

Directorate of Local Governance Deputy Ministry of Municipalities



CITIZENS' CHARTER

Scorecard's Round wise Results of last three rounds
Period covered: July 2018 – Dec 2019

National Priority Programme

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Scorecard Objective

- To enable communities (including specific stakeholders) to assess and rate the services provision by government through a simple, but systematic approach
- To enable feedback to the government on services standards, create a dialogue between services users and services providers, and contribute to improved services provision

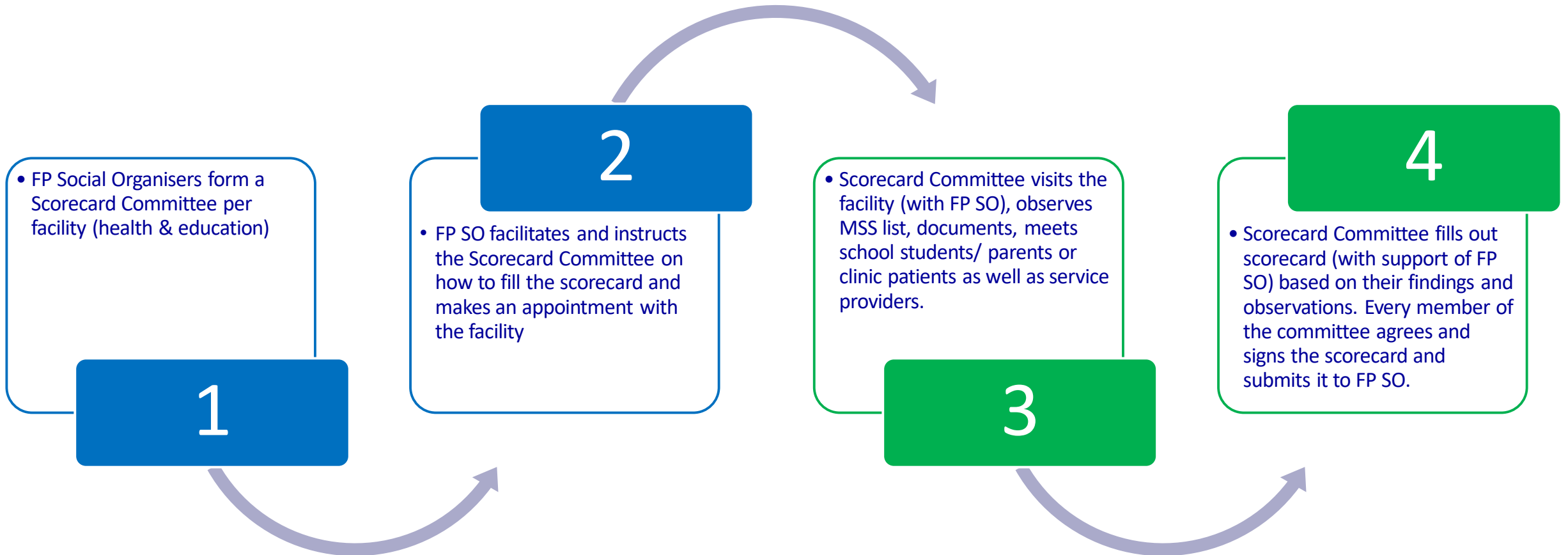
MoE Education Standards

- Are Education MSS clearly posted at the school?
- Do teachers have at least grade 14 (urban) 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?

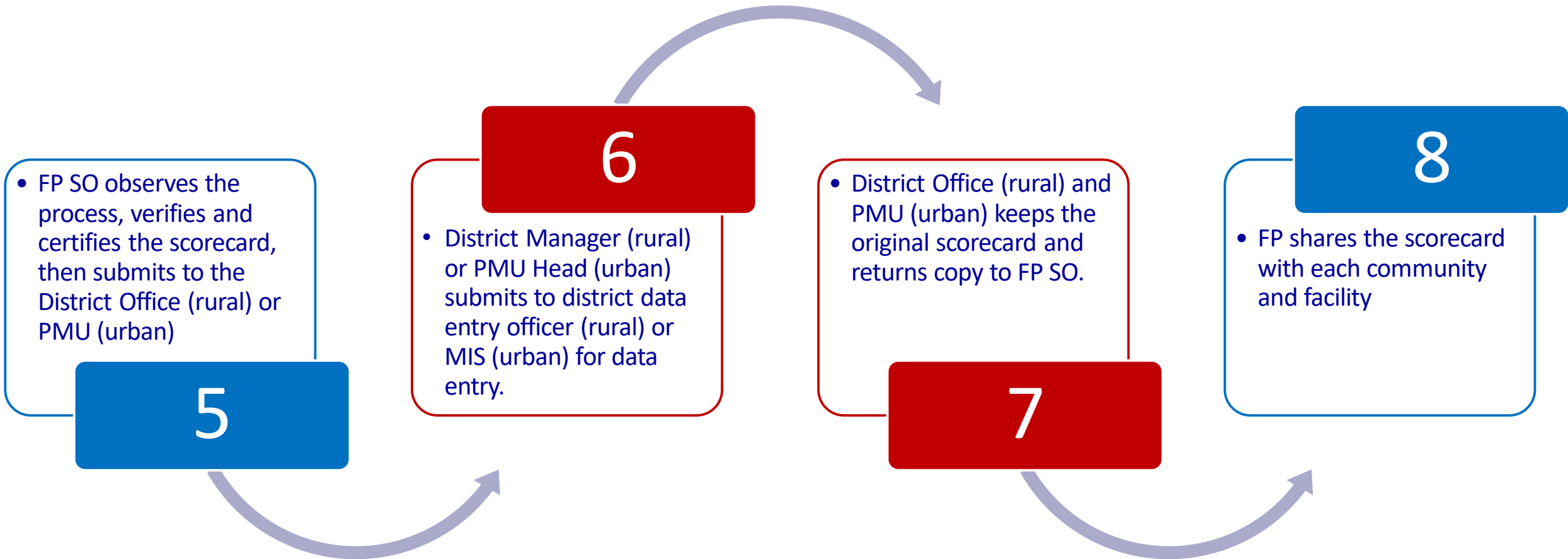
MoPH Health Standards

- 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 provide family planning services?
- 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 have one midwife and one nurse?
- Does the Health Center provide services for any of Diarrhea, Malaria, Tuberculosis Detection and Referral?

