

REPUBLIQUE DU CAMEROUN

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*Paix – Travail – Patrie*

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REGION DE SUD OUEST

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DEPARTEMENT DU FAKO

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COMMUNE DE LIMBE II

L.II.C



REPUBLIC OF CAMEROON

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*Peace – Work – Fatherland*

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SOUTH WEST REGION

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FAKO DIVISION

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LIMBE II COUNCIL

## 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 II 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*

## TABLE OF CONTENTS

<b>PREFACE .....</b>	<b>Erreur ! Signet non défini.</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>4</b>
<b>LIST OF ACRONYMS AND ABBREVIATIONS .....</b>	<b>6</b>
<b>LIST OF TABLES .....</b>	<b>7</b>
<b>GENERAL INTRODUCTION.....</b>	<b>9</b>
<b>CHAPTER I: METHODOLOGICAL SUMMARY OF THE SURVEY .....</b>	<b>12</b>
Size and distribution of the sample.....	12
The Basis households and Cluster selection.....	13
Probability for inclusion and weight of the initial surveys of the unit of survey. ....	13
<b>CHAPTER II : PUBLIC OFFER AND CITIZEN CONTROL OF PUBLIC ACTION WITHIN</b>	
<b>LIMBE II MUNICIPALITY .....</b>	<b>17</b>
II.1 Presentation of the Council .....	17
II.2 Public supply of goods and services in the context of decentralization .....	19
a) Water sector.....	19
b) Health sector .....	20
II.3 Analysis of the offer in the four target sectors .....	20
<b>CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGET SECTORS .....</b>	<b>24</b>
III.1 Description of the surveyed population.....	24
III.2 Drinking water supply .....	26
III.3 Health services .....	35
<b>SECTION IV: EDUCATION SERVICES.....</b>	<b>39</b>
III.5 Provisions of Council services.....	48
<b>CHAPTER IV : ACTION PLAN FOR CITIZEN CONTROL OF PUBLIC ACTION WITH A VIEW</b>	
<b>TO MANAGING CHANGE .....</b>	<b>57</b>
IV.1. Dispositif de suivi-évaluation participatif pour la conduite des changements .....	57
IV.2. ACTION PLAN FOR CITIZEN CONTROL OF PUBLIC ACTION WITH A VIEW TO	
MANAGING CHANGE .....	57
<b>CONCLUSION AND MAIN RECOMMENDATIONS .....</b>	<b>61</b>
<b>ANNEXES .....</b>	<b>63</b>
Annexe 1 : Liste des participants à la réunion de restitution du rapport .....	63
Annexe 2 : Questionnaires de l'enquête ScoreCard .....	64
Annexe 3 : 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).....	86

REPUBLIQUE DU CAMEROUN  
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REGION DU SUD-OUEST

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COMMUNE DE L'ARRONDISSEMENT  
DE LIMBE II MOKUNDANGE

**L.I.C.**



PEACE  
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*Peace-Work-Fatherland*

SOUTH-WEST REGION

FAKO DIVISION

LIMBE II SUB DIVISIONAL COUNCIL  
MOKUNDANGE

## **FOREWORD**

This report is the presentation of the findings from the citizens' 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 II Municipality. This survey was carried out between March 2022 and June 2022 for the first time within this municipality. The findings discussed in the next chapters reveal how households evaluate the public services provided. Detailed analysis gives useful pointers and suggestions of the households towards improvement of those services. The survey also sets a base for sustainable dialogue between the service providers (council and state, international organizations, NGOs, elite etc.) and beneficiaries (households).

The survey provides new dimensions of beneficiaries' (households) participation in evaluating the services they receive as stipulated in the Communal Development Plan. Limbe II Sub Divisional Council is happy to report that the findings present a tool that contributes 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 alongside the Limbe II Administrators and Security forces, the Municipal Council executives and Staff for their support throughout the survey.

The collaboration of the sector heads (DDMINEE, DDMINEDUB, DDMINSEC, DMO, households, Council executives and Staff) who welcomed the enumerators, supervisors and surveyors was very instrumental in the realization of the 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.

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 thank in advance all those who will comment and make good use of this report. Limbe II resolutely commits, with the support of the state services, the population and our partners, to lead action towards the improvements recommended in the study.

**DONE AT LIMBE II, THIS.....**

M. M. NDIWE WOKANGALE I  
MAYOR  
LIMBE II COUNCIL

## EXECUTIVE SUMMARY

The scorecard survey carried out within Limbe II subdivisonal council with the aim to evaluate the level of satisfaction of the household related to the public services rendered to them within the sector of drinking water, health, education and council services.

The method used was based on the survey of a sample of 320 households, 04 sectorials (DMO, DDMINEE, DDMINSEC, Inspectors of MINDUB) and 01 Mayor. Survey instruments were questionnaires available on ODK collect version V2022.2.2 loaded in a tablette. Data collected were centralized, screened and analyzed under the supervision of PNDP and the technical guidance of the NIS

The results of the survey reveal a lot of work done by the Limbe II municipality, the state and other partners in the main sectors surveyed (water, health, education and council services) but much is still needed to be done in order to meet the needs of the fast-growing population of the municipality, especially in the urban space. There is also need to consolidate information sharing within the council and its technical sectors on the developments in the municipality; need to revamp the secondary education sector in the municipality due to the limited number of public secondary schools, especially in some urban spaced with urban sprawl. Lastly, the relationship between the council and the population needs to be greatly strengthened so the population could understand the various services provided by the council, how to access the services and to actively participate in the development of the locality.

However, the main recommendation geared towards the improvement of the Water sector is for, more water supply networks be constructed to feed the fast-growing population., Rehabilitation of existing water supply systems to hold and supply larger volumes of water, water management committee be made in each community to oversee the use and routine maintenance of the various water points.

For the Health sector, is for the quality of health care be improved in public health facilities, Ensure the availability of basic medicines in the health facilities at all times, the reduction of the cost of treatment of common illnesses; make health affordable to the population of the municipality, organize consultation campaigns for the population in villages that are far from the health centers

For the Education sector, the cost for education in public schools be regulated and made affordable for all, more schools be constructed to cover education in all the villages in the subdivision. Also, schools should be constructed in areas not covered by the existing educational facilities, the sensitisation of parents on the importance of paying a minimum for the functioning of schools, Improve the PTA managements, sensitizing on the importance of joint collaboration of teachers and parents to the smooth

functioning of the educational system., Sensitization of the local population and elite towards the building of classrooms and,

For th Council services; organize sensitization campaigns to explain to populations the objectives of each mandate as well as the major project to realize, sensitize the populations on the services offered by the council and how they can have access to these services provided, involve actively the population in the development of the municipality, ensure that the services rendered to the population should not be too lengthy. The length of time for each service provided by the council be respected

<b>LIST OF ACRONYMS AND ABBREVIATIONS</b>	
AIP:	Annual Investment Plan
CAPI:	Computer Assisted Personal Interview
CCAP	Citizen Control of Public Action
CDP	Council Development Plan
CEFAM	Local Government Training Centre
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
GPS	Geographical Positioning System
LSO	Local Support Organization
MINDUB	Ministry of Basic Education
NADEV	NKONG HILLTOP ASSOCIATION FOR DEVELOPEMENT
NIS	National Statistics Institute
PIB	Public Investment Budget
PNDP	Programme National de Développement Participatif
RMOE	Regional Monitoring and Evaluation Officers
SDO	Senior Divisional Officer
SIRDEP	Society for Initiatives in Rural Development and Environmental Protection
SWOT	Strengths, Weaknesses, Opportunities and Threat

## LIST OF TABLES

Table1: List of Mayors of Limbe II Council

Table 1.1: Historical Reference of Limbe II council

Table 2.1: Inventory of water points in the council

Table 2.2: Inventory of health facilities covering Limbe II Municipality

Table 2.3 : State of Education services

Tableau 2.4: Inventory of council services

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

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

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

Table 3.4: Use of a public water source

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

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

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

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

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

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

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

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

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

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

Table 3.15 : Non-satisfaction of drinking water supply

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

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

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

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

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

Table 3.20 : Accessibility of the main public health facility used 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

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

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

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

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

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

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

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

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.

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

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

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

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

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

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

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

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

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

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

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

Table 3.40: Proportion (%) of households having paid a tip to obtain the council service

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

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

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



## GENERAL 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. 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), 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 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.

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 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.

**a) General objective**

The Main Objective of this survey is to capture the knowledge, perceptions and the level of satisfaction of the population with the quality of the public services offered to them in the sectors of drinking water, education, health and council services.

**b) Specific objectives**

Specifically, the survey is intended to;

- Capture the knowledge and perception of the population with the quality of the public services offered to them in the sectors of drinking water,
- Capture the knowledge and perception of the population with the quality of the public services offered to them in the sectors of health
- Capture the knowledge and perception of the population related to the quality of the public services offered to them in the sectors of education,
- Capture the knowledge and perception of the population related to the quality of the public services offered to them in the sectors of council services
- Improve the quality of public services offered to the population in the sector of Drinking water, Health, Education and council services.

**c) Document structure**

It is summarized into four main sections or parts;

- **Overview:** Cover page, Preface and Executive summary
- **Background:** Introduction,
- **Synthesis of survey Methodology,**
- **Discussion:** Public offer and citizen control of the public action in ..... 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: METHODOLOGICAL SUMMARY OF THE SURVEY**

The design and specifications of this survey have been defined within the framework of the technical preparatory works realized with the technical guidance of the National Institute of Statistics through its representatives who were figured within the National Technical Coordination unit of the Scorecard. This work is in line with the framework of quality insurance in the matter of statistics which permits to appreciate the viability and the quality of data collected by the support Organizations.

### **I.1 Geographical scope and targeted populations**

The scope of this survey, that should lead to the establishment of a citizen control mechanism for public action, is made up of all 188 municipalities concerned within this second phase of the Scorecard at the national level. The survey thus covered the 20 Enumeration Zones previously identified during the mapping operations in Limbe II Municipality.

The target households represent the population in the Municipality; the sectors in charge of water supply issues, the sectors in charge of education as well as the mayor of the municipality.

The geographical scope of this Scorecard covers all the villages/quarters within Limbe II municipality. Data collection has been carried out within ordinary households and the deconcentrated administrations units in charge of the targeted sectors.

### **I.2 Survey plan**

The characteristics of the survey plan are notably the size of the target sampling, the distribution of the sample, the base of the survey and the establishing of the list of the households, the choice of the domain of the study, the stages of the sampling, the stratification and the calculation of the ponderations of the sample. The survey plan is based on the sampling approach of stratified clusters, multiple degrees and for the selection of the sample of households to survey.

#### **Size and distribution of the sample**

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

This Scorecard survey has targeted a representative sample of 320 households within Limbe II municipality. The survey has been done within 20 clusters randomly selected within the set of clusters covering the municipality. Sixteen (16) households selected per cluster to be enumerated and surveyed within the framework of this Survey.

### **The Basis households and Cluster selection**

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

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

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

### **Probability for inclusion and weight of the initial surveys of the unit of survey.**

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

$P_{1hi}$  : probability of the survey at the fisrt degree of the  $i^{\text{th}}$  EA of Limbe II council ( $h$ ),

$P_{2hi}$  : probability of the survey at the second degree within  $i^{\text{th}}$  EA of Limbe II council ( $h$ ),

let  $a_h$  be the number of EA selected within Limbe II council( $h$ ),  $M_i$  the number of households within

EAI, and  $t_{hij}$  the size estimated proportionally to the segment  $j$  chosen for EAI of Limbe II council ( $h$ ).

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

The probability of the survey at the first degree of the  $i^{\text{th}}$  EA of Limbe II council( $h$ ) is calculated through the following formula :

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

At the second degree, a number  $b_{hi}$  of households has been selected  $L_{hi}$  households newly enumerated by the team within the  $i^{\text{th}}$  EA or within the segment selected in the  $i^{\text{th}}$  EA of Limbe II council ( $h$ ). so,

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

The global probability for selecting a household within EAI of Limbe II council ( $h$ ) is :

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

The ponderation rate for all the households surveyed within the  $i^{\text{th}}$  EA of Limbe II council ( $h$ ) will be calculated using the following formula with eventually the correction of non response and normalization:

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

### I.3 Elaboration of basic documents and survey questionnaires

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

played by each stakeholders and their sensitization tools.

Based on the two first documents 05 questionnaires have been elaborated for data collection. They are : (i) 01

household questionnaire for capturing their satisfaction related to the services rendered within the municipality, (ii) 01 questionnaire for council in order to make inventory of public services within drinking water supply and council services , (iii) 01 questionnaire for DDMINEE enabling to make inventory of the public offer within the sector of drinking water, similar to the one given in the case of the council in order to compare the two inventories,(iv) two questionnaires for capturing the public offer within the sector of education, one for the subsector of education addressed to the inspector of basic education and the other one for the subsector of secondary education addressed to the DDMINESEC. These questionnaires were accompanied with a surveyor agent manual within which indispensable instructions have been given for their administration within adequate conditions. This administration of questionnaire has been done in mode CAPI (Computer Assistant Personal Interviewing), which has required the loading of questionnaire on KboToolBox plateforme with the aid of Enketo software and also their deployment within the tablette through ODK Collect software.

