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MINISTRY OF DECENTRALIZATION AND LOCAL
DEVELOPMENT

SOUTH WEST REGION

MEME DIVISION

KUMBA I SUB-DIVISIONAL COUNCIL



REPUBLIQUE DU CAMEROUN
PAIX-TRAVAIL-PATRIE

MINISTRE DE LA DECENTRALISATION ET DU
DEVELOPPEMENT LOCAL

REGION DU SUD OUEST

DEPARTEMENT DE LA MEME

COMMUNE D'ARRONDISSEMENT DE KUMBA I

STUDY ¹REPORT

CITIZEN REPORT CARD

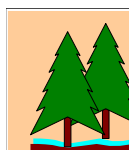
Evaluation of the services provided by the public offer in
the sectors of drinking water supply, health, education and
council services

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 Kumba I Subdivisional Council in view of the establishment of Citizen Control of Public Action in these sectors.



Realized by: Food Forestry, Environment Protection and Conservation Society (FFE_PCS)

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



June 2022



TABLE OF CONTENT

	PAGE
Preface	iii
Executive summary	v
List of acronyms and abbreviations	vii
List of tables	viii
List of figures	x
List of photos	xi
GENERAL INTRODUCTION	1
Context and justification	1
Global objective	2
Specific objectives	2
Document structure	2
CHAPTER I: METHODOLOGICAL SUMMARY OF THE SURVEY	3
I.1 Sampling plan	3
I.2 Realization of the Survey	6
CHAPTER II: PUBLIC OFFER AND CITIZEN CONTROL OF PUBLIC ACTION IN THE MUNICIPALITY OF KUMBA I	9
II.1 Presentation of the council	9
II.2 Public supply of goods and services in the context of decentralization	14
II.3 Analysis of the offer in four targeted sectors	15
CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGETED SECTORS	20
III.1 Description of the population surveyed	20
III.2 Drinking water supply	22
III.3 Health service	33
III.4 Education Services	40
III.5 Provision of Council services	53
CHAPTER IV: ACTION PLAN FOR THE IMPLEMENTATION OF THE CITIZEN CONTROL OF PUBLIC ACTION	59
IV.1 Participatory monitoring and evaluation system driving changes	59
IV.2 Action plan in the target sectors of the ScoreCard	61
CONCLUSION AND MAIN RECOMMENDATIONS	66
REFERENCES	68
APPENDICES	69
Annex 1: List of participants in the report restitution meeting	69
Annex 2: Municipal decree setting up the change monitoring committee	70
Annex 3: ScoreCard questionnaires	72

PREFACE

From March 2022 to June 2022, a civil society organization named Food Forestry Environment Protection and Conservation Society (FFE_PCS) has carried out a citizen control of public action (ScoreCard survey) within Kumba I Sub Divisional council under the supervision of the National Community Driven Development Programme (French acronym PNDP) and the technical guidance of the National Institute of Statistics (NIS).

Such a survey is a new tool coming to complete the existing ones (CDP, budget, monitoring and evaluation mechanism) which have been used to plan, program and finance council actions vis a vis to the population. In fact, the ScoreCard explores the feedbacks of the households as its aim is to capture their perception on their satisfaction related to the public services rendered to them by the Council and State.

Survey results discussed in the next chapters have disclosed how ordinary households evaluate the public services rendered to them within four targeted sectors (drinking water, health, education and council services). Moreover, detailed analyses have provided useful pointers and suggestions of the households which have enabled us to elaborate both an action plan and operational plan for the improvement of those services by themselves. A committee for monitoring such an action plan has also been set up. Furthermore, the survey has set in place a base for sustainable dialogue between the service providers (Council and State, International Organization, NGOs, elite etc) and households. It has also provided new dimensions of household participation in evaluating the services they receive as stipulated in the Communal Development Plan. So, PNDP, NIS, FFE_PCS and Kumba I Sub Divisional council are happy to report that these findings present a tool that contribute not only to monitor public services offered to the households but also to improve them within the rural and urban areas of our municipality.

At this point, we express our gratitude to all the stakeholders, notably the Administrative and Traditional Authorities, Forces of Law and Order, Sectorials concerned (DDMINEE, DDMINSEC, DMO, Inspectors of MINDUB) and particularly the households who enabled this survey.

As far I am concerned, I take my firm engagement to support this process and various actors up to the end. Moreover, I urge the committee in charge put in place to be committed, work with all the households to implement all the actions planned within the framework.

Finally, we owe the results to all individuals (parents, neighbors, and children) and general public who offered their cooperation and spend their time to answer all our questions. We thank in advance all those who will comment and make good use of this report. We sincerely thank you all.



Mayor

A handwritten signature in blue ink, consisting of several loops and strokes.

Prime Esame. Moses Esame

EXECUTIVE SUMMARY

The citizen control of public action (ScoreCard survey) carried out in Kumba I Sub Divisional Council was to capture the perception of households on their satisfaction in relation to the public services rendered to them within four targeted sectors (drinking water, health, education and council services with the aim to put in place a mechanism for citizen control of public action within the municipality.

The method used was based on the survey of a sample of 323 households, 04 sectorials (DMO, DDMINEE, DDMINESEC, and Inspectors of MINDUB) and a Mayor. The survey instruments were questionnaires available on ODK collect version V2022.2.2 loaded in a tablette. Data collected were centralized, screened and analyzed under the supervision of PNDP with the technical guidance of the NIS.

The survey has discovered the existence and distributed of basic infrastructures as 11 public water points, 03 public health facilities, 64 public education facilities and a council as institution put in place to render services to the households and their children. Although the global satisfactory in term of existence in each of the four targeted sectors cited above, some dissatisfactions have been revealed and motivated by the households using the service rendered.

In water sector, the main reasons of dissatisfaction pointed out are: insufficient water supply points, Poor water quality and Bad management of the water point etc. Main community actions for improvement reported are : a) Advocacy with donors, b) Participation in periodic water purification campaigns in the locality, Contribution for the construction of an additional water point etc.

In health sector, main reasons of dissatisfaction revealed are: a) poor quality of services offered, b) insufficiency of drugs, c) staff absenteeism etc. Main community actions for improving health cares reported are : maintenance and upkeep of hospital infrastructures, Advocacy with NGOs/private structures for the construction of health facilities etc.

In education sector, survey highlights that dissatisfaction about education service is due to a) absence of distribution of textbooks to students, b) teaching quality, c) high cost of school fee, d) Punctuality etc. That community remedy actions to put in place are participation to school activities, Academic excellence reward, and Proximity follow up of parent/ teaching staff relationship, Participation to school activities etc.

In the sector of council services main reasons of dissatisfaction are a) non-information of the populations of the management of council, b) ignorance of the actions carried out by the council, etc. That, some community actions to be put in place for improving council service delivery are: Feeding and exploitation of suggestion boxes , Raising awareness for group listening in community radios, Participation in community activities (implementation of endogenous solutions)etc.

An action plan and a ScoreCard committee have been put in place for effecting changes within those targeted sectors. The following recommendations have also been made

- In the sector of water, health and education, the capacity building of citizen/community in charge of implementing this ScoreCard should be strengthened on citizen engagement tool: advocacy, lobby, good communication, citizen mobilization, resource mobilization and management of infrastructures of services.
- A council deliberation should be voted to adopt the ScoreCard as a new tool for development within the council which comes to complete the other existing like Planning, Programming, Budgeting, Monitoring/Evaluation.

LIST OF ACRONYSMS AND ABBREVIATIONS

CAMWATER	:	Cameroon Water Corporation
CCPA	:	Citizens Control of Public Action
CC		Consultation Committee
CDO	:	Council Development Officer
CDP	:	Communal Development Plan
COGES		Health management Committee
CRC	:	Citizen Report Card
CSP	:	Council Support Programme
DMO	:	District Medical Officer
DO	:	Divisional Officer
DOP	:	Development Objective of the Programme
FFE-PCS		Food Forestry Environment Protection and Conservation Society
HF	:	Health Facility
HH	:	Household
IHC	:	Integrated Health Centre
LSO	:	Local Support Organization
DDMINEDUB	:	Divisional Delegate of the Ministry of Basic Education
DDMINEE	:	Divisional Delegate of the Ministry of water and energy
DDMINESEC	:	Divisional Delegate of the Ministry of Secondary Education
DMO	:	District Medical Officer
MINDEVEL	:	Ministry of Decentralization and Local Development
NIS	:	National Institute of Statistics
PDESC	:	Economic, Social and Cultural Development Plan
PHC		Private Health Centre
PIB	:	Public Investment Budget
PNDP	:	National Community Driven Development Programme
PPBME	:	Planning Programming Budgeting Monitoring/Evaluation
PPBMES	:	Planning Programming Budgeting Monitoring/Evaluation Scorecard
PTA	:	Parent Teachers Association
UCCC	:	Union of Cities and Councils of Cameroon
WMC	:	Water Management Committee

LIST OF TABLES

		page
Table 1.1	: Bilan of data collection	8
Table 2.1	: Inventory of water points in the council	15
Table 2.2	: Inventory of health facilities covering the council	16
Table 2.3	: State of education services	17
Table 2.4	: Inventory of council services	18
Table 3.1	: Distribution (%) in the council of respondents according to the relationship with the head of the household by place of residence.	20
Table 3.2	: Distribution (%) in the municipality of the respondents according to place of residence, sex and age group	21
Table 3.3	: Proportion of types of water point available in the village / inhabited district according to place of residence	22
Table 3.4	: Use of a public water source within Tombel council	23
Table 3.5	: Availability throughout the year and use of the main water supply throughout the day	24
Table 3.6	: Correspondence between availability of the main source of water supply and household water needs	24
Table 3.7	: Breakdown in the last six months and repair time of the main type of water point used	25
Table 3.8	: Type of actors involved in the recommissioning of the main type of water point	26
Table 3.9	: Intervening in the management, upkeep and maintenance of this water point	26
Table 3.10	: Financial contribution of the household to the operation of the Project Management Committee	27
Table 3.11	: Accessibility to the main source of supply and appreciation of the service provided by this source	28
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	28
Table 3.13	: Expressed need for water supply and satisfaction of this need	29
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	30
Table 3.15	: Non-satisfaction of drinking water supply	31
Table 3.16	: Household actions in the council to improve the service provided by the drinking water supply	32

	Proportion (%) of households by type of action and place of residence	
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	33
Table 3.18	: Proportion (%) of households in the council according to the reason for choosing the type of private health facility	34
Table 3.19	: Distribution (%) in the council of households according to the main public health facility attended to obtain care	34
Table 3.20	: Accessibility of the main public health facility used to obtain care	35
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	35
Table 3.22	: Payment for health care and judgment of households on the reception of caregivers	36
Table 3.23	: Availability of drugs and resolution of health problems in the main health facility attended for treatment	36
Table 3.24	: Non-satisfaction with the services provided in the main health facility attended for care	37
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	38
Table 3.26	: Percentage of children in households by level of education, level of education and place of residence	40
Table 3.27	: Reasons for the preference of the private sector over the public sector for school attendance	41
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	42
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	43
Table 3.30	: Proportion (%) of households according to the declared characteristics of the establishment attended by level of education	44
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	45
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	46

Table 3.33	:	Distribution of households according to the assessment of the amount paid for payable fees and place of residence	47
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	48
Table 3.35	:	Proportion (%) of households dissatisfied with education services by level of education and reason for dissatisfaction	49
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	50
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	51
Table 3.38	:	Request for service, reception at the council and time taken to obtain the service	53
Table 3.39	:	Proportion (%) of households according to the time taken to render the council service	54
Table 3.40	:	Proportion (%) of households having paid a tip to obtain the council service	55
Table 3.41	:	Proportion (%) of households according to the characterization of the activities of the council	56
Table 3.42	:	Proportion (%) of dissatisfied households by reason for dissatisfaction	57
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	58
Table 4.1	:	ScoreCard monitoring and evaluation committee	59
Table 4.2	:	Mechanisms, tools and report frequency	60
Table 4.3	:	ScoreCard action plan	61

LIST OF FIGURES

			page
Figure 2.1	:	Map of Kumba I council	10

LIST OF PICTURES



Picture 1: 02 Female head of households



Picture 2: Female head of household



Picture 3: a Chief of household with 02 wives

GENERAL INTRODUCTION

a) Context and justification

Since 2007 the date of its creation, Kumba I subdivisional has been putting more efforts to provide basics infrastructures and services to its population as its main mission stated by law section 147 of law no. 2019/024 of 24 December 2019 to institute the general code of regional and local authorities).

Infact, Drinking water supply, health cares, education and council have been the sectors which have attracted more in term of the amount of PIB allocated for the construction of related infrastructures. In that perspective and according to the SW project logbook of 2021, the PIB allocated for basic services of drinking water supply was 44,71 millions, the one for health facilities reached 25 millions and the one of Basic education stood at 7.808 millions. The year after, that 2022, the SW project logbook indicated that 28 millions were allocated for drinking water supply while 12 millions were used to equip the subsector of basic education within the municipality.

Moreover, the council has been allocating a great part of its investment budget and various funds received from partners (PNDP, FEICOM, etc.) to also provide council services to the population

It is observed from the above mentioned elaboration that although the council, the state and other partners have been using a lot public funds to offer basic infrastructures in order to provide quality services to the population, nothing perceptible on the side of the beneficiaries has been done to assess their perceptions on their satisfaction related to the quality of those services rendered in particular in the sector of education, drinking water, health and council services.

To take into account this aspect on council development process, PNPD and partners have resolved to introduce for the first time the citizen control of public (scorecard survey) within Kumba I subdivisional. In fact, It is a revolutionary tool as it enables the council to shift from its traditional development scheme (Planning, Programming, Budgeting, Monitoring/Evaluation (PPBME)) to Planning, Programming, Budgeting, Monitoring/Evaluation and scorecard (PPBMES).

b) General objective

- To capture the perception of households on their satisfaction related to the public services rendered to them within four targeted sector with the aim to put in place a mechanism for citizen control of public action within the municipality.

c) Specific objectives

- To identify the indicators of the dissatisfaction of the households in relation to drinking water supply.
- To identify the indicators of the dissatisfaction of the households in relation to healthcare.
- To identify the indicators of the dissatisfaction of the households in relation to education.
- To identify the indicators of the dissatisfaction of the households in relation to council service rendered.
- To equip the council with an action plan for citizen control of public action within the four sectors targeted.

d) Definition of ScoreCard

It is an instrument at the service of the promotion of the local development as it provides public agencies and council with systematic feedback from the users (households) of public services. It elicits feedback through sample surveys on aspects of service quality that households know best, enable public agencies and councils to identify strengths and weaknesses in their work and to develop adequate action plan for addressing those weaknesses.

e) Document structure

This scorecard report is structured as follows:

- **Preface**
- **Executive summary**
- **General Introduction**
- **Chapter I:** Synthesized survey methodology
- **Chapter II:** Public offer and citizen control of the public action in Kumba I municipality
- **Chapter III:** Main findings identified in four targeted sectors.
- **Chapter IV:** Action plan for the implementation of the citizen control of public action.
- **General Conclusion and Recommendations.**

CHAPTER I : METHODOLOGICAL SUMMARY OF THE SURVEY

The technical specifications of ScoreCard Survey have been defined within the Framework of the preparatory Works realized within the technical guidance of the National Institute of Statistics through its representatives who were figured within the National Technical Coordination of the ScoreCard. This work is in line with the Framework of quality insurance in the matter of statistics which permits to appreciate the fiability and the quality of data collected by Civil Society Organisations.

