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*Paix – Travail – Patrie*

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REGION DE SUD OUEST

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DEPARTEMENT DU NDIAN

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COMMUNE DE BAMUSSO



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*Peace – Work – Fatherland*

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SOUTHWEST REGION

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NDIAN DIVISION

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BAMUSSO COUNCIL

## SURVEY REPORT

### MECHANISM OF CITIZEN CONTROL OF THE PUBLIC ACTION WITHIN THE BAMUSSO COUNCIL



*May 2018*

Technical and financial support of the National Community-Driven Development Program (NCDDP) in collaboration with the National Institute of Statistics (INS)

Realized by: NKONG HILL TOP ASSOCIATION FOR DEVELOPMENT (NADEV)



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## LIST OF ABBREVIATIONS

<b>CCPA</b>	Citizen Control of Public Action
<b>CDE</b>	Cameroun Des Eau
<b>CRC</b>	Citizen Reporting Card
<b>CSO</b>	Civil Society Organizations
<b>EC-ECAM 4</b>	Complementary Survey of the Fourth Cameroon Household Survey
<b>MINATD</b>	Ministry of Territorial Administration and Decentrilisation
<b>MINEDUB</b>	Ministry of Basic Education
<b>MINEE</b>	Ministry of Water and Energy
<b>MINEPAT</b>	Ministry, of Economy, Planning & Territorial Development
<b>MINESEC</b>	Ministry of Secondary Education
<b>MINSANTE</b>	Ministry of Public Health
<b>NADEV</b>	Nkong Hill Top Association for Development
<b>NIS</b>	National Institute of Statistics
<b>PIB</b>	Public Investment Budget
<b>PNDP</b>	National Community Driven Development Program
<b>PTA</b>	Parents Teachers Association
<b>UCCC</b>	Union of Cities and Councils of Cameroon
<b>UN</b>	United Nations

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### Preface

This report presents the findings of a survey on Citizen Control of Public Action carried out in Bamusso Council by Nkong Hill Top Association (NADEV) with support from the National Community-Driven Development Programme (PNDP). Our Council has enthusiastically participated in the various stages of the survey process which included the launching, data collection, and validation of the report, with the intention of drawing lessons from the perception of our citizens on the delivery of public services to improve on our work.

The survey has been a welcome process as it has been highly participatory, giving hundreds of the population the opportunity to voice their concerns. Taking cognizance of this, we are fully committed to implementing the action plan adopted by some councilors and the Council representatives at the end of the process.

In taking this commitment we remain grateful to the PNDP for financing this survey and NADEV for successfully implementing it. We invite all stakeholders and especially the entire population of our municipality to participate in implementation of the action plan for the continuous development of our council.





## EXECUTIVE SUMMARY

### i) Brief presentation of the objectives of the Scorecard, its methodology and main results

The Citizen Control of Public Action, under the guidance of the PNDP, has as main objective to setup a citizen mechanism aimed at controlling the actions of public authorities within 160 councils in Cameroon. This will go along to promote governance, increase effectiveness of public actions, and enhance the capacities of vulnerable population.

In this light, the methodology adopted for the execution of the CCPA included:

- Putting in place coordination and execution bodies at the National, Regional, Divisional, and Council levels.
- Negotiate the engagement with stakeholders on the operation.
- Collect, process and analyze data.
- Produce reports.
- Disseminate information / knowledge acquired and negotiate the changes with target councils.

The study revealed the level of appreciation of households within Bamusso, in regards to water supply, health services, education (nursery, primary, secondary and vocational training centers) and council services. The study revealed that 75.7% of sampled households were not satisfied with water supply, 60% were not satisfied with health services provided, 15.1% were dissatisfied with the nursery services, 19.5% dissatisfied with primary education and 17.3 not satisfied with the secondary education. Finally, 68.3% were not satisfied with the delivery of council services in Bamusso. Below are some recommendations from the findings of the survey.

### ii) List of recommendations based on the results

#### Water Supply;

- Increase government involvement in water supply.
- Portable water sources should be increased within the community, as some households used more than 30 minutes to fetch water for their households.

- Water management committees should be formed and empowered around all public water supply sources to ensure quality management of the source, and prompt reactions to any damages incurred by the water point.
- Damaged existing sources of portable water supply should be repaired as soon as possible because these damaged points have increase the pressure on other water points meant to serve a number of households only.

#### **Health Sector;**

- More drugs should be made available within the health care units, and a detailed list of all drug prices, including all other fees to be paid for any service from the unit.
- More hospital equipment should be provided for the health care units, so as to improve the quality of health care services provided to the public.
- Improve on the capacity of medical staff to better render health care services to the population.
- Set up a monitoring and evaluation committee for all health care units at the council level, to promote quality health service management and delivery within the municipality.

#### **Education Sector;**

- More vocational training centres should be made available to promote skilled talents.
- More school equipment should be provided for schools, so as to improve the quality of educational care services provided to the public.
- Improve on the capacity of teaching staff to better render educational care services to the population.
- More school manuals should be distributed in schools in order to ensure students active participation.

#### **Council Services;**

- More transparency of the council in its budgeting and expenditures
- Improvement on council staff behaviours.
- Timelines in providing services.
- More communication between the council and its population.
- Involvement of population is council activities
- More transparency in the way the council operates

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## GENERAL INTRODUCTION

Institutional reform in African countries in recent years has been marked by trials of various forms of decentralisation. In general, hitherto centralised governments have initiated a reform agenda with the aim of transferring some powers, tasks, and resources to regional governments and local authorities. Cameroon like many African countries is currently in the process of decentralising significant functions, previously exercised by the central administration, to local governments. This is in line with the 1996 Constitution, which transformed the country into 'a decentralised unitary state' comprising a central government and several 'autonomous' sub-national governments. It was only after 15 years that the constitutional provisions were transformed into reality, to the satisfaction of many of its citizens. It took another more than 7 years of preparatory work, before the parliament of Cameroon passed three laws on decentralisation in 2004. They establish a framework for decentralisation and make provision for the devolution of powers to local authorities in the economic, social, health, educational, cultural and sports development areas. The supervising authority of state institutions at various levels has been slightly reduced as a result of the law.

It was in line of achieving the much-cherished goal of decentralisation that the government of Cameroon put in place a number of tools towards the aim. One of the main tools used was the National Community Driven Development Programme (with French acronym PNDP), commissioned to contribute towards poverty alleviation using participatory strategies at the level of the local councils. Within the framework for the execution of the PNDP, an agreement was signed between Bamusso Council, the PNDP and NADEV (Nkong Hill Top Association for Development), in which the PNDP has offered technical and financial support to enable NADEV (Local Support Organisation) establish a Citizens' Report Card for the Bamusso Council area. This report card known as the Citizen Control of Public Action (CCPA) has as main objective to get the perception of the local man on the various services offered to them in domains of Water, Health, Education, and Communal Services.

Given this exercise, a survey was conducted by NADEV within the Bamusso municipality, for which the results will help provide suggestions for changes in the domains of Water, Health, Education, and Communal Services. NADEV is expected during this exercise to;

1. Take part in the preparatory activities for the launching of the process;
2. Participate in the Regional workshop of the launching of the process;
3. Technically organize the launching process at the council level;
4. Contribute in the sensitization of stakeholders;

5. Select enumerators and organize their training while putting at their disposal collection tools;
6. Collect data from sample households within the Bamusso council area (average 320 households). The collection of data shall be done with the help of questionnaires which shall be put at the disposal of NADEV by the Program;
7. Interpret and produce a report on the investigation for Bamusso council;
8. Negotiate changes in the course of council restitution workshops;
9. Participate in restitution workshops at the divisional, regional and national levels.

NADEV so far has accomplished the first six tasks, and is currently on the seventh task for which this report is intended.

#### **Structure of the document**

The structure of the report constitutes the following sections:

- Executive summary
- General Introduction
- Methodology for the Execution of Citizens Control of Public Action Within the Bamusso Municipality
- Main findings and suggested recommendations
- Plan of action for the establishment of the citizen control of public actions in the Bamusso municipality
- Annexes

# **CHAPTER ONE**

## **LEGISLATIVE AND REGULATORY FRAMEWORK OF DECENTRALIZATION AND LOCAL DEVELOPMENT IN CAMEROON**

### **1.1 Legislative and Regulatory Framework of Decentralization**

Law No. 96/06 of 18 January 1996 to amend the Constitution of 2 June 1972, deliberated by the National Assembly and enacted by the President of the Republic, clearly defines the role played by the legislative Executive and Judicial arms of government. This law also defines the geographical boundaries of the regions and the creation of regions by the Head of State.

The first major innovation ushered by the reforms of 2004 is the creation of the Region. As of now, the administrative Regions have been created by a decree of the Head of State. The former ten provinces were transformed into ten Regions. The said regions, however, are still to effectively take off in their functioning as provided for by Law No. 2004/19 of 22 July 2004 to fix the Rules Applicable to Regions.

The latest laws on Decentralisation in Cameroon date back to 2004, 2009 and 2011 with the specifications on the transfer of powers in various domains by the State to local authorities. The three main laws of 2004, however, include:

- Law No. 2004/17 of 22 July 2004 on the Orientation of Decentralisation;
- Law No. 2004/18 of 22 July 2004 to fix the Rule Applicable to Councils;
- Law No. 2004/19 of 22 July 2004 to fix the Rules Applicable to Regions.

These laws introduced some major innovations compared to the previous law, viz, law No. 74/23 of 5 December 1974 to Organise Councils. Presently the domains of competence of local authorities have increased from social, cultural and economic, to include, health, education, water supply, sports and other local services. For example, hence forth, councils can create, equip, manage, maintain council health centres on the one hand; create, equip, manage, and maintain kindergartens, nursery, and primary schools on the other.

As concerns the survey on citizen perception of public action, the sectors of health, water supply, education, and council were of primary concern at the council levels. Here, the councils have the following competencies;

**Education.**

Decree No. 2010/0247/PM of 26 Feb, 2010 lays down conditions for the exercise of some powers transferred by the State to councils relating to Basic Education. This decree lays down the conditions for the exercise by councils, as from the 2010 financial year, of the powers transferred by the State relating to Basic Education and is an execution of the July 2004 law, on the rules applicable to councils, which concerns nursery, primary, secondary and vocational training institutions. The Law states that councils shall;

- Take part in keeping with the school map, setting up, equipping, managing, tending, and maintaining council nursery and primary schools and pre-school establishments.
- Recruit and manage back-up staff for the schools.
- Participate in the procurement of school supplies and equipment
- Participate in the management and administration of state high schools and colleges in the region through dialogue and consultation structures.
- Prepare a local forward plan for training and retraining
- Draw up a council plan for vocational integration and reintegration.
- Participate in the setting up, maintenance and management of training centers.

**Water sector.**

Decree No. 2010/0239/PM OF 26 Feb, 2010 lays down conditions for the exercise by councils, as from the 2010 financial year, of some powers transferred by the State relating to safe drinking water supply in areas not covered by the public water distribution network conceded by the State, especially the project ownership and management of wells and boreholes. Councils shall exercise the powers transferred by the State relating to the project ownership and management of wells and boreholes, without prejudice to the following State responsibilities and prerogatives:

- Design and implementation of sustainable water and sanitation development plans and projects;
- Definition of guidelines, national policies and strategies on water resources management;
- Spring and mineral water exploitation;
- Laying down of conditions for the protection and exploitation of surface and underground waters.

**Health sector.**

Decree No. 2010/0246/PM OF 26 Feb. 2010 lay down the conditions for the exercise by councils, as from the 2010 financial year, some powers transferred by the State relating to health, particularly the building, equipping, maintenance and management of Integrated Health Centres.

Councils shall:

- Participate in drawing up, implementation and the continuous assessment of public health policy.
- Participate in the organization, management and development of public hospital establishments and the technical control of private health establishments.
- Participate in defining conditions for the creation, opening and running of public and private health establishments.
- Participate in the laying down and controlling of the building, equipping and maintenance Standards of public and Private hospitals establishments.
- Participate in drawing up and updating the health map.

**Council.**

Law No 2004/018 of 22 July 2004 in its sections 15, 16 and 17 lays down the powers devolved upon councils for economic development.

Here the Council shall be in charge of the;

- Organization of local trade fairs
- Provision of support income and job generating micro projects
- Development of local agricultural, pastoral, handicraft and fish farming activities
- Development of local tourist attractions
- Building, equipment, management and maintenance of markets, bus stations and slaughter houses

## **1.2 Local Development Promotion**

In line with the law, the Government of Cameroon with the assistance of its technical and financial partners put in place PNDP in a bid to improve on the living conditions of the population in the rural areas.

After the first phase (2005-2009) which has been adjudged satisfactory, the Government has set up a second phase in order to extend the execution of PNDP in all councils in the rural zones.

The financing sources of this 2<sup>nd</sup> phase by funders are as follows:

Cameroon Government through the BIP, funds of bilateral and multilateral remitted debts

The World Bank through the new Credit IDA Cr-4593 CM

Beneficiaries who contribute in cash or in kind for the financing of their micro projects.

Added to these financing are residual amounts for the financing of the first phase by the German Cooperation (KfW).

The three components of the PNDP within the framework of its second phase are:

Financial support to local development through which funds put at the disposal of councils in a form of budgetary allocation previewed, amongst others to elaborate communal Development Plans, co-finance micro projects identified through participatory diagnosis, take care of and in a regressive manner the salaries of two Council agents.

Support to councils within the framework of decentralisation with the objective to pursue the amelioration of the legislative and statutory framework of the decentralisation process and build technical and operational capacities of the councils in order to enable them anchor in an efficient manner the decentralisation process.

Coordination, management, monitoring & evaluation and communication.

In the course of the first phase, PNDP deployed its actions in 155 councils of 6 regions (Adamawa, Centre, West, North, South and Far North) of the country. With the second phase, the Program henceforth covers all of Cameroon's 10 regions and envisages deploying its activities in 329 councils including those of the south west region

PNDP's objective for the second phase remains the same as in the first. Focus is laid on ameliorating access to specific basic social services (health, education, water and sanitation, and communal services) in the councils earmarked and extending support of the ongoing decentralization process in the new regions. This objective narrows itself down to specific goals underscored within the framework of results with one of its indicators showing interest particularly to « the number of councils possessing a citizen control mechanism for the management of subventions as well as an operational mass communication system ».

In a bid to guarantee the attainment of this indicator in particular, support to councils within the framework of setting up a public action citizen control mechanism in their respective territories has been envisaged. During the second phase of the programme, PNDP launched a pilot phase operation in ten (10) councils within the national territory in order to put in place the above mentioned mechanism through the « Citizen Reporting Cards » (CRC), for which Idenau council was part. This first experience made it possible to draw lessons that were



capitalized for the scaling up of the third phase, for which 160 councils were targeted for the survey and Bamusso council area was part.

In the course of the first phase, PNDP deployed its actions in 155 councils of 6 regions (Adamawa, Centre, West, North, South and Far North) of the country. With the second phase, the Program henceforth covers all of Cameroon's 10 regions and envisages deploying its activities in 329 councils including those of the south west region

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### **1.3 The Ministry of Decentralisation and Local Development (MINDDEVEL)**

In a move that has been seen as a major step in furthering the decentralization process in Cameroon the President created on the 2<sup>nd</sup> March 2018 the Ministry of Decentralisation and Local Development.

The missions assigned to this ministry are oriented towards two specific areas: decentralization and local development.