#### **I.4 Data Collection and analysis**

PNDP within their procedure to recruit CSO to facilitate the data collection within their shared collection zones, recruited NADEV within Lot 01 where the Limbe II Council in South West Region is among, with the objective to implement a citizen control of public action within the targeted sectors. Within this lot1, the working team constituted by NADEV per council was made of a Coordinator, 01 supervisors and 04 data collectors or Enumerators. Before the starting of data collection, the Coordinator who coordinated three (03) councils is trained on the understanding of the operating mode of Scorecard and the use of data collection tools. Thereafter, he has restituted the required knowledge to the supervisors and Enumerators within the framework of a regional workshop organized by PNDP National Coordination unit with the technical support of NIS.

However, the training was restituted with NADEV Enumerators by the Regional service of Monitoring and Evaluation office of the South west regional unit of PNDP on the technical specifications within the context of the scorecard.

The main issues to understand in carrying out the survey is, first identification of the selected cluster, identification and location of selected households, the filling of household questionnaires, review of data collected and sending of collected data to the server at the end of the collection on a daily basis.

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



## **CHAPTER II: PUBLIC OFFER AND CITIZEN CONTROL OF PUBLIC ACTION WITHIN LIMBE II MUNICIPALITY**

This chapter presents briefly the council in its potentials, the competences transferred in the context of decentralization and the analysis of finding of the public offers with in the four targeted sectors (drinking water, health, education, council services) within the council space.

### **II.1 Presentation of the Council**

This sub section explains the council location, administrative and historical situation, demographic and the socio-economic and cultural situation of Limbe II municipality

#### **II.1.1 Administrative and historical situation**

Limbe II Sub Divisional Council was created by Presidential Decree No 2007/117.of April 2007 with its headquarters at Mokundange. It is one of the 03 sub divisional councils in Limbe created from the defunct Limbe Urban Council. Limbe II council has been administered by 03 Mayors. As can be seen in Table 1 below.

***Table1: List of Mayors of Limbe II Council***

<b>S/N</b>	<b>YEAR</b>	<b>NAME OF MAYOR</b>	<b>DEPUTIES</b>
01	2007- 2009	Mr Motanga Andrew M	1. Mr. Molindo A. Duncan 2. Md. Pauline Nkono
02	2009- 2013	Mr Molindo A. Duncan	1. Mr. Molongo Francis W. 2. Md. Pauline Nkono
03	2013- 2019	Mr Molindo A. Duncan	1. Mr. Molongo Francis W. 2.Mrs Nangah Ndome Neh Epse. Ngale
04	2020 – Till date	Chief Ndivo Woka Ngalle Daniel I	1. Mr Iluke Mbai Ephraim 2. Mrs Nzele Panje

The Municipality plays host to 03 major corporations: The National Oil Refinery (SONARA), the Cameroon Development Corporation (CDC), and the Shipyard (Chantier Naval), which added to the

beautiful tourist and leisure sites such as the Mile 6 and 8 beaches, Mount Etinde (which is part of the Mount Fako National Park), Wovia, Bota land, Ngeme, Bobende and Batoke beaches make Limbe II stand out as the economic heartbeat of the City if not of the Region as a whole. The Omnisport stadium at Ngeme is also a big attraction to the municipality. This level of economic vibrancy should also provide the council with the potential for huge revenue collection.

The municipality has eleven (11) villages located along the coast of the Atlantic Ocean with urban characteristics even though tide with their customary administration (Chiefdoms).

**Table 1.1: Historical Reference of Limbe II council**

Key elements	Description
Total Population	16401 Inhabitants
Ethnic Groups	Mainly the Bakweri
Religion	Christians
Main Economic Activities	Fishing, Agriculture, Business

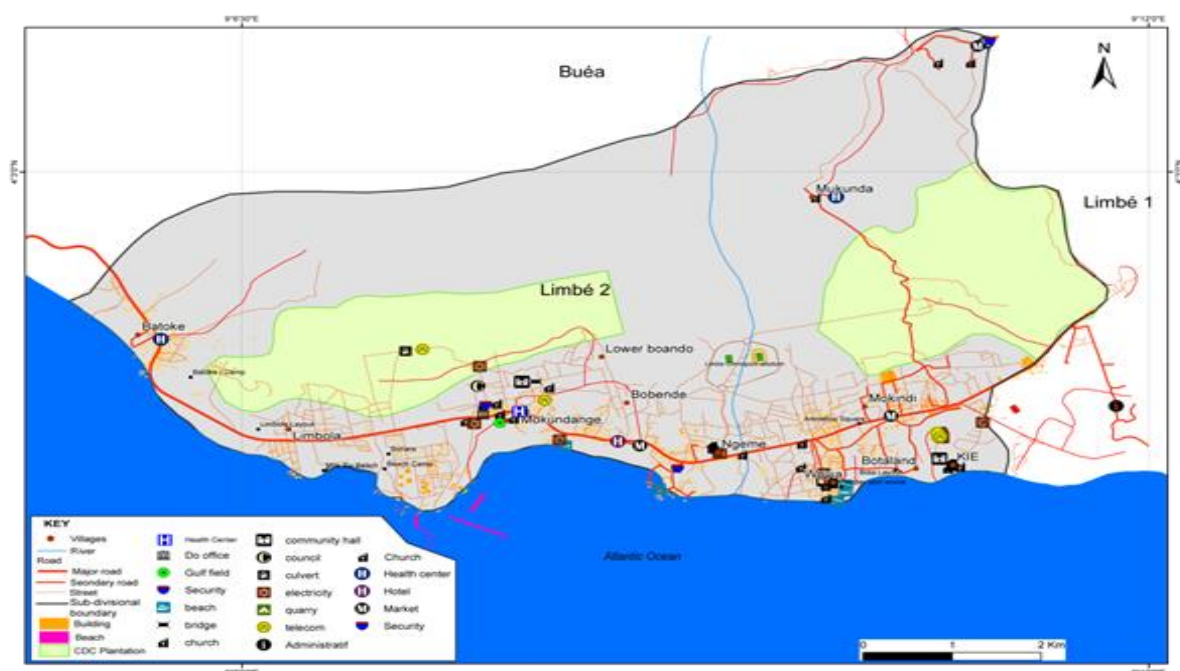
**Source: Limbe II CDP 2019**

### **II.1.2 Demographic situation**

The total population of Limbe 2 is estimated at 16401 inhabitants following UNICEF statistics of 2014. The highest population is recorded at Batoke with 2904 inhabitants, followed by Mokindi with 1804 inhabitants, and Mukundange, Ngeme, and Bota Land, with 1596, 1576, and 1536 inhabitants respectively. It should be noted that, with the influx of internally displaced persons from other parts of the southwest region due to the ongoing crisis, the population of these villages have increased considerably.

### **II.1.3 Geographic location**

Limbe II Municipality is bordered to the North by Buea, the South by the Atlantic Ocean, to the East by the Limbe I Council and to the West by the Idenau Councils respectively. Limbe II Municipality is 40meters above sea level and is located within latitude 401'5.88<sup>0</sup> and longitude 908'20.4<sup>0</sup>.



## II.1.4 Socio-economic and cultural situation

Fishing, Agriculture and petite trade are the main economic activities practiced by about 80% of the population. It is with a lot of problems related to infrastructure, equipment ranging from; Inadequate modern fishing equipment, inadequate support for fishermen, poor drying methods, inadequate storage facilities, inadequate farm lands, inadequate farm inputs, poor farming techniques, human and financial difficulties. These have accounted for the low production of food crops hence offering limited potentials for employment and improved livelihoods. About 20% of the population is involved in diverse economic activities including ecotourism, livestock rearing, road side vendors, tailoring services and operation of off-licences for drinking of liquor. Generally, economic activities are the main backbone of revenue generation in the municipality.

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

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

### a) Water sector

According to LawNo.2019/024 of 24 December 2019 to institute the general code of regional and

local authorities, Decree No.2010/0239/PM of 26/02/2010 and order No. 2010/00298/A/MINEE of 01/09/2010, drinking water supply competences have been transferred to the local authorities. It covers in detail feasibility studies, construction and rehabilitation, maintenance of wells and boreholes, conservation, protection and sustainable usage of water, Maintenance & 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.

#### **b) Health sector**

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

#### **c) Basic education**

According to the same law cited above, Decree No.2010/0247/PM of 26/02/2010 and order 2010/246B1/1464/A/MINEDUB/CAB of 31/12/2010. The competences transferred are : -setting up, managing, equipping, tending and maintaining council nursery and primary schools as well as preschool establishments, in keeping with the school map; recruiting and managing the teaching and support staff of the said schools; acquisition of school supplies (Paquet minimum) and equipment; participating in the management and administration of State and regional secondary and high schools through dialogue and consultation platforms

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

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

#### **II.3.1 Water supply sector**

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

**Table 2.1: Inventory of water points in the council**

Type of drinking water	Number of	Number of	Number of water	Number of water
------------------------	-----------	-----------	-----------------	-----------------

point	water points of this type		functional water points of this type		points with maintenance and management mechanism		points with a functional maintenance and management mechanism	
	DDM EE	Council	DDME E	Council	DDME E	Council	DDMEE	Council
Well with human-powered pump								
Well with electric pump								
Boreholes with human motor pump								
Borehole with electric pump								
The standpipe								
Source								
Council water supply network								
<b>Total</b>								

**Source:** Survey CCPA2, DD/MINEE, 2022

## II.2.2 Health sector

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

**Table 2.2: Inventory of health facilities covering Limbe II Municipality**

Type of health facility	Number of health facilities of this type	Number of functional health facilities of this type	Number of health facilities of this type with a functional COSA or COGES	Support for the municipality in the maintenance and management of this type of health facility	Type of support				
					Technical monitoring	Financial support	Capacity Building	Logistic support	Other (s) to be specified) _____
Health Center / Integrated Health Center									
District Medical Center									
District hospital									
Regional hospital									
Referral hospital									
Private health									

Type of health facility	Number of health facilities of this type	Number of functional health facilities of this type	Number of health facilities of this type with a functional COSA or COGES	Support for the municipality in the maintenance and management of this type of health facility	Type of support				
					Technical monitoring	Financial support	Capacity Building	Logistic support	Other (s) to be specified)_____
facility									
Other (s) to be specified)_____									
<b>Total</b>									

*Source: Survey CCPA2, DMO Meme, 2022*

## II.2.3 Education sector

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

**Table 2.3 : State of Education services**

Cycle	Teaching level	Number of schools provided in the municipality by the school map	Number of schools in the order of education	Number of non-operational schools	Number of schools with classrooms made of permanent materials	Number of schools with a functional PTA
Nursery	Public					
	Secular private					
	Denominational private					
	parent school					
Primary	Public					
	Secular private					
	Denominational private					
	parent school					
Secondary 1 <sup>st</sup> cycle	Public					
	Secular private					
	Denominational private					
	parent school					
Secondary 2 <sup>nd</sup> cycle	Public					
	Secular private					
	Denominational private					
	parent school					
<b>Total</b>						

*Source: Survey CCPA2, Limbe II council 2022*

#### II.2.4 Council services sector

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

**Tableau 2.4: Inventory of council services**

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

*Source: Survey CCPA2, Limbe II*

## CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGET SECTORS

This chapter presents the population surveyed and the indicators of the perception of satisfactions related to four targeted sectors (drinking water, health, education and council services) rendered to them within Limbe II Council

### III.1 Description of the surveyed population

This sub section presents the different population groups and their places of residence, sex, and their relationships vis a vis their perception with the public services offered to them as seen in each table elaborated below.

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

		Relationship of the respondent to the head of the household (see codes)						
		Head of Household	Spouse of Head of Household	Son/daughter of the Chief or his/her spouse	Father/mother of the Head or his/her spouse	Other relative of the head or his/her spouse	Not related to the head or his/her spouse	Total
Residence stratum	Urban	55.6	11.1	33.3	.0	.0	.0	100.0
	Rural	69.9	14.6	8.1	1.3	4.9	1.3	100.0
	Total	69.5	14.5	8.8	1.3	4.7	1.3	100.0

***Source: Survey CCPA2, Limbe II council 2022***

The results of the analysis reveals that 55.6% of the Household heads share a relationship with those residing with them as either spouse, children or parents of the Household head living in the urban setting, while 69.5% of household heads in the rural areas live more with relatives either by matrimony or by blood relations.