I.1 Sampling plan

i) Geographical scope and targeted populations

The scope of this survey, which should lead to the establishment of a citizen control mechanism for public action, is made up of all 188 municipalities concerned by the second phase of the ScoreCard at the national level. The survey thus covered the 20 Enumeration Zones previously identified during the mapping operations in Kumba I council.

The target population, understood as the population to be observed, is represented here by the households of Kumba I council; the sectors in charge of water supply issues, the sectors in charge of education as well as the mayor of the municipality.

The geographical scope of the ScoreCard covers all the villages/quarters within Kumba I municipality. Data collection has been carried out within ordinary households and the deconcentrated administrations in charge of the targeted sectors. In contrary to deconcentrated administrations intervening within the municipality which can be surveyed, it is impossible to Survey all the ordinary households within the municipality. For little, it means to dispose of a representative sampling within the municipality, and this is made through the elaboration of a Survey plan which insures that the estimate of indicator is statistically accurate.

ii) Survey method

The characteristics of the Survey plan are notably the size of the targeted sampling, the distribution of the samples, the base of the Survey and the establishing of the List of the households, the choice of the domain of the study, the stages of the sampling, the stratification and the calculations of the ponderations of the sample. The survey plan is based on the sampling

approach of stratified clusters, multiple degrees and for the selection of the sample of households to survey.

iii) Size and distribution of the sample

The choice of the size of the sample of households within this ScoreCard survey is a balance between what is required on the point of view of sampling accuracy and what is realisable on the point of view of the practical applying (i.e: budget, field personnel and administrative, technical resources, quality control, time constraints, management, sustainability, etc.). The bigger the size of the sample is, the more accurate the estimates from the survey is, and therefore survey errors are reduced. But, external errors to the sampling predominates generally in the case of a large scale survey. It is therefore important that the size of the sample should not exceed the maximum practicable.

This ScoreCard survey has targeted a representative sample of 320 households within Kumba I municipality but 323 have been surveyed. The survey has been done within 17 out of 20 clusters randomly selected within the set of clusters covering the municipality. 03 clusters were not enumerated therefore could not be surveyed. 19 households have been selected per cluster enumerated and surveyed within the framework of this ScoreCard.

iv) Base of survey and selection of clusters and households

At the first degree, Enumeration Areas (EA) of the census covering the municipality have constituted the primary units of the sampling and have been selected through the procedure of systematics election procedure with the probability proportional to the size (the size been the numbers of households per EA). This first step of the sampling has been done while choosing the required number of the areas for the enumeration within the municipality. At the second degree, a fix number of households has been selected through the mode of systematic selection with equal probability.

The lists of households were constituted just after the systematic enumeration of the households within each enumerated areas was selected. This enumeration was done by a team of cartographers identified by NIS. After an intensive training, they were deployed together with their local facilitators within the municipality for enumerating ordinary households within each cluster (enumeration area) selected. In average, the enumeration of ordinary households within a cluster has taken one and a half day because of the good experience of cartographers selected. This work has been done with the aid of NIS self-conceived software

Within CSPro. This has helped to follow the cartography within the municipality and to envisage the selection of the households to survey. On the field, households have been numbered following the sequential order from 1 to n (n been the total number of households within a cluster) at the level of the NIS office, where the selection of a fix number of households within each enumeration area has been done through the systematic random selection procedure integrated in the cartography software

v) Probability for inclusion and weight of the initial surveys of the unit of survey.

The survey plan of the ScoreCard been done at two degrees, the following notations has been used for the determination of the probability of inclusion and the weight of the survey of the units of survey for the estimates within the municipality.

P_{1hi} : probability of the survey at the first degree of the i^{th} EA of Kumba I Council (h),

P_{2hi} : probability of the survey at the second degree within i^{th} EA of Kumba I Council (h),

letter a_h be the number of EA selected within Kumba I Council (h), M_i the number of households within $E A_i$, and t_{hij} the size estimated proportionally to the segment j chosen for $E A_i$ of Kumba I council (h).

Lets note $t_{hij} = 1$ if EA has not been segmented and the sum of t_{hij} equal to 1.

The probability of the survey at the first degree of the i^{th} EA of Kumba I council (h) is calculated through the following formula :

$$P_{1hi} = \frac{a_h \times M_i}{\sum_i M_i} \times t_{hij}$$

At the second degree, a number b_{hi} of households has been selected L_{hi} households newly enumerated by the team within the i^{th} EA or within the segment selected in the i^{th} EA of Kumba I Council (h). So,

$$P_{2hi} = \frac{b_{hi}}{L_{hi}}$$

The global probability for selecting a household within $E A_i$ of Kumba I council (h) is :

$$P_{hi} = P_{1hi} \times P_{2hi}$$

The ponderation rate for all the households surveyed within the i^{th} EA of Kumba Icouncil (h) will be calculated using the following formula with eventually the correction of non response and normalisation:

$$W_{hi} = \frac{1}{P_{1hi} \times P_{2hi}}$$

I.2 Realization of the survey

i) Data Collection Instruments

Within each of the four sectors selected for the implementation of this citizen control of public action, the ScoreCard survey aim is to gather information to explicit the indicator related to the identification of the topology of infrastructure and services, the characterisation of the users and modes of functioning of those infrastructures and services, appreciation of the quality of the service rendered through the offer of infrastructures and services within the sector and the explanation of the causes of satisfaction and dissatisfaction in relation to the services offered within the sector, and the determination of the actions that the population should carry out for improving the quality of the service in the case of their dissatisfaction. To be insured that those indicators will be effectively calculated by the end of the survey, it has been elaborated : i) one document of needs which presents the indicators to explicit in order to orient the elaboration of an action plan of the citizen control of public action within a given sector, (ii) one document of concepts helping all the stakeholders within the survey process and all the potentials users of the indicators calculated, to have the same understanding of terms, (iii) one sensitization plan describing the sensitization strategy of the population while precising the function played by each stakeholders and their sensitization tools.

Based on the two first documents 05 questionnaires have been elaborated for data collection. They are : (i) 01 household questionnaire for capturing their satisfaction related to the services rendered within the municipality, (ii) 01 questionnaire for Council in order to make inventory of public services within drinking water supply and Council services , (iii) 01 questionnaire for DDMINEE enabling to make inventory of the public offer within the sector of drinking water, similar to the one given in the case of the Council in order to compare the two inventories,(iv) 02 questionnaires for capturing the public offer within the sector of education, one for the sub sector of education addressed to the inspector of basic education and the other one for the sub sector of secondary education addressed to the DDMINESEC. These questionnaires were accompanied with a surveyor agent manual within which indispensable instructions have been given for their administration within adequate conditions. This administration of questionnaire

has been done in mode CAPI (Computer Assistant Personal Interviewing), which has required the loading of questionnaire on KboToolBoxplatform with the aid of Enketo software and also their deployment within the tablette through ODK Collect software.

ii) Collection and data analysis

It is Food Forestry, Environment Protection and Conservation Society (FFE_PCS), a civil society organization which has been selected to collect data within lot2 of 06 councils including Kumba I Council within South West Region with the aim to implement a citizen control of public action within the targeted sectors. Within this lot2, the working team constituted by FFE_PCS per Council was made of 01 team manager, 01 supervisor and 02 surveyors. Before the starting of data collection, the team manager has been trained on the understanding of the operating mode of ScoreCard and the use of data collection tools. Thereafter, he has restituted the acquired knowledge to the supervisors and surveyors within the framework of a regional workshop supervised by PNDP and NIS. The key points of the expose have covered the understanding of the survey, survey technics, filling of household questionnaires, simulation and test of selection. At the end of the training, the best surveys have been recruited for field data collection ahead.

Knowing that collection has been done through CAPI method, data collected have been sent directly to the server for cleansing and production of tables by NIS following the tabulation validated by PNDP. Those tables have been put at the disposal of FFE_PCS, together with other important documents include : (i) 01 guide for the writing of the ScoreCard report, (ii) the canevas of the ScoreCard report, (iii) the model of the action plan for the citizen control of public action in view of effecting changes, (iv) a front page of the ScoreCard report. To insure the optimum use of these documents by FFE_PCS in the framework of data analysis and the production of the communal ScoreCard report, FFE_PCS on its part has restituted this training to his supervisors in charge of writing this ScoreCard report within the council of supervision

iii) Summary of data collection

Data collection has been done from March 02,2022 to June 10, 2022 and the summary is as follows :

Table 1.1 : Summary of data collection within Kumba Icouncil

N°	Cluster	Localities (Villages/ Quarters)	Number of household surveyed	Number of empty households	Number of refusal	Number of households absent	Observations
1	2925		-	-	-	-	Not enumerated
4	2926	Cassavafarm	19	0	0	0	
6	2927		-	-	-	-	Not enumerated
8	2928	Kbatown	19	0	0	0	Good
14	2929	Mbonge and	19	0	0	0	Good
17	2930	Back market	19	0	0	0	Good
20	2931	Banga school	19	0	0	0	Good
23	2932	St anthony	19	0	0	0	Good
26	2933	Upperalaska	19	0	0	0	Good
31	2934	Bonakama	19	0	0	0	Good
35	2935	Bckgardarmerie	19	0	0	0	Good
38	2936	Makata 3	19	0	0	0	Good
41	2937	Mamimartha	19	0	0	0	Good
44	2938	Nkamlikum 1	19	0	0	0	Good
47	2939	Cassavafarm	19	0	0	0	Good
51	2940	Ekoka	19	0	0	0	Good
55	2941	Nkamlikum 1	19	0	0	0	Good
57	2942	Nkamlikum 1	19	0	0	0	Good
59	2943	Nkamlikum 1	19	0	0	0	Good
708	2944		-	-	-	-	Not enumerated
Tota	20		320	0	0	0	

CHAPTER II: PUBLIC OFFER AND CITIZEN CONTROL OF PUBLIC ACTION IN THE MUNICIPALITY OF KUMBA I

This section presents the Kumba I council, the competences transferred in the context of decentralization and the analysis of finding of the public offers in infrastructures and services in four targeted sectors inclusive of drinking water, health, education, council services within the council space. It is presented below :

II.1 Presentation of the council

This first sub-section exposes on the location and historical profile of the council, demography and end on the socio-economic and cultural situation of Kumba I municipality

II.1.1 Administrative location and historical profile

This section presents details information on the administrative location, historical profile, demography and economic activities of Kumba I council

a) Administrative location

Kumba I subdivisional council is located within the South West Region, in Meme Division, Kumba III Subdivision and in Kumba city. It is about 120km from Douala. It is bounded by Kumba III Subdivisional council to the east, Kumba II Subdivisional council to the North, Muyuka Sub division to the South and Mbonge sub division to the West.

b) Historical profile

- Kumba I sub division is one of the subdivisional councils created following the presidential decree no 2007/115 of 23rd April 2007 borne out of the ashes of the defunct Kumba urban council. Since 2007 it has seen the presence of three elected Mayors into the council from two political parties ; the Social Democratic Front(SDF) and the Cameroon People Democratic Movement(CPDM). The present mayor is Barister Esseme Moses aided by two deputies and 25 councillors.

II.1.2 Demography

From 2005 to 2015, the population of Kumba I council as project by RGPH has increased from 80950 to about 96920 giving an overall increase of 42.3% with an annual growth rate of 4.2%. Following this trend, it is estimated today at 275,160 (1,399,165 men and 1,352,432 women).

II.1.3 Geographical location

It is located between latitude 3° and 4° North of the Equator and between longitude 9° and 10° east of the Greenwich meridian.

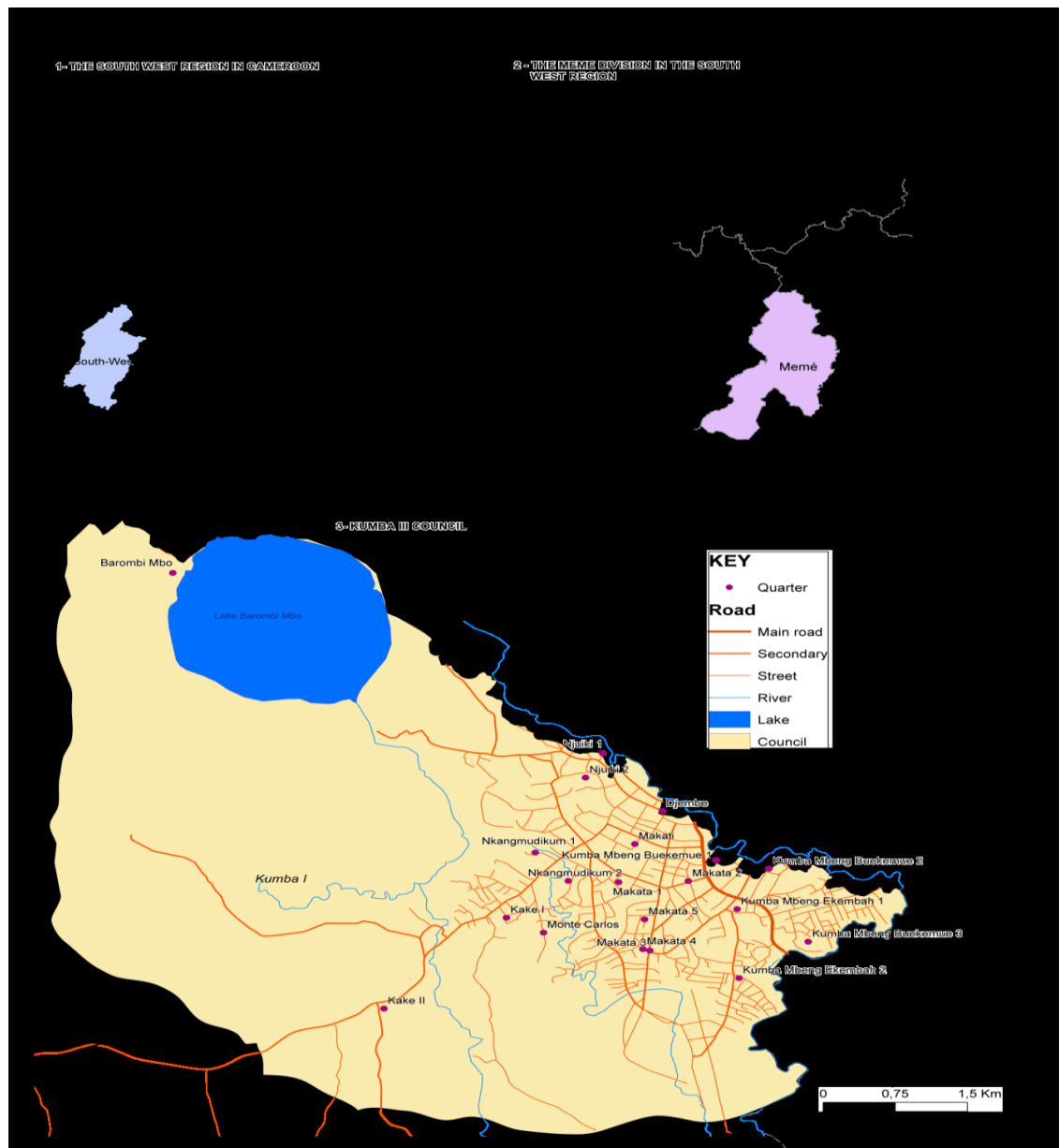


Figure 1.1: Map of the Kumba I sub-divisional council

II.1.4 Socio-economic and cultural situation

Kumba 1 is a road junction area, making it the main commercial center in the South West Region of Cameroon. Trading is one of the main economic activities of the sub division that has attracted the interest of foreigners, mostly Nigerians who have always controlled a greater percentage of the Kumba main market located in the Kumba 1 council area. The Council area is endowed with a good number of biophysical assets, most of which are natural resources like land, soils, forests with timber and Non-Timber Forest Products, gravel, rivers and a lake. The land which is limiting as a result of the rapid expansion of the municipality is generally made up of very fertile soils which are the main asset for the agricultural development of the area. Kumba 1 is a major trade center for Cocoa and Palm Oil in the region.

