

Scorecard

ISM

Rural Citizen's Charter

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Introduction to community scorecard

A community participatory tool that:

- Enables communities (including specific stakeholders) to assess and rate the services provision committed by government through a simple, but systematic approach. These MSSs include access to clean drinking water, road, electricity, irrigation, health and education
- Enables government to act on the scorecard results and findings.

It enables the communities specifically look ***at the:***

- ***Availability*** and ***quality*** of the services,
- ***Attitude*** and ***behavior*** of the services provider staff
- ***Condition of the facilities***
- create a dialogue between services users and services providers, and contribute to improved services provision

Coverage

Communities that reported for Clean Drinking Water and infrastructure scorecards MSSs

# of CDCs elected	# of communities reported first period	# of communities reported the second period	# of communities reported third period	Total Scorecards reported
12,140	11,940 (98%)	11,190 (92%)	9,252 (76%)	32,382

Schools/communities reported for education MSSs

	First Round (Baseline)	Second Round	Third Round	# of Education MSS Scorecard completed
# schools that communities reported scorecard for	3,769	3,332	2,854	9,955
# of communities receive services from these schools	18,283	16,422	13,350	

Health Centers/communities reported for health MSSs

	First Round (Baseline)	Second Round	Third Round	# of Health MSS Scorecard
# health centers that communities reported scorecard for	642	609	533	1,784
# of communities receive services from these health centers	9,754	9,263	7,638	

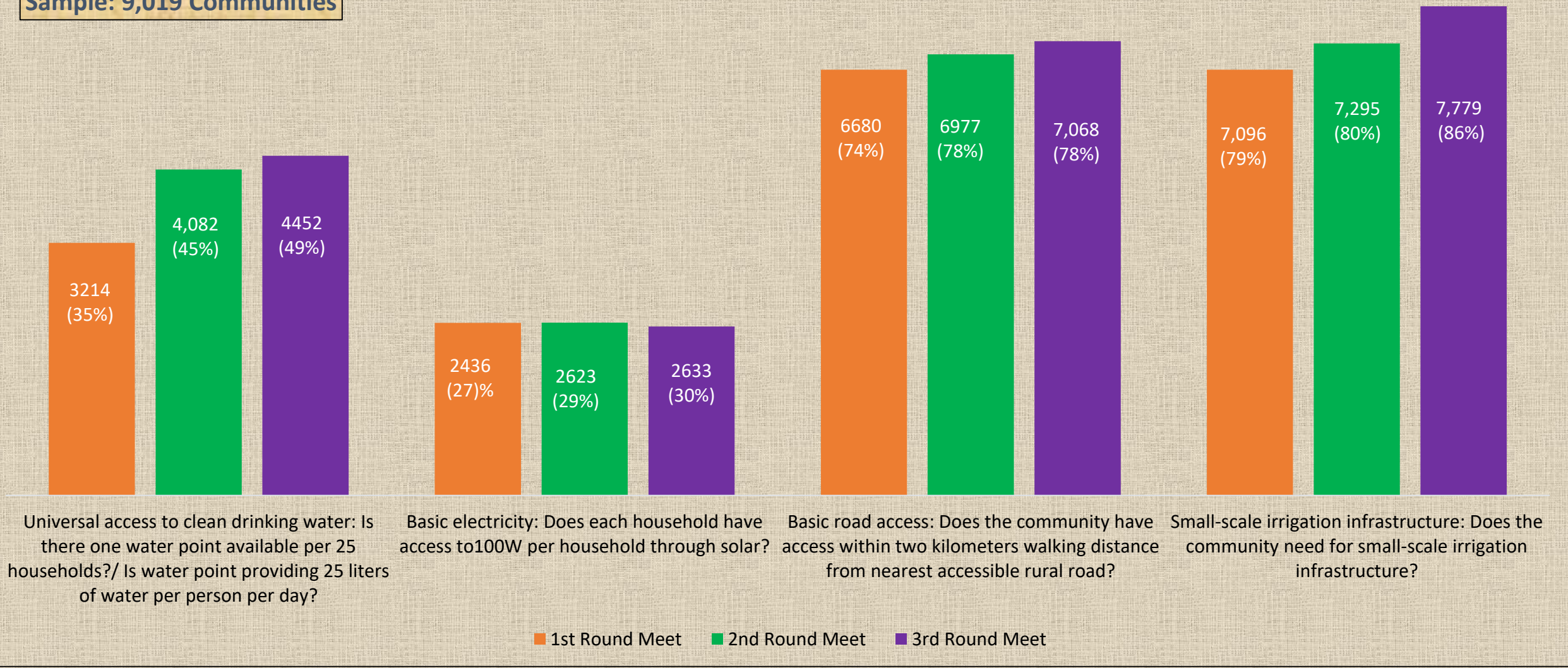
Results/findings

Overall Results

Indicators	1st Round	2nd Round	3rd Round
# of communities reported scorecard on clean drinking water and Infrastructure	11,940	11,190	9,252
# Communities have access to clean drinking water as per the MSSs	3,870	4,835	4,478
# of communities have access to basic electricity as per the MSSs	3,011	3,171	2,668
# of communities that have access to basic road as per the MSSs	8,900	8,579	7,289
# of communities that need for small scale irrigation	9,293	8,850	7,994
# Health Centers reported on scorecards	642	609	533
# Health Centers provide all Minimum Service Standards	506	514	455

Three Round comparison of communities access to clean drinking water and infrastructure MSSs