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

	Urban	Rural		Urban	Rural		Total		
	Men	Men	Total	Woman	Man	Total	Men	Women	Total
Less than 20 years	50.0	5.2	6.3	.0	4.5	4.4	22.2	4.9	5.3
[20 - 35[	.0	34.4	33.5	60.0	57.4	57.5	33.3	46.0	45.6
[35 - 50[	50.0	44.2	44.3	40.0	25.8	26.3	44.4	35.0	35.2
More than 50 years	.0	16.2	15.8	.0	12.3	11.9	.0	14.2	13.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Source: Survey  
CCPA2, council 2022*

The table above indicates the distribution of respondents by sex and age group resident within the Limbe II Municipality. The data shows that about 6.3% males and 4.4% females of less than 20 years are responded as household heads in the municipality, 33.5% males and 57.5% females of between 20 – 35 years responded as Head of households, while those between 35 – 50 years is 44.3% males as to 26.3% and those above 50 years is 15.8% Males and 22.9% Females

### III.2 Drinking water supply

The situation regarding the supply of drinking water in the municipality by holds is presented in the table below

#### III.2.1 Use of water points in the Council

This sub section reveals the use and perception on the use of water point in the Council area

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

<b>Place of residence</b>	<i>Well with human-powered pump</i>	<i>Well with electric pump</i>	<i>Borehole with human motor pump</i>	<i>The standpipe</i>	<i>Source</i>	<i>fed up</i>	<i>Water supply network</i>	<i>Drinking water supply</i>	<i>River</i>
Urban	11.1	.0	11.1	55.6	.0	.0	.0	22.2	.0
Rural	.0	.3	12.0	61.8	25.9	1.6	.6	24.3	6.5
<b>Total</b>	.3	.3	11.9	61.6	25.2	1.6	.6	24.2	6.3

**Source:** Survey CCPA2, Limbe II council 2022

It is observed that, only 11.1% of the urban population have access to public wells with human powered pump and boreholes with human powered motor pump and 22.2% of households have access to drinking water supply within the urban space of Limbe II council.

Place of residence	Proportion (%) of households using a public water source	Source of water supply							
		Well with human-powered pump	Well with electric pump	Borehole with human motor pump	standpipe	Source	Water supply network	River	Total
Urban	22.2	50,0	.0	.0	.0	.0	50.0	.0	100,0
Rural	38.2	1.7	1.7	.8	3.4	61.0	20.3	3.4	100,0
<b>Total</b>	<b>37.7</b>	2.5	1.7	.8	3.3	60.0	20.8	3.3	100,0

The proportion of households with available use of public water source in the urban space of the Municipality is 22.2% as opposed to 38.2% in the Rural areas of the municipality, with a total cumulative proportion of 37.7% of households in the municipality have access to public drinking water of either water supply network or wells with human powered pumps and clean sources. It is evident that more households in the municipality have access to public use of drinking water in the municipality.

This subsection describes accessibility of water points to households in the Limbe II municipality

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

[illegible]

	<b>used is available all year round</b>	<b>throughout the day</b>							
Urban	50.0	50.0	.0	.0	.0	.0	.0	100.0	100,0
Rural	83.1	83.6	2.0	9.9	3.0	4.0	63.4	17.8	100,0
<b>Total</b>	82.5	85.0	2.0	9.8	2.9	3.9	62.7	18.6	100,0

**Source:** Survey CCPA2, Limbe II council 2022

The proportion of the households with access to drinking water in the municipality is 50% in the urban space and 83.5 in the rural areas in the municipality with a cumulative total of 82.5% of households having access to water supply throughout the day either by water supply network or wells with human powered pumps or human powered motor pump

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

<b>Place of residence</b>	<b>Proportion (%) of households whose frequency of availability of the main source of water supply corresponds to their water need</b>	<b>Frequency of availability of the main source of water supply</b>			
		<i>Once</i>	<i>Twice</i>	<i>Thrice</i>	<i>Total</i>
Urban	100.0	.0	.0	100.0	100.0
Rural	29.4	23.5	35.3	41.2	100.0
<b>Total</b>	33.3	22.2	33.3	44.4	100.0

**Source:** Survey CCPA2, council 2022

The corresponding proportion of availability of water thrice per day in the urban space of the council area is 100%. This indicates that at least every household in the urban space in the council has available water at least thrice per day as opposed to 29.4% in the rural areas in the council. An indication also that only 41.2% of households have available water thrice per day despite the availability of more water supply network in the rural areas of the council.

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

The update of maintenance of water points in the council area is analyzed in the table below

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

<b>Place of</b>	<b>Proportion (%) of households</b>
-----------------	-------------------------------------

<b>residence</b>	<b>whose main type of water point has failed in the last 6 months</b>	<i>Less than a week</i>	<i>Between a week and a month</i>	<i>Between one excluded month and three months</i>	<i>Total</i>
Urban	50.0	.0	.0	100.0	100.0
Rural	39.8	40.4	53.2	6.4	100.0
<b>Together</b>	40.0	39.6	52.1	8.3	100.0

Source: Survey CCPA2, Limbe II council 2022

This is to show that 50% of households in the urban space experience failure in the water network or water point within or every six months as opposed to 39.8% proportion of household's experience water point failed within the same period in the rural areas in the council

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

<b>Place of residence</b>	<b>Actors in the recommissioning of the main type of water point</b>						
	<i>Council</i>	<i>State</i>	<i>Elite</i>	<i>Management Committee</i>	<i>Village/neighbourhood chief</i>	<i>CAMWATER /SNEC/CDE</i>	<i>Other partners</i>
Urban	50.0	.0	.0	.0	.0	.0	0.
Rural	1.7	.0	7.6	22.9	7.6	.8	1.7
<b>Total</b>	2.5	.0	7.5	22.5	7.5	.8	1.7

Source: Survey CCPA2, Lime II council 2022

The results reveal almost a total absence of the presence of the state in the recommissioning of main type of water point in the urban space as opposed to only 7.6% presence in the rural areas and a 50% rate of the council presence in the activity as opposed to only 1.7% presence in the rural areas in the Limbe II municipality. The results also show a considerable concern of the Elites and the management committees with 7.6% and 22.9% respectively in the recommissioning of water points in mostly the rural areas.

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

<b>Place of residence</b>	<b>Intervening in the management, upkeep and maintenance of the main type of water point</b>				
	<i>Management Committee</i>	<i>Council</i>	<i>CAMWATER</i>	<i>Community</i>	<i>Others</i>
Urban	.0	.0	.0	100.0	.0
Rural	38.1	9.3	3.4	51.7	4.2

<b>Total</b>	37.5	9.2	3.3	52.5	4.2
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**Source:** Survey CCPA2, Limbe II council 2022

It is therefore observed that interventions are more shifted in the rural areas with 38.1% intervention of the management committee, 9.3% intervention from the council and 51.7% by the community members. It is also observed that the maintenance and interventions of water points in the urban space is left entirely in the hands of either the quarter or streets.

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

Place of residence	Proportion (%) of households that contribute financially to the operation of the Management Committee	Average amount of household financial contribution to the operation of the Management Committee	Proportion (%) of households who find the amount of the financial contribution to the operation of the Management Committee high	Distribution of households according to the frequency of the financial contribution to the operation of the Management Committee						
				Day	Week	Month	Trimester	Semester	Year	Total
Urban										
Rural	16.9	12185.0	.0						100.0	100.0
<b>Together</b>	16.7	12185.0	.0						100.0	100.0

**Source:** Survey CCPA2, Limbe II council 2022

### III.2.4 Characterization of water points in the council

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

Place of residence	Average household distance from main public water supply	Average time (in minutes) taken to reach the water point	Average time (in minutes) of waiting at the water point	Average 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	Total
Urban	1001.5	2.0	1.5	2.0	.0	100.0	.0	.0	100.0
Rural	133.3	6.4	10.3	4.3	11.9	60.2	22.0	5.9	100.0
<b>Together</b>	147.8	6.4	10.1	4.2	11.7	60.8	21.7	5.8	100.0

**Source:** Survey CCPA2, Limbe II council 2022

On an average, about 100 households take 2minutes to reach a water point and averagely 1.5 minutes with just 2 persons per household waiting at the water point to have access to drinking water in the urban space as opposed to 133 households on average who take 6.4Minutes to reach a water point with about 10minutes of waiting time at the water point and 4.3 number of persons waiting in a household to have water supply from the source

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

Place of residence	Proportion (%) of households reporting that water from the main source of water supply:		
	<i>has a smell</i>	<i>has a taste</i>	<i>has a color</i>
Urban	.0	.0	.0
Rural	45.8	49.2	50.8
<b>Together</b>	45.0	48.3	50.0

**Source:** Survey CCPA2, council 2022

The experience and evidence is that there is a large proportion of water in the urban space doesn't smell nor have a taste or color as opposed to that in the rural areas with 45.8% households agree that their water supply has smell and 49.2% taste and 50.8% has color. This require a proper orientation, organization training of the management committee on water treatment in the rural areas and the council on its part put a mechanism for follow up.

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

This is to perceive the satisfaction expressed by households in the sector of water supply in the Limbe II Municipality

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

Place of residence	Proportion (%) of households having expressed a need for drinking water supply during the last 6 months	Among the households having expressed a need, proportion (%) whose need was expressed:								Proportion (%) of households whose expressed need for water was satisfied
		To the mayor	In the state	To an elite	To the Water Point Management Committee	To the village/neighborhood chief	To the Administrative Authority	At Camwater/SNEC	To Other	
Urban	11.1	.0	.0	100.0	.0	100.0	.0	.0	.0	.0
Rural	32.0	7.1	.0	56.6	21.2	13.1	5.1	6.1	2.0	4.0
<b>Total</b>	<b>31.4</b>	<b>7.0</b>	<b>.0</b>	<b>57.0</b>	<b>21.0</b>	<b>14.0</b>	<b>5.0</b>	<b>6.0</b>	<b>2.0</b>	<b>4.0</b>

**Source:** Survey CCPA2, Limbe II council 2022

The results reveal that 11.1% proportion of households have expressed 100% need to their elites for the supply of water with a zero satisfaction of those expressed needs by households. However, 32% proportion of those in the rural settings have expressed the need for drinking water supply with 56.6% Of needs directed to their elites, 21.2% to their water management committees and 13.1 to their community chief or neighbors, 5.1 to administrative authorities and 6.1 to CAMWATER utility service and only 2% to other development partners.

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

Place of residence	Average time taken (in months) between the favorable response and satisfaction of the need expressed by a household		
		Less than a month	Total
Urban	0	100.0	
Rural	0	100.0	100,0
<b>Total</b>		<b>100.0</b>	<b>100,0</b>

**Source:** Survey CCPA2, council 2022

Households are very satisfied with their expressed need for drinking water which is having a positive respond in less than a month with 100%



confirmation from households. This shows the active commitment of the council, the state and water management committee who are active and committed to their course both in the urban and rural spaces

**Table 3.15 : Non-satisfaction of drinking water supply**

Place of residence	Proportion (%) of households dissatisfied with drinking water supply	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
		Distance from the water point	Poor water quality	Insufficient water supply points	Bad management of the water point	Default/Slow maintenance in the event of a breakdown	High cost of water supply	Other
Urban		.0	40.0	80	40.0	20.0	20.0	0
Rural		21.4	29.7	61.5	31.8	16.1	10.4	0
<b>Total</b>		<b>20.8</b>	<b>29.9</b>	<b>61.9</b>	<b>32.0</b>	<b>16.2</b>	<b>10.7</b>	<b>0</b>

*Source: Survey CCPA2, council 2022*

The proportion of non-satisfaction of drinking water supply by households indicates that only 24.4% expressed non-satisfaction in the supply of drinking water in the Municipality with 80% expressing insufficient water supply points, 40% express bad management of water points, 40% poor water quality and 20% for slow maintenance and high cost of water supply respectively.

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

After the analysis in the sector of water supply in the Municipality with the gaps identified in the analysis, it is important to have an action plan in the sector to help in ameliorating the gaps identified in this sector.

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

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

Place of residence	Proportion (%) of households able to commit to improving the service provided by drinking water supply through:			
	Additional water points	Improved management of water points	Improved water quality	Others

	Contribution for the construction of an additional water point	Donation of the construction site of a water point	Advocacy with donors	Revitalization/implementation of Management Committee	Financial contribution to a community mechanism for the management and maintenance of the water point	Encouragement for the integration of women in the Management Committee	Monitoring of the production of reports on the management of the water point by the Management	Facilitation of the movement of the repairman in charge of the maintenance of the water point	Participation in periodic water purification campaigns in the locality	Participation in awareness campaigns on the denunciation of acts of insalubrity that impact water quality	
Urban	44.4	11.1	33.3	.0	22.2	.0	.0	.0	.0	11.1	.0
Rural	60.8	15.9	24.3	4.2	13.6	1.0	2.3	6.5	19.4	25.9	.6
<b>Together</b>	<b>60.4</b>	<b>15.7</b>	<b>24.5</b>	<b>4.1</b>	<b>13.8</b>	<b>.9</b>	<b>2.2</b>	<b>6.3</b>	<b>18.9</b>	<b>25.5</b>	<b>.6</b>

**Source: Survey CCPA2, Limbe II council 2022**

Households through their responses express a higher need for the construction of an additional water point with 44.4% responses from households in the urban space and 60.8% in the rural areas in the municipality. More attention will therefore be geared towards the construction of additional water points, followed by advocacy with donors and financial contributions to the management committee of the community or the quarter concerned

### III.3 Health services

This sub section of this document takes into account the inventory of the health services and functionality

within the Municipality as well as the action plan in the sector through the responds of households for this sector

#### III.3.1 Use of health facilities in the council

This is to show how the health facilities in the municipality are used

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

Place of residence		Distribution (%) in the council of households according to the type of health facility most frequently used for care			
		Publique	Privé Laïc	Privé Confessionnel	Total
Strate de résidence	Urbaine	44.4	55.6	.0	100.0
	Rurale	69.9	22.7	7.4	100.0
	Total	69.2	23.6	7.2	100.0

**Source:** Survey CCPA2, council 2022

The table above shows that 55.6% of households use the private health services as against 44.4% for the public or state in the urban space while only 22.7% use private services in the rural space and 69.9% use of public health service in the rural.