a) Agriculture

Though not carried out in large scale due to the limited land, agriculture remains the main stay of most of the population of the council area. Most of them that cannot afford land in the council area carry out their agricultural activities in other areas. Here, both food and cash crops are produced. The food crops produced include; plantains, bananas, cassava, yams, cocoyams, some maize, pepper, okra and vegetables while cash crops include mainly cocoa and oil palms. The council area is dotted with some hydromorphic soils around the river areas making it possible for vegetable production all year round.

b) Commerce

Due to the geo-strategic location of Kumba 1 council area, the main market controlled by the city council is found in Kumba 1 Sub division. The market and its immediate environs is not only the seat for petit trading and wholesales but equally supplies goods from neighbouring Nigeria not only to other parts of the region including Muyuka, Buea, Limbe and Tiko but also to Douala and other parts of the country. This economic activity can be viewed in several dimensions which include: Information technology services (documentations, printing presses etc.); Mobile telephone service providers (MTN, Orange, Nextel); Mobile information cable suppliers ; Surface telephone networks , Land line connections and many more.

c) Livestock

Not much animal husbandry and fishing is carried out in Kumba 1. The main activities in the animal husbandry sector include piggyery and poultry farming and these are done at small scale level using either the intensive, semi intensive or even the extensive system. On the other hand,

most of the fishing is done in the Barombi Mbo Lake and this is also at artisanal level. A few fish ponds do exist but these are also poorly managed. Most of the fish consumed in Kumba comes from Limbe.

d) Transport

This is characterized by both the intra and inters- city travel sectors. The intra-city travel sector comprises the use of motor taxis, private cars and motor bikes while the inter-city travel sector comprises principally the use of buses of various carrying capacities, private vehicles and cargo trucks. Kumba 1 council area has 2 motor parks run by the council at mile 1 Mbonge road and Buea road. The commercial street has over 4 express bus service terminals (Mondial, Amour Mezam, Moghamo and Golden) that ply the roads between Kumba Doula, Buea, Bamenda, Mamfe, Yaounde and Nigeria.

e) Handicrafts /artisanal

. There are no major industries within the municipality but there are low level activities that if properly developed could form the basis of major industries. These activities include; building, welding, motor bike and motor mechanics, tailoring, hair dressing, shoe making, mending, wood work etc. These help to provide some required construction and maintenance services to the local population and help to employ a hand full of the youthful population.

f) Sports/music and leisure

The main sport activities are football, handball and simple trekking. Main actors are youth. Music and theatre production houses are absent. There are recreational centers like gymnasiums and a green space under the Kumba urban council control for leisure and relaxation.

g) Energy

The sources of energy are : cooking gas, firewood, hydro-electricity power supply from ENEO, charcoal, fuel, gasoil and solar energy. The main challenges faced in this sector include the inconsistency in the supply of electricity, low voltage and poor maintenance of equipment like poles and transformers and limited firewood supply.

h) Water

Water which is a vital commodity for life in the municipality, has several activities including cooking, washing, construction of homes, irrigation etc. Several sources exist including potable pipe borne water supplied mainly by CAMWATER, springs, streams, boreholes and wells. All the 17 quarters rely mainly on CAMWATER supply though public taps are very rare and where

present are non-functional whereas the local people in the 3 villages rely mainly on springs, streams, wells or boreholes for their water supply.

The main products sold here are mineral water, water from private boreholes, sachets water. Main challenges is the unsaved quality of sachet water and limited CAMWATER network coverage rate.

I) Information, Communication and Telcommunication

The main means of information, communication and Telcommunication are MTN, CAMTEL, NEXTEL, ORANGE, newspapers, various radio and television channels and internet.

j) Art and culture

The main activities are traditional dances, modern dances, traditional healing, weaving, carvings, and cultural festivals. Main challenges are limited infrastructures and development funds.

h) Industries mines and technological development

The main products are: sand, gravel, quarry stones and laterites. Main challenges are the high cost and poor processing equipment.

J) Small and medium size enterprises social economy and crafts

It the most dominant sectors here. Main actors are Itinerant barbers, Food hawkers, Cooked food sellers in make-shift premises, Hawkers of carbonated beverages and drinking water on tricycle, hand-carts or mopeds, Tailors or dressmakers with less than five machines, apprentices or employees or working alone, Itinerant engravers, Hairdressers with premises, Operators of taps, Hairdressers with one to three employees, Craftsmen or manufacturers without any mechanical appliances, Engravers operating at home, Cafeteria operators, Watch repairers, Itinerant shoe repairers, Repairers of television sets and other audio visual appliances who do not sell spare parts, Battery chargers and tyre repairers, Itinerant photographer, Makers of yoghurts, ice cubes or ice-lollipops on small scale, Operators of car wash with a water meter without security quard facilities, Operators of photocopying machines or computers for word processing without premises, peer photo copying machine typewriter or computer, Restaurant owners with premises, Tarpaulin, chair or table ware rental services with a turnover less than five million Studio photographers, Motor mechanics, body-work repairers auto electricians without machines Builders, electricians, Home midwife, Nurse, masseur, Unclassified restaurants Owners of hairdressing salons with more than 5 employees.

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

This subsection elaborates on the competences transferred to the council within the context of decentralization in four targeted sectors stated as follows :

a) Water sector

According to Law No. 2019/024 of 24 December 2019 to institute the general code of regional and local authorities, Decree No. 2010/0239/PM of 26/02/2010 and order No. 2010/00298/A/MINEE of 01/09/2010, drinking water supply competences have been transferred to the local authorities. It covers in detail feasibility studies, construction and rehabilitation, maintenance of wells and boreholes, conservation, protection and sustainable usage of water, Maintenance and rehabilitation of the entire wells and boreholes within the municipality, Maintenance and 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 data base of all municipality infrastructure related to drinking water.

b) Health sector

According to the same law cited above, Decree No. 2010/0246/PM of 26/02/2010 and No. 2011/0004/PM of 18/01/2011 and order 2010/3202/A/MINSANTE of 09/09/2010, the competences on health transferred cover : setting up, equipping and managing and maintaining council health centres, in keeping with the health map; recruiting and managing nursing staff and paramedics of integrated health centres and sub-divisional health centres; providing assistance to health facilities and social welfare centres; Presiding over health facility's management committee.

c) Basic education

According to the same law cited above, Decree No. 2010/0247/PM of 26/02/2010 and order 2010/246B1/1464/A/MINEDUB/CAB of 31/12/2010. The competences transferred are : - setting up, managing, equipping, tending and maintaining council nursery and primary schools as well as pre-school 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.

II.3 Analysis of the offer in four targeted sectors

This section involves the sectorial analysis of the inventory for the main targeted 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 supplysector

The sector of water supply reveals the situation of the various infrastructures 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	
	DDM EE	Council	DDM EE	Council	DDM EE	Council	DDM EE	Council
Well with human-powered pump	01	00	01	00	00	00	00	00
Well with electric pump	00	00	00	00	00	00	00	00
Boreholes with human motor pump	10	08	06	07	00	01	00	01
Borehole with electric pump	00	00	00	00	00	00	00	00
The standpipe	02	00	02	00	00	00	00	00
Source	01	03	01	03	00	01	00	01
Council water supply network	01	00	01	00	01	00	00	00
Total	15	11	11	10	01	02	00	02

Source: Survey CCPA2, Kumba I council 2022

From the point of view of DDMINEE, the number of water point is 15, while the Kumba I council highlights 11 water points. The two figures as per the water points do not tie thus there should be a triangulation between the council and DDMEE for the authenticity of the data.

II.2.2 Health sector

This section reveals the situation of health infrastructures, the state and functionality within the Kumba I 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	Other (s) to be specified) _____
Health Center / Integrated Health Center	01	01	01	01					
District Medical Center	00	00	00	00					
District hospital	02	02	02	00					
Regional hospital	00	00	00	00					
Referral hospital	00	00	00	00					
Private health facility	05	05	05	00					
Other (s) to be specified) _____									
Total	08	08	08						

Source: Survey CCPA2, Kumba I council 2022

The above table indicates that, there exist 08 health facilities in the Municipality with 05 private and 03 government facilities. The results show that 08 health facilities are functional and only 01 health facility (Integrated Health centre) receives support for maintenance and management of the facility and logistics from the Council. The 02 district hospitals receive neither support for maintenance nor management of the facility. However, the findings also reveal that, there is neither Regional nor Reference hospitals in the municipality. However, there is 01 private medical training facility in the Kumba I Sub division.

II.2.3 Education sector

This sector presents the state of existing Educational facilities in Kumba I 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	40	40	05	35	40
	Secular private	52	52	09	43	43
	Denominational private	06	06	00	06	06
	parent school	00	00	00	00	00
Primary	Public	09	09	00	09	09
	Secular private	25	25	00	16	25
	Denominational private	37	37	00	04	37
	parent school	00	00	00	00	00
Secondary 1 st cycle	Public	07	07	00	06	07
	Secular private	10	10	00	10	10
	Denominational private	03	03	00	03	03
	parent school	00	00	00	00	00
Secondary 2 nd cycle	Public	08	08	00	08	08
	Secular private	10	10	00	10	10
	Denominational private	03	03	00	03	03
	parent school	00	00	00	00	00
Total		210	210	00	153	201

Source: Survey CCPA2, Kumba I council 2022

The table highlights that there are more secular private schools in Kumba I than public schools.

Though most of the buildings of the schools are made up of permanent structures; there are some with non-permanent materials. There are no schools that are not operational in the sub division.

This is indicative of the level of human capital present in the sub division and the extent to which

the population attaches to education. There are virtually no parent schools in the area though we find denominational private schools adding to the total number of schools.

II.2.4 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.

Though the council renders services to the community the following services are inclusive of its services; establishment of civil status documents, issuance of civil status documents, road development and many others. However, there is no known duration for the delivery of the services as it depends on the availability of the personnel in charge.

There is a need for the development of play areas in the municipality for enhancing the motor activities of the population and recreational activities. This indirectly increases their live span. Public transport is also non available in the sub division, thus needing an improvement in this infrastructure

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	none
Issuance of town planning documents	Yes	none
Road development	Yes	none
Waste management / Sanitation	Yes	none
Legalization of documents	Yes	none
Document authentication	Yes	none
Hygiene and sanitation	Yes	
Development of green and leisurespaces	Yes	
Development of play areas	NO	
Public lighting	Yes	
Public transport	NO	
Assistance and support for	Yes	
Other (s) to be		

Source: Survey CCPA2, Kumba I council 2022

Though the council renders services to the community the following services are inclusive of its services; establishment of civil status documents, issuance of civil status documents, road development and many others. However, there is no known duration for the delivery of the services. So it is a point of concern to have a fix duration for those services.

There is a need for the development of play ground in the municipality for enhancing the motor activities of the population and recreational activities. This indirectly increases their live span. Public transport is also non available in the sub division, thus needing an improvement in this infrastructure.

CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGETED SECTORS

This part describes the population surveyed, followed by the perception on the satisfaction of the households vis-à-vis of drinking water, Health, Education and Council services rendered to them within the Kumba I municipality.

III.1 Description of the population surveyed

This first section presents the surveyed persons their relationship with the households as follows :

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

Residence state	Relative link between the person surveyed and the head of the household							
	Household head	Spouse of household head	Son/daughter of household head/spouse	Mother/father of the household head/spouse	Other parent of the household head/spouse	Without a relative link with the household head/spouse	A domestic	Total
Urban	59.60	13.70	13.40	1.60	4.70	0.90	6.20	100.00
Rural	-	-	-	-	-	-	-	-
Total	59.60	13.70	13.40	1.60	4.70	0.90	6.20	100.00

Source: Survey CCPA2, Kumba I 2022

It is indicated that, 56.60 % surveyed household heads are resident in solely in the urban areas of Kumba I municipality.

Spouses to the household heads in the urban areas are reported at 13.70 % while 1.60% represented either the father /mother in

the household. The households also had other parents of the household head recorded at 4.70% and those without a relationship link to the household head spouse stood at less than 1% and domestic servants represented 6.20% of the surveyed households.

This second subsection presents the respondents, the residence, age and sex

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		
		Strate of residence			Strate of residence			Strate of residence		
		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Age group of the respondent	Less than 20 years	13.30	-	13.30	13.40	-	13.40	13.40	-	13.40
	[20 - 35[27.40	-	27.40	42.60	-	42.60	37.30	-	37.30
	[35 - 50[36.30	-	36.30	24.40	-	24.40	28.60	-	28.60
	More than 50 years	23.00	-	23.00	19.60	-	19.60	20.80	-	20.80
	Total	100.0	-	100.0	100.0		100.0	100.0		100.0

Source: Survey CCPA2, Kumba I council 2022

The survey reveals that about 13.30% Males and 13.40% Females of less than 20 years responded as household heads in the municipality, 27.40 % males and 42.60 % Females of between 20 – 35 years responded as head of households, while those between 35 – 50 years were 36.30% Males as to 24.40% and those above 50 years were 23.0% Males and 19.60% Females.

III.2 Drinking water supply

This second section presents detailed findings and comments of the indicators of perception of the satisfaction of the households related to the public drinking water (use of water point, accessibility, correspondance to needs, maintenance and upkeep, characteristics, satisfaction of the water needs expressed, actions planned for the improvement of water quality) supplied to them within Kumba I municipality.

III.2.1 Use of water points in the council

This first paragraph presents the type of water points available in the village as follows :

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

Place of residence	Type of water point available in the village / neighborhood										
	Well with human-powered pump	Well with electric pump	Open pit	Borehole with human motor pump	Borehole with electric pump	The standpipe	Source	fed up	Water supply network	Drinking water supply (CAMWATER)	River
Urban	71.10	0.90	0.00	10.60	0.00	0.00	23.90	0.00	0.00	90.40	5.90
Rural	-	-	-	-	-	-	-	-	-	-	-
Together	71.10	0.90	0.00	10.60	0.00	0.00	23.90	0.00	0.00	90.40	5.90

Source: Survey CCPA2, Kumba I council 2022

- At less 9 in 10 households are supplied with CAMWATER pipelines, about 7 in 10 households are supplied by a well with human powered pump while about 1 in 10 households is served by a borehole with human motor and less than 2 in 10 households are served with a well with human motor pump.
- However, some households are still exposed to unsafe water sources as about 6 in 10 households supplied by a river and 23.9% of households obtain water from source.

This second paragraph discloses the use of public water sources within the municipality

Table 3.4 : Use of a public water source within Kumba I subdivisional council

Place of residence	Proportion (%) of households using a public water source	Main source of water supply											Total
		Well with human-powered pump	Well with electric pump	Open pit	Borehole with human motor pump	Borehole with electrical pump	The standpipe	Source	fed up	Water supply network	Drinking water supply(CAMWATER)	River	
Urban	41.00							12.10			87.90		100.00
Rural	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	41.00							12.10			87.90		100.00

Source: Survey CCPA2, Kumba I council 2022

- Among the 41.0% households using public water source, 87.90% of them get their supply from CAMWATER and 12,10% get their own from sources.

