



**Islamic Republic of Afghanistan
Citizens' Charter National Priority Program
(CCNPP)**



Score Card Report (Urban)

Reporting period

(July - December 2018)



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THE CITIZENS' CHARTER SCORECARDS

A core part of Citizens Charter is to strengthen citizens' monitoring and their ability to report problems at the same time as they are implementing the rural and urban grants. The Citizens Charter has developed simple citizens' scorecards to be completed by CDCs and Social Organizers to report upon the minimum service standards. As part of the Government's strong commitment to making the Citizens' Charter operate effectively, the Office of the President and MoF will receive semi-annual progress reports on the achievement of the service standards so they can closely monitor progress, assist with removing bottlenecks in service delivery, and allocate budgetary resources as needed.

The scorecard has to be completed by communities when they have elected representative and their subcommittee are established specially the education and health subcommittee in the urban area. The first-round of scorecard has to be completed after CDC is elected and subcommittees are formed then each six months.

To complete the scorecards, the elected CDC members and the relevant sub-committees visit the facilities and meet with the services users to assess whether or not the facility meets the Minimum Service Standards committed to people by the Government. Feedback is then provided to the facility management and the results are shared with the larger community. Finally, the findings are reported through the Citizens' Charter to line ministries at district, city, province, and nation-wide. Each group of community development councils (CDCs) who are using same facility (Health or Education) will complete one scorecard per facility every six months, with reports to be provided to the relevant Municipality, Province and Central Government Offices and Ministries¹.

This report provides the findings of the Scorecards implemented by Citizens' Charter in four major Cities (Herat, Kandahar, Jalalabad and Mazar-e-Sharif) covered by IDLG as first phase between July to December 2018.

Education and Health Minimum Service Standards

For health and education, both urban and rural Citizens Charter have defined sets of Minimum Service Standards (MSS). However, for the rest of the sectors, the rural has a defined set of MSS.

For both Rural and Urban Areas:

- (a) Quality education in government schools as part of MoE's existing education standards.

Citizens will monitor that:

- Teachers have at least grade 14 education (12 for rural); and
- Students have 24 hours per week of education in grade 1-3, 30 hours of education in grade 4-6 and 36 hours of education in grade 7-12; and

¹ Health and Education findings are also shared with the relevant ministries in addition to the other level.

(b) Delivery of basic package of health services, as part of the MoPH's existing health package.

Citizens will monitor the following services:

- Health facilities will comply with required opening hours (8am to 4pm), required staffing requirements, and provide mandated services;
- Health post: awareness on malaria, diarrhea, and acute respiratory infections, and referral to health facilities and health education;
- Health sub-center: treatment of pneumonia, diarrhea, and malaria, antenatal care, family planning, tuberculosis case detection and referral, and immunization services;
- Basic health center: outpatient care, immunizations and maternal and newborn care, and nutrition interventions; and
- Comprehensive health center: antenatal, delivery, postpartum and newborn care, routine immunization, nutrition interventions.

SUMMARY OF MAIN FINDINGS

IDLG has 850 contracted communities in four cities (Herat, Jalalabad, Kandahar and Mazar-e-Sharif), as end of December-2018 IDLG has established 724 CDCs with their subcommittee. During first round of the scorecard 431 communities has completed scorecard which 51% of contracted communities and 60% of all communities where their community development councils and sub-committees are established.

Table 1: MSS Score Card Coverage by Cities

City	Total # of Communities Contracted	Total # of Communities with CDCs and Sub-Committees Established	Total # of Communities with Score Cards Completed	% of Communities with Score Cards Completed
Herat	200	193	127	66%
Jalalabad	200	146	90	62%
Kandahar	300	235	138	59%
Mazar-e-Sharif	150	150	76	51%
Total	850	724	431	60%

Considering all MSS (Health and Education) (see Figure 1), 60 (14%) communities meet all MSS (Health and Education) and 86% of communities do not meet all MSSs. While separately for each sector (see Figure 2) e.g. 55% of communities meet education all MSS and 45% do not meet all MSS and in the health sector 43% of communities meet health all MSS and 57% do not meet all MSS. The variance between Figure 1 and Figure 2 is because when the scorecard was exercised by communities the schools where seasonal off or some of the scorecards rejected due to error in the forms.

Figure 3 and Figure 4 show percentage communities and facilities which meet and do not meet the MSS for each sector (Education and Health)

