



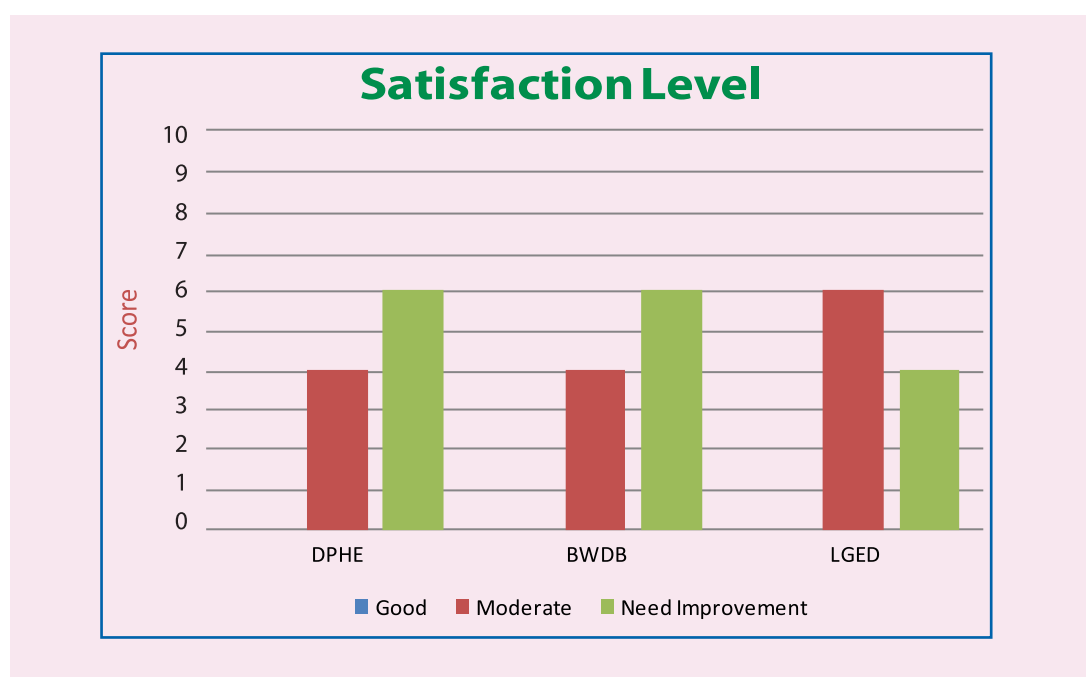
## METHODOLOGY

At first different aspects of WASH and IWRM services are identified by the Civil Society Organization- CSO members on which the observation was to be conducted according to the Citizen Charters collected from respective departments. Then the CSO members were briefed about the roles and responsibilities of the members and the service providers in a meeting. The performance of the service providers is

All the 38 members of CSOs have consulted each other and voted on the mini-scenarios of respective departments. The results (scoring) were discussed with the Executive Engineers of respective departments of Bhola separately by the CSO.

## DISCUSSION ON FINDINGS

It is best to allow beneficiary communities themselves to do the assessment as they can talk in the real



observed or evaluated through the participation of all CSO members. For each topic the CSO gave a score of satisfaction (ranging from 0-10) along with explanations of such scores. The result of Citizen Scoringcard then shared with BWDB, LGED and DPHE for improving the quality of services according to communities need.

context and give authentic information about their own satisfaction than anybody else. Satisfaction on services reveals the moderate situation among many scoring data and some need for improvement. Citizen's participation on budget and inclusion of marginalized people and women satisfaction level need improvement. For each topic in

the tables below CSO has given a score from 1 to 10 about their satisfaction on WASH services. According to citizen committee members, the situation of these service providers is the same with minor differences. Among the departments, DPHE has Upazila Offices but BWDB and LGED has district Offices with Assistant Engineers for Upazila who are responsible for providing services and they have welcomed the Citizen Scorecard.

Department of Public Health Engineering-DPHE			
Mini Scenario	Citizen's Feedback Score (Out of 10)		
	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	Citizen's Feedback Score (Out of 10)		
	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 to people for creating federation, group, cooperatives on "Water Management" at Bhola			

Local Government Engineering Department-LGED			
Mini Scenario	Citizen's Feedback Score (Out of 10)		
	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.			

## ACHIEVEMENT

CSO gradually being empowered through using social accountability monitoring tools that gave a measurable understanding of different services. We believe that right

holders need to know the status of services and service delivery which can ultimately help to advocate in a better way. In most cases the disadvantage and socially excluded people as well as minorities have less opportunities to share their needs with the service

providers due to lack of evidence and proper channel to make service providers accountable. However, citizen scorecard has given an overall understanding of the progress and challenges of improvement of services.

adequacy of public services from actual users, Citizen Scorecard provided a rigorous and a proactive agenda for communities, civil society organization or local governments to engage in a

## CHALLENGES

As a new social accountability tools i.e. Citizen Scorecard which has been introduced in this monitoring process, the participants both duty bearers and right holders need equal information and knowledge to capture the best scenario of the status of the services which was a challenge. However, the biggest challenge also the governance of monitoring and which includes coordination, systems and structures where the scoring depends on person to person.

## LESSON LEARNED

The Citizen Scorecard is a simple but powerful tool to provide public agencies with systematic feedback from users of public services. Five themes of Watershed program has trying to reflect in the citizen scorecard. Financing and Budget tracking, governance and influence, and data for evidence contributed a lot. By collecting feedback on the quality and



dialogue with service providers to improve the delivery of public services. This initiative has given an opportunity to discuss about equity and equality of WASH services where citizen scorecard worked has been used as a vehicle to reach various related authorities and institutions.

The CSOs refers to Water Management Citizen Committee-WMCC and local NGO Network comprise of bede, coolie, disable, yogurt maker, water user group member, midwife, village doctor, teacher, journalist, ex-government officials, ex-public representative, social worker and NGO worker.