III.2.2 Accessibility of water points in the council

This first paragraph presents the accessibility (table 3.5) of households to water points within the municipality as follows :

- Survey findings reveal that among the 57.60% households reporting the availability of water all year round , 13.10 % of them declare use it throught the day from source while 86.90% of them get their own from `Drinking water supply(CAMWATER)`
- Moreover, among 92. 40 % of them having water throughout the day also get their supply from the source and CAMWATER network as 13.10 % and 86.90% of them declare respectively.

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

Place of residence	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	Main source of water supply throughout a day											
			<i>Well with human-powered pump</i>	<i>Well with electric pump</i>	<i>Open pit</i>	<i>Borehole with human motor pump</i>	<i>Borehole with electrical pump</i>	<i>The stand pipe</i>	<i>Source</i>	<i>fed up</i>	<i>Water supply network</i>	<i>Drinking water supply (CAMWATER)</i>	<i>River</i>	<i>Total</i>
Urban	57.60	92.40	-	-	-	-	-	-	13.10	-	-	86.90	-	100.00
Rural	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	57.60	92.40	-	-	-	-	-	-	13.10	-	-	86.90	-	100.00

Source: Survey CCPA2, Kumba I council 2022

This second paragraph presents the balance between the main sources of water supply and the needs of households

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

Place of residence	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			
		<i>Once</i>	<i>Twice</i>	<i>Thrice</i>	<i>Total</i>
Urban	100.00	50.00	30.00	20.00	100.00
Total	100.00	50.00	30.00	20.00	100.00

Source: Survey CCPA2, Kumba I council 2022

Among all the households whose frequency of availability of the main source of water supply corresponds to their need, half of them indicate the frequency of *once* a day, while 30% of them declare *twice* and 20% of them indicate *thrice*.

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

This first paragraph is related to the maintenance of water points within the municipality.

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

Place of residence	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					
		<i>Less than a week</i>	<i>Between a week and a month</i>	<i>Between one excluded month and three months</i>	<i>More than three months</i>	<i>Not yet</i>	<i>Total</i>
Urban	22.00	75.9	24.1	-	-	-	100.0
Rural	-	-	-	-	-	-	-
Total	22.00	75.9	24.1	-	-	-	100.0

Source: Survey CCPA2, Kumba I council 2022

- The survey reveals that about 22 percent household experience water point failure within the last six months and among them 75.9 % declare that less than a week was taken to repair the breakdown of the water point and 24.1 % indicate it took between a week and a month to repair the breakdown of the water point.
- In sum, the up keep and maintenance of water points in the council is satisfactory.

This second paragraph presents the actors (table 3.8) in charge of recommissioning of the main type of water points within the municipality as follows :

It is noted that 16.70 % households report *Ellites* while less of 1% of them point out other actors like the councils , CAMWATER/SNEC/CDE and village/ neighbourhood chief as the actors involved in the recommissioning of the main type of water point respectively.

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

Place of residence	Actors in the recommissioning of the main type of water point						
	<i>Council</i>	<i>State</i>	<i>Elite</i>	<i>Management Committee</i>	<i>Village/neighbourhood chief</i>	<i>CAMWATER /SNEC/CDE</i>	<i>Total</i>
Urban	3.00	0.00	16.70	0.80	1.50	7.60	0.00
Rural	-	-	-	-	-	-	-
Total	3.00	0.00	16.70	0.80	1.50	7.60	0.00

Source: Survey CCPA2, Kumba I council 2022

This third paragraph the presents the situation of interventions on public water points.

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

Place of residence	Intervening in the management, upkeep and maintenance of the main type of water point				
	<i>Management Committee</i>	<i>Council</i>	<i>CAMWATER</i>	<i>Community</i>	<i>Total</i>
Urban	33.30	2.30	4.50	81.10	0.80
Rural	-	-	-	-	-
Total	33.30	2.30	4.50	81.10	0.80

Source: Survey CCPA2, Kumba I council 2022

- It is observed that, the main intervention come from the Community as 81.10% households report, followed by Managgement Committee as 33.30 households say. Intervention also lightly come from others like Council, CAMWATER as less than 1% household points out.

This fourth paragraph gives details on finances of households and their Water Management Committee as follows:

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

Place of residence	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						
				Day	Week	Month	Trimester	Semester	Year	Total
Urban	0.80	78000.00	0.00	-	100.0	-	-	-	-	100.0
Rural	-	-	-	-	-	-	-	-	-	-
Total	0.80	78000.00	0.00	-	100.0	-	-	-	-	100.0

Source: Survey CCPA2, Kumba I council 2022

- The financial contribution of household to their Water Management Committee has a very important impact on potable water supply but here it highlighted that, only less than 1% household contributes 78000.00 in average for Water Management Committee and all of them does it weekly. So it is a concern

III.2.4 Characterization of water points in the council

This fifth paragraph describes in table 3.11 the water points within the municipality as follows :

- The households who cover a distance of 578.10 m in 5.2min, all in average to reach their water point, wait 9.60 mn around it in average, find 8 persons in average usually around them evaluate it `Good` as 54.50% of them report and `Very good` as 20.50% of them declare.

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

Place of residence	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 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	Fair	Bad	Very bad
Urban	578.10	5.20	9.60	8.00	20.50	54.50	3.80	21.20	100.00
Rural	-	-	-	-	-	-	-	-	-
Total	578.10	5.20	9.60	8.00	20.50	54.50	3.80	21.20	100.00

Source: Survey CCPA2, Kumba I council 2022

This second paragraph provides the characteristics of the main sources of water to the households within the municipality.

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

Place of residence	Proportion (%) of households reporting quality of water from the main source of water supply:		
	<i>has smell</i>	<i>has taste</i>	<i>has color</i>
Urban	5.30	9.10	3.80
Total	5.30	9.10	3.80

Source: Survey CCPA2, Kumba I council 2022

- As `smell`, `taste` or `color` do not insure quality water, it is noticed here that all the households don't have access to potable water as 1% of them report that their public drinking water has `smells`, `taste` and `color` respectively.

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

This first paragraph presents the situation of the needs and satisfaction of the households in term of potable water within the municipality

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

Place of residence	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
		To the Mayor	In the state	To an elite	To the Water Point Management Committee	To the village/neighbourhood chief	To the Administrative Authority	At Camwater/SNEC	To Other	
Urban	7.80	64.00	0.00	4.00	0.00	0.00	16.00	52.00	0.00	0.00
Rural	-	-	-	-	-	-	-	-	-	-
Together	7.80	64.00	0.00	4.00	0.00	0.00	16.00	52.00	0.00	0.00

Source: Survey CCPA2, Kumba I council 2022

- Among the 7.80% households who express a need for drinking water supply during the last 6 months, 64% of them get satisfaction from their Mayor, 5 in 10 of them from CAMWATER, less than 1% of them from the Elite and their Administrative Authority..

This second paragraph presents the situation of needs satisfaction and the time taken as follows :

- No information are recorded following the average time taken between the favourable response and satisfaction of the need expressed by a household. Moreover, the distribution of households according to the time taken to satisfy the expressed need for water supply is not also recorded.
- May be households do not express their need of water supply to the competent authorities or any others

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.

Place of residence	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
Urban	-	-	-	-	-
Rural	-	-	-	-	-
Total	-	-	-	-	-

Source: Survey CCPA2, Kumba I council 2022

This third paragraph explains in table 3.15 the reasons of the non-satisfaction of the households vis-à-vis of their water points as follows :

- Among 4 in 10 households Distance from the water point dissatisfied, their main reason is `Insufficient water supply points` as 6 in 10 of them point out, followed by `Poor water quality` as 3 in 10 of them say, `Bad management of the water point` as 2 in 10 of them declare. Other reasons like Distance from the water point, High cost of water supply, Distance from the water point seem to be negligible as only less than 1% of them report.

Table 3.15 : Non-satisfaction of drinking water supply

Place of residence	Proportion (%) of households dissatisfied with drinking water supply	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
		Distance from the water point	Poor water quality	Insufficient water supply points	Bad management of the water point	Default/Slow maintenance in the event of a breakdown	High cost of water supply	Other
Urban	39.40	4.70	28.30	63.00	20.50	18.10	9.40	8.70
Rural	-	-	-	-	-	-	-	-
Total	39.40	4.70	28.30	63.00	20.50	18.10	9.40	8.70

Source: Survey CCPA2, Kumba I council 2022

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

This first paragraph exposes in table 3.16 all the actions proposed by household to improve water supply as follows :

- Based on the proportion of households commitment to improving the services provided by drinking water supply, 7 in 10 of them suggest Advocacy with donors , 3 in 10 of them opt for contribution for the construction of an additional water point, 4 in 10 point out participation in periodic water purification campaigns in the locality, 2 in 10 of them report their participation in awareness campaigns on the denunciation of acts of insalubrity that impact on acts of water supply and financial contribution to a community mechanism for management and maintenance of the water point, 1 in 10 of them propose the monitoring or the procurement or reports on the management of the water point by the management committee, less that 1% of them suggest encouragement for the intergration of women in the management committee, revitalization /implimentation of the management committee.

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		Others
	Contribution for the construction of an additional water point	Donation of the construction site of a water point	Advocacy with donors	Revitalization/implementation of Management Committee	Financial contribution to a community mechanism for the management and maintenance of the water point	Encouragement for the integration of women in the Management Committee	Monitoring of the production of reports on the management of the water point by the Management Committee	Facilitation of the movement of the repairman in charge of the maintenance of the water point	Participation in periodic water purification campaigns in the locality	Participation in awareness campaigns on the denunciation of acts of insalubrity that impact water quality	
Urban	34.80	12.10	73.00	4.00	18.60	9.60	12.10	32.60	39.40	24.80	7.50
Rural	-	-	-	-	-	-	-	-	-	-	-
Total	34.80	12.10	73.00	4.00	18.60	9.60	12.10	32.60	39.40	24.80	7.50

Source: Survey CCPA2, Kumba I council 2022

III.3 HEALTH SERVICES

This third section presents detailed findings and comments on the indicators of the satisfaction of households on the health cares (use of health facilities, accessibility, characteristics of small equipment used, financing of health cares, appreciation of service rendered, actions planned to improve health care rendered to households within the Kumba I municipality.

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 analysed and presented 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

Place of residence	Distribution (%) in the council of households according to the type of health facility most frequently used for care			
	Public	Secular private	Denominational private	Total
Urban	44.70	52.80	2.50	100.00
Rural	-	-	-	-
Together	44.70	52.80	2.50	100.00

Source: Survey CCPA2, Kumba I council 2022

- It is revealed that 5 in 10 households use secular private health facilities frequently, while 4 in 10 of them frequently use public health facility and just above 2 in 10 households use the denominational health facilities in Kumba I municipality. The highest proportion of household using lay private could be due to the few number / quality of services existing / rendered in public health centers within the municipality.

This second paragraph explains the reasons (table 3.18) for choosing a health facility

- It is observed that they are varying reasons for choosing a particular type of health facility in the Kumba I municipality. 86.50% households report the quality of care rendered, and the availability of drugs, 86% of them report on the distance, 84.80% of them on the staff availability, 83.70% of them on the reception of patients by staff, 64.00% on the cost incurred, and 12.90% opt for other reasons not captured in the survey. Findings revealed that household choice of a medical facility is highly influenced by the quality of medical care rendered and the availability of drugs in the health facility within the municipality.

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

Place of residence	Among households, proportion (%) whose reason for choosing the type of health facility						
	Distance	Cost	Reception	Quality of care	Staff availability	Availability of drugs	Others
Urban	86.00	64.00	83.70	86.50	84.80	86.50	12.90
Rural	-	-	-	-	-	-	-
Total	86.00	64.00	83.70	86.50	84.80	86.50	12.90

Source: Survey CCPA2, Kumba I council 2022

This third paragraph presents households and main public health facilities attended as follows:

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

Place of residence	Type of health facility existing in the village / neighborhood					
	<i>Integrated health center</i>	<i>Sub-Division health center</i>	<i>District hospital</i>	<i>Hôpital régional</i>	<i>Referral hospital</i>	<i>Total</i>
Urban	4.50	1.90	93.00	0.60	-	100.00
Rural	-	-	-	-	-	
Total	4.50	1.90	93.00	0.60	-	100.00

Source: Survey CCPA2, Kumba I council 2022

- Various types of health facilities exist in the municipality. For instance, 9 in 10 households identify the presence of a District hospital, 4 in 10 of them declare the presence of an integrated health center, 1.90 % the presence of a sub divisional health center, and less than 1% of them report the existence of a regional hospital and none reported the existence of a referral hospital.

This second paragraph presents in table 3.20 the main public health facilities used as follows:

- It is observed here that 6 in 10 households residing close to their main public health center cover a distance of 5220.00m in 18.00 mn in average to reach them from home while 43.30% of them who reside far has to cover more than the same distance.

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

Place of residence	Proximity of the household to the main public health facility attended to obtain care			Average distance of 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		
Urban	56.70	43.30	100.00	5220.00	18.00
Rural	-	-	-	-	-
Total	56.70	43.30	100.00	5220.00	18.00

Source: Survey CCPA2, Kumba I council 2022

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III.3.2 Characterization of small equipment used in health facilities

This first paragraph describes the small equipment found in the public health facility as follows :

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.

Place of residence	Characteristics of the small equipment available in the main public health facility attended to obtain care									
	<i>Scissors</i>	<i>Syringes</i>	<i>Alcohol</i>	<i>Cotton</i>	<i>Betadine</i>	<i>Thermometer</i>	<i>Tensiometer</i>	<i>Balance</i>	<i>Gloves</i>	<i>Others</i>
Urban	97.50	94.9	97.50	95.50	97.50	97.50	94.90	91.70	88.50	1.90
Rural	-	-	-	-	-	-	-	-	-	-
Total	97.50	94.9	97.50	95.50	97.50	97.50	94.90	91.70	88.50	1.90

Source: Survey CCPA2, Kumba I council 2022

- The survey reveals a rich presence of small equipment in main public health facilities attended. 9 in 10 household reports the existence of small equipment like Scissors, Syringes, Alcohol, Cotton, Betadine, Thermometer, Balance and Gloves in main public health facilities.

III.3.3 Financing of care in health facilities

This first paragraph presents the situation the cost of health cares and evaluation of the households (table 3.22).

- Here, households declare paying 1,368.80 francs on average as ordinary consultation fee in their main public health facilities. 7.60% households reported that the amount was high to obtain basic health care while 5.10% report paying unauthorized charges for health service.

Furthermore 7 in 10 households graded the reception of healthcare personnel as good while 18.70 % perceive it fair and less than 3.20% judge it bad.

- In sum, `unauthorized fees` charged for services within the main public health facility are a point of concern to solve.

Table 3.22 : Payment for health care and judgment of Households on the reception of care givers

Place of residence	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	Fair	Bad	Total
Urban	1368.80	7.60	5.10	78.30	18.50	3.20	100.00
Rural	-	-	-	-	-	-	-
Total	1368.80	7.60	5.10	78.30	18.50	3.20	100.00

Source: Survey CCPA2, Kumba I council 2022

III.3.4 Appreciation of the service rendered in health facilities

This first paragraph presents the state of drugs within public health facilities as follows:

Table 3.23 : Availability of drugs and resolution of health problemsIn the main health facility attended for treatment.

Place of residence	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
Urban	43.90	93.00
Rural	-	-
Total	43.90	93.00

Source: Survey CCPA2, DMO Kumba I council 2022

- It is noticed that although only 43.00 % households report that drugs for common illness in the locality are always available, 9 in 10 of them declare that most health problems of the quarter are solve in their health faility.

