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STUDY REPORT

Citizen Report Card

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

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



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



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FOREWORD

This report is the presentation of the findings from the Perception survey on the satisfaction of the service provided by the state in the sectors of drinking water supply, health, education and Council services in the Tiko 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 reveals how households evaluate the public services provided, moreover, detailed analysis give useful pointers and suggestions of the households towards improvement of those services. The survey sets a base for sustainable dialogue between the service providers (council and state, international organization, NGOs, elite etc) and beneficiaries (households).

Tiko Council welcomes this tool that contributes to the monitoring of service delivery to the population from both the rural and urban areas within the municipality.

We wish at this point, to express our gratitude to PNDP and NIS for providing the technical and financial assistance for the survey. Tiko administrators and security forces, the municipal council executive and staff also provided their support through out the survey.

Especially worthy of mention are the sector heads (DDMINEE, DDMINDUB, DDMINSEC, DMO, households, council executives and staff) who welcomed the enumerators, supervisors and surveyors very well and provided answers to all the questionnaires which constituted the raw information for this study.

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

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 as Tiko Council commits to its implementation with the support of the population and all our partners.

LORD MAYOR OF TIKO COUNCIL



[Handwritten signature in blue ink]
MAYOR
TIKO COUNCIL

EXECUTIVE SUMMARY

The third phase of the National Community Driven Development Program (PNDP) began since April 2016 with the Development Planning Process of the Tiko Municipality within this framework. This involves the elaboration of a strategic plan and a one-year investment plan to be realized through the implementation of Micro projects reflecting the needs of the local population. This phase of PNDP is a consolidation phase whose Development Objective is to strengthen local public finance management as well as participatory development processes within the councils, with a view to guaranteeing the provision of sustainable and quality socio-economic infrastructure and services. This phase comes after the Government and its Technical and Financial Partners had judged the implementation of the first two phases to be satisfactory.

The first wave of Scorecard survey captured the population's perception of the quality of public services provided and made improvements, thereby promoting the establishment of effective good governance mechanisms through which considerable changes were capitalized in the councils covered by this first survey. The second wave of the Scorecard survey operation consists of an evaluation of the satisfaction of the public services (in the sectors of Water supply, Health, Education and Council services) provided by the Tiko council and the state, at the end of which the Tiko council and its communities will draw up action plans that they themselves will implement, with a view to improving these services rendered.

This second wave of the Scorecard survey was carried out by NADEV and a team of experts in data collection and supervised by PNDP and NIS. The Tiko Municipality is located in Fako Division of the South West Region of Cameroon. It has a surface area of 4,840 km² with a population of about 134,649, as of 2010 population census, distributed in 28 villages, with 16 of the villages found in the main land and 12 in the creeks. 3 out of these 28 villages fall in the urban space and the rest in the rural space.

For this survey, 5 villages were selected and mapped by cartographers from NIS, 2 in the rural space and 3 in the urban space. These 5 villages were divided into clusters of which 16 of the clusters were chosen at random and surveyed. 20 households were surveyed in each of the clusters. 14 of these clusters were in the urban space (Tiko, Mutengene and Likomba) while 2 clusters were in the rural spaces (Sone/Ikange Camp and Moquo). 5 administrative questionnaires were also administered (i.e. DDMINEE, DDMINSEC, DMO, Inspectors of MINDUB).

From the results of the scorecard survey, a lot has been done by the state in these four sectors as a significant proportion of the population rated the public services as satisfactory. However, a proportion of the population rated the services unsatisfactory and hence, more still needs to be put in place to ameliorate these services and to increase the satisfaction of the population with respect to these services rendered to them by the council and the state as a whole in this municipality.

In the water sector, more water supply networks be constructed and the existing ones improved/rehabilitated to feed the fast growing population, more stand taps be constructed to provide water at the door step of the households, amongst others.

In the health sector, the quality of health care be improved in public health facilities, more health facilities be constructed, basic medicines be available at all times etc.

In the education sector, the cost for education in public schools be regulated and made affordable for all, more schools be constructed and maintenance done on some structures, transfer of more teachers to schools lacking teachers etc.

Lastly, as concern the services provided by the council, the council should sensitize the population on the services rendered by the council and how the services can be accessed, involve the population actively in decision making, support the other sectors with their service and maintenance services. Further the council should put in place a mechanism for the implementation these actions of the citizen's recommendations.

LIST OF ACRONYMS AND ABBREVIATIONS

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 Threats

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GENERAL INTRODUCTION

a) Context and justification

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

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

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

This mechanism, set up in the sectors of water, education, health and governance of the Tiko

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

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

b) Objectives of the survey

i. Main objective

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

ii. Specific objectives

The specific objectives of this survey was to

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

c) Document Structure

This report is summarized into four main sections;

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

CHAPTER I: METHODOLOGICAL SUMMARY OF THE SURVEY

This chapter provides a comprehensive overview of the methods used to conduct the scorecard survey in the Tiko council.

I.1 Sampling plan

Scope of the survey and target population

The geographical scope of this survey, which should lead to the establishment of a mechanism for citizen control of public action, is all one hundred and eighty-eight (188) councils not covered during the first wave of the ScoreCard, with a favourable security climate for the conduction of a survey. The distribution of the number of councils by batch for the South west Region is given in the appendix.

In the Tiko municipality with present population of about 161063 inhabitants (according to the tiko district health service) living in 28 villages, 5 villages were selected and mapped by cartographers from NIS, 2 in the rural space and 3 in the urban space. These 5 villages were divided into clusters of which 16 of the clusters were chosen at random and surveyed. 20 households were surveyed in each of the clusters. 14 of these clusters were in the urban space (Tiko, Mutengene and Likomba) while 2 clusters were in the rural spaces (Sone/Ikange Camp and Moquo). Also, 5 administrative questionnaires were also administered (i.e. DDMINEE, DDMINSEC, DMO, Inspectors of MINDUB) by the supervisor.

Survey method

The second wave of the ScoreCard was conducted in the following stages;

- Two series of workshops; one of which concerns the validation of technical documents and the other on capacity building of CSOs (NADEV and food forestry) and Regional Monitoring and Evaluation Officers (RMOE), was organized by the PNDP National Technical Coordination in Dschang and lasted 1 week.
- A 1week training workshop to train supervisors of council areas and enumerators was carried out by RMOE, NADEV and Food Forestry to train on the use of Computer Assisted Personal Interview (CAPI) for data collection, the installation of ODK collect tool for field data collection and other supporting tools like the CSEntry and MapsMe tools.
- The Survey zone/area (Tiko council) was mapped in to clusters, households in selected clusters were numbered and 20 households were selected at random to be surveyed by

enumerators. This was done by cartographers from NIS. In all, 16 clusters were selected within 5 villages in the Tiko council area.

