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 judgement 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 facilitated quantification of citizen satisfaction level with regard to Citizen Charters of respective departments.

Objective

1. To evaluate the effectiveness of services on WASH, providing by different service provider authorities like DPHE, LGED and others.
2. To empower CSO by contributing to improve service delivery of Local Government Institutions through giving feedbacks on WASH services.
3. An enabling environment of accountability mechanism established 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 collected from the respective departments.
### Discussion on Findings

Finally the result of Citizen Score Card then shared with DPHE, LGED, MoDM&R and Unions consulted each other and voted on the mini-scenarios of related respective departments.

<table>
<thead>
<tr>
<th>Mini Scenarios</th>
<th>Barguna (Out of 10)</th>
<th>Amtali (Out of 10)</th>
<th>Patharghata (Out of 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your judgment about DPHE on providing support to community on Tube well installation</td>
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<td></td>
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<tr>
<td>Your judgment about DPHE on providing support to community on Tube well repairing</td>
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<tr>
<td>Your opinion about DPHE on providing support to community on sanitation</td>
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<tr>
<td>DPHE provide service on time/waiting time for get service</td>
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<tr>
<td>Your opinion about DPHE on providing test services for water</td>
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</tbody>
</table>

### Methodology

Department of Public Health Engineering-DPHE

1. To evaluate the effectiveness of services on WASH, providing by different service providers in Barguna and Municipalities for improving the quality of services.

Local Government Engineering Department-LGED

- 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)

- 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.
**Discussion on Findings**

It is best to allow beneficiary communities themselves to do the assessment 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. The satisfaction level considering all scenarios, it is evident that those need improvement. Participation of citizen satisfaction on 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 in official file except LGED. The findings can be shown in below tables.

<table>
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<th>Mini Scenario</th>
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<th>Amtali</th>
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<tr>
<td>Distribution of hygienic toilet considering excluded group by Union Parishad / Municipality</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
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<tr>
<td>Tube Well installation/Pipe line connection to excluded group for management of safe drinking water</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
</tr>
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<td>Union Parishad / Municipality organized Open Budget to share the budget allocation according to people demand and priority for development of water and sanitation management</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
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<td>Union parish / Municipality organized regular meeting (bimonthly) of WASH related standing committee</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
<td>Good (8-10) Moderate (4-7) Need to Improvement (1-3)</td>
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Achievement

- CSO 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 operating by laws and rules partially but not fully. The citizen scorecard is simple but powerful to provide public agencies with systemic feedback from service recipients.
- This initiative has given an opportunity to discuss about equity and equality of WASH services where citizen score card has been used as a vehicle to reach various related authorities and institutions.

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**Status of Service @ Pathorghata**

![Graph showing service status at Pathorghata](image)

**Status of Service @ Barguna Sadar Upzila**

![Graph showing service status at Barguna](image)

**Status of Service @ Amtali**

![Graph showing service status at Amtali](image)