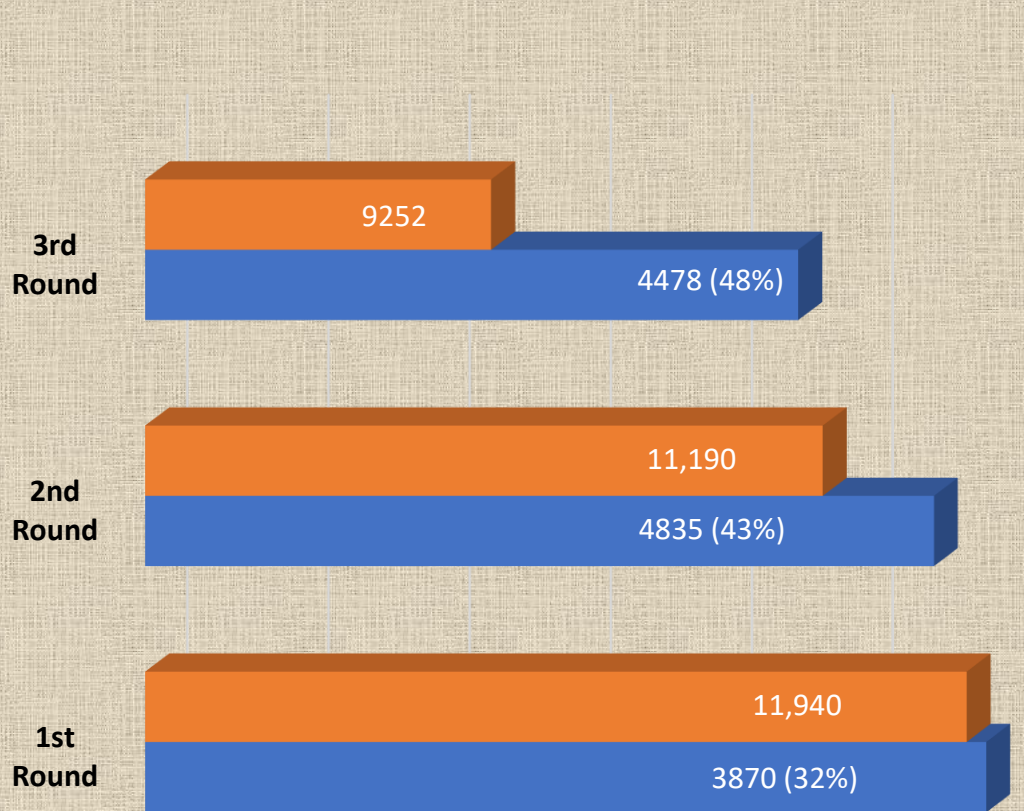
Sample: 9,019 Communities



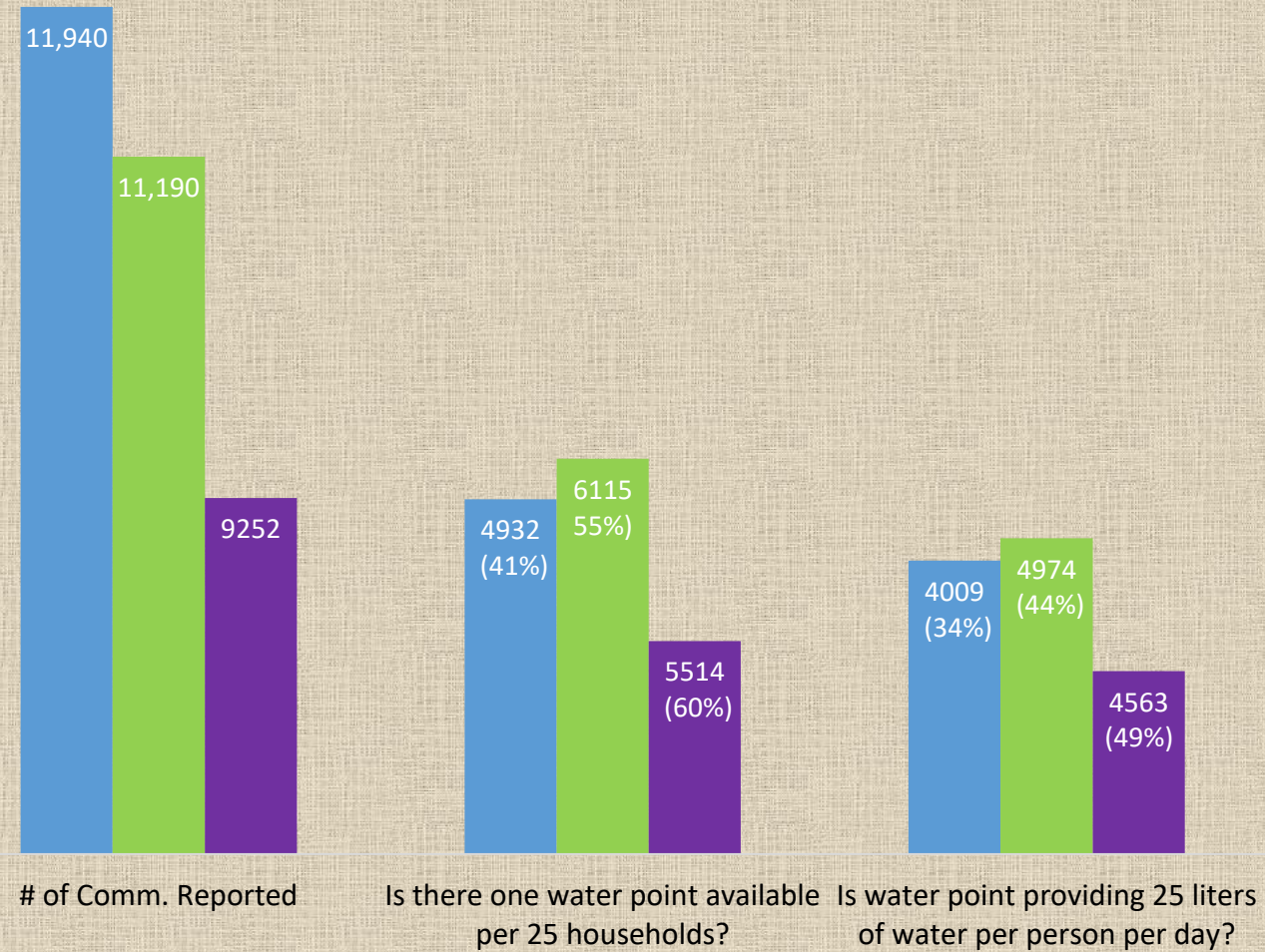
1st Round Meet 2nd Round Meet 3rd Round Meet

