



# **CITIZEN REPORT CARD (CRC) AS AN AID TO IMPROVED SERVICE DELIVERY - SOME EXPERIENCES**

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Public Affairs Centre, India  
At the  
Launch of the CRC Toolkit  
ADB, Manila, 13 July 2006**

# OVERVIEW OF PRESENTATION

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- Users of the Citizen Report Card
- Reach of Citizen Report Card
- Experiences with Citizen Report Card
- Concept of the Learning Product
- Modality of use of the Learning Product

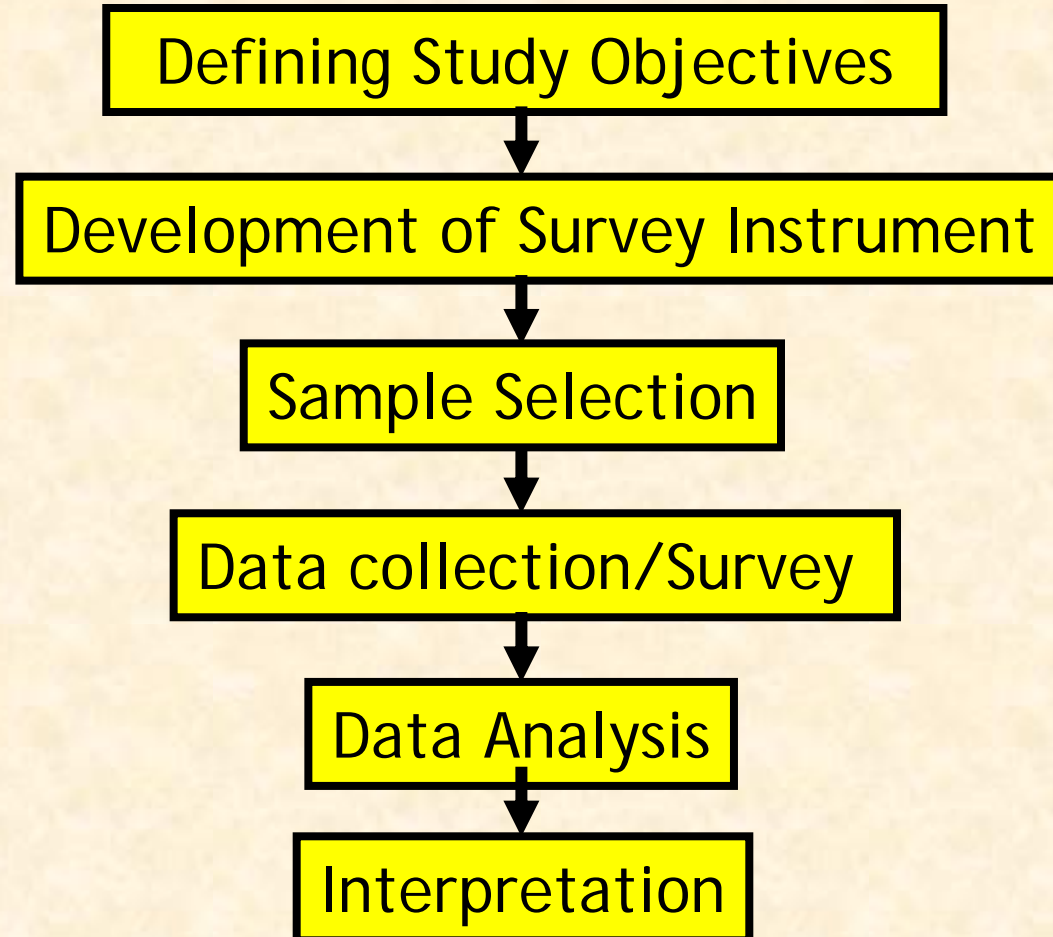
# CITIZEN REPORT CARDS - WHO USES THEM AND WHY

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- Non Government Organizations to hold state to account
- Government to initiate reforms
- Donor agencies to promote Government reforms
- A Consortium of the above stakeholders to retain objectivity and also achieve all the above objectives