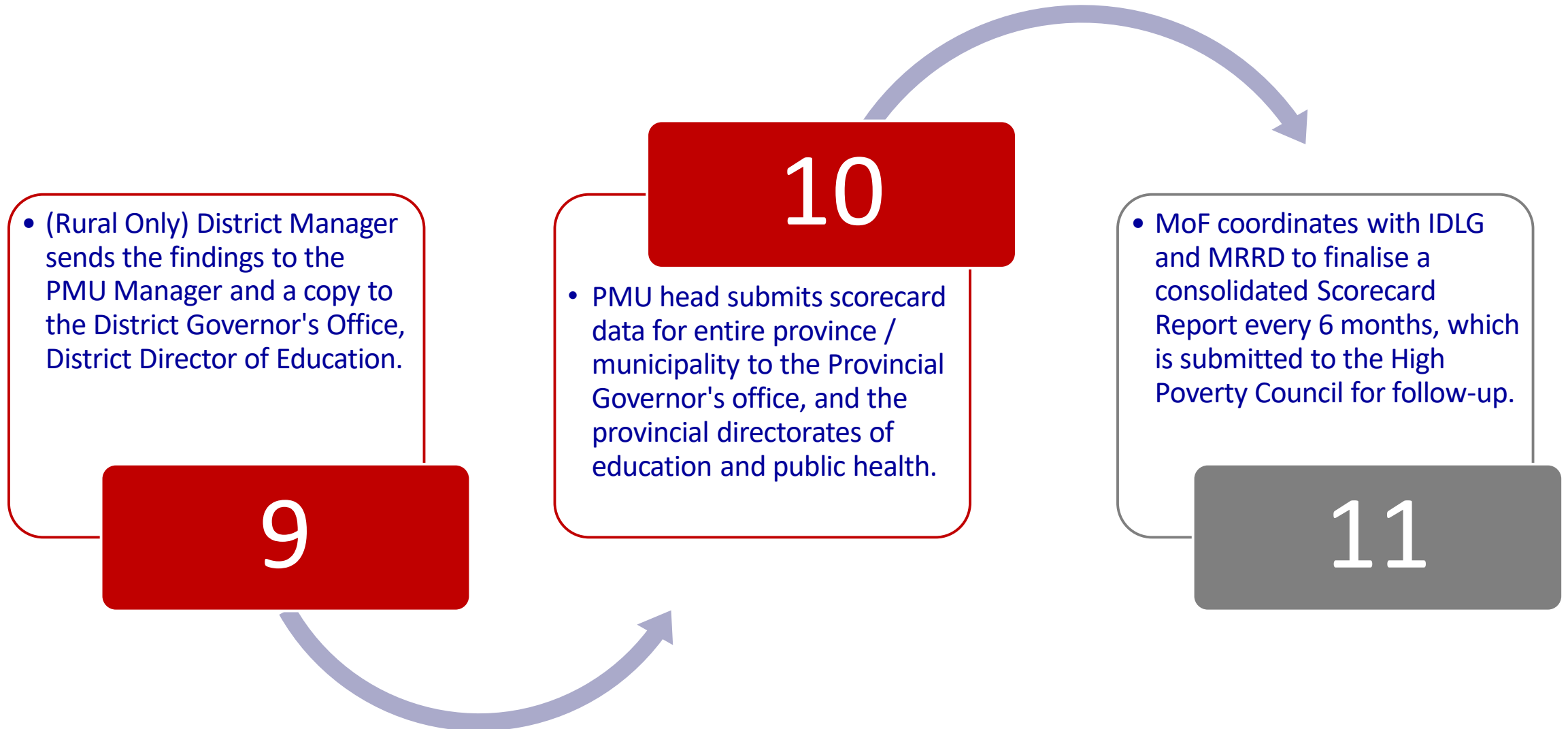
Scorecard Implementation Process



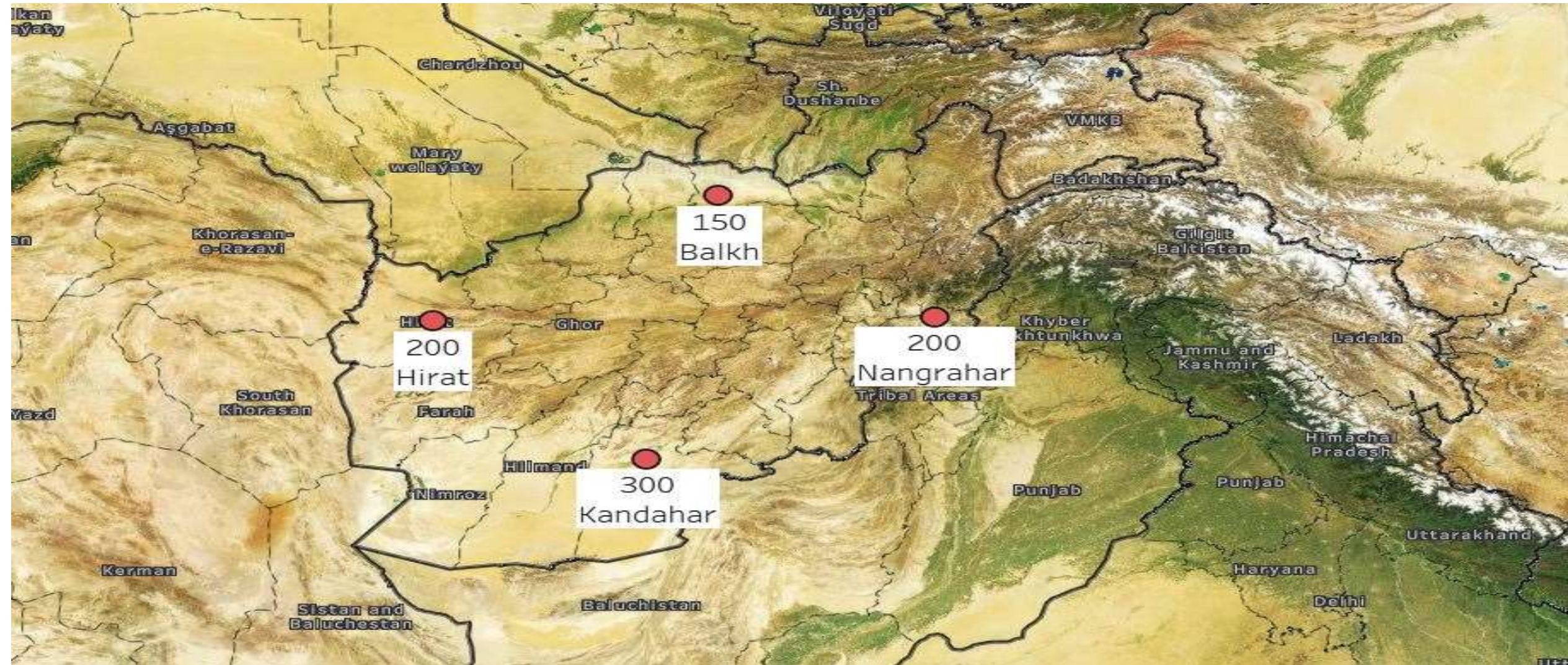
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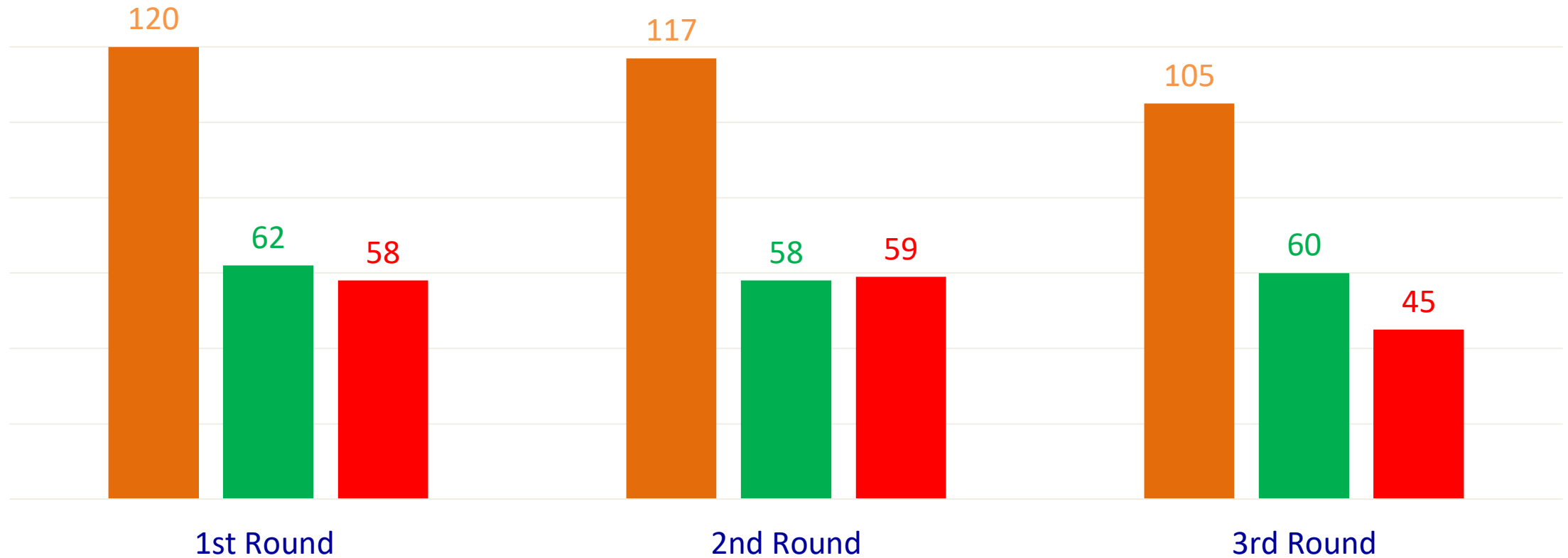
CDCs established in four major Cities under IDLG coverage area