Figure 1: Overall MSSs Status

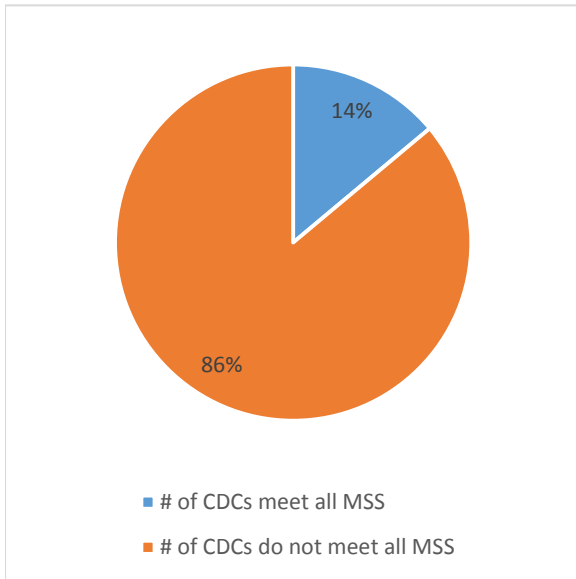


Figure 2: Each Sector MSS

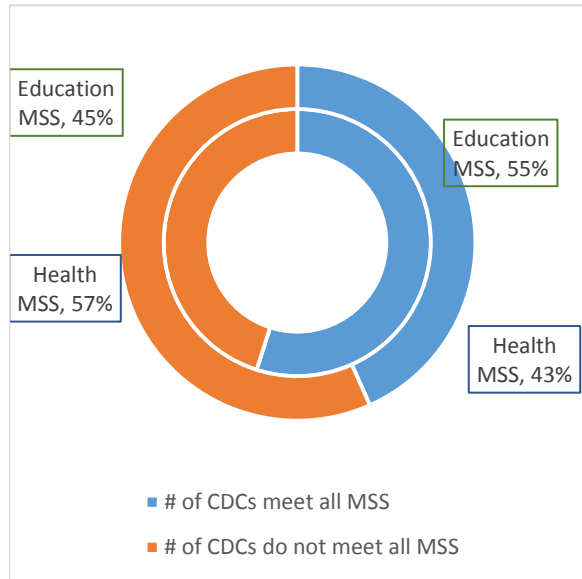


Figure 3: Education MSS status by Community and by Facility

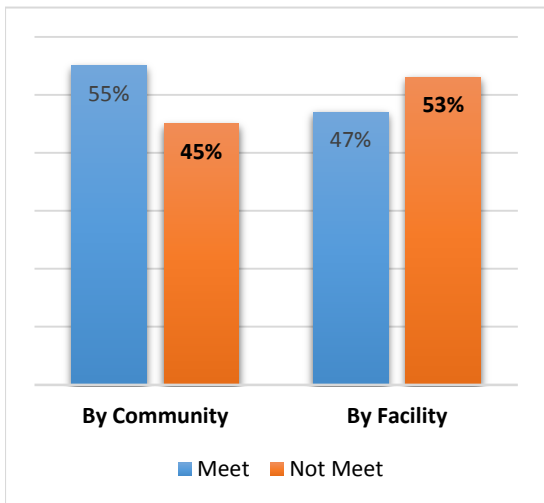
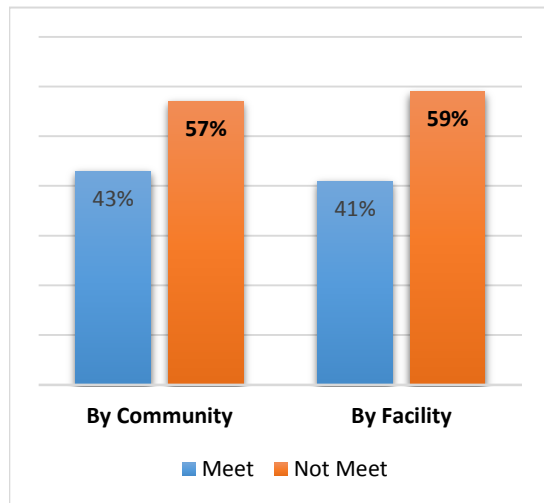


Figure 4: Health MSS status by Community and by Facility



RESULTS

Education Minimum Service Standards (MSSs)

Education sector has five MSS as following:

- Are Education MSS clearly posted at the school?
- Do teachers have at least grade 14 education?
- Do students have 24 hours per week of education in grade 1-3?
- Do students have 30 hours per week of education in grade 4-6?
- Do students have 36 hours per week of education in grade 7-12?

355 communities are using 59 schools and have filled one scorecard for each school. 28 schools out of 59 schools meet all MSS and remaining (21) schools meet some of the MSS but not all MSS. 28 schools which meet all MSS are used by 195 communities and 21 schools which partially meet the MSS are used by 160 communities. According Figure 5, 343 communities' kids who are in grade 1 to 3 in the school are receiving 24 hours education per week, this is the highest figure for this education MSS.

Figure 5: Educating MSSs by indicators per community

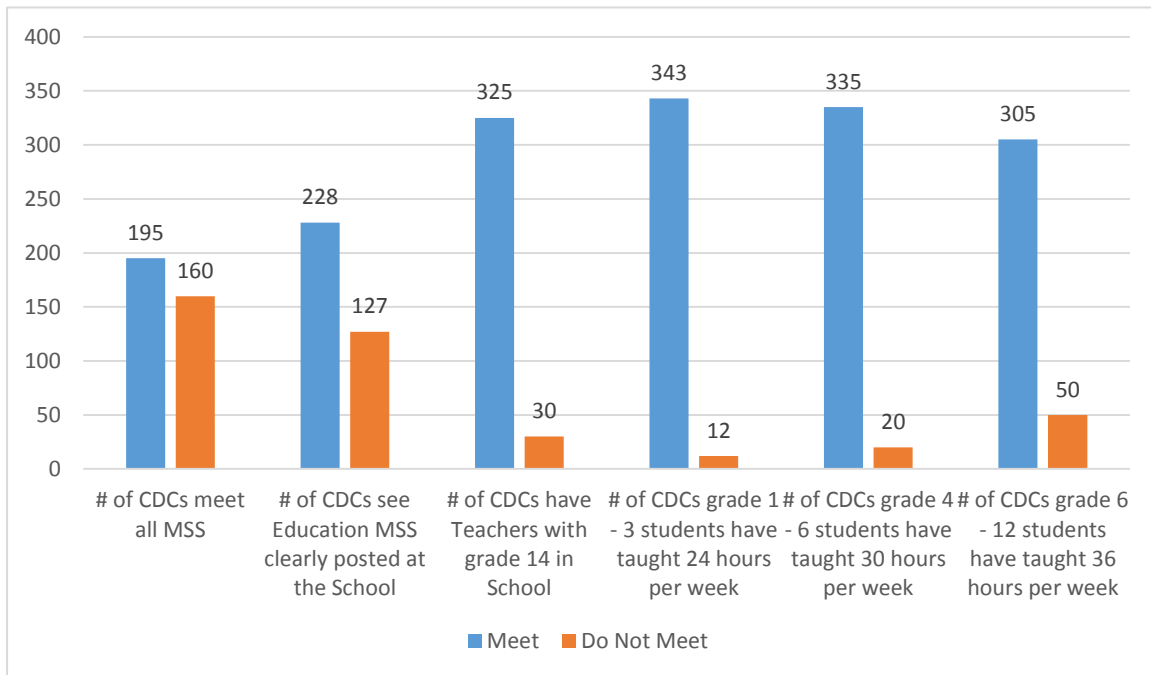
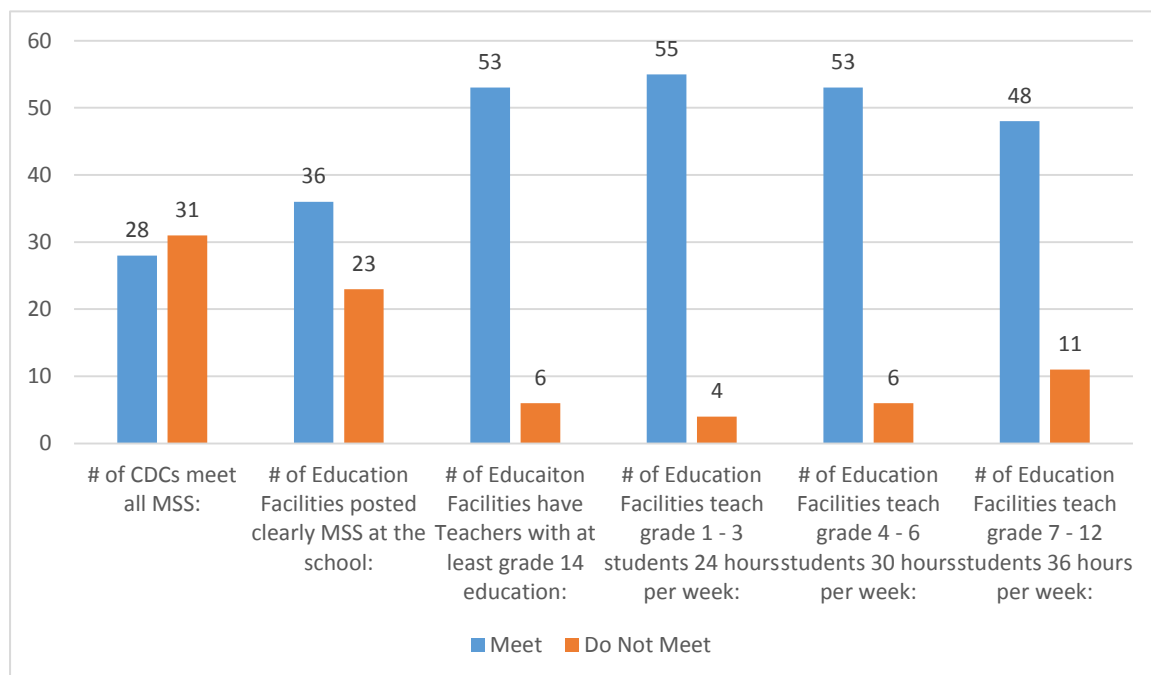