# CITIZEN REPORT CARD - THE STAGES



# CITIZEN REPORT CARD - NATIONAL REACH



# CITIZEN REPORT CARD - INTERNATIONAL REACH





# CITIZEN REPORT CARDS - APPLICATIONS

## CRCs successfully carried out

- In various settings
  - Urban - Metros and Small Towns
  - Rural - at the Gram Panchayat level
- In various sectors
  - Food security
  - Health care systems
  - E-governance
  - Industry
  - Agricultural services and Irrigation
- For various purposes
  - Benchmarking
  - Impact Evaluation



# CITIZEN REPORT CARDS - VARIETY IN IMPACT

- Agencies discuss performance with citizens in open fora in Bangalore, India
- Systematic citizen watch dog role in local govt. In Ternopil, Ukraine
- Findings used to better direct budget allocations in the Philippines
- Independent approach to monitor pro-poor services in Zanzibar & Ethiopia
- Lower level officials cite findings to seek funds & support in Mumbai, India
- Political leadership asks for more direct feedback in Delhi, India
- Regulatory bodies seek independent voices in Kenya



# CITIZEN REPORT CARDS - STRATEGIES FOR ADVOCACY

- ▶▶ Awareness - Individual to Collective Issues
- ▶▶ Dialogue on Issues - Neighbourhood to National
- ▶▶ Inter Agency Workshops - Sharing Ideas
- ▶▶ Demands at city / sector level with agencies
- ▶▶ Collaborative models
- ▶▶ Piloting Innovative forums
- ▶▶ Promoting Good Citizenship