With regards to decentralization, the ministry is in charge of:

- The elaboration of legislation and regulations relating to the organization and operation of decentralized territorial communities,
- The evaluation and monitoring of the implementation of decentralization. ;
- The monitoring and control of decentralized territorial authorities (CTD);

- The application of legislation and regulations on civil status;
- Finally, under the authority of the President of the Republic, the Minister of Decentralization and Local Development exercises the supervision of the State over decentralized territorial councils.

In the field of local development, the ministry promotes the socio-economic development of regional and local authorities and ensures the practice of good governance within them.

In addition, the ministry exercises State supervision over a number of organizations involved in this sector. This is the case with the Local Council Support Fund for Mutual Assistance (FEICOM), the Local Government Training Center (CEFAM) and the National Civil Status Registry Bureau (BUNEC).

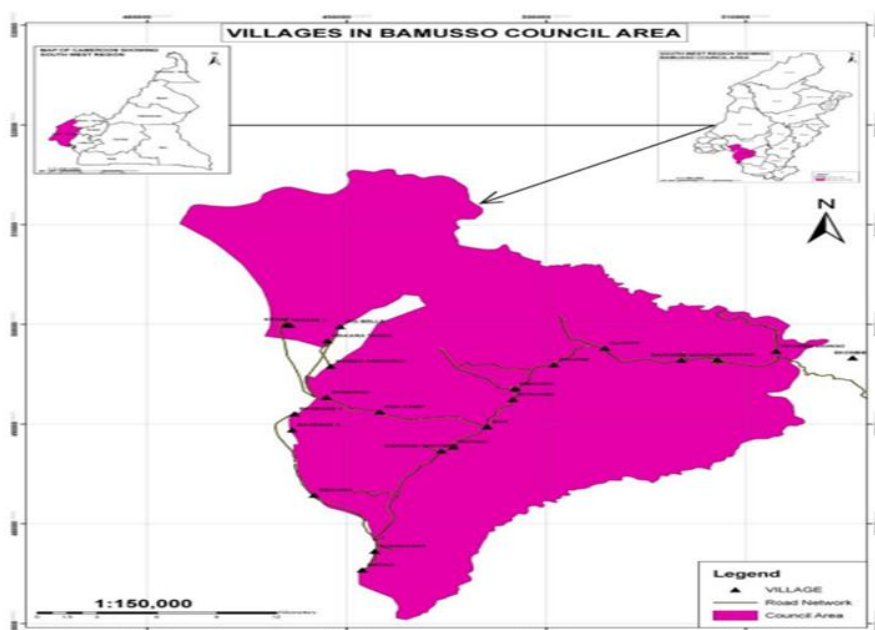
#### 1.4 Brief Presentation of the Bamusso Council Area.

Bamusso is the headquarters of the Bamusso Sub division. Bamusso town is located some 25km from Mbonge. The Bamusso Council has a total surface area of 885km<sup>2</sup> with an estimated population of 62,800 inhabitants living in 27 villages. It is located between latitude 4°33'N and longitude 9°01'E with an altitude of about 80m in the mainland area above sea level and -5m in the maritime area which is below sea level.

The municipality has geographical boundaries with the Federal Republic of Nigeria to the North, to the South and West by Mbonge Sub-division and to the East Idenau Council. The average temperature range is about 300°C and mean monthly rainfall of about 2500mm to 5000mm.

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Source: CDP survey Bamusso, 2011

**Figure 1: Map of the Bamusso council**

#### **1.4.1 Historical and Administrative organization of the Council**

Bamusso is the headquarters of the Bamusso Sub division. Bamusso town is located some 25km from Mbonge. The Bamusso Council has a total surface area of 885km<sup>2</sup> with an estimated population of 62,800 inhabitants living in 27 villages. It is located between latitude 4°33'N and longitude 9°01'E with an altitude of about 80m in the mainland area above sea level and -5m in the maritime area which is below sea level.

Commenté [r4]: checked

#### **1.4.2 Description of the biophysical environment**

The Bamusso municipality is being sub divided into two zones i.e. the maritime and the mainland area with two distinct biophysical environments. The maritime area which comprises of about 11 villages is surrounded by an evergreen mangrove ecosystem forest with high variety of biodiversity i.e. birds and animal species. Accessibility to villages in the area is through the creeks or by high sea like in the case of the Island of Bamusso and the peninsular of Bekumu. Three quarter of the surface area is below sea level with an altitude of about -1m to -5m. The area is highly risky during the raining season due to the swampy nature of the area. The mainland area is covered by an ever green forest vegetation and a savannah vegetation with some of the villages located within the creek such as Dikome-Bekiri, Boa and Bekaraka also have spatial distribution of the mangrove ecosystem. The savannah vegetation is found within the villages of Ekombe Liongo and Ekombe Waterfall. The Mokoko forest reserve stretches within the boundaries Illoani which is a fast developing to an urban area. Generally being found on the leeway side of the Mount Cameroon, the topography is level land/ plain. This greatly account for the reason for the location of the Cameroon Development Cooperation (CDC) in the Main land area of Illoani and the Boa plain

##### **1.4.2.1 Climate**

The Bamusso council area has the equatorial type of climate which is characterized by two distinct seasons; the rainy and the dry seasons. The dry season runs from October to March

and is characterized by high temperatures of about 32-35°C. The rainy season begins from March and ends in October with its peak periods in July and August with an average rainfall of about 5000mm, relative humidity: 100% Wind: 2 mph and average temperature range of about 25.5-27°C. The dry season is characterized by dry winds that blow across the Sahara desert from a North East to a South Westerly direction. During this period, daily temperatures are high with a slight drop in the night. During the rainy season rains are heavy creating a favourable environment for rain-fed cultivation. The rains are occasionally associated with storms that are destructive to crops and property. The table below shows the analysis of climate and weather condition in Bamusso.

#### **1.4.2.2 Soils**

The Environmental Impact Assessment carried out by the Mount Cameroon Project (MCP) in 2000 shows that, the main type of soil found in this municipality is composed of Sandy and silty alluvium and is subject to seasonal flooding. The hills are a dissected plateau of old volcanic rocks with a few up-faulted sedimentary belts. These soil type is very good for plantation agriculture especially palms and cocoa.

#### **1.4.2.3 Relief**

The Bamusso municipality stands out as an area gentle relief with generally lowlands area. There are areas as low as -5m altitude around the maritime villages of Kesse, Bekumu and Ngatame which are below the sea level. The council has an average altitude of about 90m and is interrupted to the east by the Mount Cameroon. Close to the Atlantic Ocean are the mangrove swamps, several creeks, and sand-spits that stretch from the rocky coast lines of Fako to the Ndiab River Basin. The relief of the council area is a flat surface which is gentle.

#### **1.4.2.4 Hydrology**

The main land area of the council is blessed with so many water courses including river streams, spring and borehole. The names of some of these rivers include river Meme which takes its rise from the Rumpi Hills drains the highlands of Madie, Dikome Balue and the coastal lowlands of Mbonge in the Meme Division before emptying into the Atlantic Ocean Combrany River which also empty itself to the Meme River. At the upper course of the Meme River navigation is hampered with two heavy Waterfalls in the Ekombe areas which the village Ekombe waterfall got its name. The maritime area of the council area is covered by sea and most of the villages found within these areas are islands

### 1.4.3 Size and structure of the population

The population of the Bamusso Council Area is estimated at about 95, 674 inhabitants and a total surface area of 885 km square following field survey. Assuming a national annual population growth rate of 3%, it is projected to be 287,022 inhabitants by 2035. The total population for men is 34,539 inhabitants, women 43,151 inhabitants and the children 17,984 inhabitants given a percentage of 36.1% men, 45.1% women and 18.8% children. Based on this population size, human population density was estimated at 108.23 persons per km<sup>2</sup>.

The human population has been increasing on account of the upward trends in household average size of 05, increased fertility, increased number of educational infrastructure, increased demand for farm as well as improved healthcare delivery systems and immigration.

Bekumu has an estimated population size of 32,000 habitants followed by Kombo A'Mokoko with 6,805 inhabitants, Illoani 6,400 inhabitants and the remaining 56, 869 inhabitants living in other surrounding villages.

*Table 2: Population Densities in the Bamusso Sub Division*

S/n	Villages/Towns	Men	Women	Children	Total
1	Baba Ekombe	700	500	108	1308
2	Bamusso	3000	2000	400	5400
3	Barombi Bekarakara	7	5	4	16
4	Barombi Mokoko	493	357	850	1700
5	Bassenge Edene (1.2.3)	1400	2400	1900	5700
6	Bekumu	10666	15783	5551	32000
7	Betika	560	771	349	1680
8	Big Belle	286	232	180	698
9	Boa Balondo (+ Boa Camp)	1361	1461	877	3699
10	Bobiongo Ekombe	141	124	21	286
11	Bonjare	300	250	90	640
12	Cassava Farm Ekombe Water fall	29	21	7	57
13	Dikome	892	808	235	1935
14	Diongo (1.2.3. + Diongo Beach	965	1414	517	2896
15	Eko Farm	72	45	20	137
16	Ekombe Liongo	700	500	102	1302
17	Ekombe Mofako	1100	1400	200	2700
18	Ekombe Water Fall	66	90	40	196
19	Illoani	2000	3200	1200	6400
20	Kesse	2166	2654	1680	6500
21	Kombo A'Mokoko	2260	2565	1980	6805
22	Mbongo	2480	3080	286	5846
23	Meme	120	180	18	318
24	Mokala Tanda	295	80	50	425
25	Ngatame (Barombi)	302	253	205	760
26	Njangassa	1778	2548	1008	5334
27	Three Corners Ekombe	400	430	106	936
c h	<b>Total</b>	<b>34539</b>	<b>43151</b>	<b>17984</b>	<b>95,674</b>

Out Field Survey 2011

#### **1.4.4 Economic Aspect of the Council**

Commercial activities within the municipality include tailoring, barbing and hair dressing salons, motor mechanics, welding, provision stores restaurants and off- licenses, timber exploitation, exploitation of sand and stone especially in Ekombe liongo and Mofako, mobile telephone business, petit trading of clothes and food stuff, banking and transportation. The main supply centres for goods within the municipality are Mbonge, Kumba, Limbe and Niger

## **CHAPTER TWO:**

### **METHODOLOGY FOR THE EXECUTION OF CITIZENS CONTROL OF PUBLIC ACTION WITHIN THE BAMUSSO MUNICIPALITY**

#### **2.1 Study Context**

As mentioned already above, since the second phase of the PNDP Program, one of the expected results is "the number of councils that have put in place an operational mechanism on citizen control and access to information" A pilot phase was conducted in 2011 and covered 10 councils in the 10 regions (Idenau in the Southwest Region). This first experience provided knowledge for the scaling up of the third phase. The pilot phase has enable us to;

- See a great enthusiasm of the population to give their opinion on the development of their localities.
- Identify some points of improvement on which the various sectors and Mayors need to take into consideration in the management of their sectors and localities respectively.
- Identify some points of attention for a successful operation.

In order to obtain reliable information for this operation, phase III of PNDP was to carry out a survey in 160 councils with households in order to capture their perceptions for the services offered in the domains of Water, Health, Education and Council services. For this exercise responsibility was distributed as follows;

- The technical leadership of the operation entrusted to NADEV (CSOs) for their independence and their knowledge of the environment.
- The technical support from the National Institute of Statistics (NIS) is predominant both on design and on the operationalization.

## 2.2 Objective and Methodology of CCPA

The main aim was to support the council in realising a citizen control mechanism of the activities of the council. The CCPA also had as objectives after the realisation of the Scorecard to promote governance, increase effectiveness of public actions, and enhance the capacities of vulnerable population and the underprivileged persons to make known their problems. More specifically, the CCPA aimed at;

- Identifying the stakeholders and actors (administration and users)
- Collecting data and disseminating the results to 160 councils in collaboration with 19 Civil Society Organizations (CSO)
- Strengthening the capacity of 160 councils to take advantage of the knowledge acquired and adopts changes that will be suggested at the end of the activity.
- Putting in place a consultation framework that will regroup several institutional actors at the council, Divisional, Regional and National levels in order to promote the institutionalization of CCPA

Commenté [r5]: checked

Commenté [r6]: checked

In this light, the methodology adopted for the execution of the CCPA included:

- Putting in place coordination and execution bodies at the National, Regional and Council levels.
- Organize a workshop at the National and Regional levels to bring together institutional actors who can contribute to the institutionalization of this operation (MINEPAT, MINATD, UCCC, MINSANTE, MINEE, MINEDUB, MINESEC, NIS, GIZ, etc.)
- Negotiate the engagement with stakeholders on the operation.
- Collect, process and analyse data.
- Produce reports.
- Disseminate information / knowledge acquired and negotiate the changes with target councils.



## 2.3 Method of Sampling and Data Collection.

### 2.3.1 Sampling

#### 2.3.1.1 Survey Area and Target Population

The study on CCPA covered the entire Bamusso municipality, with a target population of all households within the municipality. Based on a list of enumerated households provided by the Complementary Survey of the Fourth Cameroon Household Survey (EC-ECAM 4), the opinion polls were gotten from a number of sampled households within each village/quarter within the municipality.

#### 2.3.1.2 Sampling Method of the Survey

A stratified random sampling technique was employed in the identification of households to take part in the study, and was done by NIS

#### 2.3.1.3 Sample Size of the Study

The sample size of the study was given as 320 households per council area. Again, this figure was provided by PNDP to NADEV which was also calculated by NIS. The formula employed for this is given below as follows;

$$n = \frac{z^2 \times p(1-p)}{e^2 + \frac{z^2 \times p(1-p)}{N}}$$

Where:

- N represents the total number of households in the community
- e is the error margin (set at 5%)
- z refers to the level of reliability (at 95%, z=1.96)
- P stands for the proportion of the population satisfied with the services offered (given that the level of this indicator is unknown to our population, we set it at 50%)

The application of the above formula gives us a sampling size of 320 households.

#### 2.3.1.4 Data Collection

##### i) Data Collection Tools

The main tool for data collection was the questionnaire made up of five main sections; the background, Drinking water, Health, Education, and Council services. It was accompanied with the cartographic map and list of households in the municipality, and the data collection manual.

##### ii) Data Collection

The data collection process was carried in two main stages, the training of enumerators and the proper collection of data.

##### a. Training of Enumerators

The training of the Enumerators' workshop was held at Illoani, at the sitting room of Illoani Guest House. The training workshop was done in three days, from Thursday 12/10/2017, to Saturday 14/10/2017. This training had as main objective to build the capacities of enumerators who were the principal collectors of data from the households, on the understanding of the concept of the CCPA and the objectives of the activity. To accomplish this task, a very participative approach was used, including simulations for each sections of the questionnaire. In all thirteen (13) enumerators were trained and Ten (10) were retained based on an appraisal test while three (03) were on the waiting list in case of discontinuity of any of the preselected enumerators during the survey.

Commenté [r7]: checked

##### b. Data Collection Proper

Data collection within the Bamusso municipality occurred between the 18th and 23th of October 2017. Enumerators under the supervision of the Council supervisor for the scorecard, were handed cartographic maps, list of households and the names of the household heads to facilitate identification of these households. As mentioned above, the main data collection tool was the questionnaire which was only to be administered to the household head or his/her spouse, or any other adult household member capable of providing answers to the questionnaire in the absence of the household head. Considering the terrain of work, 19 localities involving less of inland and more of maritime area, enumerators were sent to the field based on their prior mastery of the terrain. Five groups of enumerators were formed to carry out the survey within six days.