Access to clean drinking water MSSs

Access to Clean Drinking Water Status



Clean Drinking Water Analysis by Indicator

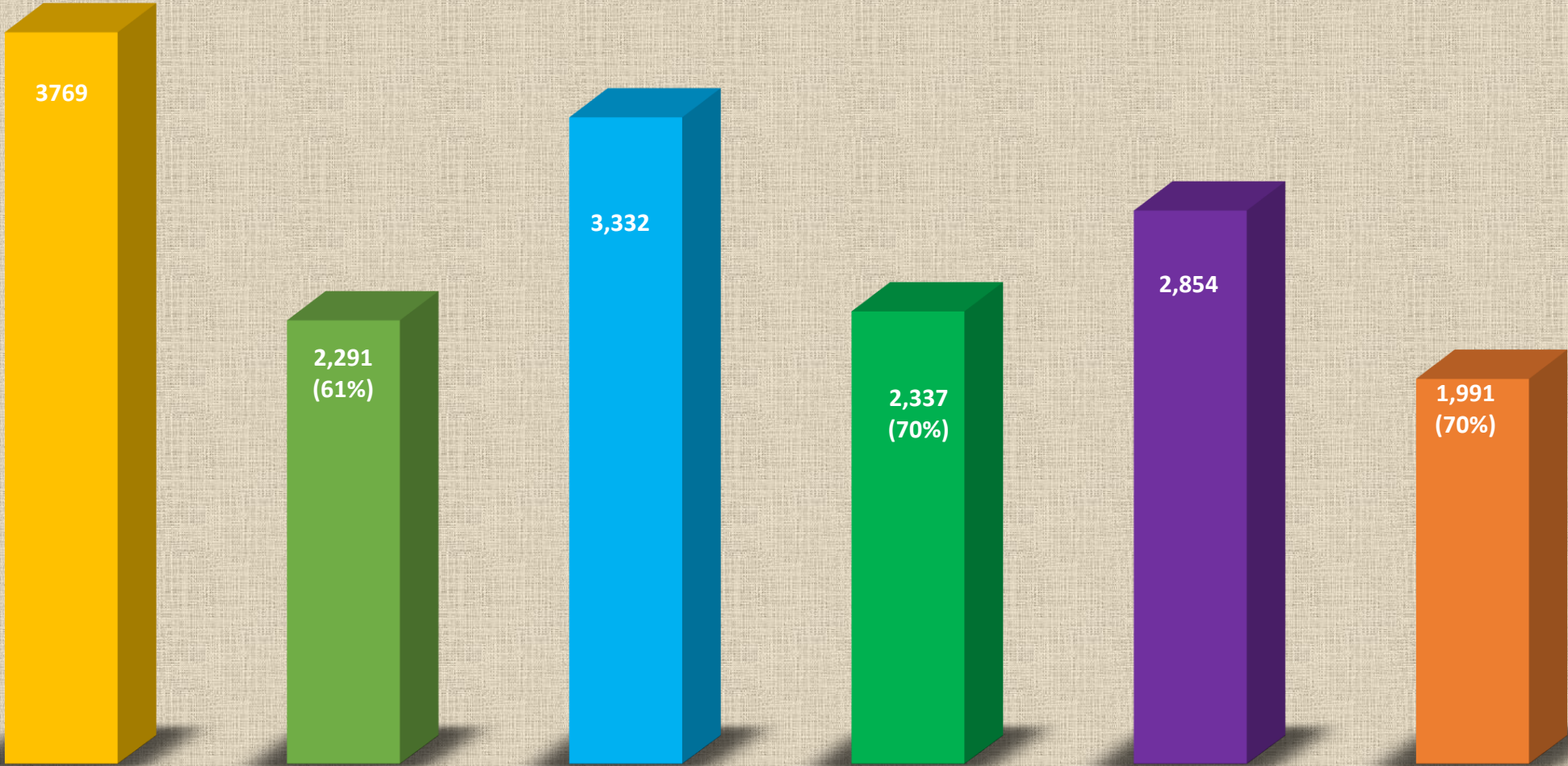


■ # of Comm. Reported
 ■ Clean Drinking water MSSs Meet

■ 1st Round
 ■ 2nd Round
 ■ 3rd Round

Education MSSs Results

Education MSS Status



of Schools reported
1st Round

of Schools Meet 1st
Round

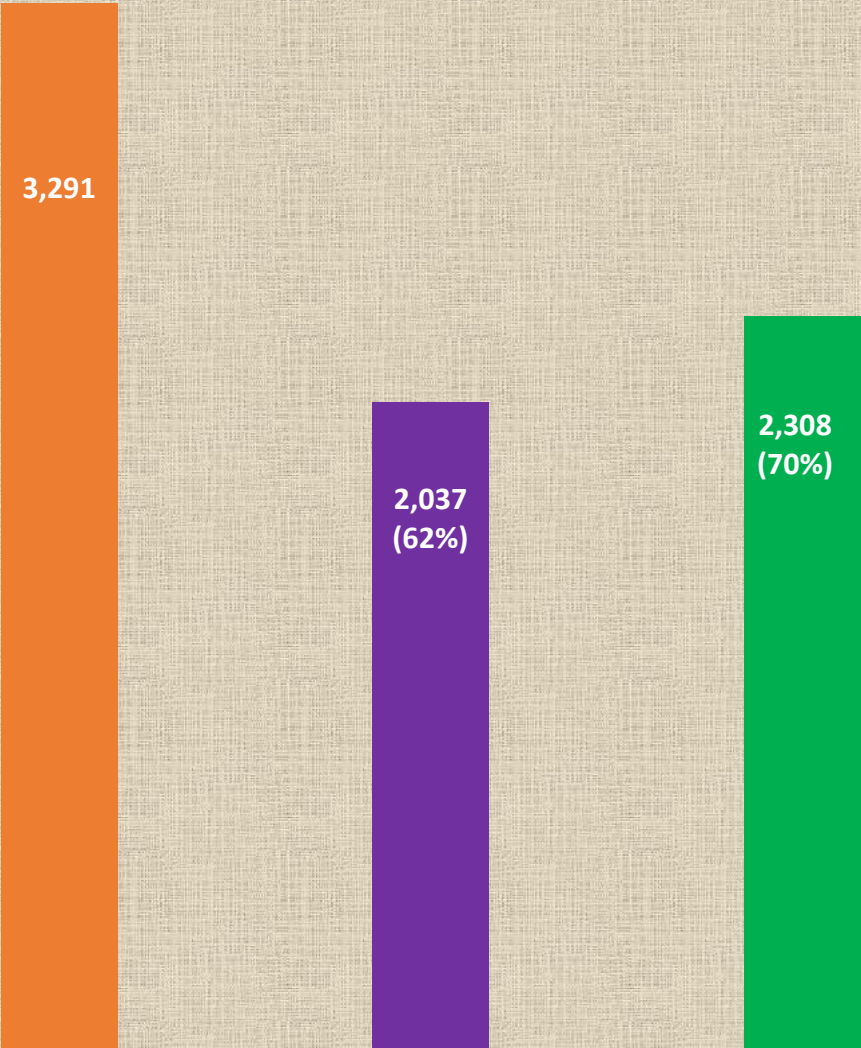
of Schools reported
2nd Round

of Schools Meet 2nd
Round

of Schools reported
3rd Round

of Schools Meet 3rd
Round

Education Facilities comparison b/t two rounds

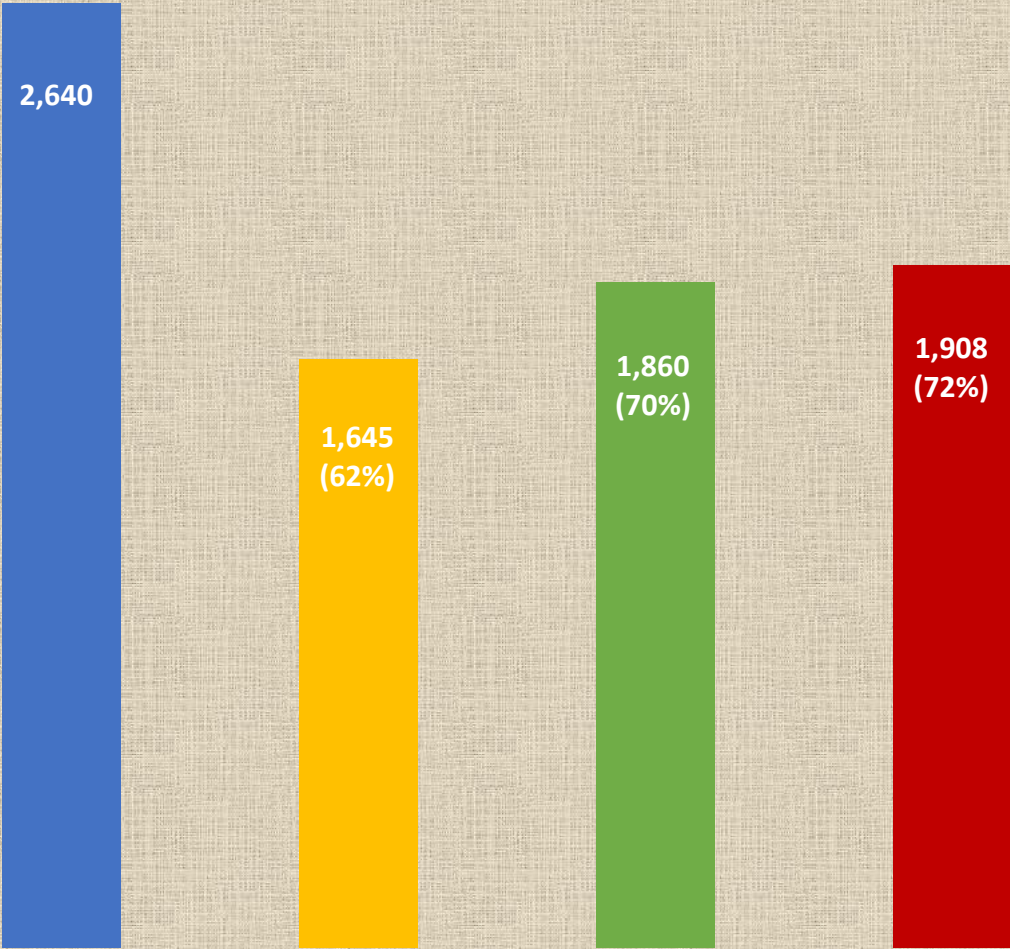


of Schools reported
1st and 2nd Round

of Schools Meet 1st
Round

of Schools Meet 2nd
Round

Education Facilities comparison b/t three rounds



of Schools reported
1st, 2nd and 3rd
Round

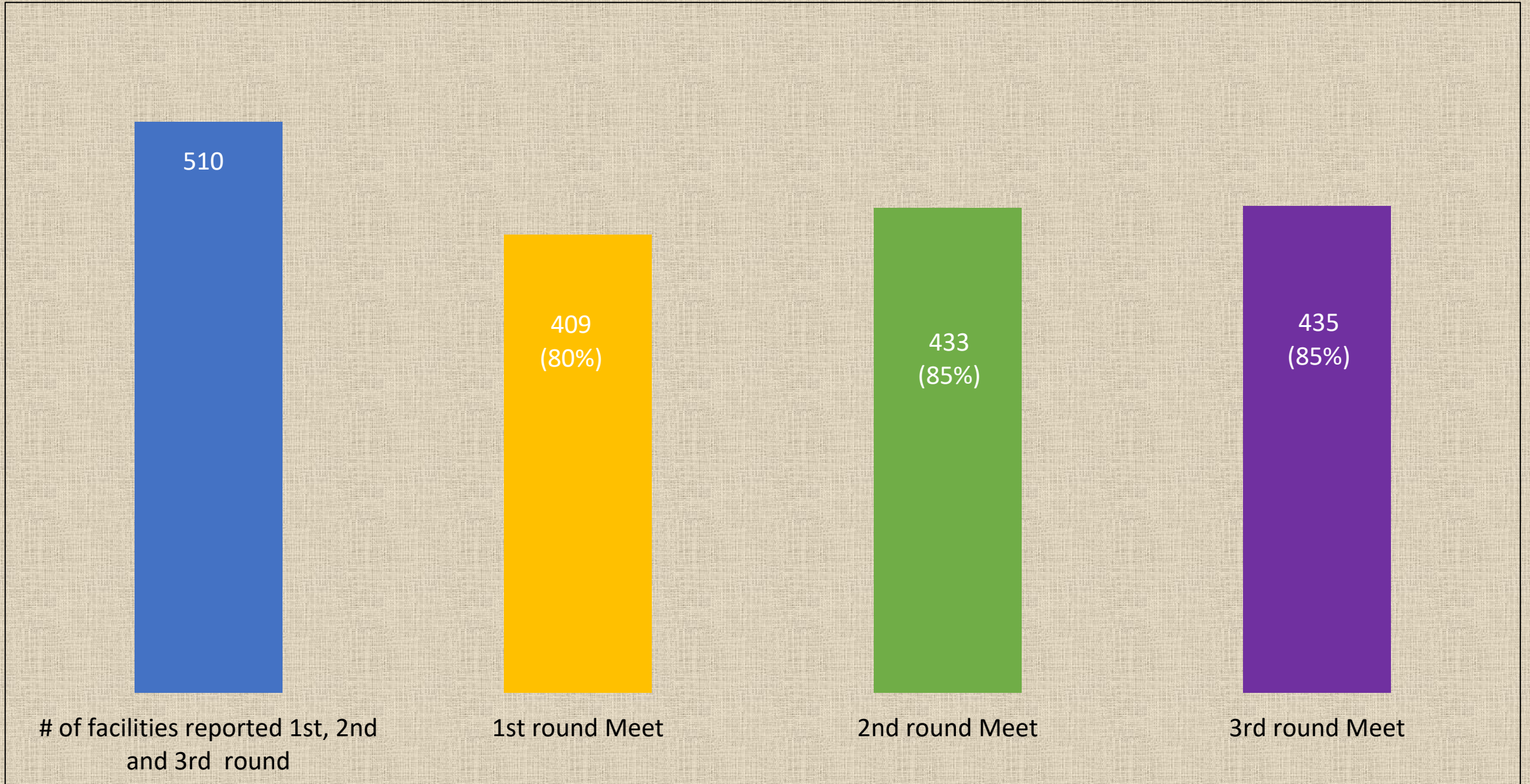
of Schools Meet 1st
Round

of Schools Meet 2nd
Round

of Schools Meet 3rd
Round

Health MSSs Results

Comparison between same Health facilities (three rounds)