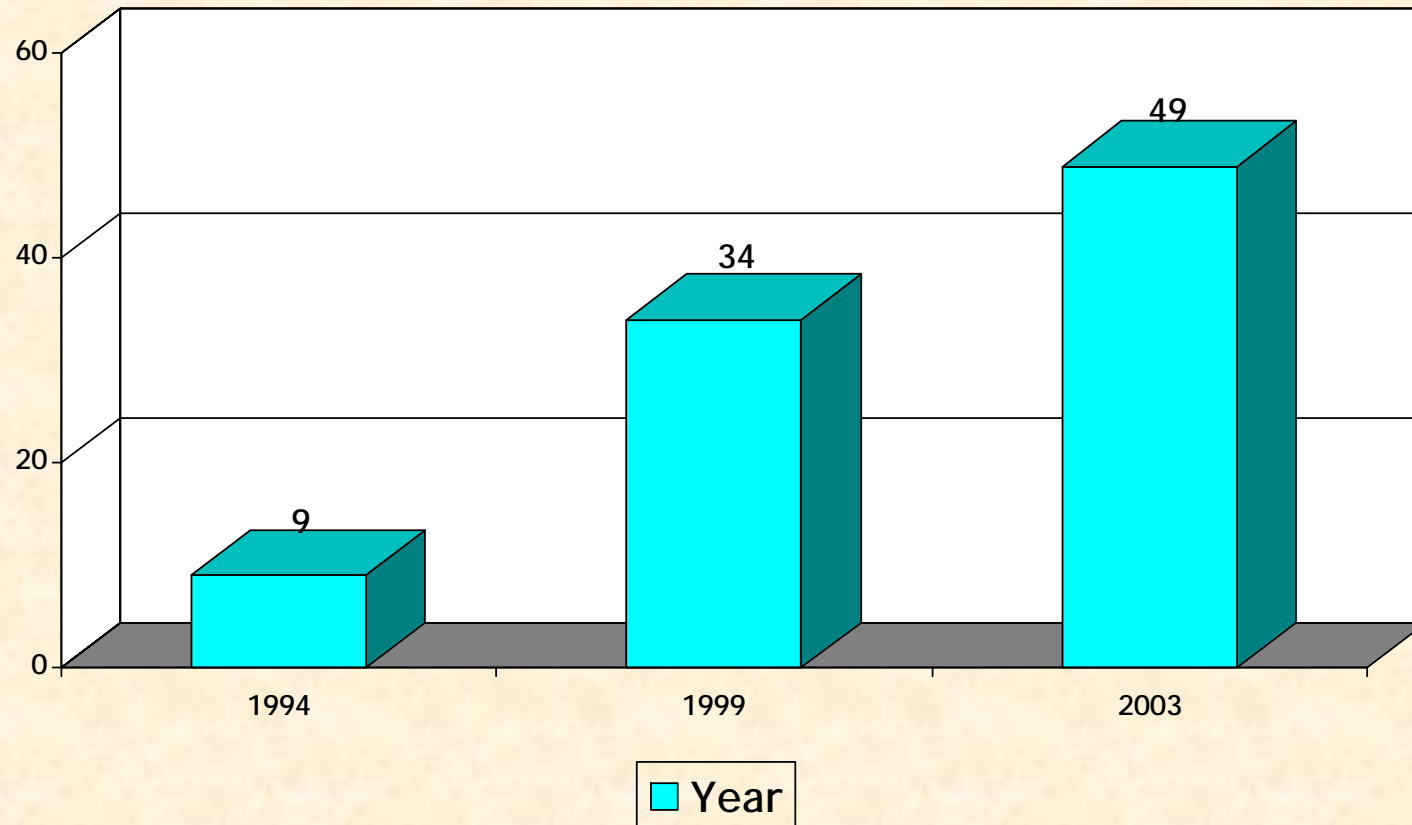


# CITIZEN REPORT CARD - THE BANGALORE EXPERIENCE

- First Report Card (1993): small experiment with focus on survey & minimal advocacy
  - made quality of service a key governance issue
- Second Report Card (1999): planned effort of PAC, survey followed by advocacy which enabled
  - wide range of agency and govt. responses
  - growth in scope/scale of civil society action
- Third Report Card (2003): PAC effort
  - major improvement in service quality
  - major advocacy in progress



