

Paix – Travail – Patrie

MINISTRE DE LA
DECENTRALISATION ET DU
DEVELOPPEMENT LOCALE

REGION DE SUD OUEST

DEPARTEMENT DU FAKO

COMMUNE DE IDENAU



Peace – Work – Fatherland

MINISTRY OF
DECENTRALIZATION AND
LOCAL DEVELOPMENT

SOUTH WEST REGION

FAKO DIVISION

IDENAU COUNCIL

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STUDY REPORT

Citizen Report Card

Evaluation of the services rendered by the public offer in the sectors of water supply, health, education and council services

Perception survey on the satisfaction of the service provided by the public offer in the sectors of drinking water supply, health, education and municipal services in the Council of Idenau in view of the establishment of Citizen Control of Public Action in these sectors



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

With the technical and financial support of National Community Driven Development Program (PNDP) in collaboration with the National Institute of Statistic (NIS)



June 2022

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REPUBLIQUE DU CAMEROUN
PAIX – TRAVAIL – PATRIE
MINISTERE DE LA DECENTRALISATION
ET DU DEVELOPPEMENT LOCAL

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IDENAU THE.....

FOREWORD

This report is the presentation of the findings from the Perception survey on the satisfaction of the service provided by the state in the sectors of drinking water supply, health, education and Council services in the Idenau Municipality. This survey was carried out between **March 2022** and **June 2022** for the first time within this municipality.

The findings discussed in the next chapters reveal how households evaluate the public services provided. Moreover, detailed analysis provided useful pointers and suggestions of the households towards improvement of those services. Furthermore the survey sets a base for sustainable dialogue between the service providers (council and State, international organization, NGOs, elite etc) and beneficiaries (households).

The survey provides new dimensions of beneficiaries' (households) participation in evaluating the services they receive as stipulated in the Communal Development Plan. Idenau Council acknowledges that the findings present a tool that contributes to the monitoring of service delivery to the population from both the rural and urban areas within the municipality.

We wish at this point, to express our gratitude to PNDP and NIS for providing the technical and financial assistance for the survey. The Idenau administrators and security forces, the municipal council executive and staff also provided vital support throughout the survey.

Our thanks to the sector heads (DD MINEE, DD MINDUB, DD MINSEC, DMO, households, council executives and staff) who welcomed the enumerators, supervisors and surveyors very well and provided answers to

all the questionnaires which constituted the raw information for this study.

Our special thanks to NADEV, NIS and PNDP experts for their diligent and committed work in all steps of the execution of this survey, including data design and editing, data collection, data analysis and report writing.

Finally, in thanking all those who collaborated in carrying out this survey, Idenau Council pledges to effectively implement the changes which have been recommended in the survey, counting on State services and our partners in the effort.

 **FOR THE MATTER**
AND BY DELEGATION
Emmanuel Penda Wokonye
1st Deputy Mayor
IDENAU COUNCIL
Lord Mayor of Idenau COUNCIL

EXECUTIVE SUMMARY

The Idenau council (West Coast Subdivision) was created by presidential decree No 95/206 of 24th April 1995. It is located some 29km from Limbe city and has a total surface area of 16km² with a population of about 30,000 inhabitants. Following the decentralization of powers to local councils, a Development Plan for Idenau Council was elaborated from July to December 2011 within the second phase of PNDP, through the collaboration of a Local Support Organization (LSO), Reach Out Cameroon facilitated by the National Community-driven Development Program (PNDP) which was supposed to be updated after every five years period. The Plan covered a wide range of development concerns of the municipality among which are; Water schemes, Fisheries, Environment and Nature Protection, Health, Livestock, Electricity, Road networks, Culture, Women Empowerment and the family.

The inhabitants live in 8 villages, among which are native communities, fishing ports and CDC camps. It is located between latitude 4.23330N and longitude 8.983330 E with an altitude of about 300m above sea level (asl) in the mainland area and 5m in the maritime area. Generally, Idenau municipality is found on the North of Atlantic Ocean and the windward side of Mount Cameroon.

The third phase of PNDP which began in April 2016, after the Government and its Technical and Financial Partners (TFPs) had judged the implementation of the two previous phases to be satisfactory. This last phase called the consolidation phase, the Development Objective (DO) is to strengthen local public finance management as well as participatory development processes within the councils, with a view to guaranteeing the provision of sustainable and quality socio-economic infrastructure and services. It marks the intensification of citizen engagement activities, notably the Citizen Control of Public Action (CCAP) whose related indicator in the results framework of the PNPD under World Bank financing is: "Number of councils having put in place an operational mechanism for citizen control and access to information".

This ScoreCard survey was chosen to provide a baseline for the implementation of a citizen monitoring mechanism for public action in Idenau councils in the sectors of water, education, health and services offered by the Council and the state.

During this process, 11 clusters were assigned to cover 320 households randomly selected by the National Institute of Statistics (NIS) for the collection of data which covered a wider area of the council. However, 10 clusters were successfully surveyed. Data collected and analyzed at each level of the survey was restituted to the population. The purpose for the collection of data is to know the level of citizens satisfaction with the services provided by the council and state to the inhabitants of

Idenau base in four sectors; water, health, Education and services provided by the council.

LIST OF ACRONYMS AND ABBREVIATIONS

ACEFA Programme D'Amelioration de la Competitivite des Exploitations Familiales Agro-pastorales

AIDS Acquired Immune Deficiency Syndrome

AIP Annual Investment Plan

BIR Rapid Intervention Battalion

CBO Community Based Organizations

CDC Cameroon Development Cooperation

CDP Communal Development Plan

C2D Contract de Developement et Decendetement

CIG Common Initiative Group

CSO Civil Society Organizations

FAO Food and Agricultural Organization

FEICOM Support Fund for Local Council

FGD Focus Group Discussion

FMU Forest Management Units

GHS Government High School

GNS Government Nursery School

GPS Global Positioning System

GPS Government Primary School

GTC Government Technical College

HIV Human Immune Virus

ID/OS Institutional Diagnosis and Organizational Strengthening

IGA Income Generating Activities

LBAs License Buying Agents M&E Monitoring and Evaluation

MINADER Ministry of Agriculture

MINAS Ministry of Social affairs

MINATD Territorial Administration, Decentralization and maintenance of Order MINCOM
Ministry of Communication

MINCOMMERCE Ministry of Commerce

MINCULT Ministry of Culture

MINDAF Ministry of State property and land tenure
MINEDUB Ministry of Basic Education
MINDUH Ministry of Urban development and Housing
MINEE Ministry of Water and Energy
MINEFOP Ministry of Employment and Vocational Training
MINEPDD Ministry of Environment, Nature Protection and Sustainable Development
MINEPIA Ministry of Livestock, Fisheries and Animal Industries
MINESEC Ministry of Secondary Education
MINESUP Ministry of Higher Education
MINFOF Ministry of Forestry and Wildlife
MINJEUN Ministry of Youths Affairs
MINMIDT Ministry of Mines, Industries and Technological Development MINPMEESA
Ministry of Small and Medium Size Enterprises and Handicraft MINPOSTEL Ministry of Posts
and Telecommunications
MINPROFF Ministry of Women Empowerment and the Promotion of the Family MINRESI
Ministry of Scientific Research and Innovations
MINSANTE Ministry of Public Health
MINSEP Ministry of Sports and Physical Education
MINTOUR Ministry of Tourism
MINTP Ministry of Public works
MINTRANS Ministry of Transport
MINTSS Ministry of Labour and social Security
MIS Market Information Systems
MCNP Mount Cameroon National Park
MCP Mount Cameroon Project
NSIF (CNPS) National Social Insurance Fund
NTFP Non-Timber Forest Products
PSMNR Program for the Sustainable Management of Natural Resources
PTA Parent Teachers Association
PNDP National Community-driven Development Program
OVCs Orphans and Vulnerable Children

REO Reach Out Cameroon

SC Steering Committee

SDO Senior Divisional Officer S

G Secretary General SPG Socio-Professional Groups

SSI Semi-Structured Interviews

SWR South West Region

VDC Village Development Committee

VTC Village Traditional Council

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GENERAL INTRODUCTION

Since 2004, the Government has had an operational tool for development strategies at the local level, the National Participatory Development Program (NPDP), the third phase of which began in April 2016, after the Government and its Technical and Financial Partners (TFPs) had judged the implementation of the two previous phases to be satisfactory. For this phase called consolidation phase, the Development Objective (DO) is to strengthen local public finance management as well as participatory development processes within the councils, with a view to guaranteeing the provision of sustainable and quality socio-economic infrastructure and services. It marks the intensification of citizen engagement activities, notably the Citizen Control of Public Action (CCAP) whose related indicator in the results framework of the NPDP under World Bank financing is: "Number of councils having put in place an operational mechanism for citizen control and access to information".

With the additional IDA 18 funding to respond to the pressure on host communities' resources due to the massive influx of refugees, the target value of this indicator has increased from 160 to 360 councils. The achievement of this new target value relies heavily on the implementation of a second wave of Scorecard after the first, which effectively covered 153 councils and was carried out in 2019 by Civil Society Organizations (CSOs), with the support of the National Statistics Institute (NSI). This first wave of the Scorecard made it possible to capture the population's perception of the quality of public services provided and to make improvements, thus promoting the establishment of effective good governance mechanisms through which considerable changes can be capitalized in the councils covered by the said wave.

Once again, the Scorecard operation in the second wave consists of an evaluation of the satisfaction with the services provided by the supply of public goods and services in the Council space, at the end of which the councils and their communities draw up action plans that they themselves will implement, with a view to improving the quality of the services provided by this supply. It covers 188 municipalities in the country, each of which meets at least one of the following conditions: (i) it was not included in the first wave of the Scorecard, (ii) it was included in the first wave of the Scorecard, but did not complete the process, and (iii) it has a secure environment. This second wave of the Scorecard will be technically supervised by a National Technical Coordination and implemented on the ground by CSOs recruited on a three-month contract to accompany a group of councils in setting up a CCAP mechanism.

This mechanism, set up in the sectors of water, education, health and governance of the Council institution, aims to consolidate the involvement of the populations in these sectors with a view to improving the quality of the services rendered by the goods and services offered

in the Council space, both by the PNDP and by any other development actor (including the State through the BIP). It is based on an evaluation of satisfaction through the Scorecard, which involves a survey of the population's perception of the quality of the services provided by the public goods and services offered in the Council area in the sectors listed above. This document presents the data/information requirements to be met through the survey. It specifies the relevant information that the survey carried out in a given municipality will make it possible to capture in order to feed an action plan for driving change in the said municipality. It is divided into two chapters, the first of which presents the operating mode of the Scorecard survey and the second the specific needs that it will have to meet in order to set up mechanisms for citizen control of public action in the 188 new target councils. NADEV was recruited to facilitate this process in lot 1 (SW1) in seven Councils in South West Region of which Idenau was one of the councils. 10 clusters were mapped out in 8 villages constituting the Council and data collected in the mapped areas.

This report is summarized into four main sections or parts;

Overview: Cover page, Preface and Executive summary

Background: Introduction, Synthesis of survey Methodology,

Discussion: Public offer and citizen control of the public action in Idenau Municipality, Main findings identified in four targeted sectors,

Conclusion: Action plan for the implementation of the citizen control of public action, Conclusion/Recommendation

Objectives of the survey

Main Objective

The main objective of the ScoreCard survey is to capture the population's perception of the quality of service provided by the supply of public goods and services in the sectors of drinking water supply, education, health and services offered by the Council institution. Specifically, the aim is to assess and explain the satisfaction and dissatisfaction of the population in relation to the service provided by the supply of public goods and services in these sectors.

Specific objectives

Specifically, the survey is intended to;

- Capture the knowledge and perception of the population with the quality of the public services offered to them in the sectors of drinking water,
- Capture the knowledge and perception of the population with the quality of the public services offered to them in the sectors of health

- Capture the knowledge and perception of the population related to the quality of the public services offered to them in the sectors of education,
- Capture the knowledge and perception of the population related to the quality of the public services offered to them in the sectors of council services

Improve the quality of public services offered to the population in the sector of Drinking water, Health, Education and council services

CHAPTER I: METHODOLOGICAL SUMMARY OF THE SURVEY

I.1 Sampling plan

(i) Scope of the survey and target population

The geographical scope of this survey, that led to the establishment of a mechanism for citizen control of public action. The second wave of the ScoreCard survey covered all one hundred and eighty-eight (188) Municipalities not covered during the first wave of the ScoreCard and which enjoy a climate of security favourable to the conduct of a survey. In the South west, councils were divided into two (2) lots SW1 and SW2. Each council is further divided into clusters with each cluster having a given number of households surveyed. Idenau Council was allocated with 11 clusters randomly selected in the 8 villages within the council area to interview 320 households. The enumeration areas targeted were Bakingili, Nyenge, Bibundi, Dibunscha, Njonji, Sanje, CDC Camp 2,3,4,5,6,7,8,9 and 20

(ii) Survey method

The survey began with a one-week capacity building of selected CSOs Coordinators (NADEV included) on Cartography, survey and supervisory of the ScoreCard survey in Dschang in April 2022. CSOs were drilled on the importance of the second phase of the scorecard and the tools needed to carry out the process were also provided to them. A one-week training of enumerators and supervisors were carried out by NADEV in the South West Region which was aim at equipping enumerators and supervisors familiar with their area of work with the necessary tools needed for the survey. This training included the duties of enumerators; the duties of supervisors, the use of tablets, the use of ODK collect App and the mastery of all questionnaires (Household, Council, MINEDUB, MINEE, MINSEC and MINSANTE DS).

Supervision was done by the National Technical Coordination of CSO field operations to ensure compliance with the principles laid down during the training workshops

(iii) Sample size

The ScoreCard survey targeted a sample of 320 households spread over all 11 identified enumeration areas. The sampling size was randomly selected by cartographers with the technical support of the National Institute of Statistics (NIS)

Table I.1 sample size of enumeration areas

Cluster	Sub Division	Enumeration Area	Household assigned	Urban=1 Rural=2	Number of households to be Surveyed
2830	Idenau	3	199	1	33
2831	Idenau	7	455	1	75
2832	Idenau	701702	32	2	5
2833	Idenau	702	22472	2	37
2834	Idenau	704	72	2	12
2835	Idenau	706	56	2	9
2836	Idenau	707	189	2	31
2837	Idenau	708	176	2	29
2838	Idenau	709	176	2	29
2839	Idenau	710	189	2	31
2840	Idenau	711	167	2	28

Source: scorecard survey 2022

(iv) Drawing of the sample

Following the counting operations carried out in the municipality, a random selection of households to participate in the survey was made by the NIS. A sequential number was assigned to each of these households for easy identification.