Figure 6: Educating MSSs by indicators per Facility



Health Minimum Service Standards (MSSs)

Health sector has six MSSs as following:

- Are Health MSS clearly indicated at the information board at the health Center?
- Is the Health Center open during the official time?
- Does the Health Center have one doctor, one midwife and one nurse?
- Does the Health Center provide pre, during, and post delivery services for pregnant women?
- Does the Health Center provide immunizations?
- Does the Health Center provide services for any of Diarrhea, Malaria, Tuberculosis Detection and Referral?
- The health MSS slightly differed due to type of health center, there are two types of health centers, one is basic health center (BHC) and another is comprehensive health center (CHC). The comprehensive health center has one doctor and provide delivery services for pregnant women and the basic health center does not have a doctor and does not provide delivery services for pregnant women instead provide family planning services. So far, because of this difference the health MSS analysis presented in separate tables and figures for BHC and CHC.

To summarize the health sector, 374 communities are using 27 health centers and have filled one scorecard for each health center. 11 health centers out of 27 health centers meet all MSS and remaining (16) health centers meet some of the MSS but not all MSS. 11 health centers which meet all MSS are used by 162 communities and 16 health centers which partially meet the MSS are used by 212 communities. According Figure 10 plus Figure 12 , 359 communities have access to health center during official hours, this is the highest figure for this health MSS.

Figure 7: Overall Health Facilities Status per facility

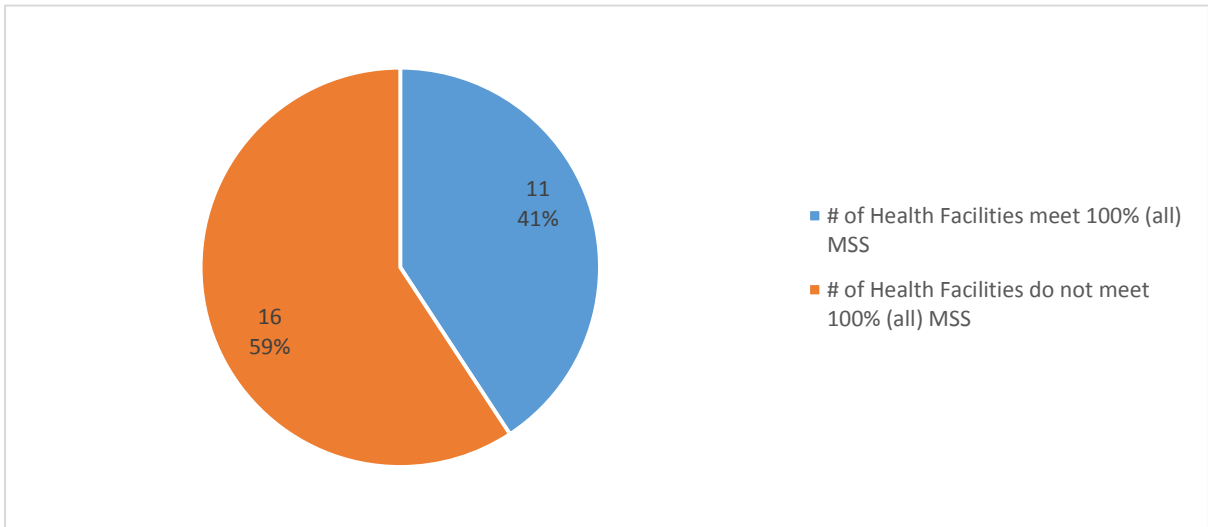
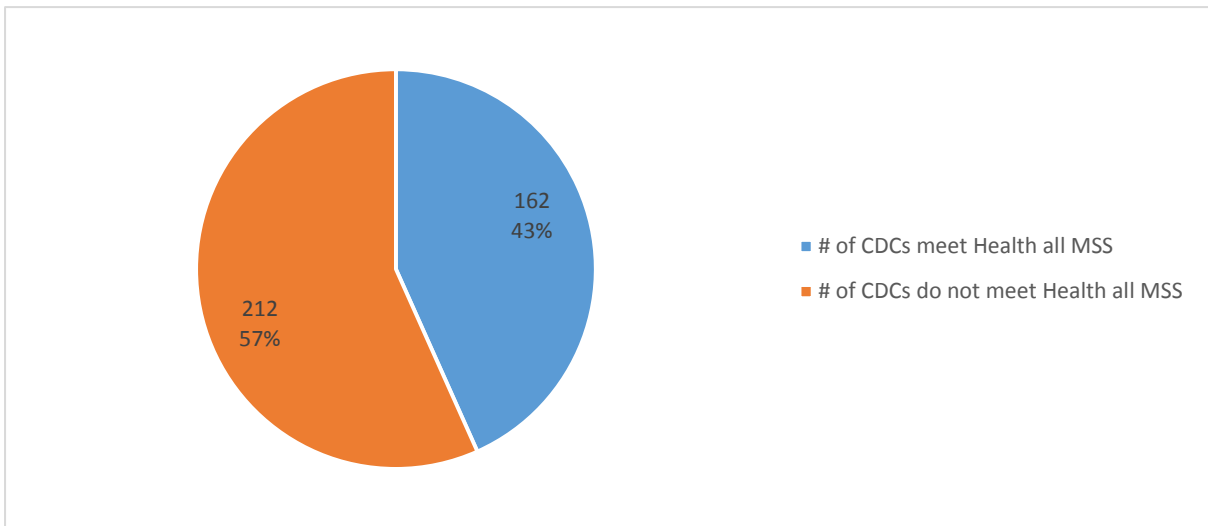