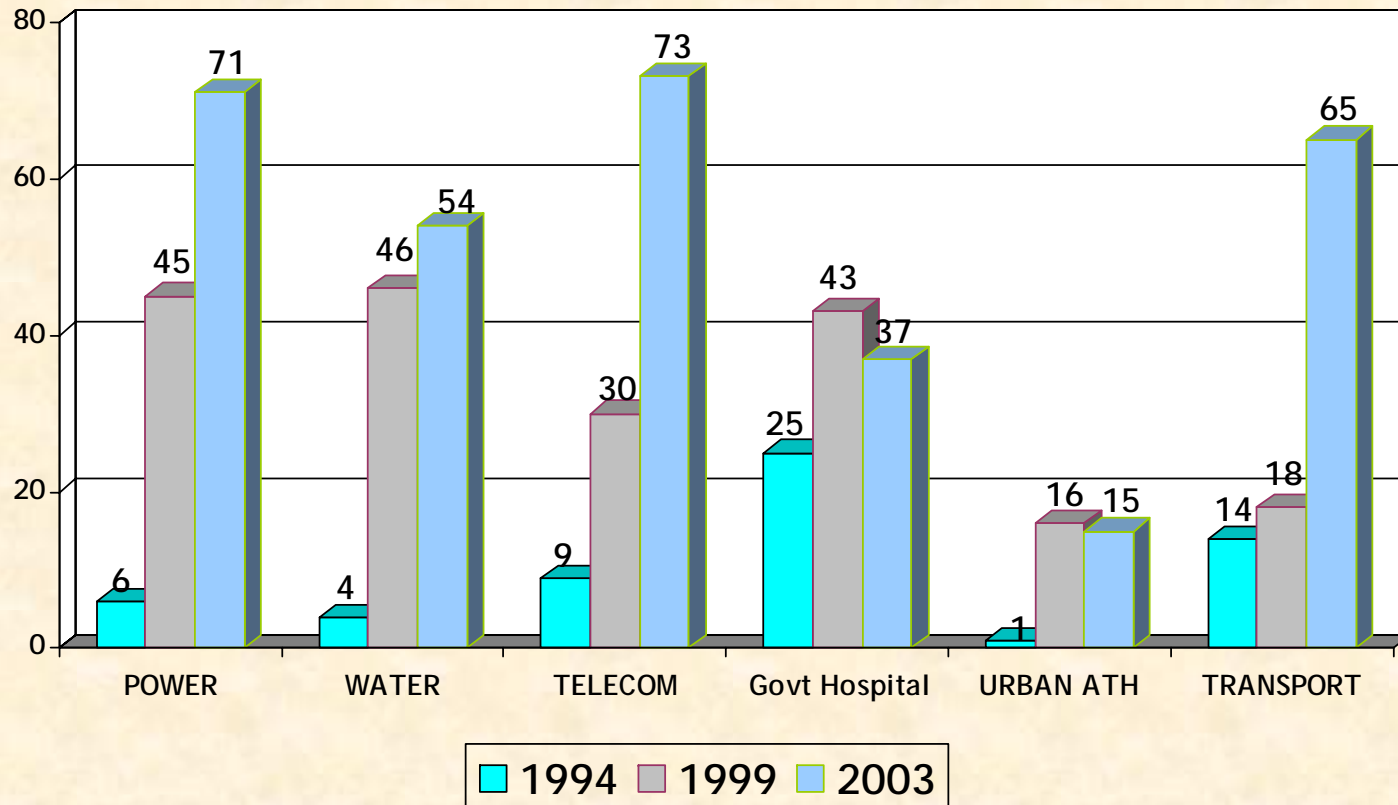
# CITIZEN REPORT CARD - BANGALORE: OVERALL SATISFACTION



All round overall improvement



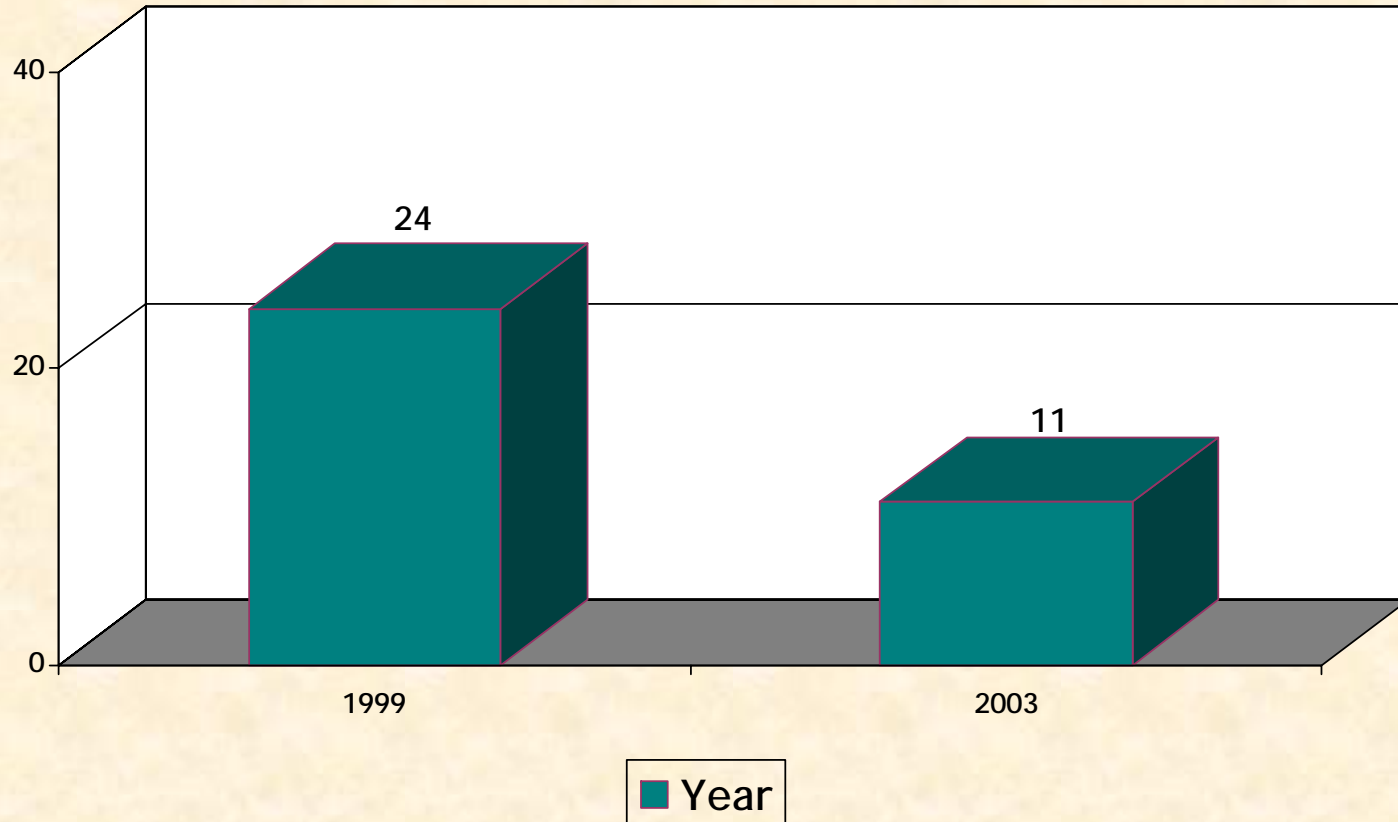