I.2 Realization of the survey

This section shows the instruments used in collecting data, the process of preparing to collect data and the procedures used in collecting data

(i) Data Collection Instruments

The main data collection tools were tablets, smart phones, ODK collect APP, CS Entry APP, Maps Me APP, File Manager. These tools were used both by Supervisors and enumerators in the field to enter data in the questionnaires. The questionnaires included Household, Council, MINEDUB, MINEE, MINSEC and MINSANTE DS

The following apps were use in the survey

ODK Collect APP; contain questionnaires (Household, Council, MINEDUB, MINEE, MINSEC and MINSANTE DS)

CS Entry APP, to get the names and addresses of Households

Maps Me APP, to get the Enumeration points and Boundaries on the map

(ii) Preparation for data collection

Recruitment of enumerators who are familiar with the area to be surveyed was carried out by NADEV coordinator for the Survey. This process was based on the level of understanding of the area, educational background with at least A level Certificate. Can speak in the language commonly spoken in the area.

The following Enumerators and supervisor were recruited to carry out the survey in Idenau Council

S/N	Name	Function	Task
1	KUM GABRIEL NDZE	Supervisor	-Supervise Enumerators in the field -Report Writing for the council
2	MBIAKOP CHARLES	Enumerator	Collect Data from the field
3	FONYUY VIOLET	Enumerator	Collect Data from the field
4	VEFEMSI EMMA VIYOF	Enumerator	Collect Data from the field
5	ABIT DANIEL	Enumerator	Collect Data from the field

Sensitization of the population was done by NADEV and PNDP to educate the population and stakeholders about the second phase of the ScoreCard and its importance to all the councils involved in the process.

Training was done in two phases, the capacity building of CSO coordinators for the Project and the training of Enumerators and supervisors done by NADEV as the CSO for SW Lot 1. All enumerators recruited were trained and equipped with tools needed for the survey.

Information letter was sent to the hierarchy of the region for authorization and councils informing them of the survey taking place in the council.

(iii) Summary of data collection

Out of 11 clusters, 10 were completely surveyed and 320 households were enumerated and 5 administrative questionnaires were administered in the areas of Water, Education, health and the services rendered by the council. Data was collected in the following Enumeration areas Bakingili, Njongi, Sanje, Bibundi, Dibunscha, Nyenge, CDC Camp 2, 3, 4, 5, 6, 7, 8, 9 and 20. In effect, 95% of data was successfully collected.

(iv) Exploitation and cleansing of data

Data collected is sent to the server for further analysis. All data collected were guided by Computer Assisted Personal Interview (CAPI). Analysis of data is done by National Institute of Statistics

CHAPTER II: PUBLIC OFFER AND CITIZEN CONTROL OF PUBLIC ACTION IN THE MUNICIPALITY OF IDENAU COUNCIL

II.1 Presentation of the council

The Idenau council is presented in to administrative, demographic geographical and Socio-economic aspects

II.1.1 Administrative and historical situation

The Idenau council (within West Coast Subdivision) was created by presidential decree No 95/206 of 24th April 1995. Idenau is the head quarters of the West Coast Sub division located in Fako Division of the South West Region of Cameroon. It is located some 29km from Limbe city. The Idenau municipality has a total surface area of 16km² with an estimated population of 30,000 inhabitants living in 8 villages, among which are fishing ports, native communities and CDC camps (Council project report 2010). Field survey reveals that the actual population is 8139 persons. It is located between latitude

4.2333330N and longitude 8.9833330E with an altitude of about 300m above sea level (asl) in the mainland area and 5m in the maritime area. Generally, Idenau municipality is found on the North of Atlantic Ocean and the windward side of Mount Cameroon.

It is bounded to the North by a stretch of the Mount Cameroon National Park, to the North East by Buea sub-division, to the East by Limbe II municipality, to the South by the Atlantic Ocean, to the West by Bamusso sub-division, and to the North West by Mbonge Sub-division. The average temperature range is about 25-30⁰C and have a mean monthly rainfall of about 5000mm to 8000mm.

II.1.2 Demographic situation

The table below shows the distribution of the population size in Idenau Council between men, women and children.

Table II.1 Demographic situation of Idenau Municipality

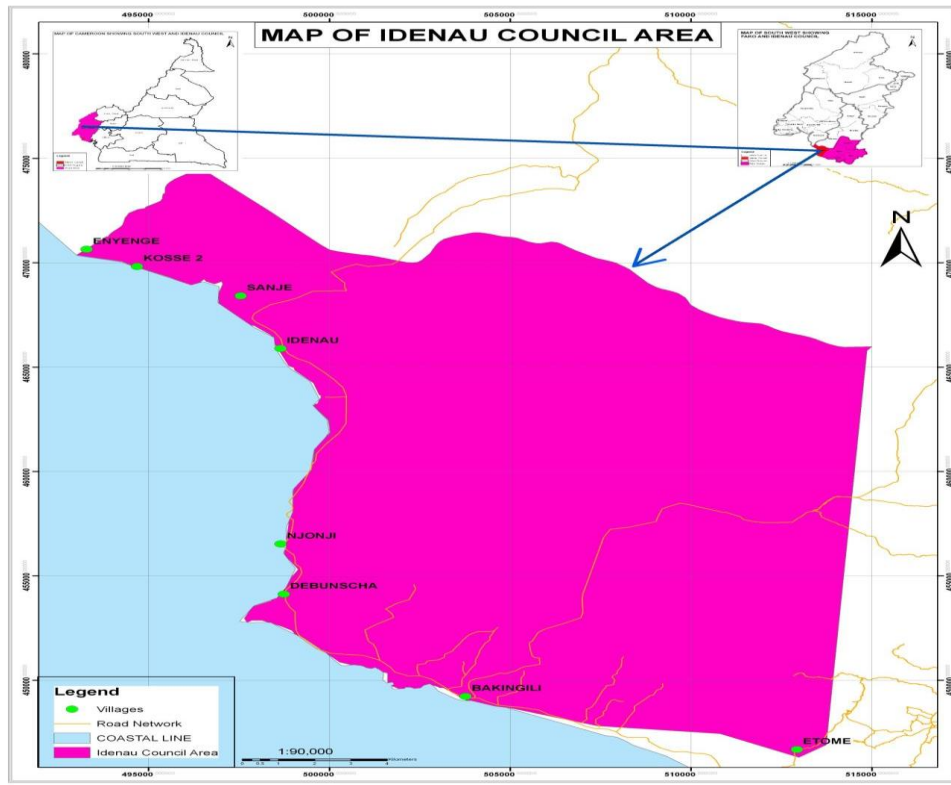
Village	Population				
	Men	Women	The young (less than 16 years)	Children (less than 5 years)	Total
Bakingili	471	800	700	500	2471
Njonji	588	700	600	400	2288
Etome	15	30	50	10	105
Beboonde	4000	6800	7200	5036	23036
Sanje	400	500	200	100	1200
Enyenge	300	425	100	75	900
Total	5774	9255	8850	6121	30000

Source: CDP 2011

II.1.3 Geographic location

The map below shows the geographical location of Idenau Council

Figure II.1 Geographical map of Idenau Council area



Source: CDP West Coast

II.1.4 Socio-economic and cultural situation

The main economic activities are fishing, fish processing (mongering), agriculture, livestock production, international trading, and small-scale businesses. The basic socio-economic infrastructures include; 2 Government Health Centres, 2 Private (CDC) dispensaries, 3 lay private clinics, 1 Professional College of Fisheries and Agriculture, 1

Government High School, 1 Government Technical College, 1 SAR-SM, 5 public and 3 private Nursery schools, 9 public and 4 private Primary schools, AES Electricity network, portable water provided by CDC, Mt Etinde/Semme water source, boreholes, Idenau- Batoke-Limbe road network and Idenau wharf, sectoral offices, CDC plantations and 2 financial institutions (Credit Union and FIFFA bank). Transportation in the maritime is through the high sea or creeks. Commercial transporters use large sea engine boats with various horse powers. The council is also blessed with tourist attractions

such as the lava deposits, Lake Nachtigal, beaches, Mt Cameroon, among others. CDC camps including Njonji and Etome are the only communities with pipe borne water.

Two indigenous ethnic groups were recorded in the council area: Bakweri in Etome and Bomboko in the other native communities. Non-indigenes have also settled in these areas and they include; Oroko, Bakossi, Bayangs, North westerners, Francophones all from Cameroon and foreigners from Nigeria, Benin, Equatorial Guinea, Togo and Ghana. These inhabitants/settlers engage in agriculture, fishing and other income generating activities including the civil servants.

II.2 Public supply of goods and services in the context of decentralization

Under the 2004 decentralization laws (guidance laws on decentralization in Cameroon), many powers have been transferred to the Decentralized Territorial Communities (CTD), particularly in the areas of health, economic, social, educational, cultural and sporting. The law on the general code of CTDs of 24 December 2019, at the same time as it maintains the powers transferred to CTDs, it further expands them. This, in order to allow a better application of the principle of subsidiarity, that is to say, to act in such a way as to give greater satisfaction to the expectations and needs of proximity of the local populations. In addition, among the powers transferred by the laws of 2004 and taken up by the general code of RLAs, eleven new powers have been transferred to RLAs at the rate of seven for municipalities, namely

The table below shows the various power and competences that are transferred to councils in the sectors of education, health water and council services

N0	Sector	Decree of transfer	Powers/competences transferred/devolved	Details	Order (if any)
01	MINEE (Water & Energy)	Decree N0.2010/0239/PM of 26/02/2010	Safe drinking water in Areas not covered by Public water distribution	<ul style="list-style-type: none"> -feasibility studies, construction and rehabilitation, maintenance of wells and boreholes -conservation, protection and sustainable usage of water -Maintenance & rehabilitation of the entire wells and boreholes within the municipality -Maintenance & rehabilitation of Drinking water infrastructure Within the municipality -Insure hygiene and sanitation At the surroundings of wells and boreholes within the municipality -Keeping of a date base of all municipality infrastructure related to drinking water 	Arrêté N0.2010/00298 /A/MINEE du 01-09-2010
		Decree N0.2010/0246/PM of 26/02/2010 Decree N0. 2011/0004/PM of 18-01-2011	Powers transferred by the State related to public health	<ul style="list-style-type: none"> - setting up, equipping and managing and maintaining council health centers, in keeping with the health map; -recruiting and managing nursing staff and paramedics of integrated 	Arrêté N0.2010/3202 /A/MINSANTE du 09-09-2010

02	MINSANTE (Heath)			health centers and sub-divisional health centers; -providing assistance to health facilities and social welfare centers; -Presiding over health facility's management committee	
03	MINEDUB Basic Education)	Decree N0.2010/0247 of 26-02-20109	Powers transferred by the State related to Basic Education	-setting up, managing, equipping, tending and maintaining council nursery and primary schools as well as preschool establishments, in keeping with the school map; -recruiting and managing the teaching and support staff of the said schools; -acquisition of school supplies (Paquet minimum) and equipment; -participating in the management and administration of State and regional secondary and high schools through dialogue and consultation platforms.	Order N0.2010/246/B1/1464/A/ MINEDUB/CAB of 31-12-2010

II.3 Analysis of the offer in the four target sectors

This section involves the sectorial analysis of the inventory for the main target sectors (Water supply, Health, Education and the Council services) in this survey. The analysis is a reflection of the situation of existence, functionality and the present state of the infrastructures per sector.

II.3.1 Water supply sector

The sector of water supply reveals the situation of the various infrastructure existing and their present state in the municipality

Table 2.1: Inventory of water points in the council

Type of drinking water point	Number of water points of this type	Number of functional water points of this type	Number of water points with maintenance and management mechanism	Number of water points with a functional maintenance and management mechanism
Well with human-powered pump	00	00	00	00
Well with electric pump	00	00	00	00
Boreholes with human motor pump	01	01	00	00
Borehole with electric pump	02	00	00	00
The standpipe	06	06	00	00
Source	00	00	00	00
Council water supply network	06	02	02	02
Total	11	11	02	02

Source: Survey CCPA2, DD/MINEE, 2022

The table above reflects the inventory of water supply points in the municipality. It can be observed that most water supply system is based on standpipes.

II.3.2 Health sector

This section reveals the situation of health infrastructures, state and functionality within the Idenau municipality

Table 2.2: Inventory of health facilities covering the council

Type of health facility	Number of health facilities of this type	Number of functional health facilities of this type	Number of health facilities of this type with a functional COSA or COGES	Support for the municipality in the maintenance and management of this type of health facility	Type of support				
					Technical monitoring	Financial support	Capacity Building	Logistic support specified)	Other (s) to be
Health centre / Integrated health centre	00	00	00	N/A					
District Medical Centre	09	09	00	Yes	Yes	yes	yes	yes	yes
District Hospital	00	00	00	N/A					
Regional Hospital	00			N/A					
Reference Hospital	00			N/A					
Formation sanitaire privée	00	00	00	N/A					
Others(Please specify) _____	00	00	00	N/A					
Total	09	09	00						

Source: Survey CCPA2, DMO Meme, 2022

The above table indicates that, there exist 09 health facilities in the Municipality with 05 private and 02 government facilities and two for CDC.

The results show that all 9 facilities are fully functional and receive support from the council.

II.3.3 Education sector

This sector presents the state of existing Educational facilities in Idenau Municipality at each level of the educational teaching order

Table 2.3 : State of Education services

Cycle	Teaching level	Number of schools provided in the municipality by the school map	Number of schools in the order of education	Number of non-operational schools	Number of schools with classrooms made of permanent materials	Number of schools with a functional PTA
Nursery	Public	27	27	00	00	27
	Secular private	10	10	00	00	10
	Denominational private	05	05	00	05	05
	parent school	00	00	00	00	00
Primary	Public	27	27	00	00	27
	Secular private	10	10	00	00	10
	Denominational private	05	05	00	05	05
	parent school	00	00	00	00	00
Secondary 1 st cycle	Public	02	02	00	02	02
	Secular private	00	00	00	00	00
	Denominational private	00	00	00	00	00
	parent school	00	00	00	00	00
Secondary 2 nd cycle	Public	02	02	00	02	02
	Secular private	00	00	00	00	00
	Denominational private	00	00	0	00	00
	parent school	00	00	00	00	00
Professional	Public	1	0	0	1	0
Total		89	88	00	15	88

Source: Survey CCPA2, council 2022

The findings from the table above reveal that, there exist 27 public Nursery schools provided in the Municipal school map, 10 lay private and 05 confessionals. Among the above mentioned, all the schools have a functional PTA, with a low level of functionality especially with the public schools.

In the level of the Primary, there are 27 public, 10 lay private and 05 confessional schools exist in the Municipality with a functional PTA, permanent classrooms and materials.

At the level of the Secondary, there exist 02 public, no lay private and no denominational or Confessional with first and second cycles. There exist one professional school in Idenau Council

II.3.4 Council services sector

This section reveals the existing services at the council area and the degree of accessibility of the population to the services provided.

