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STUDY REPORT

Citizen Report Card

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

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



**Realized by: NKONG HILL TOP ASSOCIATION FOR DEVELOPMENT (NADEV)
With the technical and financial support of National Community Driven Development Programme (PNDP) in collaboration with the National Institute of Statistics (NIS)**



June 2022

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FOREWORD

This report is the presentation of the findings from the "Perception Survey On The Satisfaction Of The Service Provided By The State In The Sectors Of Drinking Water Supply, Health, Education And Council Services in the Limbe III Municipality". This survey was carried out between March 2022 and June 2022. The findings discussed in the next chapters reveals how households evaluate the public services provided, moreover, detailed analysis gave useful pointers and suggestions of the households towards improvement of those services. Furthermore, the survey sets a base for sustainable dialogue between the service providers (Council and State, International Organization, NGOs, Elites etc.) and beneficiaries (households).

The survey provides new dimensions of beneficiaries (households) participation in evaluating the services they receive as stipulated in the Communal Development Plan. PNDP, NIS, NADEV, and Limbe III Sub divisional Council are happy to report that the findings present a tool that contribute to monitor service delivery to the population from both the rural and urban areas within the municipality.

We wish at this point, to express our gratitude to PNDP and NIS for providing the technical and financial assistance for the survey, Limbe III Administrators and Security Forces, the Municipal Council Executives and Staff for their support throughout the survey.

Our thanks go to the sector heads (DD MINDDEVEL, DD-MINEE, DD-MINEDUB, DD-MINSEC, DMO, households, Council Executives and Staff, who welcomed the enumerators, supervisors and surveyors very well and provided answers to all the questionnaires which constituted the raw information for this study.

Our special thanks go to NADEV, NIS and PNDP experts for their diligent and committed work in all steps of execution of this survey, including data design and editing, data collection, data analysis and report writing. Also special thanks go to the Regional Coordinator of PNDP and Monitoring and evaluation officer, South West Region who provided leadership and administrative support.

Finally, we owe the results to all individuals, parents, children, neighbors and the general public who offered cooperation and spared time to answer all our questions. We are fully committed to ensuring that the recommendations of the survey are implemented as we thank in advance all those who will comment and make good use of this report.

**LORD MAYOR
LIMBE III COUNCIL**



EXECUTIVE SUMMARY

The Scorecard operation consisted of an evaluation of the satisfaction with the services provided by the supply of public goods and services in the Council space, at the end of which the councils and their communities can draw up action plans that they themselves look forward to implementing, with a view to improving the quality of the services provided by this supply.

The survey was organised by the National Programme for Participatory Development (PNDP), as an action of the third phase which began in April 2016, after the Government and its Technical and Financial Partners (TFPs) had judged the implementation of the two previous phases to be satisfactory. For this phase called consolidation phase, to obtain the population's perceptions on the satisfaction of the public service offered in the targeted sectors, with a view to setting up a mechanism for citizen control of public actions carried out on the municipal territory with the need of improving the quality of the services rendered by the goods and services offered in the sectors of water, education, health and governance of the Council institution.

This Scorecard operation in Fako Division was supervised/facilitated by NADEV and Limbe III communities were part of the surveyed localities. Limbe III covers 24 villages which were grouped into clusters and marked under different structures for purposive sampling of individual households.

This survey proceeded after cartographic marking of eligible household by a team of cartographers was completed. It was carried out within a period of 2 weeks by trained enumerators and experienced supervisor approved and equipped (provision of field resources) by NADEV and other collaborators.

Major findings from this survey revealed that, in terms of Water supply; 66% of the household were totally dissatisfied. Specifically; 52,9% of household were dissatisfied with the Distance from the water point, 51,5% of household were dissatisfied with bad roads, 44,1% of the households were dissatisfied with the Insufficient water supply points

In terms of health care 67,7% of the households are dissatisfied with Staff absenteeism, while 64,5% reported dissatisfaction Poor quality of services offered and 41,9% reported dissatisfaction with Poor qualification of health facility, 58,1% were dissatisfied with Insufficiency of drugs, 29,0% were not satisfied with the Poor quality of equipment and 35,5% of household were totally dissatisfied with Insufficient equipment.

Proportion (%) of households dissatisfied with education services by level of education and reason for dissatisfaction, strongly reflects that; 50% of household reported their dissatisfaction of lack of teaching cycle in Primary schools, and 66,7% for Secondary schools. Also, 70% of households reported of Insufficient classrooms and 60% reported of Insufficient equipment in Primary schools. Notably, 90%

of households reported of Inadequate Primary schools, while 50% holds that poor teaching quality is a call for concern especially in public schools 50% believe that High costs of schooling is a pull factor as far as children education is concerned.

Also, it is evident that it usually takes days to months for the council to respond to public services like; Death certificate, Legalization of official documents, Road development, Development of playgrounds, Validation of location plans requested for by household of this council area (Limbe III). These were attributed to Staff unavailable/absent, Staff incompetence, Poor organization of services and Refusal to Corrupt

Several needs and micro projects have been identified from the population, analyzed and documented as well as several financial and managerial challenges facing the Council. Regular consultations to continuously seek ways and means for effective implementation of the contents of the Action Plan are now more evident. Council management is called upon to be open minded, proactive and be readily willing to consult technical expertise wherever it is possible

KEY PARTICIPANTS OF THE PRESENT SURVEY

The following people have played integral roles in related activities which were fundamental to the preparation of this report.

Name	Function (s)
1. Mr. EKOLE ELVIS	Consultant
2. TABI CHRISTIAN	Coordinator
3. HERVE DURAND	Supervisor
4. NCHINI LIVINUS WAYIH	Team leader and reporter
5. ETCHI CRYSANTHUS	Enumerator
6. TENDONGMOH GIZEL	Enumerator
7. BRIAN	Enumerator

INTRODUCTION

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

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

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

The Main Objective of this survey was to capture the knowledge, perceptions and the level of satisfaction/dissatisfaction of the population with the quality of the public services offered to them in the

sectors of drinking water, education, health and council services, with the need for participative collaboration to improve these services.

Specifically, the survey intended to;

- Assess and evaluate the level of satisfaction/dissatisfaction of the population on the quality of the public services offered to them in the sectors of drinking water, health, education and council services.
- Draw up measures and actions that can improve the quality of public services offered to the population in the sector of Drinking water, Health, Education and council services.

This mechanism, set up in the sectors of water, education, health and governance of the Council institution, aims to consolidate the involvement of the populations in these sectors with a view to improving the quality of the services rendered by the goods and services offered in the Council space, both by the NPDP and by any other development actor (including the State through the BIP). It is based on an evaluation of satisfaction through the Scorecard, which involves a survey of the population's perception of the quality of the services provided by the public goods and services offered in the Council area in the sectors listed above. This effect, NADEV was given the opportunity and responsibility to supervise this Slot of the SCORECARD survey session in councils within Fako including Limbe III with the support of the National Statistics Institute (NSI). This document presents the data/information requirements to be met through the survey. It specifies the relevant information that the survey carried out in a given municipality will make it possible to capture in order to feed an action plan for driving change in the said municipality. It is divided into two chapters, the first of which presents the operating mode of the Scorecard survey and the second the specific needs that it will have to meet in order to set up mechanisms for citizen control of public action in the 188 new target councils

LIST OF ACRONYMS AND ABBREVIATIONS

AIP:	Annual Investment Plan
CCAP:	Citizen Control of Public Action
CDC	Cameroon Development Corporation
CDO	Council Development Officer
CDP	Communal Development Plan
CDP:	Council Development Plan
CEFAM:	Local Government Training Centre
CID	Council Institutional Diagnosis
COMES:	Enlarged Municipal Council Session
CSO:	Civil Society Organizations
DDMINEE:	Divisional Delegation of Water and Energy
DDMINSEC:	Divisional Delegation of Secondary Education
DMO:	District Medical Officer
DO:	Divisional Officer
FEICOM :	Council Support Fund
GNS	Government Nursery School
GPS	Global Positioning System
GPS	Government Primary School
GPS:	Geographical Positioning System
GSS	Government Secondary School
LSO:	Local Support Organization
MINADER	Agriculture and Rural Development
MINDDEVEL	Decentralization and Local Development
MINDUB:	Ministry of Basic Education
MINEDUB	Basic Education
MINEE	Water and Energy Resources
MINEFOP	Employment and Vocational Training
MINEPAT	Economy, Planning and Regional Development
MINEPDED	Environment, Protection of Nature and Sustainable Development
MINEPIA	Livestock, Fisheries and Animal Industries
MINESEC	Secondary Education
MINESUP	Higher Education

MINFI	Ministry of Finance
MINFOF	Forestry and Wildlife
MINIMIDT	Industries, Mines and Technological Development
MINJEC	Youth Affairs and Civic Education
MINPMEESA	Small and Medium size Enterprises, Social Economy and Crafts
MUDEC Group	Municipal Development Counselling Group
MINHDU	Housing and Urban Development
NCDDP	National Community Driven Development Program)
NADEV:	NKONG HILLTOP ASSOCIATION FOR DEVELOPEMENT
NIS:	National Statistics Institute
NTFP	Non Timber Forest Products
PIB	Public Investment Budget
PIB:	Public Investment Budget
PIP	Public Investment Program
PNDP	Programme Nationale de Développement Participatif
PSMNR / SW	Program Sustainable Management Natural Resources / South West
PV/QD	Participatory Village Quarter Diagnosis
SDGs	Sustainable Development Goals
SDO:	Senior Divisional Officer
SIRDEP:	Society for Initiatives in Rural Development and Environmental Protection
SWOT	Strengths, Weaknesses, Opportunities and Threats

GENERAL INTRODUCTION

a. Context and justification

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

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

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

This mechanism, set up in the sectors of water, education, health and governance of the Tiko Council, aims to consolidate the involvement of the populations in these sectors with a view to improving the

quality of the services rendered by the goods and services offered in the Council space, both by the PNDP and by any other development actor (including the State through the PIB). It is based on an evaluation of satisfaction through the Scorecard, which involves a survey of the population's perception of the quality of the services provided by the public goods and services offered in the Council area in the sectors listed above.

Tiko council has 28 villages, with 16 of the villages found in the main land and 12 in the creeks. 3 out of these 28 villages fall in the urban space and the rest in the rural space. For this survey, 5 villages were touched, 2 in the rural space and 3 in the urban space. These 5 villages were divided into clusters of which 16 of the clusters were chosen at random and surveyed. 20 households were surveyed in each of the clusters. 14 of these clusters were in the urban space (Tiko, Mutengene and Likomba) while 2 clusters were in the rural spaces (Sone/Ikange Camp and Moquo). Also, 5 administrative questionnaires were also administered (i.e. DDMINEE, DDMINSEC, DMO, Inspectors of MINDUB) by the supervisor.

b. Objectives of the Survey

i Main objective

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

ii Specific objectives

The specific objectives of this survey was to

- Capture the population's perception of the quality of public goods and services in the sector of water supply
- Capture the population's perception of the quality of public goods and services in the sector of Health
- Capture the population's perception of the quality of public goods and services in the sector of Education
- Capture the population's perception of the quality of public goods and services at the level of council services

c. Document Structure

This report is summarized into four main sections;

- **Overview:** Cover page, Preface and Executive summary
- **Background:** Introduction and objectives
- **Synthesis of survey Methodology,**
- **Discussion:** Public offer and citizen control of the public action in (Municipality, Main findings identified in four targeted sectors)
- **Conclusion:** Action plan for the implementation of the citizen control of public action, Conclusion/ Recommendation

CHAPTER I

SYNTHESIS OF THE SURVEY METHODOLOGY

I.1 Sampling plan

i Scope of the survey and target population

This survey was carried out in Limbe 3 council, in the Limbe 3 Subdivision, Fako Division, South West Region of Cameroon. It has a surface area of 212km². Limbe 3 comprises four (4) villages (Bonangombe, Bonabile, Dikolo and Mondoli) and Sixteen (16) Quarters (Upper Mbonjo, Bonaberi, Dockyard, Man O' War Bay, Esselle, Mbofi, Small Kombo, Big Kombo, Ijaw Mabeta, Bimbia Waterside, Ijaw Mboko, Mboko 1, Mboko 2, Mbomo 1, Mbomo 2, Kange), with a total population of 34,778 inhabitants.

For the purposes of this survey, the units of observation for assessing information in the target sectors are the household, the council and the sectoral services (MINEE, MINSEC, MINEDUB, MINSANTE)

ii Survey method

This survey was carried out via the use of a household electronic questionnaires, comprising five (5) sections: general information, water, health, education and services rendered by the council. The computer assisted personal interview (CAPI) approach was used. Data were collected using the ODK collect application in which the questionnaires were integrated. The questionnaires were filled through a face-to-face interview with selected household heads or their competent representative, the council and the sectoral services. CS Entry of the selected locations were taken with the help of the GPS coordinates.

The approach used for survey was participatory and interactive, whereby correspondents were allowed to express themselves freely without any interference

iii Sample size

The survey area was mapped out into four (04) clusters as seen on the table below which targeted 320 household spread over the 4 clusters.