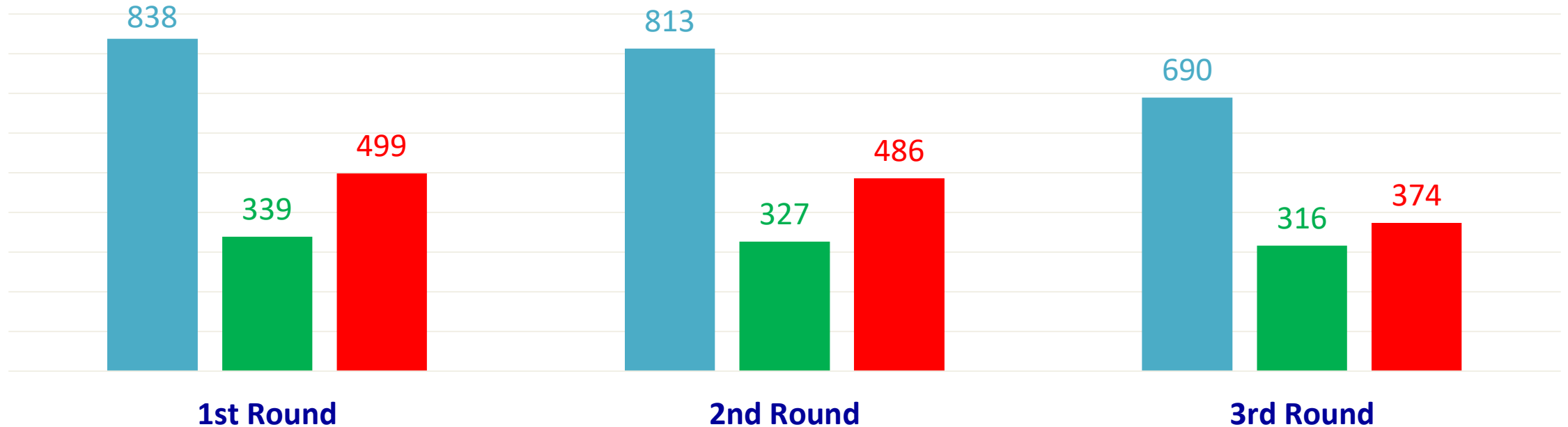
Education Scorecard

Educational Facilities (Schools) results over three rounds



- At # of Schools Scorcards conducted
- # of Schools providing all MSS
- # of Schools providing some MSS

of CDCs rated the Schools over three rounds

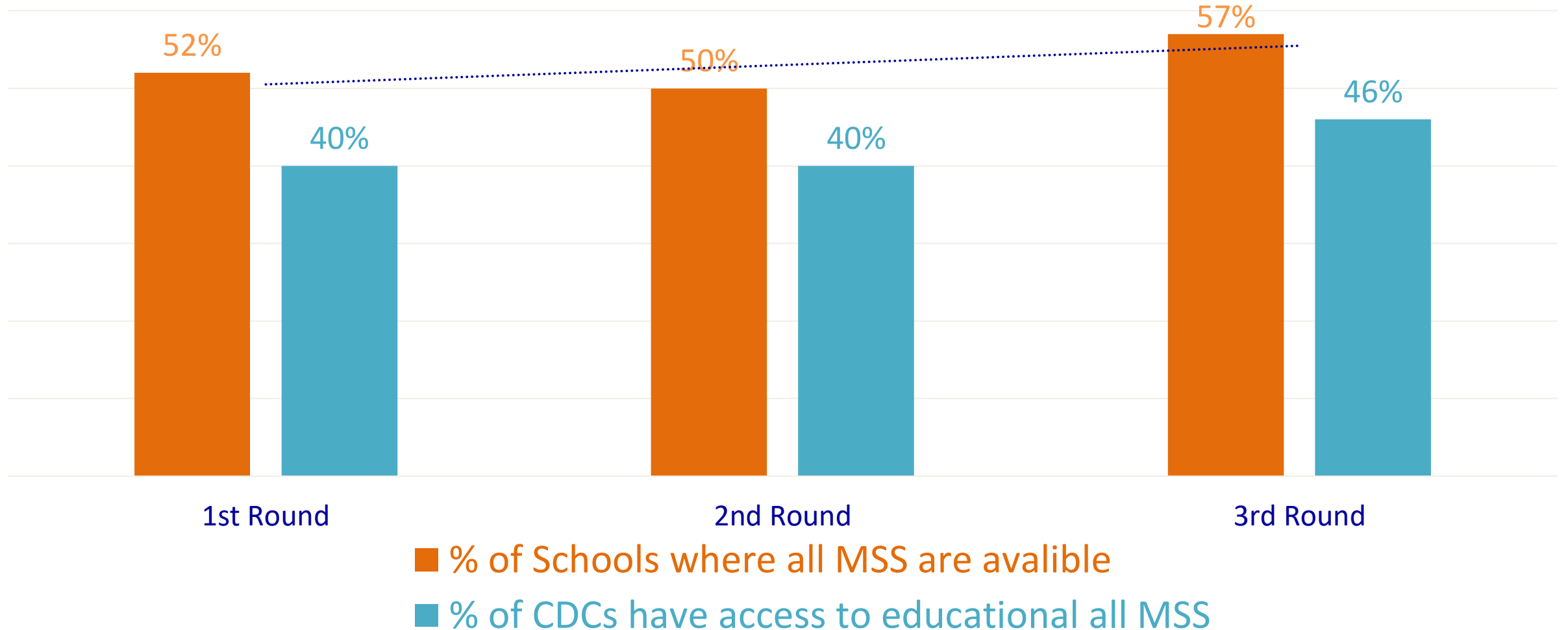


■ # of CDCs rated the School via Scorcards

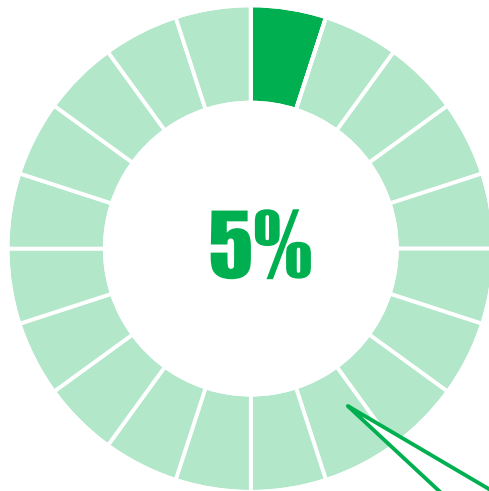
■ # of CDCs have access to all educational MSS