Tableau 2.4: Inventory of council services

Kind of service	Service availability	Time in days to obtain the service
Establishment of civil status documents	Yes	01
Issuance of town planning documents	Yes	07
Road development	Yes	30
Waste management / Sanitation	Yes	30
Legalization of documents	Yes	01
Document authentication	Yes	01
Hygiene and sanitation	Yes	
Development of green and leisure spaces	Yes	
Development of playground	No	
Public lighting	Yes	
Public transport	No	
Assistance and support for socially vulnerable people	Yes	
Other (s) to be specified) Construction of Business center for economic Operators	Yes	

Source: Survey CCPA2, council 2022

The table above shows that, there exist a civil status service, Town planning, Hygiene and Sanitation, public lighting, Development of green leisure spaces, legalization and authentication services, play areas, support to vulnerable persons, and other economic oriented initiatives such as the creation and constriction of business centers in major city attraction sites to encourage economic boom in the Municipality.

Generally, the time taken to respond to citizens demand for a service in the Municipality is unspecific and ranges from 01 day to 30 days depending on the service to be provided.

For instance, it takes 30 days to obtain a service for road development and waste management by the

service provider, 07 days to issue a town planning document and 01 day to establish a civil status, authenticate, legalize documents by the population in the Municipality by the service providers.

CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGET SECTORS

III.1 Description of the survey population

This section shows the description of the surveyed population in terms of location, sex, age group and the respondents' relationship with the head of household

Tableau 3.1 : Distribution (%) in the council of respondent according to the relationship with the head of the household by place of residence

		Relationship of the respondent to the head of the household					
		Head of Household	Spouse of the Head of Household	Son/daughter of the head or his/her spouse	Other relative of the head or his/her spouse	Not related to the head or his/her spouse	Total
Residence stratum	Rural	72.4	17.9	7.6	1.5	.6	100.0
	Total	72.4	17.9	7.6	1.5	.6	100.0

Source: Survey CCPA2, council 2022

The table above shows the relationship respondents have with the various households interviewed. 72.4% of households interviewed were head of households.

Table 3.2 : Distribution (%) in the municipality of the respondents according to place of residence, sex and age group

		Sex of the respondent					
		Male		Female		Total	
		Residence stratum		Residence stratum		Residence stratum	
		Rural	Total	Rural	Total	Rural	Total
Age group of respondents	Less than 20 years	2.0	2.0	4.2	4.2	3.2	3.2
	[20 - 35[18.5	18.5	46.8	46.8	34.3	34.3
	[35 - 50[46.4	46.4	32.6	32.6	38.7	38.7
	above 50 years	33.1	33.1	16.3	16.3	23.8	23.8
	Total	100.0	100.0	100.0	100.0	100.0	100.0

Source: Survey CCPA2, council 2022

The table above is a reflection of distribution of respondents by sex and age group resident within the Municipality of Idenau. The data shows that

about 2% males and 45.2 % females of less than 20 years are responded as household heads in the municipality, 18.5% males and 46.8% females of between 20 – 35 years responded as Head of households, while those between 35 – 50 years is 46.4% males as to 32.6% and those above 50 years is 33.1% Males and 16.3% Females

III.2 Drinking water supply

This section shows the types of drinking water supply, the availability and nearness to water source. Table 3.4 below shows that 85.3 % of the population surveyed used public water sources

III.2.1 Use of water points in the council

The tables below show the types of water sources

Table 3.3: Proportion of types of water point available in the village / inhabited district according to place of residence

		Well with human powered pump	Well with electric pump	Open wells	Boreholes with human powered pumps	Borehole with electric pump	Standpipe	Spring	Pond	Water supply network	Drinking water supply (CAMWATER)	River	Others
Residential area	Rural	3,8	,9	5,6	13,2	10,6	57,2	2,9	,0	20,2	,0	,0	17,9
	Total	3,8	,9	5,6	13,2	10,6	57,2	2,9	,0	20,2	,0	,0	17,9

Source: Survey CCPA2, council 2022

Table 3.3 above shows the proportion of the population and the type of water supply used by the population. 52,2% of the population use pipe born water (standpipe) which make the biggest water point available in Idenau council.

Table 3.4 : Use of a public water source

		Main source of water supply								
		Proportion (%) of households using a public water source	Well with human powered pump	Boreholes with Electric Pumps	Boreholes with human powered pumps	Spring	Rivers	Water Supply Network	Standpipes	Total
Residential Area	Rural	85,3	4,5	10,0	15,5	2,4	2,1	13,1	52,6	100,0
	Total	85,3	4,5	10,0	15,5	2,4	2,1	13,1	52,6	100,0

Source: Survey CCPA2, council 2022

This table shows the various water sources used by the population, 52.6% of the survey population use standpipes (pipe borne water).

III.2.2 Accessibility of water points in the council

This section presents the proximity of households to water points in the area

Table 3.5 : Availability throughout the year and use of the main water supply throughout the day

		Main source of water supply accessible throughout the day								
		Proportion (%) of households reporting that the water point used is available all year round	Proportion (%) of households with access to the water point used throughout the day	Well with Human powered pump	Borehole with electric pump	Boreholes with human powered pumps	River	Water Supply Network	Standpipes	Total
Residential area	Rural	91,4	96,2	4,6	10,0	15,7	2,1	13,2	54,3	100,0
	Total	91,4	96,2	4,6	10,0	15,7	2,1	13,2	54,3	100,0

Source: Survey CCPA2, council 2022

The table above shows the various types of water available through out the year and the proportion of the population that have water supply throughout the year. From the table, 91% of the population responded that water is available through out the year and the main source of water available is standpipes.

Table 3.6 : Correspondence between availability of the main source of water supply and household water needs

		Proportion (%) of households whose frequency of availability of the main source of water supply corresponds to their water need	Frequency of availability of the main source of water supply		
			once	Three times	Total
Residential area	Rural	18,2	90,9	9,1	100,0
	Total	18,2	90,9	9,1	100,0

Source: Survey CCPA2, council 2022

The table above indicates that 90% of the households confirmed that the main source of water supply is available once.

III.2.3 Upkeep and maintenance of water points in the council

This section shows the level of maintenance of water sources, the actors involved and the duration

Table 3.7 : Breakdown in the last six months and repair time of the main type of water point used

		Proportion (%) of households whose main type of water point has failed in the last 6 months	Distribution of households according to the time taken to repair the breakdown of a water point					
			Less than one week	Between one week and one month	Between one and three months	More than three months	Not yet	Total
Strate de résidence	Rural	37,5	76,1	9,2	7,3	2,8	4,6	100,0
	Total	37,5	76,1	9,2	7,3	2,8	4,6	100,0

Source: Survey CCPA2, council 2022

From the table above, 37,5% of the households interviewed attest to the fact that their main type of water point has failed in the last six months.

Table 3.8 : Type of actors involved in the recommissioning of the main type of water point

		Actors in the recommissioning of the main type of water point						
		Council	state	Elites	Water Management committee	Chief of village/quarter	CAMWATER / CDE	Other partners
Residential Area	Rural	7,9	,3	,0	11,3	,3	,0	21,6
	Total	7,9	,3	,0	11,3	,3	,0	21,6

Source: Survey CCPA2, council 2022

The table above shows that the recommissioning of main water type is mostly done by other partners such as CDC with closely followed by the water management committee and thirdly by the council

Table 3.9 : Intervening in the management, upkeep and maintenance of this water point

		Intervening in the management, upkeep and maintenance of the main type of water point				
		COGES	Council	CAMWATER	community	others
Residential Area	Rural	16,8	19,6	,0	41,2	49,5
	Total	16,8	19,6	,0	41,2	49,5

Source: Survey CCPA2, council 2022

From the table above it can be seen that the community and other partners such as CDC make up the highest body in maintaining water points.

Table 3.10 : Financial contribution of the household to the operation of the Project Management Committee

		Proportion (%) of households that contribute financially to the operation of the Management Committee	Average amount of household financial contribution to the operation of the Management Committee	Proportion (%) of households who find the amount of the financial contribution to the operation of the Management Committee high	Distribution of households according to the frequency of the financial contribution to the operation of the Management Committee	
					Year	Total
Residential Area	Rural	3,4	1600,0	,0	100,0	100,0
	Total	3,4	1600,0	,0	100,0	100,0

Source: Survey CCPA2, council 2022

The table above shows the proportion of households who contribute financially to the management of water points and the average amount contributed to the management committee.

III.2.4 Characterization of water points in the council

The tables in this section shows the degree of nearness to water source and the quality of drinking water in the council area

Table 3.11 : Accessibility to the main source of supply and appreciation of the service provided by this source

		Average household distance from main public water supply	Average time (in minutes) taken to reach the water point	Average time (in minutes) of waiting at the water point	Average time (in minutes) of waiting at the water point Average number of people that a household usually finds at this water point	Distribution of households according to the assessment of the service provided by the main public source of water supply					
						Very Good	Good	Average	Bad	Very Bad	Total
Residential area	Rural	241,1	4,7	8,1	6,8	1,7	21,3	53,3	20,6	3,1	100,0
	Total	241,1	4,7	8,1	6,8	1,7	21,3	53,3	20,6	3,1	100,0

Source: Survey CCPA2, council 2022

Table 3.11 above shows the proportion of households' appreciation of services provided the main water source in the municipality and the average time and distance taken to reach the water source.

Table 3.12 : Proportion (%) of households in the council according to the characteristics of the main source of water supply and the place of residence

		Proportion (%) of households reporting that water from the main source of water supply		
		has smell	has taste	has color
Residential Area	Rural	16,2	33,0	26,1
	Total	16,2	33,0	26,1

Source: Survey CCPA2, council 2022

The table above shows the percentage of households who responded to the quality of water supply in the council area according to the taste, smell and color of water supply.

III.2.5 Satisfaction of the needs expressed in terms of water supply in the council

This section shows the need of water supply by the population

Table 3.13 : Expressed need for water supply and satisfaction of this need

		Proportion (%) of households having expressed a need for drinking water supply during the last 6 months	Among the households having expressed a need, proportion (%) whose need was expressed:								Proportion (%) of households whose expressed need for water was satisfied
			Mayor (Council)	State (Sectorials)	Elite	The water point management committee	Chief village/quarter	Administrative Authorities	CAMWATER / CDE	Other Partners	
Residential Area	Rural	32,8	43,8	,0	2,7	17,0	31,3	8,9	,9	45,5	7,1
	Total	32,8	43,8	,0	2,7	17,0	31,3	8,9	,9	45,5	7,1

Source: Survey CCPA2, council 2022

The above table shows the proportion of households who expressed the need for water supply from the various concerned parties and the satisfaction gotten.

Table 3.14 : Distribution in the council of households satisfied with the expressed need for drinking water according to the interval of time taken for satisfaction

		Average time taken (in months) between the favorable response and satisfaction of the need expressed by a household	Distribution of households according to the time taken to satisfy the expressed need for water supply			
			Less than a month	Between one month and three months	More than three months	Total
Residential Area	Rural	1,0	62,5	25,0	12,5	100,0
	Total	1,0	62,5	25,0	12,5	100,0

Source: Survey CCPA2, council 202

The table above shows the proportion of time taken to respond to the households expressed need for water supply.

Table 3.15 : Non-satisfaction of drinking water supply

		Proportion (%) of households dissatisfied with drinking water supply	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
			Distance to water point	Poor water quality	Insufficient water supply points	Poor management of water point	Lack of/slow maintenance in case of breakdown	High cost of water supply	Others, specify
Residential Area	Rural	80,9	7,2	44,9	36,2	40,6	14,1	,7	13,4
	Total	80,9	7,2	44,9	36,2	40,6	14,1	,7	13,4

Source: Survey CCPA2, council 2022

Table 3.15 shows the various reasons and the proportion of dissatisfied households for the supply of drinking water. 80% of households are dissatisfied with the supply of drinking water and 44.9% of households say there is poor quality of water supply, 36% says there is insufficient supply point while 40% says there is poor management of water points.

III.2.6 Actions planned to improve the service provided in drinking water

The tables in this section shows the various actions households plan to undertake to improve on the education services in the council

Table 3.16 : Household actions in the council to improve the service provided by the drinking water supply

Proportion (%) of households by type of action and place of residence

Place of residence		Proportion (%) of households able to commit to improving the service provided by drinking water supply through:									
		Additional water points			Improved management of water points					Improved water quality	
		Contribution towards the construction of an additional water point	Donation of the site for the construction of a water point	Advocacy with donors (NGOs, associations, elites, companies etc.)	Revitalisation/ establishment of the SMC	What actions is your household willing to engage in to improve the water supply: Financial contribution to a community water point management and maintenance mechanism	Encouraging the integration of women in the SMC	Monitoring the production of reports on the management of the water point by the SMC	Facilitation of the movement of the artisan repairer responsible for the maintenance of the water point	Participation in periodic campaigns to make the water drinkable in the locality	Participation in awareness campaigns on the denunciation of unhealthy acts impacting the quality of water
Residential area	Rural	29,3	2,6	51,9	2,1	23,2	22,3	6,7	34,6	32,6	32,0
	Total	29,3	2,6	51,9	2,1	23,2	22,3	6,7	34,6	32,6	32,0

Source: Survey CCPA2, council 2022

The table above shows the proportion of the population who are committed to improving the water supply through additional water points, improved management of water points and improve water quality.

III.3 Health services

This section Project the level of utility of health facilities in the Idenau Municipality by households as well as their motivation to the use of the facility.

III.3.1 Use of health facilities in the Council

Households' frequency in the use of health facilities in the Municipality between the Public, Lay private and Confessional facilities and household motivation is analyzed, see (Table :3.17) below.

Table 3.17 : Distribution (%) in the Council of households according to the type of health facility most frequently used for care and place of residence

		Distribution (%) in the council of households according to the type of health facility most frequently used for care			
		Public	Lay Private	Confessional Private	Total
Place of residence	Rural	61,3	37,5	1,2	100,0
	Total	61,3	37,5	1,2	100,0

Source: Survey CCPA2, DMO Meme 2022

The results from the table above indicates that more households use the public health facility with 61.3% frequency, while 37.5% of household frequently use Lay private health facility and 1.2% use the Confessional health facility in Idenau municipality.

Table 3.18 : Proportion (%) of households in the council according to the reason for choosing the type of private health facility

		Among households, proportion (%) whose reason for choosing the type of health facility:						
		Distance	Cost	Hospitality	Quality of care	Availability of staff	Availability of medicines	Others to be specify
Place of residence	Rural	8,3	4,5	59,1	55,3	58,3	40,9	24,2
	Total	8,3	4,5	59,1	55,3	58,3	40,9	24,2

Source: Survey CCPA2, DMO Meme 2022

From the table above, 58% of the households interviewed say availability of staff in a health facility motivated them is choosing a type of health facility. 59% of households are motivated by the hospitality of the health facility.

Table 3.19 : Distribution (%) in the council of households according to the main public health facility attended to obtain care

		Type of health facility existing in the village / neighborhood					
		CS/CSI	Hospital/CMA	District Hospital	Regional Hospital	Reference Hospital	Total
Place of residence	Rural	11,8	28,0	54,3	5,1	,8	100,0
	Total	11,8	28,0	54,3	5,1	,8	100,0

Source: Survey CCPA2, council 2022

The table above shows the types of health facilities available in the council area, 54% of health facilities are district hospitals.