##### c. Treatment and Analysis of the Data Collected

Data collected from the field was verified and validated by council supervisor, which was later transferred to NADEV coordination for validation, and finally handed to PNDP. The data was keyed into computers by PNDP, then treated and analysed by NIS, thereof producing tables which will be used in this report.

**2.4 Method for Measuring Indicators of Perception**

Perception indicators were measured quantitatively making use of mostly categorical variable. The questionnaire was designed with most of the questions having predefined set of responses which facilitates treatment and analysis of the responses. The most important question for all the sections dealing with respondent satisfaction of services within the said sector had three (03) predefined answers; satisfied, unsatisfied, and indifferent, which are also known as categories for the said question.

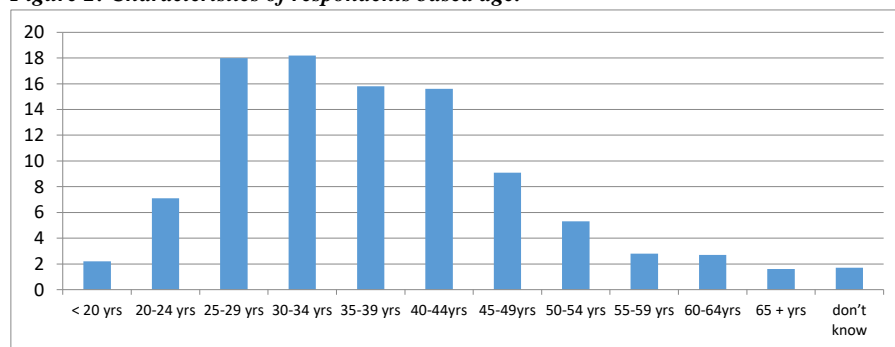
## CHAPTER THREE

### MAIN FINDINGS AND SUGGESTED RECOMMENDATIONS

#### 3.1 Characteristics of the Sampled Population

The General characteristics of the sampled respondents within the households were as follows.

**Figure 2: Characteristics of respondents based age.**



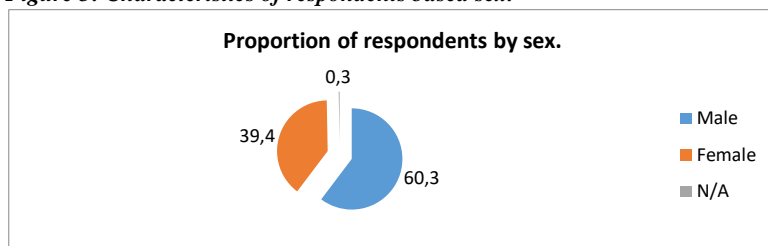
Source: survey report CCPA Bamusso, 2017

According to the inclusion criteria for respondents, He/she had to be at list 18 years of age and stable to provide information. In general, the majority of respondents were of ages ranging from 25 to 44 years, with those who are aged 30-34 years and 25-29 years having proportions of 18.2% and 18% respectively. Those age 35 to 39 years and 40 to 44 years have proportions of 15.5% and 15.6% respectively. The respondents age 45-49 years, 20-24 years and 50 to 54 years have proportions within 5% and 10% for each of these age groups. Again the respondents with age groups above 50 years and those aged less than 20 years each had proportions between 1% and 3%. Only 17 % of the household respondents did not know their age.

Majority of the respondents are youths and were the household members who were present during the visits of the enumerators. Just a little number of them were about 50 years and above. The high proportion of youth respondents may be because they are the highest number of age groups within communities and many people of older ages are more engaged in agricultural activities, so they were not present during the visits of the enumerators.

**Commenté [r8]:** information here was not relevant for Bamusso and was taken out

**Figure 3: Characteristics of respondents based sex.**

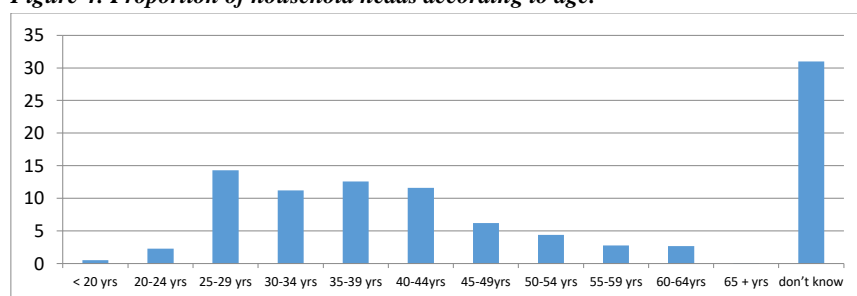


*Source: survey report CCPA Bamusso, 2017*

Majority of the respondents were males (60.3%) and a proportion of 39.4% of the respondents were females.

Within the context of CCPA study, priority was given to the Household head or his/her spouse to give responses to the questions asked. Except in their absence, could another member of the household be interviewed. With this note, it is important to know the general characteristics of the sub population of households heads within the survey. Figure 3 below shows that most household heads interviewed were of ages between 25 and 29 years old (14.3%), followed by those aged 35 to 39 years (12.6%), and between the ages of 30 and 34 years and 40 to 44 years old with proportions of 11.2% and 11.6% respectively.

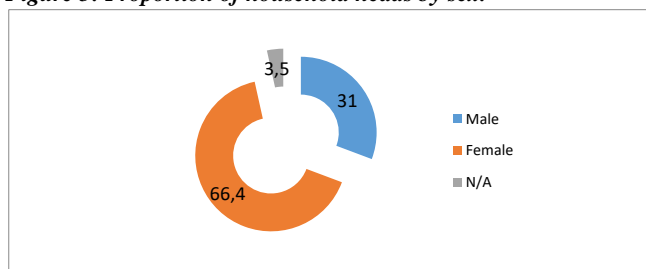
**Figure 4: Proportion of household heads according to age.**



*Source: survey report CCPA Bamusso, 2017*

Interestingly, women formed the majority of the population of household heads representing 66.4% as opposed to 31.1% for males. 3.5% of the household heads were unavailable during the survey period.

**Figure 5: Proportion of household heads by sex.**



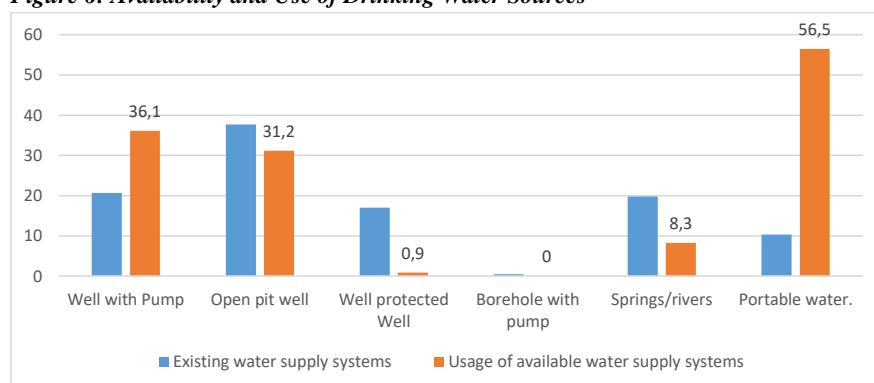
Source: survey report CCPA Bamusso, 2017

## 3.2 Water Sector

### 3.2.1 Availability and Utilisation

Six main water supply systems were identified by the respondents as the major source of water in the Bamusso municipality. The percentage of knowledge of the existence of these water sources by the respondents is illustrated in figure 6.

**Figure 6: Availability and Use of Drinking Water Sources**



Source: survey report CCPA Bamusso, 2017

The two main water sources recognized by the respondents are Open pit well (37.7%) and Well with pump (20.7%). Other water supply systems exist these include; Springs and Rivers (19.8%), protected Wells (17%) and portable pipe borne water (10.3%). A very small proportion of respondents acknowledged the existence of Bore holes with pumps (0.5%).

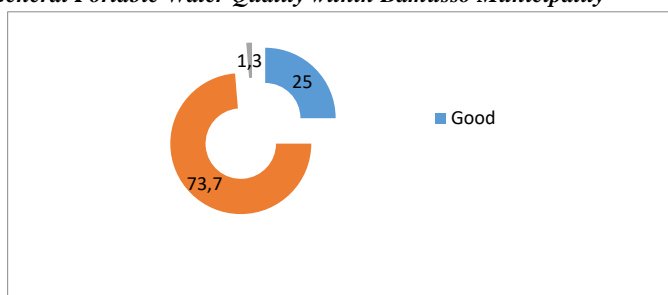
With the existence of these water supply systems in mind, the sampled households had preferences based on the type of water supply they often use to carry out their domestic

activities. A little just over 50% of the respondents (56.5%) used more of pipe borne water, as compared to the other systems. 36.1% of households preferred using Wells with pumps and 31.2% using open pit wells. 8.3 % use the sprigs and rivers in their communities and just 0.9 of households use well protected Wells. No household reported using Boreholes with pumps.

### 3.2.2 Quality and Cost of Water Services

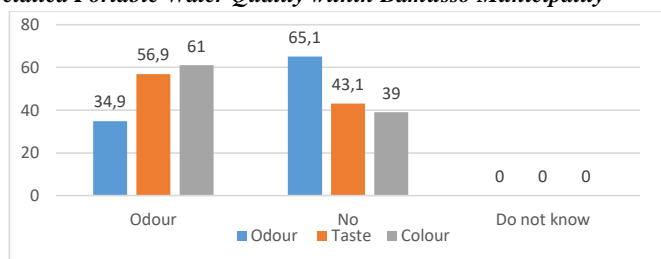
Water quality within the Bamusso municipality is generally poor as affirmed by 73.7% of the households surveyed, while 25% said the water quality was good. The majority of those who said the water quality was poor, was because the water had odour, colour, or taste. 34.9% said the water had odour, 56.9% of households complained of water having taste and 61% said the water had colour. This is shown on figure 6 and 7 below.

**Figure 7: General Portable Water Quality within Bamusso Municipality**



Source: survey report CCPA Bamusso, 2017

**Figure 8: Detailed Portable Water Quality within Bamusso Municipality**

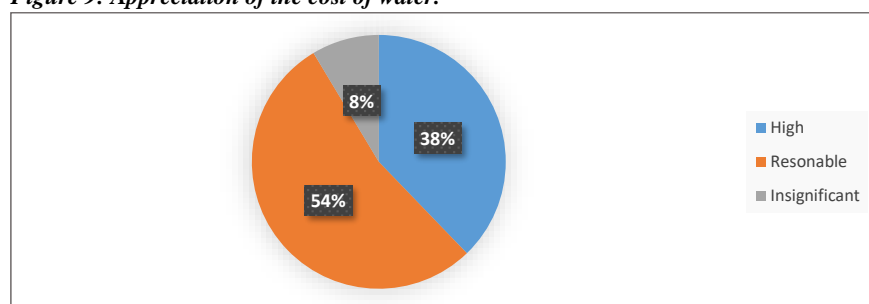


Source: survey report CCPA Bamusso, 2017

With regards to cost of portable within Bamusso, the research shows that only 29.6% of all households surveyed, incur an average monthly cost for portable water. Unfortunately, the

sample size was small to make any statistical conclusion on this information. Hence, only a clue of the proportion of households who spend to get water will be shown. Averagely, households spend 489 F CFA. An appreciation of the cost of water by the households is given below. Note that the information only gives a clue.

**Figure 9: Appreciation of the cost of water.**



*Source: survey report CCPA Bamusso, 2017*

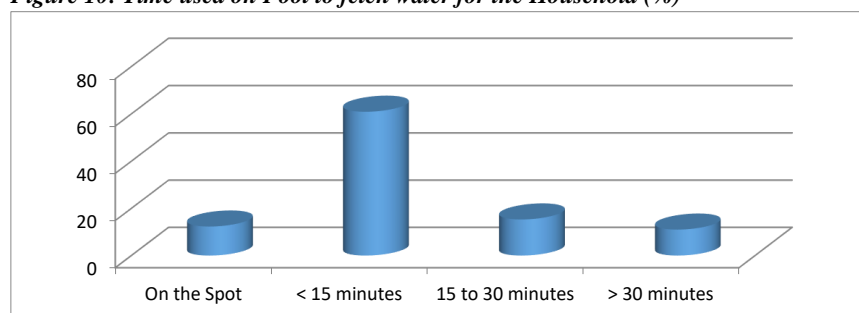
Most of those who spend money for water said that the cost of water was Reasonable (53.6%) and 37.6 said the cost of getting water was high. 8.6% considered the cost of water to be insignificant.

### 3.2.3 Appreciation of Water Services

On the whole, 62.3% of households surveyed have access to portable water all year round, while 92.4% have access to portable water all day. The high access to portable water year round can be explained by the fact that majority of the communities have wells and most of the portable water sources are developed from springs and rivers in these communities. Even though there is a high availability of water supply, a great number of households (60.9%) walk for more than 15 minutes to fetch water, 15.3% for 15 to 30 minutes and 11 % for more than 30 minutes. 12.8% of households fetch water on the spot.



**Figure 10: Time used on Foot to fetch water for the Household (%)**

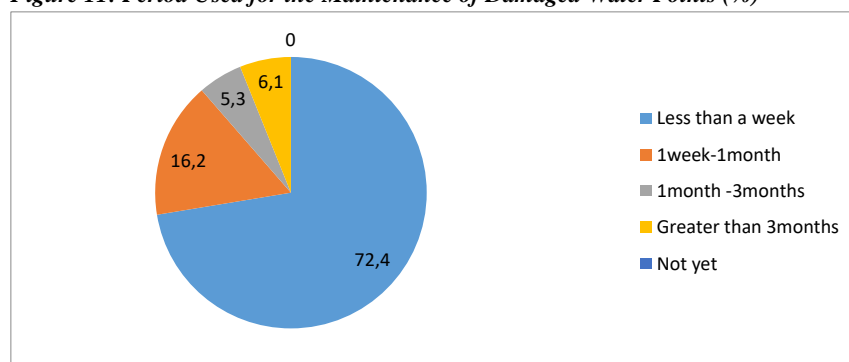


Source: survey report CCPA Bamusso, 2017

In order to make water more accessible, it is necessary for the water supply pipelines to be expanded, in order to supply more numbers of households. This will help reduced the time household members spend to fetch water.

The proportion of households who said their public water source has been damaged within the last 3 months was 47.3 %. Out of these, 72.4 % of them said that the public water source had been damaged in less than a week. 16.2% of them experience damage of the water sources between a week and a month, 5.3% experience water damage problems between one and three months. 6.1 % of the households in Bamusso had water problems for moiré than three months.

**Figure 11: Period Used for the Maintenance of Damaged Water Points (%)**

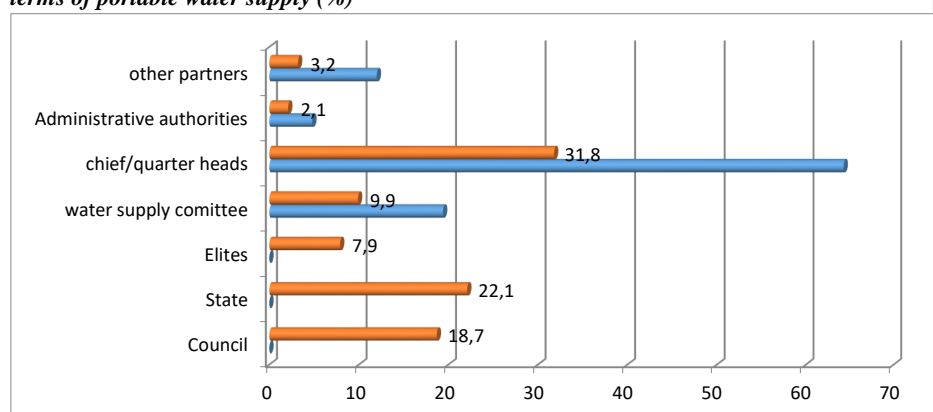


Source: survey report CCPA Bamusso, 2017

For those households who reported the repair of a damaged water point, it was necessary to find out which person or institution was responsible for the repairs. The survey showed that, 64.3% of the reported cases were solved by village and quarter heads, 19.4% was handled bythe

committee in charge of water supply, 12% of damages were repaired by other partners/stakeholders (CSOs, NGOs, Foreign Agencies etc.), and 4.8% by administrative authorities. The Government, Council, and the Elites in Bamusso, make no contributions in repairing damaged water systems. This is illustrated bellow.