The formula employed for this sample size is given below as follows;

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

Where:

- N represents the total number of households in the community
- e is the error margin (set at 5%)
- z refers to the level of reliability (at 95%, z=1,96)
- P stands for the proportion of the population satisfied with the services offered (given that the level of this indicator is unknown to our population, we set it at 50%)

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

Table 1.1: Mapped out survey areas

Cluster number	EA	Number of households to be surveyed
2881	1	128
2882	700	78
2883	702	58
2884	704	56
Total		320

However, this survey was mainly carried out in three (3) clusters notably: cluster 2881, 2883 and 2884 with 114 household surveyed. This was as a result of accessibility challenges encountered by the cartographers, hence cluster 2882 was not mapped out.

iv Drawing of the sample

A preliminary work was done by cartographers under the supervision of NIS which entailed dividing the total area into sub clusters and mapping them out using a MAPS.ME. Household enumerations were then done from which some households were randomly selected for interviewing as seen on table 1 above. A sequential number was assigned to each household for easy identification.

I.2 Realization of the Survey

The survey was realized by competent experts with adequate capacity building on their tasks and expectations clearly spelled out.

(i) Data Collection Instruments

Data were collected using tablets, smart phones in which the ODK collect APP containing the questionnaire and CS entry had been installed.

1.4 The questionnaires sought to capture the population's perception of the quality of service provided in the domain of water supply, education, health and services offered by the Council institution. In each of the four (04) sectors targeted for the implementation of citizen control of public actions, the questionnaire was sectioned into four (04) groups of needs : identification and typology of goods and services, characteristics of users and modes of operation of goods and services, quality of services provided by the supply of goods and services and causes of satisfaction/non-satisfaction, peoples' actions to improve the quality of services provided by the supply of goods and services

(i) Preparation for data collection.

Prio to data collection, a series of activities were carried out in order to guarantee a successful data collection.

- Recruitment of competent and reliable enumerators and supervisors.
- Sensitization of various stakeholders and the public
- A series of training workshops notably : A week training of CSO coordinators, lead by the national coordination unit of PNDP at Dschang with the technical support of NIS, a week training of CSO enumerators by the REMOE of PNDP. These trainings were aimed at bringing the different actors (coordinators, supervisors and enumerators abreast with the survey and also train them on the effective techniques for conducting interviews and reporting of activities.
- Letter of notice was sent by the Governor to the SDOs, with correspondence letters sent to the different DOs and Mayors concerned.
- Fields staff were sent to the field for interviewing with authorization letters from the DO and Mayors.

(ii) Summary of data collection

A total of 320 households were enumerated with a total of 114 household interviewed giving a 45% realization

Field pictures

(iv) Exploitation and cleansing of data

After effective completion of the questionnaire by the enumerators, the information was sent to the server.

The data sent through the server were collected, processed and analysed by the NIS.

Reporting was done by the CSO team with supervision and collaboration from PNDP and alliance.

As seen on the figure 1

CHAPTER II: PUBLIC SERVICE OFFER AND CITIZEN CONTROL OF THE PUBLIC ACTION WITHIN THE COUNCIL SPACE

This chapter presents briefly the council, the competences transferred in the context of decentralization and the analysis of finding of the public offers in goods and services in the four targeted sectors (drinking water, health, education, council services) within the council space. It is articulated as follows :

II.1.0 Presentation of the council

II.1.1 Administrative location

Administratively, Limbe III Council and its vicinity is described in terms of its geographic position on the cameroon map from regional, divisional, to sub-divisional level, stating its boundaries (table 2.2)

Table 2.2: Administrative location of Limbe III

Name of Council	Limbe 3 Council
Region	South West Region
Division	Fako Division
Sub Division	Limbe 3 Subdivision
Boundaries:	
North	Limbe 1 Council
South	Atlantic Ocean
West	Atlantic Ocean
East	Tiko Council



Figure 2.1: Location/ Administrative Map of Limbe 3 Municipality.

a) Historical profile

This area has an indigenous population (the Bakweri) of about 10% while the other 90% of the population is made up of people from other parts of Cameroon and other nearby countries including Nigeria and Benin. Other ethnic groups include Barondos, Bakundus, Bayanguis, North Westerners, Bamilekes and other immigrants from Nigeria, Guinea and Benin. It serves four (4) villages (Bonangombe, Bonabile, Dikolo and Mondoli) and Sixteen (16) Quarters (Upper Mbonjo, Bonaberi, Dockyard, Man O' War Bay, Esselle, Mbofi, Small Kombo, Big Kombo, Ijaw Mabeta, Bimbia Waterside, Ijaw Mboko, Mboko 1, Mboko 2, Mbomo 1, Mbomo 2, Kange), with a total population of 34,778 inhabitants.

II.1.2 Demography

A brief demography of Limbe III describing the characteristics of the residents is summarized in table 2.2

Table 2.2: demographic characteristics

Total population	34,778
Total surface area of Limbe 3	212 km ²
Total area under cultivation	40%
% population involved in Agriculture	25%
Active farming population	15%
Total number of farm families	25%
Historic reference	Migrants from from Nigeria and Cameroon
Population	34,778 inhabitants / (164 persons per km ²)
Ethnic groups	Bakweri (Bimbia and Wovia); North Westerners and Nigerians
Religions	Christianity
Main economic activities	Fishing, Farming, Livestock breeding, Trading

II.1.3 Geographical location

The geographical characteristics of Limbe three is summarised on the table below

Table 2.3: Geographical location of Limbe III

Spatial location:	
Geographic Coordinates / Council Chambers	03.9585/ 009.2503 / 51m
Surface Area	212 km ²
Distance from Downtown Limbe	About 7 kilometers
Number of Villages & Quarters	Four (04) Villages (Bonangombe, Bonabile, Dikolo and Mondoli) and Sixteen (16) Quarters (Upper Mbonjo, Bonaberi, Dockyard, Man O' War Bay, Esselle, Mbofi, Small Kombo, Big Kombo, Ijaw Mabeta, Bimbia Waterside, Ijaw Mboko, Mboko 1, Mboko 2, Mbomo)

2.1.2 Biophysical Milieu

2.1.2.1 Relief

Rainfall, temperature and humidity are high with annual rainfalls between 4000 and 5000mm per annum. A short dry season is experienced between December and February. Humidity in the area is usually between 75-80%. It has an annual temperature of 27°C. The geology is of old volcanic rock and the soils are of old lateritic type. The area is marked by steep slopes, ridges and valleys running from south to north. Many of these valleys are drained by separate seasonal and permanent streams, and by four main rivers, the Mabeta, Elephant, Mamba and Esuke Rivers running eastwards and two other rivers running southwards into the mangrove at Dikolo Bay. The soils are ancient ferrallitic, volcanic, nutrient-rich andosols, making the area predisposed for agricultural production. As such, subsistent and cash crop agriculture constitutes the life blood of the local economy.

Table 2.4: Relief of Limbe 3

The relief of lime 3 is summarized on table 2.4 showing topography, land use pattern and its level of exploitation

Label	Description	Type of exploitation	Degree of value	Observation
Relief	Steep slopes $\geq 25\%$ Hills, valleys, lowlands, rugged and undulating terrain	Settlement. Agriculture, forest, maritime	High	Accommodating for a variety of activities

2.2.2 Hydrology description

Several small streams and rivers are present. Most are seasonal and dry off during the dry season and some are year-round though the quantity greatly reduces in the dry season. Most of these streams are often polluted by seawater during high tides which bring in sewage from the sea thus making the streams unfit for drinking. Maritime waters are plentiful and are navigable year-round. They are a huge abode for a rich diversity of aquatic life which supplies the population with a rich source of protein and livelihood.

Table 2.5: Hydrology

Types	Number	Surface	Species present	Level of	Observations
Water courses		-	Cray fish	low	Streams are seasonal drying off in
Swamps		0	Mud fish,	low	Parts are use for agricultural
Islands	02			Low	Unexploited Mondoli and Nichole
Lakes	0	0	0	0	0
Ponds	0	0	0	0	0
Dams	0	0	0	0	0

2.2.3 Soil Description

The soils are sandy clay and sandy humus making them acidic soils (table 3.6) suitable for the cultivation of crops like plantains, cassava, egusi, maize, pineapples, yams, cucumbers amongst others. Oil palms (main cash crop) and cocoa are also being cultivated. The production of food crops is below expectation as there is constant

leaching of the soils due to erosion. Furthermore, the soils are very loose and this poses very serious challenges for the construction of roads, wells, and latrines.

Table 2.6: Description of soil

Label	Description	Type of exploitation	Observation
Type of soil	Acidic soils	Agriculture	Good for a variety of crop cultivation, construction and settlement.
Structure of soil	Sandy clay, sandy humus mixed with small to medium grains of sand, sticky clay soil. Sometimes water logged.		
Texture of soil	Sand, clay , humus		
Land use	Stratified into various activities	The land is used for	Rapid urban expansion

2.2.4 Vegetation and biodiversity (Flora andFauna)

Limbe III is dominated by six main vegetation types that include; lowland rainforest, stream and riverside vegetation, fresh water swamp forest, mangrove, coastal bar forest and littoral vegetation. The vegetation is mixed with secondary and virgin forest interspersed with oil palm and cocoa farms. The forest has been seriously deforested for farmland, settlement, firewood for fish smoking and construction (table 2.7).

The multiple vegetation type in this area accounts for its rich diversity of plants species with high conservation importance. Botanical inventories of 1992 and 1997 identified Bimbia Bonadikombo forest as the last remnant of coastal lowland forest between Douala and Limbe.

Most of the vegetation under forest (especially the southern part) is of high ecological value principally for its diverse flora of rare, endemic and endangered plant species. It is still the only site know in Africa to have the plant *Oxygyne triandra*.

Table 2.7: Flora

Keyelement	Description	Observations
Type ofvegetation		Massivedeforestationfor agricultural purposes, settlement, construction and forwoodfuel. -Forestcontains medicinal trees whose potentials have notbeen exploited -PINESMAPintervention
Bimbia – Bonadikombo ForestReserve	3,735 ha of Primary Forest (Protected and Gazetted).	
MangroveForest	Mangroveforestcoveringallthefishingports. Occupiesabout40%of landsurfacearea However, patches of mangrove forest can be seenin some fishingports	
Species	Sapelle,tigerwood, camwood, smallleaf, Iroko Various speciesoffruitstreesare available. -Elementsoftreeplantingisevidentinpartsof the municipality	

2.2.5 Fauna

Although most of the wildlife has been lost through excessive hunting and the destruction of habitat, the area still retains interesting birds and butterfly faunal species and two threatened monkeys, the red-eared guenon and the putty nosed guenon, foxes, squirrels, reptiles including alligators, snakes, snails; exotic birds such as parrots, cranes and king fisher birds are believed to be present (table 2.8).

Among the several domesticated animals can be found dogs, fowls, goats, sheep and turkey.

Table2.8: Sensitive zones / Protected Areas (Fauna)

Type	Localization (Neighborhood)	Surface area	Type of exploitation	Observation
Forest	Bimbia Bonadikombo	37 hectares of Primary Forest (Protected and Gazetted).	Originally a dense forest, human activities, notably traditional agriculture and plantation agriculture by CDC has progressively transformed the vegetation cover with oil palm and coffee plantations. Also exploited for Firewood, Timber for Housing Construction	The vegetation is composed of a variety of large tropical trees that are rarely found in other forest Existence of some mangrove forest in the creeks found in West Bimbia Camp. The forest equally embodies a variety of wild animals species considered as threatened species

II.1.4 Socio-economic and cultural situation

a. Farming

Mixed farming is predominant in this area. The main crops of the farming system are those commonly found in it, namely cassava, cocoyam, maize, plantain/banana and some leafy vegetables. Farmers practice totally felling of trees although in Bamukong, the community practice selective felling with some economic trees being left such as the kola which has increased the availability of NTFPs in this area (table 2.9). The common plantation crops grown in this area include palms, cocoa and plantains. A general trend in the BB CF is the absence of fallow period.