Table 3.20 : Accessibility of the main public health facility used to obtain care

		Proximity of the household to the main public health facility attended to obtain care			Average distance of a household to the main public health facility visited to obtain care	Average time (in minutes) taken to reach the main public health facility attended to obtain care
		Yes	No	Total		
Place of residence	Rural	58,3	41,7	100,0	7299,0	176,5
	Total	58,3	41,7	100,0	7299,0	176,5

Source: Survey CCPA2, council 2022

Table 3.20 shows the accessibility of households to the main public health facility attended to obtain care. 58,3% says they are nearer to their health facility while 42,7% says they are farther away from their health facilities.

III.3.2 Characterization of small equipment used in health facilities

Table 3.21 : Proportion (%) of households in the council according to the characteristics of the small equipment available in the main public health facility attended to obtain care

		Characteristics of the small equipment available in the main public health facility attended to obtain care									
		Scissors	Syringes	spirit	Cotton	Betadine	Thermometer	Tensiometer	Scale	Gants	Others specify
Place of residence	Rural	97,2	99,2	95,7	98,8	68,5	96,5	98,4	95,3	92,9	,0
	Total	97,2	99,2	95,7	98,8	68,5	96,5	98,4	95,3	92,9	,0

Source: Survey CCPA2, council 2022

This table shows the common equipment available in public health facilities that attend to the population of the council area. From the table, all the small equipment mentioned are available.

III.3.3 Financing of care in health facilities

This section shows the cost paid by households when health facilities offer them services.

Table 3.22 : Payment for health care and judgment of households on the reception of caregivers

		Average amount (in FCFA) paid for an ordinary consultation in the main public health facility attended to obtain care	Proportion (%) of households who find the average amount paid for an ordinary consultation in the main public health facility attended to obtain care high	Proportion (%) of households reporting that other unauthorized fees are charged for serving them at the main public health facility they attend for care	Distribution (%) of households according to the judgment on the reception of healthcare personnel in the main public health facility attended to obtain care			
					Good	Average	Bad	Total
Place of residence	Rural	988,2	33,5	10,2	21,3	75,2	3,5	100,0
	Total	988,2	33,5	10,2	21,3	75,2	3,5	100,0

Source: Survey CCPA2, council 2022

The table above shows the average amount a household pay for ordinary services offered by the health facility and the judgement on the reception of healthcare personnel in the main public health facility.

III.3.4 Appreciation of the service rendered in health facilities

This section shows the appreciation of services rendered in the health facility of the council area such are availability of drugs.

Table 3.23 : Availability of drugs and resolution of health problems in the main health facility attended for treatment

		Proportion (%) of households reporting that medicines for common illnesses in the locality were always available	Proportion (%) of households for whom most health problems in the village are solved in the main health facility attended for care
Place of residence	Rural	40,9	44,5
	Total	40,9	44,5

Source: Survey CCPA2, council 2022

From the table above, 44,5% of households say health problems in the village are solved in the main health facility they attended for care.

Table 3.24 : Non-satisfaction with the services provided in the main health facility attended for care

		Proportion (%) of households dissatisfied with the health services offered in the main health facility attended for care
Place of residence	Rural	7,5
	Total	7,5

		Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Remoteness of health facilities	Poor quality of services offered	Absenteeism of staff	Poorly qualified health training staff	Monetization of care	Insufficient drugs	Poor quality of equipment	Insufficient equipment	High cost of access to health care	Other (please specify)
Place of residence	Rural	5,3	10,5	10,5	36,8	,0	78,9	68,4	78,9	26,3	,0
	Total	5,3	10,5	10,5	36,8	,0	78,9	68,4	78,9	26,3	,0

Source: Survey CCPA2, council 2022

The table above shows the various reasons and proportion of dissatisfied households for health facilities available in the council area.

III.3.5 Actions planned to improve the health care service

The table below shows the actions household plan to undertake to improve on the health care services in the municipality. Most respondents 42.5% promised to join the council and state to advocate for improvement in the health sector

Table 3.25 : Household actions in the council with a view to improving the service provided in the health sector; Proportion (%) of households by type of action and place of residence

		Proportion (%) of households able to commit to improving the service provided in the health sector through:												Others, specify
		Additional health facilities		Extension/Rehabilitation/Equipment of health training		Improved management of health facilities						Reduction in the cost of access to health care		
		Advocacy for compliance with sectoral standards	Advocacy with NGOs/private structures for the construction of health facilities	What actions is your household prepared to take to improve the quality of health care? :: Advocacy with the municipality and the State for the extension and equipment of health facilities	What actions is your household prepared to take to improve the quality of health care? :: Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities	Supply of medicines and equipment	Reception and care of patients	Maintenance and upkeep of the hospital infrastructure	Advocacy for the allocation of staff	Control and verification of the effective presence of medical personnel	AOC Grant	Development of public-private partnerships	Negotiation of twinning and inter-municipal agreements	
Place of residence	Rural	36,2	39,4	42,5	27,6	19,7	15,4	7,5	24,0	12,2	,0	,8	,4	,4
	Total	36,2	39,4	42,5	27,6	19,7	15,4	7,5	24,0	12,2	,0	,8	,4	,4

Source: Survey CCPA2, council 2022

The table above shows the various engagements households are willing to take to improve on the health facilities in the council area

III.4 Education Services

This section describes the types of schools present in the municipality, the choice of schools for households, the quality of education delivered in both private and public schools.

III.4.1 School attendance in the municipality

Table 3.26: Percentage of children in households by level of education, and area of residence

Place of Residence	Rural	89,8
	Total	89,8

Source : Enquête CCAP2, commune 2022

		Education cycle																				
		Nursery			Primary			First Cycle			Second cycle			Professional			Others			Total		
		In which order of education do you attend?			In which order of education do you attend?			In which order of education do you attend?			In which order of education do you attend?			In which order of education do you attend?			In which order of education do you attend?			In which order of education do you attend?		
		Public	Lay Private	Total	Public	Lay Private	Total	Public	Lay Private	Total	Public	Lay Private	Total	Public	Lay Private	Total	Public	Lay Private	Total	Public	Lay Private	Total
Place of residence	Rural	53	47	100	64	36	100	51	49	100	43	53	100	25	75	100	80	20	100	58	42	100
	Total	53	47	100	64	36	100	51	49	100	47	53	100	25	75	100	80	20	100	58	42	100

Source : Enquête CCAP2, commune 2022

The table above shows the various level of education available in the council area and the percentage of children in the household by level of education.

Tableau 3.27 : Reasons for the preference of the private sector over the public sector for school attendance

		Reasons for the preference of the private sector over the public		
		Distance	Cost	Quality of Education
Place of residence	Rural	27,73722628	0	89,7810219
	Total	27,73722628	0	89,7810219

Source : Enquête CCAP2, commune 2022

Table 3.27 above shows that 89.8% of respondents will prefer private education sector for quality education.

Table 3.28 : Distribution (%) of households declaring the existence of a public school in an education cycle available in the village / district according to the place of residence and the proximity of the household to this public school.

Teaching cycle in the village / quarter of Households		existence of a public school		Proximity of the household to the available public school in the village / neighbourhood		
				Yes	No	Total
		Place of residence				
		Rural	Total			
cycle	Nursery	35,19061584	35,19061584	99,16666667	0,833333333	100
	Primary	40,5	40,5	95,7	4,3	100,0
	Secondary	32,3	32,3	78,2	21,8	100,0
	Professional Education	4,1	4,1	7,1	92,9	100,0
	Total	28,0058651	28,0058651	88,48167539	11,51832461	100

Source : Survey CCAP2 Council 2022

The above table shows the proximity or nearness of households to public schools in their locality.

III.4.2 Accessibility of the public school in the municipality

This section shows the distance and time taken to reach a nearby school.

Table 3.29 : Average distance traveled and average time taken on foot to get to the school attended by education cycle and place of residence

Teaching cycle		Place of Residence			
		Rural		Total	
		Average distance travelled	Average time taken	Average distance travelled	Average time taken
cycle	Nursery	87,03812317	1,24340176	87,03812317	1,24340176
	Primary	1877,5	6,3	1877,5	6,3
	Secondary	765,2	9,8	765,2	9,8
	Professional Training	79,2	,4	79,2	,4
	Total	702,2309384	4,42228739	702,2309384	4,42228739

Source : Survey CCAP2, council 2022

The table above shows the average time and distance taken reach the nearest school by cycle

III,4,3 Characteristics of the school environment

This section describes the school environment, the cycles present in the school, the existence of structures in the school and the distribution of school books, the number of students per class, the frequency of teachers present in the school and the participation of Households in PTA meetings

Table 3,30 : Proportion (%) of households according to the declared characteristics of the establishment attended by level of education

Teaching cycle		Place of Residence							
		Rural				Total			
		has a full cycle	has a full workshop	has one room per grade level	Distribution of school books	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books
cycle	Nursery	4,398826979	3,225806452	4,398826979	0,293255132	4,398826979	3,225806452	4,398826979	0,293255132
	Primary	18,8	22,3	22,6	4,4	18,8	22,3	22,6	4,4
	Secondary	10,3	10,3	10,0	,0	10,3	10,3	10,0	,0
	Professional Training Center	,0	,6	,6	,0	,0	,6	,6	,0
	Total	8,357771261	9,090909091	9,384164223	1,173020528	8,357771261	9,090909091	9,384164223	1,173020528

Source : Survey CCAP2, council 2022

The above table shows the various characteristics of school structure available in the various school cycles.

Table 3,31 : Average number of students per classroom in a school and assessment of the frequency of the teacher's presence in the class according to the cycle

Teaching cycle		Average number of students per classroom in a school	Distribution (%) of households according to the assessment of the frequency of the presence of the teacher in the class		
			Regular	Moderately Regular	Total
cycle	Nursery	38,93333333	26,66666667	73,33333333	100
	Primary	46,2	32,1	67,9	100,0
	Secondary	165,9	31,4	68,6	100,0
	Professional Education	1600,0	50,0	50,0	100,0
	Total	101,5153846	31,53846154	68,46153846	100

Source : Survey CCAP2, council 2022

The above shows the average number of students per class and the frequency of teachers in the various schools.

Table 3,32 : Proportion (%) in the council of households not participating in PTA meetings according to place of residence

Proportion (%) of households in the council according to the reason for not attending PTA meetings

Teaching cycle		Proportion (%) of households not participating in PTA meetings
cycle	Nursery	0,879765396
	Primary	3,8
	Secondary	3,8
	Professional	,0
	Total	2,126099707

Source : Survey CCAP2, council 2022

Teaching cycle		Proportion (%) of households not participating in PTA meetings	Among households that do not participate in the PTA, proportion (%) of households according to the reason for not participating in the PTA meetings				
			Non-compliance with schedules	Duration	Information meeting and not a discussion meeting	Non-accountability	Other (please specify)
cycle	Nursery	0,879765396	0	66,66666667	33,33333333	0	0
	Primary	3,8	46,2	23,1	30,8	7,7	,0
	Secondary	3,8	53,8	15,4	15,4	,0	15,4
	Total	2,126099707	44,82758621	24,13793103	24,13793103	3,448275862	6,896551724

Source : Survey CCAP2, council 2022

The table above shows the proportion of households' participation in PTA activities in the various school cycles.

III,4,4 Cost of education and management of school facilities

This section describes the management of school infrastructure by PTA, Council Village Organization, the state, Elites and other partners and also the assessment of amount of fees paid by registration and PTA levy

Table 3,33 : Distribution of households according to the assessment of the amount paid for payable fees and place of residence

Teaching cycle		Average spend (FCFA)			Breakdown (%) of households paying the fees payable by appreciation of the amount paid			Proportion (%) of households having paid something else in addition to education fees
					HIGH	Reasonable	Low	
		What is the amount of the registration fee	What is the amount of the PTA	What is the total amount of other fees				
cycle	Nursery	9200	9100	4333,333333	66,66666667	26,66666667	6,666666667	1,173020528
	Primary	935,9	7000,0	544,9	17,9	78,2	3,8	6,7
	Secondary	11877,1	21100,0	2128,6	65,7	34,3	,0	,9
	Professional	55000,0	,0	,0	50,0	50,0	,0	,0
	Total	5666,923077	10930,76923	1400	36,92307692	60	3,076923077	2,19941349

Source: Survey CCAP2, council 2022

The table above shows the average school fees paid by households in the various school cycles.

Table 3,34 : Proportion (%) of households declaring that the damaged works (water points, classrooms, latrines, etc,) of the school have been repaired according to the type of actor according to the education cycle

Teaching cycle		repaired according to the type of actor					
		PTA	Mayor (Council)	Village Organization	MINEDUB/MINESEC/MINEFOP	Elites	Other Partners (please Specify)
cycle	Nursery	3,519061584	0	0	0,879765396	0	0,879765396
	Primary	14,7	5,6	1,2	7,0	,0	1,2
	Secondary	4,1	,3	,3	5,6	,0	,9
	Professional	,0	,0	,0	,3	,0	,3
	Total	5,571847507	1,46627566	0,366568915	3,445747801	0	0,806451613

Source : Survey CCAP2, council 2022

III,4,5 Assessment of the education service by cycle

The tables below describe the level of satisfaction or dissatisfaction with the services the various cycles offer in education

Table 3,35 : Proportion (%) of households dissatisfied with education services by level of education and reason for dissatisfaction

Teaching cycle		Proportion (%) of households dissatisfied with education services	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:										
			Distance from the institution	Insufficient classrooms	Insufficient facilities	Insufficient schools	Attendance	Punctuality	Quality of Teaching	Lack of textbook distribution	Poor results	High cost of schooling	Other (please specify)
cycle	Nursery	1,173020528	0	25	0	0	0	0	0	25	0	100	0
	Primary	1,5	40,0	20,0	80,0	20,0	,0	,0	,0	40,0	,0	40,0	,0
	Secondary	2,6	44,4	,0	11,1	11,1	,0	11,1	,0	,0	,0	88,9	,0
	Professional	,3	100,0	,0	,0	,0	,0	,0	,0	,0	,0	100,0	,0
	Total	1,392961877	36.8	10.5	26.3	10.5	0	5	0	15.7	0	78.9	0

Source : Survey CCAP2, council 2022

The table above indicate that most households are not satisfy with the distance to school in all the cycles of education

III,4,6 Actions envisaged to improve the education service

Table 3,36 : Actions by households at the municipal level with a view to improving the service provided in the education sector