**Figure 12: Main stakeholders in charge of meeting the needs expressed by households in terms of portable water supply (%)**



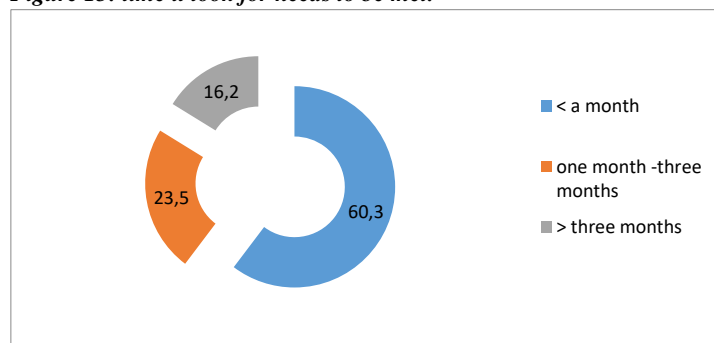
Source: survey report CCPA Bamusso, 2017

The maintenance of water supply in Bamusso is highly dependent on the village/quarter heads, the committee in charge of water supply and other partners. The Government, The Council, and the Elites in Bamusso, make no contributions in repairing damaged water system. Thus it will be necessary for the government and the elites to assist in getting involved in water supply projects to increase water access.

A proportion of 25.6% of the household respondents expressed the need for repairs to the various authorities. 31.8% expressed their water problems to the chiefs and quarter heads, 22.1% to the state, and 18.7% to the council. The rest of complaints were each below 10% and were made to the water committee, the elites and other partners. 35.9% of the household respondents said that their needs had been met.

The percentage of households that were satisfied with the authorities based on the time it took to fulfill their needs was as follows.

**Figure 13: time it took for needs to be met.**



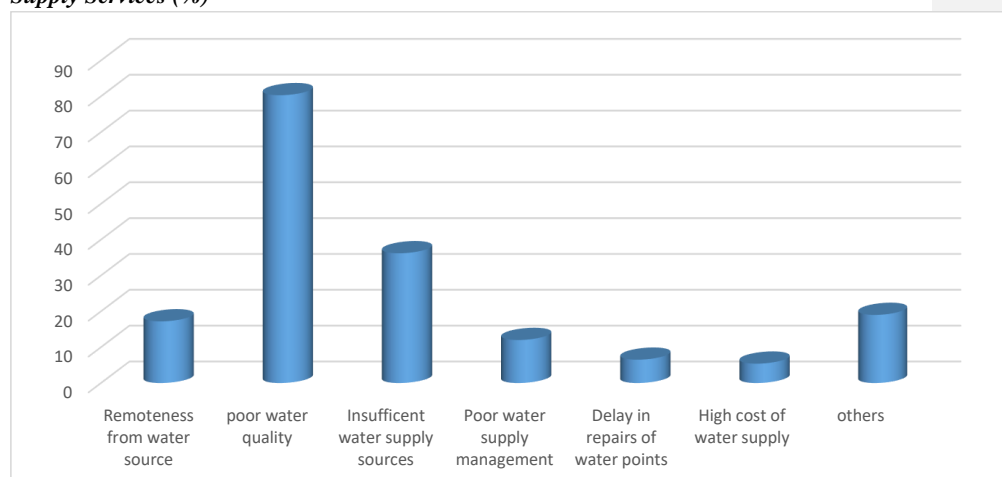
*Source: survey report CCPA Bamusso, 2017*

Majority of the respondents said that their needs were met in less than a month (60.3%), a proportion of 23.5% water needs were met between one month and three months and 16.2% of households needs were met in more than three months.

### **3.2.4 Dissatisfaction with the Provision of Portable Water Supply**

In all 75.7% of households expressed their dissatisfaction in the provision of portable water supply. The main reason for dissatisfaction pointed out by households in Bamusso in terms of water supply is the poor quality of water supply, which accounts for 80.3% of household dissatisfaction. Insufficient water sources accounts for 36.2% of the dissatisfactions and 17.2% dissatisfaction for the remoteness from water source. Poor water supply dissatisfaction was 12%, delayed repairs of the water points was 6.5% and less 5.4% of households expressed dissatisfaction in terms of cost. 19% expressed their dissatisfaction based on other reasons. This is shown below.

**Figure 14: Reasons for Households Dissatisfaction with the Provision of Portable Water Supply Services (%)**



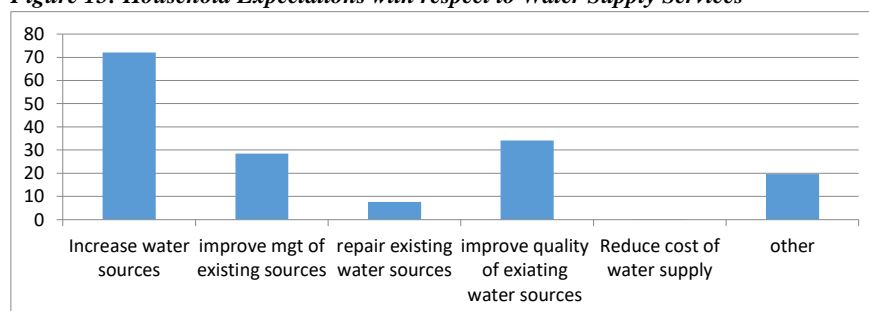
*Source: survey report CCPA Bamusso, 2017*

The main reasons for households' dissatisfaction include insufficiency of water supply, poor water quality and remoteness from the water source. This is mainly because the water supply is mainly dependent on community actions and not necessarily on organisations and government bodies explaining the water's insufficiency and poor quality.

### 3.2.5 Main Expectations in the Supply of Portable Water

With respect to the supply of portable water within the Bamusso municipality, the households sampled had a number of expectations from the services in charge. 72.1% of the households expect an increase in water supply sources inspired by shortages in water supply within the community. 28.5% of the households expect improvement in the management of the existing water supply sources which will provide a more consistent water supply day and year round. Also, Other households expected the repairs of damaged existing water points (7.6%), improvement of the quality of the existing water sources (34.1%), and other expectations (19.7%). Expectations in reducing the cost of water was 0.2%.

**Figure 15: Household Expectations with respect to Water Supply Services**



Source: survey report CCPA Bamusso, 2017

### 3.2.6 Overview of Household Perception on Portable Water Supply Services and Suggested Recommendations

In all, the Bamusso municipality has very high access to portable water as examined above, but due to poor management, quality, and delayed repairs, access is not consistent throughout the year. The problems so far identified for amelioration include:

- Poorly constructed water sources
- Lack of funding for maintenance of water systems.
- Remoteness and insufficient portable water supply sources within the community
- Poor management of water supply sources, and poor quality of water
- Inadequate communication between the population and water supply management authorities

This has given rise to some suggestions which if handled, will improve the availability and quality of portable water within the community.

- Increase government involvement in water supply.
- Water management committees should be formed and empowered around all public water supply sources to ensure quality management of the source, and prompt reactions to any damages incurred by the water point.
- Damaged existing sources of portable water supply should be repaired as soon as possible because these damaged points have increase the pressure on other water points meant to serve a number of households only.
- The council authority should make available community water schemes to help reduce the cost of households in getting portable water.

- The quality of portable water is a major player in the health of households, and so special measures should be taken by the authorities in charge to ensure very good quality of portable water going into households within the community.
- Installatoinof CAMWATER services within the municipality
- Provide more water points within the community to increase access to potable water with focal points being the Concil and MINEE
- Increase potable water sources within the municipality

Commenté [r9]: included

Commenté [r10]: included

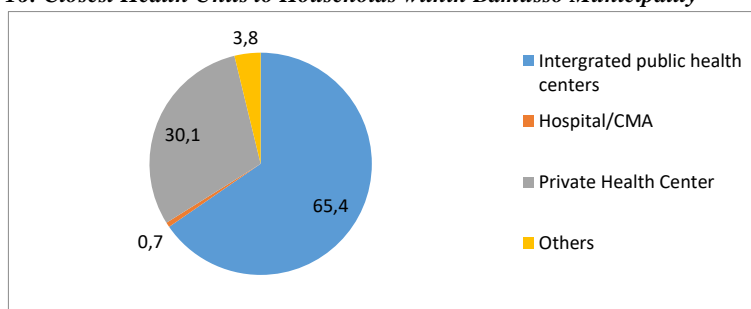
### 3.3 Health Sector

#### 3.3.1 Availability and Utilisation

From all households sampled within the survey, the integrated public health centers appear to be most accessible to households within the community with a response rate of 65.4%, followed by private health centers with 30.1%, and CMA with 0.7%. Unfortunately, 3.8% of households do not have any health unit near their households. The figure below helps demonstrates the proximity of health units to households within the community.

Commenté [r11]: it was explained yesterday that the current Health unit was transformed to a CMA

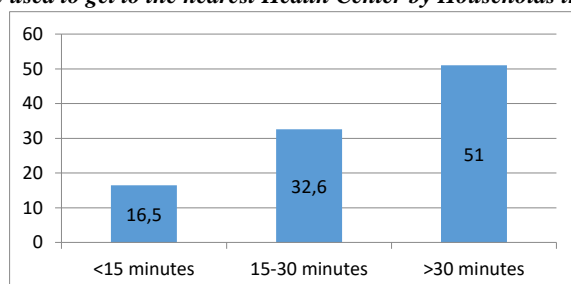
**Figure 16: Closest Health Units to Households within Bamusso Municipality**



Source: survey report CCPA Bamusso 2017

Though, a number of health *centers* are quite distant from the households, it was necessary to find out the actual time required to get to these health units. The figure below shows that the lager portion of households can get to the closest health unit in more than 30 minutes, 32.6% between 15 and 30 minutes, and 16.5% in less than 15minutes.

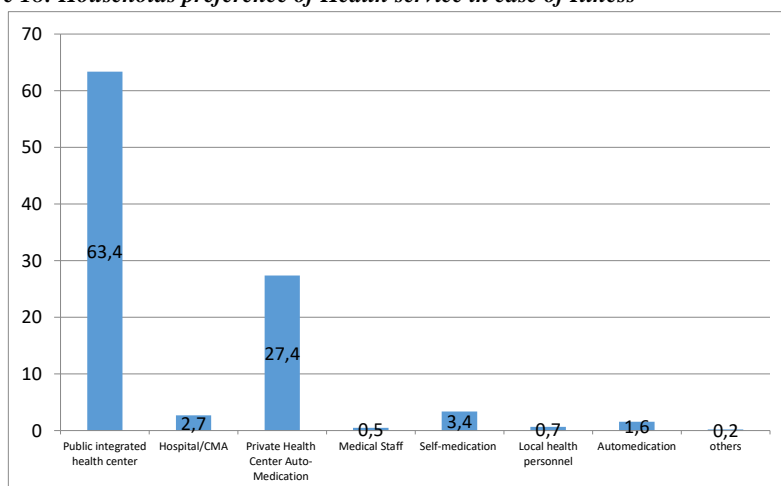
**Figure 17: Time used to get to the nearest Health Center by Households in the Community**



Source: survey report CCPA Bamusso, 2017

The research further revealed that, most households (63.4%) take preference to Public integrated health centers when health issues arise within the house and 27.4% prefer private health centers. Less than 3% of the households said they visited Hospital/CMA, practiced auto medication, went to a local medical personnel or a tradi-practitioner, this is illustrated below.

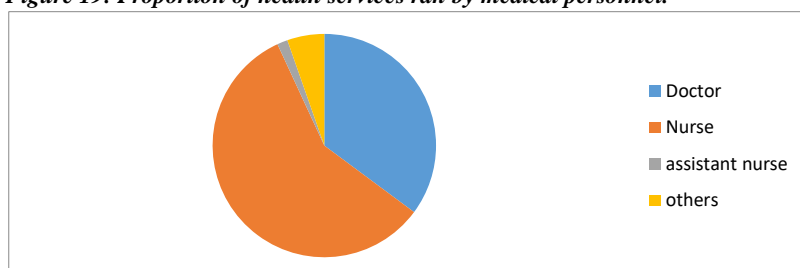
**Figure 18: Households preference of Health service in case of Illness**



Source: survey report CCPA Bamusso, 2017

Of all households sampled, 40.3% use the nearest health care unit to their households. With proportion, they are quite aware of the persons in charge of the health unit. The survey revealed that 57.2% of the nearest health care units used by households are headed by nurses, while 34.7% are headed by nurses. 5.3% of the facilities are managed by other medical personnel and 1.4 % by assistant nurses.

**Figure 19: Proportion of health services ran by medical personnel.**



Source: survey report CCPA Bamusso, 2017

### 3.3.2 Quality and Cost of Health Services

In terms of quality of health service, the survey was interested in finding out the situation of the health unit the last time a member of households visited the facility, in terms of personnel, availability of medications, and equipment.

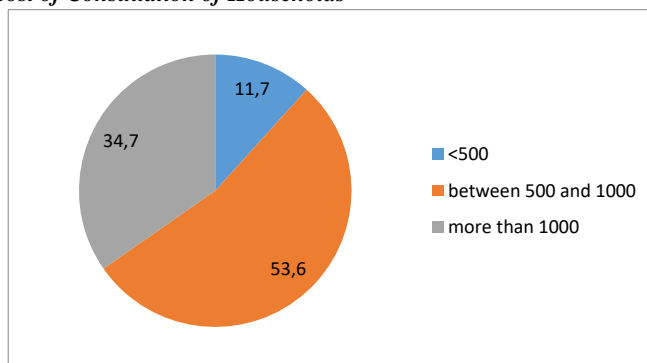
They survey revealed that, almost all health units used by households had the medical personnel present, as seen by a 95.7% response from all households sampled. Also, minor equipment (syringes, alcohol, scissors, etc.) were available in the health facility as said by 97.2% of households. This shows that the health units are capable of carrying out minor emergency cases. Also, 94.8% of households said hospitalization wards were available for admission of patients. In these hospitalization wards, 59.6% of households reported less than 5 beds found in the wards, 25.4% reported 5 to 10 beds, 4.3% reported more than 10 beds, while 10.7% could not tell the number of beds found in the ward.

With regards to availability of medication within the health care unit, almost all of the households reported the availability of a pharmacy or pro-pharmacy (90.1%), while 66.3% of households said the pharmacies actually had drugs during their visit to the nearest health care unit.

In terms of cost of health services, 97.6% of households reported paying an amount of money for consultation at the nearest health care unit visited.