Table 2.9: Agriculture

Space	No	Parameter	Culture1	Culturee2	Culturee3	Culturee4	Culturee5	Culturee6	Culture7	Observations
Upper Mbo njo, Mbo fi (Chop farm), Man O' War Bay	1	Predominant croptype	Oilpalm	Plantains	Cassava	Egusi	Maize	Cocoa	Vegetables Cocoyam	-Favorable climatefor agriculturalactivities
	2	Surfacearea	About 60%of f cultivated	About20% of cultivated	About 20%of f cultivated	About3% of cultivated	About3% of cultivated	About 4%of cultivated land	About10% ofcultivated land.	- Abundantlandforagric ulture - Technical servicesof agriculture
	3	%pop involved	40%	20%	15%	Thereis mixedcropping				-
	4	Profits	High	Averag e	Averag e	Averag e	Low	Low	Low	Lowagriculturalprodu ction asa resultoflimitedabsorpt ionrate ofmodern techniques
	5	Variety	Tenera		Paw-paw leaf	Nigeria n type		Improv ed variety	Fluted pumkins	
Maririm e Villages	CropType		Cassava, Egusi,Plantain, Cocoyams			-Verylimited land forcultivation as the entire area is covered bywater.				
Cultivated area		2%								
%popinvolved		15%								
Areaunder cultivation		55 hectares								
No offarm families		15%								

b. Fishing

The close proximity of these communities to large bodies of water have provided these communities with fish. As can be noted, 60 % of households are involved in fishing activities as a source of income. Other sources of animal protein include; bush meat, eggs and cow meat. Easy access and nearness to the towns of Limbe, Mutengene and Tiko, has encouraged the increase in consumption of cow meat and eggs and less of bush meat

Table 2.10: fishing situation in Limbe II

Village	No of Fishermen	Methods used	Fish specie	Support Recieved		Observation
				Organisation	Type of support	
Mabeta	100%	Local methods (nets,floaters)	Crayfish “Njanga ”	NA	Ovens	-Sector is not organized -Minimal support -
Waterside Quarter		Dynamite, cover bush, small gana, gamaline, hooks nets.	Mbonga, Tilapia, groupa, Enanga , Shark, golden fish,cat	NA	Ovens	Community Oven;notfully exploited by fishermen who still preferto use privately owned ovens in their backyards
Synthesis offishing						
Fishing population of the municipality		100%in fishing Ports	Fishing is the dominant economic activity. The maritime waters are filled with a huge diversity of aquatic life which can feed a very large population. However, it is harvested unsustainably using artisanal methods. There is a Fisheries Post in Mabeta that is increasing awareness on sustainable fishing techniques.			
Means offishing		Hooks, nets, chemicals, cover bush, explosives				
Fishing areas		Maritime Coastline				
Support needed		Knowledge in Fish Commercialisation, Acquisition of Modern Fishing Gears(equipment)				

c. Livestock situation

Livestock farming is a dominant activity within Limbe three communities as presented on table 2.11

Table 2.11: Livestock situation

Area	Principal Species		Means of Rearing	Support Received		Observations
	Animal Species	Quantity		Organization	Type of Support	
Upper Mbonjo, Man	Pigs	500	-Local means	.Households	None	-Sector actors are not organized
O'War Bayan			-Artisanal met			-Activities pure on
Synthesis on Livestock:						Kange - Exotic birds like Turkey are reared in Bonangombe
Number of Pigs in the community		1,7				
Number of Goats		1,5				
Number of Sheep		500				
Number of Ducks		500				
Local Fowls		3,0				
Dogs		2,0				
Total livestock		9,2				

Source; Analysis of field data (May/June, 2019).

d. Hunting, Craft and Trading

Hunting, craft and trading is highly practiced within Limbe III as seen on table 2.12

Table 2.12: Hunting, Craft and Trading

Hunting		Craft			trading		
Type/Mode of exploitation	Number of exploitants	Production type	Craft personnel	Products	Villages	Trading personnel	Observations
Hunting by trapping and using local	500	Weaving, Molding and	100	Thatch, Boats, Canoes	-Upper Mbonjoto Mabeta -Upper Mbonjoto Man O'War Bay/Esselle	300	Most of these activities are executed
<i>Synthesis of the economic activities within the municipality:</i>							
Number of hunters		500	Hunting is mostly conducted by men between the ages 20– 45				
No of persons involved in crafts		100	Craft is mostly parttime and done by men				
No of persons involved in petty trading		300	Trading is conducted by both sexes and commodities comprise mostly Crayfish and other fish products, general provision, alcohol and food stuff				

e. NTFP collection

NTFPs are used extensively as food, medicine, livestock feed, household construction material. NTFPs like bush mangoes (*Irvingia gaboneensis*), Eru (*Gnetum africanum*), Njangsang (*Ricinodendron Heudelotti* sp), bush pepper (*Piper guineensis*), bush onions etc are important part of the local diets. NTFPs used for medicinal purposes include pygeum (*Prunus africana*), yellow stick (*Garcinia manii*), bitter cola (*Garcinia cola*), and cola (*Cola nitida*). Other NTFPs of importance are Ngogo leaf (*Megaphrynium macrostach*) and bamboos. Households involved in NTFP collections consume them (77%) or sell (23%).

Table 2.13: Exploitation of forest resources

Type of exploitation	Existence	Type of products	Actors responsible	Trend
Collection of forest products by the population under user right protected by Forestry Law no 94/01 of January 20, 1994	Yes	Timber and Medicinal plants	Men, Youths and Women	Seasonal in nature
Illegal collection of forest products reprimanded by Forestry and Wildlife Law no 94/01 of January 20, 1994	Yes	Timber	Men, Youths and Women	Seasonal in nature
Legal exploitation with a permit, concession, personal authorization, special permit Article 42 of the Forestry Law	Not available	Not available	Not available	Not available

Table 2.14: Commerce, Exchanges (Markets)

Existing market type	Neighbourhood	Market days (assigned)	Observations
Market with Lockup stores	Mabeta/	Daily	Permanent structures
Market with Lockup stores	Man O'War Bay/	Daily	Permanent structures
Open / Make shift Markets	Kange, Mbomo, Mboko, Ijaw Mabeta	Daily	Open spaces with minimal semi-permanent stands

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

Under the 2004 decentralization laws (guidance laws on decentralization in Cameroon), many powers have been transferred to the Decentralized Territorial Communities (CTD), particularly in the areas of health, economic, social, educational, cultural and sporting. The law on the general code of CTDs of 24 December

2019, at the same time as it maintains the powers transferred to CTDs, it further expands them. This, in order to allow a better application of the principle of subsidiarity, that is to say, to act in such a way as to give greater satisfaction to the expectations and needs of proximity of the local populations. In addition, among the powers transferred by the laws of 2004 and taken up by the general code of RLAs, eleven new powers have been transferred to RLAs at the rate of seven for all municipalities, namely:

- Exploitation of non-concessionable mineral substances,
- The development and implementation of specific municipal plans for risk prevention and emergency response in the event of a disaster ;
- Pre-collection and local management of household waste,
- Recruitment and management of medical staff in integrated centers and district medical centers ;
- Recruitment and management of teaching and support staff in nursery and primary schools as well as in pre-school establishments ;
- The creation and operation of leisure parks ;
- The organization of socio-cultural events for leisure purposes.

In short, this new regulatory and legislative framework for the availability and accessibility of public services in the municipal area will join in a remarkable way the entire legal system governing water management (Law No. 98/ 005 of April 14, 1998).

POWERS DEVOLVED TO COUNCILS (Via DECREES)

N0	Sector	Decree of transfer	Powers/competences transferred/devolved	Details	Order (if any)
01	MI NEE (Water & Energy)	Decree N0.2010/0239/PM of 26/02/2010	Safe drinking water in Areas not covered by Public water distribution	-feasibility studies, construction and rehabilitation, maintenance of wells and boreholes -conservation, protection and sustainable usage of water -Maintenance & rehabilitation of the entire wells and boreholes within the municipality -Maintenance & rehabilitation of Drinking water infrastructure Within the municipality -Insure hygiene and sanitation At the surroundings of wells and boreholes within the municipality -Keeping of a date base of all municipality infrastructure related to drinking water	Arrêté N0.2010/00298 /A/MI NEE du 01-09-2010
02	MI NSANTE (Heath)	Decree N0.2010/0246/PM of 26/02/2010 Decree N0. 2011/0004/PM of 18-01-2011	Powers transferred by the State related to public health	- 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;	Arrêté N0.2010/3202 /A/MI NSANTE du 09-09-2010

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

II.2.4 Council services sector

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

II.3.1 Water supply sector

Table 2.15 : water supply situation in Limbe III

Place	Population (a)	FUNCTIONING OF EXISTING WATER POINT							NEW HYDRAULIC NEEDS			
		Water point name	State of work	Exploitation of work	if any break down, state cause	Sufficient water quantity	Water quality	Maintenance and repairs	Bore hole	Well	Source	Taps
Upper Mbonjo (1),	5,207	Tap	1 tap Bad and needs to be rehabilitated	Non Functional	vandalized	No	Poor	None			WA	4
		Borehole	under construction	Not yet operational	N/A	N/A	N/A	N/A	2			
	535	Taps	All 6 taps bad and need to be rehabilitated	Non Functional	Lack of maintenance	No	Poor	None			WA	6

Bonangombe (6), Dikolo (3), Man O'War Bay /CDC Camp (4), Mbofi (Chop Farm)/ (1),	328	Taps	Good	Functional	Neglect	Yes	Good	Average				
	1,288	Borehole	Good	Functional	Low solar energy supply	Yes	Good	Average			WA	4
	197	Tap	Good	Functional	N/A	Yes	Good	Good			WA	3

The reality of water supply is reflected on table 2.15 which indicates that, there is the issue of poor water quality, and tap water supply in Limbe 3 municipality with very few taps available compared to the population.

II. 3.2 Academic Infrastructures within the municipality

Table 2.16: academic infrastructure

Existing Schools															New
Location	Name	Pupils&Employees /Needs			Infrastructure/ Needs					Managementneeds					School
		Current		Needs	Current		Needs			W	L	WA	F	AF	
		Pupils	Teachers	Teacher needs	No. Classrooms	Desks	Construct	Rehabi litate	Desk s	P	A	B		F	
Bonangombe	GPS	65	4	1	6	60	0	0	0	1	1	1	1	1	1
Mabeta	GNS	14	2	0	2	0	0	0	10	1	1	1	1	1	No
	NC NS	NA	NA	NA	2	NA	1	1	5	1	1	1	1	1	No
	GPS	210	3	1	2	65	4	0	0	1	1	1	1	1	No
	NCPS	NA	NA	NA	2		0	1	5	1	1	1	1	1	No
Man O** War	GNS	14	3	0	0	10	2	0	0	1	1	1	1	1	No
	GPS	68	5	0	4	62	0	0	0	1	1	1	1	1	No
Bav		182	8	0	4	120	2	0	0	1	1	1	1	1	No
Ijaw Mabeta															
Kange	GNS	17	1	0	0	15	2	0	0	1	1	1	1	1	No
	St. F.	50	2	0	1					1	1	1	1		No
	GNS					16	1							1	
	GPS	198	5	0	4	85	2	0	0	1	1	1	1	1	No
	St. Faith	57	3	0	4					1	1	1	1		No
	PS					46	1	0	0					1	

Mboko	GPS	189	5	0	4	170	2	0	0	1	1	1	1	1	No
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Source; Analysis of field data (May/June, 2019). (Code: WP=Waterpoint, LA=Latrine, WAB=Waste Basket, F=Fence and AFF=Afforestation).

The state of Academic Infrastructures within Limbe 3 municipality is reflected on table 2.16 which show just one new school in Bonagombe and just two schools have been rehabilitated in Mabeta and Bonangombe.

Notably, only GPS Bonangombe has upto 6 classrooms and GNS Bonangombe has no desks.

Table 2.16: Synthesis of Infrastructure, Location

<i>No</i>	<i>Type of Infrastructure</i>	<i>Urban</i>	<i>Rural</i>	<i>Total</i>
1	Basic Education (Nursery schools)	02	03	05
2	Basic Education (Primary schools)	03	05	08
3	Secondary Education (GSS & GTC)	01	01	02
4	Public Health (Integrated Health Centres)	2	01	03
5	Commerce (Markets)	1	01	02
6	Water (Taps, borehole & Wells)	11	24	35
7	Electricity (villages / quarters)	03	04	07

Table 2.16 reveals that there are 5 Nursery schools in Limbe III (02 in Urban area and 03 in the Rural area), while there are 08 Primary schools (03 in the Urban space and 05 in the Rural space). Also, there are 2 Secondary schools (GSS & GTC), 03 Public Health (Integrated Health Centres) and 35 Water (Taps, borehole & Wells)

Table 2.17: Functioning per Sector within the municipality

No	Sector	Type of infrastructure	Quantity	Location	State of the infrastructure	Observations
1	Basic Education	Classrooms	38		Average	In use
		Administrative block	2		Average	Operational
		Latrines	03		Average	Need regular cleaning
2	Secondary Education	GSS Classrooms	04		Average	In use
		Administrative block	0		Average	Operational
		Latrines	01		Average	Need regular cleaning
		GTC	0	0		
3	Public Health	Integrated Health Centre	03		Average	-Has a Laboratory, Maternity, Pharmacy, water point, latrine
						-Needs waste treatment, Fence, Afforestation and staff quarters
4	Commerce	Markets	02	02	Good	Functioning
5	Water	Taps	24		Average	Some not functioning
		Bore holes	07		Average	Some not functioning
		Wells	02		Average	
6	Electricity	Generator			Bad	Non-functional
		Generator			Good	Functioning (periodic)
7	Limbe 3	Council Chambers	02		Good	
		Grand stand	01		Functioning	Needs rehabilitation

Table 2.18: Inventory of council services

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

Source: Survey CCPA2, council 2022

The table above shows that, 5 main services are rendered by Limbe III Council ; civil status service, Road development, Hygiene and Sanitation, legalization and authentication services in the Municipality.

Generally, the time taken to respond to citizens demand for a service in the Municipality varies depending on the nature of the situation and person concerned.

CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGET SECTORS

III.1 Description de la population enquêtée

Head of household frequency distribution in the municipality according to place of residence and gender is analyzed, see (Table :3.1) below.

Table 3.1 : Head of household Distribution (%) in the municipality of according to place of residence and gender

		Respondent's relationship to the head of household					Total
		Head of Household	Spouse of Head of Household	Son/Daughter of the Chief or his/her spouse	Other relative of the Chief or his/her spouse	Not related to the head or his/her spouse	
Residence stratum	Rural	68.0	18.4	6.8	4.9	1.9	100.0
	Total	68.0	18.4	6.8	4.9	1.9	100.0

Source: Survey CCPA2, council 202

The table above shows the distribution of head of households by place of residence and gender within Limbe III Municipality. The data shows that in Limbe III municipality is a Rural setting; the head of household makes up 68,0%, 18,4% spouse of head of house females, while 6,9% are son/daughter of the chief or his/her spouse

household frequency distribution in the municipality according to place of residence, sex and age group is analyzed, see (Table :3.2) below

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

		Respondent's sex					
		Male		Feminine		Total	
		Residence stratum		Residence stratum		Residence stratum	
		rural	Total	rural	Total	rural	Total
Age group of respondents	Less than 20 years	3.5	3.5	2.2	2.2	2.9	2.9
	[20 - 35[19.3	19.3	43.5	43.5	30.1	30.1
	[35 - 50[43.9	43.9	34.8	34.8	39.8	39.8
	Over 50 years	33.3	33.3	19.6	19.6	27.2	27.2
	Total	100.0	100.0	100.0	100.0	100.0	100.0

The table above is a reflection of distribution of head of households by sex and age group resident within Limbe III Municipality. The data shows that in Limbe III municipality; the head of household composed of 3,5% males and 2,2 % females, less than 20 years, 19,3% males and 43.5% females are between 20 – 35 years, while 43.0% males and 34.8% female are between 35 – 50 years and 33,3% male and 19,6% female are above 50 years.