Overall MSSs (Education, Health and Infrastructure) Results

overall MSS status (Health, Education, water and infrastructure)

Comparison between Three Rounds same Comm.

Comm. Reported three rounds: 6,529

Improvement (from Baseline to 3rd Round)

725 (11%)

3rd Round Not Meet

4,841 (76%)

3rd Round Meet

1,688 (26%)

2nd Round Not Meet

5,077 (78%)

2nd Round Meet

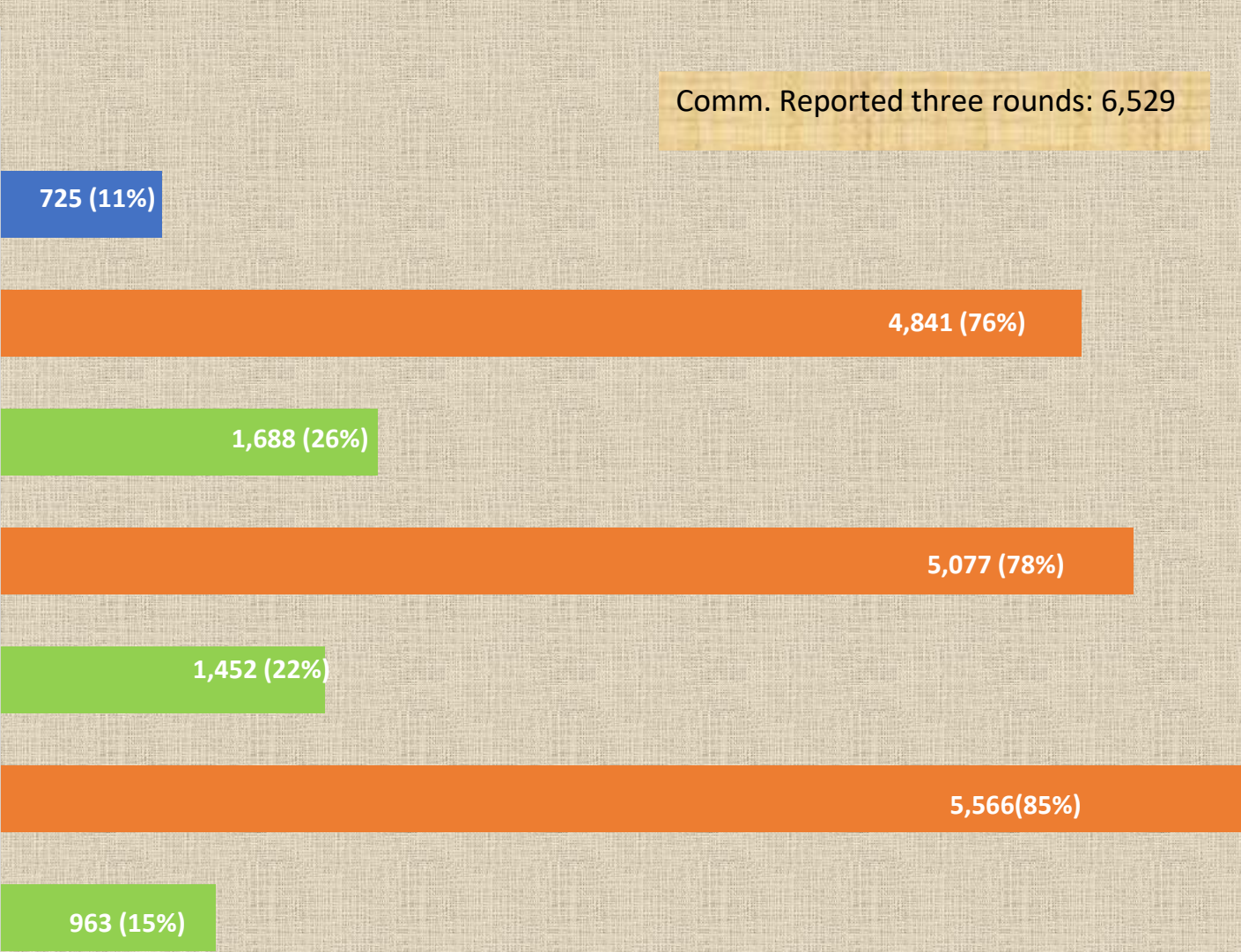
1,452 (22%)

1st Round Not Meet

5,566(85%)

1st Round Meet

963 (15%)



ISM action points

Score cards	MRRD Responses
<p>IAs should improve the coordination meetings (at central, provincial, and district levels), record agreements and identify follow up points after each discussion.</p>	<p>This has been shared with Capacity Development Division to include the scorecard agenda in all DCCMC and PCCMC meetings and make it mandatory to report on the results in each meeting.</p>
<p>Ensure regular dissemination workshops so that scorecards are shared with MoE and MoPH</p>	<p>The results are shared with both line ministries . On January 3rd the results of scorecard were shared in detail with MoPH and MoE and on Jan-05-2021 MSS Scorecard result Presentation was delivered in MoF to line ministries.</p>
<p>There should be an official, well-planned and announced, dissemination event once the sampling from base line to end line has been completed</p>	<p>We discussed this within the team and there was a meeting at MoF Jan-05-2021, it was decided that MoF will meet with MRRD and IDLG Public Communication teams to organize a press conference and disseminate MSS Scorecard results.</p>
<p>Both IAs should assess if the CDCs can conduct the score card work (plan, collect the data, and complete the forms) on their own</p>	<p>The assessment of this task is done, Plan for implementation of MSS Scorecard at field level will be prepared by CDD. Further discussion will take place on this issue in this ISM.</p>

Future Plan

Infrastructure		
1st Period to be conducted	2nd Period to be conducted	3rd Period to be conducted
241	991	2929
Education		
1st Period to be conducted	2nd Period to be conducted	3rd Period to be conducted
48	475	746
Health		
1st Period to be conducted	2nd Period to be conducted	3rd Period to be conducted
10	35	100

Lessons Learnt

- While reporting on clean drinking water and infrastructure, it was found that some communities do not reflect the services they receive in these areas assuming they will attract the government's attention and thus will be provided with more projects/services.
- When Schools, Clinics and Provincial Education and Public Health Directorates receive the reported MSS Scorecard photocopy, then they bring positive changes and effects to the MSS delivery.
- Small-scale irrigation infrastructure MSS: Language for question in MSS Scorecard should be modified/revised, as we are receiving reverse results.