Proportion (%) of households by type of action and place of residence

Teaching cycle		Proportion (%) of households able to commit at municipal level to improving the service provided in the education sector through:						
		Prime d'excellence aux écoles	Sensibilisation des enseignants sur la conscience citoyenne /professionnelle	Suivi rapproché des relations parents/enseignants	Restauration de l'autorité des enseignants	Formation des enseignants	Plaidoyer pour l'affection du personnel	Dans laquelle de ces actions au niveau communal votre ménage est-il prêt à s'engager en vue de l'amélioration de la qualité du service rendu par l'école maternelle que $\text{\$}\{\text{nameMat}\}\text{\$}\{\text{full_name}\}$ fréquente *** :: Autres (à préciser)
cycle	Nursery	2,3	1,7	2,0	0,5	0,5	2,9	0
	Primary	16,1	9,7	4,7	7,3	2,9	12,0	,0
	Secondary	5,0	5,9	2,9	2,3	2,6	4,4	,0
	Professional	,3	,0	,3	,3	,0	,3	,0
	Total	5,9	4,3	2,4	2,6	1,5	4,9	0

Source : Survey CCAP2, council 2022

Table 3,37 : Household actions at the community level to improve the service provided in the education sector

Proportion (%) of households by type of action and place of residence

Teaching cycle		Proportion (%) of households able to engage at the community level in improving the service provided in the education sector through:									
		Participation in school activities	Bonus for good teachers	Denouncing bad teachers	Strengthening parent-teacher relationships	Payment of contributions	Strengthening the presence of women in the PTA Bureau	Dissemination of the PTA's management reports	Dissemination of good practice	Monitoring of regular teacher attendance	others (Please specify)
cycle	Nursery	1,7	0,8	1,1	0,5	0,5	2,0	0	1,1	3,2	0
	Primary	13,8	7,3	4,4	4,7	,9	12,0	7,0	5,3	8,2	,0
	Secondary	4,4	2,9	2,3	2,6	,3	4,1	1,5	1,5	6,5	,0
	Professional	,0	,0	,0	,3	,0	,0	,0	,0	,3	,0
	Total	4,9	2,7	1,9	2,0	0,4	4,5	2,1	1,9	4,5	0

Source : Survey CCAP2, council 2022

III,5 Provision of communal services

This section shows the various services that the council provide and the quality of services,

III,5,1 Characterisations of municipal service provision

Table 3,38 : Request for service, reception at the council and time taken to obtain the service

Service council		Proportion of households having requested the service during the last 12 months	Proportion of households considering that the reception for the service was good
service	Birth Certificate	6,7	5,3
	Dead Certificate	,9	,9
	Marriage Certificate	1,5	1,5
	Legalization of official documents	1,5	1,2
	Issuance of urban planning documents	,9	,3
	Development of roads	,6	,0
	Waste management/sanitation	,6	,3
	Hygiene and sanitation	1,8	,3
	Development of green and recreational areas	,0	,0
	Public transport	,0	,0
	Public lighting	2,3	1,5
	Development of playgrounds	,0	,0
	Resident Permit	,6	,6
	Validation of location plans	,0	,0
	Authentication of documents	1,2	,6
	Informations	1,2	,9
	Others	,6	,6

Source : Survey CCAP2, council 2022

Service council		Time taken to obtain municipal service						
		After how long did you obtain the service requested from the Commune?						
		In progress	Minute	Hour	Day	Week	Month	Total
service	Birth Certificate	8,7	8,6	17,3	47,8	13,04	4,3	100,0
	Dead Certificate	,0	0	100	0	0	0	100,0
	Marriage Certificate	,0	0	40	0	40	20	100,0
	Legalization of official documents	,0	20	20	40	20	0	100,0
	Issuance of urban planning documents	,0	33,3	66,6	0	0	0	100,0
	Development of roads	50,0	0	0	0	0	50	100,0
	Waste management/sanitation	100,0	0	0	0	0	0	100,0
	Health and safety	100,0	0	0	0	0	0	100,0
	Public lighting	100,0	0	0	0	0	0	100,0
	Residence Permit	,0	0	100	0	0	0	100,0
	Authentication of documents	,0	25	25	25	25	0	100,0
	Information	,0	75	0	0	25	0	100,0
	Others	,0	100	0	0	0	0	100,0

Source : Survey CCAP2, council 2022

III,5,2 Constraints in the provision of Council services

This section shows the various difficulties involve in getting council services such as time, quality of staff, poor organization

Table 3,39 : Proportion (%) of households according to the time taken to render the council service

Service council		Proportion (%) of households that find the time taken to render the service long or very long
service	Birth Certificate	39,13043478
	Dead Certificate	0
	Marriage Certificate	20
	Legalization of official documents	40
	Issuance of urban planning documents	0
	Development of roads	100
	Waste management/sanitation	100
	Health and safety	100
	Public lighting	100
	Residence Permit	100
	Authentication of documents	50
	Information	25
	Others	100

Source : Survey CCAP2, council 2022

Service council		rt					
		Cause of long or very long delay to help					
		Unavailable/absent staff	Lack of working materials	Incompetent staff	Poor organisation of services	Other (please specify)	Total
service	Birth Certificate	66,7	11,1	0	22,2	0	100,0
	Marriage Certificate	100,0	0	0	0	0	100,0
	Legalization of official documents	100,0	0	0	0	0	100,0
	Development of roads	,0	100	0	0	0	100,0
	Waste management/sanitation	50,0	0	0	0	50	100,0
	Health and safety	,0	100	0	0	0	100,0
	Public lighting	,0	75	12,5	12,5	0	100,0
	Residence Permit	50,0	0	0	50	0	100,0
	Authentication of documents	100,0	0	0	0	0	100,0
	Information	100,0	0	0	0	0	100,0
	Others	100,0	0	0	0	0	100,0

Source : Survey CCAP2, council 2022

Table 3,40 : Proportion (%) of households having paid a tip to obtain the council service

Service council		Proportion (%) of households having paid a tip to obtain the service
service	Birth Certificate	21,73913043
	Dead Certificate	0
	Marriage Certificate	20
	Legalization of official documents	40
	Issuance of urban planning documents	0
	Development of roads	0
	Waste management/sanitation	0
	Health and safety	0
	Public lighting	0
	Residence Permit	0
	Authentication of documents	50
	Information	50
	Others	50

Source : Survey CCAP2, council 2022

III,5,3 Promotion of civic engagement in the Municipality

This section describes the engagement between the council and households in the municipality,

Table 3,41 : Proportion (%) of households according to the characterization of the activities of the council

Service council		Communication on actions planned over the past year	Communication on the annual budget	Communication on last year's expenditure and revenue	Support for the village/district in development actions	Involvement of the village/ neighborhood in the programming and budgeting of development actions
Place of Residence	Rural	,6	0	0	1,173020528	19,9
	Total	,6	0	0	1,173020528	19,9

Source: Enquête CCAP2, commune 2022

III,5,4 Assessment of municipal services

This section shows the level of assessment of council services by households, it can be seen that in table 3,42, most households are dissatisfy with access to information in the Council

Table 3,42 : Proportion (%) of dissatisfied households by reason for dissatisfaction

Service council		Proportion (%) of households dissatisfied with council services									
Residential Area	Rural	43,1085044									
	Total	43,1085044									

Service council		Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Heaviness processing of users requests	Non-information of the populations of the management communale	Staff absenteeism	Corruption	bad reception	Lack of professionalism	Ignorance of the actions carried out by the council	Ignorance of the actions carried out by the council	Unavailability of the municipal executive (Mayor and his Deputies)	Other
Strate de résidence	Rural	51,0	68,0	10,8	18,3	1,3	6,8	48,9	14,2	4,08	3,4
	Total	51,0	68,0	10,8	18,3	1,3	6,8	48,9	14,2	4,08	3,4

Source : Survey CCAP2, council 2022

III,5,5 Actions envisaged to improve Council services

This section shows the action households wish to take in order to improve the services offered by the council

Table 3,43 : Actions of households in the council with a view to improving the quality of service provided by the municipal institution
Proportion (%) of households by type of action and place of residence

Service council Area		Proportion (%) of households able to commit to improving the service provided by the council institution through:									
		Contribution to the dissemination of council information in the community	Feeding and exploitation of suggestion boxes	Participation in community activities (implementation of endogenous solutions)	Consultation of the bulletin board of the council	Participation in the dissemination of information in the community radios	Monitoring of dedicated time slots in community radios	Raising awareness for group listening in community radios	Membership of community radio listening groups	Participation in town information and awareness meetings	Other
Residential	Rural	55,7	13,7	75,6	6,7	0,2	1,17	22,5	23,1	39,2	,3
Area	Total	55,7	13,7	75,6	6,7	0,2	1,17	22,5	23,1	39,2	,3

Source : Survey CCAP2, council 2022

The table above shows that most respondents want to participate in community activities and in the dissemination of information

CHAPTER IV: ACTION PLAN FOR THE IMPLEMENTATION OF CITIZEN CONTROL OF PUBLIC ACTION

IV.1, Participatory monitoring and evaluation system for change management

Table 4.1: Monitoring and evaluation system for driving change

Phase	Activities	Expected Results	Actors	Roles/tools	Start date	End date
Production of Reports	Submission of draft report, Reading of the report, and Submission of final report	Final scorecard report is available	NADEV/ PNDP	Review panellists Representatives of all sectors involved	28/06/2022	10/07/2022
Negotiation of Recommendations	Restitution workshop for councils	1. Lessons learned and expected changes 2. List of negotiated changes	PNDP/ NADEV	Review panelists Representatives of all sectors involved	12/07/2018	19/07/2022
Dissemination of results	Broadcasting of results	Results are fully broadcasted to the general public.	NADEV and	Media houses and publication	20/07/2022	21/07/2022
Implementation	Implementation of accepted changes to different sectors	Accepted changes are implemented	Respective sectors (Council, MINESANTE, MINEE, MINEDUB, MINESEC)		20/07/2022	14/09/2022

IV,2, Action plan in the target sectors of the ScoreCard

The table below shows the action plan of the various sectors target during the ScoreCard survey and the various actions to be taken and implemented in the municipality of Idenau

Table 4.2: Action Plan for the Implementation of the Citizen Control of Public Action

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		Drinking water supply								
Improve access to quality drinking water within the Municipality	Improve access to drinking water in 8 villages within the municipality	Construction of water points within the community	Council/ MINEE			More water points will be constructed		At least 8 new water points for the 8 villages that are not adequately supplied.	CDP/MINEE, Scorecard survey	Survey every after six months
	Improve the management of water points and sources	Revamp or Create water management committees within the municipality	Council/ MINEE			The existing water management com. will be revamped and more will be		Revamp all inactive committees and create At least 8 new water points.		Check every after six months

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
						created.				
	Improve quality of drinking water	-Community sensitization on simple water purification techniques -Construction of desalination plant to treat salty borehole water.	Council/ MINEE/ MINES ANTE			-More than half of the community population can use simple water purification -More potable water from borehole		At least half of the community.		- Sensitize every after two months -Saline tests regularly
		Health								

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
Improve access to quality and affordable health care services	Improve capacity of medical staff	Organize workshops to sensitize medical staffs on good practices Recruit or deploy more staff	MINSA NTE/Council			-At least 90% of all medical staffs within the municipality practice good working. -More staffs present in the municipality.		All medical staffs within the municipality	MINSANTE Scorecard survey	Checks every six months
	Improve management of health units	Revamp health monitoring committees to better perform their duties	MINSA NTE/Council			All health management committees are functioning fully		All health monitoring committee		

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
	Improve access to good health care	Provision of medical equipment and drugs, Construction of more health centres closer to some communities	MINSA NTE/Co uncil			More health units constructed		Entire municipality		
Education										
Improve access to education	Improve the quality of education	-Supply of school equipment and teaching aids to basic and secondary education. -Construction of complete and sufficient	MINEDU B/MINES EC/Council			1 school each from the basic and secondary		At least one nursery, two primary and 1 secondary school	MINEDU B, MINESE C, Scorecard survey.	Checks once every term

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		schools							MINEDU B, MINESE C, Scorecard survey	Checks once every term
		Deployment of more teachers at the nursery, primary and secondary levels.			More teaching staffs available		At least 1 teacher per class for the basic education			
	Improve the management of schools	Revamp/Create school management boards and PTAs			All the schools' management committees functioning fully			Checks once every term		
		Provision of council services								
Build strong collaboration and trust between council authorities	Improve access to information by the grassroots	Organization of quarterly open sessions	Council/ State			At least two open session is organized each year between council		Four open sessions	Council Scorecard survey	Quarterly checks

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
and the population						executive and the community				
		the council investment budget				90% of the population are aware of council activities		Everybody in the municipality		
	Improve time taken to obtain council services	Ensure staffs are always present and regular role call				At least 70% staff present		All council staffs	Council Scorecard survey	Quarterly checks

CONCLUSION AND MAIN RECOMMENDATIONS

The second phase of the scorecard survey which included councils that were not surveyed in the first phase was carried out 188 councils including Idenau Council. The main aim was to obtain the population's perceptions on the satisfaction of the public service offer in the targeted sectors, with a view to setting up a mechanism for citizen control of public actions carried out in the municipal territory. Below are some recommendations for the various sectors involved;

Water Supply

In order to improve access to quality hydraulic services, suggestions were made. They are notably:

- The construction of adequate and sufficient infrastructure in the council according to the sector policy in use.
- The improvement of the type of relation existing between the administrations concerned and the populations
- The boosting and training works management committees in villages in order to guarantee the viability of those works
- The arrangement of spring designed to supply potable water
- The training of the council agents in charge of hydraulic matters and populations sensitization on the servicing of works.

Health

- Inform the population about the official costs of consultation for health services in health centres so as to reduce the cost difference in health centres of the same standard (free consultation in certain integrated health centres and payment of consultation fee in others)
- Supply health centres with essential medicines and ensure a good management of stock
- Reinforce the capacity of the actual team in health centres in order to ameliorate health service offer
- Organize consultation campaigns for the population in villages that are far from the health centers
- Put in place a means to inform the population on the management of health centers through the use of dialogue (management committee, health committee)

Education

- To ameliorate the basic education services, it is recommended to adopt certain measures, notably:
- The sensitisation of parents on the importance of paying a minimum for the functioning of schools
- The engagement of the council in consecrating a major part of its investments in the building of classrooms;
- Sensitization of the local population and elite towards the building of classrooms;
- Plead/lobby for the transfers of teachers to secondary schools
- Lobby for sponsorship from development partners for the building of classrooms in the secondary schools.

Council

The council should

- Organize sensitization campaigns to explain to populations the objectives of each mandate as well as the major project to realize.
- Sensitize the populations on the services offered by the council and the main conditions to fulfill to have access to it.
- Sanction all act of corruption carryout by council workers.