■ # of CDCs have access to some educational MSS

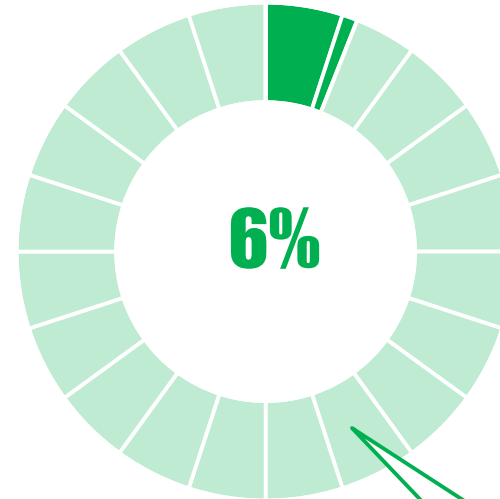
% improvement of Schools and CDCs have access to all educational MSS.



Overall % improvement of Schools and CDCs in providing educational MSS

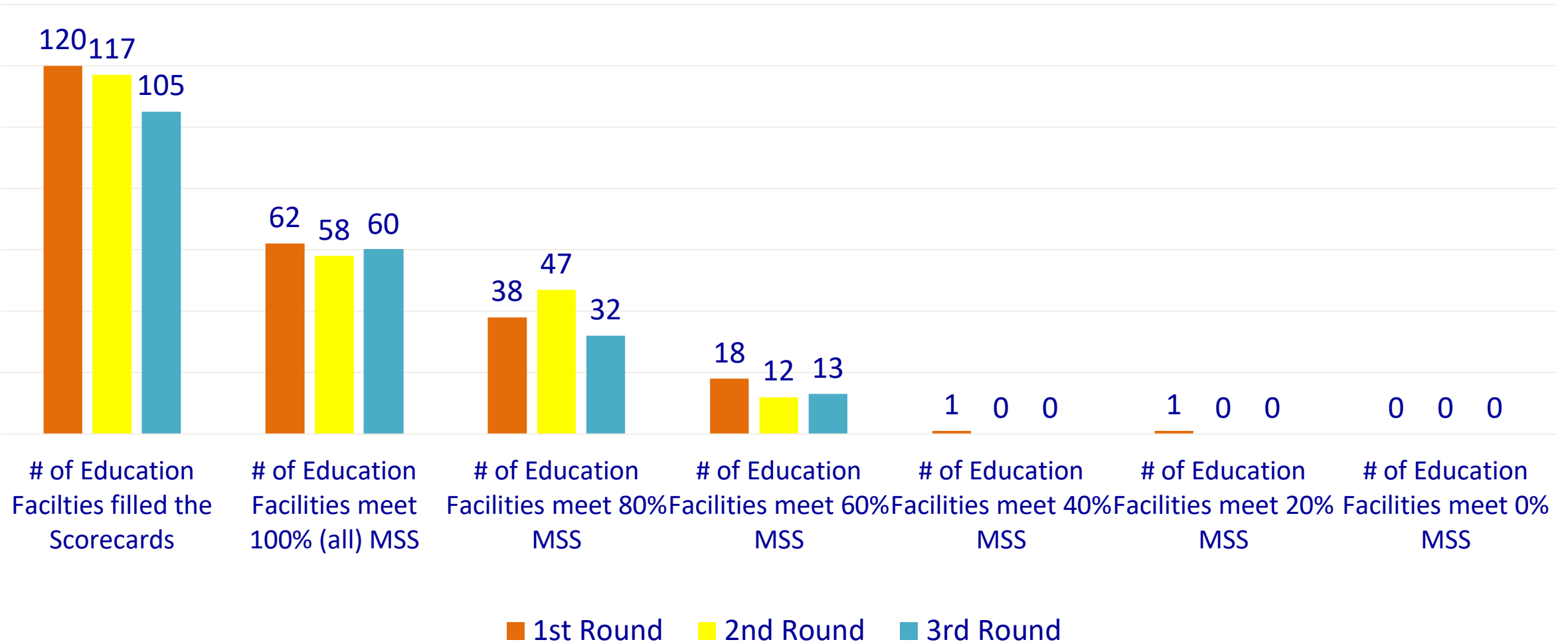


Overall 5% improvement of Schools in providing five educational minimum service standards (MSS) from 1st to 3rd Rounds.