Figure 8: Overall Health Facilities Status per community



Comprehensive Health Center

Figure 9: CHC Scorecard Status per facility by each indicator

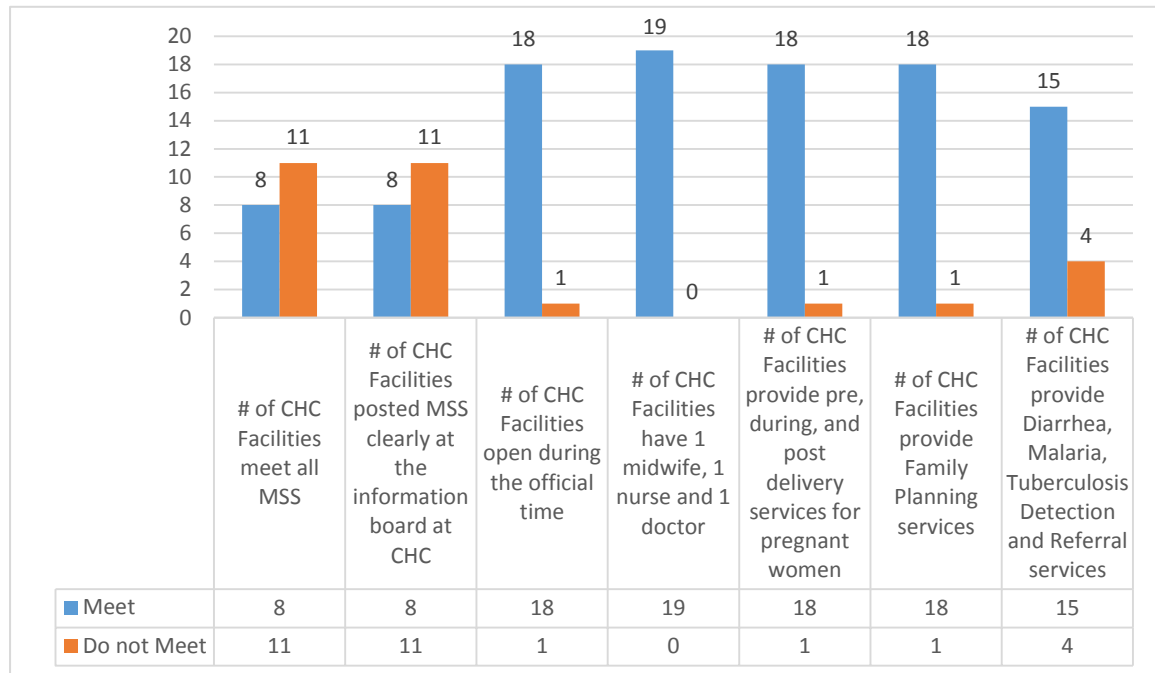
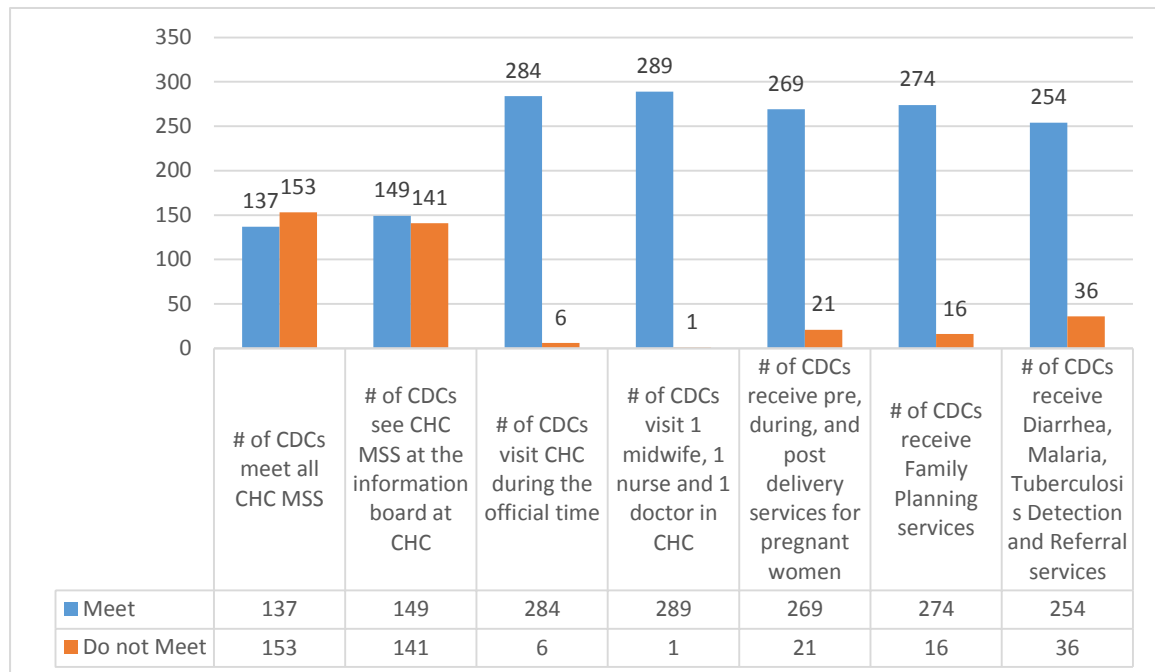