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

Place of residence	Among households, proportion (%) whose reason for choosing the type of health facility:é						
	Distance	Cost	Reception	Quality of care	Staff availability	Availability of drugs	Others
Urban	0		0				0
Rural	2	7	3	1	2	6	8
<b>Together</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>

**Source:** Survey CCPA2, council 2022

The reason for which most households choose the public health service is that the cost is low with 7%, followed by availability of drugs with 6% score, good reception as compared to the private health service in the rural areas.

**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	Hôpital/CMA	Hôpital de district	Hôpital de régional	Total
Strate de résidence	Urbaine	14.3	42.9	14.3	28.6	100.0
	Rurale	14.1	14.5	47.7	23.7	100.0
	Total	14.1	15.3	46.8	23.8	100.0

**Source:** Survey CCPA2, council 2022

The level of attendance of households in the public health facilities in the Municipality for Integrated health centers is 14.3% with relatively higher for CMA's of 42.9%, 14.3 for district hospital and 28.6% attendance is at regional hospital in the urban space while 14.1% households in the rural attend integrated health units as opposed to 47.7% attendance in district hospitals.

Therefore, households prefer district hospitals than other public health facilities in the municipality

**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
		Oui	Non	Total		
Strate de résidence	Urbain	57.1	42.9	100.0	2143.1	100.0
	Rurale	51.0	49.0	100.0	4822.8	68.0
	Total	51.2	48.8	100.0	4747.1	68.9

**Source :** Survey CCPA2, Council 2022

Public health facilities are very accessible to households and the high attendance is due to proximity with an average distance of 2143.1m in the urban space and 51.0% in the rural areas of the council area.

### 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**

Place of residence	Characteristics of the small equipment available in the main public health facility attended to obtain care									Oth
	Scissors	Syringes	Alcohol	Cotton	Betadine	Thermometer	Tensiometer	Balance	Gloves	
Urban	100.0	100.0	100.0	100.0	100.0	100.0	85.7	100.0	100.0	
Rural	78.8	88.8	62.7	77.6	83.0	85.5	84.2	77.6	71.4	

<b>Together</b>	79.4	89.1	63.7	78.2	83.5	85.9	84.3	78.2	72.2
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*Source: Survey CCPA2, council 2022*

### 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
Urban	1157.1	.0	14.3	100.0	.0	.0	100.0
Rural	778.0	5.0	23.7	73.4	24.5	2.1	100.0
<b>Together</b>	788.7	4.8	23.4	74.2	23.8	2.0	100.0

*Source: Survey CCPA2, Limbe II council 2022*

### III.3.4 Appreciation of the service rendered in health facilities

This section projects the results of respondents in the appreciation of the health services offered to them by the sector vis vis the state and functionality of the services, the competences within the sector management

**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
Strate de résidence Urbaine	85.7	100.0
Rurale	62.2	76.3
Total	62.9	77.0

*Source: Survey CCPA2, Limbe II council 2022*

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

Place of residence	Proportion (%) of households dissatisfied with the health services offered in the main health facility attended for care	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Distance from health	Poor quality of services	Staff absenteeism	Poor qualification of health	Currency of care	Insufficiency of drugs	Poor quality equipment	Insufficient equipment	High cost of access to	Others
Rural	5.809128631	14.3	35.7	50.0	14.3	7.1	50.0	28.6	21.4	7.1	7.1
<b>Together</b>	5.64516129	14.3	35.7	50.0	14.3	7.1	50.0	28.6	21.4	7.1	7.1

*Source: Survey CCPA2, Limbe II council 2022*

### III.3.5 Actions planned to improve the health care service

The proposals made by households to improve the sector of health in the municipality is outlined in the proportion of their response analyzed and reported to help the actors and the population to improve on the sector.

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

Place of residence	Proportion (%) of households able to commit to improving the service provided in the health sector through:												
	Additional health facilities		Extension/Rehabilitation/Equipment of health training		Improved management of health facilities						Reduction in the cost of access to health care		
	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	Revitalization of COSA/Management Committee	Approvisionnement en médicaments et dotation en équipements	Accueil et prise en charge des patients	Maintenance et entretien de l' infrastructure hospitalière	Plaidoyer pour l' affectation du personnel	Contrôle et vérification de la présence effective du personnel médical	Subvention de la COSA/COGE	Le Développement de partenariats publics-privés	La négociation des jumelages et intercommunalités
Urban	57.1	28.6	14.3	14.3	.0	.0	.0	.0	.0	.0	.0	.0	.0
Rural	22.4	30.3	27.0	19.9	34.0	28.2	19.5	6.6	5.0	.0	7.1	2.5	.0
<b>Together</b>	23.4	30.2	26.6	19.8	33.1	27.4	19.0	6.5	4.8	.0	6.9	2.4	.0

*Source: Survey CCPA2, Limbe II council 2022*

## SECTION IV: EDUCATION SERVICES

The services offered in this sector and all the infrastructures, their states and functionality within the Limbe II council area. The educational facilities ranging from all the levels of education. The result of this will help the council and all the actors involved to better take decisions on improvement assisted with the action plan that will be elaborated by its technical partners to guide them improve on the sector

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

Place of residence		
Strate de résidence	Urban	100
	Rural	81.81818182
	Total	82.07282913

The General situation of children in households by the level of education and their place of residence in the urban space is 100% and the rural space is 81.8% with a total of 82.02% in the council area of Limbe II municipality

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

Place of residence	Cycle d'enseignement									
	Nursery		Primary		Secondary 1 <sup>st</sup> cycle		Secondary 2 <sup>nd</sup> cycle		Professional Training	
	Public	Privé	Public	Privé	Public	Privé	Public	Privé	Public	Privé
Urban	0	0	50	50	0	66.66666667	33.33333333	0	0	0
Rural	36.66666667	63.33333333	30.65693431	59.12408759	10.2189781	48.71794872	43.58974359	7.692307692	38.46153846	41.025641
<b>Total</b>	36.66666667	63.33333333	30.9352518	58.99280576	10.07194245	49.38271605	43.20987654	7.407407407	38.46153846	41.025641

**Source: Survey CCPA2, Limbe II Council 2022**

The results obtained during the studies reveal that, in the urban space for nursery level of education is 0% for both private and public nursery schools, and 36.7% for public schools in the rural and 63.4% for private with the same cumulative percentages. While the in the primary, the urban space covers 50% in the public and 50% in the private as against 30.65% in the public rural and 59,12% in the rural.

The variations in the levels of education of children in households for rural and urban spaces maybe attributed to social crisis especially in rural areas for public schools in the municipality and social mobility of the population towards the urban or city centres.

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

Place of residence	Raisons de préférence du privé au public		
	Distance	Cost	Quality of education
Urban	100	100	100
Rural	30.38674033	61.74863388	95.5801105
<b>Total</b>	<b>31.14754098</b>	61.74863388	<b>95.6284153</b>

**Source: Survey CCPA2, Kumba II Council 2022**

The reason why more preference is given to private schools over public schools in the urban space is excellent, good accessibility and proximity to the households, the cost and the quality of the education service offered is also very good and therefore more attention is given to private sector schools compared to public schools with long distances from households, limited number of classrooms and qualified teachers as well as basic didactic materials may register a low educational performance and the reason for private school preference.

Unlike in the urban space, the turn-up in the rural areas is actually lower at with 30.38% on distance, 61.74% on cost and 95.58% on the quality of education offered compared to public schools in the municipality.

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

Cycle available in the village /quarter	Place of Residence			Proximity of household with the public school establishment in the village / quarter		
	Urban	Rural	Total	Yes	No	Total
Nursery	33.33333333	42.7184466	42.45283019	60	40	100
Primary	22.22222222	39.48220065	38.99371069	62.90322581	37.09677419	100
1st cycle secondary	0	35.5987055	34.59119497	60.90909091	39.09090909	100
2nd cycle secondary	22.22222222	15.8560518	16.03773585	43.1372549	56.8627451	100
Professional training	19.44444444	33.41423948	33.01886792	59.04761905	40.95238095	100

**Source: Survey CCPA2, Limbe II Council 2022**



There is an increase of 42.71% declare the existence of nursery schools in the rural areas with a 60% proximity to their household of an educational establishment. In the primary level of education, the urban space residents, 22.22% declare with 62.90% for the existence of a primar educational establishment in their village, just like in the secondary first cycle with 35.59% declare with 60.90% of the proximity for the existence of a secondary first cycle in their community or quarter in the municipality.

### III.4.2 Accessibility of public schools in the Council

The results of this section is characterize to evaluate the responds of household's accessibility to public schools in the council area.

**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**

cycle available	Place of residence				Together	
	<i>Urbain</i>		<i>Rural</i>		Average distance traveled	Average time taken
	Average distance traveled	Average time taken	Average distance traveled	Average time taken		
Nusery	0	0	4.996763754	0.475728155	4.855345912	0.462264151
Primary	1.666666667	2.777777778	39.01941748	13.94174757	37.96226415	13.62578616
1st cycle secondary	777.7777778	33.33333333	1843.961165	4.336569579	1813.786164	5.157232704
2nd cycle secondary	0	0	0.006472492	0.01618123	0.006289308	0.01572327
Professional training	194.8611111	9.027777778	471.9959547	4.692556634	464.1525157	4.815251572

**Source: survey CCAP2, Limbe II council 2022**

The results above reveal the level of accessibility of public schools to households in the municipality. For the Nursery school level, it takes on an average **No time** and distance to move on foot in an urban space to a public school, and averagely, it takes about 1.7km distance with 1.8 minutes' time to move on foot to attend a Primary public school in the municipality.

For te secondary first cycle, it takes averagely on cumulative 1813.78 km distance with averagely 5hrs:15minutes taken on foot to attend a first cycle secondary school in the council area of Limbe II with comparatively Zero distance and time time taken to access a second cycle secondary school in the Municipality.

However, this result is unlike the true picture of most secondary schools in other council areas with operating both first and second cycles on the same campus. To have second cycle secondary schools more accessible than first cycles is a serious call for concern to re-check the information given by households on this sector.

### III.4.3 Caractéristiques de l'environnement scolaire

This section intends to declare the results of the environmental school characteristics of all the establishment of school attended at every level of education.

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

Table 3.30 : Proportion (%) of households according to the declared characteristics of the establishment attended by level of education													
Teaching cycle		Strate de résidence											
		Urbaine				Rurale				Total			
		has a full cycle	has a full works	has one room p	Distribution of s	has a full cycle	has a full works	has one room p	Distribution of s	has a full cycle	has a full works	has one room p	Distribution of s
	Maternel	0	0	0	0	3.236245955	3.236245955	3.55987055	2.265372168	3.144654088	3.144654088	3.459119497	2.201257862
	Primaire	11.11111111	11.11111111	11.11111111	0	9.061488673	9.061488673	9.385113269	3.55987055	9.119496855	9.119496855	9.433962264	3.459119497
	Secondaire	22.22222222	22.22222222	22.22222222	0	12.94498382	12.62135922	12.62135922	0	13.20754717	12.89308176	12.89308176	0
	Formation professionnelle	0	0	0	0	0	0.323624595	0.323624595	0	0	0.314465409	0.314465409	0
cycle	Total	8.333333333	8.333333333	8.333333333	0	6.310679612	6.310679612	6.472491909	1.45631068	6.367924528	6.367924528	6.525157233	1.41509434

*Source :survey CCAP2,Limbe II council 2022*

The result reveal considerably good study environment with very low levels of incoherence at each level of the educational establishment in the Limbe II council area. However, some standards are maintained such as availability of benches and accommodation by-class as afar as the student seating ratios are concerned. The levels of educational operations are also moderate in both the rural and urban spaces within the council area

**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
Nursery	36.45454545	90.90909091	9.090909091	100	36.45454545
Primary	61.06451613	100	0	100	61.06451613

1st cycle secondary	72.57142857	83.33333333	16.66666667	100	72.57142857
2nd cycle secondary	200	0	100	100	200
Professional training	65.2	89.41176471	10.58823529	100	65.2

**Source** : Survey CCPA2, Limbe II Council 2022

On an average, the number of students per classroom for nursery level in Limbe II council is 36.5 with 90.90% frequency of the presence of a teacher in class and 100% irregular giving a cumulative of 36.45% of household assessment of the frequency of the presence of the teacher in class for nursery educational level.