**Figure 20: Cost of Consultation of Households**



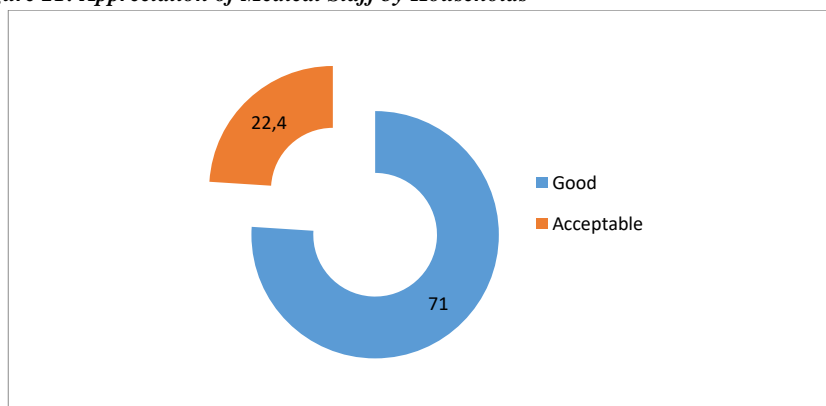
Source: survey report CCPA Bamusso, 2017

From the figure, 53.6% of households reported paying between 500 and 1000 FCFA for consultation, 34.7% above 1000 FCFA, and 11.7% below 500 FCFA. With these different cost of consultation, 52.6% of households found the amount to be reasonable or affordable, while 42.9% found the amount to be high for them, and just 4.5% said the amount was insignificant to them and posed no inconveniences for them.

### 3.3.3 Appreciation of Health Services

In general, the majority of households sampled revealed that they found the attitude of the medical staffs at the nearest health care unit visited to be good, as seen by a 71% response rate, while 22.4% said their attitude was fair.

**Figure 21: Appreciation of Medical Staff by Households**



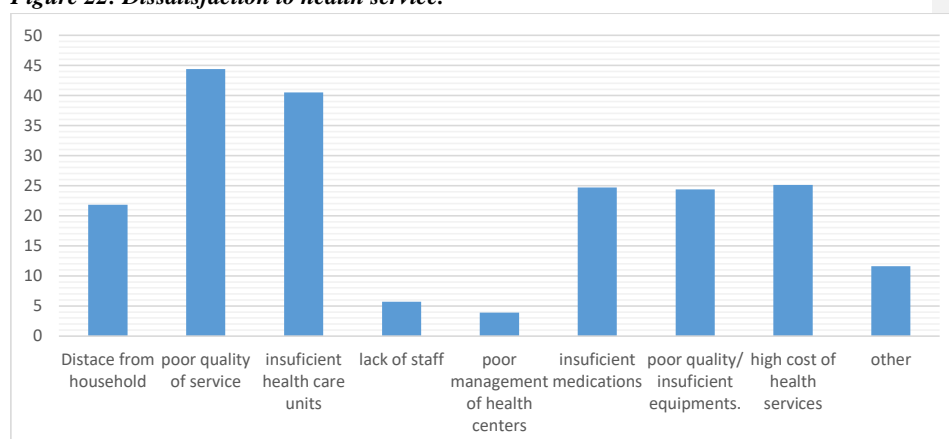
Source: survey report CCPA Bamusso, 2017

### 3.3.4 Dissatisfaction of Households with Health Services

The proportion of households who declared that most of their health problems in the villages were resolved was 36.5%. 60% of households were not satisfied with their health services, and were attributed to reasons as remoteness of health care units, high cost of health care, insufficient drugs, insufficient and poor equipment of the health unit etc. the percentages of household dissatisfaction based on particular reasons can be shown below.

Commenté [r12]: checked

**Figure 22: Dissatisfaction to health service.**



Source: survey report CCPA Bamusso, 2017

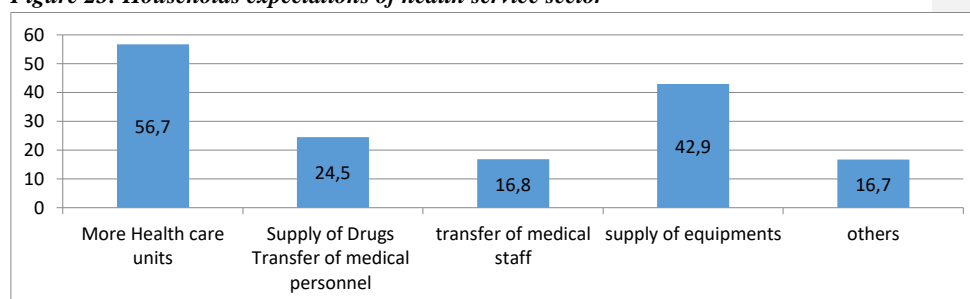
As shown above majority of dissatisfaction of households is due to poor health quality and lack of health care units to serve the population of Bamusso. Distance of health center from household, insufficient medication, insufficient equipment and the high cost of health services also contribute to the dissatisfaction of the community. Insufficient staff and poor management were both the list reasons for dissatisfaction.

### 3.3.5 Expectations of Households with regards to Health Services

As always, households are not short of expectations from the health sector. 59.7% of households expect an increase in the number of health care units within the municipality, while 42.9% expect the provision of more and better equipment within the health care units. 24.5% and 16.8% of households respectively, expect the supply of more drugs to health care units,

and the transfer of a medical personnel from the health care unit. 16.7% expect other improvements of the health care units.

**Figure 23: Households expectations of health service sector**



Source: survey report CCPA Bamusso, 2017

### 3.3.6 Overview of Households perception on Health Services and Suggested Recommendations

On a general note, the provision of health services within the Bamusso municipality is highly appreciated by the population due to;

- Availability of medical personnel at the various health care units
- Availability of basic materials and equipment in health care units
- The existence of pharmacies/pro-pharmacies within the various health care units
- About 90% of the population judge the consultation fee to be insignificant or reasonable
- The population have a good perception of the reception in health
- The population is satisfied or generally satisfied with the health services offered in the community
- The non-preference for traditional medication in case of health problems

Though health care services are quite good within the municipality, some ameliorations need to be done, to provide better quality services to the population. To help them achieve this goal, the following suggestions were made;

- More drugs should be made available within the health care units, and a detailed list of all drug prices, including all other fees to be paid for any service from the unit.
- More hospital equipment should be provided for the health care units, so as to improve the quality of health care services provided to the public.

- Improve quality and quantity of medical staff.
- Renew and motivate the existing dialogue structures.

Commenté [r13]: included

### 3.4 Educational Sector (Basic, Primary, Secondary and Vocational training)

Only nursery and primary schools are known to be existing in Bamusso, and there is a very insignificant knowledge about the existence of a secondary school though the government has put in place technical services (sub divisional inspectorate for basic education and Delegation of secondary education) to monitor the smooth functioning of various schools in this municipality, these institutions still face the problem of inadequate pedagogic materials, limited classrooms and desks, ill equipped technical services and insufficient staff. Though households responded that secondary schools were not existing within the municipality, it is a fact that a secondary school exist in Bekumu, Mbongo, and Illuani main towns. SARS also exist in Ekombe Lingo and Bamusso.

Commenté [r14]: Data concerning the existence of secondary school was too small

Commenté [r15]: Included and checked

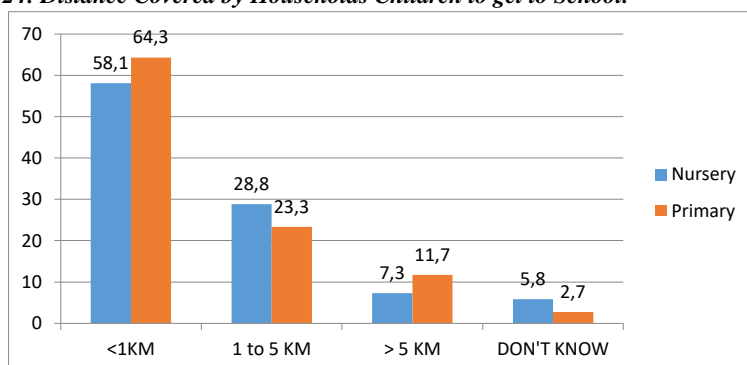
It should however be noted that, the actual number of households who answered questions with regards to secondary schools were less than 25, and so a genuine conclusion cannot really be drawn from their responses given the small sample size. Those who responded on nursery schools were just between 25 and 50, hence it will be difficult to draw any conclusions from the proportions and will only serve as a clue. For the purpose of our analysis, these figures of nursery education will be presented in parenthesis. Also, no vocational training centers were reported to exist in Bamusso.

#### 3.4.1 Availability and Utilization of Educational Services

The survey revealed the existence of nursery and primary institutions within the municipality. All households with children in nursery and primary school confirmed the existence of these schools within their quarter/village, that is (100%) and 100 % for the primary schools. Within the community, the average number of children per households attending the nursery school within the village/quarter was reported to be approximately (2) children, 2 children still for primary.

The distance to be covered by children of households to get school was also analyzed, and it showed the following;

**Figure 24: Distance Covered by Households Children to get to School.**

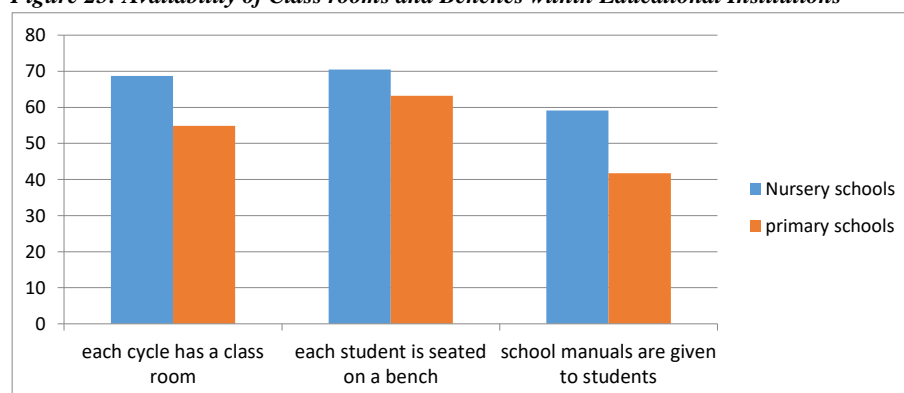


Source: survey report CCPA Bamusso, 2017

The survey revealed that, most nursery and primary schools are less than a kilometer from the households as reported (58.1% and 62.4% respectively). 28.8% and 23.3% of the households said that their children walk between 1 to 5 KM before they arrive the nursery and primary schools respectively. 7.3 % of the households' nursery students walk for over 5KM before arriving school, while 11.7% of households with primary students walked for over 5 KM. A proportion of (5.8%) and 2.7% did not know the distance covered by the children in nursery and primary schools respectively.

It was also of interest to know if the various schooling institutions disposed of the complete cycles as required by standards. The survey revealed that, 81.6 of the primary schools had a first cycle.

**Figure 25: Availability of Class rooms and Benches within Educational Institutions**



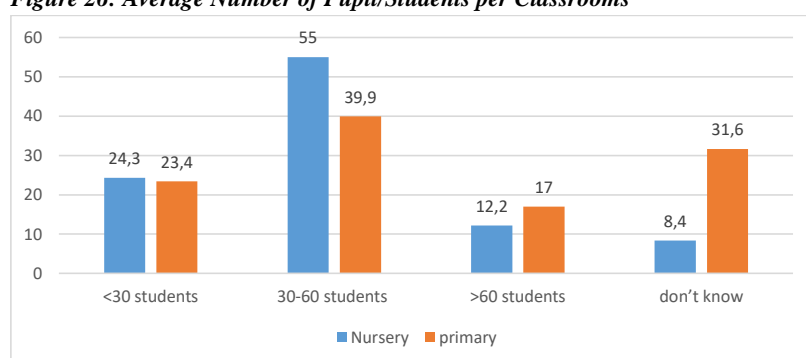
Source: survey report CCPA Bamusso, 2017

In addition, (68.7%) and 70.5% of all households said that both educational institution had all required class rooms for the nursery and primary schools respectively. (70.5%) of the nursery and 63.2% of the primary schools have each child seating on a bench and (59.1%) and 41.7% said books are given to students in the bursary and primary schools respectively.

### 3.4.2 Quality and Cost in the Provision of Educational Services

The quality and cost of education is very vital for the development of any nation, and so some emphasis was laid in finding out these aspects of the nursery, primary and secondary educational systems. In the framework of this study, the main variables used in measuring the quality of education included; number of children per classroom and attendance of teachers, while the variables for cost included; average annual cost of tuition per child and additional expenditures.

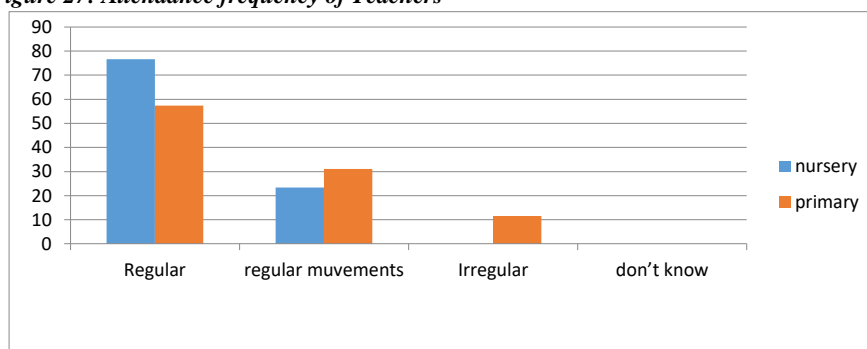
**Figure 26: Average Number of Pupil/Students per Classrooms**



Source: survey report CCPA Bamusso, 2017

The data obtained from the households with children in nursery schools could serve as a clue to the number of students per class in nursery schools. Generally, 55% and 39.9% of the households' said that there are averagely 30 to 60 students per class in the nursery schools and primary schools respectively. 24.3% and 23.4% said that there are less than 30 students per class in the nursery and primary schools respectively. 12.2% and 17% of the respondents said that there are over 30 students per class in the nursery and primary schools respectively. However, 8.4 % of household respondents did not know the number of students per class in the nursery schools and 31.6% did not know the number of students per class in primary schools.

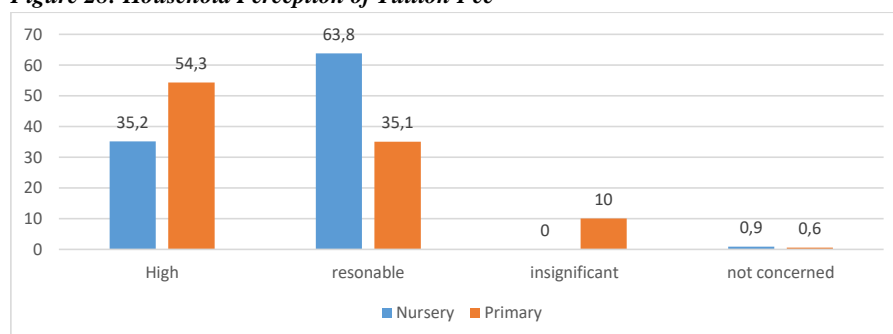
**Figure 27: Attendance frequency of Teachers**



Source: survey report CCPA Bamusso, 2017

It was also necessary to know if the teachers were regular in school attendance. In line with this, 76.6% and 57.4% of household respondents said that the teachers were regular in the nursery and primary schools respectively, a proportion 23.4% for nursery and 31.1 of primary schoolteachers move regularly. 11.5 of primary school teacher were regular and non of the nursery schools had irregular teachers.