III.2 Drinking water supply

III.2.1 Use of water points in the council

Household frequency distribution Proportion of types of water point available in the village / inhabited district according to place of residence is analyzed, see (Table :3.3) below.

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

Place of residence	Main source of water supply											Other
	Well with human-powered pump	Well with electric pump	Open pit	Boreholes with human motor pump	Borehole with electric pump	Standpipe	spring	fed up	Water supply network	Drinking water supply (CAMWATER)	River	
Rural	7.8	1.9	.0	14.6	17.5	9.7	29.1	6.8	1.9	1.9	10.7	38.8
Total	7.8	1.9	.0	14.6	17.5	9.7	29.1	6.8	1.9	1.9	10.7	38.8

Source: Survey CCPA2, council 2022

The table above is a reflection of Proportion of types of water point available in the village / inhabited district according to place of residence within Limbe III Municipality. The data shows that in Limbe III municipality, the sources of water supply are mainly; 29,1% springs, 10,7% river, 17,5% boreholes with electric pump 14,6% well with, human-powered pump and 9,7% are stand pipes.

Household use of public water sources Frequency distribution for Limbe III is analyzed, see (Table :3.4) below.

Table 3.4 : Use of a public water source

	Proportion (%) of households using a public water source
Residence stratum	
Rural	61.2
Total	61.2

Place of residence	Well with human-powered pump	Well with electric pump	Borehole with electric pump	Boreholes with human motor pump	Source	River	Water supply network	standpipe	Total
Rural	11.1	12.7	4.8	7.9	28.6	15.9	6.3	12.7	100.0
Total	11.1	12.7	4.8	7.9	28.6	15.9	6.3	12.7	100.0

The table above is a reflection of Use of a public water source within Limbe III Municipality. The data shows that in Limbe III municipality, 28,6% of household depend on spring sources of water supply, 15,9% of household depend river source, 12,7% depend standpipe, 11,1% of household depend on well with human powered pump, 12,7% of household depend well with electric pump and 7,9% depend on borehole with human motor pump, while 6,3% of household depend on water supply network and 4,3% of household depend borehole with electric pump.

III.2.2 Accessibility of water points in the Council

Household perception on water availability throughout the year and use of the main water supply throughout the day Limbe III is analyzed, see (Table :3.5) below.

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

					Proportion (%) of households reporting that the water point used is available all year round		Proportion (%) of households with access to the water point used throughout the day			
Residence stratum					rural		68.3		74.6	
					Total		68.3		74.6	
		Main source of water supply accessible throughout the day								
		Well with human-powered pump	Well with electric pump	Borehole with electric pump	Boreholes with human motor pump	Spring	River	Water supply network	Standpipe	Total
Residence stratum	rural	12.8	8.5	6.4	4.3	29.8	17.0	6.4	14.9	100.0
	Total	12.8	8.5	6.4	4.3	29.8	17.0	6.4	14.9	100.0

Source: Survey CCPA2, council 2022

Table 4.5 is a reflection of Availability throughout the year and use of the main water supply throughout the day within Limbe III Municipality. As revealed on table 4.5; 68,3% of households reported that the water point used is available all year round, while 74,6% of households have access to the water point used throughout the day

Household perception on Correspondence between availability of the main source of water supply and household water needs in Limbe III is analyzed, see (Table :3.5) below.

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

Table 3.6: Correspondence between availability of the main source of water supply and household water needs						
		Proportion (%) of households whose frequency of availability of the main source of water supply corresponds to their water need	Frequency of availability of the main source of water supply			
			Once	Twice	Thrice	Total
Residence stratum	rural	62.5	43.8	18.8	37.5	100.0
	Total	62.5	43.8	18.8	37.5	100.0

Source: CCPA2 Survey, Council 2022

Source: Survey CCPA2, council 2022

Table 3.6 is a reflection household report on Availability of the main source of water supply and household water needs within Limbe III Municipality. As revealed on table 3.6; the Proportion (%) of households whose frequency of availability of the main source of water supply correspond to their need is 62,5%. The table also specifies that, that frequency of availability of the main source of water supply is as follows; 43% of household report that main source of water supply is available once, while 18,8% of household reported that their main source of water supply is available twice and 37,5% of household reported that their main source of water supply is available thrice.

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

Household perception on Breakdown in the last six months and repair time of the main type of water point used in Limbe III is analyzed, see (Table : 3,7) below

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

Table 3.7: Breakdown in the last six months and repair time of the main type of water point used		
	Proportion (%) of households whose main type of water point has failed in the last 6 months	
Residence stratum	rural	50.8
	Total	50.8

Source: Survey CCPA2, Limbe 3 council 2022

Table 3.8 depicts Breakdown in the last six months and repair time of the main type of water point used within Limbe III Municipality. As revealed on table 3.8; 50.8% of households reported that their main water point has failed in the last 6 months.

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

		Actors in the recommissioning of the main type of water point						
		Commune	State	An elite	The water point management committee	Village/neighbor hood chief	CAMWATER / CDE	Other partners
Residence	rural	7.9	4.8	3.2	25.4	15.9	.0	3.2
stratum	Total	7.9	4.8	3.2	25.4	15.9	.0	3.2

Source: CCPA2 Survey, Limbe 3 Council 2022

Table 3.8 is a demonstration of actors involved in the recommissioning of the main type of water point within Limbe III Municipality. As revealed on table (table 3,8), 25,4% of the household reported that recommissioning of the main water point is handled by the water point management Committee, 15,9% of households reported that their main water point is managed by village/neighborhood chief and 7,9% perceived that it is managed by their communities.

Household perception on Intervening in the management, upkeep and maintenance of this waterpoint in Limbe III is analyzed, see (Table : 3,9) below

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

		Intervening in the management, upkeep and maintenance of the main type of water point				
		COGS				
		33.3	Commune	CAMWATER	Community	Others
Residence stratum	rural	33.3	3.2	4.8	60.3	
	Total	33.3	3.2	4.8	60.3	

Source: CCPA2 Survey, Limbe 3 Council 2022

Table 3.9 depicts intervention in the management, upkeep and maintenance of these water points within Limbe III Municipality. As revealed on table (table 3,8), 60,3% of the household reported that the community intervenes in the management of the main water point, while 33,3% of households reported that their main water point is sustained and maintained by COGS.

Household Financial contribution to the operation of the Project Management Committee in Limbe III is analyzed, on table 3.10

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

		Proportion (%) of households that contribute financially to the operation of the Management Committee					
Residence stratum							
rural							
Total							
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			
				Week	Month	Trimester	Semester
14666.7		.0		22.2	44.4	11.1	22.2
				Total			
				100.0			

14666.7	.0	22.2	44.4	11.1	22.2	100.0
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Based on household perceptions, 14,3% of households constituted the proportion of households that contributes financially to the operation of the management committee within Limbe III Municipality. As revealed on table (table 3,8), 60,3% of the household reported that the community intervenes in the management of the main water point, while 33,3% of households reported that their main water point is sustained and maintained by COGS

Distribution of households according to the frequency of the financial contribution to the operation of the Management Committee shows that 44,45 of household perceived monthly financial contribution, while 22.2% agreed to weekly and per semester financial contributions to the operation of project management committee.

Household Financial contribution to the operation of the Project Management Committee in Limbe III is analyzed, on table 3.10

III.2.4 Characterization of water points in the Council

The accessibility to the main source of supply and appreciation of the service provided by this source is presented on table 3.11

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

		Average household distance from main public water supply	Average time (in minutes) taken to reach the water point	Average time (in minutes) of waiting at the water point	Average time (in minutes) of waiting at the water point Average number of people that a household usually finds at this water point	Distribution of households according to the assessment of the service provided by the main public source of water supply					
						Very good	Good	Fair	Bad	Very bad	Total
Residence stratum	rural	6815.7	15.9	11.9	8.6	25.4	34.9	25.4	11.1	3.2	100.0
	Total	6815.7	15.9	11.9	8.6	25.4	34.9	25.4	11.1	3.2	100.0

From the results displayed on table 3.11 above; 25% of the households perceived that Distribution of households according to the assessment of the service provided by the main public source of water supply were both very good and fair, while 34.9% were of the opinion that the Distribution of

households according to the assessment of the service provided by the main public source of water supply was good.

Household perception on Proportion of households in the council according to the characteristics of the main source of water supply and the place of residence is presented on table 3.12

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

		Proportion (%) of households reporting that water from the main source of water supply		
		has a smell	has a taste	has a color
Residence stratum	Rural	38.1	33.3	54.0
	Total	38.1	33.3	54.0

Source: Survey CCPA2, council 2022

Based on the results presented on table 3.12, 38,1% of household attested that water from the main source of water supply has a smeel, 33,3% of housed reported that water from the main source of water supply has a taste and 54,0% of household reported thatwater from the main source of water supply

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

Household perception on Expressed need for water supply and satisfaction of this need in Limbe III council is presented on table 3.13

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

		Proportion (%) of households having expressed a need for drinking water supply during the last 6 months							
Residence stratum									
rural		37.9							
Total		37.9							
	Among the households having expressed a need, proportion (%) whose need was expressed:								Proportion (%) of households whose expressed need for water was satisfied
	State (Sectoral)							An elite	
	Mayor (Commune)	20.5	41.0	The water point management committee	Village/neighbourhood chief	Administrative authorities	CAMWATER / CDE	Other partners	
Residence stratum	rural	71.8							20.5
Total		71.8							20.5

Source: CCPA2 Survey, Council 2022

As seen on table 3.13; Among the households having expressed a need, 71,8% whose need was expressed for drinking water looked up to the mayor in this community, with 37,9% of the households having expressed a need for drinking water supply during the last 6 months

Limbe III council frequency distribution of household satisfaction with the expressed need for drinking water according to the interval of time taken to respond is shown on table 3.14

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

	Average time taken (in months) between the favorable response and satisfaction of the need expressed by a household	Distribution of households according to the time taken to satisfy the expressed need for water supply			
		Less than a month	Between one month and three months	More than three months	Total
Residence stratum rural	1.1	62.5	25.0	12.5	100.0
Total	1.1	62.5	25.0	12.5	100.0

Source: Survey CCPA2, council 2022

As observed on the figure 3.14, at least 62,5% of households reorted that it takes less than a month to satisfy their expressed need for water supply, while 25% of the households reported that it takes Between one mont and three months to satisfy their expressed need for water supply and 12% of the household specified that it takes More than three month to satisfy their expressed need for water supply

Table 3.15 : Non-satisfaction of drinking water supply

Proportion (%) of households dissatisfied with drinking water supply							
Residence stratum							
	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
	Distance from the water point	Bad water quality	Insufficient water supply points	Poor management of the water point	Default/Slow maintenance in the event of a breakdown	High cost of water supply	Other (specify)
Residence stratum rural	52.9	51.5	44.1	17.6	1.5	16.2	
Total	52.9	51.5	44.1	17.6	1.5	16.2	
							66.0
							66.0

Source: CCPA2 Survey, Council 2022

Table 3,15 reflects the Proportion (%) of households dissatisfied with drinking water supply where, 66% of the household were totally dissatisfied. Specifically; 52,9% of household were dissatisfied with the Distance from the water point, 51,5% of household were dissatisfied with bad roads, 44,1% of the households were dissatisfied with the Insufficient water supply points

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

household perception on Household actions to commit to improving the service provided of drinking water supply by type of action and place of residence as demonstrated on table 3.16 below

Place of residence	Table 3.16: Proportion (%) of households able to commit to improving the service provided by drinking water supply through:										
	Additional water points										
	Contribution for the construction of an additional water point			Improved management of water points					Improved water quality		Other expectation(s) to be specified
	53.4			Donation of the construction site of a water point					Advocacy with donors (NGOs, Associations, elites, companies, etc.)		
	53.4										
53.4	22.3	17.5	Revitalization/implementation of COGES	What are the actions in which your household is ready to engage in order to improve the... :: Financial contribution to a community mechanism for the management and maintenance of the water point	Encouragement for the integration of women in the COGES	Monitoring of the production of reports on the management of the water point by the COGES	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 impacting the quality of...		

Table 3.16 depicts theProportionof households committed to improving the service provided by drinking water supply. 53,4% of household proposed to contribute through Contribution for the construction of an additional water point

III.3 Health services

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

III.3.1 Use of health facilities in the Council

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

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

		Distribution (%) in the council of households according to the type of health facility most frequently used for care			
Place of residence		public	Private Secular	Private Confessional	Total
Residence stratum	rural	87.4	11.7	1.0	100.0
	Total	87.4	11.7	1.0	100.0

Source: Survey CCPA2, DMO Meme 2022

The results from the table above indicates that most households use the public health facility with 87,4% frequency, while 11,7% of household frequently use lay private health facility and .1.0% use the Confessional health facility in Limbe III municipality. The highest proportion of these households use the public health facility due to its proximity to the households and extended services offered to the households while using or in the facility.