- Data collection by the administration of questionnaires to the selected 20 households in each cluster by the enumerators and 3 administrative services (District Health service for Tiko subdivision, Inspectorate of Basic Education for Tiko subdivision, and services provided by Tiko council) by the supervisor. 2 other questionnaires were administered by the supervisor to the divisional delegations of Secondary Education and Water and Energy for data concerning the Tiko subdivision, at the divisional headquarter (Limbe). The questionnaires were administered using the ODK collect tool, installed in Smartphones. The survey was done in a participatory manner with face to face interactions and the response to the different respondents filled directly in the ODK collect tool installed in smartphones. Only mature respondents i.e. above 16 years of age or preferably the Household's head or his spouse were surveyed.

Sample size

The ScoreCard survey targeted a sample of 320 households which is found in 16 selected clusters or enumeration areas (20 households per cluster) spread over 5 villages; Tiko, Mutengene, Likomba, Sone/Ikange Camps and Moquo.

Drawing of the sample

Following the counting operations carried out in the Tiko municipality; partition of the municipality in to clusters which were assigned numbers, selection of accessible clusters, a random selection of households to participate in the survey and assigning sequential numbers to each households. This was done by cartographers from NIS.

Table 1.1 shows the mapping out of the survey area as revealed by CSEntry.

Cluster Number	EA	Households assigned	Households selected to be surveyed
2885	1	225	20
2886	4	20	16
2887	12	52	20
2888	16	68	20
2889	21	77	20
2890	25	94	20
2892	33	88	20
2893	38	73	20
2894	40	131	20
2896	48	155	20
2897	52	60	20
2898	56	58	20
2899	62	55	20
2900	66	55	20
2903	705	211	20
2904	710	146	20

I.2 Realization of the survey

This survey was realized from march to June, with the data collection in the field carried out from the 06th to 13th of June using smartphones (ODK collect tool)

Data Collection Instruments

The main data collection tools were tablets, cell phones through the CS Entry and ODK Collect apps. The different ScoreCard questionnaires in the ODK collect tool administered were; Household questionnaire, council questionnaire, MINEDUB questionnaire, MINEE questionnaire, MINSANTE questionnaire and MINESEC questionnaire

Preparation for data collection

Before the commencement of the survey, the following preparations were made

- CSOs (NADEV and Food Forestry) were recruited who in turn recruited Enumerators and supervisors to carry out the survey.

- The sensitization of Stakeholders involved in the survey and the general public was made.
- The CSO team was trained in a 1-week training workshop by the national coordination unit of PNDP in Dschang with the technical support of NIS
- A 1-week workshop was organized to train CSO Enumerators by the REMOE of PNDP
- Letters of Notice were sent to SDOs by the Governor, correspondences made to DO's and Mayors, and authorizations made by D.Os and Mayor to Households

Summary of data collection

The team in the Tiko council was made up of 4 Enumerators and 1 supervisor and team leader as seen on the table below

Table 1.2: list of enumerators

Name	Function
Echai Bruno Fon	Supervisor and team leader
Eposi Ndiva Geraldine	Enumerator
Essingue David	Enumerator
Meh Yannick	Enumerator
Assongwe Prosper	Enumerator

In total, 320 household questionnaires were administered to the target households by the team with the use of the ODK collect tool installed in smartphones. All 320 household questionnaires were submitted on time to the central server. The success rate of the household questionnaire administration and submission is 100%. Up till date, only 2 administrative questionnaires have been submitted to the server (MINSANTE and MINEDUB questionnaires), despite all the 5 administrative questionnaires were administered by the supervisor at least 30 days before the field survey started. The administrative questionnaires have an execution rate of only 40%

Exploitation and cleansing of data

The survey was done daily and completed questionnaires were uploaded to the server. The boundaries of the EAs were first traced, the targeted households identified before enumeration was done.

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

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

II.1 Presentation of the council

The Tiko council is presented in the following sections

II.1.1 Administrative location and historical profile

The location and history of the Tiko Municipality is discussed as follows

a) Administrative location

Tiko Council is one of the five councils of Fako Division in the South West Region of Cameroon. The council was created in 1974 as a rural council and in 2004, it was transformed into a Municipal council by virtue of Law No. 018/2004 of 22nd July 2004. It has a total surface area of 4,840 km² and is bounded to the West by the Limbe council, to the North by the Buea council, to the North-East by Muyuka council, to the East by the Dibombari council in Mungo Division and to the South by Bonaberi council.

The council has 28 villages 16 of which are located in the mainland while 12 are in the creeks. Three of these villages fall within the urban spaces of Tiko municipality. They are Tiko, Likomba and Mutengene.

b) Historical profile

The Tiko Council area has a long history. Tiko means “exchange” in the Bakweri dialect. Tiko and Likomba area was originally a hunting ground for one hunter from Molyko called Joke Malisonge in the 18th century. He used to come to this area only for hunting. At times he came along with his family and would exchange meat for fish from Edjo people. Other hunters, farmers and fishermen also discovered the area and started coming there to exchange their products. Some of them started settling there and by 1903, the settlement had grown. The first settlers in the area were, Bakweri hunters and farmers from Molyko, Bwenga, Bulu and Bokova and fishermen from Douala. In 1911, the Tiko City was formally created by the Germans, who gave 300 hectares of land with titles to some 35 Douala and Bakweri families. In 1922, the Tiko native Council was created under Chief Joke Nasoa though administered by the Victoria Federated Native Authority.

Prior to 1922, there were two councils in Tiko: The Tiko Group Council for Natives and the Tiko City Council for Immigrants. The Councils were later fused and reorganized in 1928. Following the 1948 Native Authority reorganization, the Tiko Group Council was part of the Victoria Federated Native Authority. In 1952, it was reorganized as a subordinate Native Authority with its own Chairman and 28 councilors. This was followed by other reorganizations in 1958 as the Tiko District Council, in 1966 as the Tiko Area Council and in 1977, as the Tiko Rural Council.

In 1971 the Tiko Area Council was endowed with a Subdivision, which was extended in 1975. In June 19, 1977 it was renamed as the Tiko Rural Council covering the entire Tiko Sub-division. Between 1977 and 1996 the membership of the Council rose from 35 to 41 Councilors while the population was over 65,000 inhabitants. In 2004 it was transformed into the Tiko Council by virtue of Law No. 018/2004 of 22nd July 2004.

II.1.2 Demography

According to the 2010 Population census of the Tiko health district, the Tiko municipality had a total population of 134,649 inhabitants distributed in eight (08) health areas, giving an average population density of 28 inhabitants per Km². Table 1.3 below gives the structure of the population.