**Figure 28: Household Perception of Tuition Fee**



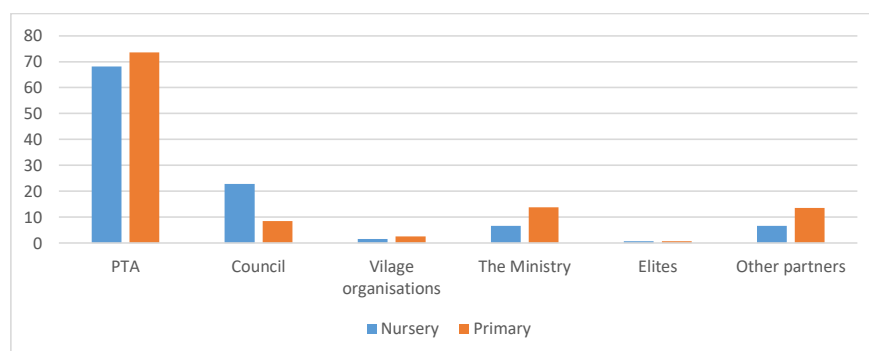
Source: survey report CCPA Bamusso, 2017

The proportions of household who paid the requested money for nursery and primary education are (99.1%) and 99.4% respectively. However, there were variations in the appreciation of the amount spent on education. This is illustrated by the (35.2%) who said that the cost for nursery education was high and 54.3% said that the cost for primary education was high. Also (63.8%) and 35.1% found the amount to be reasonable for nursery and primary education respectively.

Just 10% said that the cost was insignificant for primary education, nobody found the cost of nursery education to be insignificant. Less than 1 % of household participants were not concerned with the cost of education in both nursery or primary educations.

When school equipment such as benches, tables, computers, windows, Laboratory needs etc. are damaged, certain bodies are responsible for repairing this equipment. A number of these bodies were identified. They include the Parents Teachers Association, the Council, Village organizations, The various ministries of education (MINEDUB, MINSEC, and MINEFOP), the Elites and other partners such as NGOs, churches and Donors. The percentage of household members who declared that school equipment was repaired by the various bodies mentioned above is illustrated in the table below. The values obtained for nursery schools can only serve as a clue.

**Figure 29: Institutions in charge of maintenance activities within schools in case of damages**



Source: survey report CCPA Bamusso, 2017

The PTA is highly involved in the repairs, with a proportion of 60% and above, as declared by the household members. The council is involved with a proportion of 22.8% and 8.5% of the repairs in the nursery and primary schools respectively. The Ministries and Other partners each have similar proportions of 6.6% and 13.8% of nursery and primary repairs respectively contributions in repairs made by the village organisations and the elites each had proportions of less than 3% for Nursery or primary education.

Commenté [r16]: these are results gathered from the survey

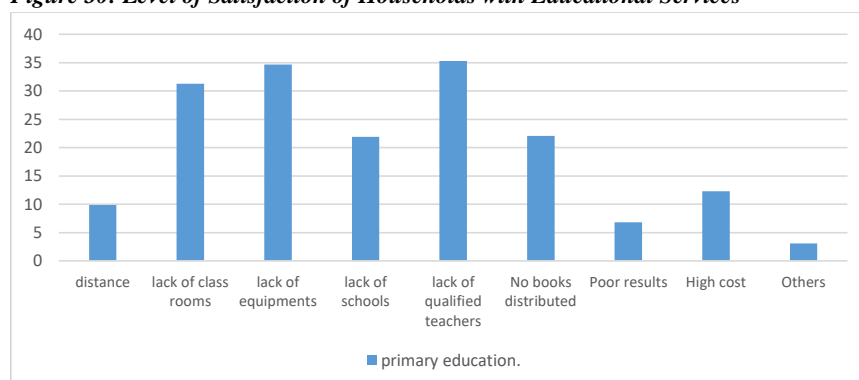


### 3.4.3 Appreciation of Educational Services

A proportion of household members who have children attending the various cycles of education were dissatisfied with the services provided by the schools. 15.1% were dissatisfied with the nursery services, 19.5% dissatisfied with primary education and 17.3% not satisfied with the secondary education. They expressed their dissatisfaction based on criteria such as distance of school from house, lack of class rooms, lack of equipment, lack of schools, lack of qualified teachers, and absence of distribution of school text books, poor results, high cost and other reasons. The data obtained however can only serve as an eye opener to their dissatisfaction and may not be statistically significant. This is illustrated below.

### 3.4.4 Dissatisfaction of Households with Educational Services

**Figure 30: Level of Satisfaction of Households with Educational Services**



Source: survey report CCPA Bamusso, 2017

Primary education had the highest dissatisfaction with a proportion of 19.2% and that for nursery and primary schools were all less than 10% each. The level of satisfaction for vocational education was 0.3%. Much cannot be said about the level of satisfaction in nursery and secondary education because the number of respondents were below 25. Also the figures obtained for primary education can only serve as an eye opener to the situation. Hence the focus will be on primary education.

Over 30% of household participants declared their dissatisfaction in each sectors of performance of teachers, insufficient equipment and lack of class rooms. Also just over 20% were not happy with the lack of schools and lack of manuals been sheared in the primary

**Commenté [r17]:** Verify this data for consistency

**Commenté [r18]:** Explained this yesterday about the number respondents who answered this question

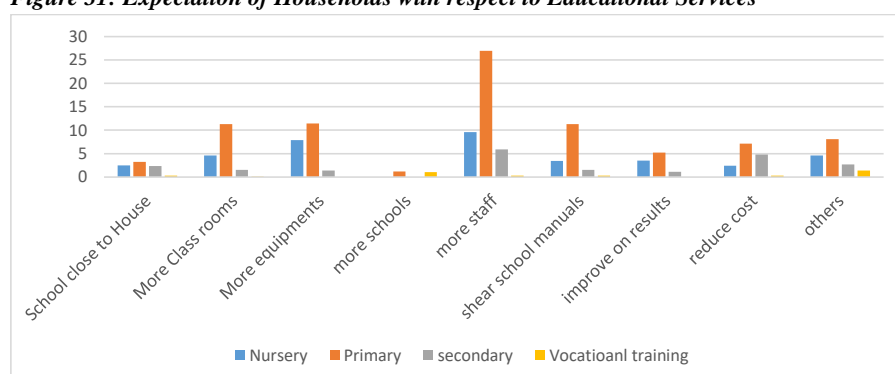
schools. 12.3% felt that the cost of primary education was not satisfactory and less than 10% were not satisfied in each sector of distance to schools, poor results and for other reasons.

### 3.4.5 Expectations of Households with regards to Educational Services

To ensure that the education of the children of the households is conducive, households have a number of expectations. Many of them expect that class rooms should be added to create more space for students, also employing qualified teachers is expected by the households. Other expectations were raised by the participants as shown below.

Commenté [r19]: checked

**Figure 31: Expectation of Households with respect to Educational Services**



Source: survey report CCPA Bamusso, 2017

The need for more teachers is highly expected by the household participants, with 9.6% for the nursery schools, 27.0% for primary schools, 5.9% for secondary schools and 0.3% for vocational training centers. More also needs to be done in adding more class rooms to the various educational cycles, with 4.6% for nursery schools, 11.3% for the primary schools, 1.5% and 0.1% for secondary and vocational training centers respectively. Also less than 12% of the participants expect a drop in cost for education, have a school close to the house, and equipment and share text books in schools at the various educational levels. Just about 1% of the participants expect more schools to be constructed. Between 1% to 10% had other expectations at the nursery, primary, secondary levels of education and vocational educations.

Commenté [r20]: checked

### 3.4.6 Overview of Household perception of Educational Services and Suggested Recommendations

On a general note, the provision of educational services within the Bamusso municipality is highly appreciated by the population due to;

- Availability of nursery, primary and secondary cycles of education
- Availability of basic materials and equipment in schools.
- Availability of staff
- Above 80% of the population are able to pay for their child's education
- The population have a good perception of the educational systems
- The population is satisfied or generally satisfied with the educational services offered in the community

Though educational services are quite good within the municipality, some ameliorations need to be done, to provide better quality services to the population. To help them achieve this goal, NADEV suggest the following;

- Vocational training centres should be made available to promote skilled talents
- More school equipment should be provided for schools, so as to improve the quality of educational care services provided to the public.
- Improve on the capacity of teaching staff to better render educational care services to the population.
- More school manuals should be distributed in schools in order to ensure students active participation.
- Make schools more accessible by improving on the road conditions leading to these schools.
- Increase the number of teachers in schools within the municipality
- The teachers should be more performant.
- Parents should be sensitized on the importance of education of children within rural areas.

### 3.5 Council Services

Commenté [r21]: checked

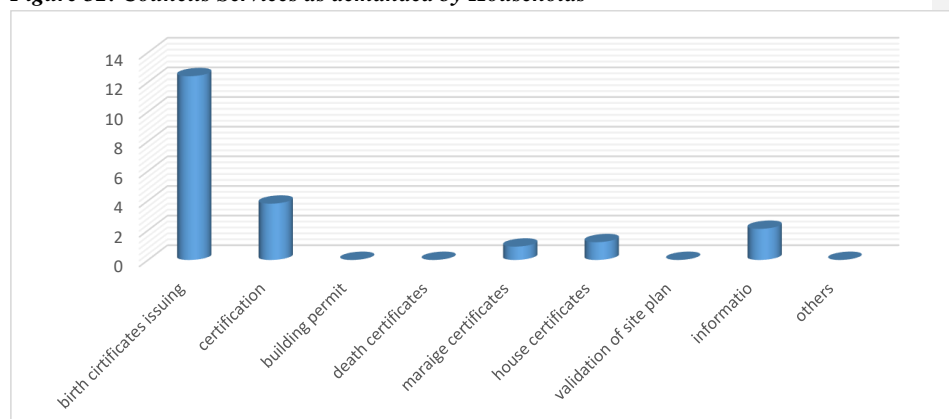
The council represents the decentralized local authority at the level of the community, headed by the mayor. As such, the council has the authority to provide certain services to the population which it serves. Hence, this study was also in a bit to find out the various services offered by

the council to its community, the quality of these services and the perception of households with regards to these services.

### 3.5.1 Availability and Utilization of Council Services

There are several reasons why the people of the Bamusso visit the council. According to the study, the following council services were evaluated and the time spent by the households before the service was rendered. However, the data obtained on the time taken to deliver these services was too small to be considered of statistical significance. Hence the study will focus more on the proportion of households who went to the council to apply for one of its services as illustrated bellow.

**Figure 32: Councils Services as demanded by Households**

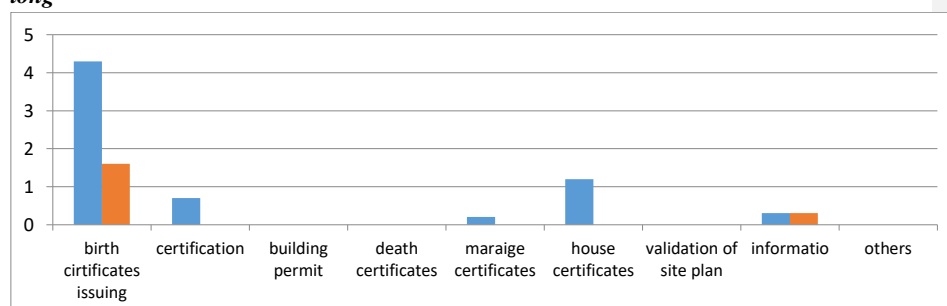


Source: survey report CCPA Bamusso, 2017

12.4% of household participants visited the council for issuing of birth certificates, 3.9 % went to the council for certification, 2.1 to get information and 1.2% for certificate of residence. 0.9% of the household members went to the council for marriage certificates.

### 3.5.2 Quality and Cost in the Provision of Council Services

**Figure 33: Percentage of households who regards the council service time as long or very long**



Source: survey report CCPA Bamusso, 2017

4.3% of the households felt that the delivery of birth certificates by the Bamusso council took very long, with 1.6% paying extra for the certificate and 0.3 % also felt that to obtain information took long, with 0.3% paying extra to obtain information. 0.7% waited for long to obtain their certified documents, 0.2 for marriage certificates and 1.2 for certification of residence.

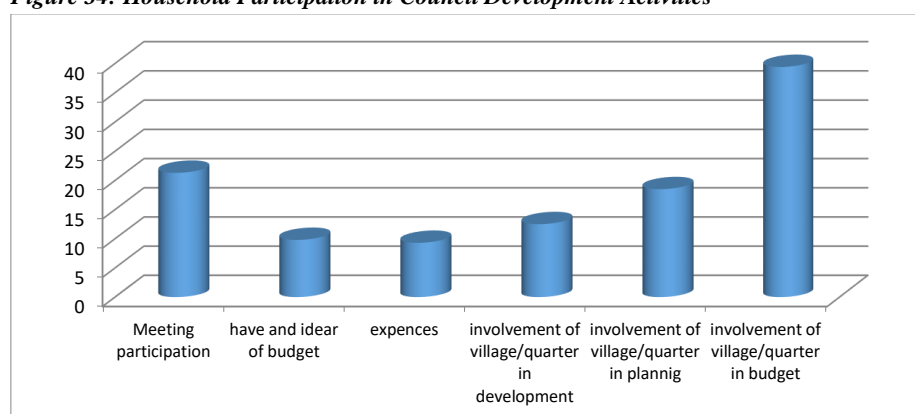
Commenté [r22]: checked

### 3.5.3 Appreciation of Council Services

The involvement of quarters and villages in council activities was also evaluated in this study. The proportion of council involving various communities and villages are shown below.

Commenté [r23]: checked

**Figure 34: Household Participation in Council Development Activities**



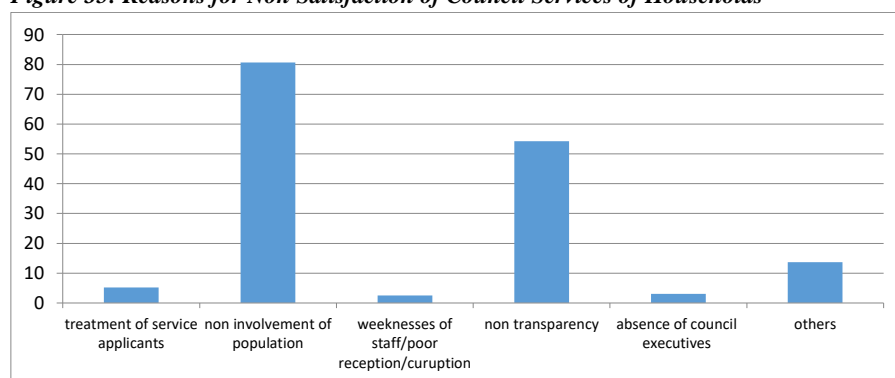
Source: survey report CCPA Bamusso, 2017

The Bamusso council involves 39.4% of its communities and villages in its budgeting, 21.2% of the households said that the communities are involved in council meetings. 18.5% of households said that the community was also involved in planning and a proportion of 12.5% of household believed that the council involved the community in development activities. 9.8 % of participants have knowledge of the council's budget, and less than 9.3% of households had knowledge on the expenses and budgeting of the council.

### 3.5.4 Dissatisfaction of Households with Council Services

Even though the council does a good job in providing services and involving its communities in its development actions, a proportion of 68.3% of the households expressed their dissatisfaction with regards to provision of these services.

**Figure 35: Reasons for Non Satisfaction of Council Services of Households**



Source: survey report CCPA Bamusso, 2017

However, 80% were not satisfied with the fact that the council does not involve the population in its activities, 54.3% felt that there is no transparency and a proportion of 13.7% were not happy for other reasons. 5.2% were not satisfied with reception upon application for services and 3.0% were not happy with the absence of council executives in their office, and a proportion of 2.5% of households were not satisfied with staff performance and corruption.