# CITIZEN REPORT CARD - BANGALORE: OVERALL SATISFACTION



All round improvement in satisfaction with services



# CITIZEN REPORT CARD - BANGALORE: PROBLEM INCIDENCE

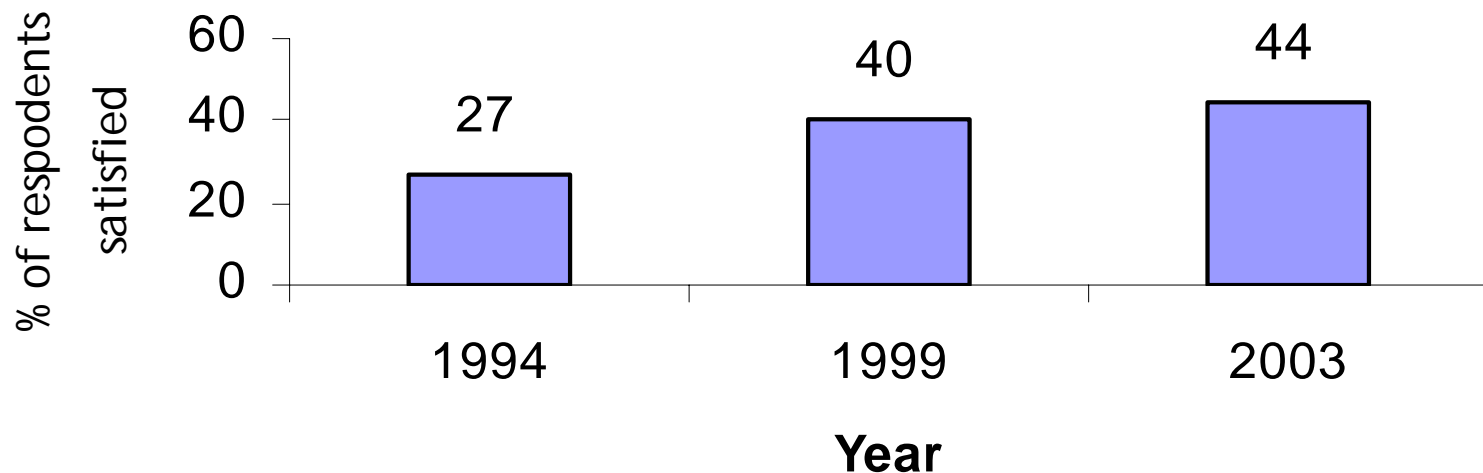