Figure 10: CHC Scorecard Status per community by each indicator



Basic Health Center (BHC):

Figure 11: BHC Scorecard Status per facility by each indicator

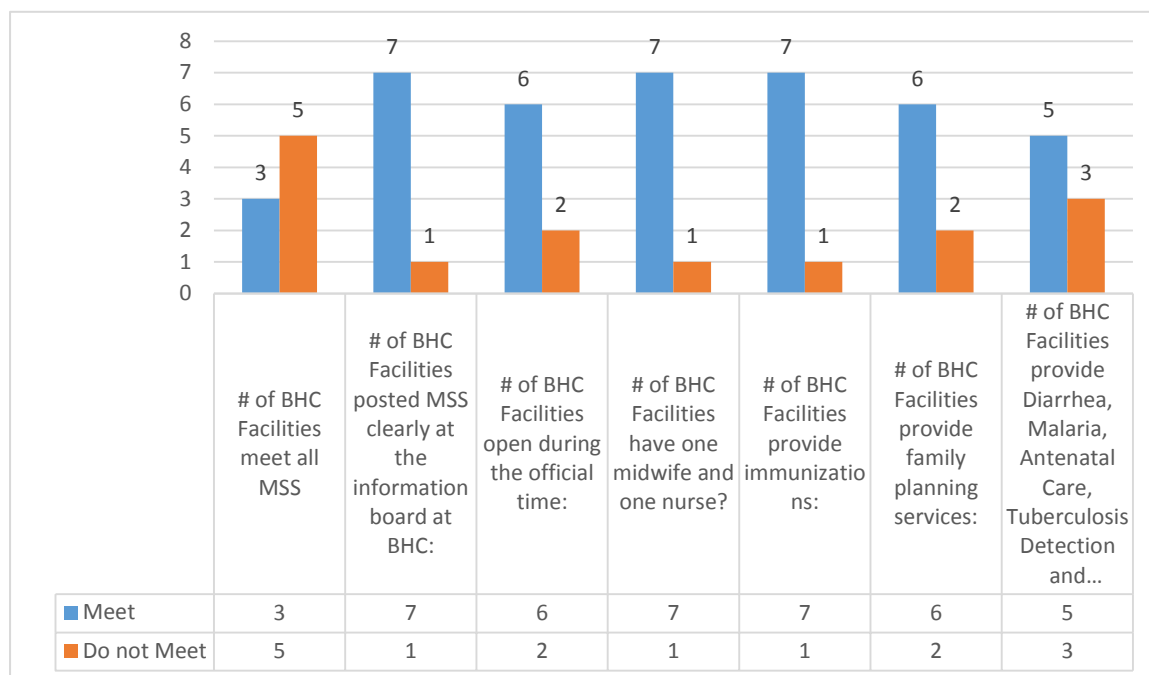
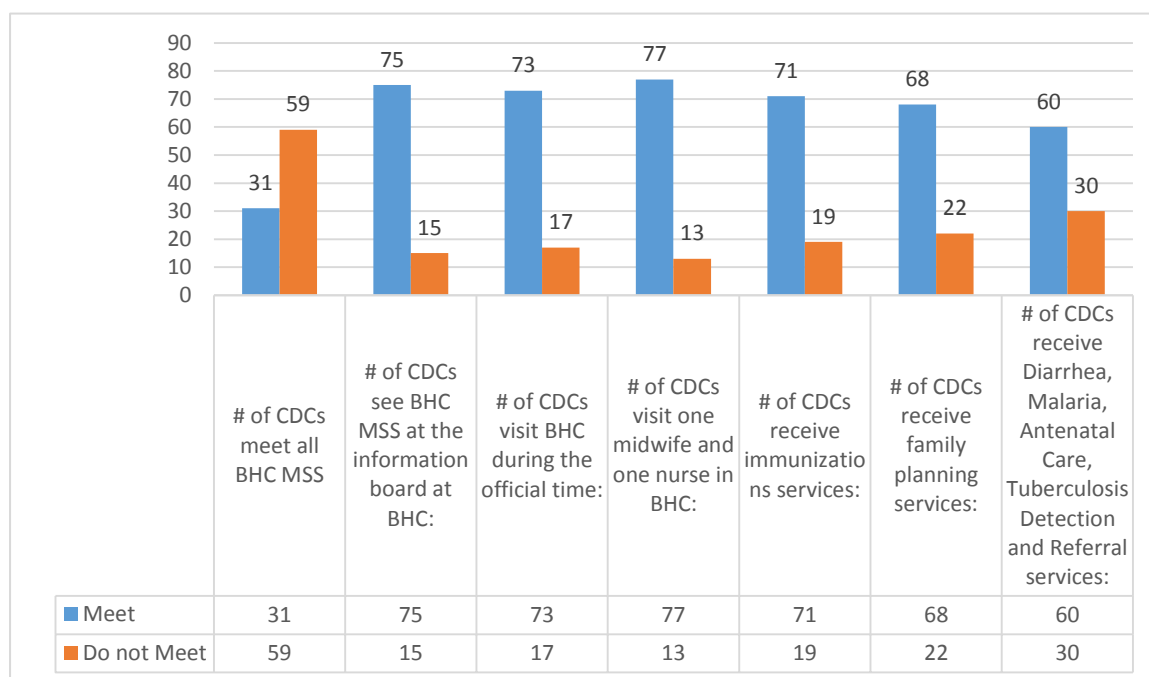