Challenges and Recommendations

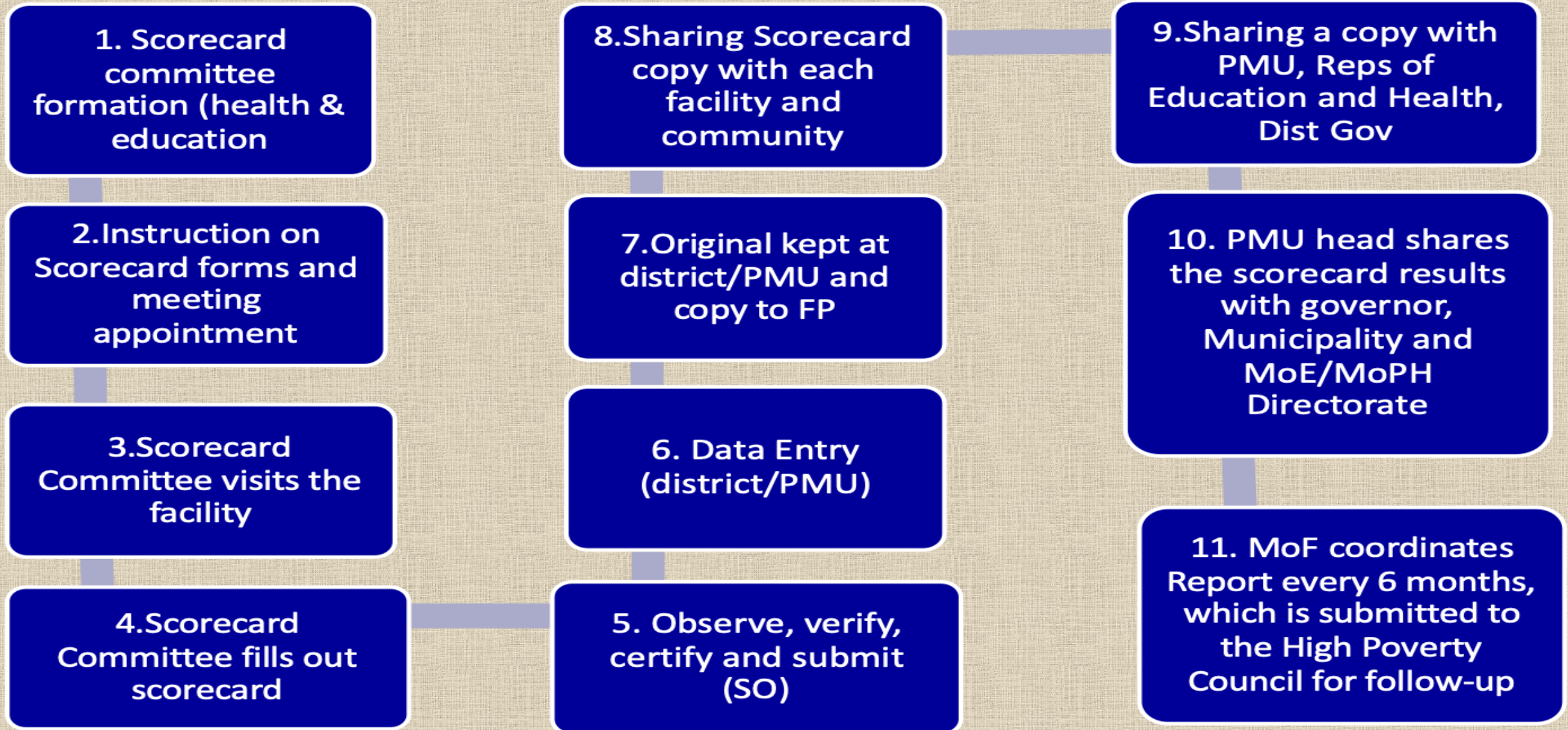
1. Distance from Health and Education Facilities, or using facilities in other Provinces, or have access (**Flexibility in MIS, Distance question addition in SC form**)
2. COVID-19 affected MSS SC implementation, Specifically Health and Education (**Flexibility in terms of late submission should considered**)
3. Gathering of huge number of MSS Scorecard committee members. (**Reducing number of members, two or three batches**)
4. Usage of Health and education facilities from neighboring communities not under CC Coverage (**only Infra SC should be considered for FP payment, data already gathered on this issue, decision pending**)

Challenges and Recommendations

1. Implementation of MSS Scorecard in absence of FPs (**initial assessments completed and implementation plan prepared**)
2. Overall MSSs Status of communities using District hospitals, Provincial Hospitals and Education Facility outside CC coverage (**We may include district hospitals in future**)
3. Ineffective DCCMC and PCCMC meetings regarding scorecards' findings (**A Proper mechanism to be developed and meetings to be recorded and reported**)
4. MSS Scorecard verification for FP invoices payments is challenge as verification percentage is not mentioned in the contract and verification process is very lengthy (**a proposal clarify verification percentage and process is submitted to DM office**)

Thank you!

Scorecard implementation process



Quality control and assurance mechanisms

1. Social Organizer observes the entire process
2. Scorecard committee verify the findings, reach consensus and sign the form
3. Services providers are part of the process
4. District Manager verifies the scorecard form before the entry
5. Database officer cross checks the data with the last version of scorecard-if not baseline
6. Provincial Monitoring officers check the scorecard in sampled communities
7. The scorecard findings are cross checked at HQ for consistent results
8. The line ministries' feedback on results also help in the quality control. (Field and HQ)

Clean Drinking water and infrastructure MSSs indicators

1. Universal access to clean drinking water: Is there one water point available per 25 households? Is water point providing 25 liters of water per person per day?
2. Basic electricity: Does each household have access to 100W per household through solar, micro hydro, biogas or wind (only in areas that cannot be reached by the grid)?
3. Basic road access: Does the community have access within two kilometers walking distance from nearest accessible rural road (accessible areas only)?
4. Small-scale irrigation infrastructure: Does the community need for small-scale irrigation infrastructure? this includes intakes (for secondary/tertiary canals), water divider, water control gates, siphon, water reservoir up to 10,000 M3 capacity, rehabilitation or construction of small irrigation canal, protection wall, gabion wall, aqueducts, and super passage

Education Minimum Service Standards (MSSs)

1. Are Education MSS clearly posted at the school?
2. Do teachers have at least grade 12 education?
3. Do students have 24 hours per week of education in grade 1-3?
4. Do students have 30 hours of education in grade 4-6?
5. Do students have 36 hours of education in grade 7-12?

Health Sub-center Minimum Service Standards (MSSs)

1. Are Health MSS clearly indicated at the information board at the health sub-center?
2. Is the Health Sub-Center **open during** the official time?
3. Does the Health Sub-Center have **one midwife**?
4. Does the Health Sub-Center provide **family planning**?
5. Does the Health Sub-Center provide services for **any** of the following conditions? (*Diarrhea, Malaria, Antenatal Care, Tuberculosis Detection and Referral, and Immunizations*)

Basic Health Center Minimum Service Standards (MSSs)

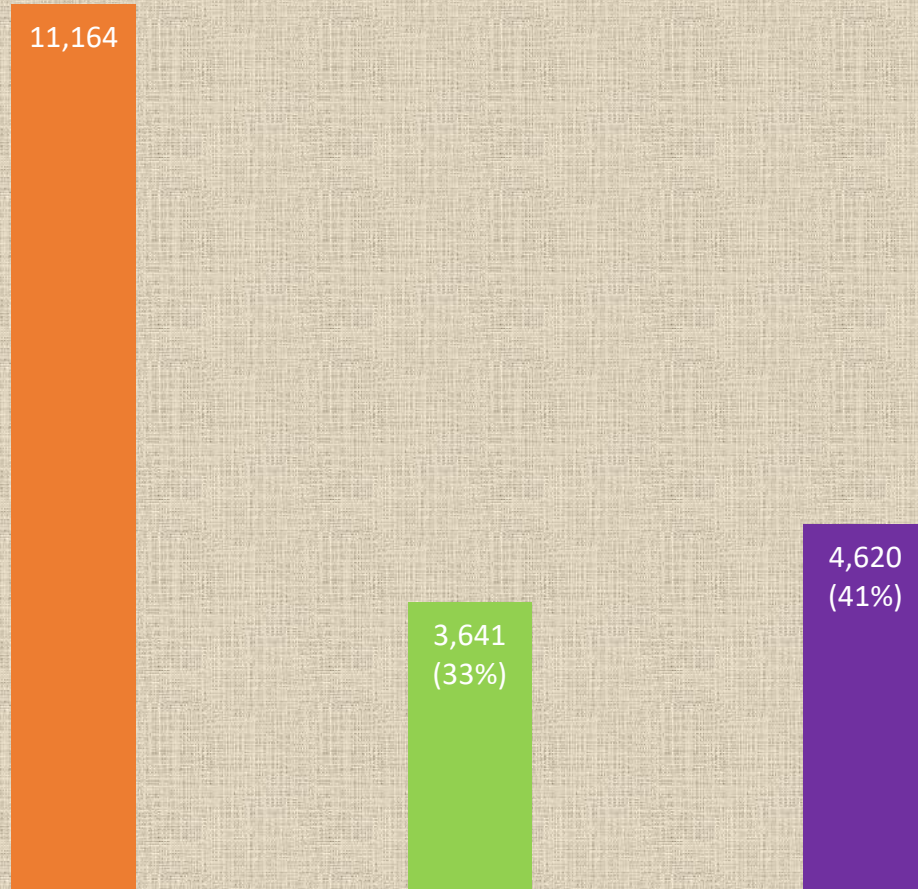
1. Are Health MSS clearly indicated at the information board at the basic health center?
2. Is the Basic Health Center **open during the** official time?
3. Does the Basic Health Center have one **midwife**, and one **nurse**?
4. Does the Basic Health Center provide **immunizations**?
5. Does the Basic Health Center provide **family planning** services?
6. Does the Basic Health Center provide services for any the following conditions?
Diarrhea, Malaria, Antenatal Care, Tuberculosis Detection and Referral?