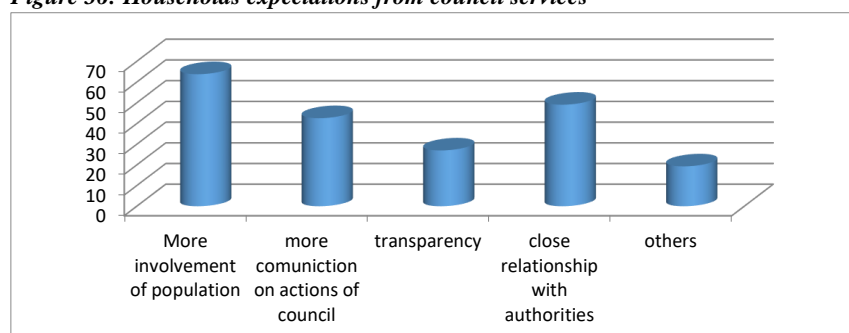
Commenté [r24]: checked

### 3.5.5 Expectations of Households with regards to Council Services

The households involved in the study also expressed their expectations from the council in

carrying out its activities. The proportion of expectation can be seen in the figure below;

**Figure 36: Households expectations from council services**



Source: survey report CCPA Bamusso , 2017

A proportion of 63.8% of households had expectations from the Bamusso council. However, 49.1% expressed their expectations involving a close relationship with the authorities. Expectations for more communication and transparency have proportions of 42.6% and 27% respectively. 19.3% of household had expectations for other reasons.

### **3.5.6 Overview of Household perception of Council Services and Suggested Recommendations**

On a general note, the provision of council services within the Bamusso municipality is highly appreciated by the population due to;

- Provision of council services to the population
- Provision of development projects and budgeting for various communities.
- Availability of staff
- The population have a good perception of council activities
- The population is satisfied or generally satisfied with the council services

Though educational services are quite good within the municipality, some ameliorations need to be done, to provide better quality services to the population. To help them achieve this goal, NADEV suggest the following;

- Improve accountability and transparency in council budgeting and expenditures
- Improvement on council staff behaviours.
- Timelines in providing services.
- More communication between the council and its population.

- Involvement of population in council activities
- More transparency in the way the council operates

### 3.6 Conclusion and Principal Recommendations

The aim of the Scorecard survey done in the Bamusso municipality was to assess the population's perception on Water Supply Services, Health Care Services, Educational Services, and Council Services. Though these services are appreciated by the people of the municipality, NADEV has put in place the following recommendations for each of these sectors.

#### Water Supply;

- Increase government involvement in water supply.
- Water management committees should be formed and empowered around all public water supply sources to ensure quality management of the source, and prompt reactions to any damages incurred by the water point.
- Damaged existing sources of portable water supply should be repaired as soon as possible because these damaged points have increased the pressure on other water points meant to serve a number of households only.
- The council authority should make available community water schemes to help reduce the cost of households in getting portable water.
- The quality of portable water is a major player in the health of households, and so special measures should be taken by the authorities in charge to ensure very good quality of portable water going into households within the community.
- Creation of CAMWATER services within the municipality
- Provide more water points within the community to increase access to potable water.

Commenté [r25]: included

#### Health Sector;

- More drugs should be made available within the health care units, and a detailed list of all drug prices, including all other fees to be paid for any service from the unit.
- More hospital equipment should be provided for the health care units, so as to improve the quality of health care services provided to the public.
- Improve quality and number of medical staff.
- Renew and motivate the existing dialogue structures.



### Education Sector;

- Vocational training centres should be made available to promote skilled talents
- More school equipment should be provided for schools, so as to improve the quality of educational care services provided to the public.
- Improve on the capacity of teaching staff to better render educational care services to the population.
- More school manuals should be distributed in schools in order to ensure students active participation.
- Make schools more accessible by improving on the road conditions leading to these schools.
- Increase the number of teachers in schools within the municipality
- The teachers should be more performant.

Parents should be sensitized on the importance of education of children within rural areas.

### Council Services;

- Improve accountability and transparency in council budgeting and expenditures
- Improvement on council staff behaviours.
- Timelines in providing services.
- More communication between the council and its population.
- Involvement of population in council activities

Commenté [r26]: included

Commenté [r27]: checked

Commenté [r28]: checked

## CHAPTER FOUR

### ACTION PLAN FOR THE IMPLEMENTATION OF CITIZEN CONTROL OF PUBLIC ACTION

#### 4.1 Program for the Dissemination of Results and Presentation of Action Plan

*Table3: Program for the Dissemination of Results and Presentation of Action Plan.*

Phase	Activities	Expected Results	Responsible	Partners	Start date	End date
Production of Reports	Submission of draft report	Final scorecard report is available	CSO	PNDP	28/04/2018	30/04/2018
	Reading of the report			Review panelists	01/05/2018	10/052018
	Reading workshop			PNDP Review panelists Representatives of all sectors involved	14/05/2018	26/05/2018
	Submission of final report			PNDP	28/05/2018	03/06/2018
Negotiation of Recommendations	Restitution workshop for councils	1. Lessons learned and expected changes 2. List of negotiated changes	PNDP	CSO Review panelists Representatives of all sectors involved	05/06/2018	12/06/2018

Dissemination of results	Broadcasting of results	Results are fully broadcasted to the general public	CSO	PNDP Media houses	17/06/2018	06/07/2018
Implementation	Implementation of accepted changes to different sectors	Accepted changes are implemented	Respective sectors	PNDP CSO	17/06/2018	14/08/2018

#### 4.2 Action Plan for the Implementation of Citizen Control of Public Action

**Table 4: Problems Identified, Suggested Solution and Level of implementation.**

Sector	Problems identified	Suggested Solutions	Level of implementation	
			<u>Local<sup>1</sup></u>	<u>Central</u>
water	<ul style="list-style-type: none"> <li>• Remoteness of household from water source</li> <li>• Poor water quality</li> <li>• Insufficient water supply sources</li> <li>• Poor water supply management</li> <li>• Delay in repairs of water points</li> <li>• High cost of water supply</li> </ul>	<ul style="list-style-type: none"> <li>• Increase government involvement in water supply.</li> <li>• Water management committees should be formed and empowered around all public water supply sources to ensure quality management of the source, and prompt reactions to any damages incurred by the water point.</li> <li>• Damaged existing sources of portable water supply should be repaired as soon as possible because these damaged points have increase the pressure on other water points meant to serve a number of households only.</li> <li>• The council authority should make available community water schemes to help reduce the cost of households in getting portable water.</li> <li>• The quality of portable water is a major player in the health of households, and so special measures should be taken by the authorities in charge to ensure very good</li> </ul>	Communities	CAMWATER, Council

		<p>quality of portable water going into households within the community.</p> <ul style="list-style-type: none"> <li>• Creation of CAMWATER services within the municipality</li> <li>• Provide more water points within the community to increase access to potable water.</li> </ul>		
Health	<ul style="list-style-type: none"> <li>• Remoteness of health care units,</li> <li>• high cost of health care,</li> <li>• Insufficient drugs,</li> <li>• Insufficient and poor equipment of the health unit</li> </ul>	<ul style="list-style-type: none"> <li>• More drugs should be made available within the health care units, and a detailed list of all drug prices, including all other fees to be paid for any service from the unit.</li> <li>• More hospital equipment should be provided for the health care units, so as to improve the quality of health care services provided to the public.</li> <li>• Improve quality and number of medical staff.</li> <li>• Renew and motivate the existing dialogue structures.</li> </ul>	Hospitals, Clinics, Health centers and Communities	District Medical Officer, Council

Sector	Problems identified	Suggested Solutions	Level of implementation	
			Local <sup>2</sup>	Central
Education	<ul style="list-style-type: none"> <li>Distance of school from household.</li> <li>Lack of class rooms</li> <li>Lack of equipments</li> <li>lack of schools</li> <li>Lack of qualified teachers</li> <li>No school manuals distributed</li> <li>Poor results</li> <li>High cost</li> </ul>	<ul style="list-style-type: none"> <li>Vocational training centres should be made available to promote skilled talents</li> <li>More school equipment should be provided for schools, so as to improve the quality of educational care services provided to the public.</li> <li>Improve on the capacity of teaching staff to better render educational care services to the population.</li> <li>More school manuals should be distributed in schools in order to ensure students active participation.</li> <li>Make schools more accessible by improving on the road conditions leading to these schools.</li> <li>Increase the number of teachers in schools within the municipality</li> <li>The teachers should be more performant.</li> <li>Parents should be sensitized on the importance of education of children within rural areas.</li> </ul>	Schools, Divisional Deligation PTA	MINEDUB MINSEC Council.

Commenté [r29]: checked

Commenté [r30]: checked

Sector	Problems identified	Suggested Solutions	Level of implementation	
			<u>Local</u> <sup>3</sup>	<u>Central</u>
Council Services	<ul style="list-style-type: none"> <li>• Lack of transparence</li> <li>• Non Involvement of population in council activities</li> <li>• Poor reception by council staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve accountability and transparency in council budgeting and expenditures</li> <li>• Improvement on council staff behaviours.</li> <li>• Timelines in providing services.</li> <li>• More communication between the council and its population.</li> <li>• Involvement of population in council activities</li> </ul>	Council	Ministry of Decentralization and Local Government

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***Table Erreur ! Document principal seulement.: Action Plan.***

Sector	General Objectives	Specific objectives	Actions	Results indicators	Reference value	Target value	Frequency of measurement	Source of verification	RESPONSIBLES	PARTNERS	Estimated cost
Water	Improve on the quality and quantity of water supply in the Bamusso Council	Construct water points within the community	Construction of new water points and Rehabilitation of damaged water points.	Five new water points are built within the municipality		5	Each community should have a water collection point.	Pictures Videos Contracts	Council MINEE	PNDP ELITES CSOs	20,000,000
		Revamp/Create water management committees	Training and Sensitization	At least five new water committees are created around new water points and at least three existing water committees are revamped		5	Each community must have a water management committee	List of members of the committee and their contacts Regular minutes of committee meetings Monthly action plans and reports of committees	Council MINEE	CSOs PNDP Village/Quarter heads	1,000,000



		Community sensitization on simple water purification techniques	Training and Sensitization	More than 30% of the community population can use simple water purification techniques		30%	Basic water purification techniques should be known and used by at list 30 of households	Posters Banners Pictures Reports	MINEE	Council CSOs Public Health (MINSANTE)	350,000
		Conduct feasibility studies for the installation of CAMWATER network	Drafting of water project	A feasibility report is available for the installation of CAMWATER			All available water schemes should be evaluated.	Report Pictures MoU/Contract	Council CAMWATER MINEE	PNDP Village/quarter heads Elites	10,000,000
<b>Health</b>	Improve on the quality of health services.	Organize workshops to sensitize medical staffs on good practices within their field of work	Workshops and Training Sessions	At least 60% of all medical staff within the municipality practice good working ethics		60%	Every month	Attendance sheets Reports Pictures Testimonies from participants	MINSANTE	Council CSOs	300,000
		Renew and motivate existing dialogue	Workshops and Training Sessions	All health management committees are		70%	Twice in three months	List of members of the committee and their contacts	MINSATE Council	CSOs PNDP Village/Quarter heads Elites	300,000

		structures of the health sector		functioning fully				Regular minutes of committee meetings Monthly action plans and reports of committees			
<b>Educ ion</b>	Improve on the Quality of education within Bamusso	Supply of school equipment and teaching aids to basic and secondary education	Workshops and Training Sessions	At least five schools each from the basic and secondary level are supplied with equipment and teaching aids		5	Every academic year	Pictures Videos MoU Testimonies from recipient institutions.	Council MINDUB MINSEC	Village/Quarter heads Elites PNDP	5,000.000
		Revamp/Create school management boards and PTAs.	Strategic planning of health activities.	At least 50% of schools' management committees are functioning fully		50%	Every school should have a management board	List of members of the committee and their contacts Regular minutes of committee meetings	Council MINDUB MINSEC	Village/Quarter heads Elites PNDP	500,000

								Monthly action plans and reports of committees			
		Organize sensitization workshops on the importance of child education for teachers of basic, primary, and secondary education.		At least 50% of teachers within the municipality are regular to their jobs. Results of pupils and students increase by at 20%		50%	Every child in a household is enrolled in a school	Attendance sheets Reports Pictures/videos Testimonies from participants	MINDUB MINSEC	Council CSOs	500.000

## ANNEXES:

### ANNEX 1: Questionnaire for the Study

#### *Citizen Report Card*

#### *Assessment of public services within the Council of*

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#### Section I. BACKGROUND INFORMATION

<b>A01</b>	Region _____	__ _
<b>A02</b>	Division _____	__ _
<b>A03</b>	Council _____	__ _ _
<b>A04</b>	Batch number	__ _
<b>A05</b>	Counting Zone Sequential number	__ _
<b>A06</b>	Residence stratum :            1=Urban    2=Semi-urban    3=Rural	__ _
<b>A07</b>	Name of the locality _____	
<b>A08</b>	Structure number	__ _ _
<b>A08</b>	Household number in the sample	__ _
<b>a</b>		
<b>A09</b>	Name                      of                      the                      household                      head	
	_____	
<b>A10</b>	Age of the household head (in years)	__ _
<b>A11</b>	Sex of the household head : 1=Male    2=Female	__ _
<b>A12</b>	Name of the respondent	
	_____	
<b>A13</b>	Relationships between the respondent and the household's head (see codes)	__ _
<b>A14</b>	Sex of the respondent:    1=Male    2=Female	__ _
<b>A15</b>	Age of the respondent (on a bygone-year basis)	__ _
<b>A16</b>	Phone number of the respondent	__ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
		__ _
<b>A17</b>	Date of beginning of the survey	__ _ _ /__ _ _ /__ _ _
		__ _

[Date]

<b>A18</b>	<b>Date of end of the survey</b>	<input type="text"/>
<b>A19</b>	<b>Name of the enumerator</b>	<input type="text"/>
<b>A20</b>	<b>Name of the council's supervisor</b>	<input type="text"/>
<b>A21</b>	<b>Data collection result</b>	<input type="text"/>
	1=Complete Survey	4=Absence of a qualified respondent
	2= Incomplete Survey	5=Empty house or no house responding to the given address
	3=Refusal	96= Any other reasons (to be specified)
	(If the answer is different from 1 and 2, the questionnaire should come to an end)	
<b>A22</b>	<b>Assessment of the quality of the survey</b>	<input type="text"/>
	1= Very good    2=Good    3=Average    4=Poor    5=Very poor	

### CODES

- |                                  |   |   |
|----------------------------------|---|---|
| 1 = Household Head               | 3 = Son/Daughter of the Household head or of his/her spouse   | 5 = Other parent of the Household Head or of his/her spouse     |
| 2 = Spouse of the Household Head | 4 = Father /mother of the Household Head or of his/her spouse | 6 = No relationships with household head or with his/her spouse |
|                                  |   | 7= Maid   |