This second paragraph exposes the reasons of non-satisfaction with health care

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

Place of residence	Proportion (%) of households dissatisfied with the health services offered in the main health facility attended for care	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Distance from health facilities	Poor quality of services offered	Staff absenteeism	Poor qualification of health facility staff	Currency of care	Insufficiency of drugs	Poor quality equipment	Insufficient equipment	High cost of access to health services	Others
Urban	7.00	9.10	27.30	0.00	45.50	0.00	54.50	27.30	18.20	0.00	45.50
Rural	-	-	-	-	-	-	-	-	-	-	-
Total	7.00	9.10	27.30	0.00	45.50	0.00	54.50	27.30	18.20	0.00	45.50

Source: Survey CCPA2, kumba I ouncil 2022

- Among 7% households dissatisfied 54.50 of them point out Insufficiency of drugs (poor qualification of health personnel staff, 45.50% of them report Poor qualification of health facility staff, 27.3% of them respectively indicate Poor quality equipment and Poor quality of services offered, 18.20% of them point out Insufficient equipment.

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III.3.5 Actions planned to improve the health care service

This first paragraph presents the main households actions improving health cares within their main public health facilities. They are as follows :

**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**

Place of residence	Proportion (%) of households able to commit to improving the service provided in the health sector through:													
	Additional health facilities		Extension/Rehabilitation/Equipment of health training		Improved management of health facilities						Reduction in the cost of access to health care			Other
	Advocacy for compliance with sectorial standards	Advocacy with NGOs/private structures for the construction of health facilities	Advocacy with the municipality and the State for the extension and equipment of health facilities	Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities	Revitalization of COSA/Management Committee	Provision in drugs and equipment supply	Reception and care of patients	Maintenance and upkeep of hospital infrastructure	Advocacy for the transfer of staff	Control and verification of the neffective presence of the medical staff	Subvention of COSA/COGES	Development of public-private partnership	Negotiation of intetrcommunal twinning	
Urban	15.90	70.70	14.00	15.90	-	28.70	21.70	67.50	6.40	32.50	3.80	27.40	10.20	1.90
Rural	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	15.90	70.70	14.00	15.90	-	28.70	21.70	67.50	6.40	32.50	3.80	27.40	10.20	1.90

Source: Survey CCPA2, DMO Kumba I 2022

It is showed that :

- For the construction of additional facilities, 7 in 10 of them are committed for `Advocacy with NGOs/private structures for the construction of health facilities` and 1 in 10 of them for `Advocacy for compliance with sectorial standards`.
- Concerning the`Extension/Rehabilitation/Equipment of health training` 15.90 % of them are also committed for `Advocacy with the municipality and the State for the extension and equipment of health facilities` and 14% of them for `Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities`.
- About `Improved management of health facilities` 6 in 10 households opted for the maintenance and upkeep of hospital's infrastructure, 32.50% for the control and verification of the ineffective presence of the drugs, 28.7 % of them opt for `Provision in drugs and equipment supply`, 21.70 % of them for `Reception and care of patients`, 10.20% for the negotiation of inter community winning and a minute 1.90 opted for others.
- In the case of `Reduction in the cost of access to health care`, 27.40% for the development of public –private partnership, 10.20 % for Negotiation of intercommunal twinning, 3.80% opted for Subvention of COSA/COGES
- In sum, training of households on advocacy is a point of concern noted here.

III.4 EDUCATION SERVICES

This fourth section presents the level of satisfaction of the households vis-à-vis of : School attendance within the municipality, Accessibility to public school within the municipality, characteristics of the school environment, Cost of education and management of infrastructures, Appreciation of the education service per cycle and Actions envisage in line with the amelioration of the service of education.

III.4.1 School attendance within the municipality

This first paragraph provides information on the number of children and the level of the education in households as follows:

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

Place of residence			Teaching cycle																
			Nursey			Primary			Secondary 1 st cycle			Secondary 2 nd cycle			vocational		Total		
			Teaching order attended			Teaching order attended			Teaching order attended			Teaching order attended			Teaching order attended		Teaching attended		
			Public	Lay private Private Confessionna	Total	Public	Lay private Private Confessionna	Total	Public	Lay private Private Confessionna	Total	Public	Lay private Private Confessionna	Total	public	Total	Public	Lay private Private Confessionna	Total
Strate of rsidence	Urban	54.50	11.80	88.20	100.00	37.70	62.30	100.00	59.00	41.00	100.00	76.90	23.10	100.00	100.00	100.00	44.40	55.60	100.00
	Rural		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Total	54.50	11.80	88.20	100.00	37.70	62.30	100.00	59.00	41.00	100.00	76.90	23.10	100.00	100.00	100.00	44.40	55.60	100.00

Source : Survey CCPA2, Kumba I council 2022

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- Findings indicate that the attendance rate of children reaches 54.50; moreover the municipality is effectively conered with schools in all the teaching cycles. However, they are variations in the rate of attendance in the different teaching orders across the teaching cycle. It is observed that 8 in 10 households send their children to lay private and confessional nusery schools while only 1in 10 of them send their ones to public nusery schools.
- At the primary level, 6 in 10 households attend lay private and confessional schools while 3 in 10 households attend public schools
- At the secondary first cycle level, 6 in 10 households attend public schools while 4 in 10 households attend lay private and confessional schools.
- At the second cycle teaching oder, there is a reversal in that more than 7 in 10 households send their children to lay private and confessional schools while 2 in 10 households send to public schools.
- Wth respect to vocational education, all households (100%) in the Kumba I municipality send their children to public vocational schools.

This second paragraph presents findings from the survey related to households preference of schools

Table 4.27 : Reasons for the preference of the private sector over the public sector for school attendance

Place of residence		Reasons for the preference of the private sector over the public		
		Distance	Cost	Quality of education
Strate of residen ce	Urban	79.00	37.80	99.20
	Rural	-	-	-
	Total	79.00	37.80	99.20

Source : Survey CCPA2, Kumba I council 2022

The main reasons are Quality of education as 99.20 households report, followed by Distance as 79.00% of them point out and cost as 37.80% of them declare.

This third paragraph elaborates on school and their proximity with the households within the municipality

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 village / quarter of the household		Existence of public school			Proximity of the household to a public school within the quarter/village		
					Yes	No	Total
		Strate of residence					
		Urban	Rural	Total			
cycle	Nursery	11.20	-	11.20	69.40	30.60	100.00
	Primary	19.30	-	19.30	53.20	46.80	100.00
	Secondary	25.50	-	25.50	45.10	54.90	100.00
	Vocational	0.30	-	0.30	100.00	0.00	100.00
	Total	14.10	-	14.10	53.00	47.00	100.00

Source : Survey CCPA2, Kumba I council 2022

- It is reported that few public schools exist in nursery cycle reported by 1 in 10 households and that their proximity to their home agreed by 6 in 10 households. That public schools exist in primary cycle as 1 in 10 households and that they are close to their home as 5 in 10 of households report. That public school exist in secondary cycle as 2 in 10 households declare and that they are situated near their home as 4 in 10 of them say. Very few professional schools exist as reported by 0.30% of households and is close to their households reported by all suveryed households (100%).

III.4.2 Accessibility to public school within the municipality

This first paragraph gives the situation of the distance and time taken to reach education facilities within the municipality

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 cycle		Strate of residence					
		Urban		Rural		Total	
		Average distance covered	Average time taken	Average distance covered	Average time taken	Average distance covered	Average time taken
	Nursery	46.60	0.10	-	-	46.60	0.10
	Primary	404.90	1.20	-	-	404.90	1.20
	Secondary	781.50	1.90	-	-	781.50	1.90
	Vocational	0.00	0.00	-	-	0.00	0.00
	Total	308.20	0.80			308.20	0.80

Source : Survey CCPA2, Kumba I council 2022

- Household children attending nursery school cover 46.60m in less than 1 mn in average to reach their school, those attending primary school cover 404.90m in 1.20 mn in average to joint their school, the those of secondary cover 781.50 m in 1.90 m,

III.4.3 Characteristics of the school environment

This first paragraph discloses the characteristics of the public school available within the municipality.

- According to table 3.30 below, some of the factors that account for quality education like `Distribution of school books`, `having a full cycle`, having a full workshop` and `having one room per grade level` seems to be major issues within the municipality as only less than 1% household report their availability within the four cycle of teaching.

Table 3.30 : Proportion (%) of households according to the declared characteristics of the establishment attended by level of education

Teaching cycle		Strate de residence											
		Urban				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	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books
cycle	Nursery	0.60	0.60	0.60	0.30	-	-	-	-	0.60	0.60	0.60	0.30
	Primary	9.00	9.00	9.00	0.00	-	-	-	-	9.00	9.00	9.00	0.00
	Secondary	9.90	9.90	9.90	0.00	-	-	-	-	9.90	9.90	9.90	0.00
	Vocational	0.00	0.00	0.00	0.00	-	-	-	-	0.00	0.00	0.00	0.00
	Total	4.90	4.90	4.90	0.10	-	-	-	-	4.90	4.90	4.90	0.10

Source : Survey CCPA2, Kumba I council 2022

This second paragraph presents the situation of household students per classroom in the different teaching cycles in table 3.31 below.

- The average number of students per class to achieve quality education is 50 as indicated by the MINESEC/MINEDUB. It is noticed here that the number of 35 in average in the public Nursery schools reported by households is good but the 87 for the primary and 71 for the secondary cycle seem to be plethoric.
- The regularity of teachers was also an important factor on the quality of education. The survey shows that the regularity of teachers is high in the nursery school indicated by all the household parents while 93.80% was indicated by households with children in the primary section and 93.80% households in the secondary section. The rate of irregularity to schools by teachers was low both in the primary and secondary recorded by 3.40% in the primary and 6.30% in the secondary respectively while no irregularity was recorded in the nusery cycle.

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

			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			
Teaching cycle				Régulier	Moyennement régulier	Irrégulier	Total
cycle	Nursery		35.00	100.00	0.00	-	100.00
	Primary		87.50	96.60	3.40	-	100.00
	Secondary		70.90	93.80	6.30	-	100.00
	Vocational		.	0.00	0.00	-	0.00
	Total		77.4	95.2	4.80	-	100.00

Source : Survey CCPA2, Kumba I council 2022

This third paragraph concerns the survey results related to households and PTA meetings

- Results of the survey reveals that, less than one household attend PTA meetings in the nusery and their main reason of none attendance is that there are meetings just for informations and not of exchanges as reported by all the households.
- About 4.00% households participate in PTA metings for the primary. Reason put forward for non attendance is the non respect of time by 23.00% of households and the duration of time spent in the meetings respectively. About 5.90% of households participate in PTA meetings in the secondary cycle and amongst those households that do not attend 36.80% report the non respect of time and 47.40% the duration taken.

**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	Among households that do not participate in the PTA, proportion (%) of households according to the reason for not participating in the PTA meetings				
			Non-respect of time	Duration	Meeting of information and not of echanges	No accountability	Others (to precise)
cycle	Nursery	0.30	0.00	0.00	100.00	0.00	0.00
	Primary	4.00	23.10	23.10	69.20	0.00	7.70
	Secondary	5.90	36.80	47.40	47.40	0.00	0.00
	Vocational	0.00	-	-	-	-	-
	Total	2.60	30.30	36.40	57.60	0.00	3.00

Source: Survey CCPA2, Kumba I council 2022

III.4.4 Cost of education and management of infrastructures

The objective of this first paragraph is to present the situation education cost in public school facilities

- Findings reveal that 50% of households think the amounts of 3500 for registration, 3250PTA fee and 6750CFA for other fees is high while 50% of respondents think it is fair. Less than one percent of households had paid something in addition to the educational fee in the nusery.
- On the other hand, 44.80% of households think 2948.30 for registration fee, 5250.00 for PTA fee and 6655.20 for other fees is high while 55.20% presume it as fair while less than one percent of households had paid any additional money for educational fees.
- In the same light, 37.50 of household consider 8843.80 for registration fee, 5250.00 PTA fee and 14078.10 and amount of other fee as high while 59.40 consider it fair and 3.10 see it as low . Just about one percent of households had paid additional fees.
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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 in appreciation of the amount paid			Proportion (%) of households having paid something else in addition to education fees
					High	Raisonnable (fair)	Low	
		Amount of the registration fee	Amount of the PTA fee	Amount of other fee				
cycle	Nursery	3500.00	3250.00	6750.00	50.00	50.00	0.00	0.30
	Primary	2948.30	3655.20	6655.20	44.80	55.20	0.00	0.90
	Secondary	8843.80	5250.00	14078.10	37.50	59.40	3.10	1.20
	Vocational	.	.	.	0.00	0.00	0.00	0.00
	Total	5960.30	4452.40	10428.60	41.30	57.10	1.60	0.60

Source : Survey CCPA2, Kumba I council 2022

This second paragraph presents survey findings on damages in school.

- The good functionality of water points, classrooms and latrines has an important impact on quality education. Less than one percent of households report any repair by PTA, Mayor while village association, Ellites and MINEDUB had nothing to offer at the nusery level
- Similarly at the primary 4.70% report repairs one by PTA, 5.60% by the council, while the other stakeholders had nothing to offer.
- At the secondary 4.3% reported repairs done by the PTA, 6.8% by the council, 0.30 by village association and 1.20 by MINEDUB

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 cycle		Repaired according to the type of actor					
		PTA	Mayor (council)	village Association	MINEDUB/MINESEC/MI NEFOP	Elites	Other partners (to precise)
	Nursery	0.30	0.30	0.00	0.00	0.00	0.00
	Primary	4.70	5.60	0.00	0.00	0.00	0.00
	Secondary	4.30	6.8	0.30	1.20	0.00	0.30
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00
	Total	2.30	3.20	0.10	0.30	0.00	0.10

Source : Survey CCPA2, Kumba I council 2022

III.4.5 Appreciation of the education service per cycle

This first paragraph presents survey findings on the reasons for dissatisfaction of households in relation to the quality of education rendered to their children.

- In the case of primary school, among 1.55% households dissatisfied with educational services, their main reason is `Absence of the distribution of textbooks and punctuality and High cost of school fees as reported by 40% households followed by Distance to school, Limited schools, and Performance as reported by 20% of them.
- In the case of secondary school, less than 1% is dissatisfied with the services rendered. Their main reason are Teaching quality reported by 66.67% of households, other reasons are Distance to schools, limited schools, assiduity, punctuality absence of textbooks, high cost of school fees reported by 33.33% of households in all instances though 33.3 % raised other concerns.

Table 3.35 : Proportion (%) of households dissatisfied with educational 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 to school	Limited classrooms	Limited equipment	Limited schools	Assiduity	Punctuality	Teaching quality	Absence of distribution of textbooks	Poor performance	High cost of school fee	other (to precise)
cycle													
	Primary	1.55	20.00	0.00	0.00	20.00	0.00	40.00	0.00	40.00	20.00	40.00	.00
	Secondary	0.93	33.33	0.00	0.00	33.33	33.33	33.33	66.67	33.33	0.00	33.33	33.33
	Vocational	0.00	-	-	-	-	-	-	-	-	-	-	-
	Total	0.62	25.00	0.00	0.00	25.00	12.50	37.50	25.00	37.50	12.50	37.50	12.50

Source: Survey CCPA2, Kumba I council 2022

III.4.6 Actions envisaged for the improvement of education

The first paragraph presents survey findings on the actions envisaged by household parents for improving education services at the level of their municipality.