Comprehensive Health Center Minimum Service Standards (MSSs)

1. Are Health MSS clearly indicated at the information board at the Comprehensive health Center?
2. Is the comprehensive Health Center open during the official time?
3. Does the Comprehensive Health Center have one doctor, one midwife and one nurse?
4. Does the Comprehensive Health Center provide pre, during, and post delivery services for pregnant women?
5. Does the Comprehensive Health Center provide immunizations?
6. Does the Comprehensive Health Center provide services for any of the following conditions? Diarrhea, Malaria, Tuberculosis Detection and Referral?

Overall comparison of the clean drinking water and one of the infrastructure MSSs

Access to Clean Drinking Water and either one of Basic Road or Electricity or Irrigation (Two Round Comparison, 11,164 communities)

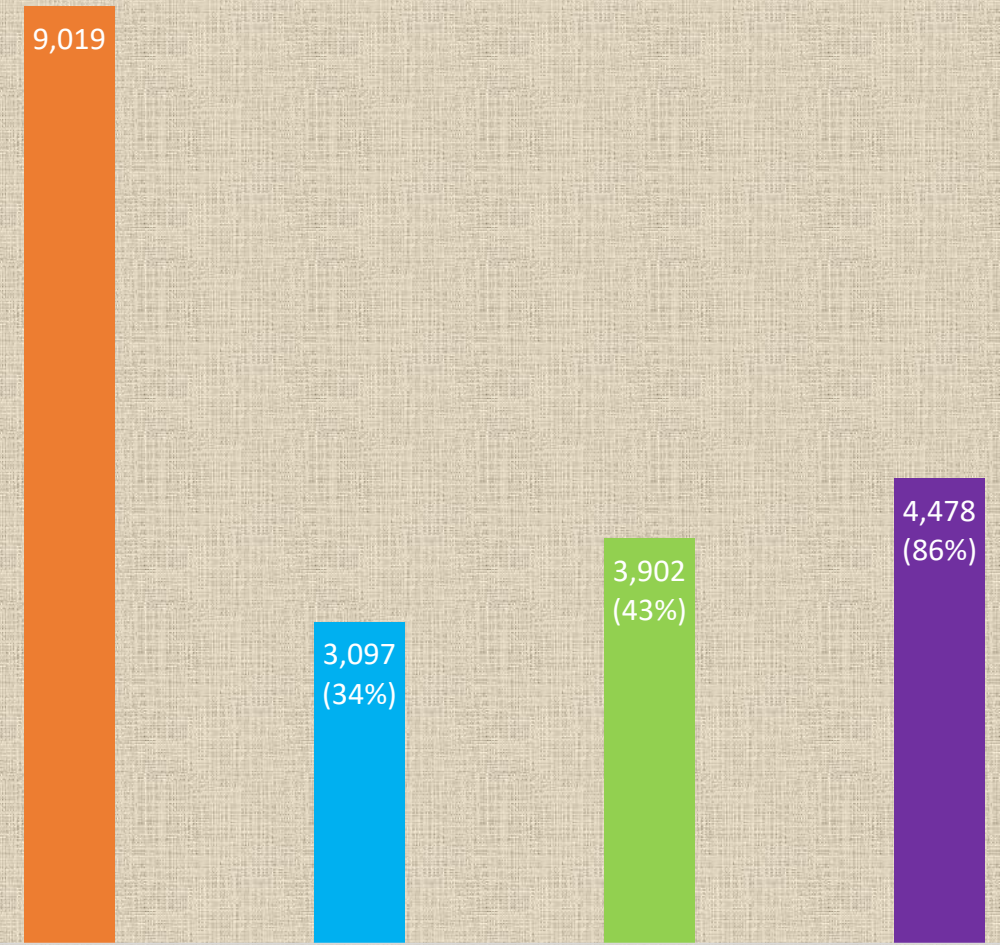


of comm. Reported two rounds of SC

1st Round Meet

2nd Round Meet

Access to Clean Drinking Water and either one of Basic Road or Electricity or Irrigation (Three Round Comparison, 9,019 communities)



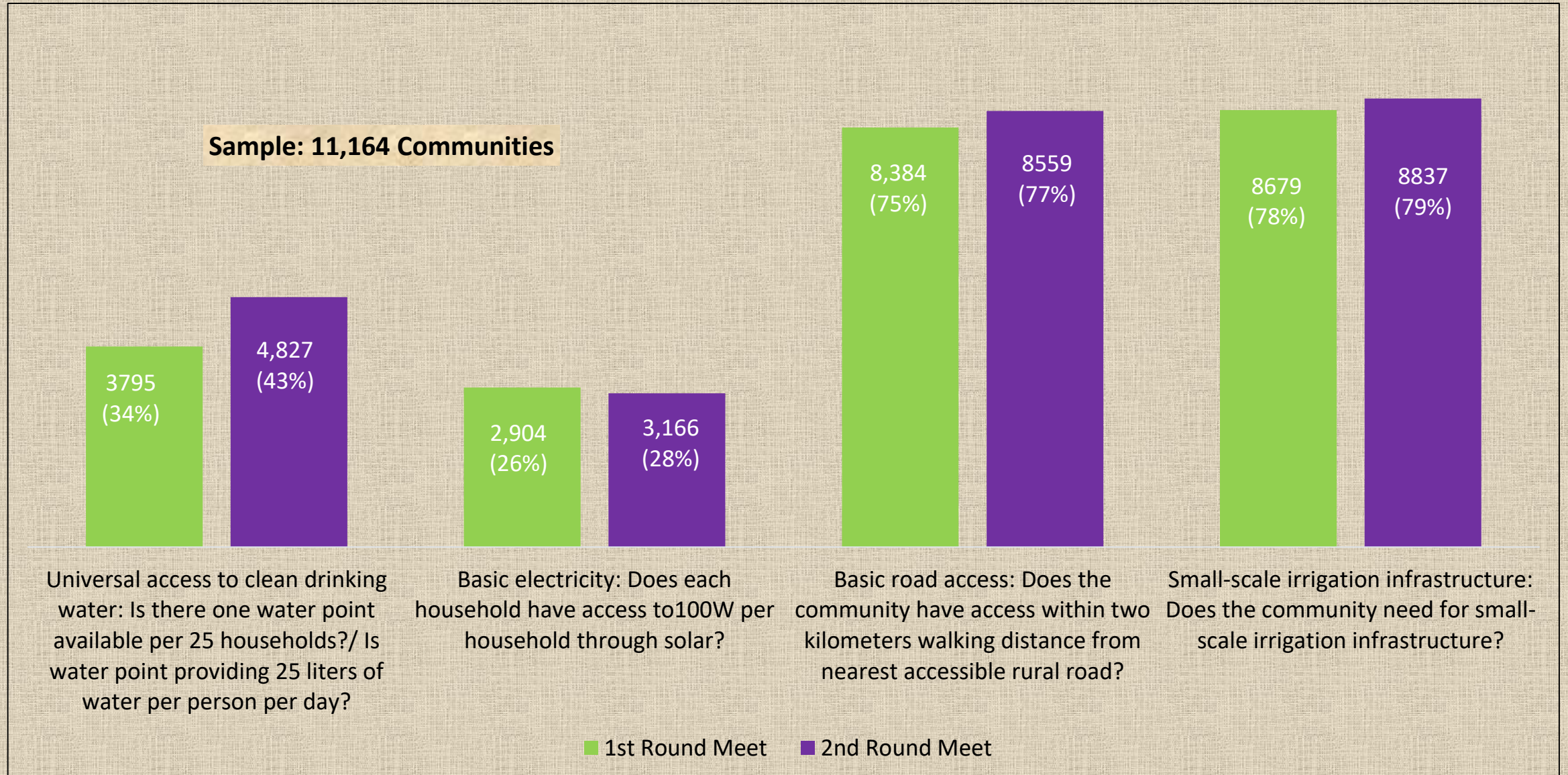
of comm. Reported three rounds of SC

1st Round Meet

2nd Round Meet

3rd Round Meet

Two periods comparison of communities access to clean drinking water and infrastructure MSSs



