

# CITIZEN REPORT CARDS CONCEPT & CONTENT

# A SIMPLE REPORT CARD

NAME: **ABCD**

CLASS: **IX-B**

<u>SUBJECT</u>	<u>MAX. MARKS</u>	<u>PERFORMANCE</u>
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English	100	<b>70</b>
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Mathematics	100	<b>95</b>
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Chemistry	100	<b>80</b>
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Physics	100	<b>84</b>
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Biology	100	<b>70</b>
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Total	500	<b>399</b>
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Rank in Class: **7** (out of 35)

# USE OF REPORT CARDS

- SIMPLE EVALUATION TOOL
- PROVIDES SUMMATIVE FEEDBACK ON PERFORMANCE
- COMPARISON ON PERFORMANCE ACROSS RELATED AREAS
- STRUCTURED FOR SIMPLE COMMUNICATION
- STARTING POINT FOR REFLECTION & CORRECTIVE ACTION
- SCOPE FOR COMPARISON WITH PEERS

# IN STRATEGIC TERMS

WEAK PROCESSES



POOR SERVICE



DISATISFACTION

ADMN. REFORM



DEMAND

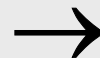
IMPROVEMENT



MOBILISE

**REPORT**

**CARDS**



# CONTENT OF REPORT CARDS

- **FEEDBACK FROM ACTUAL USERS OF SERVICES REGARDING**
  - **AVAILABILITY OF SERVICE**
  - **SATISFACTION WITH SERVICE**
  - **RESPONSIVENESS OF SERVICE PROVIDER**
  - **HIDDEN COSTS - CORRUPTION & SUPPORT SYSTEMS**
  - **WILLINGNESS TO PAY**
  - **QUALITY OF LIFE**

# REPORT CARDS PROVIDE CONCLUSIONS ON

- CITIZEN SATISFACTION WITH QUALITY OF EACH SERVICE
- COMPARISON OF SERVICE PROVIDERS ON RELIABILITY AND USER SATISFACTION
- RESPONSIVENESS AND QUALITY OF PROBLEM SOLVING BY AGENCIES
- ESTIMATE OF HIDDEN COSTS INCURRED BY CITIZENS

# Eg. SATISFACTION WITH SERVICES

*(Survey in 1999 with 1036 households)*

<u>Agency</u>	<u>No. of users</u>	<u>% satisfied</u>	<u>%dissatisfied</u>
Power Company	1027	47	14
Water Board	871	42	18
Food rations	793	52	10
Telephone Co.	424	67	07
Driving License	174	32	27
Urban Authority	92	16	38
Police	65	34	26

# Eg. RANKING OF SERVICES BY CITIZEN SATISFACTION

*(Survey in 1999)*

<u>Agency</u>	<u>Rank</u>
Power Company	3
Water Board	4
Food rations	2
Telephone Co.	1
Driving License	6
Urban Authority	7
Police	5

# Eg. AGENCY RESPONSIVENESS

*(Survey with households who had a problem)*

<u>Agency</u>	<u>No. of visits</u>	<u>% satisfied</u>
Power Company	3	51
Water Board	4	54
Food rations	3	60
Telephone Co.	3	28
Driving License	2	31
Urban Authority	8	15
Police	2	33

# Eg. SPEED MONEY

*(Survey with households who interacted with provider)*

<u>Agency</u>	<u>% users paid</u>	<u>Avg. Amt (Rs.)</u>	<u>% Extorted</u>
Power Company	9	1563	75
Water Board	11	561	88
Food rations	0	0	0
Telephone Co.	26	245	67
Driving License	57	637	94
Urban Authority	40	1643	94
Police	18	2603	89

# STEPS IN CARRYING OUT CITIZEN REPORT CARDS

- ISSUES FOR SURVEY IDENTIFIED THROUGH FOCUS GROUP MEETINGS
- COLLECTED BY SCIENTIFIC SAMPLE SURVEY FROM POPULATION
- SEPARATE SAMPLE FROM POOR HOUSEHOLDS
- SURVEY COLLECTS LIMITED QUALITATIVE DATA
- SURVEY IMPLEMENTED BY INDEPENDENT AGENCY

# FOLLOW UP ACTIONS

- BRIEFING SERVICE AGENCIES
- DISSEMINATION THROUGH MEDIA
- MOBILISE COMMUNITY ORGANIZATIONS
- DIALOGUE BETWEEN AGENCIES
- DIALOGUE BETWEEN AGENCIES & COMMUNITY
- INTERNAL MONITORING OF SERVICE QUALITY

# CITIZEN REPORT CARDS: DIVERSE APPLICATIONS

- URBAN SERVICE STUDIES – 7 INDIAN CITIES
- PROVINCIAL & NATIONAL STUDIES ON SERVICE DELIVERY – INDIA & THE PHILIPPINES
- SECTOR STUDIES - PUBLIC HOSPITALS, BANGALORE
- PROG. EVALUATION – RURAL FOOD SECURITY, TAMIL NADU, INDIA
- GOVERNANCE REFORM PROJECTS - BANGLADESH, THE PHILLIPINES, SRI LANKA, UKRAINE & VIETNAM

**THANK YOU**