- It is observed that the suggestions of households about the actions for improving their educational services at the level of the council is very low as less than 1% of them report 'Academic excellence reward', 'Sensitization of the staff on citizen consciousness/ professional', 'Proximity follow up of parent/ teaching staff relationship', 'Restoration of teaching staff authority', 'Training of teaching staff' and 'Advocacy of the transfer of teaching staff'. At the nursery level.

- At the primary level, 5.28% of them are committed to academic excellence, 4.97% on the sensitization of staff on citizen consciousness/professional, 5.59% on proximity follow up of parent/ teaching staff relationship, 6.21% on restoration of teaching staff authority, 4.66% on training of teaching staff and 2.80% on the advocacy of the transfer of teaching staff.

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:						
		Academic excellence reward	Sensitization of the staff on citizen consciousness/professional	Proximity follow up of parent/ teaching staff relationship	Restoration of teaching staff authority	Training of teaching staff	Advocacy of the transfer of teaching staff	In which of these actions is your household ready to be committed at the level of the council with the aim to improve the quality of education rendered in the schools
cycle	Nursery	0.62	0.00	0.00	0.00	0.31	0.31	0.00
	Primary	5.28	4.97	5.59	6.21	4.66	2.80	0.00
	Secondary	6.52	6.52	5.90	5.59	7.45	4.35	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3.11	2.87	2.87	2.95	3.11	1.86	0.00

Source : Survey CCPA2, Kumba I council 2022

- At the secondary level 6.52% households are committed to assist in in academic awards, and sensitization of staff on citizen consciousness /professional. 59.00% suggest involvement in restoration of teaching staff authority, proximity follow up of parent/teaching staff relationship, 7.45% are committed to training of teaching staff while 4.66% opt for advocacy for the transfer of teaching staff.

- However, no households opt for effective commitment with the council in any of the listed actions with the aim of improving the quality of education rendered at the council level
- It is observed that there is a very low level of community engagement towards improving the quality of education, so there is a concern.

The second paragraph presents survey findings on the actions envisaged by household parents for improving education services at the level of their community (table 3.37).

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:									
		Participati on to school activities	Reward s to hard working teaching staff	Denounc iation of indelicat e teaching staff	Renforce ment of parent/tea ching staff relationshi p	Payment of contributions	Reinforcement of the presence of women within the PTA	Dissiminatio n of the report/minuit es on the management of PTA	Dissiminati on of good practices	Control of he effectiv e service of the teaching staff	other (to precis e)
cy cl e	Nursery	0.31	0.31	0.00	0.31	0.62	0.31	0.00	0.00	0.00	0.00
	Primary	6.83	5.28	5.28	4.66	3.42	3.73	2.17	1.24	1.55	0.00
	Secondary	7.45	5.59	6.21	4.66	3.11	2.80	3.73	2.17	1.86	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3.65	2.80	2.87	2.41	1.79	1.71	1.48	0.85	0.85	0.00

Source : Survey CCPA2, Kumba I council 2022

as Rewards to hard working teaching staff, Denunciation of indelicate teaching staff, Reinforcement of parent/teaching staff relationship, Payment of contributions, Reinforcement of the presence of women within the PTA, Dissimination of the report/minutes on the management of PTA, Dissimination of good practices and Control of the effective service of the teaching staff have an important impacts on the quality of education rendered, it is noticed here that less than 1% household point them in each cycle of teaching. It is therefore a concern within this municipality.

III.5 PROVISION OF COUNCIL SERVICES

This fifth section presents the characteristics of communal services and constraints within the communal services rendered, promotion of citizen engagement within the municipality, appreciation of communal services.

III.5.1 Characteristics of communal services

This first paragraph explicits the communal services rendered and the corresponding time.

Tableau 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	Time taken to obtain municipal service requested						
				ongoing	Minute	Hour	Day	week	Month	Total
service	Establishment of birth certificate	3.73	3.11	16.67	58.33	8.33	16.67	100.00	-	-
	Establishment of death certificate	0.00	0.00	-	-	-	-	-	-	-
	Establishment of marriage certificate	0.00	0.00	-	-	-	-	-	-	-
	Legalization of official documents	2.17	2.17	85.71	14.29	0.00	0.00	100.00		
	Issue of urban documents	0.00	0.00	-	-	-	-	-	-	-
	Development of urban space	0.00	0.00	-	-	-	-	-	-	-
	Management of wastes/sanitation	0.00	0.00	-	-	-	-	-	-	-
	Hygiene and sanitory	0.00	0.00	-	-	-	-	-	-	-
	Public Transport	0.00	0.00	-	-	-	-	-	-	-
	public lightening	0.00	0.00	-	-	-	-	-	-	-
	Authentification of documents	0.00	0.00	100.00	0.00	0.00	0.00	100.00		
	Informations	0.00	0.00	-	-	-	-	-	-	-
	others	0.00	0.00	-	-	-	-	-	-	-

Source : Survey CCPA2, Kumba I council 2022

- A general out look with respect to the proportion of request and reception of services by households at the level of the council is abousolutly

zero in most services except the establishment of birth certificates that was reported by 3.73% of households, and the legalization of official documents reported by 2.17% households. Out of all the services, only 3.11% households report had the reception of households for the service of Birth certification is good while 2.17% reports that for the legalisation of official document is good.

- A maximum of a week is reported to have a birth certificate, legalization of documents and authentication of documents, though some report it can still take minutes, hours and days.
- All the other services seems not to be functioning in Kumba I council as no household report on its functionality.
- This needs to be researched further on the non functionality of the services to the community.

III.5.2 Constraints within the communal services rendered

This first paragraph presents the constraints on the communal services rendered to the households.

Table 3.39: Proportion (%) of households according to the time taken to render the council service

Council services	Proportion (%) of households that find the time taken to render	Cause of long or very long delay to help				
		Indisponibility/absence of personnel	Incompetence of personnel	Poor organization of services	other (to precise)	Total
Birth certificate	80.00	10.00	0.00	0.00	10.00	100.00
Legalization of official documents	100.00	0.00	0.00	0.00	0.00	100.00
Authentification of documents	66.67	0.00	16.67	16.67	0.00	100.00
others						

Source: Survey CCPA2, *Kumba I* council 2022

- `Indisponibility /absence of personnel` and `Poor organization of services` seem not to be the `cause of long or very long delay to service rendered as reported by 8 in 10 households who demand the service of birth certificate, 6 in 10 of them for the legalisation of documents and all of them in the legalization of documents.`

This second paragraph presents the council services and tips.

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	Establishment of birth certificate	0.00
	Legalization of official documents	0.00
	Authentification of documents	0.00
	Informations	0.00

Source: Survey CCPA2, *Kumba I* council 2022

`Payment of tip` has a negative correlation on the quality of service rendered by the council. However it is very favourable to note that no household report paying a tip for the establishment of any document within the Kumba I council premises.

III.5.3 Promotion of citizen engagement within the municipality

This first paragraph presents the situation of citizen engagement action within the municipality as follows:

- Citizen engagement has positive impact on the quality of communal service rendered but the survey indicates here that less than 1% of households report being engaged on `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 record 1.24% and `Involvement of the village/ neighborhood in the programming and budgeting of development actions record 6.52%.
- Citizens' engagement in the council for community actions is very low.

Table 3.41 : Proportion (%) of households according to the characterization of the activities of the council

Council Service		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
State of residence	Urban	0.62	0.31	0.31	1.24	6.52
	Rural	-	-	-	-	-
	Total	0.62	0.31	0.31	1.24	6.52

Source : Survey CCPA2, Kumba I council 2022

III.5.4 Appreciation of communal services

This first paragraph discloses the reasons of dissatisfaction of households related to communal services rendered to them.

- The survey indicates that 30.1% households are dissatisfied with council service delivery to them. Their reasons for dissatisfaction were non information on the population of the council's management recorded by 56.70% of respondents, 40.20% reported ignorance of the actions carried out by the council, 37.10% on lack of trust in the municipal executive, 32% on corruption, 13.40 on the heaviness processing of users request and unavailability of the municipal executive (Mayor and his Deputies). Staff absentism and bad reception was reported by 8.20% and 6.20% respectively.

Table 3.42: Proportion (%) of dissatisfied households by reason for dissatisfaction

	Council services	Proportion (%) of households dissatisfied with council services										
			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 Lack of trust in the municipal executive	Unavailability of the municipal executive (Mayor and his Deputies)	Other
Strate	Urban	30.1	13.40	56.70	8.20	32.00	6.20	5.20	40.20	37.10	13.40	27.80
	Rural	-	-	-	-	-	-	-	-	-	-	-
	Total	30.1	13.40	56.70	8.20	32.00	6.20	5.20	40.20	37.10	13.40	27.80

Source: Survey CCPA2, *Kumba I* council 2022

This second paragraph discloses the actions that the council as institution has to put in place to improve the services rendered to households

- As commitment of the household in council actions has positive impact to quality service delivery, survey discovers that only 7 in 10 household report to be ready to participate in the feeding and exploitation of suggestion boxes, 4 in 10 of them opt to contribute to the dissemination of council information in the community and the raising of awareness for group listening in community radios, 3 in 10 households opt for participation in community activities (implementation of indigenous solutions) consultation of bulletin board of the council and membership of community radio listening respectively. 2 in 10 households choose to participate in town information and awareness meetings while 1 in 10 of them want to animate the antenna sections in the community radios
- There is a fair distribution of households engagement in fostering councils delivery services in the community as depicted by the survey.

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

Council service		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	Animation of the antenna sections 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
State of residence	Urban	44.10	75.80	38.50	33.90	18.90	29.20	48.10	35.10	29.80	7.80
	Rural	-	-	-	-	-	-	-	-	-	-
	Total	44.10	75.80	38.50	33.90	18.90	29.20	48.10	35.10	29.80	7.80

Source : Survey CCPA2, Kumba I council 2022

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

This elaborate on mechanism for the monitoring and evaluation and the action plan for the implementation of the ScoreCard

Iv-1 Participatory monitoring and evaluation system for driving change

This first paragraph presents the committee in charge of the implementation of the Scorecard within the municipality as follows :

Table 4.1 : ScoreCard monitoring and evaluation committee.

Composition of the committee			Attributions of each member
	Designation	Roles	This committee plays an important role during the implementation of the SCORECARD findings
	Permanent members		
1	President (Mavor Kumba I council)	Prince Moses Eseme	<ul style="list-style-type: none">Insures the coordination and mobilize resources if need be.
2	Rapporteur (SG)	Nchia C. Nang	<ul style="list-style-type: none">He prepares the agenda, reports all activities.
3	Representative of the DO	Administrative	<ul style="list-style-type: none">He insures interface between the administration and the municipality
4	Member (CDO)	Nguelifack Arnould	<ul style="list-style-type: none">He records all the complaints and requests from the field from WMC, COGES, interprets, elaborates the action plans,
5	Member (Communication Officer)	Mewanu Victorine	<ul style="list-style-type: none">insure the visibility of actions through reporting and dissemination through various media
6	Member (Council engineer)	Ngole Barnabas	<ul style="list-style-type: none">Train the repairers and maintainers of basic infrastructures, provide local solutions while waiting.
7	DDMINEE, DDMINESEC, Inspector MINDUB, DMO	Resource personnes	<ul style="list-style-type: none">The provide technical advices on hydraulics and the sectorial norms on quality public service delivery
8	NGO	Globalminder	<ul style="list-style-type: none">He provides technical advices in secondary education sector

This second paragraph presents the mechanism for creating a synergy between all the actors involved in the implementation of the ScoreCard.

Table 4.2: Mechanisms, tools and report frequencies

Device/mechanism	Tools	Follow up frequencies	Statistic devices
<p>The mechanism is built to create a synergy among all the actors (council, community, NGO, resources persons) involved on public service delivery. Such mechanism is as follow:</p> <p>The management committee of each targeted sector is revamped and registered at their council. Their repective presidents report issues happened in their sector to the CDO at the Council. The CDO receives the issue, reformulates and reports it to the Mayor who calls a meeting with stakeholders on whatsAPP forum to analyse, draw up and implement an operational action plan to address the issue.</p>	whatsAPP platform/forum	weekly	<ul style="list-style-type: none"> • Recording book • Solution recording book • Resources mobilized record
	Use of an operational plan	Per action	<ul style="list-style-type: none"> • Number of actions

IV.2. Actions Plan in the targeted sectors

This first paragraph presents in detail the action plan for the implementation of the scoreCard within the municipality

Table 4.3: Action plan for the implementation of ScoreCard within the council

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Potable water supply									
To improve the quality and quantity of drinking water within the municipality	to redynamize existing WMCs	Sensitize and train WMC on water management, advocacy, resource mobilization (participatory budgeting)	GIZ/NGO	Dec/22	Dec/22	Member of the WMC	number	10	20	WMC, council, DDMINEE	counting
		Draw and implement a water management action plan	GIZ/NGO	Dec/22	Jan 23	Water management action plan	number	0	71	WMC, council, DDMINEE	counting
	To Improve the use of potable water	Sensitize the households to use CAMWATER	GIZ/NGO	Feb23	March23	households	number	1000	3000	WMC, council, DDMINEE	counting
		Lobby DDMINEE to get sectorial norms on quality water	resident of WMC	Feb23	Feb23	Documents of Norms	number	0	all	WMC, council, DDMINEE	read
		Inventory of unsaved water sources	President of WMC	Apri/23	Apri/23	Water points	number	01	03	WMC, council, DDMINEE	counting
		Resource mobilization	President of WMC	March23	Apri/23	Finances/materials	number	0	900,000	WMC, council, DDMINEE	counting
		Purchase materials	President of WMC	Apri/23	Apri/23	Purification materials	quantity	0	all	WMC, council, DDMINEE	counting
		Purify water from boreholes	President of WMC	Apri/23	Jun23	Water	color	color	Pure water	WMC, council, DDMINEE	counting
		Disinfect all the Open pits	President of WMC	Feb 23	Feb 23	Open pits	number	0	200	WMC, council, DDMINEE	counting
		To redynamize damaged water points	Diagnosis	Council engineer	jun/23	jun/23	Damaged water points	number	75	73	WMC, council, DDMINEE
	Lobby DDMINEE for Train community water repairers		GIZ/NGO	jun/23	jun/23	Water repairers	number	01	15	WMC, council, DDMINEE	counting
	Resource mobilization/participating budgeting		President of WMC	junt/23	jun/23	Finances/materials	FCFA/nature	0	6,000,000	WMC, council, DDMINEE	counting