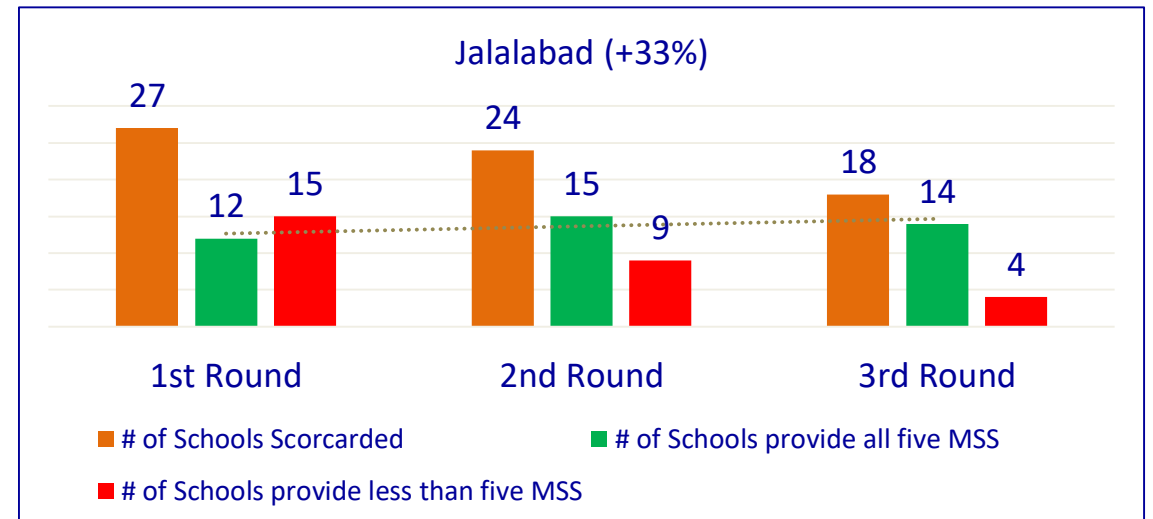
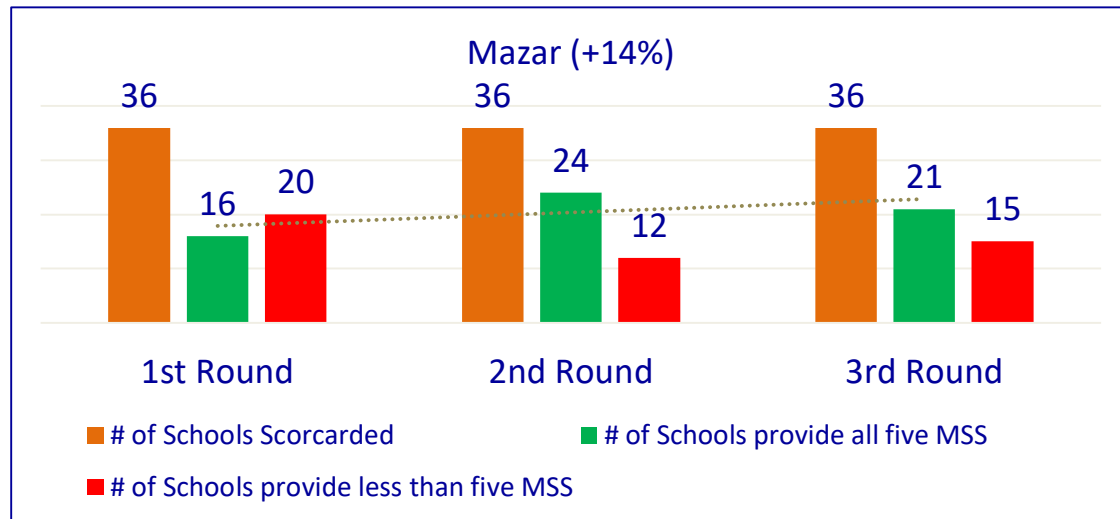
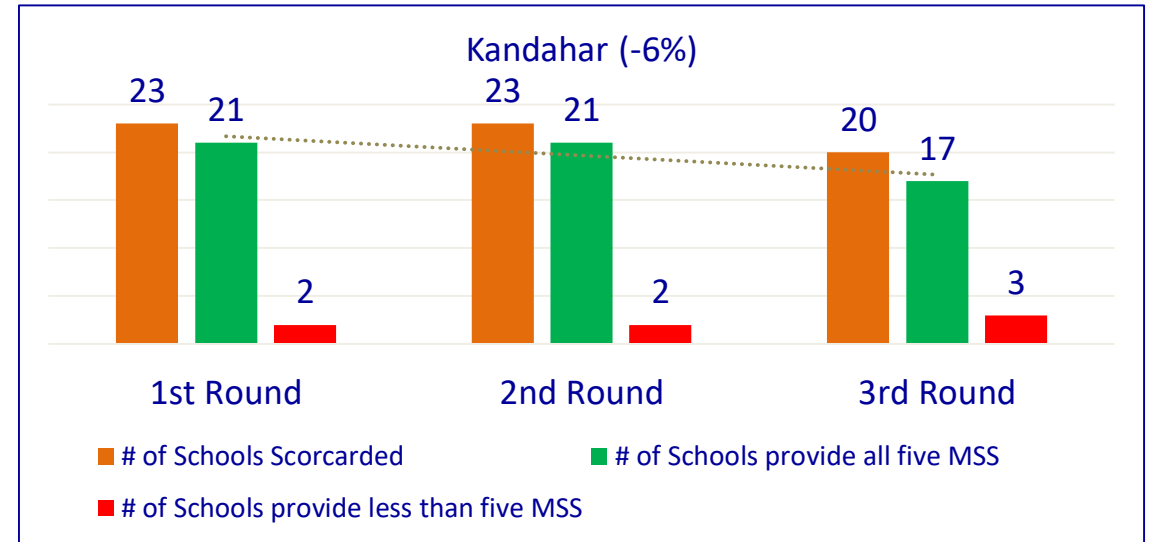
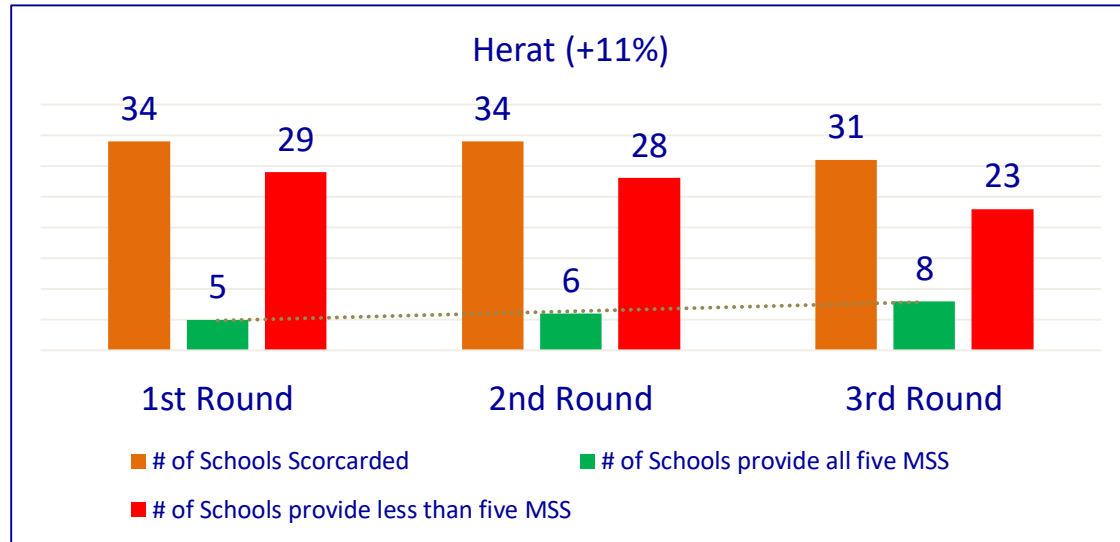


Overall 6% improvement in CDCs have access to all educational minimum service standards (MSS) from 1st to 3rd Rounds.