ANNEXES

Annex 1: List of participants in the report feedback meeting

MINISTÈRE DE L'ÉCONOMIE, DE LA PLANIFICATION
ET DE L'AMÉNAGEMENT DU TERRITOIRE

SECRETARIAT GÉNÉRAL

PROGRAMME NATIONAL DE DÉVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



MINISTRY OF ECONOMY, PLANNING AND REGIONAL
DEVELOPMENT

GENERAL SECRETARY

NATIONAL COMMUNITY DRIVEN PROGRAM

NATIONAL COORDINATION UNIT

Annex 2: ScoreCard survey questionnaires

SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF GOODS AND SERVICES IN THE MUNICIPAL AREA WITH A VIEW TO SETTING UP A CITIZEN'S CONTROL OF PUBLIC ACTION (SCORECARD)

HOUSEHOLD QUESTIONNAIRE

Section I. IDENTIFICATION

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council _____	<input type="text"/>
S1Q04	Council Batch _____	<input type="text"/>
S1Q05	Sequential number of the Enumeration Area _____	<input type="text"/>
S1Q06	Residence stratum: _____ 1=Urban 2=Rural	<input type="text"/>
S1Q07	Name of locality _____	
S1Q08	Structure Number _____	<input type="text"/>
S1Q08a	Household number in sample _____	<input type="text"/>
S1Q09	GPS coordinates of household X _____ Y _____ Z _____	
S1Q10	Name of the head of household _____	
S1Q11	Gender of the head of household _____	
S1Q12	Name of respondent _____	
S1Q13	Relationship of the respondent to the head of the household (see codes) _____	<input type="text"/>
S1Q14	Respondent Sex : _____ 1=Male 2=Female	<input type="text"/>
S1Q15	Age of respondent (in completed years) _____	<input type="text"/>
S1Q16	Respondent's telephone number _____	<input type="text"/>
S1Q17	Survey start date _____	<input type="text"/>
S1Q18	Survey end date _____	<input type="text"/>
S1Q19	Name of the investigator _____	
S1Q20	Name of the council supervisor _____	
S1Q21	Collection results _____	<input type="text"/>

1=Complete survey
2=Incomplete survey
3=Refused
4=No competent respondent
5=Empty dwelling or no dwelling at address
6=Other (please specify)
(If the answer is different from 1 and 2, end of the questionnaire)

S1Q22 Assessment of the quality of the survey _____ ☐
1=Very good 2=Good 3=Average 4=Poor 5=Very poor

1 = Head of Household
2 = Spouse of Head of Household
3 = Son/daughter of the Chief or his/her spouse
4 = Father/mother of the Head or his/her spouse
5 = Other relative of the head or his/her spouse
6 = Not related to the head or his/her spouse
7 = Domestic

CODES S1Q13

Section II. DRINKING WATER

		1=yes	2=no
S2Q01	What types of water points do you have in your village/neighbourhood? (Circle the corresponding letter(s) other type		
	A. Well with human powered pump		<input type="checkbox"/>
	B. Well with electric pump		<input type="checkbox"/>
	C. Open pit		
	D. Borehole with human powered pump		<input type="checkbox"/>
	E. Borehole with electric pump		<input type="checkbox"/>
	F. Standpipe		<input type="checkbox"/>
	G. Spring		<input type="checkbox"/>
	H. Pool of water		<input type="checkbox"/>
	I. Water supply network		<input type="checkbox"/>
J. Drinking water supply (CAMWATER)			
K. River		<input type="checkbox"/>	
X. Other (s) to be specified)			
S2Q01a	Is your main water supply public or private? 1=Public 2=Private if 2 → S2Q18		<input type="checkbox"/>
S2Q02	What is your main public water supply? (One answer only) 1= Well with human-powered pump 2= Well with electric pump 3=Open Pit Drilling with electric pump 10= Pool of water 4=Drilling with human-powered pump 6=Spring 7=River 8=Drinking water supply 09=Fountain stand		<input type="checkbox"/>
S2Q03	Is this water available all year round? 1=Yes 2=No		<input type="checkbox"/>
S2Q04	Do you have access to this water point at any time of the day? 1=Yes 2=No if yes → S2Q07		<input type="checkbox"/>
S2Q05	If not, how often does your household get drinking water each day? 1=Once ; 2=twice ; 3= Three times		<input type="checkbox"/>
S2Q06	Does this frequency correspond to your current need for drinking water? 1=Yes 2=No		<input type="checkbox"/>
S2Q07	Has this water point broken down at any time in the last 6 months, i.e. since? 1=Yes 2=No If no S2Q08		<input type="checkbox"/>

S2Q07a	If your water point has broken down at any time in the last 6 months, i.e. since, after how long has it been back in service? 1=Less than one week 2=Between one week and one month 3=Between one month and three months 4=More than three months 5=Not yet, if 5 S2Q08		<input type="text"/>
S2Q07b	By whom was it restored to service? (Circle the corresponding letter(s)). Another player in the restoration of the water point?		1=Yes 2=No
		A= Council	<input type="text"/>
		B=State	<input type="text"/>
		C=An elite	<input type="text"/>
		D=The water point management committee	<input type="text"/>
		E=Village/neighbourhood chief	<input type="text"/>
		F=CAMWATER/SNEC/CDE	<input type="text"/>
		H=Do not know	<input type="text"/>
	X=Other partners: _____	<input type="text"/>	
S2Q08	Who is involved in the management, maintenance and upkeep (preventive and routine) of the water point?		1=Yes 2=No
		A=Management committee	<input type="text"/>
		B=Council	<input type="text"/>
		C=CAMWATER	<input type="text"/>
		D=Community	<input type="text"/>
	X=Others	<input type="text"/>	
If S2Q08=A	S2Q08a	Does your household contribute financially to the operation of Management Committee? 1=Yes 2=No if no go to S2Q09	<input type="text"/>
	S2Q08b	How often does your household contribute financially to the operation of the Management Committee (number unit)? Unit 1 = Day, 2 = Week, 3 = Month, 4 = Quarter, 5 = Semester, 6 = Year	<input type="text"/> <input type="text"/>
	S2Q08c	What is the amount of this contribution from your household to the operation of the Management Committee (CFA francs)?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	S2Q08d	How do you judge this amount? 1=High 2=Reasonable 3=Insignificant	
S2Q09	What is the average distance from the household to your main public water supply (unit, number)? 1= m 2= Km		<input type="text"/> <input type="text"/>
S2Q10	How many minutes on average does it take you to walk to the water point? What is the average waiting time at the water point?		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
S2Q11	What is the average waiting time in minutes at the water point?		
S2Q12	How would you rate the service provided by your main public water supply? 1. Very good 2. Good 3. Fair 4. Poor 5. Very poor		<input type="text"/>
S2Q13	Does this water have an odour? 1=Yes, always 2=Yes, sometimes...3=Never ? 8=Do Not know		<input type="text"/>
S2Q14	Does this water taste good? 1=Yes, always 2=Yes, sometimes...3=Never ? 8=Do Not know		<input type="text"/>
S2Q15	Does this water have a colour? 1=Yes, always 2=Yes, sometimes...3=Never ? 8=Do Not know		<input type="text"/>
S2Q16	How many people do you usually find at this water point ?		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

S2Q17	Have you expressed a need for a public drinking water supply during the past year? in the last 6 months, i.e. since? 1=Yes 2=No If no S2Q18		<input type="checkbox"/>
S2Q17a	Who did you contact? (Several answers possible) Other?		1=Yes 2=No
		A. Mayor (council)	<input type="checkbox"/>
		B. State (sectorial)	<input type="checkbox"/>
		C. An elite	<input type="checkbox"/>
		D. The water point management committee	<input type="checkbox"/>
		E. Village/neighbourhood chief	<input type="checkbox"/>
		F. Administrative authorities	<input type="checkbox"/>
		G. CAMWATER/SNEC/CDE	<input type="checkbox"/>
	X. Other partners: _____	<input type="checkbox"/>	
S2Q17b	Was your need met? 1=Yes 2= No 3= Under study, If 2 or 3 _____ S2Q18		<input type="checkbox"/>
S2Q17c	If you received a favourable response, after how long was your need met (number unit)? 1=minutes, 3=hours, 4=day, 5=week, 6=month, 7=year		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S2Q18	Overall, how satisfied is your household with the public water supply in your village? (Circle one answer only) 1=Satisfied 2=Unknown 3=Unsatisfied If 1 or 2 S2Q20.		<input type="checkbox"/>
S2Q19	Give the reasons for your household's dissatisfaction with the public water supply in your village (multiple answers possible). Any other reason?	1=yes 2=no	
		A. Distance from water source	<input type="checkbox"/>
		B. Poor water quality	<input type="checkbox"/>
		C. Insufficient water supply points	<input type="checkbox"/>
		D. Poor management of the water point	<input type="checkbox"/>
		E. Lack of/slow maintenance in case of failure	<input type="checkbox"/>
		F. High cost of water supply	<input type="checkbox"/>
		X. Others to be specified _____	<input type="checkbox"/>
		<input type="checkbox"/>	
S2Q20	Which of these actions is your household willing to engage in to improve water supply?		1=Yes 2=No
		A. Additional water points	
		A1 Contribution towards the construction of an additional water point	<input type="checkbox"/>
		A2 Donation of site for construction of a water point	<input type="checkbox"/>
		A3 Advocacy with donors (NGOs, associations, elites, companies etc.)	<input type="checkbox"/>
		B. Improved management of existing water points	
		B1 Revitalisation/implementation of SMC	<input type="checkbox"/>
		B2. Financial contribution to a community water point management and maintenance mechanism	<input type="checkbox"/>
		B3 Encouraging the integration of women in the SMC	<input type="checkbox"/>
		B4 Monitoring the production of reports on the management of the water point by the SMC	<input type="checkbox"/>
		B5 Facilitating the movement of the artisan repairer responsible for the maintenance of the water point	<input type="checkbox"/>
		C. Improving the water quality of existing water points	

		C1 Participation in periodic campaigns to make the water drinkable in the locality	<input type="checkbox"/>
		C2 Participation in awareness campaigns on the denunciation of unsanitary acts that impact on water quality	<input type="checkbox"/>
		X. Others to be specified _____	<input type="checkbox"/>
Section III. HEALTH			
S3Q01	What type of health facility exists in your village/neighbourhood (Circle the corresponding letter(s). Other health facility?	A. Integrated health centre	<input type="checkbox"/>
		B. District Medical Centre	<input type="checkbox"/>
		C. District hospital/CMA	<input type="checkbox"/>
		D. Regional Hospital	<input type="checkbox"/>
		E. Reference/Military Hospital	<input type="checkbox"/>
		F. Private health facility	<input type="checkbox"/>
		X. Other (please specify)	<input type="checkbox"/>
S3Q01a	In which type of health facility do you go for your health care frequently? 1= Public 2= Private Secular 3= Private Religious If S3Q01=1 move to S3Q02 If S3Q01= 2 or 3 continue		<input type="checkbox"/>
S3Q01b	What are your reasons for choosing these facility?	1=Yes 2=No	
		A. Distance	<input type="checkbox"/>
		B. Cost	<input type="checkbox"/>
		C. Receptive	<input type="checkbox"/>
		D. Quality of care	<input type="checkbox"/>
		E. Staff availability	<input type="checkbox"/>
		F. Availability of drugs	<input type="checkbox"/>
		X. others to be specified :	<input type="checkbox"/>
S3Q01c	Do you ever go to public health facilities for care? 1=Yes 2=No If No, go to next section		<input type="checkbox"/>
S3Q02	What is the main public health facility that your household uses for health care? 1= HC/IHC 2= Hospital 3= District hospital 4= Regional hospital 5 =Reference hospital/ Military Hospital		<input type="checkbox"/>
S3Q02a	Is this health facility the closest to your household? 1=Yes 2=No		<input type="checkbox"/>
S3Q02b	How far away from your household is this health facility (unit and number)? 1= m 2= Km		<input type="text"/>
S3Q02c	On average, how long does it take you to walk to this health facility? (unit and number) 1=minute 2=hour		<input type="text"/>
Questions S3Q03 to S3Q11 ask about the last time a member of your household went to this health facility,			
S3Q03	Was the nursing staff present? 1=Yes 2=No		<input type="checkbox"/>
S3Q04	Was the small medical equipment always available? (Several responses)	1=Yes 2=No 8=Don't know	<input type="checkbox"/>
		A. cissors	<input type="checkbox"/>
		B. Seringues	<input type="checkbox"/>
		C. alcohol	<input type="checkbox"/>

		D. Coton	<input type="checkbox"/>
		E. Betadine	<input type="checkbox"/>
		F. Thermometre	<input type="checkbox"/>
		G. Tensiometer	<input type="checkbox"/>
		H. Scale	<input type="checkbox"/>
		I. Gloves	<input type="checkbox"/>
		X. others to be specified:	<input type="checkbox"/>
S3Q05	Did this health facility have the following services? If no S10.	1=Yes 2= No 8=Don't know	<input type="checkbox"/>
		A. Maternity	<input type="checkbox"/>
		B. Paediatrics	<input type="checkbox"/>
		C. Laboratory	<input type="checkbox"/>
		D. Minor Surgery	<input type="checkbox"/>
		E. Hospitalization	<input type="checkbox"/>
		X. Other to be specified: _____	<input type="checkbox"/>
S3Q06	How much did he pay for normal consultation? (Session fee) amount in CFA Francs		<input type="text"/>
S3Q07	How do you rate this amount? 1=High 2=Reasonable 3=Low		<input type="checkbox"/>
S3Q08	In addition to the consultation fee, did the staff charge other unauthorised fees to serve you (monetary, over-invoicing, equipment, etc.)? 1=Yes 2=No		<input type="checkbox"/>
S3Q09	How did this person rate the reception of the health care staff at this health facility? 1=Good 2=Average 3=Poor		<input type="checkbox"/>
S3Q10	Is there a drug supply point (pharmacy/pro-pharmacy) in this health facility? 1=Yes 2=No 8= Don't know If no S3Q12		<input type="checkbox"/>
S3Q11	Were medicines always available there? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S3Q12	Does this public health facility solve most of the health problems you face in your household? 1=Yes 2=No		<input type="checkbox"/>
S3Q13	Overall, how satisfied is your household with the health services provided in this public health facility? (Circle one answer only) 1=Very satisfied 2=Satisfied; 3=Average; 4=Unsatisfied; 5=Very Dissatisfied If 1 or 2 go to S3Q15		<input type="checkbox"/>
S3Q14	What are the reasons for your household's dissatisfaction with the services received from the health facility you attended? (Several answers possible) Any other reason?	A. Remoteness from health facilities	<input type="checkbox"/>
B. Poor quality of services offered		<input type="checkbox"/>	
C. Staff absentism		<input type="checkbox"/>	
D. Poor qualification of health facility staff		<input type="checkbox"/>	
E. Monetization of care		<input type="checkbox"/>	
F. Insufficient drugs		<input type="checkbox"/>	
G. Poor quality of equipment		<input type="checkbox"/>	
H. Insufficient equipment		<input type="checkbox"/>	
I. High cost of access to health care		<input type="checkbox"/>	
X. Other (please specify): _____		<input type="checkbox"/>	
S3Q15	Which of these actions is your household willing to engage in to improve the	1=Yes 2=No	
	A. Additional health facilities	<input type="checkbox"/>	
	A1 Advocacy for compliance with sectoral standards	<input type="checkbox"/>	

	quality of the health service?	A2. Advocacy with NGOs/private structures for the construction of health facilities	<input type="checkbox"/>
		B. Extension/rehabilitation/equipment of existing health facilities	
		B1. Advocacy with the commune and the State for the extension and equipment of health facilities	<input type="checkbox"/>
		B2. Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities	<input type="checkbox"/>
		C. Improving the management of FOSA	
		C1. Revitalisation of FOSA /Management committees	<input type="checkbox"/>
		C2. Supply of medicines and equipment	<input type="checkbox"/>
		C3. Reception and management of patients	<input type="checkbox"/>
		C4. Maintenance and upkeep of the hospital infrastructure	<input type="checkbox"/>
		C5. Advocacy for the allocation of staff	<input type="checkbox"/>
		C6. Control and verification of the effective presence of medical staff	<input type="checkbox"/>
		D. Reducing the cost of access to health care	
		D1. FOSA subsidy	<input type="checkbox"/>
		D2. Development of public-private partnerships	<input type="checkbox"/>
		D3. The negotiation of twinning and inter-communal partnerships	<input type="checkbox"/>
		X. Others to be specified	<input type="checkbox"/>