Table 1.3: Population distribution by age bracket

Age bracket	Total population
0-5 years	20197
5-14 years	29623
15-44 years	49820
45-60 years	18851
Above 60 years	16158
Total	134649

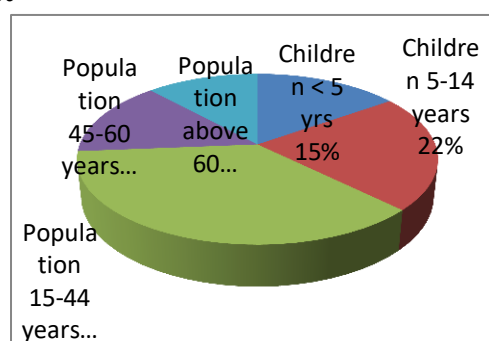


Figure 1: Age structure of the Population

According to this health district data, 51% of the population falls within the active age bracket (15-60 years), while 49% of the population falls within the inactive age groups (<15 and > 60 years)

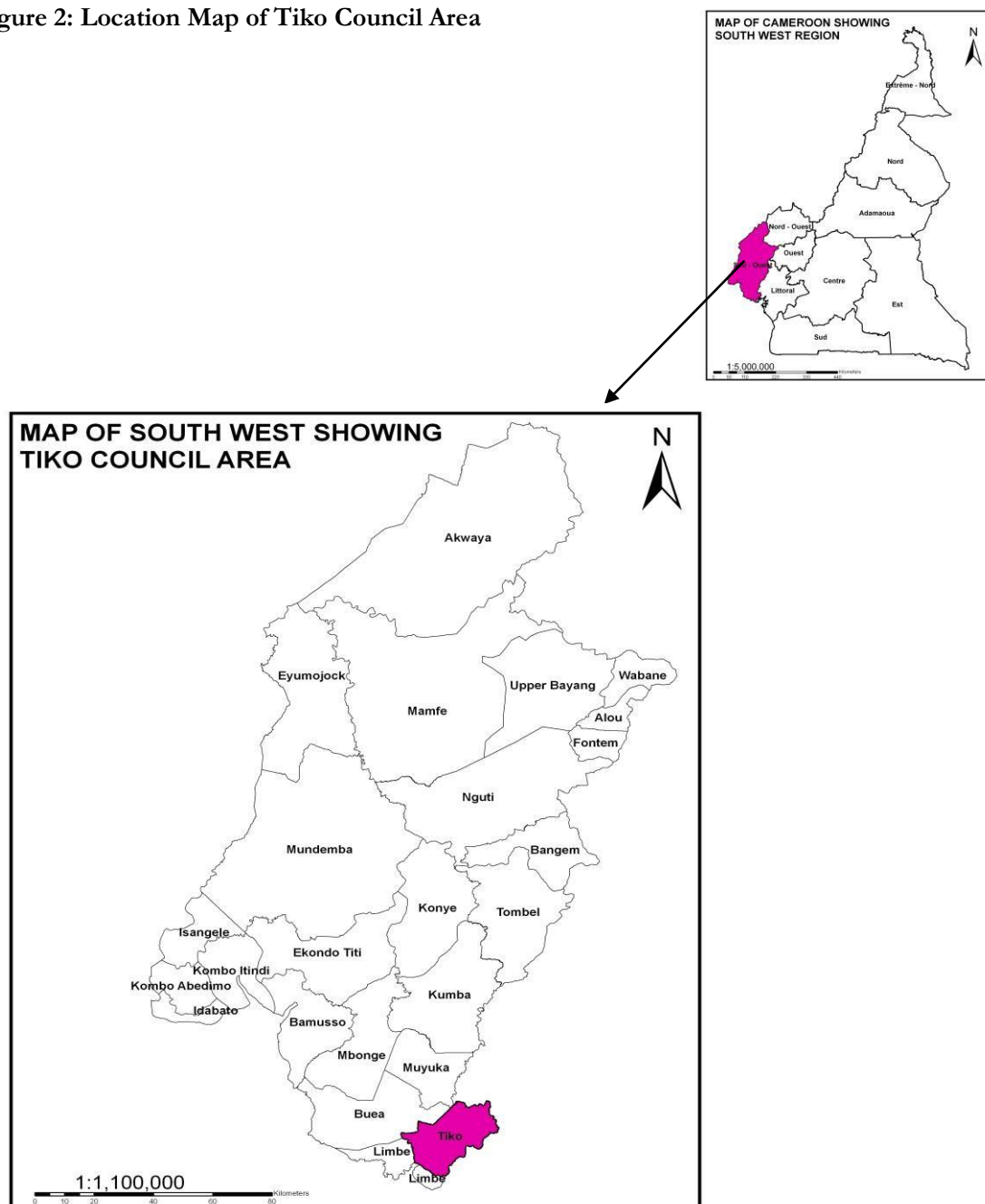
Population mobility

The migration rate of the population of the Tiko Municipality is very high, with people from other tribes in Cameroon and Nigeria being attracted by the rich soil, fishing, the presence of CDC plantations, etc. of this municipality. Also, people (mostly youths) move from Tiko Municipality to other sub divisions and cities either to search for greener pastures (better paid jobs), to further their education (attend universities or professional schools) or to do business.

II.1.3 Geographical location

The geography of Tiko council is seen on the map of Cameroon below

Figure 2: Location Map of Tiko Council Area



Source: Tiko Communal Development Plan

II.1.4 Socio-economic and cultural situation

Economic activities of the municipality fall within three main sectors; the primary sector, the secondary sector and the tertiary sector

II.1.4.1 The primary sector

The primary sector is subdivided into the following sections

a) Agriculture

Agriculture is the economic base of the Municipality. Over 70% of the entire surface area of the Municipality is under farming with about 90% of the population into agriculture. The highly fertile soils and favorable ecological conditions are ideal for the cultivation of a variety of crops. However, farmers are not getting the best yields for their labor because of poor farming practices and other drawbacks like crop pests and diseases.

The biggest farmers in the area are the Cameroon Development Corporation CDC and PHP who are into large scale production of banana and oil palm production. The crops mostly cultivated are bananas, plantains, maize, cassava, yams, coco yams, okro, cocoa, mangoes, palm, coconut, etc. both for commercial and household consumption. Table 1.4 show some of the main crops produced in the Tiko municipality.