of Schools meet various percentage range of educational MSS



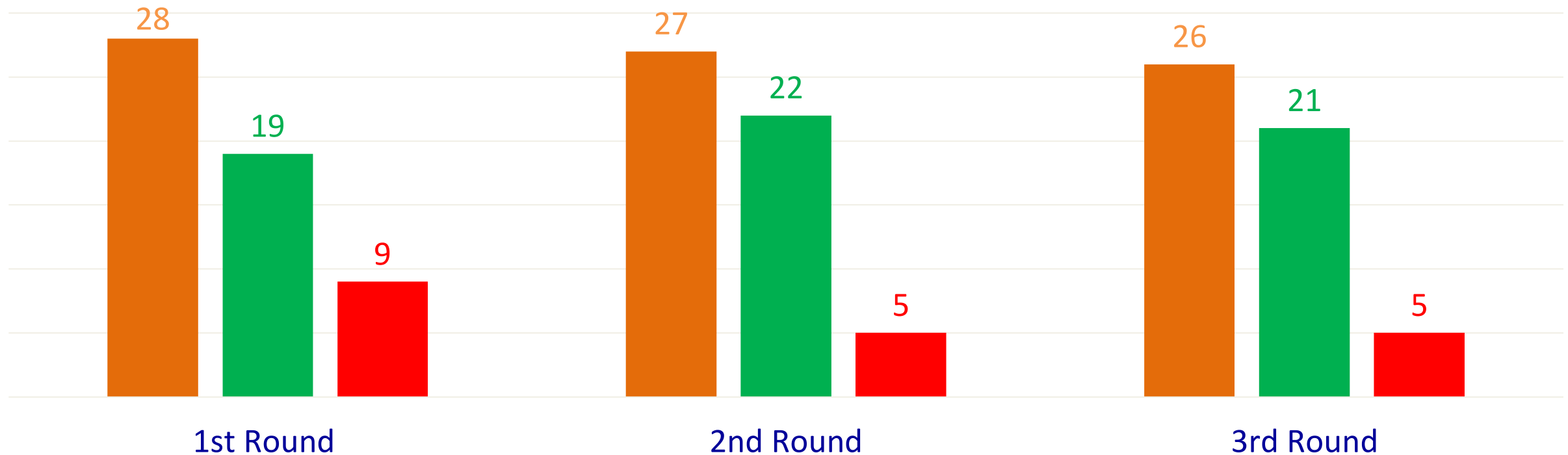
City wise results of Schools over three rounds





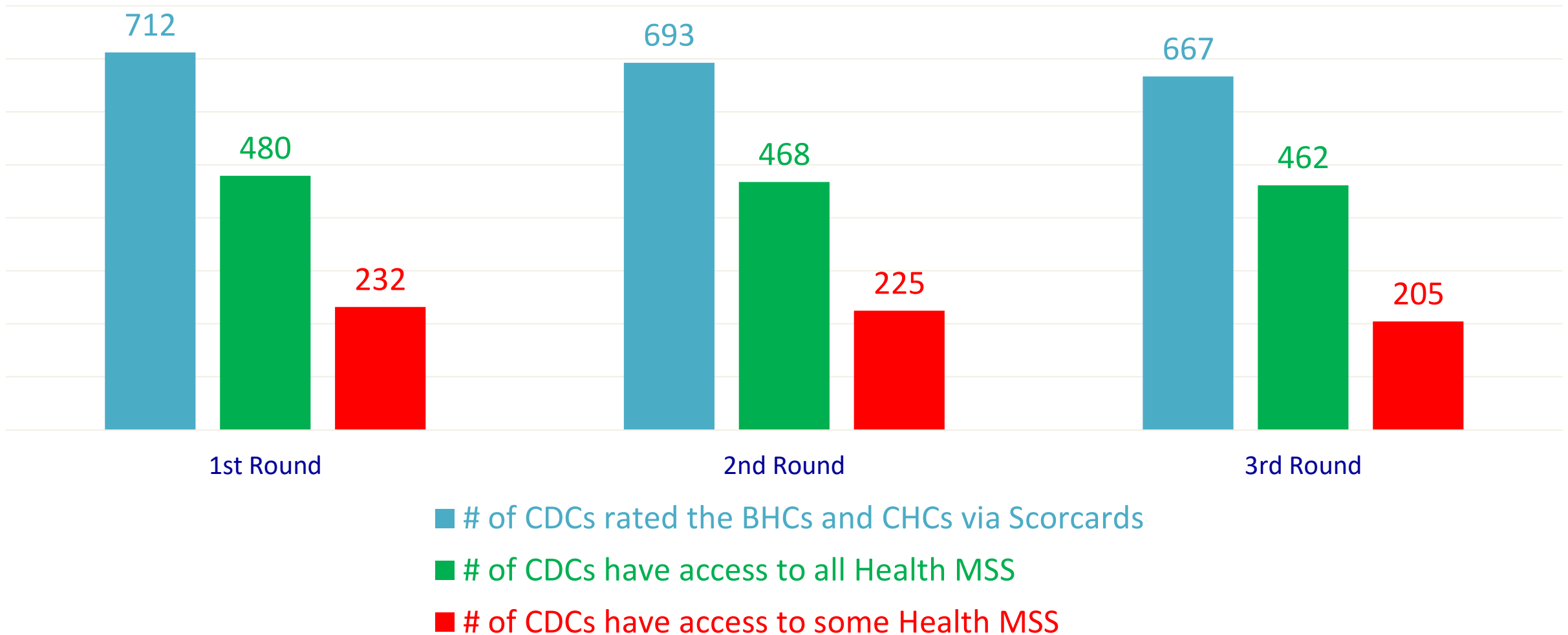
Health Scorecard

Health Facilities (BHCs and CHCs) results over three rounds

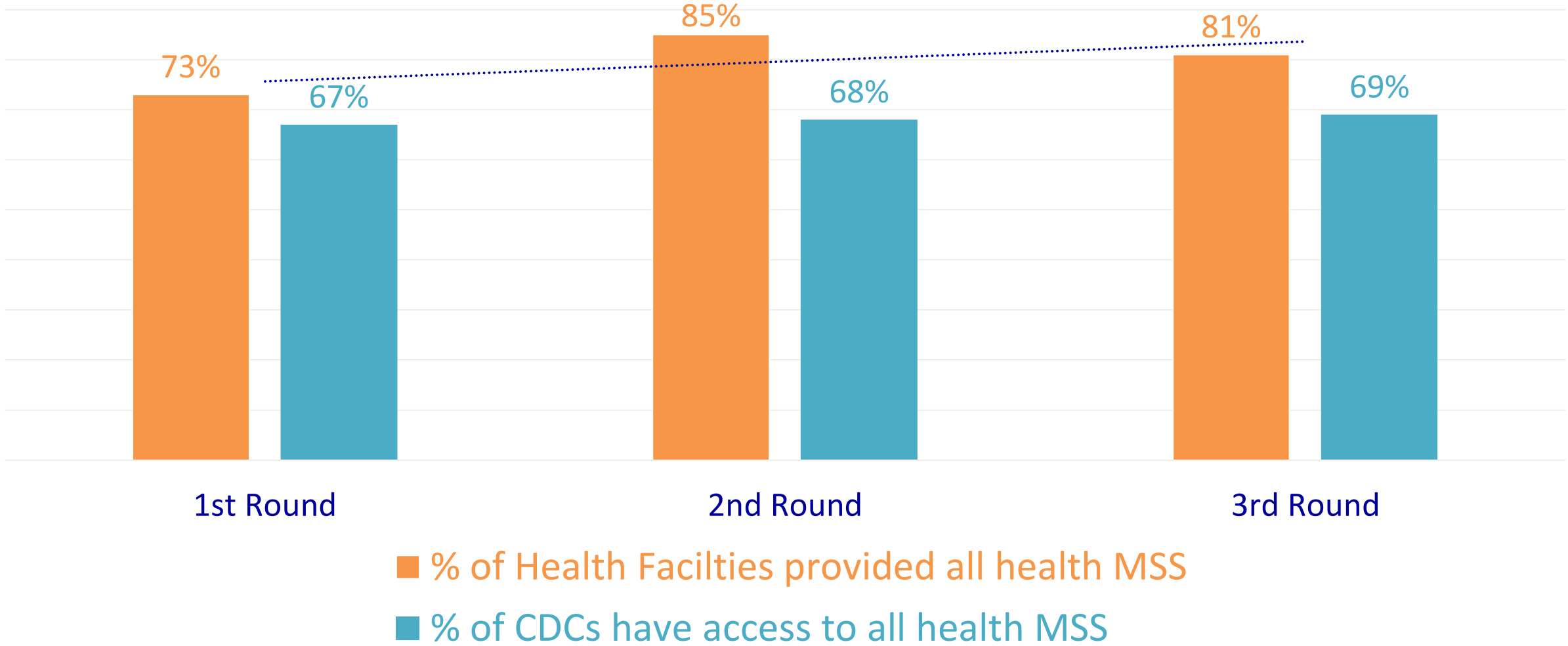


- At # of BHCs and CHCs Scorcards conducted
- # of BHCs and CHCs providing all MSS
- # of BHCs and CHCs providing some MSS