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

Teaching cycle	Proportion (%) of households not participating in PTA meetings			Among households that do not participate in the PTA, proportion (%) of households according to the reason for not participating in the PTA meetings				
	Urban	Rural	Total	Non-compliance with schedules	Duration of meetings	Information meeting and not exchanges	No accountability	Others
Nursery				33.33333333	0	33.33333333	0	33.33333333
Primary				25	50	25	50	0
1st cycle secondary				55.55555556	44.44444444	33.33333333	22.22222222	0
2nd cycle secondary				43.75	37.5	31.25	25	6.25

**Source**: Survey CCPA2, Council 2022

Households express by proportion their non participation in PTA meetings according to their place of residence begin from the non respect of compliance with 33.3% for the nursery level, 25% of households for primary level give the same reason and higher for first and second cycles secondary school levels with 55.6% and 43.75% respectively.

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

It is also very relevant to understand the financial implications of households to the education of their children and the perception they have towards their expenditures for their children.

**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
	Registration	PTA	Other expenses	Total	Raised	Reasonable	Weak	
Nursery	28181.81818	5909.090909	12272.72727	0	100	0.314465409	28181.81818	28181.81818
Primary	14096.77419	5387.096774	7516.129032	25.80645161	74.19354839	3.144654088	14096.77419	14096.77419
Secondary	25392.85714	8261.904762	16309.52381	33.33333333	66.66666667	5.34591195	25392.85714	25392.85714
Professional training	65000	0	65000	0	100	0	65000	65000

**Source:** Survey CCPA2, Limbe II Council 2022

According to the assessment of payments made by households as fees is evidenced by the fact that the amounts paid as fees are 100% raised nursery level and 74.19% raised for primary level, 66.7% raised for secondary level and also 100% raised for professional trainings. This is also evidenced on the proportion of households paying something else in addition to the education fees from the nursery to professional levels the same as the registration.

**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	Proportion (%) of households declaring that damaged structures have been repaired	Acteur déclaré de la réfection des ouvrages endommagés :					
		PTA	Mayor	Organization of the village	MINEDUB/ MINESEC /MINEFOP	Elites	Others
Nursery	3.459119497	0	0	0	0	0	3.459119497
Primary	7.86163522	0	0	1.572327044	0.314465409	0.943396226	7.86163522
Secondary	10.37735849	0	0	3.144654088	0.628930818	0.943396226	10.37735849
Professional training	0	0	0	0	0	0.314465409	0

Source: Survey CCPA2, Limbe II Council 2022

The proportions of declaration on the repairs of works on damaged waterpoints, classrooms, latrines etc of the schools is very low, an indication of non repairs in the damaged equipments in the school by each actor is very poor. It is evidenced that **Elites** do not from the table above declared by households contribute in the repairs of damaged school equipments in limbe II municipality at all the educational levels. It is also same with the technical ministry with almost 0% concerned on the repairs of damaged equipments.

The community Organization is making an effort even though very low below 5% at all level, they have attached specific concerns on primary with 1.57% attention to repairs and 3.14% in the secondary.

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

This section deals with the appreciation of the education service in terms of equipments and the financial implications to households for each level in the council area. It also reveals household's satisfaction and dissatisfaction with the education services offered to them by the sector.

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

Teaching	Proportion	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:
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cycle	(%) des ménages non satisfaits des services d'éducation	Distance from the establishment	Insufficient classrooms	Insufficient equipment	Insufficient schools	Staff attendance	Staff punctuality	Quality of teaching provided	Lack of distribution of textbooks	Bad results	High costs of schooling	High costs of schooling	Other
Nursery	2.51572327	62.5	50	62.5	0	0	37.5	25	0	0	0	50	62.5
Primary	1.57232704	60	40	40	0	20	60	20	0	20	0	60	60
Secondary	61.53846154	61.53846154	46.15384615	53.84615385	0	7.692307692	46.15384615	23.07692308	0	7.692307692	0	53.84615385	61.53846154
Professional training	1.022012579	62.5	50	62.5	0	0	37.5	25	0	0	0	50	62.5

**Source: Survey CCPA2, Limbe II Council 2022**

The proportion of households dissatisfied with the education services for the Nursery level stands at 2.51% with reasons of insufficient classrooms, long distances to school, insufficient equipments, staff punctuality and high cost of schooling.

Meanwhile for the Primary education level, Only 1.57% of households interviewed are unsatisfied with the long distance to school, insufficient classrooms, insufficient equipments, staff attendance, staff punctuality, the quality of teaching provided and very high cost of schooling and other related incidents to dissatisfaction.

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

Here, are the envisaged proposed actions to assist in the amelioration of the services of education sector in the Limbe II council area. The proposals made will with the collaboration of the actors in the municipality jointly help to upscale the sector to maintain its standards.

**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:
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	Excellence bonus for schools	Sensitization of teachers on civic / professional awareness	Close monitoring of parent/teacher relations	Restoration of teacher authority	Teacher training	Advocacy for the assignment of staff	Others
Nursery	1.572327044	1.257861635	2.201257862	0.943396226	0.943396226	0.314465409	0
Primary	5.660377358	5.34591195	5.031446541	1.257861635	1.257861635	0.314465409	0.314465409
Secondary	7.232704403	5.34591195	6.603773585	3.773584906	3.459119497	1.572327044	0
Professional training	0.314465409	0.314465409	0.314465409	0	0.314465409	0.314465409	0

**Source : Survey CCPA2, Limbe II Council 2022**

Some of the disatisfactions with the education sector arise from the fact that, the sector lacks the motivation to its staff and the security for the job to make it maintain its standards. However, there are some important areas of attention in order to ameliorate the educational sector. These incentives for improvement are good bonuses, sensitization of teachers on civic/professional awareness, frequent monitoring of parent/teachers relations, restoration of teacher's authority, strengthening of teachers training colleges

For each level of the sector, there's need to strengthen the indicators mentioned above (table 3:36) by all stakeholders in the municipality. It is important for the council as an institution to have a mechanism to check, monitor and report on the failure as well as make proposals for admends.

**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:
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	Participation in school activities	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 PTA	Dissemination of the reports of the management of the PTA	Dissemination of good practices	Control of the regular presence of teachers	Others
Nursery	1.5723270 44	1.25786163 5	0.94339622 6	1.88679245 3	0	0	0.314465409	0	0	0
Primary	5.0314465 41	3.45911949 7	1.57232704 4	3.77358490 6	0.62893081 8	0.943396226	0.943396226	0.94339622 6	1.257861635	0
Secondary	9.1194968 55	5.03144654 1	1.88679245 3	3.14465408 8	2.51572327	0.943396226	1.257861635	0.94339622 6	1.886792453	0
Professional training	0.3144654 09	0	0	0.31446540 9	0	0	0.314465409	0	0.314465409	0

**Source: Survey CCPA2, Limbe II Council 2022**

Respondents of the households interviewed within the scorecard survey have however proposed in the various thematic at the community level how to assist the education sector maintain its standards, the households have proposed measures such as; participation in school activities, support good teachers with bonuses, denounce dishonest teachers, strengthen the parent/teachers relationship, pay their contributions, assist in the dissemination of good practices as well as hospitality to all those working within the sectors helping to make the sector have and maintain its standards.

### **III.5 Provisions of Council services**

This section reveals the provisions and services offered by the council as an institution in Limbe II area

#### **III.5.1 Characterization of Provisions of Council services**

Here, the services offered by the council are characterized and evaluated by the household on the rate at which the public has access to all the services provided for public consumption.



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

<i>Service council</i>	<i>Proportion of households having requested the service during the last 12 months</i>	<i>Proportion of households considering that the reception for the service was good</i>	<i>Time taken to obtain municipal service</i>					
			<i>At most one day</i>	<i>Between a day and a week</i>	<i>More than three months</i>	<i>Between a week and a month</i>	<i>Between one month and three months</i>	<i>In progress</i>
Birth certificate	14.5	13.8	2.2	6.52173913	28.26086957	36.95652174	19.56521739	6.52173913
Marriage certificate	3.1	3.1	.0	10	40	20	30	0
Death certificate	5.0	5.0	6.3	12.5	6.25	25	31.25	18.75
Legalization of official documents	6.0	5.3	10.5	42.10526316	42.10526316	0	5.263157895	0
Issuance of town planning documents	.9	.9	.0	0	66.66666667	33.33333333	0	0
Road development	.0	.0	33.3	0	0	0	66.66666667	0
Waste management / Sanitation	.9	.9	50.0	0	0	0	50	0
Hygiene and sanitation	.6	.3	.0	50	0	0	50	0
Development of green and leisure spaces	.0	.0	.0	100	0	0	0	0
Public transport	.0	.0	20.0	40	20	20	0	0
Public lighting	.0	.0	50.0	0	0	50	0	0
Development of playgrounds	.0	.0	2.2	6.52173913	28.26086957	36.95652174	19.56521739	6.52173913
Residence certificate	1.3	1.3	.0	10	40	20	30	0
Validation of location plans	.6	.6	6.3	12.5	6.25	25	31.25	18.75
Document authentication	1.6	1.6	10.5	42.10526316	42.10526316	0	5.263157895	0
Information	.6	.6	.0	0	66.66666667	33.33333333	0	0
Assistance and support for socially vulnerable people	.0	.0	33.3	0	0	0	66.66666667	0
Others	14.5	13.8	50.0	0	0	0	50	0

***Source: Survey CCPA2, Limbe II Council 2022***

The indication of the proportion of households who request for services in the council within 12 months stands at 14.5% as against 13.8% of the proportion of household who appreciate the services as good, an indication of dissatisfaction reasons proposed and their response to them.

However, the results reveal that, the time taken by the council service to respond to a household for a service differ with the service needed. For

instance, the time taken by household to be provided with a town planning document from the council takes more than three months as 66.7% of the household interviewed attest to that and same time taken for households requesting for information from the council. It also takes more than three months to reuest for document authentication by households in the council. The establishment of Birth certificate in the council takes a week to one month by households with 36.95% of responds attesting to conform the results.

Cumulatively, for all the services requested by households in the council is 50% for those responded between a week and three months as against all other options proposed for households

### **III.5.2 Contrains in the Provisions of Council services**

Households, given the options to proposed constraints that may have caused the delays have been analyzed so that everyone can share with the institutions as well as together with the population, the proposed action plan be best be implemented and followed up.

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

<i>Council service</i>	Proportion (%) of households that find the time taken to render the service long or very long	Cause of long or very long delay to help					
		<i>Staff unavailable /absent</i>	<i>Lack of material working</i>	<i>Staff incompetence</i>	<i>Poor organisation services</i>	<i>Refuse to Corrupt</i>	<i>Others</i>
Birth certificate	23.91304348	18.2	54.54545455	9.090909091	18.18181818	0	100.0
Marriage certificate	30	.0	33.33333333	33.33333333	33.33333333	0	100.0
Death certificate	12.5	.0	50	0	50	0	100.0
Legalization of official documents	21.05263158	25.0	25	0	25	25	100.0
Issuance of town planning documents	66.66666667	50.0	50	0	0	0	100.0
Road development	33.33333333	100.0	0	0	0	0	100.0
Waste management / Sanitation	0	100.0	0	0	0	0	100.0
Hygiene and sanitation	25	.0	0	0	100	0	100.0
Development of green and leisure spaces	0	18.2	54.54545455	9.090909091	18.18181818	0	100.0
Public transport	0	.0	33.33333333	33.33333333	33.33333333	0	100.0
Public lighting	50	.0	50	0	50	0	100.0
Development of playgrounds	23.91304348	25.0	25	0	25	25	100.0
Residence certificate	30	50.0	50	0	0	0	100.0
Validation of location plans	12.5	100.0	0	0	0	0	100.0
Document authentication	21.05263158	100.0	0	0	0	0	100.0
Information	66.66666667	.0	0	0	100	0	100.0
Assistance and support for socially vulnerable people	33.33333333	18.2	54.54545455	9.090909091	18.18181818	0	100.0
Others	0	.0	33.33333333	33.33333333	33.33333333	0	100.0

*Source: Survey CCPA2, Limbe II Council 2022*

The constraints in the provision of services within the council as responded by households for staff unavailability is 100% to confirm a

constraint for a request for road development and waste management by households due to staff unavailability, validation of location plans, and document authentications. However, other reasons have accorded for a 100% for the causes of long period of treatment, approval or provision of a service at the council.

Some services such as Public lighting, public transport are only regulated by the council service and therefore, the specific services incharge only implement with the support of the council.

**Table 3.40 : Proportion (%) of households having paid a tip to obtain the council service**

<i>Council service</i>	<b>Proportion (%) of households having paid a tip to obtain the service</b>
Birth certificate	19.56521739
Marriage certificate	30
Death certificate	0
Legalization of official documents	10.52631579
Issuance of town planning documents	0
Road development	0
Waste management / Sanitation	0
Hygiene and sanitation	25
Development of green and leisure spaces	0
Public transport	0
Public lighting	0
Development of playgrounds	19.56521739
Residence certificate	30
Validation of location plans	0
Document authentication	10.52631579
Information	0
Assistance and support for socially vulnerable people	0
Others	0

**Source: Survey CCPA2, Limbe II Council 2022**

The table above indicates that 19.56% of households interviewed give tips to obtain a Birth certificate and Development of playgrounds from the services incharge in Limbe II council, 10.52% give tips to obtain legalization of documents and 10.56% for Authentication of documents.

Higher at 30% is to obtain a Marriage and Residence certificates from the council service in Limbe II either as a motivation to reduce or by-pass the normal procedures to obtain a document at the council level.

