

Brief report of CSC training workshop Jaipur, May 28- June 01, 2012

Community Score Card (CSC) is now an internationally established social accountability tool to address the issue of poor governance, low transparency and accountability. It helps in following ways.

- (a) Tracking of inputs or expenditures,
- (b) Monitoring of the quality of services/projects,
- (c) Generation of benchmark performance criteria
- (d) Comparison of performance across facilities/districts,
- (e) Generating a direct feedback mechanism between providers and users,
- (f) Building local capacity and
- (g) Strengthening citizen voice and community empowerment.

CUTS International possesses all required capacity and huge hands on experiences in the area of social accountability tools and act as a resource organization in the area. It is acting in different capacity for strengthening social accountability practices. Till now lot of people from civil society organizations holding various positions in donor agencies, national and international development organizations, individual consultants have been trained by CUTS.

In this series of trainings, CUTS International organized a 5-day CSC training workshop on demand of Pro Public, Nepal during May 28- June 01, 2012 in Jaipur. This workshop was an endeavor to equip the personnel of Pro Public with the basic skills to conduct internationally recognized social accountability tool community score card (CSC) and assess the performance of service providers in any of the sector with particular emphasis on its application at the grassroots. This training workshop was organized exclusively for 6 participants from Pro Public those came down to India.



In this workshop, participants were presented an overview of governance and accountability scenario and the problem of low public expenditure outcomes. Further, they learnt how various components of CSC is applied and executed based on the training module. The training

consisted of the detailed training on various steps of CSC, mock exercises for each step and field exercise for real on-ground learning. The various steps are as follows.



- Preparatory groundwork and organization of the community gathering
- Input-tracking matrix
- Community Generated Performance Assessment
- Self-Evaluation by the service providers
- Interface meeting and drawing of an action plan
- Follow up and Institutionalization of the mechanism

A day long field exercise was organized at a Primary Health Centre in Madhorajpura of the Phagi block of Jaipur, to get hands-on and practical experience on the application process of CSC for getting the outcome of awareness generation, raising the citizens voice to come out with the issues related to service delivery, enhancing the understanding among community members and service providers and finally improving the service delivery. This was an opportunity for the Nepalese participants to have a brief exposure to the rural Rajasthan.

The outcome of the training was enthusiastic. All of the trainees given positive feedback on the training and said that they were confident of implementing the training on their home ground.

The resource persons for the training were George Cheriyan, Om Prakash Arya, Amar Deep Singh and Madhu Sudan Sharma. The names of the participants were Mr Dipesh K. Ghimire, Mr Hasta Rai, Mr Hari P. Adhikari, Mr Dirgha Khatri, Mr Nirmal Adhikari and Mr Bal Kumar Sharma and Arti Pandey Tiwari.