Figure 12: BHC Scorecard Status per community by each indicator



Analysis by city

According to Figure 13, most of the communities in Kandahar city have filled the scorecard for education and health facilities (138 for education and 128 for health). The communities in Jalalabad city have filled the least score card (14) for education because the school was seasonal off. According to the figure, most of the communities (74) in Kandahar city have met all education MSS, while most of the communities (67) in Jalalabad city meet all health MSS. If we see for the number of communities which meet all the health and education MSS are lesser, that is due to, the schools were seasonal off or the scorecards had error and rejected or the scorecards were in process as December-2018.

Figure 13: Summary of Communities Filled Scorecards by City

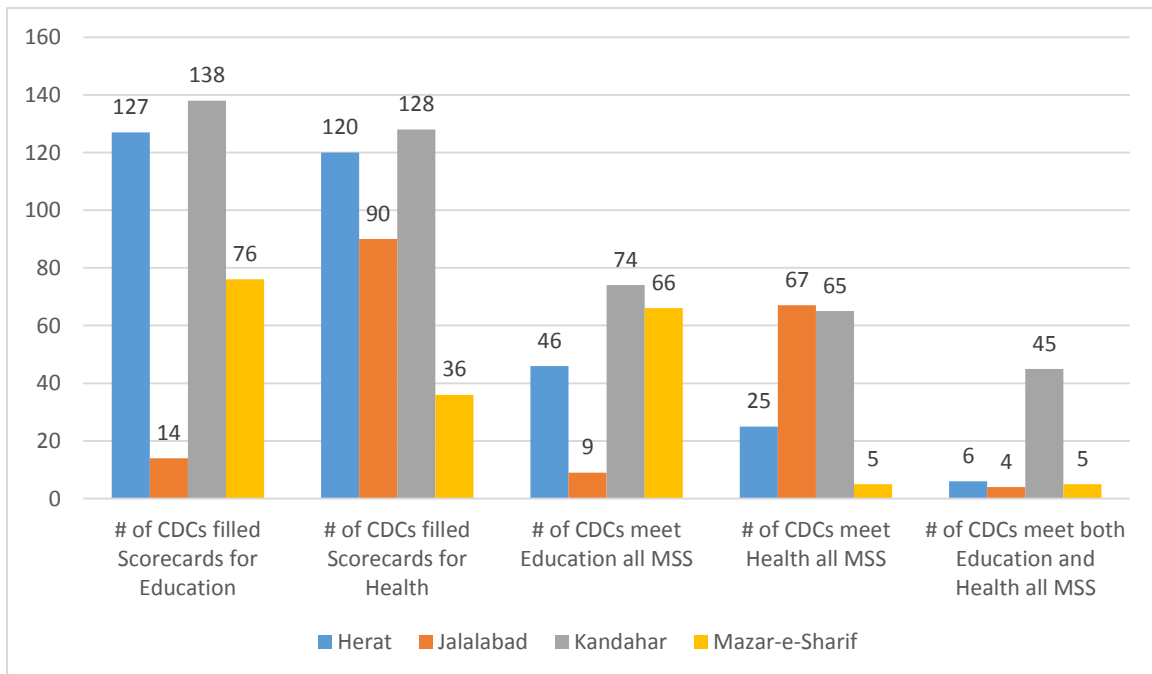


Figure 14: Summary of Education Facilities MSS by percentage

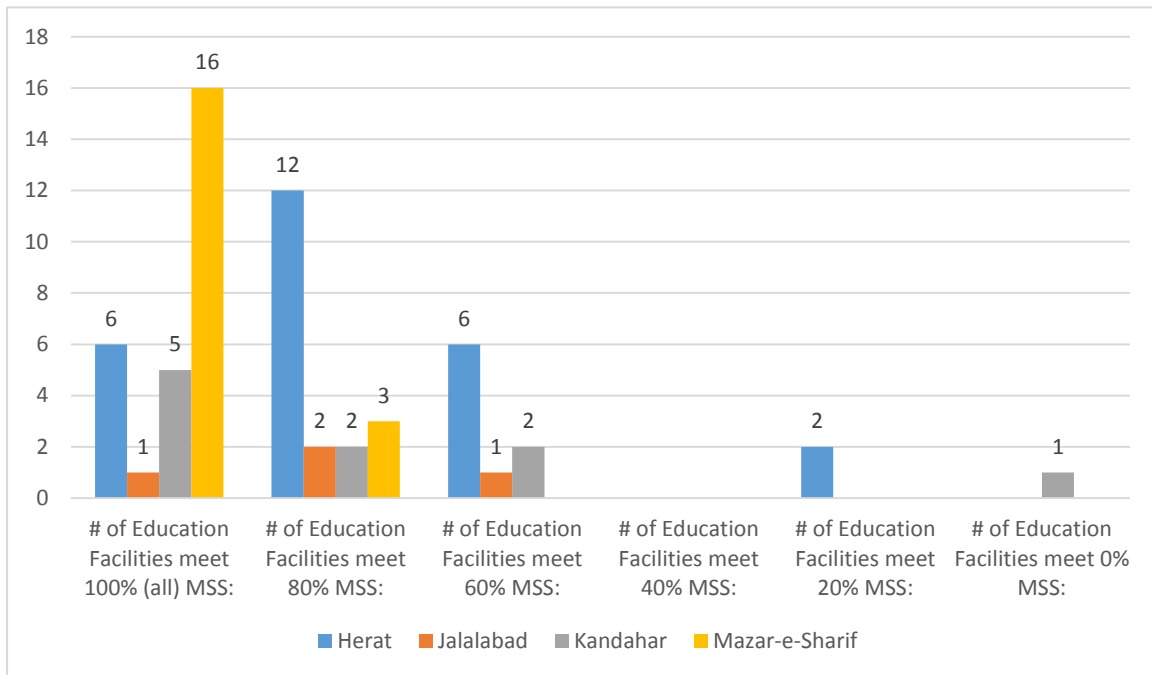
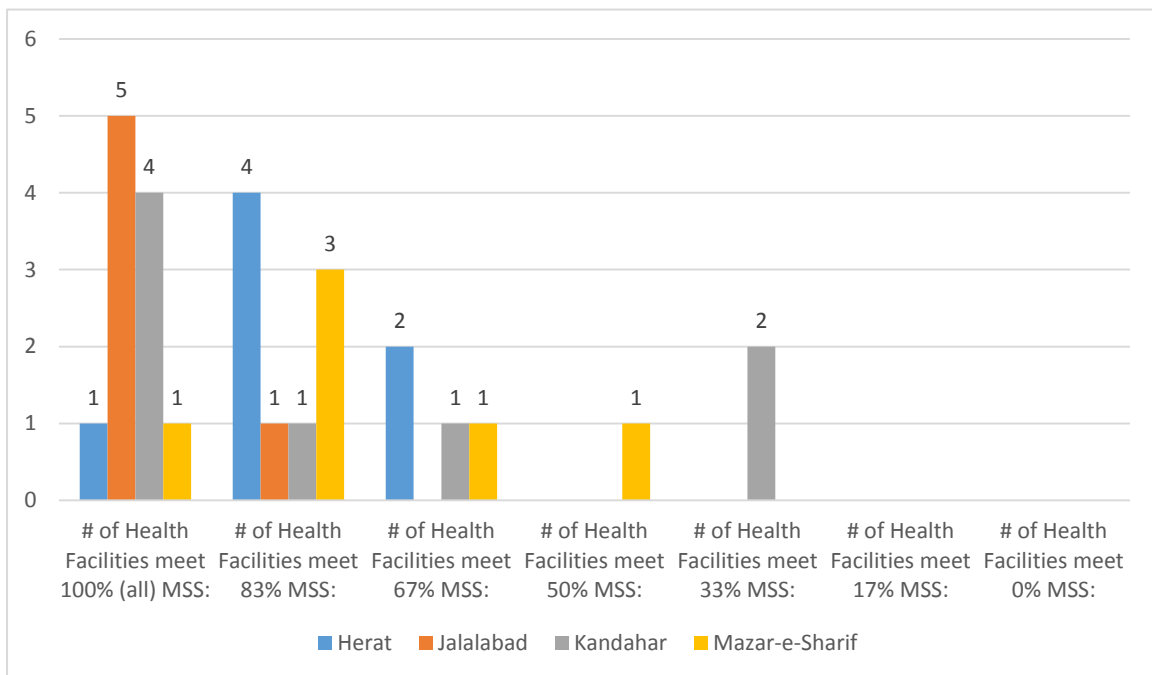


Figure 15: Summary of Health Facilities MSS by percentage



ANNEX A: KEY CHALLENGES, LESSONS LEARNT AND COMMUNITIES' FEEDBACK

A.1. Key constraints and challenges:

- The scorecard is a new process in Afghanistan, needs a lot of work with community members to understand its importance on good service delivery.
- Incorrect or missing facility codes for health and education facilities which was again a challenge in the report generation.
- Weak awareness and understanding among the SOs and community members regarding the score card facilitation process
- Lack of support from the line ministries to the CDC members at field during the score card implementation as in some areas they were asking for the official letter

A.2. Strategy to overcome the challenges:

- Most of these actions have already taken place in the break between first score and the new version separated for health, education, and drinking water and infrastructure following:
 - MSS Scorecard and its implementation procedure have already been modified and separated for all areas accordingly.