Table 1.4: Crop production in Tiko Municipality for 2010

Crop	Area cultivated(Ha)	Quantity produced (Tones)
Cassava		800
Maize	750	600
Cocoyam	150	450
Egussi		80
Leafy vegetables	83.33	25
Citrus fruits (orange, grape fruit, lemon, etc)	150 trees	15
Palm oil	317	950
Plantain	300	1200
Cocoa	1300	650
Pineapple	8.33	25
Mangoes	75	750
Plums	40	400
Kola nuts	3	1.5
Total		5,9465

Source: Sub divisional delegation of MINADER, Tiko

b) Livestock production

Besides crop farming the population also practice livestock farming. Cattle in the municipality are brought in from other areas for sale.

Table 1.5 show the livestock production statistics

Table 1.5: Livestock production in Tiko municipality for 2010

Animal type	Quantity (number) produced
Goats	2258
Pigs	4837
Sheep	505
Fowls	52390
Quails	1300

Source: Sub divisional delegation of MINEPIA, Tiko

c) Fishing

A major part of the population in the Tiko Municipality is engaged in fishing from its creeks, rivers and streams and in the high sea. Both artisanal and industrial fishing is done in the municipality. Fresh water fish like Yenga, Cameroon Telga, Molette, Groupa, Clarias (Mud fish) and many other varieties are caught by local fishermen. Sea fish like; Bar Fish, Sea Groupa, Sharks, snake fish, kuta are caught by local fishermen and fishing companies from the Atlantic Ocean. Fishing is the main source of income for the inhabitants of the creeks where it is either sold in the fresh state or smoked state.

d) Forest Exploitation

About 80 % of forestland in the Tiko municipality has been converted to farm land (oil palm, rubber and banana plantations) by CDC. There is no timber exploitation in the area. Timber is imported from Kumba, Mbanga and limbe into the sub division.

However, the Mangrove Forest of Tiko Sub division is highly exploited as wood for sale. The mangrove forest is also highly exploited by fishermen as wood for drying of fish.

II.1.4.2 The secondary sector

Tiko Municipality harbors many industrial establishments that contribute in one way or another to the economic development of the municipality They Include:

- CDC which has a palm oil processing plant and a number of rubber plants.
- The Brasserie Brewery has beverage bottling and distribution center
- Neo-TP and CDL (Carriere Du Litoral) are construction companies and produce gravels.
- SAMCO-Paper Production Company

- Chiongxi (Chinese egg, chicken and feed production company).

There are no mining industries in the area. There are stone deposits in Ombe and are being exploited by two construction companies NEOTP and CDL (Carrier du Littoral).

The presence of industrial establishments is influencing the migration of many people into the municipality, for employment or commercial purposes. The presence of some of these companies is accompanied by the construction of basic infrastructures like roads, portable water and health units. These factors lead to socio economic development of the area.

II.1.4.3 The tertiary sector

This sector in the Tiko municipality is characterized by provision stores, bakeries, Barbering saloons, hair dressing saloons, bars, restaurants, tailoring workshops, whole sale shops, discotheques, carpentry workshops, welding workshops, motor mechanic workshops, saw mills, grinding mills, documentation centers, cyber café, hotels, interior decoration workshops, etc. These businesses contribute to the local economy through payment of taxes to the council and employment.

II.1.4.4 Commercial activities

There exist many traders who sell food stuff like palm oil, plantain, cocoyam, yams, banana, cassava products, maize, fruits and fish. There also exist many wholesale and retail shops for items like, building materials, electronics, dresses, motor parts etc.

The municipality also has many financial institutions that provide saving and loaning opportunities to the population of the municipality and money transfers. These institutions also contribute towards local economic development through payment of taxes and provision of credit facilities to the population.

II.1.4.5 Transport activities

Transportation means in the municipality include Buses, taxis, motor bikes and boats. Taxis, buses and motor bikes are used for transportation in towns and some mainland villages while villages in the creeks can only be accessed through water ways, using boats. The transport sector in the area is faced with the problem of poorly organized motor parks.

II.1.4.6 Culture

The Municipality has a culture from mixed communities. The urban areas of Tiko, Likomba and Mutengene comprise of a mixture of the natives and immigrants from other regions of Cameroon and Nigerian. The villages in the Tiko Municipality have similar cultures and traditions. The immigrant populations practice their own cultures and traditions and that exposes a blend of cultures. These are

manifested in their traditional attires, dances and festivals. The municipality does not have a museum, cultural or multipurpose centers.

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

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

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

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

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

The inventory of these sectors are represented as follows

II.3.1 Water supply sector

Table 2.1: Inventory of water points in the council

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

Source: Survey CCPA2, council 2022

II.2.2 Health sector

Table 2.2: Inventory of health facilities covering the council

Type of health facility	Number of health facilities of this type	Number of functional health facilities of this type	Number of health facilities of this type with a functional COSA or COGES	Support for the municipality in the maintenance and management of this type of health facility	Type of support				
					Technical monitoring	Financial support	Capacity Building	Logistic support	Other (s) to be specified)____
Integrated Health Center	21	17	17		✓	✓	✓	✓	
District Medical Center	6	6	6		✓	✓	✓	✓	
District hospital	3	3	3		✓	✓	✓	✓	
Regional hospital	0	0	0						
Referral hospital	0	0	0						
Private health training center	1	1	1		✓		✓		
Other (s) to be specified)____									
Total	31	27	27						

Source: Survey CCPA2 council 2022

II.2.3 Education sector

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		15	2	11	
	Secular private		50	0	30	
	Denominational private		16	0	16	
	parent school					
Primary	Public		32	2	32	
	Secular private		51	0	51	
	Denominational private		28	0	28	
	parent school		5	0	5	
Secondary 1 st cycle	Public					
	Secular private					
	Denominational private					
	parent school					
Secondary 2 nd cycle	Public					
	Secular private					
	Denominational private					
	parent school					
Total						

Source: Survey CCPA2, council 2022

II.2.4 Council services sector

Table 2.4: Inventory of council services

Kind of service	Service availability	Time in days to obtain the service
Establishment of civil status documents		
Issuance of town planning documents		
Road development		
Waste management / Sanitation		
Legalization of documents		
Document authentication		
Hygiene and sanitation		
Development of green and leisure spaces		
Development of play areas		
Public lighting		
Public transport		
Assistance and support for socially vulnerable people		
Other (s) to be specified)_____		

Source: Survey CCPA2, council 2022

CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGET SECTORS

This section reveals the main findings done during this SoreCard survey in the Tiko council area

III.1 Description of the population of the Survey area

The tables below from table 3.1 to table 3.2, describe the age group and the relationship between the respondent and the head of the households in the Tiko municipality during the survey period.