### III.5.3 Promotion of Citizens engagement at the Council

It is very important for citizens to be engaged actively in the promotion of council activities especially in the target sectors within the scorecard process and also other services provided by the council that will help to improve on the livelihood of the households in the council. The section below therefore tries to look at the promotion of citizen's engagement at the council.

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

<b>Place of residence</b>	<b>Declared characterization of the activities of the council by the household</b>				
	<i>Communication on actions planned over the past year</i>	<i>Communication on the annual budget</i>	<i>Communication on last year's expenditure and revenue</i>	<i>Support for the village/district in development actions</i>	<i>Involvement of the village/ neighborhood in the programming and budgeting of development actions</i>
Urban	.0	0	0	11.11111111	.0
Rural	.6	0.323624595	0.647249191	29.12621359	3.9
<b>Together</b>	.6	0.314465409	0.628930818	28.6163522	3.8

*Source: Survey CCPA2, Council 2022*

The main area of attention to promote citizen's actions towards improvement of the services offered by the council is to support the villages with development actions within the urban and Rural areas of the council. This is evidenced through their responses with 29.12% support of the thematic action in the rural and 11.11% in the urban areas with a cumulative of 28.61%.

### III.5.4 Appreciation of services offered by the Council

This is to analyze and report on the perception of the population of how they appreciate the services offered to them by the council or other partners.

This will help the council to have an idea or re-define her strategy and actions to be taken.

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

Place of residence	Proportion (%) of households dissatisfied with council services	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Heaviness processing of users	Non-information of the populations of the management committee	Staff absenteeism	Corruption	bad reception	Lack of professionalism	Ignorance of the actions carried out by the council	Ignorance of the actions carried out by the council Lack of trust in the municipal executive	Unavailability of the municipal executive (Mayor and his Deputies)	Other
Urban	33.33333333	.0	100	0	0	0	0	33.33333333	0	0	.0
Rural	12.62135922	33.3	53.84615385	15.38461538	23.07692308	7.692307692	15.38461538	33.33333333	2.564102564	7.692307692	.0
<b>Together</b>	13.20754717	31.0	57.14285714	14.28571429	21.42857143	7.142857143	14.28571429	33.33333333	2.380952381	7.142857143	.0

**Source: Survey CCPA2, Limbe II council 2022**

Despite measures put in place to collaborate and work with the council to promote citizen actions towards the provision of public services, there are however, dissatisfaction expressed by the households towards the council and their reasons for dissatisfactions.

The most dissatisfaction by reason expressed by households is 53.84% for non- information of the population of the management committee of the council in the rural space and also 100% dissatisfaction in the same reason at the urban space. Corruption is also 23.07% in the rural space of the Limbe II council, meanwhile staff absenteeism even though below 20% in both urban and rural spaces, it's also a factor that retards the effective functioning of the council services.



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

Households interviewed within this framework have however made proposals to ameliorate the disatisfactions that arise from the reasons mentioned in table 3:43 on the distisfaction of households and their reason.

**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**

Place of residence	Proportion (%) of households able to commit to improving the service provided by the council institution through:									
	Contribution to the dissemination of council information in the community	Feeding and exploitation of suggestion boxes	Participation in community activities (implementation of endogenous solutions)	Consultation of the bulletin board of the council	Animation of the antenna sections in the community radios	Monitoring of dedicated time slots in community radios	Raising awareness for group listening in community radios	Membership of community radio listening groups	Participation in town information and awareness meetings	Other
Urban	33.3	22.22222222	55.555555556	0	0	0	0	0	0	.0
Rural	46.6	16.18122977	23.94822006	6.472491909	2.912621359	5.501618123	14.88673139	6.796116505	49.51456311	.6
<b>Together</b>	46.2	16.35220126	24.8427673	6.289308176	2.830188679	5.34591195	14.46540881	6.603773585	48.11320755	.6

**Source: Survey CCPA2, Limbe II Council 2022**

The households have also proposed measures of assisting the institution to improving the services offered by the institution. The forst measure is by helping the council to disseminate information in the community in the rural space with 46.6% of households to support this view. In the urban setting, 33.3% have also of the fact that they wiol help to disseminate information their various quarters.



## CHAPTER IV : ACTION PLAN FOR CITIZEN CONTROL OF PUBLIC ACTION WITH A VIEW TO MANAGING CHANGE

After the studies of the main sectors within the scope to the scorecard, with pertinent issues raised within this process, an action plan proposed will help the council, sectoral heads and the population to collaborate in ameliorating the dissatisfactions arisen from the investigations and the results projected and analyzed in the tables above by competent body through approved applications recommended.

### IV.1. Dispositif de suivi-évaluation participatif pour la conduite des changements

### IV.2. ACTION PLAN FOR CITIZEN CONTROL OF PUBLIC ACTION WITH A VIEW TO MANAGING CHANGE

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		Drinking water supply								
To Ameliorate access to good drinking water in Limbe II council.	To involve the population in the sensitization of water maintenance of water points	Redynamisation of existing water management committees in the council area	DDMINEE CDO Limbe II		More water available	70% of existing water systems	All existing systems	CDP/MINE E, Scorecard survey	Field inspection	
		Creation of new water management committees in communities without the committees	CDO Limbe II						Periodic checks	
	To facilitate access to portable water	Construction of additional water points			Reduction of waiting time	5 mins waiting time	>90% stand taps available at doorstep			
		Cary out routine water			Reduction of walking	10m	Doorstep			

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		purification campaigns				distance				
		Control the quality of drilled boreholes				Quality water		No color, taste and smell		Inspections
		Construction of more stand taps				Less health problems		Zero water related health issues		
Health										
Improve access to quality and affordable health care services	Improve capacity of medical staff Improve management of health units	Organize workshops to sensitize medical staffs on good practices Recruit or deploy more staff	MINSANTE/Council			-At least 90% of all medical staffs within the municipality practice good working. -More staffs present in the municipality.		All medical staffs within the municipality	MINSANTE Scorecard survey	Checks every six months
		Revamp health monitoring committees to better perform their	MINSANTE/Council			All health management committees are functioning		All health monitoring committee		

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method
				Beginning	End					
		duties				fully				
	Improve access to good health care	Provision of medical equipment and drugs, Construction of more health centres closer to some communities	MINSANTE/Council			More health units constructed		Entire municipality		
		<b>Education</b>								
Improve education services	Improve schools infrastructures	Construction of new classrooms	<b>MINSEC / MINEDUB / PTA / COUNCIL</b>			Less crowded classrooms		50 students per classroom	<b>CDP/ MINSEC /MINEDUB , Scorecard survey</b>	Quality public education services
		Maintenance of damaged structures				Better structures		Rehabilitation of >80% of damaged structures		
	Improve school managements	Advocate for more teacher				Teachers available per grade		At least one teacher per grade / subject		
		Strengthen PTA				Better collaboration				

[illegible]

## **CONCLUSION AND MAIN RECOMMENDATIONS**

The results of the survey reveal a lot of work done by the Limbe II municipality, the state and other partners in the main sectors surveyed (water, health, education and council services) but much is still needed to be done in order to meet the needs of the fast growing population of the municipality, especially in the urban space. There is also need to consolidate information sharing within the council and its technical sectors on the developments in the municipality; need to revamp the secondary education sector in the municipality due to the limited number of public secondary schools, especially in some urban spaced with urban sprawl. Lastly, the relationship between the council and the population needs to be greatly strengthened so the population could understand the various services provided by the council, how to access the services and to actively participate in the development of the locality.

**To this effect, the following recommendations were made:**

### **Water sector**

- More water supply networks be constructed to feed the fast growing population.
- Rehabilitation of existing water supply systems to hold and supply larger volumes of water
- Creation of more stand taps that are accessible to all households in the locality
- A water management committee be made in each community to oversee the use and routine maintenance of the various water points.
- Control the quality of boreholes to meet the water standard for domestic consumption.

### **Health sector**

- The quality of health care be improved in public health facilities
- Ensure the availability of basic medicines in the health facilities at all times
- The construction of more health facilities be made, especially in the rural space
- The reduction of the cost of treatment of common illnesses; make health affordable to the population of the municipality
- Supply health facilities with more and qualified health personnel in facilities lacking adequate number of health officials.
- Organize consultation campaigns for the population in villages that are far from the health centers

## **Education sector**

- The cost for education in public schools be regulated and made affordable for all.
- More schools be constructed to cover education in all the villages in the subdivision. Also schools should be constructed in areas not covered by the existing educational facilities.
- The sensitisation of parents on the importance of paying a minimum for the functioning of schools
- Improve the PTA managements, sensitizing on the importance of joint collaboration of teachers and parents to the smooth functioning of the educational system.
- Sensitization of the local population and elite towards the building of classrooms;
- Plead for the transfer of more teachers to schools lacking teachers.
- Incorporation of activities like scholarships and prize awards in the education milieu to encourage hard work.
- The support of the council in the maintenance of classrooms

## **Council services**

The council should

- Organize sensitization campaigns to explain to populations the objectives of each mandate as well as the major project to realize.
- Sensitize the populations on the services offered by the council and how they can have access to these services provided
- Involve actively the population in the development of the municipality
- Ensure that the services rendered to the population should not be too lengthy. The length of time for each service provided by the council be respected
- Provide more supports in the construction of infrastructures and their maintenance in the four sectors outlined in this survey.
- Be more receptive and ensure the availability of staff to treat the needs/worries of those seeking council services.

## **ANNEXES**

### **Annexe 1 : Liste des participants à la réunion de restitution du rapport**

## Annexe 2 : Questionnaires de l'enquête ScoreCard

### a. The Household questionnaire

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

##### Section I. IDENTIFICATION

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



U

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

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1=yes      2=no

<b>S2Q01</b>	What types of water points do you have in your village/neighbourhood? (Circle the corresponding letter(s) other type)	A. Well with human powered pump B. Well with electric pump C.Borehole with human powered pump D. Drilling with electric pump E. Standpipe F.Spring G.Water supply network H. Drinking water supply (CAMWATER) I.River	1=yes    2=no	<input type="checkbox"/>
<b>S2Q01a</b>	Is your main water supply public or private? 1=Public 2=Private if 2 → S2Q18			<input type="checkbox"/>
<b>S2Q02</b>	What is your main public water supply? (One answer only) 1= Well with human-powered pump                  4=Drilling with human-powered pump 2= Well with electric pump                              5=Spring 6=river 3=Drilling with electric pump                         7=Drinking water supply 8=Fountain stand			<input type="checkbox"/>
<b>S2Q03</b>	Is this water available all year round? 1=Yes    2=No			<input type="checkbox"/>
<b>S2Q04</b>	Do you have access to this water point at any time of the day? 1=Yes    2=No    If yes → S2Q07			<input type="checkbox"/>
<b>S2Q05</b>	If not, how often does your household get drinking water each day? 1=Once ; 2=twice ; 3= Three times			<input type="checkbox"/>
<b>S2Q06</b>	Does this frequency correspond to your current need for drinking water? 1=Yes 2=No			<input type="checkbox"/>
<b>S2Q07</b>	Has this water point broken down at any time in the last 6 months, i.e. since .....? 1=Yes 2=No                  If no        S2Q08			<input type="checkbox"/>
<b>S2Q07a</b>	If your water point has broken down at any time in the last 6 months, i.e. since ....., after how long has it been back in service? 1=Less than one week 2=Between one week and one month 3=Between one month and three			<input type="checkbox"/>

	months 4=More than three months 5=Not yet, if 5		S2Q08	
<b>S2Q07b</b>	By whom was it recommissioned?			1=Yes 2=No
		A= Municipality	<input type="checkbox"/>	
		B=State	<input type="checkbox"/>	
		C=An elite	<input type="checkbox"/>	
		D=The water point management committee	<input type="checkbox"/>	
		E=Village/neighbourhood chief	<input type="checkbox"/>	
		F=CAMWATER/SNEC/CDE	<input type="checkbox"/>	
	G=Other partners: _____	<input type="checkbox"/>		
<b>S2Q08</b>	Who is involved in the management, maintenance and upkeep (preventive and routine) of the water point?			1=Yes 2=No
		A=COGES	<input type="checkbox"/>	
		B=Council	<input type="checkbox"/>	
		C=CAMWATER	<input type="checkbox"/>	
		D=Community	<input type="checkbox"/>	
	E=Others	<input type="checkbox"/>		
<b>S2Q08a</b>	If S2Q08=A	Does your household contribute to its operation? 1=Yes 2=No	<input type="checkbox"/>	
		How often does your household contribute (number unit)? Unit 1 = Day, 2 = Week 3 = Month 4 = Quarter 5 = Semester 6 = Year	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		What is the amount of this contribution from your household (CFA francs)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>S2Q13</b>	How do you rate this amount? 1=High 2=Raisable 3=Insignificant		<input type="checkbox"/>	
<b>S2Q09</b>	What is the average distance from the household to your main public water supply (unit, number)? 1= m 2= Km		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>S2Q10</b>	How many minutes on average does it take you to walk to the water point? What is the average waiting time at the water point?		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>S2Q14</b>	How would you rate the service provided by your main public water supply? 1. Very good 2. Good 3. Fair 4. Poor 5. Very poor		<input type="checkbox"/>	
<b>S2Q15</b>	Does this water have an odour? 1=Yes 2=No 8=DND		<input type="checkbox"/>	
<b>S2Q16</b>	Does this water taste good? 1=Yes 2=No 8=DND		<input type="checkbox"/>	
<b>S2Q17</b>	Does this water have a colour? 1=Yes 2=No 8=DNA		<input type="checkbox"/>	
<b>S2Q18</b>	How many people do you usually find at this watering hole?		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>S2Q19</b>	Have you expressed a need for a public drinking water supply during the past year? in the last 6 months, i.e. since .....? 1=Yes 2=No If no S2Q23		<input type="checkbox"/>	
<b>S2Q20</b>	Who did you contact? (Several answers possible)	A. Mayor (municipality)	1=Yes 2=No <input type="checkbox"/>	