 - Facility codes for Health and Education will be uploaded in MIS system to avoid facility code issues
 - The Ministry of Education (MoE) and the Ministry of Public Health (MoPH) have already provided the list of codes to be incorporated into the MIS system to avoid problems in data.
 - The issue of letter has been already shared with the line ministries in order to ease the process at the community level.

A.3. Lesson Learned:

- The people of the communities, CDCs and GAs know better about the program, their duties and responsibilities from last year and have attention on correction and improvement.
- Implementation of Scorecard prevents the ghost schools, teachers, clinics and its personal in the communities. Several other important and valid issues are reported and raised by the community members in addition to the specific set of questions in the score card.
- SOs, CDCs and Committees members need technical trainings for further implementation of Score Card.

A.4. Community feedback:

- Implementation of Score Card is helping improve the relationship between communities and government.
- The people of the communities, CDCs and Sub Committees want not just the implementation of Score Card but they want the real result, positive changes and impact of Score Cards in their communities (the Score Card implementation should not just be on paper but communities want actual positive change).

ANNEX B: TABLES

Table 2: Summary of Filled Scorecards

#	Indicator	Cities				Total	%
		Herat	Jalalabad*	Kandahar	Mazar-e-Sharif		
1	# of CDCs filled Scorecards for Health and Education MSS:	127	90	138	76	431	
2	# of CDCs filled Scorecards for Education:	127	14	138	76	355	82%
3	# of CDCs filled Scorecards for Health:	120	90	128	36	374	87%
4	# of CDCs meet Education all MSS:	46	9	74	66	195	55%
5	# of CDCs meet Health all MSS:	25	67	65	5	162	43%
6	# of CDCs meet both Education and Health all MSS:	6	4	45	5	60	14%

*The schools were seasonal off in Jalalabad city, we have received education scorecard from Jalalabad for only 14 communities.