**Q13**

### Section II. POTABLE WATER

<b>H01</b>	Which public water supply systems exist in your village/quarter? (Circle the corresponding letter(s)) Is there any other system?	1=Yes    2=No A. Well equipped with a pump B. Open pit well C. Protected well D. Boreholes equipped with a manually operated pump E. Spring/river F. Access to potable water (pipe borne water)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>H01a</b>	Is your main water supply source run by a public or a private entity? 1=Public 2=Private    If 2 → H14		<input type="text"/>
<b>H02</b>	What is your main public water supply source? (Just a single answer) 1= Well equipped with a pump    4= Boreholes equipped with a manually operated pump 2= Open pit well    5= Spring/river 3=Protected well    6 =Access to tap potable water		<input type="text"/>
<b>H03</b>	What is the quality of the said water? 1=Good    2=Poor    3=Indifferent		<input type="text"/>
<b>H04</b>	Does this water have an odour? 1=Yes    2=No    8=NSP		<input type="text"/>

[Date]

***Section II. POTABLE WATER***

<b>H05</b>	Does this water have a taste? 1=Yes 2=No 8=NSP	<input type="text"/>
<b>H06</b>	Does this water have a colour? 1=Yes 2=No 8=NSP	<input type="text"/>
<b>H07</b>	Do you pay something to get this water? 1=Yes 2=No If no → H08	<input type="text"/>
<b>H07a</b>	If yes, how much do you spend on average per month? (give an amount in FCFA)	<input type="text"/>
<b>H07b</b>	How do you appraise the said amount? 1=High 2=Affordable 3=Insignificant	<input type="text"/>
<b>H08</b>	Is this water available throughout the year? 1=Yes 2=No	<input type="text"/>
<b>H09</b>	How many times do you need, on average, to go on foot and fetch water and come back? 1=On the spot 2=Less than 15 minutes 3=Between 15 and 30 minutes 4=more than 30 minutes	<input type="text"/>
<b>H10</b>	Has this water point had a breakdown at a given time during the last six months, notably since .....? 1=Yes 2=No If no → H11.	<input type="text"/>
<b>H10a</b>	If your water point had a breakdown at a given point in time during the last six months, notably since ....., how long did it take for it to be repaired? 1=Less than one week 2=Between one week and one month 3=Between one month and three months 4=Over three months 5=Not yet, if 5, → H11	<input type="text"/>
<b>H10b</b>	Who repair it? Who else? 1=Yes 2=No A=Mayor (Council) B=State C=An elite D=The Water Management Committee E=the village/quarter head F=CAMWATER/SNEC/CDE G=Other partners/stakeholders : _____	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>H11</b>	Do you have access to that water point at any moment of the day? 1=Yes 2=No If yes → H13	<input type="text"/>
<b>H12</b>	If no, what is the daily frequency in terms of potable water supply in your household? 1=Once ; 2=Twice; 3=Thrice	<input type="text"/>
<b>H13</b>	Does the said frequency correspond to your current need in terms of potable water consumption-? 1=Yes 2=No	<input type="text"/>
<b>H14</b>	Did you express any need in terms of potable water supply in the course of the last 6 months, more specifically since .....? 1=Yes 2=No If no → H18	<input type="text"/>
<b>H15</b>	To whom did you submit your request/needs? (several answers are possible) Other? 1=Yes 2=No A. Mayor (Council) B. State C. An elite D. The Water Management Committee E. The village/quarter head	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**Section II. POTABLE WATER**

		F. the Administrative authorities G. CAMWATER/SNEC/CDE X. Other stakeholders : _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>H16</b>	Has your need been met? 1=Yes 2=No If no →H18		<input type="checkbox"/>
<b>H17</b>	In the event of a satisfactory answer, how much times did it take for your need to be satisfied? 1=Less than one month 3=Over three months 2=Between one and three months		<input type="checkbox"/>
<b>H18</b>	Broadly speaking, what is your level of satisfaction, especially in terms of water supply in your village? (Just circle a single answer) 1=Satisfied 2= Indifferent 3=Unsatisfied If 1 or 2 →H20.		<input type="checkbox"/>
<b>H19</b>	State the reasons of your non--satisfaction with regard to water supply in your village (several answers are possible).  Any other reason?	1=Yes 2=No A. Far distance to access to the water point B. Poor quality of water C. Insufficiency of water supply points D. Poor management of the water supply E. Failure/delay to repair in case of breakdown F. High cost of water supply X. Any other reasons to be specified : _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>H20</b>	What are your expectations in terms of supply of potable water? (Several answers are possible).  Any other expectation?	1=Yes 2=No A. Additional water points ; B. Improvement in terms of management of the existing water points; C. Repair works should be carried out on the damaged water points ; D. Improvement of the quality of the existing water points ; E. Reduction of price ; X. Other expectations to be specified : _____ _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**Section III. HEALTH**

<b>S01</b>	Which is the nearest health care unit to your household? 1= Public integrated health Centre 2= Hospital/CMA 3= Private health Centre	<input type="checkbox"/>
<b>S02</b>	How much time do you need, on average, to reach the nearest health care unit from your household? 1=Less than 15 minutes 2=Between 15 and 30 minutes 3=Between 30 minutes and 1 hour, 4 = Over 1 hour	<input type="checkbox"/>

**Section III. HEALTH**

<b>S03</b>	Where do your household members preferably go when they have health problems? (Just a single answer) 1=Public integrated health Center                      5=Medicine store 2=Hospital /CMA    6=Go to a medical staff member 3=Private health center                                      7= Treat at home Self-medication 4=Traditional healers                                        8=Others (to be specified)	<input type="checkbox"/>
<b>S04</b>	Has any member of your household gone, at least once, to the nearest health care unit in the course of the last 12 months, specifically since ..... ? 1=Yes                      2=No                      If no → S17	<input type="checkbox"/>
<b>S05</b>	Who is in charge of managing such health care units? 1=Medical doctor   2=Nurse   3= Nurse aider   4=Other (to be specified) _____ 8= Does not know	<input type="checkbox"/>
<b>The last time a member of your household was taken care of in such a health care unit,</b>		
<b>S06</b>	Were the medical staffs present?   1=Yes   2=No	<input type="checkbox"/>
<b>S07</b>	Were minor medical equipment (such as scissors, syringes, alcohol, cotton, betadine, thermometer, tensiometer, medical scale, etc.) always available?   1=Yes                      2=No                      8=Do not know	<input type="checkbox"/>
<b>S08</b>	Is your health care unit (CMA or Hospital) provided with hospitalization rooms? 1=Yes   2=No If no → S10.	<input type="checkbox"/>
<b>S09</b>	How many beds are available in the hospitalization rooms? 0= None, 1=Less than 5 beds   2=Between 5 and 10 beds   3=Over 10 beds   8=Does not know.	<input type="checkbox"/>
<b>S10</b>	How much did he/she paid for one consultation? (Session fees) 1=Free of charge    3=Between 500 and 1000 CFAF 2=Less than 500 CFAF                                      4=Over 1000 CFAF If S10=1 → S14	<input type="checkbox"/>
<b>S11</b>	How do you appraise the said amount? 1=High   2=Affordable   3=Insignificant	<input type="checkbox"/>
<b>S12</b>	In addition to the consultation fees, did the household member who received treatment give a tip to the medical staff for him/her to be better taken care of? 1=Yes 2=No   If no → S14	<input type="checkbox"/>
<b>S13</b>	If yes, did the person do it willingly or was he/she obliged by the medical staff to do so? 1=Personal initiative 2=Obliged by the medical staff to do so	<input type="checkbox"/>
<b>S14</b>	How did the household member appraise the welcome attitude of the medical staff of the said health care unit? 1=Caring                      2=Fair 3=Poor	<input type="checkbox"/>
<b>S15</b>	Is this health care unit provided with a pharmacy/pro-pharmacy?   1=Yes   2=No   If no → S17	<input type="checkbox"/>
<b>S16</b>	Are drugs always available? 1=Yes                      2=No                      8=Do not know	<input type="checkbox"/>
<b>S17</b>	Is this nearest health care unit capable of providing appropriate solutions to most of the health problems faced by your household? 1=Yes                      2=No	<input type="checkbox"/>
<b>S18</b>	Broadly speaking, what is the level of satisfaction as concerns health care services provided by the nearest health care unit to your household? (Only circle a single answer) 1=Satisfied   2=Indifferent   3=Not satisfied   If S18=1 or 2 → S20	<input type="checkbox"/>
<b>S19</b>		1=Yes   2=No



### **Section III. HEALTH**

	State the reasons of your non-satisfaction with regard to health services provided within the health care unit you attend? (several answers are possible)	A. Far distance to access the health care units B. Poor quality of services provided C. Insufficiency of existing health care units D. Defaults related to the health care unit staff E. Poor management of the health care unit F. Insufficiency of drugs G. Poor quality of/Insufficiency of equipment H. High cost with regard to health care access X. To be specified) : _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S20	What are your expectations with respect to health care services?  Any other expectations?	1=Yes 2=No A. Additional health care units B. Supply of drugs C. Transfer of a staff member D. Equipped health care units X. Other to be specified _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

### **Section IV. EDUCATION**

	Education cycle →	Nursery	Primary	Secondary	Vocational training
E01	Is your village/quarter provided with an education cycle « Name of the said cycle »? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E02	How many children from your household attend the nearest school? (name of the cycle) (write down the number in front of each cycle)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E03	How many Kilometers do children from your household cover, on average, to go to school?(name of the cycle)? 1=Less than 1 Km 2=Between 1 and 5 Kms 3=Over 5 Kms	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E04	What is, on average, the time spent covered by children from your household to reach the nearest school on foot? (name of the cycle) (estimated in minutes)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<b>E05</b>	Is the school (name of the cycle) attended by children from your household provided with a complete cycle? 1=Yes      2=No		<input type="checkbox"/>	1st cycle <input type="checkbox"/>	2 <sup>nd</sup> cycle <input type="checkbox"/>	
<b>E06</b>	Is the vocational training centre attended by children from your household provided with a complete workshop deemed suitable to their various trades? 1=Yes    2=No    3=Does not know					<input type="checkbox"/>
<b>E07</b>	Is the school (name of the cycle) attended by children from your household provided with a class-room per class level? 1=Yes    2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>E08</b>	Are all the children seated on a bench in the school (name of the cycle) attended by children from your household? 1=Yes      2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>E09</b>	Are school textbooks distributed to pupils in the school (name of the cycle) attended by children from your household? 1=Yes      2=No	<input type="checkbox"/>	<input type="checkbox"/>			
<b>E10</b>	How many student does a classroom attended by children from your household contain (name of the cycle)? 1=Less than 30      3=Over 60 2=Between 30 and 60      4=Does not know	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>E11</b>	How do you assess the frequency of the attendance of teachers in the class-room(s) (name of cycle) in which the children from your household are enrolled? 1=Regular    2=Averagely regular    3=Irregular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>E12</b>	How much do you pay per child from your household on average (registration, tuition fees, Parent-teacher associations' fees (PTA) (name of the cycle) throughout a school year? (write down the average amount)	----- --- (estimated in FCFA)	----- (estimated in FCFA)	----- (estimated in FCFA)	----- (estimated in n FCFA)	
<b>E13</b>	How do you appraise such amount? 1=High    2=Affordable    3=Insignificant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>E14</b>	In addition to the fees, has your household paid additional fees to the personnel of the school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	(name of the cycle) prior to the enrolment of children from your household in school? 1=Yes 2=No If no E16				
<b>E15</b>	Were you obliged to pay such additional fees to the school (name of the cycle) 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>E16</b>	When classroom in the school of (name of the cycle) attended by children from your household need repairs, Who does the repairs? 1=Yes 2=No A. Parents-Teachers' Associations (PTA) B. The Mayor (Council) C. A village organisation D. MINEDUB/MINESEC/MINEFOP E. Elites X. Other partners/stakeholders (to be specified) _____ Any other?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>E17</b>	In general, what is your level of satisfaction with regard to education services provided in the (name of the cycle) your village? (Only a single answer is possible) 1=Satisfied 2=Indifferent 3=Not satisfied. If 1 or 2 E19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>E18</b>	State the reasons of your non-satisfaction in connection with the basic education services provided in (name of the cycle) in your village? (Several answers are possible) Any other reason? 1=Yes 2=No A. Far distance to access the education service B. Insufficiency of class-rooms C. Insufficiency of equipment D. Insufficiency of schools E. Insufficiency of teaching Staff F. No distribution of text books G. Poor results H. High tuition fees X. Any other reason to be specified	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>E19</b>	Do you have any expectations in terms of provision of education services in the (name of the cycle)?				

	(Several answers are possible)				
	Any other expectation? 1=yes      2=No				
	A. Have a school located nearer to the village/quarter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Build more class-rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Add additional Equipments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Create more school/vocational training center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Recruit more teaching staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. Distribute text books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G. Improve the results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	H. Reduce the costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Others(specified) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **Section V. COUNCIL SERVICES**

	<b><i>C01</i></b> Have you requested for a specific service to the council (name of the service) during the last 12 months, notably since..... ? 1=Yes 2=No	<b><i>C02</i></b> How were you received during your last time at the council? (Choose only one answer) 1=Well 2=Indifferent 3=Bad	<b><i>C03</i></b> After how much time did you obtain the service requested from the Council? 1=At most after one day 2=Between one day and one week 3=Between one week and one month 4=Between one month and three months 5=Beyond three months 6= On going <i>If C03=1 2, 3, 4 or 5</i> <del>C04</del> →	<b><i>C03a</i></b> Since when did you ask for this service? (in day)	<b><i>C04</i></b> How do you assess this waiting time? 1=Reasonable 2=Long 3=Very long  <i>If C04=1</i> <del>C05</del>	<b><i>C05</i></b> If C04=2 or 3, If the time were deemed so long, what could be the problem according to you? 1=Unavailable staff /absent 2=Absence of working material 3=Corruption 4=Other factors (to be specified) _____	<b><i>C06</i></b> Did you have to pay a tip in order to obtain the said service? 1=Yes 2=No
<b>Council Services</b> ↓	→ following service						

Issuance of birth certificates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certification of official copies of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building permit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Death certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate of residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval of localisation plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (to be specified) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>C07</b>	Has any member of your household taken part in the village assemblies aimed at drawing up the Council Development Plan? 1=Yes 2=No						<input type="checkbox"/>
<b>C08</b>	Is any member of your household informed about the amount of the annual budget of your council? 1=Yes 2=No						<input type="checkbox"/>
<b>C09</b>	Is any member of your household informed about the expenditures and incomes of your council during the previous fiscal year? 1=Yes 2=No						<input type="checkbox"/>
<b>C10</b>	Does the council support the development actions of your village/quarter ( such as community activities, follow-up of village development committees, follow-up of management committees, setting up of village development and monitoring committees, carrying out of micro projects in your village/quarter, etc.)? 1=Yes 2=No 8=Does not know						<input type="checkbox"/>
<b>C11</b>	Does the council involve your village/quarter when planning development actions? 1=Yes 2=No 8=Does not know						<input type="checkbox"/>
<b>C12</b>	Does the council involve your village/quarter when programming and budgeting development actions? 1=Yes 2=No 8=Does not know						<input type="checkbox"/>
<b>C13</b>	Broadly speaking, what is your level of satisfaction as concerns services provided by the council? (choose only a single answer) 1=Satisfied 2=Indifferent 3=Not satisfied If 1 or 2 → C15						<input type="checkbox"/>
<b>C14</b>	State the reasons of your non-satisfaction with regard to		1=Yes 2=No A. Cumbersome procedures with regard to the processing of users' requests				<input type="checkbox"/>



## ANNEX 2: PHOTO GALLERY



Mayor gives speech during launching



Group photo after launching at Bamusso



Training of enumerators at Bamusso



Simulation during training



Collection of data by Enumerator



Group photo with PDNP and NIS