Significant reduction in problems while using services



# CITIZEN REPORT CARD - BANGALORE: STAFF BEHAVIOUR

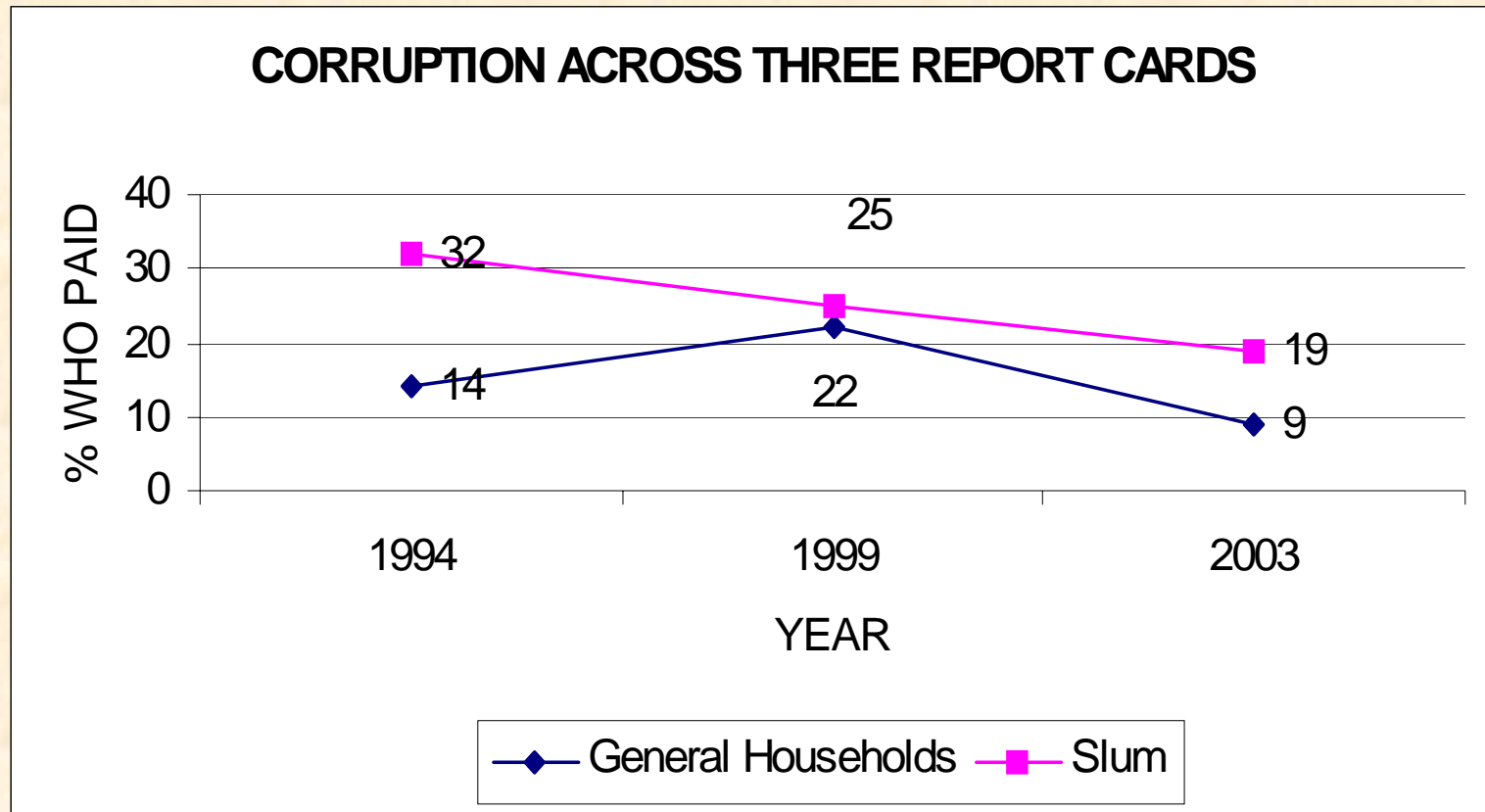
Trends in Satisfaction with Behaviour of staff