		C2 Participation in awareness campaigns on the denunciation of unsanitary acts that impact on water quality	<input type="checkbox"/>
		X. Others to be specified _____	<input type="checkbox"/>
<b>Section III. HEALTH</b>			
<b>S3Q01</b>	What type of health facility exists in your village/neighbourhood (Circle the corresponding letter(s)). Other health facility?	A. Integrated health centre B. District Medical Centre C. District hospital D. Regional Hospital E. Private health facility X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>S3Q01a</b>	In which type of health facility do you go for your health care? 1= Public 2= Private Secular 3= Private Religious If S3Q01=1 move to S3Q02      If S3Q01= 2 ou 3 continue		<input type="checkbox"/>
<b>S3Q01b</b>	What are your reasons for choosing these courses?	1=Yes    2=No	
		A. Distance	<input type="checkbox"/>
		B. Cost	<input type="checkbox"/>
		C. welcome	<input type="checkbox"/>
		D. Quality of care	<input type="checkbox"/>
		E. Staff availability	<input type="checkbox"/>
		F. Availability of drugs	<input type="checkbox"/>
		X. others to be specified :	<input type="checkbox"/>
<b>S3Q01c</b>	Do you ever go to public health facilities for care? 1=Yes                      2=No                      If No, go to next section		<input type="checkbox"/>
<b>S3Q02</b>	What is the main public health facility that your household uses for health care? 1= CS/CSI      2= Hospital/CMA      3= District hospital      4=Referral hospital		<input type="checkbox"/>
<b>S3Q02a</b>	Is this health facility the closest to your household?      1=Yes                      2=No		<input type="checkbox"/>
<b>S3Q03a</b>	How far away from your household is this health facility (unit and number)? 1= 1Km                      2= 2Km		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>S3Q03b</b>	On average, how long does it take you to walk to this health facility? (unit and number) 1=minute 2=hour		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Questions S3Q04 to S3Q12 ask about the last time a member of your household went to this health facility,</b>			
<b>S3Q04</b>	Was the nursing staff present? 1=Yes 2=No		<input type="checkbox"/>
<b>S3Q05</b>	Le petit matériel était-il toujours disponible ? (Plusieurs réponses services)	1=Yes      2=No      8=Don't know	<input type="checkbox"/>
		A. cissors	<input type="checkbox"/>
		B. Seringues	<input type="checkbox"/>

		C. spirit	<input type="checkbox"/>
		D. Coton	<input type="checkbox"/>
		E. Betadine	<input type="checkbox"/>
		F. Thermometer	<input type="checkbox"/>
		G. tensiometer	<input type="checkbox"/>
		H. Scale	<input type="checkbox"/>
		X. others to be specified:	<input type="checkbox"/>
<b>S3Q06</b>	Did this health facility have the following services? If no S10.	1=Yes 2= No	<input type="checkbox"/>
		A. Maternity	<input type="checkbox"/>
		B. Paediatrics	<input type="checkbox"/>
		C. Laboratory	<input type="checkbox"/>
		D. Minor Surgery	<input type="checkbox"/>
		E. Hospitalization	<input type="checkbox"/>
		X. Other to be specified: _____	<input type="checkbox"/>
<b>S3Q07</b>	How much did he pay for a consultation? (Session fee) amount in CFA Francs		<input type="text"/>
<b>S3Q08</b>	How do you rate this amount? 1=High 2=Raisable 3=Low		<input type="checkbox"/>
<b>S3Q09</b>	In addition to the session fee, did the staff charge other unauthorised fees to serve you		<input type="checkbox"/>
<b>S3Q10</b>	How did this person rate the reception of the health care staff at this health facility? 1=Good 2=Passable 3=Poor		<input type="checkbox"/>
<b>S3Q11</b>	Is there a drug supply point (pharmacy/pro-pharmacy) in this health facility? 1=Yes 2=No 8= NSP If no S3Q13		<input type="checkbox"/>
<b>S3Q12</b>	Were medicines always available there? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
<b>S3Q13</b>	Does this public health facility solve most of the health problems you face in your household? 1=Yes 2=No		<input type="checkbox"/>
<b>S3Q14</b>	Overall, how satisfied is your household with the health services provided in this public health facility? (Circle one answer only) 1=Very satisfied 2=Satisfied; 3=Passable; 4=Unsatisfied; 5=Very Dissatisfied If 1 or 2 go to S3Q16		<input type="checkbox"/>
<b>S3Q15</b>	What are the reasons for your household's dissatisfaction with the services received from the health facility you attended? (Several answers possible) Any other reason?		1=Oui 2=Non
		A. Remoteness from health facilities	<input type="checkbox"/>
		B. Poor quality of services offered	<input type="checkbox"/>
		C. Staff absenteeism	<input type="checkbox"/>
		D. Poor qualification of health facility staff	<input type="checkbox"/>
		Monetization of care	
		F. Insufficient drugs	<input type="checkbox"/>
		G. Poor quality of equipment	<input type="checkbox"/>
	E. Insufficient equipment	<input type="checkbox"/>	
	F. High cost of access to health care	<input type="checkbox"/>	

		X. Other (please specify): _____			<input type="checkbox"/>
<b>S3Q16</b>	Which of these actions is your household willing to engage in to improve the quality of the health service?				1=Yes    2=No
		A. Additional health facilities			
		A1 Advocacy for compliance with sectoral standards			<input type="checkbox"/>
		A2 Advocacy with NGOs/private structures for the construction of health facilities			<input type="checkbox"/>
		B. Extension/rehabilitation/equipment of existing health facilities			
		B1. Advocacy with the commune and the State for the extension and equipment of health facilities			<input type="checkbox"/>
		B2. Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities			<input type="checkbox"/>
		Improving the management of FOSA			
		C. Revitalisation of COSA/COGE			<input type="checkbox"/>
		C2. Supply of medicines and equipment			<input type="checkbox"/>
		C3. Reception and management of patients			<input type="checkbox"/>
		C4. Maintenance and upkeep of the hospital infrastructure			<input type="checkbox"/>
C5. Advocacy for the allocation of staff			<input type="checkbox"/>		
C6. Control and verification of the effective presence of medical staff			<input type="checkbox"/>		
Reducing the cost of access to health care					
D1. COSA subsidy			<input type="checkbox"/>		
D2. Development of public-private partnerships			<input type="checkbox"/>		
D3. The negotiation of twinning and inter-communal partnerships			<input type="checkbox"/>		
X. Others to be specified			<input type="checkbox"/>		
<b>Section IV. EDUCATION</b>					
	Name of the child between 3 and 24 years old	_____	_____		
<b>S4Q01</b>	« Name" attend a school in the year 2021/2022? 1 = Yes 2 = No				
<b>S4Q02</b>	In which educational cycle does "name" attend 1= Nursery 2= Primary 3 = Secondary 4 = Vocational				
<b>S4Q03</b>	In which order of education? 1= Public 2= Private Secular 3= Private Denominational				
<b>S4Q04</b>	If private secular or private				

	denominational What are your reasons for choosing this type of school?				
	<b>Education cycle</b>	<b><i>Nursery</i></b>	<b><i>Primary</i></b>	<b><i>Secondary</i></b>	<b><i>Professional training</i></b>
<b><i>S4Q05</i></b>	Does your village/neighbourhood have a public school "Name of school"? 1=Yes 2=No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b><i>S4Q06</i></b>	Is this (name of cycle) public school the closest? 1=Yes 2=No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b><i>S4Q07</i></b>	How far away from your household is the school that your children attend (name of the cycle)? (Unit/time) 1 =K m 2 = Km	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b><i>S4Q08</i></b>	How long does it take the children in your household to walk to the (name of cycle) school they attend? (unit/time)1 = minutes 2 = heures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b><i>S4Q09</i></b>	Does the (name of the cycle) school where the children of your household attend have a complete cycle? 1=Yes 2=No		<input type="text"/>	1 <sup>er</sup> cycle <input type="text"/>	2 <sup>ème</sup> cycle <input type="text"/>
<b><i>S4Q10</i></b>	Does the vocational training centre where the children in your household attend have a full workshop for their subjects? 1=Yes 2=No 3=Don't know				<input type="text"/>
<b><i>S4Q11</i></b>	Does the (name of the cycle) school that the children in your household attend have a room for each grade? 1=Yes 2=No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b><i>S4Q12</i></b>	In the (name of the cycle) school that the children in your household attend, do all pupils sit on a bench?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

	1=Yes 2=No				
<b>S4Q13</b>	In the (name of the cycle) school that the children of your household attend, are school books distributed to pupils? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>		
<b>S4Q14</b>	How many pupils on average are in the class(es) in which the children of the household are enrolled in the (name of the cycle)?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>S4Q15</b>	How do you rate the frequency of teacher attendance in the class(es) of (name of cycle) in which the children of your household attend school? 1=Regular 2=Medium regular 3=Irregular	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>S4Q16</b>	Do you participate in the activities of the APEE (Meeting)? 1= Yes 2=No If 2 go to S4Q16a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>S4Q16a</b>	Why? 1= Yes 2=No				
	A. Non-compliance with schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	B. Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	C. Information meeting, not discussion meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	D. Non-accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	X. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>S4Q17</b>	How much do you pay on average for the fees (enrolment, ECCE) of this child from your household in the (name of the cycle) in a year? (enter average amount)	Inscription ----- (en FCFA)	Inscription ----- ---(en FCFA)	Inscription ----- --(en FCFA)	Inscription -----(en FCFA)
		APEE ----- (en FCFA)	APEE ----- ---(en FCFA)	APEE ----- --(en FCFA)	APEE -----(en FCFA)
		Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- (en FCFA)




<b>S4Q18</b>	How do you rate these amounts? 1=High 2=Raisable 3=Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>S4Q19</b>	In addition to the fees payable, did your household pay any additional fees to the staff of the (name of cycle) school to admit the household's children to the school? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>S4Q20</b>	When the structures (water points, classrooms, latrines, etc.) of the (name of the cycle) school in which this child from the household attends are damaged, who takes care of the repairs? A. THE PTA B. The Mayor (Commune) C. A village organisation D. MINEDUB/MINESEC/MIN EFOP E. The Elites X. Other partners (please specify) _____	1=Yes 2=No  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>S4Q21</b>	Overall, how satisfied is your household with the education services in the (name of cycle) in your village? (Only one answer possible) 1=Satisfied 2=Unknown 3=Unsatisfied If 1 or 2 S4Q23	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>S4Q22</b>	What are the reasons for your household's dissatisfaction with education services in the (name of the cycle)? (Several answers possible) Any other reason? A. Distance from the	1=Oui 2=Non  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1=Oui 2=Non  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1=Oui      2=Non  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1=Oui      2=Non  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



	activities				
	B. Bonus for good teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Denouncing bad teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. Strengthening parent-teacher relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Payment of fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F. Strengthening the presence of women in the APEE office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G. Dissemination of APEE management reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	H. Dissemination of good practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	I. Monitoring the regular attendance of teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section V. COUNCIL SERVICE

<b>Council services</b>  	<b>S5Q01</b> Have you had to request (name of service) from the commune in the last 12 months, i.e. since .....?	<b>S5Q02</b> How were you welcomed when you visited the commune? (Choose one answer only) 1=Good 2=Indifferent 3=Poor	<b>S5Q03</b> After how long did you obtain the service you requested from the Commune? (Units, numbers) -0 = in progress, 1 =minutes, 3 =hours, 4 = day, 5 = week, 6 = month, 7 = year  If S5Q03=in progress go to S5Q03a Otherwise, go directly to S5Q04	<b>S5Q03a</b> How long have you been using this service? (Units, numbers) - 1 = day, 2 = week, 3 = month, 4 = year	<b>S5Q04</b> How do you rate this time? 1=Seasonable 2=Long 3=Very long If S5Q04=1 S5Q06	<b>S5Q05</b> If S5Q04=2 or 3, what do you think was the cause? 1=Staff unavailable/absent 2=Lack of working materials 3=incompetent staff 4 = Poor organisation of services 5=Refusal to bribe 6=Other (please specify) _____	<b>S5Q06</b> Were you forced to pay unauthorised fees for this service?  1=Yes 2=No

