

Visit Report

Community Score Card Piloting in Nepal: Orientation cum Training (Health Sector Programme, Ministry of Health, Government of Nepal)

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Kathmandu, November 13-18, 2011

Background

Nepal, an infant democracy, is taking various measures to improve governance and in turn the lives of the people. The government is being supported by The World Bank which runs the Programme for Accountability in Nepal (PRAN). Pro Public, a non-government organisation, is partnering with the PRAN of the



World Bank and initiating the introducing of social accountability mechanism to improve the service delivery and public expenditure outcomes in health sector. Witnessing the effectiveness of the social accountability mechanism, Pro Public aims at institutionalising Community Score Card (CSC) in health sector in Nepal. In order to sensitise officials from government and the Ministry and to train the representatives of civil society organisations (CSOs), Pro Public along with Ministry of Health & Population and The World Bank organised a day long orientation on CSC for government and Ministry officials and a four-day training for the selected representatives of CSOs from four districts of Nepal.

George Cheriyan (GC) and Om Prakash Arya (OPA) were the resource persons for both the orientation and training programme held in Nepal during November 13-18, 2011.

Participation

The first day orientation on CSC was attended by nearly 45 participants from the World Bank, senior level officials from Department of Health in Nepal, representatives of major CSOs and the officials of Pro Public.



The participants for the training workshop held during November 14-17, 2011 were mainly from the local level CSOs. These 25 CSOs were tier two partners of Pro Public from four districts of Nepal and will be conducting CSCs at the health posts, the lowest level health facility for delivery of services.

Proceedings



Day one commenced with welcome and opening remarks by Kedar Khadka (Member, Management Committee, Pro Public) and remarks by Richard Halloway (Project Coordinator, PRAN, The World Bank), Dr. Baburam Marasini (Sr. Health Administrator, MoHP), Prof. Dr P. K. Jha (Chairperson, Pro Public). The inaugural session was followed by a technical session on 'An Introduction to Governance and Accountability' and on 'Various Social

Accountability Tools' by GC followed by screening of a documentary film on '*Social Accountability in Action*'. After this, the session on orientation on CSC to enable participants to understand the rationale, benefits, risks and steps of CSC was performed jointly by GC & OPA.

Witnessing the demand from the participants, the steps of the CSC were demonstrated in detail in the afternoon session. The day one was concluded by the session on CUTS' experience of implementing community monitoring in the health sector and the screening of documentary based on the experience.

During day two-five, GC & OPA facilitated sessions on the steps of CSC through presentations, group work in breakout sessions and simulation exercises. Feedback from participants was collected every day to understand the need to change the strategies in order to meet the expectations of participants. On day three, participants were taken to a health post for real field exercise. During final evaluation of the training, 99 percent of participants expressed confidence in implementing CSC on the ground. The feedback from the organisers and the World Bank were appreciative.



Output

- ✓ 30 officials from Health Department were oriented and 25 representatives of CSOs were trained on CSC
- ✓ Dissemination of CUTS' experiences of using social accountability mechanism among stakeholders of governance in Nepal

Highlights

- ✓ Hands on experience for CUTS on social accountability in one more country in South Asia.
- ✓ Extension of the collaboration between CUTS and the World Bank outside India
- ✓ An opportunity to demonstrate the expertise in creating a cadre of people utilising social accountability tools.