Major improvement in satisfaction with staff behaviour



# CITIZEN REPORT CARD - BANGALORE: CORRUPTION



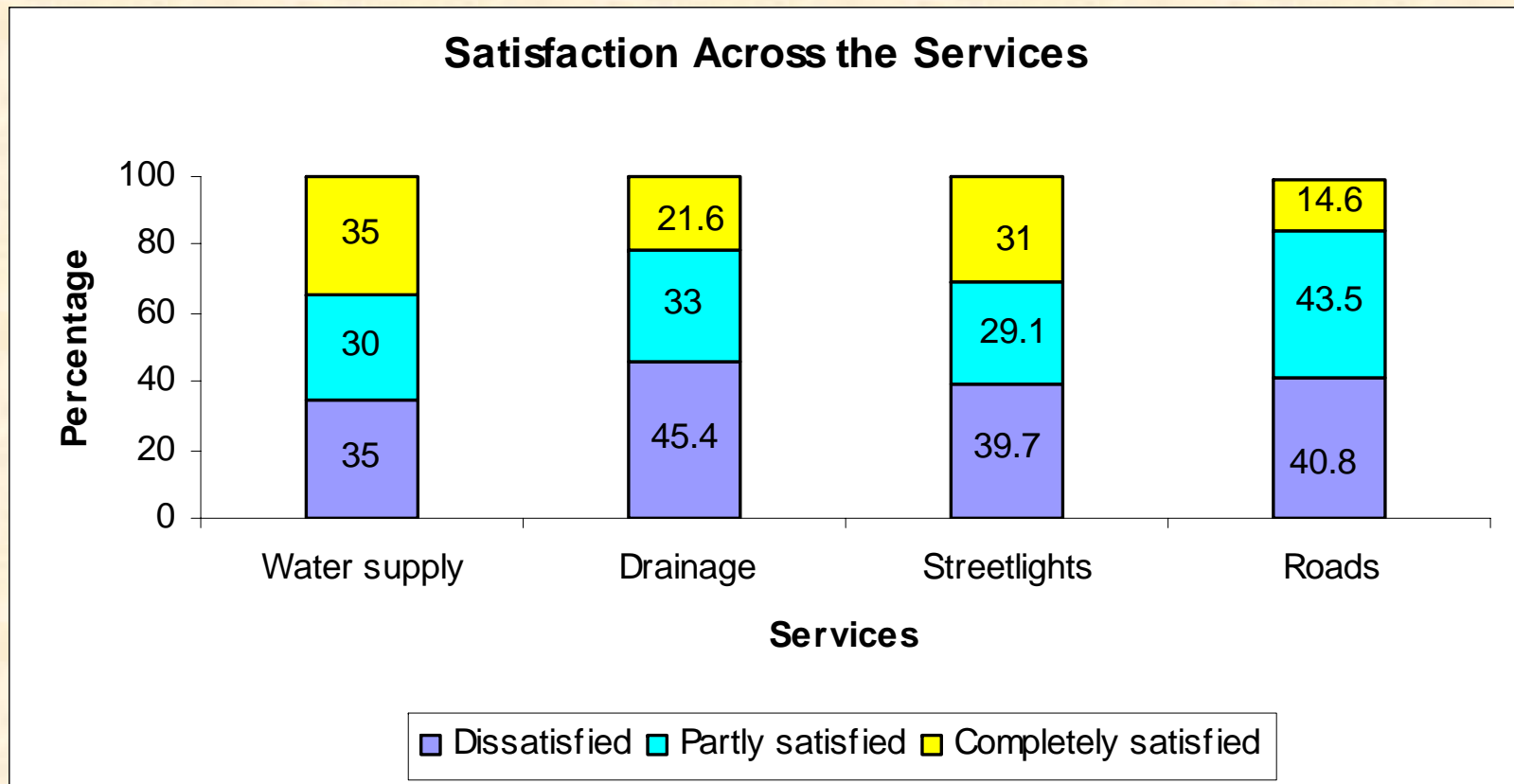


# CITIZEN REPORT CARD - RURAL EXPERIMENT

- First among its type of Citizen Report Cards
  - Exclusively carried out among rural communities
  - Looks at public services that are provided by Gram Panchayats, the lowest tier of the PRI
- Objectives included -
  - to use the CRC as a tool for assessing access, usage, quality and satisfaction with public services provided by Gram Panchayats
  - To proactively disseminate the findings/pointers from this study and use them to advocate operational and policy reform measures
  - To present this experience for similar initiatives in other districts of Karnataka / other states.



