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# Community Score Cards: social accountability tool to address Governance Deficit



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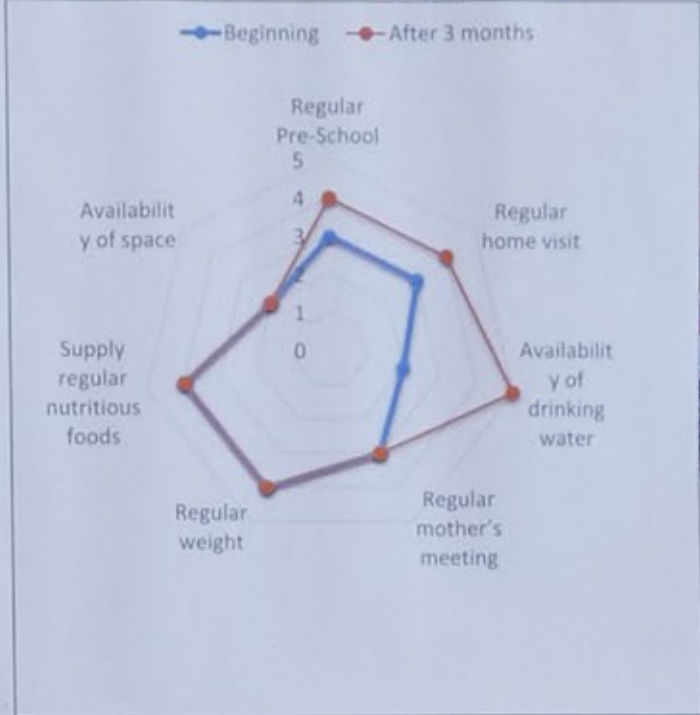
- ### Advantages of CSC
- ❖ Encourages women's participation
  - ❖ Community selects indicators for assessment of the service
  - ❖ A space for interaction between Service Providers and community
  - ❖ Building awareness on people's rights and entitlements
  - ❖ Community aware about own roles & responsibilities

- ❖ CSC is a hybrid of the techniques of social audit, community monitoring and citizen report cards.
- ❖ strong focus on empowerment and accountability
- ❖ immediate feedback on quality and adequacy of services provided

# Case study- Dhadanga anganwari centre



## 2 rounds of CSC in Anganwari Centre in Dhadanga, Bankura



INDICATOR	ENVIRONMENT	ACTUAL	REASON
Regular pre-school	1 worker 1 helper	1 worker 1 helper	Reasons are in violation of the act and provision in the centre
Health check up	Regular health check up done for the children	Regular	There is no provision for health check up
Healthier kit	A healthier kit is provided to the children	There is no healthier kit	There is no provision for healthier kit
Information	Clear information is provided to the workers	Information is not provided regularly	Information is not provided regularly
Healthier & weight education	Healthier & weight education is provided to the workers	Regular	There is no provision for healthier & weight education
Regular service	Regular service is provided to the workers	Regular	There is no provision for regular service
Regular meeting	Regular meeting is provided to the workers	Regular	There is no provision for regular meeting

S.NO	PERFORMANCE INDICATOR	SCORE	REASON FOR SCORE	RECOMMENDATION
1	Regular pre-school	3	No use of approximately 15M	Pre-school should be joyful for children
2	Regular home visit	3	Workers did not visit regularly	Workers should visit regularly
3	Availability of drinking water	2	There is no provision for drinking water	Need to take water from the centre
4	Regular mother's meeting	3	Mother's didn't inform about the meeting	Need of prior information from the centre
5	Regular weight	5	Regular weight is done	Regular weight is done
6	Regular centre open	3	If the centre is closed due to any reason then the community didn't inform earlier	Need prior information from the centre
7	Supply regular nutritious foods	4	Vegetables quantity is not in the menu	Increase vegetable quantity in the menu
8	Availability of space	3	There are no place for seat feeding	We need place for seat feeding