Section IV. EDUCATION

S4Q01	. How many children in your household are between the ages of 3 and 24? If none, go to the next section				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Name of the child between 3 and 24 years old		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q02	« Name" attend a school in the year 2021/2022? 1 = Yes 2 = No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q03	In which educational cycle does "name" attend 1= Nursery 2= Primary 3 = Secondary 1st cycle 4 = Secondary2nd cycle 5= Vocational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q04	In which order of education? 1= Public 2= Private Secular 3= Private Denominational If Public, go to next child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q05	If private secular	distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	or private denominational What are your reasons for choosing this type of school? 1=yes 2=no	Cost	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Quality of education	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Education cycle			<i>Nursery</i>	<i>Primary</i>	<i>Secondary</i>	<i>Professional training</i>
<i>S4Q06</i>	Does your village/neighbourhood have a public school "Name of school"? 1=Yes 2=No If not, go to the next cycle		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>S4Q07</i>	Is this (name of cycle) public school the closest? 1=Yes 2=No		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
For a given cycle, questions S4Q08 to S4Q24b are addressed to the child of the household who will have been selected						
Education cycle		<i>Nursery</i>	<i>Primary</i>	<i>Secondary</i>	<i>Professional training</i>	
<i>S4Q08</i>	How far away from your household is the school that your children attend (name of the cycle)? (Unit/time) 1 = m 2 = Km	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>S4Q09</i>	How long does it take the children in your household to walk to the (name of cycle) school they attend? (unit/time) 1 = minutes 2 = heures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>S4Q10</i>	Does the (name of the cycle) school where the children of your household attend have a complete cycle? (Distinguish the first cycle from the second cycle) 1=Yes 2=No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>S4Q11</i>	Does the vocational training centre where the children in your household attend have a full workshop for their				<input type="text"/>	

	subjects? 1=Yes 2=No 3=Don't know				
S4Q12	Does the (name of the cycle) school that the children in your household attend have a room for each grade? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q13	In the (name of the cycle) school that the children in your household attend, do all pupils sit on a bench? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q14	In the (name of the cycle) school that the children of your household attend, are school books distributed to pupils? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>		
S4Q15	How many pupils on average are in the class(es) in which the children of the household are enrolled in the (name of the cycle)?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q16	How do you rate the frequency of teacher attendance in the class(s) of (name of cycle) in which the children of your household attend school? 1=Regular 2=Medium regular 3=Irregular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q17	Do you participate in the activities of the PTA (Meeting)? 1= Yes 2=No If 2 go to S4Q18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
S4Q17a	Why ? (Several choices possible). Another reason?				
	A. Non-compliance with schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	B. Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	C. Information meeting, not discussion meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	D. Non-accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	X. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

S4Q18	How much do you pay on average for the fees (registration fees PTA) of this child from your household in the (name of the cycle) in a year? (enter average amount)	Inscription ----- (in FCFA)	Inscription ----- ---(in FCFA)	Inscription ----- --(in FCFA)	Inscription -----(in FCFA)
		PTA ----- (in FCFA)	PTA ----- --(in FCFA)	PTA ----- -(in FCFA)	PTA -----(in FCFA)
		Other fees ----- ----(in FCFA)	Other fees ----- ----- (in FCFA)	Other fees ----- ----- (in FCFA)	Other fees ----- (in FCFA)
		Total fees payable -----	Total fees payable ----- --	Total fees payable -----	Total fees payable -----
S4Q19	How do you rate these amounts? 1=High 2=Reasonable 3=Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q20	In addition to the fees payable, did your household pay any additional fees to the staff of the (name of cycle) school to admit the household's children to the school? 1=Yes 2=No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q21	When the structures (water points, classrooms, latrines, etc.) of the (name of the cycle) school in which this child from the household attends are damaged, who takes care of the repairs?				
	A. The PTA	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	B. The Mayor (Commune)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	C. A village organisation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	D. MINEDUB/MINESEC/MIN EFOP	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	E. The Elites	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	X. Other partners (please specify) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q22	Overall, how satisfied is your household with the education services in the (name of cycle) in your village? (Only one answer possible) 1=Satisfied 2=Unknown 3=Unsatisfied If 1 or 2 S4Q24	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

S4Q23	What are the reasons for your household's dissatisfaction with education services in the (name of the cycle)?				
	(Several answers possible)				
	Any other reason?				
	A. Distance from the institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Insufficient classrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Insufficient facilities	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	D. Insufficient schools				
	E. Personnel-related shortcomings	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	E1. Attendance, E2. Punctuality E3. Quality of lessons-	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	F. Lack of distribution of textbooks G. Poor results H. High cost of schooling X. 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"/> <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"/>
	In which of these actions is your household willing to engage in order to improve the quality of service provided by the (name of the cycle) school that this child attends? (Several answers possibles). Other action?				
S4Q24a	A. School excellence bonus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Sensitisation of teachers on citizenship/professional awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Close monitoring of parent/teacher relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Restoration of teachers' authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Teacher training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. Advocacy for staff affection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

S4Q24b	In which of these actions at the community level is your household ready to engage in order to improve the quality of the service provided by the school establishment of the (name of cycle) that this child attends? (Many possible responses). Other action?			
	A. Participation in school activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Bonus for good teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Denouncing bad teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Strengthening parent-teacher relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Payment of fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. Strengthening the presence of women in the PTA office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G. Dissemination of PTA management reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	H. Dissemination of good practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	I. Monitoring the regular attendance of teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section V. COUNCIL SERVICES

Council services ↓	S5Q01	S5Q02	S5Q03	S5Q03a	S5Q04	S5Q05	S5Q06
	Have you had to request (name of service) from the Council in the last 12 months, i.e. since? 1=Yes 2=No the following service	How were you welcomed when you visited the Council ? (Choose one answer only) 1=Good 2=Indifferent	After how long did you obtain the service you requested from the Council? (Units, numbers) -0 = in progress, 1 =minutes, 2 =hours, 3 = day, 4 = week, 5 = month, If S5Q03=in progress go to S5Q03a Otherwise, go directly to S5Q04	How long have you been using this service? (Units, numbers) 1 = day, 2 = week, 3 = month, 4 = year	How do you rate this time? 1=Seasonable 2=Long 3=Very long If S5Q04=1 S5Q06	If S5Q04=2 or 3, what do you think was the cause? 1=Staff unavailable/absent 2=Lack of working materials 3=incompetent staff 4 = Poor organisation of services 5=Refusal to bribe 6=Other (please specify) _____	Were you forced to pay unauthorised fees for this service? 1=Yes 2=No

		3=Poor					
Birth certificate	<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"/>
Death certificate	<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"/>
Marriage certificate	<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"/>
Authentication of documents	<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"/>
Issuance of urban planning documents	<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"/>
Development of roads	<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"/>
Waste management/sanitation	<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"/>
Hygiene and cleanliness	<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"/>
Development of green and recreational areas	<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"/>
Public transport	<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"/>
Public lighting	<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"/>
Development of playgrounds	<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"/>
Certificate of residence	<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"/>
Validation of location plans	<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"/>
Authentication of documents	<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"/>

Informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance and support for socially vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S5Q07	Have you or any member of the household participated in village assemblies to discuss village development issues and priorities initiated by the council? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q08	Are you or any member of your household informed of the amount of your council's annual budget? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q08a	Are you or a member of your household informed about the actions planned by the municipality in the last year? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q09	Are you or any member of your household informed of the council's expenditure and income for the last year? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q10	Does the council support your village/neighbourhood in development activities (community animation, monitoring of consultation committees, monitoring of management committees, setting up of village development monitoring structures, implementation of your micro-projects, implementation of endogenous solutions etc.)? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q11	Does the council involve your village/neighbourhood in the programming and budgeting of development actions? 1=Yes 2=No 8=Don't know						<input type="checkbox"/>
S5Q12	Overall, how satisfied is your household with the services provided by the council? (Choose one answer only) 1=Very satisfied 2=Satisfied 3=Unknown 4=Dissatisfied 5=Very dissatisfied If 1, 2 or 3 go to S5Q14						<input type="checkbox"/>
S5Q13	What are the reasons for your household's dissatisfaction with communal services? (Several answers possible).	1=Yes 2=No					1=Yes 2=No
		A. Length of time it takes to process users' requests					<input type="checkbox"/>
		B. Failure to inform the population of communal management					<input type="checkbox"/>
		C. Deficiencies related to communal personnel					<input type="checkbox"/>
		C1. Staff absenteeism					<input type="checkbox"/>
		C2. Corruption					<input type="checkbox"/>
		C3. Poor reception					<input type="checkbox"/>
		C4. Lack of professionalism					<input type="checkbox"/>
		D Lack of knowledge about the actions of the municipality					<input type="checkbox"/>
		E Lack of trust in the municipal executive					<input type="checkbox"/>
S5Q14	In which of these actions is your household willing to engage in order to improve the quality of the service provided by the community team? (Several answers	1=Yes 2=No					<input type="checkbox"/>
		A. Contribution to the dissemination of municipal information in the community					<input type="checkbox"/>
		B. Feeding and operating suggestion boxes					<input type="checkbox"/>
		C. Participation in community activities (implementation of local solutions)					<input type="checkbox"/>

	possible).	D. Consultation of the council 's noticeboard	<input type="checkbox"/>
		H. Interventions in community radio stations	<input type="checkbox"/>
		H1 Animation of airtime slots	<input type="checkbox"/>
		H2 Monitoring of dedicated time slots	<input type="checkbox"/>
		H3 Raising awareness for group listening	<input type="checkbox"/>
		H4 Membership of listening groups	<input type="checkbox"/>
		I. Participation in information and awareness-raising meetings in the municipality	<input type="checkbox"/>
		X. Other (please specify): _____	<input type="checkbox"/>

REPUBLIQUE DU CAMEROUN

Paix-Travail-Patrie

REPUBLIC OF CAMEROON

Peace-Work-Fatherland

MINISTRE DE L'ECONOMIE, DE LA PLANIFICATION
ET DE L'AMENAGEMENT DU TERRITOIRE

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT

PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



MINISTRY OF ECONOMY, PLANNING AND REGIONAL
DEVELOPMENT

GENERAL SECRETARY

NATIONAL COMMUNITY DRIVEN PROGRAM

NATIONAL COORDINATION UNIT

**SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF
GOODS AND SERVICES IN THE MUNICIPAL AREA WITH A VIEW TO SETTING
UP A CITIZEN'S CONTROL OF PUBLIC ACTION (SCORECARD)**

MUNICIPALITY QUESTIONNAIRE

Section 1 : Identification

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council batch _____	<input type="text"/>
S1Q04	Council _____	<input type="text"/>
S1Q05	How many villages/quarters does your municipality have?	<input type="text"/>
S1Q06	What is the size of the population in your municipality?	<input type="text"/>
S1Q07	Does your council know the population size per village? 1=Yes 2=No	<input type="text"/>
S1Q08	Position of respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others _____	
S1Q09	Respondent's phone number _____	<input type="text"/>
S1Q10	Survey start date _____	<input type="text"/>
S1Q11	Survey end date _____	<input type="text"/>
S1Q12	Council supervisor's name _____	
S1Q13	Council GPS coordinates X _____ Y _____ Z _____	<input type="text"/>
	Collection result _____	
S1Q14	1=Completed survey 3= Refusal 2= Incompleted survey 4= Competent respondent Absence 6= Others (to be precised) (If the answer is different from 1 and 2, end the questionnaire)	
S1Q15	Assessment of survey quality _____	<input type="text"/>
	1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad	

Section 2 : Inventory, Functionality and Management of Drinking Water Points

Types of drinking water points	S2Q01 : Does your municipality have this water point? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02 : How many such drinking water points are there in your community?	S2Q03 : How many such drinking water points are operational in your community?	S2Q04 : How many such water points have a maintenance and management mechanism?	S2Q05 : How many such water points have a functioning maintenance and management mechanism?	
A. Well with human-powered pump	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
B. Well with electric pump	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
C. Boreholes with human-powered pumps	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
D. Boreholes with electric pump	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
E. Drinking fountain	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
F. Spring	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
G. Community water supply network	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
H. Drinking water supply (CAMWATER)	<input type="checkbox"/>	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _	
S2Q06	In your opinion, is its number sufficient to cover the water needs in the municipality? 1=Yes 2=No					<input type="checkbox"/>
S2Q07	Are all villages adequately supplied with drinking water? 1=Yes 2=No if no go to S2Q08					
S2Q07a	How many villages in your community do not have a sufficient supply of drinking water?					_ _ _
S2Q08	Does your municipality have a drinking water management service? 1=Yes 2=No if no go to section 3					<input type="checkbox"/>
S2Q08a	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No					<input type="checkbox"/>
S2Q08b	What is this support ?	A. Technical follow-up 1=Yes 2=No				<input type="checkbox"/>
		B. Financial support 1=Yes 2=No				<input type="checkbox"/>
		C. Building capacity 1=Yes 2=No				<input type="checkbox"/>
		D. Logistic support 1=Yes 2=No				<input type="checkbox"/>
		X. Others (please specify) _____				<input type="checkbox"/>

Section 3: Municipal services

Nature of the service	S3Q01 : Does your municipality offer 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q02 : Is there a set and known time frame for providing 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q03 : What is the timeframe in days for providing "the service"?