Education MSSs Results

Education MSSs comparison of three rounds (by Indicators)

of Schools Reported all three Rounds: 2640

MSS Scorecard Round	Are Education MSS clearly posted at the school?		Do teachers have at least grade 12 education?		Do students have 24 hours per week of education in grade 1-3?		Do students have 30 hours of education in grade 4-6?		Do students have 36 hours of education in grade 7-12?	
	Meet	Not Meet	Meet	Not Meet	Meet	Not Meet	Meet	Not Meet	Meet	Not Meet
1st Round	74%	29%	95%	5%	97%	3%	97%	3%	90%	10%
2nd Round	81%	19%	96%	4%	96%	4%	96%	4%	91%	9%
3rd Round	85%	15%	98%	2%	94%	6%	93%	7%	91%	9%

Health MSSs Results

Overall Health MSS Status

Clinics/Communities reported Health MSSs

MSS Scorecard Rounds	First Round (# of Facility: 642, # of Comm. 9,754)		Second Round (# of Facility: 609, # of Comm. 9,263)		Third Round (# of Facility: 533 # of Comm. 7,638)	
	MSS Meet (# and %)	MSS Not Meet (# and %)	MSS Meet (# and %)	MSS Not Meet (# and %)	MSS Meet (# and %)	MSS Not Meet (# and %)
By Facility	508 (79%)	136 (21%)	514 (84%)	95 (14%)	455 (85%)	78 (15%)
By Community	7,699 (79%)	2,055 (21%)	7,994 (86%)	1,269 (14%)	6,460 (82%)	1,178 (18%)

Overall Health MSSs Status by facility type

Clinics/Communities reported Health MSSs

MSS Scorecard Rounds	First Round (HSC: 266, BHC: 266, CHC: 110)		Second Round (HSC: 254, BHC: 249, CHC: 106)		Third Round (HSC: 230, BHC: 212, CHC: 91)	
	MSS Meet (# and %)	MSS Not Meet (# and %)	MSS Meet (# and %)	MSS Not Meet (# and %)	MSS Meet (# and %)	MSS Not Meet (# and %)
Health Sub-Center (HSC)	202 (76%)	64 (24%)	207 (81%)	47 (19%)	192 (83%)	38 (17%)
Basic Health Center (BHC)	206 (77%)	60 (23%)	211 (85%)	38 (15%)	177 (83%)	35 (17%)
Comprehensive Health Center (CHC)	98 (89%)	12 (11%)	96 (91%)	10 (9%)	86 (94%)	5 (6%)

Comparison between same Health facilities (two rounds)