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

		Among households, proportion (%) whose reason for choosing the type of health facility:					
Place of residence		Distance	Cost	Welcome	Quality of care	Staff availability	Availability of drugs
Residence stratum	rural	92.3	84.6	.0	61.5	7.7	23.1
	Total	92.3	84.6	.0	61.5	7.7	23.1

The results of the reason for which more households prefer the public health facility. The large proportion of households of about 92,3% confirmed that distance and proximity to the households is the main factor for the high use of the facility, followed by low cost is high at 84,6%. There is also very good quality care with 61,5% proportion of households covered in this survey attesting to this fact. Furthermore, Staff availability, availability of drugs, with lower proportion of the households attesting to these.

However, the results above is an eye Confessional health facilities in the Municipality to also emulate and adapt

good and friendly Nurse-patient and Doctor-patient relationships in their facilities.

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					
		CS/CSI	Hospital/CMA	District hospital	regional hospital	Referral hospital	Total
Residence stratum	rural	8.8	15.4	47.3	16.5	12.1	100.0
	Total	8.8	15.4	47.3	16.5	12.1	100.0

Source: Survey CCPA2, council 2022

Table 3.19 reflects the distribution of health facility within Limbe III communities. Notably there are only two health care centers in this council area with no major hospital. Most of the residents go to the district accounting for 47,3% or regional hospital accounting for 16,5% in Limbe city council for consultation and treatments.

Consequently; the health care centers in Limbe III are small, poorly equipped with few nurses who are not punctual.

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

Place of residence		Proximity of the household to the main public health facility attended to obtain care			Average distance of a household to the main public health facility visited to obtain care	Average time (in minutes) taken to reach the main public health facility attended to obtain care
		Yes	Nope	Total		
Residence stratum	rural	54.9	45.1	100.0	10435.2	168.6
	Total	54.9	45.1	100.0	10435.2	168.6

Source: Survey CCPA2, council 2022

In terms of Accessibility of the main public health facility used to obtain care within Limbe III, the health care centers are close to the residents as attested by 54,9 of the household.

Unfortunately, they can contain the population as they can not handle serious health services due to ; lack of equipment, untrained and irregular health care workers, few health facilities available.

III.3.2 Characterization of small equipment used in health facilities

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

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									
		Scissors	Syringes	Alcohol	Cotton	Betadine	Thermometer	Tensiometer	Balance	Gloves	Other (s) to be specified
Residence	Rural	81.3	81.3	57.1	80.2	64.8	67.0	57.1	54.9	50.5	.0
stratum	Total	81.3	81.3	57.1	80.2	64.8	67.0	57.1	54.9	50.5	.0

from table 3.21, the households in Limbe III reported the available health facilities have at least basic equipment for health care services to the communities; 81,3% scissors, 81,35 syringes, 80,2 5 cotton, 675 thermometer, 57,1% alcohol, 64,8% betadine amongst others.

III.3.3 Financing of care in health facilities

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

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
Residence	rural	1028.6	24.2	12.1	30.8	51.6	17.6	100.0
stratum	Total	1028.6	24.2	12.1	30.8	51.6	17.6	100.0

Source: Survey CCPA2, Limbe 3council 202

Table 3.22 shows that there is 50% of household perceived that judgment on the reception of healthcare personnel in the main public health facility attended to obtain care is fair. Also, 24.2% reported that the average amount paid for an ordinary consultation in the main public health facility to obtain care is high.

III.3.4 Appreciation of the service rendered in health facilities

Table 3.23 : Availability of drugs and resolution of health problems in 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
Residence stratum	Rural	31.9	48.4
	Total	31.9	48.4

Source: Survey CCPA2, council 2022

Table 3.23 depicts Availability of drugs and resolution of health problems in the main health facility attended for treatment where ; 48,4% of the household reported for that most health problems in the village are solved in the main health facility attended for care while 31,9% reported that medicines for common illnesses in the locality were always available

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				
Residence stratum										
rural						34.1				
Total						34.1				
Place of residence	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
	Distance from health facilities									
	rural	Poor quality of services offered	Staff absenteeism	Poor qualification of health facility staff	Currency of care	Insufficiency of drugs	Poor quality of equipment	Insufficient equipment	High cost of accessing health care	Other(s) to be specified)
Total	58.1	64.5	67.7	41.9	3.2	58.1	29.0	35.5	12.9	.0

III.3.5 Actions planned to improve the health care service

Table 3.25 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:											Other (s) to be specified	
		Additional health facilities		Extension/Rehabilitation/Equipment of health training		Improved management of health facilities				Reduction in the cost of access to health care				
		Advocacy for compliance with industry 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	Drug supply and equipment supply	Reception and care of patients	Maintenance and upkeep of hospital infrastructure	Advocacy for staff assignment	Control and verification of the actual presence of medical personnel	COS A grant	Development of public-private partnerships	The negotiation of twinnings and intermunicipalities	
Residence stratum	rural	33.0	25.3	23.1	24.2	34.1	6.6	8.8	8.8	1.1	.0	3.3	1.1	
	Total	33.0	25.3	23.1	24.2	34.1	6.6	8.8	8.8	1.1	.0	3.3	1.1	

Table 3.25 is a representation of 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. Among the actions listed by household towards improving health care services in Limbe III ; 34% of the household suggested for Drug supply and equipment supply, 33,0% preferred advocacy for for compliance with industry standards, 25,3% proposed to Advocate with NGOs/private structures for the construction of health facilities,24,2% of household opted for Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities while 23,1% Advocated with the municipality and the State for the extension and

equipment of health facilities.

III.4 Educational Services

III.4.1 Fréquentation scolaire dans la commune

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

Place of residence		
Residence stratum	rural	75.0
	Total	75.0

Table 3.26 presents the Percentage of children in households by level of education, and place of residence for which 75,0% of households reported that the children are from the rural areas.

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

Teaching cycle																			
Maternal			Primary			1st cycle secondary			2nd cycle secondary		Professional		Other			Total			
In what level of education attends			In what level of education attends			In what level of education attends			In what level of education attends		In what level of education attends		In what level of education attends			In what level of education attends			
Audience	Private	Total	Audience	Private	Total	Audience	Private	Total	Audience	Total	Audience	Total	Audience	Private	Total	Audience	Private	Private	Total
66.7	33.3	100.0	80.8	19.2	100.0	87.5	12.5	100.0	100.0	100.0	100.0	100.0	66.7	33.3	100.0	81.7	17.2	1.1	100.0
66.7	33.3	100.0	80.8	19.2	100.0	87.5	12.5	100.0	100.0	100.0	100.0	100.0	66.7	33.3	100.0	81.7	17.2	1.1	100.0

From table 3.26 which shows Percentage of children in households by level of education, level of education and place of residence indicates that ; 66,7% of children attend Public Nursery schools, 80% attend Public primary schools, 87,5% attend Public Secondary schools,

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

Maternal			Primary			1st cycle secondary			2nd cycle secondary		Professional		Other			Total		
S4Q04A			S4Q04A			S4Q04A			S4Q04A		S4Q04A		S4Q04A			S4Q04A		
Audien ce	Priva te	Tota l	Audien ce	Priva te	Tota l	Audien ce	Priva te	Tota l	Audien ce	Tota l	Audien ce	Tota l	Audien ce	Privat e	Total	Audien ce	Privat e	Tota l
66.7	33.3	100.0	80.8	19.2	100.0	87.5	12.5	100.0	100.0	100.0	100.0	100.0	66.7	33.3	100.0	81.7	18.3	100.0
66.7	33.3	100.0	80.8	19.2	100.0	87.5	12.5	100.0	100.0	100.0	100.0	100.0	66.7	33.3	100.0	81.7	18.3	100.0

Table 3.2.6 reflects Percentage of children in households by level of education, level of education and place of residence indicating that at least 66.7% of children in households attend Public Nursery school, while 80% attend Public primary education, and 87,5% attends Public Secondary school.

Table 3.27: 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
Residence stratum	rural	64.7	64.7	100.0
	Total	64.7	64.7	100.0

Source: Enquête CCAP2, commune 2022

From table 2.27,; 100% of households reported that the quality of education offered by private schools, makes it more preferable for their children than public schools while 64,7 of household reported that distance and cost are the main reasons why private schools are preferred over public schools in Limbe

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

Teaching cycle in the village / neighborhood of the household		existence of a public school		Proximity of the household to the public school establishment available in the village / district		
				Yes	Nope	Total
		Residence stratum				
		rural	Total			
		Nursery	23.3	23.3	75.0	25.0
Cycle	Primary	46.6	46.6	77.1	22.9	100.0
	Secondary	20.4	20.4	95.2	4.8	100.0
	Professional training	1.0	1.0	.0	100.0	100.0
	Total	22.8	22.8	79.8	20.2	100.0
	Total					

Source: Enquête CCAP2, commune 2022

Table 3.28 is a reflection of 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. As seen on table 2.28 ; Nursery, primary and secondary schools are present in some villages of Limbe III at close proximity to households. However, these schools are not sufficient and not well equipped.

III.4.2 Accessibilité de l'école publique dans la commune

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		Residence stratum			
		rural		Total	
		Average distance traveled	Average time taken	Average distance traveled	Average time taken
	Maternal	327.2	1.5	327.2	1.5
	Primary	2231.7	65.7	2231.7	65.7
	Secondary	1419.4	86.2	1419.4	86.2
	Professional training	194.2	1.2	194.2	1.2
	Total	1043.1	38.6	1043.1	38.6

Source: Enquête CCAP2, commune 2022

Table 3.29 indicates that that the secondary school students ravel an average distance of 1419,4 M in an average time of 86,2 minutes while pupils of primary school travel an average distance of 2231M in about 65,7 minutes.

III.4.3 Caractéristiques de l'environnement scolaire

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

teaching cycle cycle		Residence stratum							
		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
	Maternal	4.9	3.9	5.8	1.0	4.9	3.9	5.8	1.0
	Primary	26.2	19.4	26.2	2.9	26.2	19.4	26.2	2.9
	Secondary	15.5	18.4	19.4	.0	15.5	18.4	19.4	.0
	Professional training	.0	1.0	1.0	.0	.0	1.0	1.0	.0
	Total	11.7	10.7	13.1	1.0	11.7	10.7	13.1	1.0

Source: Enquête CCAP2, commune 2022

The proportion (%) of households according to the declared characteristics of the establishment attended by level of education as presented on table 3.30 shows that; 26% of households perceived that primary schools have full cycles and 19.4% of of primary schools have full workshop, while 28,2% perceived that primary schools have one room per grade level.

Table 3.31: Average number of students per classroom in a school and assessment of the frequency of the teacher's presence in the class according to the cycle

teaching cycle		Average number of students per classroom in a school	Distribution (%) of households according to the assessment of the frequency of the presence of the teacher in the class			
			Regular	Moderately regular	Irregular	Total
Cycle	Nursery	21.8	83.3	.0	16.7	100.0
	Primary	21.6	75.9	10.3	13.8	100.0
	Secondary	46.2	85.0	5.0	10.0	100.0
	Professional training	30.0	100.0	.0	.0	100.0
	Total	30.5	80.4	7.1	12.5	100.0

Source : Enquête CCAP2, commune 2022

From table 3.31, teachers are always regular in all the levels ; from Nursery, Srimary Secondary to professional schools.

Table 3.32: Proportion (%) in the council of households not participating in PTA meetings according to place of residence Proportion (%) of households in the council according to the reason for not attending PTA meetings

teaching cycle		Proportion (%) of households not participating in PTA meetings
cycle	Maternal	1.0
	Primary	8.7
	Secondary	2.9
	Professional training	.0
	Total	3.2

Source : Enquête CCAP2, commune 2022

table 3.31 reflects Proportion (%) in the council of households not participating in PTA meetings which shows that 8.7% of household attend PTA for primary schools.

III.4.4 Coût de l'éducation et gestion des ouvrages de l'école

Tableau 3.33 : Table 3.33: Distribution of households according to the assessment of the amount paid for payable fees and place of residence

teaching cycle		Average spend (FCFA)	Breakdown (%) of households paying the fees payable by appreciation of the amount paid		Proportion (%) of households having paid something else in addition to education fees			
			Raised		Within reason		Weak	
		What is the registration fee	What is the Amount of the APEE	What is the total amount of other fees				
Cycle	Maternal	19166.7	7000.0	16666.7	16.7	83.3	.0	1.9
	Primary	5741.7	7189.7	15844.8	37.9	58.6	3.4	1.0
	Secondary	18520.0	13300.0	25635.0	35.0	65.0	.0	3.9
	Professional training	50000.0	.0	350000.0	.0	100.0	.0	1.0
	Total	12534.1	9223.2	25396.4	33.9	64.3	1.8	1.9

Source : Enquête CCAP2, commune 2022

Table 3.33 reflects the distribution of households according to the assessment of the amount paid for payable fees and place of residence. 83,3% of household reported that they paid something else in addition to education fees.

Table 3.34: Proportion (%) of households declaring that the damaged works (water points, classrooms, latrines, etc.) of the school have been repaired according to the type of actor according to the education cycle

teaching cycle		repaired according to the type of actor					
		The APEE					
		Maternal	The Mayor (Municipality)	A village organization	MINEDUB/MINESEC/MINEFOP	The elite	Other partners (to be specified)
cycle	Primary	5.8	1.0	.0	.0	1.0	.0
	Secondary	21.4	1.0	3.9	4.9	2.9	.0
	Professional training	17.5	1.0	1.9	1.0	.0	.0
	Total	.0	.0	.0	.0	.0	1.0
	Total						

Table 3.34 depicts 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.