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

		Relationship of the respondent to the head of the household							
		Head of Household	Spouse of 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	Domestic	Total
Residence stratum	Urban	48.9	29.9	15.2	.5	3.8	1.6	.0	100.0
	Rural	64.4	3.4	13.6	.0	13.6	3.4	1.7	100.0
	Total	52.7	23.5	14.8	.4	6.2	2.1	.4	100.0

Source: Survey CCPA2, council 2022

From the table above, 52.7% of the total respondents were the Heads of households, which is the greatest proportion. This proportion size of respondents is followed by, the respondent being the spouse of the household head with 23.5%. This shows that the quality of the information given is mature, since the greatest portion of the respondent is either the household heads or their spouses.

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

		Sex of Respondent								
		Male			Women			Total		
		Residence Stratum			Residence Stratum			Residence Stratum		
		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Age group of respondent	Less than 20 years	15.9	7.7	12.7	6.6	20.0	8.5	9.8	11.9	10.3
	[20 - 35[31.7	20.5	27.5	47.1	40.0	46.1	41.8	27.1	38.3
	[35 - 50[27.0	46.2	34.3	27.3	40.0	29.1	27.2	44.1	31.3
	Plus de 50 yrs	25.4	25.6	25.5	19.0	.0	16.3	21.2	16.9	20.2
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: Survey CCPA2, council 2022

The table above is a reflection of distribution of respondents by sex and age group resident within the Municipality of Tiko. The data shows that about 9.8% males and 11.9 % females of less than 20 years responded as household heads in the municipality, 41.8% males and 27.1% females of between 20 – 35 years responded as Head of households, while those between 35 – 50 years is 27.2% males as to 44.1% females and those above 50 years is 21.2% Males and 16.9% Females

III.2 Drinking water supply

This section describes the water situation of the Tiko municipality and the different water services offered.

III.2.1 Use of water points in the council

Table 3.3 to 3.4 show the various use of the water points in the Tiko municipality. It also shows an inventory of the various water facilities found in the municipality

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

		Well with human-powered pump	Well with electric pump	Open wells	Borehole with human powered pump	Borehole with electric pump	Stand taps	Source	Marre	Water supply network	Drinking water supply (CAMWATER)	River	Others
Residence	Urban	34.2	2.7	7.1	15.2	37.5	33.7	2.2	.0	8.2	6.0	.0	7.6
Stratum	Rural	30.5	.0	20.3	5.1	13.6	3.4	13.6	1.7	25.4	.0	1.7	.0
	Total	33.3	2.1	10.3	12.8	31.7	26.3	4.9	.4	12.3	4.5	.4	5.8

Source: Survey CCPA2, council 2022

The table above is the reflection of the proportion of the types of water point used in the Tiko municipality. The highest type of water point available in the urban area is Borehole with electric pump with 37.5% users while that for rural areas is wells with human powered pump.

Table 3.4a: Use of a public water source

	Proportion (%) of households using a public water source
Residence Stratum Urban	70.1
Rural	47.5
Total	64.6

Source: Survey CCPA2, council 2022

The table above are a reflection of the public water source; 70.1% of the urban households and 47.5% of the rural households use public water supply, giving a total percentage of 64.6% of public water use in the municipality.

Table 3.4b: Use of a public water source

		Main source of water supply									
		Well with human-powered pump	Well with electric pump	Borehole with human powered pump	Borehole with electric pump	Source	River	Water supply network	stand taps	Total	
Residence	Urban	31.0	3.1	4.7	17.1	.0	.8	10.1	57.1	33.3	100.0
Stratum	Rural	.0	.0	3.6	10.7	17.9	7.1	18.5		3.6	100.0
	Total	25.5	2.5	4.5	15.9	3.2	1.9			28.0	100.0

Source: Survey CCPA2, council 2022

From the table above, stand taps with 33.3% is the most used public water source in the urban areas while water supply network is the most used public water source in rural areas with 57.1%. The total usage of stand taps in the municipality is 28% while that for water supply network is 18.5%, of the total public water usage.

III.2.2 Accessibility of water points in the council

Table 3.5 and 3.6 investigates the level of accessibility of the different water sources in the Tiko municipality to the households

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

		Proportion (%) of households reporting that the water point used is available all year round	Proportion (%) of households with access to the water point used throughout the day
Residence	Urban	46.5	82.2
Stratum	Rural	82.1	89.3
	Total	52.9	83.4

Source: Survey CCPA2, Council 2022

According to the table above, 52.9% of the total respondents reported that their public main water supply is available all year round while 83.4% of the respondent using public water supply say, they have free access to water point throughout the day.

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

		Availability of main water supply throughout the day								
		Well with human-powered pump	Well with electric pump	Borehole with human powered pump	Borehole with electric pump	Source	River	Water supply network	stand taps	Total
Residence Stratum	Urban	32.1	3.8	4.7	19.8	.0	.0	8.5	31.1	100.0
	Rural	.0	.0	4.0	.0	20.0	8.0	64.0	4.0	100.0
	Total	26.0	3.1	4.6	16.0	3.8	1.5	19.1	26.0	100.0

Source: Survey CCPA2, Council 2022

From the tables above showing the availability of the main water source throughout the day and year, 52.9% of the households with 46.5% in the urban area and 82.1% in the rural area say the public water is available all year round. Also 83.4% of the households say the public water supply is available throughout the day, with 82.2% of the households in the urban space and 89.3% in the rural space.

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

		Proportion (%) of households whose frequency of availability of the main source of water supply corresponds to their water need	Frequency of availability of the main source of water supply			
			Once	twice	Thrice	Total
Residence	Urban	17.4	73.9	17.4	8.7	100.0
Stratum	Rural	66.7	.0	100.0	.0	100.0
	Total	23.1	65.4	26.9	7.7	100.0

Source: Survey CCPA2, council 2022

From the table above, 17.4% of the households in the urban area and 66.7% households in the rural areas say their water needs corresponds to the frequency of availability of the main water source, giving a total of 23.1% of the total households surveyed. Also, the households in the rural area say, twice in a week, the frequency if the availability of the main water supply does not correspond to their water needs. A proportion of urban population face the same problem in a week, with 73.9% saying once, 17.4% saying Twice and 8.7% saying thrice. A total of 65.4% of the total households say once in a week, their water needs are not met by the main water source frequency. 26.9% say twice in a week, their water

needs are not met by the frequency of the main water supply while 7.7% say thrice a week.

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

Table 3.7 to 3.10 gives an inventory of management and maintenance of the various water points in the tiko municipality, the frequency of breakdown and the repair time.