of facilities reported 1st and 2nd round



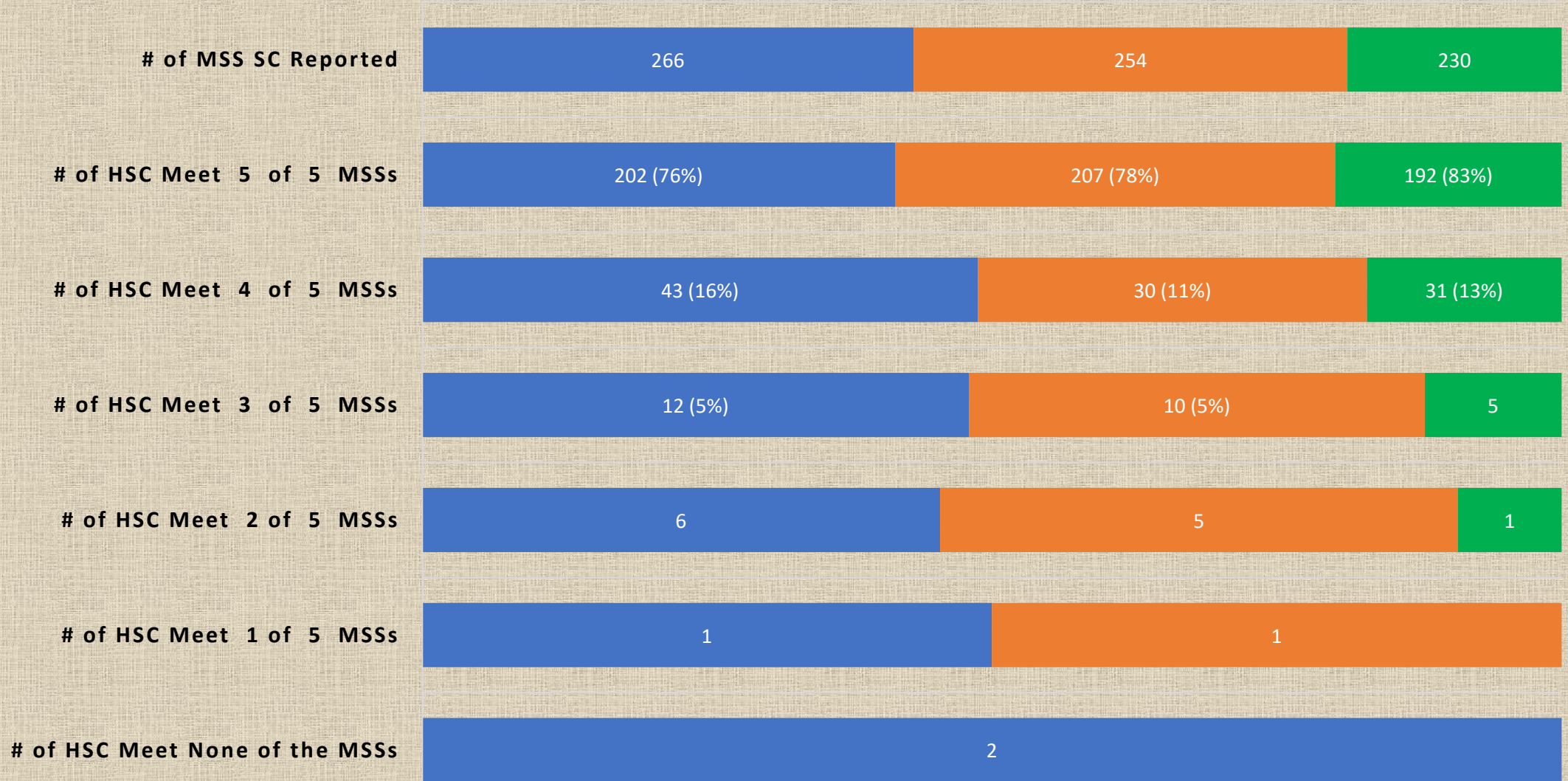
1st round Meet



2nd round Meet

Health Sub-Center (HSC) MSS Status by Period

■ First Round ■ Second Round ■ Third Round



Basic Health MSS Status by Period

■ First Round
 ■ Second Round
 ■ Third Round

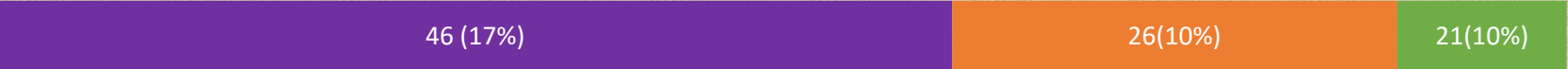
of Health MSS SC Reported for BHC



of BHC Meet 6 of 6 MSSs



of BHC Meet 5 of 6 MSSs



of BHC Meet 4 of 6 MSSs



of BHC Meet 3 of 6 MSSs



of BHC Meet 2 of 6 MSSs



of BHC Meet 1 of 6 MSSs

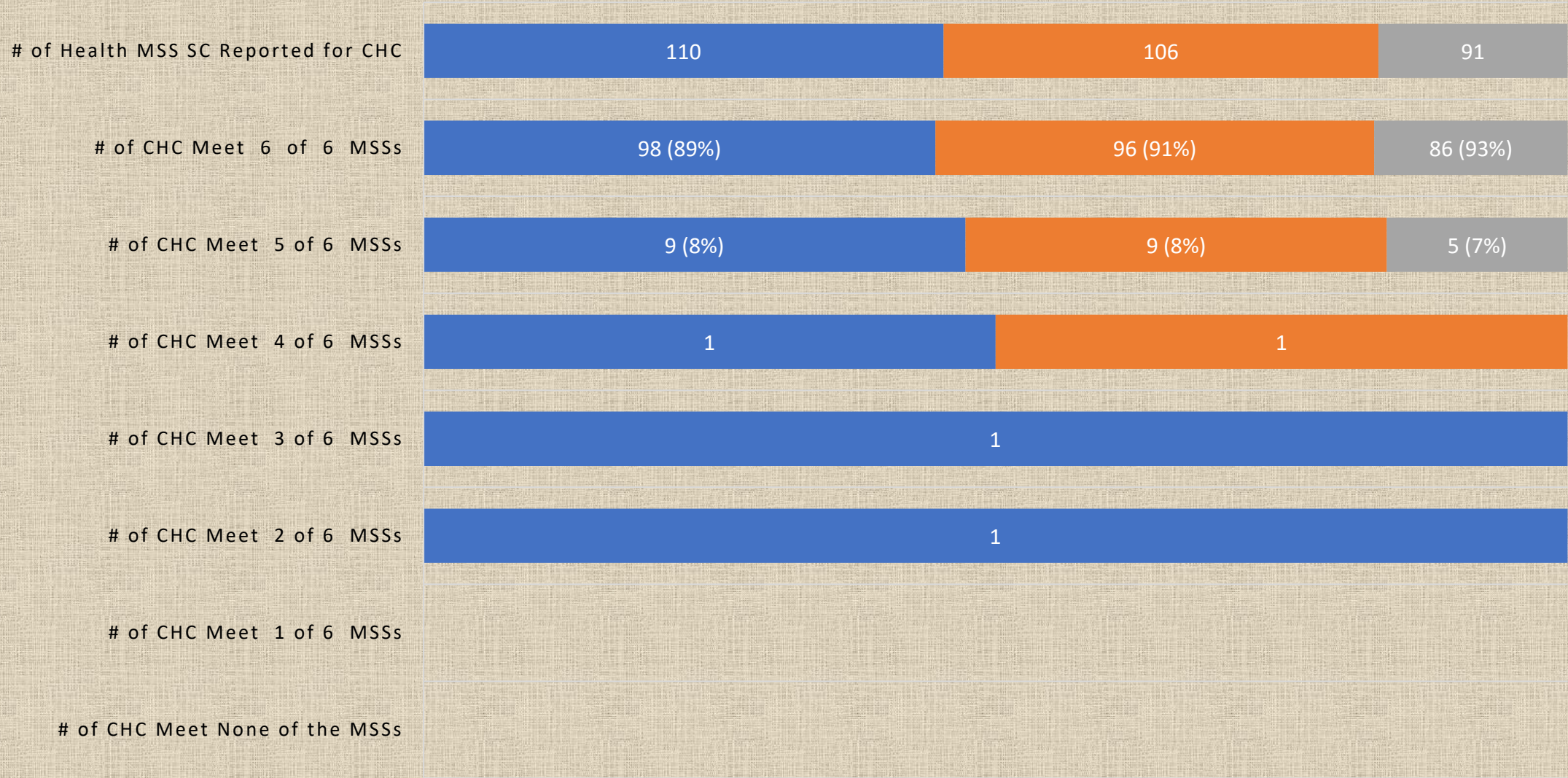


of BHC Meet None of the MSSs



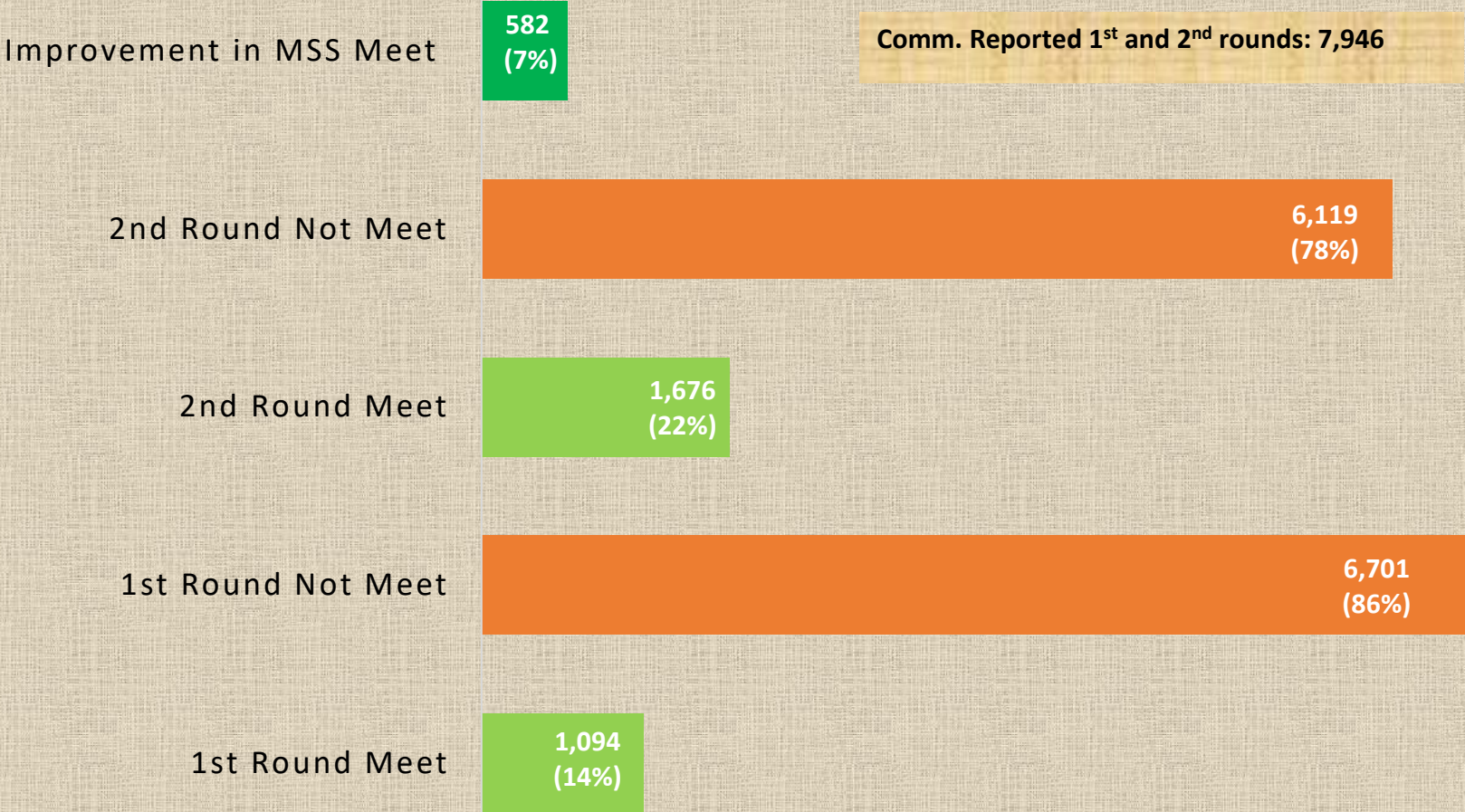
Comprehensive Health MSSs status by Period

■ First Round ■ Second Round ■ Third Round



overall MSS status (Health, Education, water and infrastructure)

Two Round Comparison



Health MSSs Poster (DCCMCC)

Health MSSs Poster (Health Sub Center)

Province:

District:

FP Name:

No	Health Sub-Center(HSC) MSSs									
	HSC Name	HSC Code	No. of CDCs using this facility	Scorecard Period	Q1	Q2	Q3	Q4	Q5	Health MSSs Status
1				1						
				2						
				3						
				4						
				5						
				6						
2				1						
				2						
				3						
				4						
				5						
				6						

Health Sub-Center MSSs

Q1: Are Health MSS clearly indicated at the information board at the health sub-center?

Q2: Is the Health Sub-Center open during the official time?

Q3: Does the Health Sub-Center have one midwife?

Q4: Does the Health Sub-Center provide family planning?

Q5: Does the Health Sub-Center provide services for any of the following conditions? Diarrhea, Malaria, Antenatal Care, Tuberculosis Detection and Referral?

Education MSSs Poster (DCCMCC)

Education MSSs Poster

Province:

District:

FP Name:

No.	School Name	School Type	School Code	No. of CDCs using this facility	Scorecard Period	Q1	Q2	Q3	Q4	Q5	Overall Edu. MSSs Status
1					1						
					2						
					3						
					4						
					5						
					6						
2					1						
					2						
					3						
					4						
					5						
					6						
3					1						
					2						
					3						
					4						
					5						
					6						

Education MSSs

Q1: 1. Are Education MSS clearly posted at the school?

Q2: 2. Do teachers have at least grade 12 education?

Q3: 3. Do students have 24 hours per week of education in grade 1-3?

Q4: 4. Do students have 30 hours of education in grade 4-6?

Q5: 5. Do students have 36 hours of education in grade 7-12?