Birth certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Death certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Authentication of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issuance of urban planning documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste management/sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hygiene and cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of green and recreational areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate of residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Validation of location plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Authentication of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>S5Q07</b>	Have you or any member of the household participated in village assemblies to discuss village development issues and priorities initiated by the commune? 1=Yes                      2=No                      8=Don't know						<input type="checkbox"/>
<b>S5Q08</b>	Are you or any member of your household informed of the amount of your commune's annual budget? 1=Yes                      2=No                      8=Don't know						<input type="checkbox"/>
<b>S5Q08a</b>	Are you or a member of your household informed about the actions planned by the municipality in the last year? 1=Yes                      2=No                      8=Don't know						<input type="checkbox"/>
<b>S5Q09</b>	Are you or any member of your household informed of the commune's expenditure and income for the last year? 1=Yes                      2=No                      8=Don't know						<input type="checkbox"/>



## b. Questionnaire for MINSEC

### DIVISIONAL DELEGATION FOR SECONDARY EDUCATION QUESTIONNAIRE

#### Section 1 : Identification

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

#### Section 2 : Inventory and operation of public schools

Teaching order	S2Q01: In the municipality,	S2Q02 : How many	S2Q03 : How many	S2Q04 : How many government secondary schools have classrooms in
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	does the 'order of education' exist in secondary education? 1=Yes 2=No If S2Q06=2 go to the following order	government secondary schools does the municipality have in the 'teaching order'?	government secondary schools are non-operational in the 'teaching order'?	permanent materials in the "teaching order"?
A. Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Private secular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Private confessional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>S2Q05</b>	How many secondary schools does the school map provide for in the municipality?			<input type="checkbox"/>
<b>S2Q06</b>	Do you know the number of secondary schools in the municipality? 1=Yes 2=No If S2Q06=2 go to S2Q09			<input type="checkbox"/>
<b>S2Q07</b>	How many secondary schools does the commune actually have in the cycle?			<input type="checkbox"/>
<b>S2Q08</b>	In your opinion, is this number sufficient to cover the educational needs in secondary education in the commune? 1=Yes 2=No			<input type="checkbox"/>
<b>S2Q09</b>	How many secondary schools have a functioning Parent-Teacher Association (PTA)?			<input type="checkbox"/>
<b>S2Q10</b>	How many villages in the municipality are not covered by a secondary school according to the school mapping standards?			<input type="checkbox"/>
<b>S2Q11</b>	How many secondary schools in the municipality are full cycle (lower and upper cycle)? <del>1=Oui 2=Non</del>			<input type="checkbox"/>
<b>S2Q12</b>	Are there any secondary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No			<input type="checkbox"/>

**c. Questionnaire for MINEDUB**

**INSPECTORATE OF BASIC EDUCATION QUESTIONNAIRE**

<i>Section 1 : Identification</i>		
<b>S1Q01</b>	Region _____	<input type="checkbox"/>
<b>S1Q02</b>	Sub-division _____	<input type="checkbox"/>
<b>S1Q03</b>	Lot of councils _____	<input type="checkbox"/>

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

Section 2 : Inventory and functioning of nursery and primary schools					
Cycle	S2Q01 : How many schools does the school map foresee in the commune in the cycle?	S2Q02 : Do you know the number of schools in the cycle? 1=Yes 2=No If S2Q02=2 go to next cycle	S2Q03 : How many schools does the municipality actually have in the cycle?	S2Q04 : In your opinion, is this number sufficient to cover the basic education needs of the commune in the cycle? 1=Yes 2=No	S2Q05 : How many schools have a functioning Parent Teacher Association (PTA) in the cycle?
Nursery	____	____	____	____	____
Primary	____	____	____	____	____
Cycle	Teaching order	S2Q06: In your municipality, does the 'order of teaching' exist in 'the cycle'? 1=Yes 2=No If S2Q06=2 go to the following order	S2Q07: How many schools are there in the commune in the 'order of teaching' of the 'cycle'?	S2Q08: How many schools are non-operational in the 'teaching order' of the 'cycle'?	S2Q09: How many schools have classrooms made of permanent materials in the 'teaching order' of the cycle?
Nusery	A. Public	____	____	____	____
	B. Private lay	____	____	____	____
	C. Private confessionnal	____	____	____	____
Primary	A. Public	____	____	____	____
	B. Private lay	____	____	____	____
	C. Privé confessionnal	____	____	____	____
<b>S2Q10</b>	In the commune, how many villages are not covered by a school according to the norms for drawing up the school map?				____
<b>S2Q11</b>	How many primary schools in the municipality are full-cycle schools (with the three levels: Initiation, Cours élémentaire and Cours moyen)? 1=Yes 2=No				____
<b>S2Q12</b>	Are there any primary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No				____



#### d. Questionnaire for MINSANTE

## DISTRICT HEALTH QUESTIONNAIRE

## Section 1 : Identification

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

## Section 2 : Inventaire, Fonctionnalité et Gestion des Formations sanitaires

[illegible]



	have this water point? 1=Yes 2=No If S2Q01=2 go to next type	points are there in your community?	operational in your community?	and management mechanism?	
A. Well with human-powered pump	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B. Well with electric pump	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C. Boreholes with human-powered pumps	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
D. Boreholes with electric pump	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
E. Drinking fountain	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F. Spring	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
G. Community water supply network	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
H. Drinking water supply (CAMWATER)	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>S2Q06</b>	In your opinion, is its number sufficient to cover the water needs in the municipality? 1=Yes 2=No				<input type="checkbox"/>
<b>S2Q07</b>	Are all villages adequately supplied with drinking water? 1=Yes 2=No if no go to S2Q08				
<b>S2Q07a</b>	How many villages in your community do not have a sufficient supply of drinking water?				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>S2Q08</b>	Does your municipality have a drinking water management service? 1=Yes 2=No if no go to section 3				<input type="checkbox"/>
<b>S2Q08a</b>	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No				<input type="checkbox"/>
<b>S2Q08b</b>	What is this support ?	A. Technical follow-up 1=Yes 2=No			<input type="checkbox"/>
		B. Financial support 1=Yes 2=No			<input type="checkbox"/>
		C. Building capacity 1=Yes 2=No			<input type="checkbox"/>
		D. Logistic support 1=Yes 2=No			<input type="checkbox"/>
		X. Others (please specify) _____			<input type="checkbox"/>
<b>Section 3: Municipal services</b>					
Nature of the service		<b>S3Q01</b> : Does your municipality offer 'the service'? 1=Yes	<b>S3Q02</b> : Is there a set and known time frame for providing 'the	<b>S3Q03</b> : What is the timeframe in days for providing "the service"?	

	2=No If S2Q01=2 go to next type	service"? 1=Yes 2=No If S2Q01=2 go to next type	
A. Establishment of civil status records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Issuance of urban planning documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. development of public utility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Waste management / Sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Legalisation of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Authentification of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Hygiene and health	<input type="checkbox"/>		
H. Development of green and recreational areas	<input type="checkbox"/>		
I. Development of playgrounds	<input type="checkbox"/>		
J. Public lighting	<input type="checkbox"/>		
K. Public transport	<input type="checkbox"/>		
X. Others (please specify) _____	<input type="checkbox"/>		

## f. Questionnaire for MINEE

### QUESTIONNAIRE DIVISIONAL DELEGATION MINEE

Section 1 : Identification		
<b>S1Q01</b>	Region _____	<input type="checkbox"/>
<b>S1Q02</b>	Division _____	<input type="checkbox"/>
<b>S1Q03</b>	Council batch _____	<input type="checkbox"/>
<b>S1Q04</b>	Council _____	<input type="checkbox"/>
<b>S1Q05</b>	Position of the respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others____	<input type="checkbox"/>
<b>S1Q06</b>	Respondent's phone number _____	<input type="checkbox"/>
<b>S1Q07</b>	Survey start date _____	<input type="checkbox"/>
<b>S1Q08</b>	Survey end date _____	<input type="checkbox"/>
<b>S1Q09</b>	Council supervisor's name _____	<input type="checkbox"/>
<b>S1Q10</b>	Council GPS coordinates X _____ Y _____ Z _____	<input type="checkbox"/>
<b>S1Q11</b>	Collection result _____	<input type="checkbox"/>
	1= Completed survey                      4= Competent respondent Absence 2= Incomplet survey                      5=Empty accomodation 3=Refusal                                      6=Others (Please precise) (If the answer is different from 1 and 2, end the questionnaire)	
<b>S1Q12</b>	Assessment of survey quality _____	<input type="checkbox"/>
	1= Very Good    2=Good                      3=Average                      4=Bad                      5=Very Bad	

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

**Annexe 3 : 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

COMMUNE DE L'ARRONDISSEMENT  
DE LIMBE II MOKUNDANGE

**B.P 61 LIMBE**

REF N°: \_\_\_\_\_

**L.I.C.**



PEACE  
*PAIX*

DEVELOPMENT  
*DEVELOPPEMENT*

REPUBLIC OF CAMEROON  
*Peace-Work-Fatherland*

SOUTH-WEST REGION

FAKO DIVISION

LIMBE II SUB DIVISIONAL COUNCIL  
MOKUNDANGE

**P.O. BOX 61 LIMBE**

DATE: **16-06-2022**

**Municipal Decision N°:.....**

Bearing on the setting up of 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 MAYOR OF LIMBE II COUNCIL,**  
**HRM NDIVE WOKA NGALE DANIEL I**

- MINDFUL of the Constitution of the Republic of Cameroon;
- MINDFUL of Law No. 2019/024 to institute the general code on regional and local authorities of 24<sup>th</sup> December 2019
- MINDFUL of Law No. 2004/018 of 22<sup>nd</sup> July 2004 to lay down rules applicable to Councils.
- MINDFUL of Law No 2007/006 of 26<sup>th</sup> December 2007 relative to financial regime of Regional authorities
- MINDFUL of Law No 2009/11 of 10/07/2009 relating to the financial regime of Regional and council authorities
- MINDFUL of Law 2018/011 of 11/07/2018 laying down the Cameroon Code of Transparency and good governance of Public Finance Management,
- MINDFUL of Law 2018/012 of 11/07/2018 on the Fiscal Regime of the state and other Public authorities
- MINDFUL of Law 2021/026 of 16/12/2021 on the Finance Law of the Republic of Cameroon for the 2022 financial year
- MINDFUL of Decree No 77/91 of 25<sup>th</sup> March 1977 to determine the supervisory power over councils, Councils unions and council establishment modified and completed by decree No 90/1464 of 9<sup>th</sup> November 1990.
- MINDFUL of Decree No 77/203 of 9<sup>th</sup> June 1977 to set up Councils and to define their boundaries,
- MINDFUL of Decree No.2007/115 of 23<sup>rd</sup> April 2007 creating Limbe I, II, III

MINDFUL of Decree No. 2007/117 of 24<sup>th</sup> April 2007 creating the Sub Divisional Councils

MINDFUL of Decree No. 2008/376 of 12<sup>th</sup> November 2008 relating to the Administrative Organisation of the Republic of Cameroon

MINDFUL of Decree No 2008/377 of 12<sup>th</sup> November 2008 fixing the powers and duties of head of Administrative Units and Administrative Structures and personal charge to assist them in the exercise of their functions.

MINDFUL of Decree No. 2018/190 of 02/03/2018 modifying and completing certain dispositions of Decree No.2011/409 of 9<sup>th</sup> December 2011 bearing on the organisation of the Government of the Republic of Cameroon

MINDFUL of Decree No.2017/343 of 03 July 2017 appointing **Mr ENGAMBA EMMANUELLEDOUX**, Senior Civil Administrator, Senior Divisional Officer for Fako Division.

MINDFUL of order No 000034/0/MINDDEVEL of 03/mars/2020 to establish the elections of the mayor and deputies mayor after the municipal elections of 9 February 2020 of Limbe II council electing **HRM Ndiva Woka Ngale Daniel I** Mayor of Limbe II Council.

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

Considering The necessity of service,

#### **HEREBY DECIDES AS FOLLOWS**

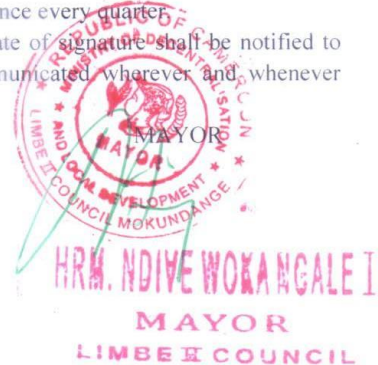
**Article I:** that the FOLLOW-UP COMMITTEE FOR THE PERCEPTION SURVEY OF THE SATISFACTION OF THE SERVICES PROVIDED BY THE PUBLIC OFFER IN DRINKING WATER, HEALTH, EDUCATION AND COMMUNAL SERVICES is hereby constituted as follows:

1. The Mayor or his representative,---HRM Ndiva WokaNgale I
2. The Secretary General of Limbe II sub Divisional council --Charles Eyum'a Sama
3. The Development Officer of Limbe II sub Divisional council--Ekane Ekane
4. A municipal councillor—Dikanjo Molokwa Derrick
5. HRH Bruno Ngale--- Chief of Lower Board

**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.



HRM. NDIVE WOKANGALE I  
MAYOR  
LIMBE II COUNCIL