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

		Proportion (%) of households whose main type of water point has failed in the last 6months
Residence Stratum	Urban	41.1
	Rural	53.6
	Total	43.3

Source: Survey CCPA2, council 2022

Table 3.7a is jointly discussed with 3.7b below

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

		Distribution of households according to the time taken to repair the breakdown of a water point					
		Less than a month	Between one week and a month	Between one to three months	More than three months	Not yet	Total
Residence Stratum	Urban	3.8	20.8	47.2	28.3	.0	100.0
	Rural	53.3	33.3	6.7	.0	6.7	100.0
	Total	14.7	23.5	38.2	22.1	1.5	100.0

Source: Survey CCPA2, council 2022

The tables above show the frequency of breakdown of the main water source and their repair time. 41.1% the households in urban areas and 53.6% of households in rural areas say their main water supply has broken down in the last six months, giving a total of 43.3% of the total households surveyed. In the urban area, all repair works were done with greatest proportion of 47.2% done within one to three months. The

greatest proportion of the repair works according the rural population were done in less than a month. Generally, in the municipality, repair works on the main water source is mostly between one to three months with 38.2% of the households saying so.

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

	Actors in the recommissioning of the main type of water point						
	Council	State	An Elite	Water management committee	Chief/Quarter head	CAMWATER / CDE	Others
Residence Stratum Urban	27.9	3.1	.0	23.3	2.3	.0	3.1
Rural	.0	.0	.0	10.7	32.1	.0	25.0
Total	22.9	2.5	.0	21.0	7.6	.0	7.0

Source: Survey CCPA2, council 2022

From the result in the table above, the head quarter is the main actor in the recommissioning of the water point with 32.1% in the rural areas well as the council in the urban space with 27.9%. At the general level, the council is the main actor in the recommissioning of the water point with a total of 22.9% followed by the water management committee with 21%

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

		Intervening in the management, upkeep and maintenance of the main type of water point				
		COGES	Council	CAMWATER	Community	Others
Residence	Urban	55.8	20.2	7.0	27.9	14.0
Stratum	Rural	.0	10.7	.0	82.1	25.0
	Total	45.9	18.5	5.7	37.6	15.9

Source: Survey CCPA2, council 2022

From the results in the table above, COGES is the main intervening actor in the management and maintenance of the water points in the urban space with 55.8% while community is the main actor in the rural space with 82.1% of the population saying so. Generally, COGES is the main

actor with 45.9% followed by the community with 37.6%. The council should engage more in the maintenance of water points as the population accounts for a low percentage of 18.5%.

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

		Proportion (%) of households that contribute financially to the operation of the Management Committee
Residence	Urban	26.4
Stratum	Rural	.0
	Total	21.7

Source: Survey CCPA2, council 2022

Table 3.10a is jointly discussed with 3.10b below

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

		Table 5.10.5: Financial contribution of the household to the operation of the Project 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				
				Daily	Weekly	Monthly	Yearly	Total
Residence	Urban	223800.7	11.8	20.6	2.9	67.6	8.8	100.0
Stratum	Total	223800.7	11.8	20.6	2.9	67.6	8.8	100.0

Source: Survey CCPA2, council 2022

From the table above, it is seen that 26.4% of the population contribute an average of 223800.7 to the operation of the project management committee. Most of the contribution is done monthly with 67.6% and 11.8% of the population rate these contributions to be high. So far no contributions were made to the project management committee.

III.2.4 Characterization of water points in the council

Table 3.11 and 3.12 access the characteristics of the main water source of the households in the municipality. This looks at the easiness at which the households can access and acquire water from the main source of water.

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

		Average household distance from main public water supply	Average time (in minutes) taken to reach the water point	Average time (in minutes) of waiting at the water point	Average time (in minutes) of waiting at the water point Average number of people that a household usually finds at this water point	Distribution of households according to the assessment of the service provided by the main public source of water supply					
						Very good	Good	Average	Bad	Very Bad	Total
Residence Stratum	Urban	354.8	25.0	63.9	29.3	38.8	41.1	7.8	11.6	.8	100.0
	Rural	228.6	14.4	11.0	13.1	.0	10.7	46.4	21.4	21.4	100.0
	Total	332.3	23.1	54.5	26.4	31.8	35.7	14.6	13.4	4.5	100.0

Source: Survey CCPA2, council 2022

From table 3.11, the average distance covered by households to access water supply is 332.3m. The average walking time to access water is 23.1 mins. The average waiting time to fetch water is 54.5mins. These values are great hence more water points need to be created to shorten the distance covered to fetch water and reduce the waiting time to fetch water from the public main sources in the municipality of tiko. Generally, the greater part of the population with 31.8% rates the public main water supply to be very good. However, 4.5% of the population rates the public water supply to be very bad.

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

		Proportion (%) of households reporting that water from the main source of water supply		
		has a smell	has a taste	has a color
Residence	Urban	20.9	22.5	31.8
Stratum	Rural	32.1	89.3	85.7
	Total	22.9	34.4	41.4

Source: Survey CCPA2, council 2022

From the table above, 41.4% of the population of the municipality say their main water source has color, 34.4% say their water has taste and 22.9% say their water point has smell. This high percentage of bad quality of the main water supply are particular in rural areas with high percentage of the population accounting to this. Hence the quality of water supply in the rural areas and some urban areas needs to be readdressed.

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

Table 3.13 to 3.15 describes the level of satisfaction of the households to the water services provided in their localities. From the survey it was seen that some households are satisfied and have sidelined some policies to engage in to improve more on the quality of the water services, meanwhile some households expressed total dissatisfaction because of some factors like long distance from households, poor quality, shortages, etc as discussed on the tables in this section.

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

		Proportion (%) of households having expressed a need for drinking water supply during the last 6 months
Residence	Urban	31.0
Stratum	Rural	59.3
	Total	37.9

Source: Survey CCPA2, council 2022

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

	Among the households having expressed a need, proportion (%) whose need was expressed:								Proportion (%) of households whose expressed need for water was satisfied
	Mayor (Council)	State	An Elite	Water management committee	Chief/Quarter head	Administrative authority	CAMWATER / CDE	Other partners	
ResidenceUrban	86.0	1.8	7.0	68.4	7.0	1.8	3.5	.0	29.8
Stratum Rural	65.7	51.4	5.7	2.9	34.3	51.4	.0	2.9	2.9
Total	78.3	20.7	6.5	43.5	17.4	20.7	2.2	1.1	19.6

Source: Survey CCPA2, council 2022

From table 3.13, 37.9% of the population have expressed the need for water supply, with the greatest proportion of 78.3% of those in need, haven expressed these needs to the mayo at the level of the council, followed by 43.5% expressed to the water management committee. So far only about 19.6% of those that expressed the need for water supply, whose needs were satisfied.