The main actor who response to damages is MINEDUB/MINESEC/MINEFOP as perceived by 4.9% of households.

III.4.5 Appréciation du service de l'éducation par cycle

Table 3.35: Proportion (%) of households dissatisfied with education services by level of education and reason for dissatisfaction

teaching cycle		Proportion (%) of households dissatisfied with education services
cycle	Maternal	1.0
	Primary	9.7
	Secondary	5.8
	Professional training	.0
	Total	4.1

teaching cycle		Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:										
		Distance from the establishment										
		Mater nal	Insuffic ient classro oms	Insuffic ient equipm ent	Inadeq uate schools	Attend ance	Punctu ality	Teach ing qualit y	Lack of distribu tion of textboo ks	Bad resu lts	High costs of school ing	Other (s) to be specifi ed)
cyc le	Primar y	.0	.0	.0	100.0	.0	.0	.0	.0	.0	100.0	.0
	Secon dary	50.0	70.0	60.0	90.0	.0	10.0	50.0	40.0	10.0	50.0	.0
	Total	66.7	16.7	16.7	50.0	.0	.0	16.7	16.7	.0	50.0	.0
	Total	52.9		41.2	76.5	.0	5.9	35.3	29.4	5.9	52.9	.0

Source : Enquête CCAP2, commune 2022

Table 3.35 shows Proportion (%) of households dissatisfied with education services by level of education and reason for dissatisfaction, which strongly reflects that; 50% of household reported their dissatisfaction of lack of teaching cycle in Primary schools, and 66,7% for Secondary schools. Also, 70% of households reported of Insufficient classrooms and 60% reported of Insufficient equipment in Primary schools. Notably, 90% of households reported of Inadequate Primary schools, while 50% holds that poor teaching quality is a call for concern especially in Public schools 50% believe that High costs of schooling is a pull factor as far as children education is concerned.

III.4.6 Actions envisagées en vue de l'amélioration du service de l'éducation

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:						
		Excellence award to schools						
		Maternal	Sensitization of teachers on civic / professional awareness	Close monitoring of parent/teacher relations	Restoration of teachers' authority	Teacher training	Plea for staff affection	In which of these actions at the municipal level is your household ready to engage in order to improve the quality of service provided by the kindergarten that $\text{\$}\{\text{nameMat}\}$ $\text{\$}\{\text{full_name}\}$ attends?*** :: Other (s) to be specified)
Cycle	Primary	3.9	1.9	2.9	.0	1.0	1.0	.0
	Secondary	16.5	4.9	12.6	5.8	7.8	9.7	.0
	Professional training	9.7	4.9	7.8	6.8	1.9	1.9	.0
	Total	.0	.0	1.0	.0	.0	.0	.0
	Total							

Table 3.36 above shows Actions by households at the municipal level with a view to improving the service provided in the education sector by households through type of action and place of residence. As seen on the table; most household opted for Sensitization of teachers on civic / professional awareness and Close monitoring of parent/teacher relations especially for Secondary schools.

Table 3.37: Household actions at the community level to improve the service provided in the education sector Proportion (%) of households by type of action and place of residence

teaching cycle	Proportion (%) of households able to engage at the community level in improving the service provided in the education sector through:									
	Participation in school activities									
	4.9	Bonus for good teachers	Denunciation of dishonest teachers	Strengthening parent-teacher relationships	Payment of contributions	Strengthening the presence of women in the office of the APEE	Dissemination of APEE management reports	Dissemination of good practices	Control of the regular presence of teachers	Other (s) to be specified
Maternal	24.3	1.9	.0	1.0	.0	.0	.0	.0	.0	.0
Primary	14.6	9.7	.0	11.7	5.8	1.0	2.9	2.9	3.9	.0
Secondary	1.0	3.9	1.0	7.8	5.8	1.0	1.9	.0	1.0	.0
Professional training	11.2	.0	.0	.0	.0	.0	.0	.0	.0	.0
Total	11.2	3.9	.2	5.1	2.9	.5	1.2	.7		.0

Source: Enquête CCAP2, commune 2022

From table 3.37 which shows 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; most of the household reported for;

- Payment of contributions
- Bonus for good teachers
- Strengthening parent-teacher relationships
- Control of the regular presence of teachers

III.5 Fourniture des services communaux

III.5.1 Caractérisations de la fourniture des services communaux

Table 3.38: Request for service, reception at the council and time taken to obtain the service

service council	Proportion of households having requested the service during the last 12 months	Proportion of households considering that the reception for the service was good
Birth certificate	30.1	27.2
Death certificate	1.0	1.0
Marriage certificate	2.9	2.9
Legalization of official documents	4.9	4.9
Issuance of Town Planning documents	.0	.0
Road development	1.0	1.0
Waste management / sanitation	1.9	1.0
Hygiene and sanitation	1.9	1.9
Development of green and leisure spaces	.0	.0
Public transport	.0	.0
Public lighting	2.9	1.9
Development of playgrounds	1.0	1.0
Residence certificate	5.8	4.9
Validation of location plans	1.0	1.0
Document authentication	1.0	1.0
Information	1.0	.0
Others	1.0	1.0

Source : Enquête CCAP2, commune 2022

Table 3.38 refelects Households Request for service, reception at the council and time taken to obtain the service. 305 of household have requested for Birth certificate in the last 12 months, while 5,8% have requested for Residence certificate, 4,95 of household have requested for Legalization of official documents and 2,9% of households have requested for Marriage certificates.

Consequently, less than 40% of household attest that these services were well treated as expected.

III.5.2 Contraintes dans la fourniture des services communaux

Table 3.38: Request for service, reception at the council and time taken to obtain the service

service council	Time taken to obtain municipal service							
	After how long did you obtain the service requested from the Commune?							
	In progress							
	Birth certificate	Minute	Hour	Day	Week	Month	Year	
Death certificate	9.7	3.2	3.2	9.7	35.5	35.5	3.2	100.0
Marriage certificate	.0	.0	.0	100.0	.0	.0	.0	100.0
Legalization of official documents	.0	33.3	.0	.0	.0	66.7	.0	100.0
Road development	20.0	40.0	.0	.0	20.0	20.0	.0	100.0
Waste management / sanitation	.0	.0	.0	.0	100.0	.0	.0	100.0
Hygiene and sanitation	.0	.0	.0	.0	.0	50.0	50.0	100.0
Public lighting	.0	.0	.0	.0	.0	100.0	.0	100.0
Development of playgrounds	33.3	33.3	.0	.0	.0	.0	33.3	100.0
Residence certificate	.0	.0	.0	.0	.0	100.0	.0	100.0
Validation of location plans	16.7	16.7	50.0	.0	.0	16.7	.0	100.0
Document authentication	.0	.0	.0	100.0	.0	.0	.0	100.0
Information	.0	100.0	.0	.0	.0	.0	.0	100.0
Others	.0	.0	.0	.0	100.0	.0	.0	100.0
Others								

with regards to Request for service, reception at the council and time taken to obtain the service;

- Death certificate
- Legalization of official documents
- Road development
- Development of playgrounds
- Validation of location plans

it is evident that it usually takes days to months for the council to respond to these services requested for by household of this council area (Limbe III).

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

Table 3.39: Proportion (%) of households according to the time taken to render the council service						
service council		Proportion (%) of households that find the time taken to render the service long or very long				
service	Birth certificate	32.3				
	Death certificate	.0				
	Marriage certificate	.0				
	Legalization of official documents	20.0				
	Road development	.0				
	Waste management / sanitation	.0				
	Hygiene and sanitation	.0				
	Public lighting	33.3				
	Development of playgrounds	.0				
	Residence certificate	.0				
	Validation of location plans	.0				
	Document authentication	.0				
	Information	.0				
	Others	.0				
service council		Cause of long or very long delay to help				
		Staff unavailable/absent	Staff incompetence	Poor organization of services	Refuse to Corrupt	Total
service	Birth certificate	10.0	30.0	20.0	40.0	100.0
	Legalization of official documents	.0	.0	.0	100.0	100.0
	Public lighting	.0	.0	100.0	.0	100.0

from table 3.39 which reflects Proportion households according to the time taken to render the council service; 32,3% of households reported birth certificates takes very long time of approval, while 33,3 5 reported that street lights takes very long time to be installed, and 20,0% reported that legalization of official documents take very long time to be legalized. These were attributed to

- Staff unavailable/absent
- Staff incompetence
- Poor organization of services
- Refusal to Corrupt

Table 3.40: Proportion (%) of households according to the time taken to render the council service

service council	Proportion (%) of households that find the time taken to render the service long or very long
Birth certificate	32.3
Death certificate	.0
Marriage certificate	.0
Legalization of official documents	20.0
Road development	.0
Waste management / sanitation	.0
Hygiene and sanitation	.0
Public lighting	33.3
Development of playgrounds	.0
Residence certificate	.0
Validation of location plans	.0
Document authentication	.0
Information	.0
Others	.0

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

service council		Communication on actions planned over the past year	Communication on the annual budget	Communication on last year's expenditure and revenue	Support for the village/district in development actions	Involvement of the village/ neighborhood in the programming and budgeting of development actions
Residence stratum	rural	10.7	9.7	5.8	12.6	13.6
	Total	10.7	9.7	5.8	12.6	13.6

Table 3.41 reflects Proportion (%) of households according to the characterization of the activities of the council which reveals that; 13,6% Involvement of the village/ neighborhood in the programming and budgeting of development actions, 12,6% Support for the village/district in development actions, Communication on actions planned over the past year , 9,7% Communication on the annual budget and 5,8% Communication on last year's expenditure and revenue

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

service council								Proportion (%) of households dissatisfied with council services				
Residence stratum								rural				55.3
								Total				55.3
service council	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:											
	Heaviness processing of users requests											
	rural		Non-informati on of the populatio ns of the commun al manage ment	Staff absentee ism	Corrupt ion	bad recepti on	Lack of professional ism	Ignora nce of the actions carried out by the council	Ignora nce of the actions carried out by the	Unavailab ility of the municipal executive (Mayor and his Deputies)	oth er	
Reside nce stratum	Tot al	29.8	66.7	24.6	17.5	7.0	15.8	47.4	12.3	8.8	15.8	

Table 3.42 presents Proportion (%) of households dissatisfied with council services which revealed that 66,7% of household are dissatisfied with Non-information of the populations of the communal management, 47,4% are dissatisfied with Ignorance of the actions carried out by the council, and 24,6% of house are dissatisfied with Staff absenteeism.

Table 3.43: Actions of households in the council with a view to improving the quality of service provided by the municipal institution Proportion (%) of households by type of action and place of residence

service council		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									
	rural		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
Residence stratum	Total	63.1	8.7	54.4	1.9	1.0	1.9	9.7	12.6	17.5	1.0

Considering so much dissatisfaction from household on council services, table 3.43 displays some of the measures considered by household in improving services and information within the communities which

includes;

- ✓ Feeding and exploitation of suggestion boxes
- ✓ Participation in community activities (implementation of endogenous solutions
- ✓ Raising awareness for group listening in community radios
- ✓ Membership of community radio listening groups
- ✓ Participation in town information and awareness meetings

III.5.3 Promotion de l'engagement citoyen dans la commune

Tableau 3.41 : Proportion (%) des ménages selon la caractérisation des activités de la commune

Milieu de résidence	Caractérisation déclarée des activités de la commune par le ménage				
	Communication sur les actions programmées au cours de l'année dernière	Communication sur le budget annuel	Communication sur les dépenses et recettes de l'année dernière	Accompagnement du village/quartier dans les actions de développement	Implication du village/quartier dans la programmation et la budgétisation des actions du développement
Urbain					
Rural					
Ensemble					

Source: Enquête CCAP2, commune 2022

III.5.4 Appréciation des services communaux

Tableau 3.42 : Proportion (%) des ménages non satisfaits selon la raison de non satisfaction

Milieu de résidence	Proportion (%) des ménages non satisfaits des services communaux	Parmi les ménages non satisfaits, proportion (%) dont la raison de non satisfaction est :								
		Lourdeur dans le traitement des	Non information des populations de la	Absentéisme du personnel	Corruption	Mauvais accueil	Manque de professionnalisme	Méconnaissance des actions menées par la	Manque de confiance envers l' exécutif	Indisponibilité de l' exécutif municipal
Urbain										
Rural										
Ensemble										

Source : Enquête CCAP2, commune 2022

III.5.5 Actions envisagées en vue de l'amélioration des services communaux

Tableau 3.43 : Actions des ménages dans la commune en vue de l'amélioration de la qualité du service rendu par l'institution communale

Proportion (%) des ménages selon le type d'action et le milieu de résidence

Milieu de residence	Proportion (%) des ménages pouvant s'engager dans l'amélioration du service rendu par l'institution communale à travers :									
	Contribution à la diffusion des informations communales dans la communauté	Alimentations et exploitations des boîtes à suggestion	Participation aux activités communautaires (mise en œuvre des solutions endogènes)	Consultation du babillard de la commune	Animation des tranches d' antenne dans les radios communautaires	Suivi des tranches horaires dédiées dans les radios communautaires	Sensibilisation pour les écoutes groupées dans les radios communautaires	Adhésion à des groupes d' écoute des radios communautaires	Participation aux réunions d' information et de sensibilisation de la commune	Autres
Urbain										
Rural										
Ensemble										

Source : Enquête CCAP2, commune 2022

3.5.1 Overview of Household perception of Council Services and Suggested Recommendations

Strong points

- Availability of the council services;
- High solicitation rate of council services
- More information giving to the people.

