Citizen Scoring

for WASH Service

2017

INTRODUCTION

Scoring by using Citizen Scorecard in Bhola in Southern Bangladesh was a civil society initiative undertaken in October 2017 to evaluate government WASH and IWRM services in terms of efficiency and accountability.

The exercise gathered citizen's feedback on performance of public agencies and shared those with Bangladesh Water Development Board -BWDB[1], Local Government Engineering Department -LGED[2] and Department of Public Health Engineering -DPHE[3] as well as disseminated the findings to the community, thus using public pressure on the agencies to initiate reforms. 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.

Citizen Scorecard is an influential tool to understand the satisfaction level of citizen on service providers though it is judgmental. This gave an opportunity to measure the quality, affordability, availability and accessibility of service and thus local level action to maintain water systems, repair them, to expand or upgrade the system, and to plan & budget for full coverage.

OBJECTIVE

1. To evaluate the effectiveness of the services provided by different service providing authorities like DPHE or Upazila WASH committee and Union Standing committee.

2. To initiate an enabling environment of accountability mechanism by numbers between duty bearers and right holders about the satisfaction of WASH and IWRM services that is supposed to be committed by service providers.

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1. BWDB is responsible for develop and manage water resources projects, management and mitigation of river bank erosion and promoting food production by surface water irrigation)
2. LGED is responsible for plan, develop and maintain District and downwards level rural, urban and small scale water resources infrastructure development throughout the country
3   DPHE is responsible for rural water supply and sanitation facilities as well as O&M throughout the country
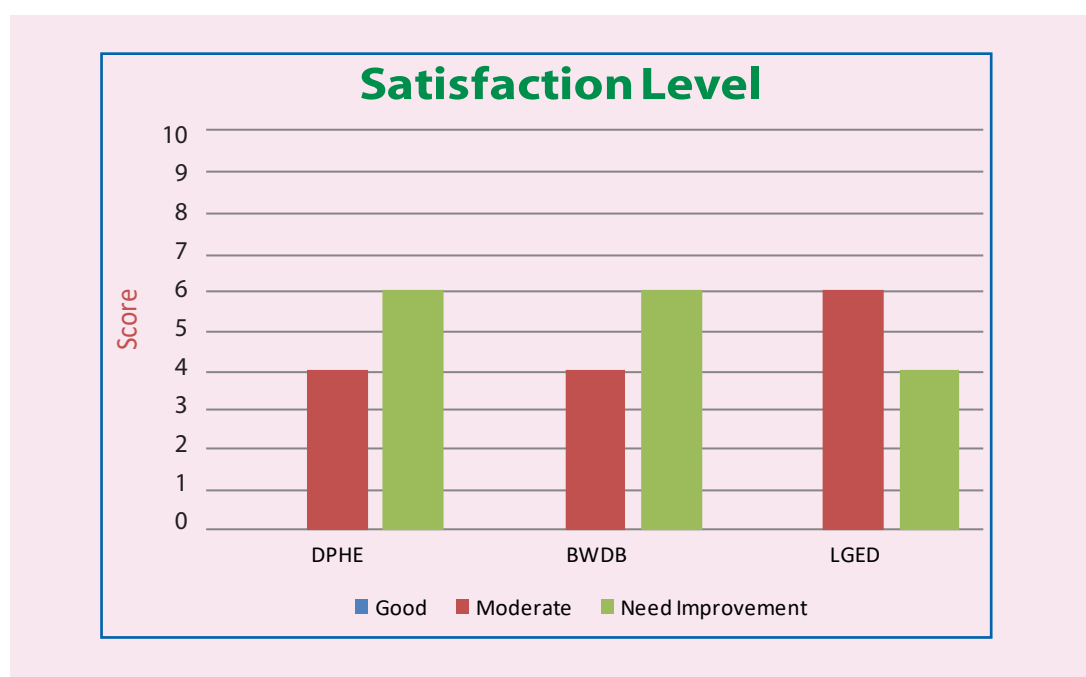
METHODOLOGY

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

Satisfaction Level

Score

	10			
9			
8			
7			
6			
5			
4			
3			
2			
1			
0	DPHE	BWDB	LGED

■ Good   ■ Moderate   ■ Need Improvement

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 Scorcard 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		X	
Your judgment about DPHE on providing support to community on Tube well repairing			X
Your opinion about DPHE on providing support to community on sanitation			X
DPHE provide service on time/waiting time for get service	X		
Your opinion about DPHE on providing test services for water			X

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			X
Public budgets provide specific funding to address the water related issue for river erosion cause problem of vulnerable and marginalized groups.		X	
Integrated approaches (involving different administrations) have been adopted to support the delivery of water services for vulnerable and marginalized groups		X	
BWDB provide training to farmers on usages of water in irrigation and other relevant issues.			X
Provide support to people for creating federation, group, cooperatives on "Water Management" at Bhola		X	

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		X	
Public budgets provide specific funding to address the water related issues through embankment/sluice gate/ rubber dam of vulnerable and marginalized groups		X	
LGED has mechanism for addressing need of women and marginalized people for flood management.			X
Provide training and support for livelihood development of local "Water Management Cooperative"		X	
There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups			X
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.