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

	Average time taken (in months) between the favorable response and satisfaction of the need expressed by a household	Distribution of households according to the time taken to satisfy the expressed need for water supply			
		Less than a month	Between one month and three months	More than three months	Total
ResidenceUrban	2.9	88.2	.0	11.8	100.0
Stratum Rural	2.0	.0	100.0	.0	100.0
Total	2.9	83.3	5.6	11.1	100.0

Source: Survey CCPA2, council 2022

From table 3.14 below, the average time taken to satisfy those who expressed needs for water supply was 2.9 months. Majority (83.3%) of the water needs were satisfied in less than a month meanwhile 11.1% of the households had to wait more than three months before their water needs were satisfied

Table 3.15a: Non-satisfaction of drinking water supply

		Proportion (%) of households dissatisfied with drinking water supply
Residence Stratum	Urban	72.8
	Rural	98.3
	Total	79.0

Source: Survey CCPA2, council 2022

Table 3.15b: Non-satisfaction of drinking water supply

		Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
		Distance from water point	Poor quality of water	Insufficient water points	Poor management of water point	Poor/Bad maintenance	High prices of water supply	others
Residence Stratum	Urban	84.3	56.0	50.7	33.6	30.6	28.4	9.0
	Rural	27.6	41.4	10.3	5.2	8.6	.0	3.4
	Total	67.2	51.6	38.5	25.0	24.0	19.8	7.3

Source: Survey CCPA2, council 2022

From the table 3.15 above, 79% of the total population expressed dissatisfaction with their main water supply. This high percentage of dissatisfaction is mainly because of long distances that the household cover to fetch water (67.2% of the population say so) followed by poor quality of the main water source with 51.6% and 38.5% for insufficient water points. Although some water points are available in the municipality, households need to trek long distance to access these water points, hence the need for more water points in the municipality

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

Table 3.16 describes the various actions proposed by the households to improve on the services of water supply in the Tiko municipality. 72% of the households are ready to contribute for the construction of an additional water point in the respective localities. Also, a great proportion of 39.1% are willing to advocate with donors and 38.7% to donate a site for the construction of an additional water point. 22.6% are willing to do financial contribution to improve the management of water points. Also, to improve the water quality, 27.6% are willing to hold awareness campaigns to denounce acts of insalubrity and 27.2% willing to participate in periodic water purification campaigns.

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

	Proportion (%) of households able to commit to improving the service provided by drinking water supply through:										
	Additional water points			Improved management of water points					Improved water quality		others
	Contribution for the construction of an additional water point	Donation of the construction site of a water point	Advocacy with donors	Revitalization/implementation of Management Committee	Financial contribution to a community mechanism for the management and maintenance of the water point	Encouragement for the integration of women in the Management Committee	Monitoring of the production of reports on the management of the water point by the Management Committee	Facilitation of the movement of the repairman in charge of the maintenance of the water point	Participation in periodic water purification campaigns in the locality	Participation in awareness campaigns on the denunciation of acts of insalubrity that impact water quality	
Urban	87.0	42.4	36.4	6.0	28.3	3.8	4.3	10.9	35.9	33.7	1.1
Rural	25.4	27.1	47.5	.0	5.1	.0	.0	1.7	.0	8.5	1.7
Total	72.0	38.7	39.1	4.5	22.6	2.9	3.3	8.6	27.2	27.6	1.2

Source: Survey CCPA2, council 2022

III.3 Health services

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

III.3.1 Use of health facilities in the Council

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

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

Place of residence	Distribution (%) in the council of households according to the type of health facility most frequently used for care			
	Public	Secular private	Denominational private	Total
Urban	67.9	16.3	15.8	100.0
Rural	98.3	.0	1.7	100.0
Total	75.3	12.3	12.3	100.0

Source: Survey CCPA2, council 2022

The results from the table above indicates that more households use the secular private health facility with 16.3% frequency, while 67.9% of household frequently use public health facility and 15.8% use the Confessional health facility in the urban area of the Tiko municipality. In the rural area, 98.3% use the public health facility while 1.7% use the confessional health facility. This gives a total of 75.3% for public, 12.3% for secular private and 12.3% for confessional health facilities in the tiko municipality.

From table 3.18 below, the highest proportion of these households use the Public health facility due to its quality of care followed by the availability of the staff and availability of drugs.

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

Place of residence	Among households, proportion (%) whose reason for choosing the type of health facility:						
	Distance	Cost	Reception	Quality of care	Staff availability	Availability of drugs	Others
Urban	47.5	39.0	45.8	81.4	64.4	57.6	20.3
Rural	.0	.0	.0	.0	.0	100.0	.0
Total	46.7	38.3	45.0	80.0	63.3	58.3	20.0

Source: Survey CCPA2, council 2022

The large proportion of households of about 80% have confirmed that the quality of health care offered by the public health facility is the main factor for the high use of the facility. Secondly the staffs of the Public health service are always available with 63.3% which is a strong motivation for households to frequently choose the facility from the other health facilities. There is also the availability of drugs with 58.3% proportion of households covered in this survey attest to this. The percentages of the other factors like distance from households, reception, Cost are seen on table 3.17. However, the results show that the distance to health facility and reception of patients is slightly a hindering factor to the use of public health facility. The cost of treatment at the public facility is a call for concern as it has a low percentage of 39%. The factors attracting the use of public health facilities must be encouraged in all public facilities in the municipality well as, the sectors lacking be improved.

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

Place of residence	Type of health facility existing in the village / neighborhood				
	<i>Integrated health center</i>	<i>CMA</i>	<i>District hospital</i>	<i>Hôpital régional</i>	<i>Total</i>
Urban	6.9	79.2	11.9	1.9	100.0
Rural	36.2	8.6	55.2	.0	100.0
Total	14.7	60.4	23.5	1.4	100.0

Source: Survey CCPA2, council 2022

From table 3.19, the highest public health facility in the municipality attended by the households is the CMA with 60.4% of the population using these health facilities. This is closely followed by the district hospital with 23.5% and then the Integrated health centers with 14.7%.