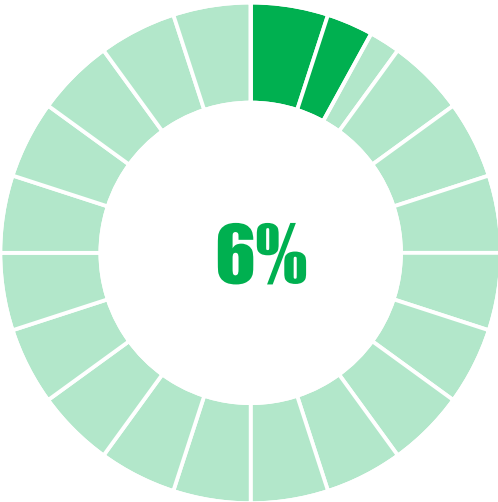
of CDCs rated the BHCs and CHCs over three rounds



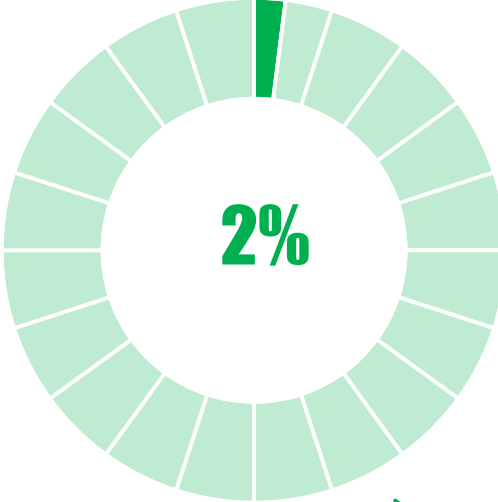
% improvement of Health facilities and CDCs have access to all health MSS



Overall % improvement of Health facilities and CDCs in providing health MSS

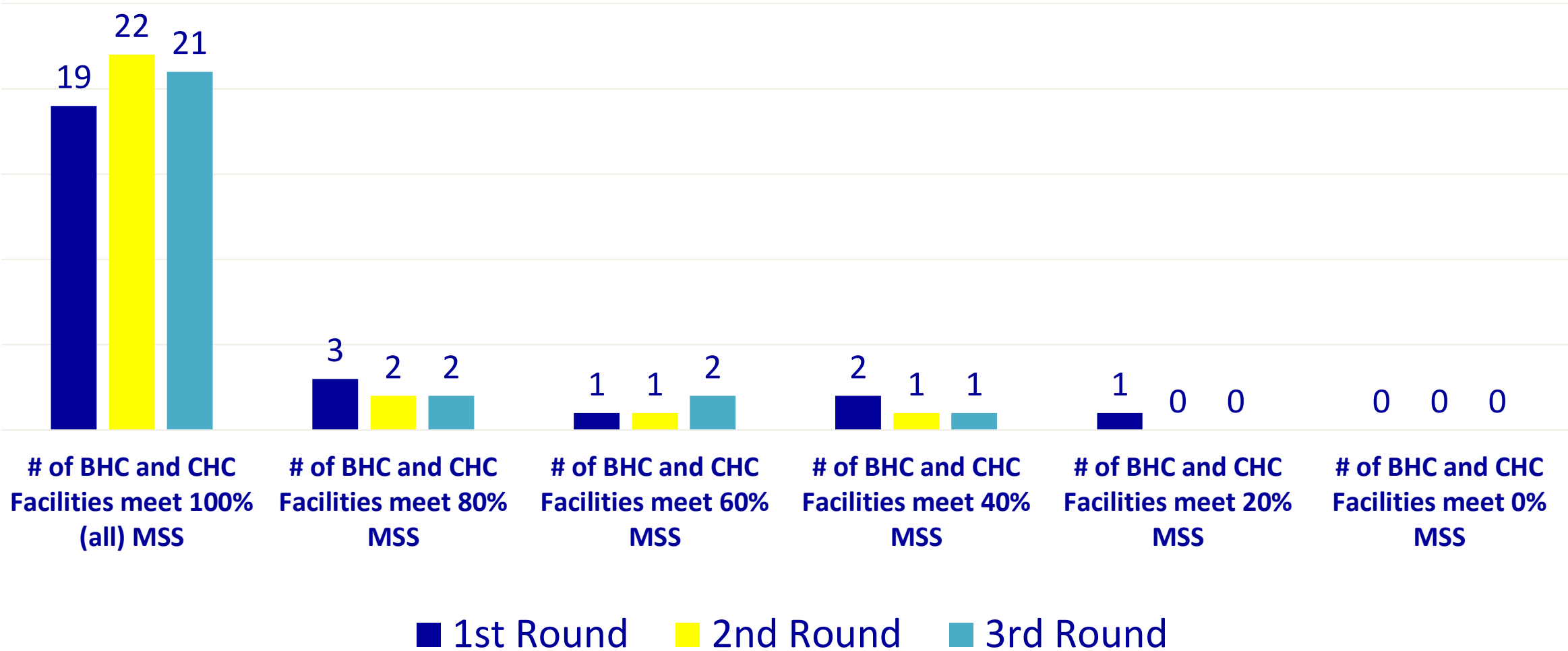


Overall 6% improvement of Health Facilities in providing health six minimum service standards (MSS) from 1st to 3rd Rounds.