Points of improvement

- Delays in treating documents or files
- Very poor involvement of populations in the budgeting sessions of the council;
- Poor participation of population in decision making
- Populations have no information about the administrative account of the council.
- Absentee of executives

Suggestion for improvement

The council should

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

CONCLUSIONS

The second phase of the PNDP SCORECARD survey just ended in Limbe 3 municipality which was realized through intensive interaction with the population and immense corporation with various stakeholders during a period covering more than one month. This report is a true reflection of the development aspirations and needs of the population of Limbe 3. The ideals of provision of public goods and services (Water, Health, Education and Provision of Council Services) have been incorporated into a recommended Action Plan (AP). Council management, the PNDP and the entire population have worked tirelessly to realize the objective of this survey.

Several needs and micro projects have been identified from the population, analyzed and documented as well as several financial and managerial challenges facing the Council. Regular consultations to continuously seek ways and means for effective implementation of the contents of the Action Plan are now more evident. Council management is called upon to be open minded, proactive and be readily willing to consult technical expertise wherever it is possible. A follow-up mechanism would be put place at the Council and village levels. PNDP and its collaborators would provide the necessary and timely assistance to ensure their functioning as well as maintain the momentum created during the planning and implementation process of the action plan. Council management should adopt the collegial spirit; engage the UCCC within the framework of decentralized cooperation. Memorandums of Understanding should be solicited with competent institutions including Limbe City Council, Humanitarian NGOs and the CDC to boost development and ensure a balanced provision of Public goods and services within Limbe III Localities. Council management should solicit collaboration from the Ministry of Decentralization and Local Development (MINDDEVEL) which is mandated to strengthen local Councils and other development actors. The implementation of the AP will be assessed and updated annually and corrective measures will be identified which should guide the Council toward other evaluations.

RECOMMENDATIONS BASED ON MAJOR FINDINGS

Water Sector;

- Portable water sources should be provided where there are none (Dikolo, Mboko and Kanage) or increased within the communities with few, as some households used more than 30 minutes to fetch water for their households (Chopfarm, Bimbia, Bonangombe, Banabile, Manawho Bay and Mabeta Njanga).
- Water management committees should be formed and empowered around all public water supply sources to ensure quality management of the source, and prompt reactions to any damages incurred by the water point.
- Damaged existing sources of portable water supply should be repaired as soon as possible because these damaged points have increased the pressure on other water points meant to serve a number of households only.
- The council authority should make available community water schemes to help reduce the cost of households in getting portable water.
- The quality of portable water is a major player in the health of households, and so special measures should be taken by the authorities in charge to ensure very good quality of portable water going into households within the community.

Health Sector;

- Health care centres and pharmacies should be provided in the communities
- Drugs, equipment and health staff should be provided for the health care units, so as to improve the quality of health care services provided to the public.
- Improve on the number and capacity of medical staff to better render health care services to the population.
- Set up a monitoring and evaluation committee for all health care units at the communal level, to promote quality health service management and delivery within the municipality.

Education Sector;

- There is the need for public schools (Nursery, Primary, secondary and vocational training centers) in all communities of Limbe III, considering the number of uneducated/untrained youths and children.

- Better infrastructures (classrooms and equipment) should be provided for public nursery and primary schools to promote enrollment of pupils, hence reducing the high cost of education incurred in the private schools by the Limbe III population
- Teacher of public should be sensitized on the importance of their job and child education. This will improve quality of the education of children at public nursery and primary schools.
- Councils authorities in collaboration with Elites of the community should set aside a budget for managing schools, especially maintenance activities within schools.

Council Services;

The council should

- Include the population in the implementation of their action plans actions and management of community resources within each Locality.
- Organize campaigns to sensitize and educate the population the objectives of each mandate as well as the major projects to be realized.
- Sensitize the populations on the services offered by the council and the main conditions to have access to them.
- Constantly update the population on their annual income and day-to-day running of the council Budget.

CHAPTER FOUR

Action Plan for the Implementation of Citizen Control of Public Action in Limbe III

The Perception Survey on the satisfaction of the service provided by the public offer in the sectors of drinking water supply, Health, education and Council services in the Municipality of Limbe III in view of the establishment of Citizen Control of Public Action in these sectors is expressed on table 4.1 & 4.2

Table 4.1: Program for the Dissemination of Results

Phase	Activities	Expected Results	Responsible	Partners	Start date	End date
Production of Reports	Submission of draft report	Final scorecard report is available	CSO	PNDP		
	Reading of the report			Review panelists		
	Reading workshop			PNDP Review panelists Representatives of all sectors involved		
	Submission of final report			PNDP		
Negotiation of Recommendations	Institution workshop for councils	1. Lessons learned and expected changes 2. List of negotiated changes	PNDP	CSO Review panelists Representatives of all sectors involved		
Dissemination of results	Broadcasting of results	Results are fully broadcasted to the general public	CSO	PNDP Media houses		
Implementation	Implementation of accepted changes to different sectors	Accepted changes are implemented	Respective sectors	PNDP CSO		

Table 4.2: Presentation of Action Plan with a View to Managing Change in Limbe Limbe

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		Drinking water supply								
The Main Objective of this survey was to capture the knowledge, perceptions and the level of satisfaction/dissatisfaction of the population with the quality of the public services offered to them in the sectors of drinking water, education, health and council services, with the need for participative collaboration to improve these services. Specifically, the survey intended to;		Precide on the action(smart)		2022-2024		Visible result			CDP/MINEE, Scorecard survey	
	Draw up measures and actions that can improve the quality Drinking water in Limbe III.	Provision of portable water,	Council			-Stand pipes -protected catchments		Residents Council	CDP/MINEE, Scorecard survey CDP/MINEE, Scorecard survey	Household satisfaction
		Construction of Bore	MINEE MINDDEVEL MINEE			Functioning bore holes with maintenance plans			CDP/MINEE, Scorecard survey CDP/MINEE, Scorecard survey	Field evaluation
		Health								

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
	Draw up measures and actions that can improve the quality of health care in Limbe III.	-Construct and equipt health care centers -employ health care staffs -sensitization of population	MIN	2022-2024		-Health care buildings -drugs and medical equipment -prsence of staff		Population Health staff Council	CDP/MINEE, Scorecard survey	Level and rate of utilisation by the public
		Education								
	Draw up measures and actions that can improve the quality education in Limbe III	-designate land for school buildings -Construct classroom -sensitization of public - classroom&Acquisition of equipment	-MINSEC -MINDUB -MINDHU -COUNCIL	2022-2025		-School buildings -Pupils and students attending classes -Classrooms available and in use -Equipment available and in use -- send children to higher education		Teachers Pupils Parents PTA	CDP/MINSEC, Scorecard survey	-presence of classrooms -nature of classrooms - pupils/studentslevel of confortness -presence of staff - By 2021 Awareness created on availability and importance of higher education in all villages and quarters By 2022, at least

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
						<i>institutions by 2024</i>				
Provision of council services										
	<i>Draw up measures and actions that can improve the council services in Limbe III</i>	<i>-training of staff -improving nature of service provided -</i>	<i>-Council -PNDP -CEFAM</i>			<i>-Duration of response to public request -number of pending documents</i>		<i>Entire population</i>		<i>--public level of satisfaction -number of committees created -level of awareness</i>

Annexe 1 : Questionnaire for the Study

.....

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

A17	Date of beginning of the survey	_____ _ _ / _ _ / _ _ _
A18	Date of end of the survey	_____ _ _ / _ _ / _ _ _
A19	Name of the enumerator _____	_ _
A20	Name of the council's supervisor _____	_ _
A21	Data collection result	_
	1=Complete Survey 4=Absence of a qualified respondent	
	2= Incomplete Survey 5=Empty house or no house respondin given address	
	3=Refusal 96= Any other reasons (to be specified	
	(If the answer is different from 1 and 2, the questionnaire should come to :	
A22	Assessment of the quality of the survey	_
	1= Very good 2=Good 3=Average 4=Poor 5=Very p	

CODES

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

Q13

<u>Section II. POTABLE WATER</u>		
H01	Which public water supply systems exist in your village/quarter? (Circle the corresponding letter(s)) Is there any other system?	1=Yes 2=No A. Well equipped with a pump _ B. Open pit well _ C. Protected well _ D. Boreholes equipped with a manually operated pump _ E. Spring/river _ F. Access to potable water (pipe borne water) _
H01a	Is your main water supply source run by a public or a private entity? 1=Public 2=Private If 2 H14	_

Section II. POTABLE WATER		
H02	<p>What is your main public water supply source? (Just a single answer)</p> <p>1= Well equipped with a pump 4= Boreholes equipped with a manually operated pump</p> <p>2= Open pit well 5= Spring/river</p> <p>3=Protected well 6 =Access to tap potable water</p>	_
H03	<p>What is the quality of the said water?</p> <p>1=Good 2=Poor 3=Indifferent</p>	_
H04	Does this water have an odour? 1=Yes 2=No 8=NSP	_
H05	Does this water have a taste? 1=Yes 2=No 8=NSP	_
H06	Does this water have a colour? 1=Yes 2=No 8=NSP	_
H07	Do you pay something to get this water? 1=Yes 2=No If no → H08	_
H07a	If yes, how much do you spend on average per month? (give an amount in FCFA)	_ _ _ _ _ _ _
H07b	<p>How do you appraise the said amount?</p> <p>1=High 2=Affordable 3=Insignificant</p>	_
H08	Is this water available throughout the year? 1=Yes 2=No	_
H09	<p>How many times do you need, on average, to go on foot and fetch water and come back?</p> <p>1=On the spot 2=Less than 15 minutes 3=Between 15 and 30 minutes</p> <p>4=more than 30 minutes</p>	_
H10	Has this water point had a breakdown at a given time during the last six months, notably since? 1=Yes 2=No If no H11.	_
H10a	<p>If your water point had a breakdown at a given point in time during the last six months, notably since, how long did it take for it to be repaired?</p> <p>1=Less than one week 2=Between one week and one month 3=Between one month and three months</p> <p>4=Over three months 5=Not yet, if 5, ——— H11</p>	_
H10b	<p>Who repair it?</p> <p>A=Mayor (Council)</p> <p>B=State</p> <p>C=An elite</p> <p>Who else?</p>	_ _ _

<u>Section II. POTABLE WATER</u>			
		D=The Water Management Committee E=the village/quarter head F=CAMWATER/SNEC/CDE G=Other partners/stakeholders : _____	__ __ __ __
H11	Do you have access to that water point at any moment of the day? 1=Yes 2=No If yes 1=3		__
H12	If no, what is the daily frequency in terms of potable water supply in your household? 1=Once ; 2=Twice; 3=Thrice		__
H13	Does the said frequency correspond to your current need in terms of potable water consumption-? 1=Yes 2=No		__
H14	Did you express any need in terms of potable water supply in the course of the last 6 months, more specifically since? 1=Yes 2= No If no H18		__
H15	To whom did you submit your request/needs? (several answers are possible) Other?	1=Yes 2=No A. Mayor (Council) B. State C. An elite D. The Water Management Committee E. The village/quarter head F. the Administrative authorities G. CAMWATER/SNEC/CDE X. Other stakeholders : _____	__ __ __ __ __ __ __
H16	Has your need been met? 1=Yes 2=No If no 1=18		__
H17	In the event of a satisfactory answer, how much times did it take for your need to be satisfied? 1=Less than one month 3=Over three months 2=Between one and three months		__
H18	Broadly speaking, what is your level of satisfaction, especially in terms of water supply in your village? (Just circle a single answer) 1=Satisfied 2=Indifferent 3=Unsatisfied		__

<u>Section II. POTABLE WATER</u>			
	If 1 or 2 ———→ H20.		
H19	<p>State the reasons of your non-satisfaction with regard to water supply in your village (several answers are possible).</p> <p>Any other reason?</p>	<p>1=Yes 2=No</p> <p>A. Far distance to access to the water point</p> <p>B. Poor quality of water</p> <p>C. Insufficiency of water supply points</p> <p>D. Poor management of the water supply</p> <p>E. Failure/delay to repair in case of breakdown</p> <p>F. High cost of water supply</p> <p>X. Any other reasons to be specified : _____</p>	<p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p>
H20	<p>What are your expectations in terms of supply of potable water? (Several answers are possible).</p> <p>Any other expectation?</p>	<p>1=Yes 2=No</p> <p>A. Additional water points ;</p> <p>B. Improvement in terms of management of the existing water points;</p> <p>C. Repair works should be carried out on the damaged water points ;</p> <p>D. Improvement of the quality of the existing water points ;</p> <p>E. Reduction of price ;</p> <p>X. Other expectations to be specified : _____ _____</p>	<p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p> <p> __ </p>

<u>Section III. HEALTH</u>		
S01	<p>Which is the nearest health care unit to your household?</p> <p>1= Public integrated health Centre 2= Hospital/CMA 3= Private health Centre</p>	__
S02	<p>How much time do you need, on average, to reach the nearest health care unit from your household?</p> <p>1=Less than 15 minutes 2=Between 15 and 30 minutes 3=Between 30 minutes and 1 hour, 4 = Over 1 hour</p>	__