A. Establishment of civil status records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Issuance of urban planning documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. development of public utility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Waste management / Sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Legalisation of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Authentification of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Hygiene and health	<input type="checkbox"/>		
H. Development of green and recreational areas	<input type="checkbox"/>		
I. Development of playgrounds	<input type="checkbox"/>		
J. Public lighting	<input type="checkbox"/>		
K. Public transport	<input type="checkbox"/>		
X. Others (please specify) _____	<input type="checkbox"/>		

Paix-Travail-Patrie

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**ENQUÊTE DE SATISFACTION DU SERVICE RENDU PAR L'OFFRE DE BIENS
ET SERVICES DANS L'ESPACE COMMUNAL EN VUE DE LA MISE EN PLACE
D'UN CONTROLE CITOYEN DE L'ACTION PUBLIQUE (SCORECARD)**

QUESTIONNAIRE DIVISIONAL DELEGATION MINEE

Section 1 : Identification

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council batch _____	<input type="text"/>
S1Q04	Council _____	<input type="text"/>
S1Q05	Position of the respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others _____	<input type="text"/>
S1Q06	Respondent's phone number _____	<input type="text"/>
S1Q07	Survey start date _____	<input type="text"/>
S1Q08	Survey end date _____	<input type="text"/>
S1Q09	Council supervisor's name _____	<input type="text"/>
S1Q10	Council GPS coordinates X _____ Y _____ Z _____	<input type="text"/>
	Collection result _____	<input type="text"/>
S1Q11	1= Completed survey 2= Incompleted survey 3=Refusal 4= Competent respondent Absence 5=Empty accomodation or no accomodation at the address 6=Others (Please precise) (If the answer is different from 1 and 2, end the questionnaire)	<input type="text"/>
S1Q12	Assessment of survey quality _____ 1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad	<input type="text"/>

Section 2 : Inventory, Functionality and Management of Drinking Water Points

Types of drinking water points	S2Q01 : Does your municipality have this water point? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02 : How many such drinking water points are there in your community?	S2Q03 : How many such drinking water points are operational in your community?	S2Q04 : How many such water points have a maintenance and management mechanism?	S2Q05: How many such water points have a functioning maintenance and management mechanism?	
A. Well with human-powered pump	<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. Well with electric pump	<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"/>	
C. Boreholes with human-powered pumps	<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"/>	
D. Boreholes with electric pump	<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"/>	
E. Drinking fountain	<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"/>	
F. Spring	<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"/>	
G. Community water supply network	<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"/>	
H. Adduction en eau potable (CAMWATER)	<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"/>	
S2Q06	In your opinion, is this number sufficient to cover the water needs in the municipality? 1=Yes 2=No					<input type="checkbox"/>
S2Q07	Are all villages adequately supplied with drinking water? 1=Yes 2=No if no go to S2Q08					<input type="checkbox"/>
S2Q07a	How many villages in the municipality do not have an adequate supply of drinking water?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S2Q08	Does the municipality have a drinking water management service? 1=Yes 2=No if no go to section 3					<input type="checkbox"/>
S2Q08a	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No					<input type="checkbox"/>
S2Q08b	What does this support consist of?	A. Technical follow-up 1=Yes 2=No				<input type="checkbox"/>
		B. Financial support 1=Yes 2=No				<input type="checkbox"/>
		C. Building capacity 1=Yes 2=No				<input type="checkbox"/>
		D. Logistic support 1=Yes 2=No				<input type="checkbox"/>
		X. Others (please specify) _____				<input type="checkbox"/>

AREPUBLIQUE DU CAMEROUN
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***SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF
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UP A CITIZEN'S CONTROL OF PUBLIC ACTION (SCORECARD)***

DIVISIONAL DELEGATION FOR SECONDARY EDUCATION QUESTIONNAIRE

Section 1 : Identification

S1Q01	Region _____	□□
S1Q02	Division _____	□□
S1Q03	Municipal batch _____	□□
S1Q04	Council _____	□□□
S1Q05	Respondent's position _____	
S1Q06	Respondent's phone number _____	□□□□□□□□□□
S1Q07	Survey start date _____	□□/□□/□□□□
S1Q08	Survey end date _____	□□/□□/□□□□
S1Q09	Council supervisor name _____	
S1Q10	Council GPS coordinates X _____ Y _____ Z _____	
S1Q11	Collection result _____	
	1=Completed survey 3= Refusal	
	2= Incompleted survey 4= Competent respondent Absence	
	6= Others (to be precised)	
S1Q125	Assessment of survey quality _____	□□
	1= Very good 2=Good 3=Average 4=Bad 5=Very bad	

Section 2 : Inventory and operation of public schools

Teaching order	S2Q01: In the municipality, does the 'order of education' exist in secondary education?	S2Q02 : How many government secondary schools	S2Q03 : How many government secondary schools	S2Q04 : How many government secondary schools have classrooms in
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REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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	1=Yes 2=No If S2Q06=2 go to the following order	does the municipality have in the 'teaching order'?	are non-operational in the 'teaching order'?	permanent materials in the "teaching order"?
A. Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Private secular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Private confessional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S2Q05	How many secondary schools does the school map provide for in the municipality?			<input type="checkbox"/>
S2Q06	Do you know the number of secondary schools in the municipality? 1=Yes 2=No If S2Q06=2 go to S2Q09			<input type="checkbox"/>
S2Q07	How many secondary schools does the commune actually have in the cycle?			<input type="checkbox"/>
S2Q08	In your opinion, is this number sufficient to cover the educational needs in secondary education in the commune? 1=Yes 2=No			<input type="checkbox"/>
S2Q09	How many secondary schools have a functioning Parent-Teacher Association (PTA)?			<input type="checkbox"/>
S2Q10	How many villages in the municipality are not covered by a secondary school according to the school mapping standards?			<input type="checkbox"/>
S2Q11	How many secondary schools in the municipality are full cycle (lower and upper cycle)? 1=Oui 2=Non			<input type="checkbox"/>
S2Q12	Are there any secondary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No			<input type="checkbox"/>

MINISTÈRE DE L'ÉCONOMIE, DE LA PLANIFICATION
ET DE L'AMÉNAGEMENT DU TERRITOIRE



MINISTRY OF ECONOMY, PLANNING AND REGIONAL
DEVELOPMENT

SECRETARIAT GENERAL

GENERAL SECRETARY

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

NATIONAL COMMUNITY DRIVEN PROGRAM

CELLULE NATIONALE DE COORDINATION

NATIONAL COORDINATION UNIT

**SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF
GOODS AND SERVICES IN THE MUNICIPAL AREA WITH A VIEW TO SETTING
UP A CITIZEN'S CONTROL OF PUBLIC ACTION (SCORECARD)**

INSPECTORATE OF BASIC EDUCATION QUESTIONNAIRE

a mis en forme : Éviter veuves et orphelines

Section 1 : Identification

S1Q01	Region	<input type="text"/>	<input type="text"/>
S1Q02	Sub-division	<input type="text"/>	<input type="text"/>
S1Q03	Lot of councils	<input type="text"/>	<input type="text"/>
S1Q04	Councils	<input type="text"/>	<input type="text"/>
S1Q08	Position of the respondent	<input type="text"/>	
S1Q09	Phone number of the répondant	<input type="text"/>	<input type="text"/>
S1Q10	Survey start date	<input type="text"/>	<input type="text"/>
S1Q11	Survey end date	<input type="text"/>	<input type="text"/>
S1Q12	Council supervisor's name	<input type="text"/>	
S1Q13	Council GPS coordingtes X	<input type="text"/>	<input type="text"/>
S1Q14	Collection results	<input type="text"/>	
	1= Completed survey	4= Competent respondent Absence	
	2= Incompleted survey	5=Empty accomodation or no accomodation at the address	
		6=Others (Please precise)	
S1Q15	Assessment of survey quality	<input type="text"/>	<input type="text"/>
	1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad		

a mis en forme le tableau

Section 2 : Inventory and functioning of nursery and primary schools

Cycle	S2Q01 : How many schools does the school map foresee in the commune in the cycle?	S2Q02 : Do you know the number of schools in the cycle? 1=Yes 2=No If S2Q02=2 go to next cycle	S2Q03 : How many schools does the municipality actually have in the cycle?	S2Q04 : In your opinion, is this number sufficient to cover the basic education needs of the commune in the cycle? 1=Yes 2=No	S2Q05 : How many schools have a functioning Parent Teacher Association (PTA) in the cycle?
Nursery	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cycle	Teaching order	S2Q06: In your municipality, does the 'order of teaching' exist in 'the cycle'? 1=Yes 2=No If S2Q06=2 go	S2Q07: How many schools are there in the commune in the 'order of teaching' of the	S2Q08: How many schools are non-operational in the 'teaching order' of the 'cycle'?	S2Q09: How many schools have classrooms made of permanent materials in the 'teaching order' of the 'cycle'?

		to the following order	'cycle?		
Nusery	A. Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Private lay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Private confessionnal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary	A. Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Private lay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Privé confessionnal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S2Q10	In the commune, how many villages are not covered by a school according to the norms for drawing up the school map?				<input type="checkbox"/>
S2Q11	How many primary schools in the municipality are full-cycle schools (with the three levels: Initiation, Cours élémentaire and Cours moyen)? 1=Yes 2=No				<input type="checkbox"/>
S2Q12	Are there any primary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No				<input type="checkbox"/>

REPUBLIQUE DU CAMEROUN
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REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF ECONOMY, PLANNING AND REGIONAL
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***SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF GOODS AND SERVICES IN THE
MUNICIPAL AREA WITH A VIEW TO SETTING UP A CITIZEN'S CONTROL OF PUBLIC ACTION (SCORECARD)***

DISTRICT HEALTH QUESTIONNAIRE

Section 1 : Identification

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council number batch _____	<input type="text"/>
S1Q04	Council _____	<input type="text"/>
S1Q05	How many villages / quarters of the commune are in your health district?	<input type="text"/>
S1Q06	What is the population size of the commune in your health district?	<input type="text"/>
S1Q07	Do you know the population per village of the commune in your health district? 1=Yes 2=No	<input type="text"/>
S1Q08	Respondent's position _____	
S1Q09	Telephone of the respondent _____	<input type="text"/>
S1Q10	Survey start date _____	<input type="text"/>
S1Q11	Survey end date _____	<input type="text"/>
S1Q10	Name of the local supervisor _____	
S1Q11	GPS coordinates of the council X _____ Y _____ Z _____	<input type="text"/>
S1Q12	Results of the collection _____ 1= Completed survey 2= Incompleted survey 4= Competent respondent Absence 5=Empty accomodation or no accomodation at the address 6=Others (Please precise)	
S1Q13	Assessment of survey quality _____ 1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad	<input type="text"/>

Section 2 : Inventaire, Fonctionnalité et Gestion des Formations sanitaires										
Type of health facilities	S2Q01: Does this type of health facility exist in the villages/neighbourhoods? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02: How many health facilities of this type do you have in the Commune?	S2Q03: How many such health facilities are non-functional?	S2Q04 How many such health facilities have a functioning AOC or SMC?	S2Q05: Does the health facility of this type receive support from the Commune for its maintenance and management? 1=Yes 2=No If S2Q05=2 go to next type	S2Q06 : En quoi consiste cet accompagnement ?				
						A. Technical follow-up	B. Financial support	C. Capacity building	D. Logistical support	X. Other (please specify)
A. Integrated Health Centre	<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. District Medical Centre	<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"/>
C. District hospital	<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"/>
D. Regional Hospital	<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"/>
E. Private health training centre	<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"/>
X. Other (please specify)	<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"/>
S2Q07	In your opinion, is the number of facilities sufficient to cover the health needs in the commune? 1=Yes 2=No					<input type="checkbox"/>				
S2Q08	Are all villages in the commune covered by a health facility? 1=Yes 2=No					<input type="checkbox"/>				
S2Q09	How many villages in the commune are not covered by a health facility?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				

Annex 3: Municipal decree setting up the change monitoring committee (include in the committee's terms of reference the dissemination of the change management procedure and the action plan)

REPUBLIC OF CAMEROON
Peace – Work – Fatherland
MINISTRY OF DECENTRALIZATION
AND LOCAL DEVELOPMENT
SOUTH WEST REGION
FAKO DIVISION
IDENAU COUNCIL



Municipal Decision No. 18/2022

SETTING UP A FOLLOW- UP COMMITTEE
TO MONITOR RECOMMENDED CHANGES
BASED ON THE PERCEPTION SURVEY OF
THE SATISFACTION OF THE SERVICES
PROVIDED BY THE PUBLIC OFFER IN
DRINKING WATER, HEALTH, EDUCATION
AND COMMUNAL SERVICES

Ref: No. 18/2022

THE MAYOR OF IDENAU COUNCIL.

- Mindful of the constitution of 18th January, 1996;
- Mindful of Law No.2019/024 of 24th December 2019 to Institute the General Code of Regional and Local Authorities
- Mindful of Decree N0. 77/91 of 25th March 1977, determining the supervisory powers over councils, council unions and councils establishment, modified and completed by decree NO. 90/1464 of 9th November 1990;
- Mindful of Decree No. 95/082 of 24th April 1995 creating the Idenau Council;
- Mindful of Decree NO. 2017/343 of 3rd July 2017 wherein **Mr. Engamba Emmanuel** Ledoux-Senior Civil Administrator, was appointed as Senior Divisional Officer for Fako;
- Mindful of Decree NO.2008/377 of 12 December 2008 fixing the attributions of Heads of Administrative Units and bearing on the organization and functioning of their Services;
- Considering OrderN°000035/0/MINDDEVEL of 03rd March 2020 to establish the Election of the Mayor and deputy Mayors of Idenau Council wherein **Mr. TONDE LIFANJE Gabriel** was elected Mayor;
- Considering Contract No. 00/2022/CS/CPM/CRB/SG between the councils of Zone SW1(Idenau, Limbe I, Limbe II, LIMBE III, TIKO,KOMBO ABEDIMO, KOMBO ITINDI,) headed by the Mayor of Tiko and NKONG HILL TOP Association for Development for the Realization of Citizen Control Mechanism for Public Action;
- Considering the necessity of services;

HEREBY DECIDES AS FOLLOWS:

Article 1: That the follow – up committee for the perception survey of the satisfaction of the services provided by the public offer in drinking water, health, education and communal services is hereby constituted as follows:

- 1- The Mayor of Idenau Council or his representative
- 2- The Secretary General of Idenau Council
- 3- The Development Officer of Idenau Council
- 4- Mr. Botake M. (Representative of civil society)
- 5- Mr. Nche Thomas N. (Municipal Councilor)
- 6- HRH CHIEF ELALI Mathias (Chief of SANJE Village)
- 7- Elive Irenus) (Chairperson of Idenau Health Care committee)
- 8- Mr. Stephen Likake (PTA Chairperson)
- 9- Mrs. AGBOR Gladys (Women's Leader)

Article 2: That their Services shall be honorary. Nonetheless, any cost incurred in the course of the execution or discharge of their duties, shall be borne by the budget of the council.

Article 3: That this decision which takes effect as from the date of signature shall be notified to those concerned, registered, published and communicated wherever and whenever necessary.

DONE AT Idenau this 21st of June.....2022



Distribution:

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