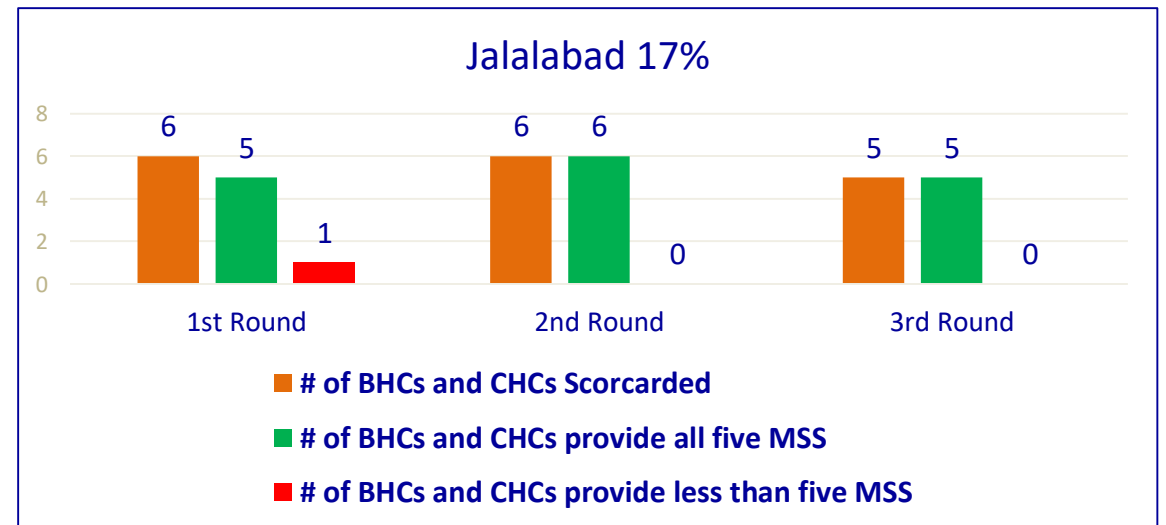
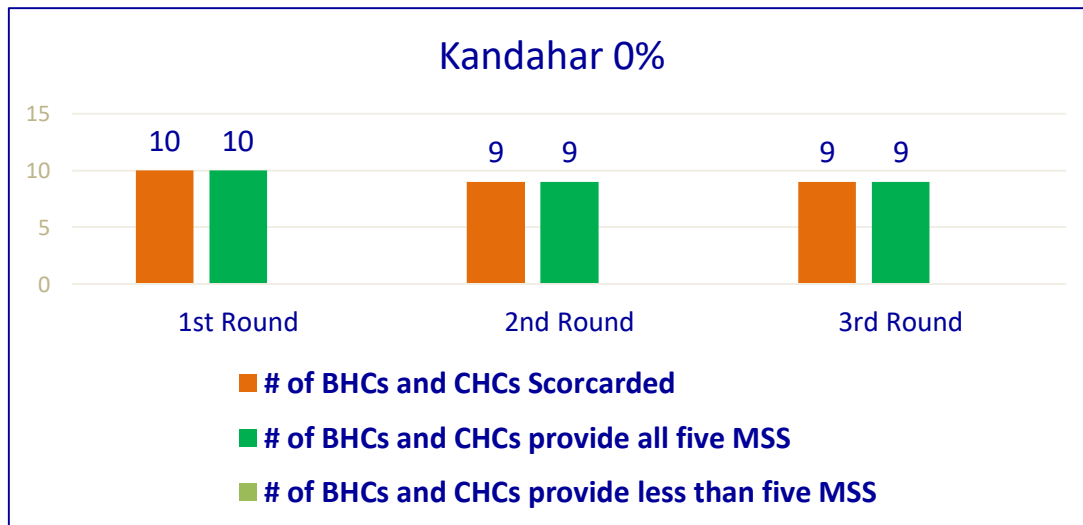
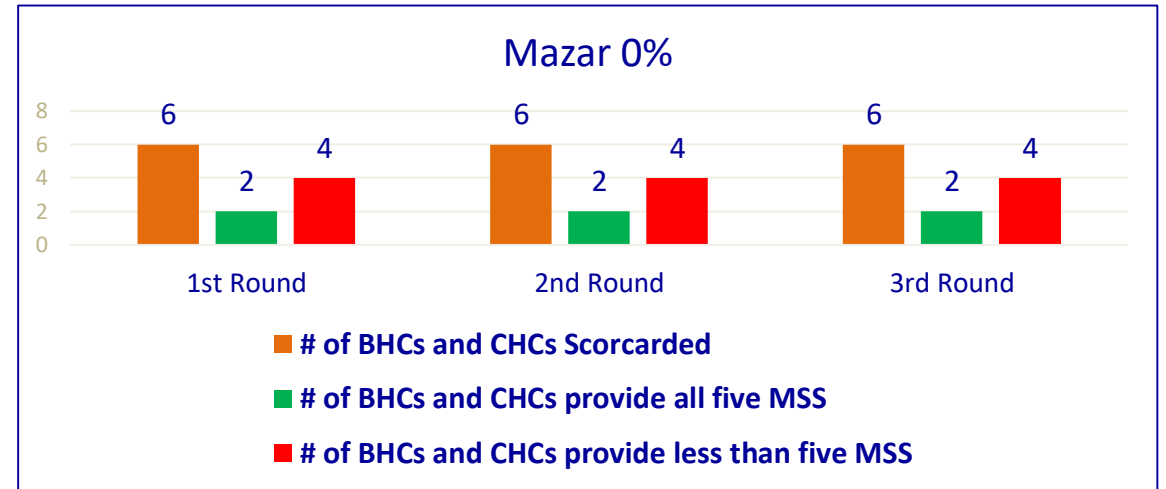
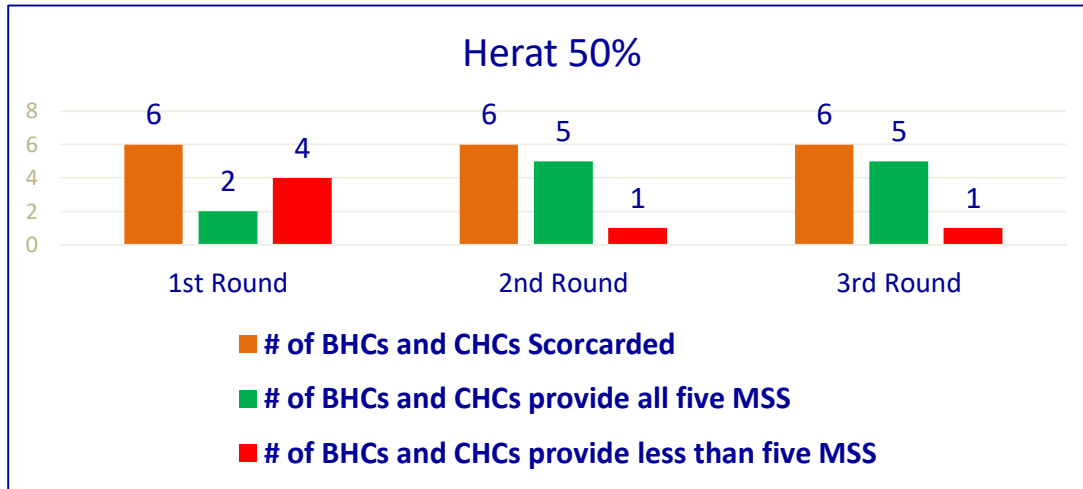


Overall 2% improvement in CDCs have access to all health minimum service standards (MSS) from 1st to 3rd Rounds.

Number of BHCs and CHCs meet various percentage range of health MSS



City wise results of BHCs and CHCs Facilities over three rounds



Challenges

- Less participation of the female members of the sub-committees in the scorecards process
- The scorecard is a new process in Afghanistan, needs a lot of work with community members to understand its importance on good service delivery.
- Health Facilities are used by more than 30 CDCs, and based on OM at least one male and one female from one CDC should participate in scorecard exercise which looks difficult to gather 60 people for the scorecard
- In some cities, the community people go to the Governmental hospitals where we cannot conduct the scorecards
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Recommendations

- The health and education sub committees of the CDCs should provide some information on health and education MSS which should be delivered to the community people by government.
- Pre meeting should be arrange with the 60 members of CDCs, then the CDCs representatives would select only 5 representatives among all 60 members, that could monitor from facility during Scorecard implementation.
- If the Health sector MSS would upgrade to cover the Governmental Hospitals will help us to cover the remaining CDCs as well in scorecards implementation.



Thank you!

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