# CITIZEN REPORT CARD - RURAL EXPERIMENT: SATISFACTION





# CITIZEN REPORT CARD - RURAL EXPERIMENT: PERFORMANCE

Service/aspect of service quality	Top 5 GPs	Bottom 5 GPs
<b>Drinking Water</b>		
Access to Public Source	94%	85%
Down time for Public Source	7 days	11 days
<b>Sanitation</b>		
Access to drain	59%	32%
Problem incidence with drain	28%	41%
Access to toilet at home	19%	15%
<b>Streetlights</b>		
Access to Streetlights	83%	83%
Down time for Streetlights	24 days	55 days
<b>Roads</b>		
Access to pucca road in front of house	14%	17%
Problem incidence for Roads	27%	41%

**Clearly indicates that critical service quality factors do influence the satisfaction ratings as given by the users.**



# CITIZEN REPORT CARD - RURAL EXPERIMENT: DISSEMINATION & ADVOCACY

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- Presentations made and discussions held with
  - District level officials
  - Taluka level officials and elected members
  - State level officials
  - Top-ranked and bottom-ranked Gram Panchayat officials, elected members and community

# THE LEARNING PRODUCT - OBJECTIVES



- ➔ To help users develop the basic knowledge and skills to implement Citizen Report Cards (CRCs).
- ➔ To enable users to understand the
  - ➔ Conceptual
  - ➔ Technical
  - ➔ Managerial and
  - ➔ Operational details of CRCs.
- ➔ Can be used by organizations and individuals interested in
  - ➔ Implementing a CRC
  - ➔ Supporting implementation of a CRC or
  - ➔ Learning about the CRC methodology



# LEARNING PRODUCT - CONTENT

- Comprises of ten modules - each module consisting of
  - The learning content and
  - An end-of-module assessment testing one's understanding of the content and of the approach
- The modules are...
  1. Introduction to the CRC - what is a CRC?
  2. Is a CRC right for you? - Assessing local conditions
  3. What should it examine? - Defining the scope
  4. Planning for a CRC - preparatory project management decisions
  5. Designing the survey - survey instrument design
  6. Preparing for fieldwork - pre survey preparation
  7. Carrying out the survey - the survey
  8. Processing the feedback - data entry, analysis and write up
  9. Sharing the findings - dissemination
  10. Improving services - advocacy and reform

# LEARNING PRODUCT - ADDITIONAL FEATURES



- ➔ Audio with audio scripts
- ➔ Additional information through notes
- ➔ Tips for each user type, such as civil society organisations, development agencies, independent consortiums and governments
- ➔ Sample tools to help carry out
  - ➔ Assessments
  - ➔ FGDs
  - ➔ Surveys
  - ➔ Writing of reports
  - ➔ Dissemination of findings and
  - ➔ Activities that would help in strengthening citizen knowledge and participation in service delivery
- ➔ Evaluation forms for a user to evaluate the course as well as the experience of a CRC once carried out in local conditions
- ➔ Sources consulted and links to related websites
- ➔ FAQs

# LEARNING PRODUCT - FOR CLARIFICATIONS



- ➔ FOR ANY QUERIES ON THE COURSE  
[queries@citizenreportcard.com](mailto:queries@citizenreportcard.com)
  
- ➔ FOR SUPPORT ON THE IMPLEMENTATION OF A CRC  
[support@citizenreportcard.com](mailto:support@citizenreportcard.com)
  
- ➔ FOR SUBMISSION OF FEEDBACK AND EVALUATION FORMS  
[feedback@citizenreportcard.com](mailto:feedback@citizenreportcard.com)

# LEARNING PRODUCT - EXPERIENCES

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- Until now...
  - Initially piloted by CYSD (Centre for Youth and Social Development) and APSA (Association for Promotion of Social Action)
  - Subsequently tested in Philippines

# LEARNING PRODUCT - FUTURE APPLICATIONS



- Next steps...
  - Dissemination - links on websites, at workshops/seminars, donor agencies, distribution of CDs
  - To be used by DMCs and Training Institutes
    - Conducting CRCs
    - Initiating service delivery reforms
  - Developing revised version of the Toolkit



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**THANK YOU!**



# CONTACT INFORMATION

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