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Purchase material	President of WMC	Jun/23	Jun/23	Spare parts	number	74	80	WMC, council, DDMINEE	counting
		Repair water points	Council engineer/repairer	Jun/23	jul/23	Repaired water points	number	03	03	WMC, council, DDMINEE	counting
	To increase the number of water points	Lobby stakeholders (Mayor, Elites, PNDP..) for repairing damaged water points	President of WMC	jul/22	jul/23	Repaired water points	number	06	10	WMC, council, DDMINEE	counting
		Sensitization and Site selection	President of WMC	jul/22	jul/23	Selected sites	number	03	5	WMC, council, DDMINEE	counting
		Designing and budgeting	Council engineer	jul/23	aug23	Feasibility study report	number	02	05	WMC, council, DDMINEE	counting
		Resources mobilization/ participatory budgeting	President of WMC	aug/23	sept/23	Finances/materials	FCFA/nature	0	5,000,000	WMC, council, DDMINEE	counting
		Purchasing of materials	President of WMC	sept/23	sept/23	Spare parts	number	0	10	WMC, council, DDMINEE	counting
		Construction of new community water points	President of WMC	sept/23	Dec23	New water points	number	0	05	WMC, council, DDMINEE	
		Lobby stakehoders (Mayor, Administrative authorities, PNDP, NGO, Elites, village chief) for new water points	President of WMC	sept/23	Dec23	New water point	number	00	03	WMC, council, DDMINEE	counting
		Health									
To improve the performance of public health facilities	To improve citizen engagement skills within the municipality	Train social accountability facilitators/citizen on advocacy and Lobby method and tools	NGO	Aub/22	Aub/22	Accountability facilitators	number	0	100	CHC, DMO, council COGES	counting
	To redynamize the COGES	Elaboration and implementation of their action plan	President of COGES	Aub/22	Sept/22	Action plan	number	0	71	CHC, DMO, council COGES	counting
	To improve the services rendered	Lobby for effective presence of staff	President of (CHC)	Nov/ 22	Dec/22	effective presence rate ofstaff	number	50%	90%	CHC, DMO, council	Calculation T= (tf-ti/ti) x 100
		Lobby for the training of staff	President of the CHC/COGES	Nov/ 22	Jan/22	Trained staff	number	50	100	CHC, DMO, council	counting

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Sensitize the households to use public health facilities	President of the CHC/COGES	Nov/ 22	Jan/22	households	number	5000	100000	CHC, DMO, council	counting
	To improve infrastructure and drugs										
		Lobby for the rehabilitation of existing equipment	President of the CHC/COGES	Feb23	Feb23	Rehabilitated equipment	number	10	30	CHC/COGES, DMO, council	counting
		Lobby the Mayor for the introduction of new equipment	President of the CHC/COGES	March23	Apri/23	New equipment	number	20	50	CHC/COGES, DMO, council	counting
		Lobby the Mayor for the supply of more drugs	President of the CHC/COGES	Apri/23	Apri/23	Basic drugs	quantity	30	60	CHC/COGES, DMO, council	counting
	To reduce the cost of access to health cares	Lobby the Mayor/DMO for free basic drugs supply	President of the CHC/COGES	Apri/23	Jun23	Free basic drugs	number		all	CHC/COGES, DMO, council	counting
		Lobby DMO for the reduction of health cost (consultation, hospitalization,drugs) fees	President of the CHC/COGES	jun/23	jun/23	Consultation fee	Reduction rate	20%	10%	CHC/COGES, DMO, council	Calculation T= (tf-ti/ti) x 100
		Advocate for zero unauthorized fee in public health facilities	President of the CHC/COGES	jun/23	jun/23	zero unauthorized fee	Reduction rate	3%	0%	CHC/COGES, DMO, council	Calculation T= (tf-ti/ti) x 100
		Education									
To improve the performance of public Nursery, Primary, Secondary and Vocational education facilities	To improve learning conditions	Distribute books to children of public Nusery and Primary schools	President of PTA	Aub/22	Sept/22	Book	number	50	500	DDMINSEC/Inspector MINEDUB, council, PTA	counting
		Lobby the DDMINESEC and Inspector for full workshop in school	President of PTA	Nov/ 22	Dec/22	workshop	number	01	03	DDMINSEC/Inspector MINEDUB, council, PTA	counting
		Lobby for the Inspector for the full cycle of teaching in Primary school	President of PTA	Feb 23	Feb 23	Full cycle	number	04	10	DDMINSEC/Inspector MINEDUB, council, PTA	counting
		Lobby the DDMINSEC for the control of teacher regularly in the Secondary school	President of PTA	Feb 23	Feb 23	Rate of regularity		6.30%	90%	DDMINSEC/Inspector MINEDUB, council, PTA	Calculation T= (tf-ti/ti) x 100

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Lobby the Inspector for the control teacher regularly in the primary school	President of PTA			Rate of regularity		3.4%	90%	DDMINSEC/Inspector MINEDUB, council, PTA	Calculation T= (tf-ti/ti) x 100
	<i>To increase the enrolment capacity of public schools</i>	Lobby the Mayor for the construction of 02 classrooms in the Primary School	President of PTA	Feb 23	Feb 23	Classroom	Number	02	02	DDMINSEC/Inspector MINEDUB, council, PTA	counting
		Lobby the DDMINESEC for the construction of 02 classrooms in the Secondary Schools	President of PTA	Feb 23	Feb 23	Classroom	Number	02	02	DDMINSEC/Inspector MINEDUB, council, PTA	counting
	<i>To improve the functionality of schools infrastructures</i>	Inventory of damaged water points, classrooms, latrines	PTA	Feb 23	Feb 23	damaged water points, classrooms, latrines	number	0	all	DDMINSEC/Inspector MINEDUB, council, PTA	counting
		Lobby the PTA, Mayor, Elite etc. for the rehabilitation of damaged water points, classrooms, latrines	PTA	Feb 23	Feb 23	damaged water points, classrooms, latrines		0	aii	DDMINSEC/Inspector MINEDUB, council, PTA	counting
Communal services											
<i>To improve the performance of the council on the public services rendered</i>	<i>To improve transparency on council service</i>	Communication on annual budget, annual expenditures, action plans	Mayor	Aub/22	Sept/22	Annual budget, expenditure, actions	execution Rate	last year	90%	Council, SDO	Calculation T= (tf-ti/ti) x 100
	<i>Promote citizen engagement</i>	Organize participatory planning, budgeting process, M/E, ScoreCard	Mayor	Nov/ 22	Dec/22	Citizen projects	number	0	10	Council	counting
		Support endogenous actions	Mayor	Nov/ 22	Dec/22	Citizen projects	number	0	10	Council	counting
	<i>To improve efficiency and effectiveness of council services</i>	Implement zero corruption plan	Mayor	Nov/ 22	Dec/22	Anti-corruption plan	number	0	01	Council	counting
		Insure control of absenteeism of staff	Mayor	Nov/ 22	Dec/22	Anti-absenteeism plan	number	0	01	Council	counting
		Implementation the council action plan				Action plan	number	0	01	Council	counting
		Elaborate a document specifying the time for the demand and basic	Mayor	Jan23	Dec24	Document for the treatment of files	number	0	01	Council	see

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		service delivery (birth, death, marriage certificates etc.)									
	<i>To improve the lisibility of council actions</i>	Involve citizen of Radio programme on council actions	Mayor	Jan23	Dec24	citizen	number	400	500	Council	counting
		Set a suggestion box at the council office	Mayor	Jan23	Dec24	suggestion box	number	0	01	Council	counting
		Set a council news/bulletin of information	Mayor	Jan23	Dec24	Bulletin of information	number	0	01	Council	counting

CONCLUSION AND RECOMMENDATIONS

These citizen control of public action (ScoreCard survey) carried out in Kumba I Sub Divisional Council to capture the perception of households on their satisfaction in relation to the public services rendered to them within four targeted sectors (drinking water, Health, Education and Council services with the aim to put in place a mechanism for citizen control of public action within the municipality has produced the follows results:

The main strength on the public services rendered discovered is that: basic infrastructures like 11 public water points, 03 public health facilities, 64 public education facilities and a council as institution put in place to render the services to the households exist and are distributed throughout the municipality.

Some of the main weaknesses pointed out in drinking water supply are: insufficient water supply points, Poor water quality and Bad management of the water point etc. Moreover, some main community actions and their improvement reported are : a) Advocacy with donors, b) Participation in periodic water purification campaigns in the locality, Contribution for the construction of an additional water point etc.

About health cares, the main weaknesses are: a) poor quality of services offered, b) insufficiency of drugs, c) staff absenteeism etc. Main community actions for addressing them are : maintenance and upkeep of hospital infrastructures and Advocacy with NGOs/private structures for the construction of health facilities etc.

Concerning educational services, the main weaknesses discovered are; a) absence of distribution of textbooks to students, b) teaching quality, c) high cost of school fee, d) Punctuality etc. Community remedy actions to put in place are: participation to school activities, Academic excellence reward, and Proximity follow up of parent/ teaching staff relationship, Participation to school activities etc.

Within the council services, the main weaknesses are; a) non-information of the populations of the management of council, b) ignorance of the actions carried out by the council, etc. That, some community actions to be put in place for improving council service delivery are: Feeding and

exploitation of suggestion boxes, Raising awareness for group listening in community radios, Participation in community activities (implementation of endogenous solutions) etc.

The mechanism put in place for addressing those weaknesses are made up of an action plan, an operational action, a ScoreCard committee made of the council staff, the sectorials from the targeted sectors, NGO and citizen. To better implement this action plan, the following recommendations have also been made

- In the sector of water, Health and Education, the capacity building of citizen/community in charge of implementing this ScoreCard should be strengthened on citizen engagement tool: advocacy, lobby, good communication, citizen mobilization, resource mobilization and management of infrastructures of services.
- A council deliberation should be voted to adopt the ScoreCard as a new tool for development within the council which comes to complete the other existing ones like CD (Planning, Programming), Budge and Monitoring/Evaluation mechanism

REFERENCES

1. Communal Development Plan (CDP) of Kumba I subdivisional council, 2018
2. Council Institutional Diagnosis (CID) of Kumba I, 2018
3. Urban Spacs Diagnosis (USD) of Kumba I, 2018
4. Participatory Service Delivery Assessement on Drinking Water and Primary Education in Zanzibar, a Pilot Citiyen Report Card, Public Affairs Center (PAC)
https://books.google.cm/books/about/Participatory_Service_Delivery_Assessmen.html?id=Tj3bAAAAMAAJ&redir_esc=y

ANNEX 1: List of participants in the report restitution meeting

PROJECT TITLE: EVALUATION OF THE SERVICES PROVIDED BY THE PUBLIC
OFFER IN THE SECTORS OF DRINKING WATER supply, Health, Educa. Council Serv.
ACTIVITY: RESTITUTION OF THE SCORECARD SURVEY FINDINGS
WITHIN KUMBAI SUBDIVISIONAL COUNCIL.
VENUE: KUMBAI SUBDIVISIONAL COUNCIL HALL
DATE: 21-06-2022

NO	NAME	INSTITUTION	FUNCTION	CONTACT	SIGNATURE
01	Eseme Moses Esembe	Kumba 1	Mayor	67773366	
02	NGOLE BEN ABAS	Kumba 1	Chief of Technical service	675807115	
03	Nguetfack-N. A	Kumba 1	C.D.O	678672844	
04	Melina Chrysanthus	Kumba T.C	Sec. Gen.	680068342	
05	Mewanet Victoria	Kumba T.C	Communication	670444963	
06	Enosseiy Adel N.	FFE-PCS	amm-tr	675127464	
07	Ojong Ajamba V	FFE-PCS	amm-tr	678864275	
08	Tcheoua marie	FFE-EC	amm-tr	681953441	
09	ABANIE FOR DO KA	D-OS OFFICE	DO	677568722	
10	NKelle Pamela	IBE K'bil	Inspector	677588142	
11	Tefack P. Marie	FFE-PCS	Construction	677264154	

Annex 2: Municipal decree setting up the change monitoring committee



Kumba 1 Council

A Sub Divisional Council
 Republic of Cameroon
 South West Region
Meme Division - Kumba
 P.O. Box 03, Kumba

Tel: +237 77773366 / +237 3302.6699
Fax: +237 333354288
Email: Kumbacouncil@gmail.com
Web: <http://kumbacouncil.org>
Blog: <http://kumbadayandnight>

MUNICIPAL DECISION No. 33/K1C/2022
Bearing on the appointment of members of the
Committee for monitoring of the Implementation of
the Scorecard Action Plan Within Kumba I Council.

THE MAYOR OF KUMBA I SUB-DIVISIONAL COUNCIL.

MINDFUL	of the Constitution
MINDFUL	of Law No. 92/007/ of 14 th August 1992 instituting the Labour Code;
MINDFUL	of Law No.2018/011 of 11 July, 2018 on the Code of Transparency and good governance in the management of Public Finances in Cameroon;
MINDFUL	of Law No. 2018/012 of 11 July, 2018 relating to the financial regime of the State and other Public entities;
MINDFUL	of Law No. 2019/024 of 24/12/2019 to institute the General Code of Regional and Local authorities;
MINDFUL	of Law No. 2021/026 of 16/12/2021 on the Finance Law of the Republic of Cameroon for the 2022 fiscal year;
MINDFUL	of Decree No. 77/91 of 25 th March 1977 to determine the Supervisory powers over councils, council unions and council establishments and subsequent amendments thereto;
MINDFUL	of Decree No. 2007/177 of 24 th April 2007 creating Sub Divisional Councils;
MINDFUL	of Decree No. 2008/376 of 12 th November 2008 relating to the Administrative Organization of Republic of Cameroon;
MINDFUL	of Decree No. 2008/377 of 12 th November 2008 to lay down the powers and duties of heads of Administrative Units and the organization and functioning of their service;
MINDFUL	of Decree No. 2018/190 of 2 nd March, 2018 to modify and complete certain provisions of decree No. 2011/408 of 09 December, 2011 on the organization of the government;
MINDFUL	of Decree No. 2017/094 of 13 th March 2017 appointing Mr. NTOU'OU NDONG CHAMBERLIN, Senior Administrative Officer, Senior Divisional officer, for Meme Division;
MINDFUL	of Ministerial Order No. 000297/0/MINDDEVEL of 09/03/2020 to establish the election of Mr. ESEME MOSES ESEMBE Mayor, after the Municipal Election of 09/02/2020 in the Kumba 1 Sub Divisional Council, Meme Division, South West Region;
MINDFUL	of circular No. 00000456/C/MINFI of 30/12/2021 on the instructions relating to the implementation of the Finance Law, the Monitoring and Control of the implementation of the budgets of the State and other Public entities for the 2022 fiscal year;
CONSIDERING	the necessity of service

Page 1 of 2

HERBY DECIDES AS FOLLOWS:-

ARTICLE 1: That the undermentioned persons have been appointed members of the Committee for monitoring of the implementation of the Scorecard Action Plan Within Kumba I Council area. They are:-

1. President: Prince Esemé Moses Esembe, – Mayor
2. Secretary: Mr. Nchia Chrysanthus Nang- SG KIC
3. Member 1: Mr. Nguelefack Arnauld N-C.D.O
Member 2: Miss Mewanu Victorine- Communication
Member 3: Mr. Ngole Barnabas N- Council Engineer
Member 4: Esemé Nelson Akwo – CSO (Community Human Rights Watch)
4. Resource persons (Representatives of D.O. Kumba I, D.M.O., MINSEC, Inspector Basic Education).

ARTICLE 2: That the main term of reference shall be:-

To monitor the implementation of the action plan for citizen control of public action in the domains of drinking water, Education, health and Council services within Kumba I Council area.

ARTICLE 3: That the Secretary General, the Municipal Treasurer of Kumba I Sub Divisional Council and the Specialized Finance Controller Kumba City Council are charged with the implementation of this decision which shall be registered, published and communicated wherever and when need arises.

