mutual accountability is gradually being established.
2. The scorecard findings substantially contributed to raising public awareness on issues like as quality of service delivery, inclusion and accountability.
3. The services gradually have been improved on WASH for excluded group which would help to achieve SDG slogan leave no one behind.

Challenges

1. As respondents have individual perceptions of service quality and satisfaction, they may have given different scores to the same quality of services.
2. Immediate improvements and responses from respective departments should not be possible. They need time and being capacitated to internalize the scorecard finding.

Lessons Learned

Citizen Scoring demonstrates the potential to result in improved service delivery and there

various related authorities and institutions. The quality of services of those departments has been improved than before as found in the analysis. We are expecting to do citizen scoring in coming years as well with active participation of CSO members who would continue this initiative for their own interest and development.