## Preparatory Groundwork

## Community Gathering

- Input tracking Score
- Divide into focus groups
- Information on entitlements and budget
- Develop input indicator
- Collect evidence on input
- Transact Walk
- Record data

- Performance Score
- Divide in focus groups
- Develop performance indicator
- Finalize indicator (5-8)
- Performance scoring
- Verify high/low scores
- Record data

## Self evaluation Score card

## Interface meeting

Feed back, dialogue Planning

## Reform

- Accountability
- Transparency
- Development
- Empowerment
- Efficiency

Increase in awareness on entitlements- H&FW, ICDS, PDS and schools as well as MGNREGA.

Increased attendance at Anganwadi and school

Increased demand for better services

Increased vigilance

## Community

Problems resolved at community/ village level.

## Visible Changes

**Anganwadi** – Better food, regularity of opening, timeliness, Growth monitoring, provision of drinking water

**PDS** – Outlets opening at least 4 days in a week, quality & quantity of ration improved

**Schools** – Reduced staff vacancies, regularity of midday meals

**MGNREGA** – Service providers more responsible in providing employment

S.NO	PERFORMANCE INDICATOR	SCORE	REASON FOR SCORE	RECOMMENDATION
1	Regular attendance of workers	4	The center open only on the days when the food is available	Workers should be present in the center regularly
2	Regular presence of workers	3	Mother's are engaged with the daily activities so that they cannot attend the center.	No recommendation
3	Regular mother's meeting	1	Due to lack of information mother's meeting are not organized regularly	Worker should give information
4	Regular home visit	3	Workers visit the home occasionally	Worker should visit regularly
5	Regular seat feeding	1	Unavailability of space	Need more extra room
6	Teaching with TLM	4	Methodology is good	No recommendation

S.No	Performance Indicator	Score	Reason for Score	Recommendation
1	Supply regular nutritious food	5	Those who take the food there are given good feedback	No recommendation
2	Regular pre-school	3	Children not come in the center. Also mother's are not aware about pre-school	Need more awareness among the village
3	Regular centre open	4	Discontinuously Worker can't reach the center timely	It is better to open the center on regular days
4	Regular weighing	4	Intermittently worker is busy other official works	It is good if weight is taken when mother's meeting will conduct
5	Regular mother's meeting	4	In working time mother's could not attend the meeting	The day will be fixed by discussing with mother's
6	Regular home visit	5	They visit regularly	No recommendation
7	Availability of drinking water	4	Villagers visit followed with workers	No recommendation

S.No	Performance Indicator	Score by focus group	Score by mixed group	Score by service provider	Comments score
1	Regular centre open	3	4	4	4
2	Regular mother's meeting	3	1	4	3
3	Regular home visit	3	3	3	3
4	Regular seat feeding	1	1	1	1
5	Regular nutritious food supply	4	4	4	4
6	Take regular weight	5	5	5	5
7	Availability of drinking water	3	3	3	3
8	Teaching with TLM	4	4	4	4

S.No	Indicator	Current status	Target status	Responsible person	Timeline	Monitoring & Reporting
1	Regular pre-school	Children not come in the center. Also mother's are not aware about pre-school	Children will come in the center. Also mother's will be aware about pre-school	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
2	Regular mother's meeting	Due to lack of information mother's meeting are not organized regularly	Mother's meeting will be organized regularly	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
3	Regular home visit	Workers visit the home occasionally	Workers will visit the home regularly	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
4	Regular seat feeding	Unavailability of space	More extra room will be provided	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
5	Regular nutritious food supply	Vegetables quantity is not in the menu	Vegetables quantity will be increased in the menu	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
6	Take regular weight	Intermittently worker is busy other official works	Weight will be taken when mother's meeting will conduct	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
7	Availability of drinking water	There are no place for seat feeding	More extra room will be provided	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school
8	Teaching with TLM	Methodology is good	Methodology will be improved	Worker, ICDS worker	1 month	Worker will give information to the mother's. Also mother's will be aware about pre-school