Done, at Kumba this 18 JUN 2022



- C.C.:
- The Senior Divisional Officer/Meme.
- The Divisional Delegate, MIN/DEVEL-Meme
- Specialized Finance Controller-Kumba City Council
- The Divisional Delegate of Labour and Social Security/Meme
- The Secretary General, KIC
- Municipal Treasurer, KIC
- Concerned
- File / Chrono

Annex 3 : ScoreCard questionnaires

HOUEPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

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) HOUSEHOLD QUESTIONNAIRE

Section I. IDENTIFICATION

S1Q01	Region _____	
S1Q02	Division _____	
S1Q03	Council _____	
S1Q04	Council Batch _____	
S1Q05	Sequential number of the Enumeration Area _____	
S1Q06	Residence stratum: _____ 1=Urban 2=Rural	
S1Q07	Name of locality _____	
S1Q08	Structure Number _____	
S1Q08a	Household number in sample _____	
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) _____	
S1Q14	Respondent Sex : _____ 1=Male 2=Female	
S1Q15	Age of respondent (in completed years) _____	
S1Q16	Respondent's telephone number _____	
S1Q17	Survey start date _____	/ /
S1Q18	Survey end date _____	/ /
S1Q19	Name of the investigator _____	
S1Q20	Name of the local supervisor _____	
S1Q21	Collection results _____ 1=Complete survey 4=No competent respondent 2=Incomplete survey 5=Empty dwelling or no dwelling at address 3=Refused 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	

2 = Spouse of Head of Household

4 = Father/mother of the Head or his/her spouse

6 = Not related to the head or his/her spouse

7 = Domestic

Section II. DRINKABLE 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 B. Well with electric pump C.Borehole with human powered pump D. Drilling with electric pump E. Standpipe F.Spring G.Water supply network H. Drinking water supply (CAMWATER) I.River	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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=Drilling with electric pump	4=Drilling with human-powered pump 5=Spring 6=river 7=Drinking water supply 8=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="checkbox"/>
S2Q07b	By whom was it recommissioned?	A= Municipality B=State C=An elite D=The water point management committee E=Village/neighbourhood chief F=CAMWATER/SNEC/CDE G=Other partners: _____	1=Yes 2=No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S2Q08	Who is involved in the management, maintenance and upkeep (preventive and routine) of the water point?	A=COGES B=Council C=CAMWATER D=Community E=Others	1=Yes 2=No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S2Q08a	If S2Q08=A	Does your household contribute to its operation? 1=Yes 2=No How often does your household contribute (number unit)? Unit 1 = Day, 2 = Week 3 = Month 4 = Quarter 5 = Semester 6 = Year What is the amount of this contribution from your household (CFA francs)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S2Q13	How do you rate this amount? 1=High 2=Raisable 3=Insignificant		<input type="checkbox"/>
S2Q09	What is the average distance from the household to your main public water supply (unit, number)? 1= m 2= Km		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

		D. Regional Hospital E. Private health facility X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S3Q01a	In which type of health facility do you go for your health care? 1= Public 2= Private Secular 3= Private Religious If S3Q01=1 move to S3Q02 If S3Q01= 2 ou 3 continue		<input type="checkbox"/>
S3Q01b	What are your reasons for choosing these courses?	1=Yes 2=No	
		A. Distance	<input type="checkbox"/>
		B. Cost	<input type="checkbox"/>
		C. welcome	<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= CS/CSI 2= Hospital/CMA 3= District hospital 4=Referral hospital		<input type="checkbox"/>
S3Q02a	Is this health facility the closest to your household? 1=Yes 2=No		<input type="checkbox"/>
S3Q03a	How far away from your household is this health facility (unit and number)? 1= 1Km 2= 2Km		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
S3Q03b	On average, how long does it take you to walk to this health facility? (unit and number) 1=minute 2=hour		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Questions S3Q04 to S3Q12 ask about the last time a member of your household went to this health facility,			
S3Q04	Was the nursing staff present? 1=Yes 2=No		<input type="checkbox"/>
S3Q05	Le petit matériel était-il toujours disponible ? (Plusieurs réponses services)	1=Yes 2=No 8=Don't know	<input type="checkbox"/>
		A. cissors	<input type="checkbox"/>
		B. Seringues	<input type="checkbox"/>
		C. spirit	<input type="checkbox"/>
		D. Coton	<input type="checkbox"/>
		E. Betadine	<input type="checkbox"/>
		F. Thermometer	<input type="checkbox"/>
		G. tensiometer	<input type="checkbox"/>
		H. Scale	<input type="checkbox"/>
		X. others to be specified:	<input type="checkbox"/>
S3Q06	Did this health facility have the following services? If no S10.	1=Yes 2= No	<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"/>
S3Q07	How much did he pay for a consultation? (Session fee) amount in CFA Francs		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
S3Q08	How do you rate this amount? 1=High 2=Raisable 3=Low		<input type="checkbox"/>
S3Q09	In addition to the session fee, did the staff charge other unauthorised fees to serve you		<input type="checkbox"/>
S3Q10	How did this person rate the reception of the health care staff at this health facility? 1=Good 2=Passable 3=Poor		<input type="checkbox"/>
S3Q11	Is there a drug supply point (pharmacy/pro-pharmacy) in this health facility? 1=Yes 2=No 8= NSP If no S3Q13		<input type="checkbox"/>
S3Q12	Were medicines always available there? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S3Q13	Does this public health facility solve most of the health problems you face in your household? 1=Yes 2=No		<input type="checkbox"/>

S3Q14	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=Passable; 4=Unsatisfied; 5=Very Dissatisfied If 1 or 2 go to S3Q16		<input type="checkbox"/>
S3Q15	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?		1=Oui 2=Non
		A. Remoteness from health facilities	<input type="checkbox"/>
		B. Poor quality of services offered	<input type="checkbox"/>
		C. Staff absenteeism	<input type="checkbox"/>
		D. Poor qualification of health facility staff	<input type="checkbox"/>
		Monetization of care	<input type="checkbox"/>
		F. Insufficient drugs	<input type="checkbox"/>
		G. Poor quality of equipment	<input type="checkbox"/>
		E. Insufficient equipment	<input type="checkbox"/>
		F. High cost of access to health care	<input type="checkbox"/>
X. Other (please specify): _____	<input type="checkbox"/>		
S3Q16	Which of these actions is your household willing to engage in to improve the quality of the health service?		1=Yes 2=No
		A. Additional health facilities	
		A1 Advocacy for compliance with sectoral standards	<input type="checkbox"/>
		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 COSA/COGE	<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. COSA 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

	Name of the child between 3 and 24 years old	_____	_____		
S4Q01	« Name" attend a school in the year 2021/2022? 1 = Yes 2 = No				
S4Q02	In which educational cycle does "name" attend 1= Nursery 2= Primary 3 = Secondary 4 = Vocational				
S4Q03	In which order of education? 1= Public 2= Private Secular 3= Private Denominational				
S4Q04	If private secular or private denominational What are your reasons for choosing this type of school?				
	Education cycle	Nursery	Primary	Secondary	Professional training
S4Q05	Does your village/neighbourhood have a public school "Name of school"? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

S4Q06	Is this (name of cycle) public school the closest? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q07	How far away from your household is the school that your children attend (name of the cycle)? (Unit/time) 1 =K m 2 = Km	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q08	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"/>
S4Q09	Does the (name of the cycle) school where the children of your household attend have a complete cycle? 1=Yes 2=No		<input type="checkbox"/>	1 ^{er} cycle <input type="checkbox"/>	2 ^{ème} cycle <input type="checkbox"/>
S4Q10	Does the vocational training centre where the children in your household attend have a full workshop for their subjects? 1=Yes 2=No 3=Don't know				<input type="checkbox"/>
S4Q11	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"/>
S4Q12	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"/>
S4Q13	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"/>		
S4Q14	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"/>
S4Q15	How do you rate the frequency of teacher attendance in the class(es) 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"/>
S4Q16	Do you participate in the activities of the APEE (Meeting)? 1= Yes 2=No If 2 go to S4Q16a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
S4Q16a	Why? 1= Yes 2=No				
	A. Non-compliance with schedules B. Duration	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

	C. Information meeting, not discussion meeting D. Non-accountability 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"/>	
S4Q17	How much do you pay on average for the fees (enrolment, ECCE) of this child from your household in the (name of the cycle) in a year? (enter average amount)	Inscription ----- (en FCFA)	Inscription ----- ---(en FCFA)	Inscription ----- --(en FCFA)	Inscription -----(en FCFA)
		APEE ----- (en FCFA)	APEE ----- ---(en FCFA)	APEE ----- --(en FCFA)	APEE -----(en FCFA)
		Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- --(en FCFA)
S4Q18	How do you rate these amounts? 1=High 2=Raisable 3=Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q19	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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q20	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?	1=Yes 2=No			
	A. THE PTA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The Mayor (Commune)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. A village organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. MINEDUB/MINESEC/MIN EFOP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. The Elites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Other partners (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q21	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 S4Q23	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q22	What are the reasons for your household's dissatisfaction with education services in the (name of the cycle)? (Several answers possible) Any other reason?	1=Oui 2=Non	1=Oui 2=Non	1=Oui 2=Non	1=Oui 2=Non
	A. Distance from the institution	<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. Insufficient classrooms	<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. 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"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	D. Insufficient schools	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Council services ↓	S5Q01 Have you had to request (name of service) from the commune in the last 12 months, i.e. since? 1=Yes 2=No the following service	S5Q02 How were you welcomed when you visited the commune? (Choose one answer only) 1=Good 2=Indifferent 3=Poor	S5Q03 After how long did you obtain the service you requested from the Commune? (Units, numbers) -0 = in progress, 1 =minutes, 3 =hours, 4 = day, 5 = week, 6 = month, 7 = year If S5Q03=in progress go to S5Q03a Otherwise, go directly to S5Q04	S5Q03a How long have you been using this service? (Units, numbers) - 1 = day, 2 = week, 3 = month, 4 = year	S5Q04 How do you rate this time? 1=Seasonable 2=Long 3=Very long If S5Q04=1 S5Q06	S5Q05 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) _____	S5Q06 Were you forced to pay unauthorised fees for this service? 1=Yes 2=No
Birth certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Death certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Authentication of documents	<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"/>
Development of roads	<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"/>
Hygiene and cleanliness	<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"/>
Public transport	<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"/>
Development of playgrounds	<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"/>
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"/>
Authentication of documents	<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"/>
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 commune? 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 commune'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 commune's expenditure and income for the last year? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S5Q10	Does the commune 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 commune 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 commune? (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 A. Length of time it takes to process users' requests B. Failure to inform the population of communal management C. Deficiencies related to communal personnel C1. Staff absenteeism C2. Corruption C3. Poor reception C4. Lack of professionalism D Lack of knowledge about the actions of the municipality E Lack of trust in the municipal executive F. Unavailability of the municipal executive (Mayor and his Deputies) 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"/>
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 possible).	1=Yes 2=No A. Contribution to the dissemination of municipal information in the community B. Feeding and operating suggestion boxes C. Participation in community activities (implementation of endogenous solutions) D. Consultation of the commune's noticeboard H. Interventions in community radio stations H1 Animation of airtime slots H2 Monitoring of dedicated time slots H3 Raising awareness for group listening H4 Membership of listening groups I. Participation in information and awareness-raising meetings in the municipality 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"/>



**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	<input type="text"/>
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 _____	<input type="text"/>
S1Q13	Council GPS coordinates X _____ Y _____ Z _____	<input type="text"/>
S1Q14	Collection result 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)	<input type="text"/>
S1Q15	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="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B. Well with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. Boreholes with human-powered pumps	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D. Boreholes with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

E. Drinking fountain	<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"/>
G. Community water supply network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Drinking water supply (CAMWATER)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 <input type="checkbox"/>				
S2Q07a	How many villages in your community do not have a sufficient supply of drinking water? <input type="checkbox"/>				
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"/>		



**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

Section 1 : Identification

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

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	___	___	___	___	___
Primary	___	___	___	___	___
Cycle	Teaching order	S2Q06: In your municipality, does the 'order of	S2Q07: How many schools are there in the	S2Q08: How many schools are non-operational in the	S2Q09: How many schools have classrooms made of permanent materials in the

		teaching' exist in 'the cycle'? 1=Yes 2=No If S2Q06=2 go to the following order	commune in the 'order of teaching' of the 'cycle'?	'teaching order' of the 'cycle'?	'teaching order' of the cycle?
Nusery	A. Public	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	B. Private lay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	C. Private confessionnal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary	A. Public	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	B. Private lay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	C. Privé confessionnal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S2Q10	In the commune, how many villages are not covered by a school according to the norms for drawing up the school map?				
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				
S2Q12	Are there any primary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No				

REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

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)***

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	4= Competent respondent Absence
	2= Incompleted survey	5=Empty accomodation or no accomodation at the address
		6=Others (Please precise)

National Participatory Development Programme (NPDP) – National Coordination Unit

S1Q13 Assessment of survey quality _____
 1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad

□

Section 2 : Inventaire, Fonctionnalité et Gestion des Formations sanitaires

Type of health facilities	<i>S2Q01: Does this type of health facility exist in the villages/neighbourhoods? 1=Yes 2=No If S2Q01=2 go to next type</i>	<i>S2Q02: How many health facilities of this type do you have in the Commune?</i>	<i>S2Q03: How many such health facilities are non-functional?</i>	<i>S2Q04 How many such health facilities have a functioning AOC or SMC?</i>	<i>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</i>	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	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
B. District Medical Centre	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
C. District hospital	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
D. Regional Hospital	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
E. Private health training centre	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
X. Other (please specify)	□	□□□□	□□□□	□□□□	□	□	□	□	□	□
S2Q07	In your opinion, is the number of facilities sufficient to cover the health needs in the commune? 1=Yes 2=No					□				
S2Q08	Are all villages in the commune covered by a health facility? 1=Yes 2=No					□				
S2Q09	How many villages in the commune are not covered by a health facility?					□□□□				



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 <input type="text"/> Y <input type="text"/> Z <input type="text"/>	<input type="text"/>
S1Q11	Collection result 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="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B. Well with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. Boreholes with human-powered pumps	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D. Boreholes with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E. Drinking fountain	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
F. Spring	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

G. Community water supply network	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
H. Adduction en eau potable (CAMWATER)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S2Q06	In your opinion, is this number sufficient to cover the water needs in the municipality? 1=Yes 2=No				<input type="text"/>
S2Q07	Are all villages adequately supplied with drinking water? 1=Yes 2=No if no go to S2Q08				<input type="text"/>
S2Q07a	How many villages in the municipality do not have an adequate supply of drinking water?				<input type="text"/>
S2Q08	Does the municipality have a drinking water management service? 1=Yes 2=No if no go to section 3				<input type="text"/>
S2Q08a	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No				<input type="text"/>
S2Q08b	What does this support consist of?	A. Technical follow-up 1=Yes 2=No			<input type="text"/>
		B. Financial support 1=Yes 2=No			<input type="text"/>
		C. Building capacity 1=Yes 2=No			<input type="text"/>
		D. Logistic support 1=Yes 2=No			<input type="text"/>
		X. Others (please specify) _____			<input type="text"/>

REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

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)***

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)	
S1Q12 ⁵	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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National Participatory Development Programme (NPDP) - National Coordination Unit

	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="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B. Private secular	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. Private confessional	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S2Q05	How many secondary schools does the school map provide for in the municipality?			<input type="text"/>
S2Q06	Do you know the number of secondary schools in the municipality? 1=Yes 2=No If S2Q06=2 go to S2Q09			<input type="text"/>
S2Q07	How many secondary schools does the commune actually have in the cycle?			<input type="text"/>
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="text"/>
S2Q09	How many secondary schools have a functioning Parent-Teacher Association (PTA)?			<input type="text"/>
S2Q10	How many villages in the municipality are not covered by a secondary school according to the school mapping standards?			<input type="text"/>
S2Q11	How many secondary schools in the municipality are full cycle (lower and upper cycle)? 1=Oui 2=Non			<input type="text"/>
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="text"/>