Section III. HEALTH		
S03	Where do your household members preferably go when they have health problems? (Just a single answer) 1=Public integrated health Center 5=Medicine store 2=Hospital /CMA 6=Go to a medical staff member 3=Private health center 7= Treat at home Self-medication 4=Traditional healers 8=Others (to be specified)	__
S04	Has any member of your household gone, at least once, to the nearest health care unit in the course of the last 12 months, specifically since ? 1=Yes 2=No If no →S17	__
S05	Who is in charge of managing such health care units? 1=Medical doctor 2=Nurse 3= Nurse aider 4=Other (to be specified) _____ 8= Does not know	__
The last time a member of your household was taken care of in such a health care unit,		
S06	Were the medical staffs present? 1=Yes 2=No	__
S07	Were minor medical equipment (such as scissors, syringes, alcohol, cotton, betadine, thermometer, tensiometer, medical scale, etc.) always available? 1=Yes 2=No 8=Do not know	__
S08	Is your health care unit (CMA or Hospital) provided with hospitalization rooms? 1=Yes 2=No If no →S10.	__
S09	How many beds are available in the hospitalization rooms? 0= None, 1=Less than 5 beds 2=Between 5 and 10 beds 3=Over 10 beds 8=Does not know.	__
S10	How much did he/she paid for one consultation? (Session fees) 1=Free of charge 3=Between 500 and 1000 CFAF 2=Less than 500 CFAF 4=Over 1000 CFAF If S10=1 S14 →	__
S11	How do you appraise the said amount? 1=High 2=Affordable 3=Insignificant	__
S12	In addition to the consultation fees, did the household member who received treatment give a tip to the medical staff for him/her to be better taken care of? 1=Yes2=No If no →S14	__
S13	If yes, did the person do it willingly or was he/she obliged by the medical staff to do so? 1=Personal initiative 2=Obliged by the medical staff to do so	__
S14	How did the household member appraise the welcome attitude of the medical staff of the said health care unit? 1=Caring 2=Fair3=Poor	__
S15	Is this health care unit provided with a pharmacy/pro-pharmacy? 1=Yes 2=No If no →S17	__
S16	Are drugs always available? 1=Yes 2=No 8=Do not know	__

Section III. HEALTH			
S17	Is this nearest health care unit capable of providing appropriate solutions to most of the health problems faced by your household? 1=Yes 2=No		__
S18	Broadly speaking, what is the level of satisfaction as concerns health care services provided by the nearest health care unit to your household? (Only circle a single answer) 1=Satisfied 2=Indifferent 3=Not satisfied If S18=1 or 2 — S20		__
S19	State the reasons of your non-satisfaction with regard to health services provided within the health care unit you attend? (several answers are possible) Any other reason?	1=Yes 2=No A. Far distance to access the health care units B. Poor quality of services provided C. Insufficiency of existing health care units D. Defaults related to the health care unit staff E. Poor management of the health care unit F. Insufficiency of drugs G. Poor quality of/Insufficiency of equipments H. High cost with regard to health care access X. To be specified) : _____	__ __ __ __ __ __ __ __
S20	What are your expectations with respect to health care services? Any other expectations?	1=Yes 2=No A. Additional health care units B. Supply of drugs C. Transfer of a staff member D. Equipped health care units X. Other to be specified _____	__ __ __ __ __

Section IV. EDUCATION					
	Education cycle →	Nursery	Primary	Secondary	Vocational training
E01	Is your village/quarter provided with an education cycle « Name of the said cycle »? 1=Yes 2=No	__	__	__	__

E02	How many children from your household attend the nearest school? (name of the cycle) (write down the number in front of each cycle)	_ _	_ _	_ _	_ _
E03	How many Kilometers do children from your household cover, on average, to goto school?(name of the cycle)? 1=Less than 1 Km 2=Between 1 and 5 Kms 3=Over 5 Kms	_	_	_	_
E04	What is, on average, the time spent covered by children from your household to reach the nearest school on foot? (name of the cycle) (estimated in minutes)	_ _	_ _	_ _	_ _
E05	Is the school (name of the cycle) attended by children from your household provided with a complete cycle? 1=Yes 2=No		_	1st cycle _	2 nd cycle _
E06	Is the vocational training center attended by children from your household provided with a complete workshop deemed suitable to their various trades? 1=Yes 2=No 3=Does not know				_
E07	Is the school (name of the cycle) attended by children from your household provided with a class-room per class level? 1=Yes 2=No	_	_	_	_
E08	Are all the children seated on a bench in the school (name of the cycle) attended by children from your household? 1=Yes 2=No	_	_	_	_
E09	Are school textbooks distributed to pupils in the school (name of the cycle) attended by children from your household? 1=Yes 2=No	_	_		
E10	How many student does a classroom attended by children from your household contain (name of the cycle)? 1=Less than 30 3=Over 60 2=Between 30 and 60 4=Does not know	_ _	_ _	_ _	_ _
E11	How do you assess the frequency of the attendance of teachers in the class-room(s) (name	_	_	_	_

	of cycle) in which the children from your household are enrolled? 1=Regular 2=Averagely regular 3=Irregular				
E12	How much do you pay per child from your household on average (registration, tuition fees, Parent-teacher associations' fees (PTA) (name of the cycle) throughout a school year? (write down the average amount)	----- (estimated in FCFA)	----- (estimated in FCFA)	----- (estimated in FCFA)	----- (estimated in FCFA)
E13	How do you appraise such amount? 1=High 2=Affordable 3=Insignificant	__	__	__	__
E14	In addition to the fees, has your household paid additional fees to the personnel of the school (name of the cycle) prior to the enrolment of children from your household in school? 1=Yes 2=No If no → E16	__	__	__	__
E15	Were you obliged to pay such additional fees to the school (name of the cycle) 1=Yes 2=No	__	__	__	__
E16	When classroom in the school of (name of the cycle) attended by children from your household need repairs, Who does the repairs? 1=Yes 2=No A. Parents-Teachers' Associations (PTA) B. The Mayor (Council) C. A village organisation D. MINEDUB/MINESEC/MINEFOP E. Elites X. Other partners/stakeholders (to be specified) _____ Any other?	__ __ __ __ __ __	__ __ __ __ __	__ __ __ __ __	__ __ __ __ __
E17	In general, what is your level of satisfaction with regard to education services provided in the (name of the cycle) your village? (Only a single answer is possible) 1=Satisfied 2=Indifferent 3=Not satisfied. If 1 or 2 → E19.	__	__	__	__
E18	State the reasons of your non-satisfaction in connection with the basic education services provided in (name of the cycle) in your village?				

	(Several answers are possible) Any other reason? 1=Yes 2=No A. Far distance to access the education service B. Insufficiency of class-rooms C. Insufficiency of equipments D. Insufficiency of schools E. Insufficiency of teaching Staff F. No distribution of text books G. Poor results H. High tuition fees X. Any other reason to be specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you have any expectations in terms of provision of education services in the (name of the cycle)? (Several answers are possible) Any other expectation? 1=yes 2=No A. Have a school located nearer to the village/quarter B. Build more class-rooms C. Add additional Equipments D. Create more school/vocational training center E. Recruit more teaching staff F. Distribute text books G. Improve the results H. Reduce the costs X. Others(specified) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E19

Section V. COUNCIL SERVICES

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

						(to be specified) _____ _____ _____	
Issuance of birth certificates	_	_	_	_ _	_	_	_
Certification of official copies of documents	_	_	_	_ _	_	_	_
Building permit	_	_	_	_ _	_	_	_
Death certificate	_	_	_	_ _	_	_	_
Marriage certificate	_	_	_	_ _	_	_	_
Certificate of residence	_	_	_	_ _	_	_	_
Approval of localisation plans	_	_	_	_ _	_	_	_
Information	_	_	_	_ _	_	_	_
Other (to be specified) _____	_	_	_	_ _	_	_	_
C07	Has any member of your household taken part in the village assemblies aimed at drawing up the Council Development Plan? 1=Yes 2=No						_
C08	Is any member of your household informed about the amount of the annual budget of your council? 1=Yes 2=No						_
C09	Is any member of your household informed about the expenditures and incomes of your council during the previous fiscal year? 1=Yes 2=No						_
C10	Does the council support the development actions of your village/quarter (such as community activities, follow-up of village development committees, follow-up of management committees, setting up of village development and monitoring committees, carrying out of micro projects in your village/quarter, etc.)? 1=Yes 2=No 8=Does not know						_
C11	Does the council involve your village/quarter when planning development actions? 1=Yes 2=No 8=Does not know						_

C12	Does the council involve your village/quarter when programming and budgeting development actions? 1=Yes 2=No 3=Does not know		__
C13	Broadly speaking, what is your level of satisfaction as concerns services provided by the council? (choose only a single answer) 1=Satisfied 2=Indifferent 3=Not satisfied — If 1 or 2 C15		__
C14	State the reasons of your non-satisfaction with regard to services provided by the council (Several answers are possible). Any other reason ?	1=Yes 2=No A. Cumbersome procedures with regard to the processing of users' requests B. Non-involvement of the populations in the management of development activities by the council C. Defaults inherent to the Council staff (absenteeism, corruption, poor reception, etc...) D. Poor visibility of the council action on the populations E. Unavailability of the council executive (the Mayors and his/her deputies) X. Any other reasons (to be specified) _____	__ __ __ __ __ __
C15	What do you expect from the council team? (Several answers are possible). Any other expectation?	1=Yes 2=No A. Increased involvement of the populations in the decision-making process B. Increased communication by the council as far as its development actions are concerned C. More transparency as far as management is concerned D. Closeness of the Council to the populations X. Any other expectation (to be specified) : _____	__ __ __ __ __

Annexe 2 : Arrêté municipal portant mise en place du comité de suivi des changements (mettre dans le cahier de charge de ce comité, la dissémination du mode opératoire de conduite des changements et du plan d'actions)

REPUBLIQUE DU CAMEROUN

PAIX – TRAVAIL – PATRIE

REGION DU SUD-OUEST

DEPARTEMENT DU FAKO

ARRONDISSEMENT DE LIMBE III

COMMUNE DE LIMBE IIIII

B.P. 97 LIMBE

Tel: 33030536

Fax: 33333133

Email : limbe3councilbimbja@yahoo.com

Ref: MD/...../...../07/22/M

L. III C (BIMBIA)



Peace Development

Paix Développement

REPUBLIC OF CAMEROON

PEACE-WORK-FATHERLAND

SOUTH-WEST - REGION

FAKO DIVISION

LIMBE III SUB-DIVISION

LIMBE IIIII COUNCIL

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MUNICIPAL DECISION N°/2022

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

THE LORD MAYOR OF LIMBE III COUNCIL

Mindful of the Constitution;

Mindful of Law N° 2004/017 of 22nd July 2004 bearing on the orientation of
Decentralisation;

Mindful of Law N° 2004/018 of 22nd July 2004 to lay down rules applicable to councils;

Mindful of Law N° 2019/024 of 24th December 2019 bill to institute the general code of
Regional and Local authorities

Mindful of Decree N° 77/91 of 25th March 1977 to determine the power of Supervisory
Authority over Council, Council Unions and Council establishments as modified and
completed by Decree N° 77/285 of 3/8/77 and 90/1464 of 9/12/90 respectively;

Mindful of Decree N° 2008/377 of 12th December 2008 fixing the attributions of Heads of
Administrative Units and bearing on the organisation and functioning of their
services;

- Mindful of Decree No. 2017/343 of 3rd July 2017, appointing Mr Engamba Emmanuel
Ledoux, Senior Divisional Officer, Fako;

- Mindful of Order No 000110/A/MINDDEVEL confirming the election of the Mayor and
Deputy Mayors after the municipal elections of 9th February 2020 in the Limbe
III Sub-Divisional Council, Fako Division, South West Region

Considering Contract No. 001/2022/CS/CPM/CRB/SG between the councils of Zone SW1
(Idenau, Limbe 1, Limbe II, Limbe III, Tiko, Kombo Abedimo, Kombo Itindi)
headed by the Mayor of Tiko and Nkong Hill Top Association for Development for
the Realisation of Citizen Control Mechanism for Public Action

Considering the necessity of Service

HEREBY DECIDES AS FOLLOWS

Article I: that the FOLLOW-UP COMMITTEE FOR THE PERCEPTION SURVEY OF THE SATISFACTION OF THE SERVICES PROVIDED BY THE PUBLIC OFFER IN DRINKING WATER, HEALTH, EDUCATION AND COMMUNAL SERVICES is hereby constituted as follows:

- 1.The Mayor of his representative..... Mr. NSEKE DIBOTTI LUMA
- 2.The Secretary General Mrs AYICHAP ESTHER FONDENGCAP
- 3.The Development Officer Mr. SAMUEL NGOMBA NJUMBE
- 4.A member of civil society organisation Mr. MBANYI MANGA NDUMBE
- 5.A Municipal Councillor Mrs MOLONGO FLORENCE
- 6.A Chief H.R.M. SAMUEL EPUPA EKUM
- 7.Chairperson of Health Area Committee Mr. NGWA NGWA FRANCIS
- 8.PTA chairperson Mr. EVAKISE JACOB
- 9.Women's leader Mrs YVONNE SAMA

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

Article III. That a consolidated and validated report shall be established and forwarded to the Supervisory Authority after every sitting- at least once every quarter.

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

14/6/2022



Nseke D. Luma Esq.
LORD MAYOR
LIMBE III COUNCIL