Table 3: Summary of Scorecards Filled for Education MSS

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of CDCs filled Scorecards for Education:	127	14	138	76	355	
2	# of CDCs see Education MSS clearly posted at the School:	56	14	75	83	228	64%
3	# of CDCs have Teachers with grade 14 in School:	114	13	110	88	325	92%
4	# of CDCs grade 1 - 3 students have taught 24 hours per week:	119	13	123	88	343	97%
5	# of CDCs grade 4 - 6 students have taught 30 hours per week:	116	13	123	83	335	94%
6	# of CDCs grade 6 - 12 students have taught 36 hours per week:	109	11	102	83	305	86%

Table 4: Summary of Scorecards Filled for Health MSS (Basic Health Center)

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of CDCs filled Scorecards for BHC:	5	39	33	13	90	
2	# of CDCs see BHC MSS at the information board at BHC:	5	39	18	13	75	83%
3	# of CDCs visit BHC during the official time:	5	39	20	9	73	81%
4	# of CDCs visit one midwife and one nurse in BHC:	5	39	20	13	77	86%
5	# of CDCs receive immunizations services:	5	29	33	4	71	79%
6	# of CDCs receive family planning services:	5	39	20	4	68	76%
7	# of CDCs receive Diarrhea, Malaria, Antenatal Care, Tuberculosis Detection and Referral services:	5	31	20	4	60	67%

Table 5: Summary of Scorecards Filled for Health MSS (Comprehensive Health Center)

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of CDCs filled Scorecards for CHC Facilities:	115	57	95	23	290	
2	# of CDCs see CHC MSS at the information board at CHC:	26	57	60	6	149	51%
3	# of CDCs visit CHC during the official time:	115	57	95	17	284	98%
4	# of CDCs visit 1 midwife, 1 nurse and 1 doctor in CHC:	115	57	94	23	289	100%
5	# of CDCs receive pre, during, and post delivery services for pregnant women:	115	52	79	23	269	93%
6	# of CDCs receive Family Planning services:	115	57	79	23	274	94%
7	# of CDCs receive Diarrhea, Malaria, Tuberculosis Detection and Referral services:	105	57	69	23	254	88%

Table 6: Percentage Education Facilities meet MSS:

#	Indicator	Cities				Total	%
		Herat	Jalalabad	Kandahar	Mazar-e-Sharif		
1	# of Education Facilities meet 100% (all) MSS:	6	1	5	16	28	47%
2	# of Education Facilities meet 80% MSS:	12	2	2	3	19	32%
3	# of Education Facilities meet 60% MSS:	6	1	2		9	15%
4	# of Education Facilities meet 40% MSS:					0	0%
5	# of Education Facilities meet 20% MSS:	2				2	3%
6	# of Education Facilities meet 0% MSS:			1		1	2%
Total		26	4	10	19	59	100%

Table 7: Percentage Health Facilities meet MSS:

#	Indicator	Cities				Total	%
		Herat	Jalalabad	Kandahar	Mazar-e-Sharif		
1	# of CHC Facilities meet 100% (all) MSS:	1	5	4	1	11	41%
2	# of CHC Facilities meet 83% MSS:	4	1	1	3	9	33%
3	# of CHC Facilities meet 67% MSS:	2		1	1	4	15%
4	# of CHC Facilities meet 50% MSS:				1	1	4%
5	# of CHC Facilities meet 33% MSS:			2		2	7%
	# of CHC Facilities meet 17% MSS:					0	0%
7	# of CHC Facilities meet 0% MSS:					0	0%
Total		7	6	8	6	27	100%

Table 8: Summary Result of Scorecards Filled Education Facility

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of Scorecards filled per Education Facility:	26	4	10	19	59	100%
2	# of Education Facilities meet all MSS:	6	1	5	16	28	47%
3	# of Education Facilities do not meet all MSS:	20	3	5	3	31	53%
4	# of Education Facilities posted clearly MSS at the school:	8	4	6	18	36	61%
5	# of Education Facilities have Teachers with at least grade 14 education:	23	3	8	19	53	90%
6	# of Education Facilities teach grade 1 - 3 students 24 hours per week:	24	3	9	19	55	93%
7	# of Education Facilities teach grade 4 - 6 students 30 hours per week:	23	3	9	18	53	90%
8	# of Education Facilities teach grade 7 - 12 students 36 hours per week:	20	3	7	18	48	81%

Table 9: Summary Result of Scorecards Filled Health Facility (Basic Health Center)

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of Scorecards filled per BHC Facility:	1	2	3	2	8	100%
2	# of BHC Facilities meet all MSS:	1	1	1		3	38%
3	# of BHC Facilities do not meet all MSS:		1	2	2	5	63%
4	# of BHC Facilities posted MSS clearly at the information board at BHC:	1	2	2	2	7	88%
5	# of BHC Facilities open during the official time:	1	2	2	1	6	75%
6	# of BHC Facilities have one midwife and one nurse?	1	2	2	2	7	88%
7	# of BHC Facilities provide immunizations:	1	2	3	1	7	88%

8	# of BHC Facilities provide family planning services:	1	2	2	1	6	75%
9	# of BHC Facilities provide Diarrhea, Malaria, Antenatal Care, Tuberculosis Detection and Referral services:	1	1	2	1	5	63%

Table 10: Summary Result of Scorecards Filled Health Facility (Comprehensive Health Center)

#	Indicators	Herat	Jalalabad	Kandahar	Mazar-e-Sharif	Total	%
1	# of Scorecards filled per CHC Facility:	6	4	5	4	19	100%
2	# of CHC Facilities meet all MSS:		4	3	1	8	42%
3	# of CHC Facilities do not meet all MSS:	6		2	3	11	58%
4	# of CHC Facilities posted MSS clearly at the information board at CHC:		4	3	1	8	42%
5	# of CHC Facilities open during the official time:	6	4	5	3	18	95%
6	# of CHC Facilities have 1 midwife, 1 nurse and 1 doctor:	6	4	5	4	19	100%
7	# of CHC Facilities provide pre, during, and post delivery services for pregnant women:	6	4	4	4	18	95%
8	# of CHC Facilities provide Family Planning services:	6	4	4	4	18	95%
9	# of CHC Facilities provide Diarrhea, Malaria, Tuberculosis Detection and Referral services:	4	4	3	4	15	79%