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

Place of residence	Proximity of the household to the main public health facility attended to obtain care			Average distance of a household to the main public health facility visited to obtain care	Average time (in minutes) taken to reach the main public health facility attended to obtain care
	Yes	No	Total		
Urban	52.8	47.2	100.0	609.2	55.6
Rural	74.1	25.9	100.0	1529.3	113.3
Total	58.5	41.5	100.0	855.1	71.0

Source: Survey CCPA2, council 2022

According to table 3.20 below, 58.5% of the population say the public health facility the attend is the closest to their households while 41.5% of the population report that the public health facilities they attend is not the closest to their homes. Also, the average distance and average time taken to get to the nearest public health facility was reported to be 855.1m and 71 mins respectively. This average

distance and time is still very high hence more health facilities be constructed to minimize the walking distance and time to access health care

III.3.2 Characterization of small equipment used in health facility

Tables 3.21 describes the characteristics of the public health facilities found in the Tiko council area, analyzing the availability of basic equipment, basic treatment sectors and basic drugs in these 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									
	Scissors	Syringes	Alcohol	Cotton	Betadine	Thermometer	Tensiometer	Balance	Gloves	Others
Urban	99.4	98.7	92.5	93.7	92.5	94.3	97.5	91.2	76.7	.0
Rural	93.1	93.1	91.4	93.1	87.9	91.4	87.9	81.0	82.8	8.6
Total	97.7	97.2	92.2	93.5	91.2	93.5	94.9	88.5	78.3	2.3

Source: Survey CCPA2, council 2022

III.3.3 Financing of care in health facilities

Table 3.22 shows the results of the cost of public health services in the tiko municipality health facilities. The average cost was reported to be 1193.7frs and 22.1% of the population rates this amount to be high. **25.3% of the households reported the payment of unauthorized fee for health services. This percentage is high and needs to be strongly discouraged and those perpetuating the acts called to order.** 66.4% of the households rates good the reception of the personnel while 3.7% rates the reception bad on the other hand.

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	1317.2	26.4	20.1	80.5	15.7	3.8	100.0
Rural	855.2	10.3	39.7	27.6	69.0	3.4	100.0
Total	1193.7	22.1	25.3	66.4	30.0	3.7	100.0

Source: Survey CCPA2, council 2022

III.3.4 Appreciation of the service rendered in health facilities

Table 3.23 shows how the population of the municipality appreciates the different health services rendered to them in the health sector.

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
Urban	69.8	74.8
Rural	56.9	82.8
Total	66.4	77.0

Source: Survey CCPA2, council 2022

A portion of the households are satisfied with the health services offered by the public sector, with 77% of their health problems being solved by this main health facility and 66.4% of the households reporting the availability of basic drugs in these public health facilities, explained respondents according to the table above

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

Place of residence	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
	Distance from health facilities	Poor quality of services offered	Staff absenteeism	Poor qualification of health facility staff	Currency of care	Insufficiency of drugs	Poor quality equipment	Insufficient equipment	High cost of access to health care	Others
Urban	70.0	65.0	40.0	40.0	35.0	45.0	40.0	35.0	50.0	40.0
Rural	66.7	100.0	.0	33.3	100.0	33.3	66.7	66.7	66.7	.0
Total	69.6	69.6	34.8	39.1	43.5	43.5	43.5	39.1	52.2	34.8

Source: Survey CCPA2, council 202

Further, according to table 3.24, a significant proportion of the households expressed dissatisfaction with the main health facilities found in the locality. 100% in rural areas complained that the quality of services provided and the quality of care offered to patients is very poor. However, the main dissatisfactions are due to long distance from households and poor quality services with 69.6% of the households reporting this, followed by high cost of health care with 52.2% and insufficient drugs, currency of care and poor quality equipment with 43.5%. **Therefore, a lot needs to be done at the level of the public health sector to ameliorate the services rendered and improve on the quality of care given to the population.**

III.3.5 Actions planned to improve the health care service

Table 3.25 shows the different levels at which the households are willing to engage in to improve on the quality of health services offered in the locality.

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			others
	Advocacy for compliance with sectorial standards	Advocacy with NGOs/private structures for the construction of health facilities	Advocacy with the municipality and the State for the extension and equipment of health facilities	Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities	Supply of Medicines and Equipment	Reception and management of patients	Maintenance and upkeep of the hospital infrastructure	Advocacy for the allocation of staff	Control and verification of the effective presence of medical staff	FOSA subsidy	Development of the public-private partnerships	The negotiation of the twinning and inter-municipal partnerships	
Urban	49.1	74.2	59.1	33.3	13.8	10.7	30.8	14.5	27.0	1.3	7.5	7.5	4.4
Rural	8.6	43.1	53.4	6.9	5.2	5.2	6.9	1.7	1.7	.0	1.7	.0	3.4
Total	38.2	65.9	57.6	26.3	11.5	9.2	24.4	11.1	20.3	.9	6.0	5.5	4.1

Source: Survey CCPA2, council 2022

In table 3.25 above, majority of the households, that is 65.9% are willing to advocate with NGO/Private structures for the construction health facilities, followed by 57.6% of the households ready to advocate with the municipality and the state for the extension and equipment of health facilities and 38.2% are willing to engage in advocacy for compliance of the health services with sectorial standards

III.4 Education services

This section projects the usage of various educational facilities and shows the reason why some facilities are preferred over others.

III.4.1 Academic attendance in the council

Table 3.26 to 3.28 analyses the choice of the various households to the different educational facilities present in the Tiko municipality

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

Place of Residence	Total	School Cycle														
		Nursery			Primary			Secondary 1 st cycle			Secondary 2 nd cycle			Professional school		
		Public	Private	Total	Public	Private	Total	Public	Private	Total	Public	Private	Total	Public	Private	Total
Urban	90.5	26.5	73.5	100	29.6	70.4	100	45.1	54.9	100	53.1	46.9	100	0	100	100
Rural	77.4	9.1	90.9	100	34.4	65.6	100	66.7	33.3	100	62.5	37.5	100	50	50	100
Total	88.2	22.2	77.8	100	30.4	69.6	100	47.2	52.8	100	55	45	100	10	90	100

Source: Survey CCPA2, council 2022

From table 3.26 above, 77.8% of the children in the households attend the private nursery school while only 22.2% attend public nursery schools. Also 69.6% of primary school pupils attend the private education while 30.4% of the children of the primary level go to public schools. Again, 52.8% of the children at the secondary 1st cycle level attends private schools while 47.2% attend public schools. 55% of the children of the 2nd cycle secondary level attends public schools while 45% attend private schools. Lastly, 90% of the children of the professional level attend private schools while only 10% attend public schools.

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

Place of Residence	Reasons for the preference of the private sector over the public sector		
	Distance	Cost	Quality of education
Urban	55.6	8.9	93.7
Rural	94.9	17.9	53.8
Total	61.5	10.3	87.8

Source: Survey CCPA2, council 2022

The main reason for the population choosing the private schools over the public schools in the municipality as shown in table 3.27 above is quality of education offered in private schools with 87.8% of the households reporting so, followed by the nearness of the schools to the households despite the high cost of education in private schools. Hence, there is the need to improve the quality

of the educational services provided by the public educational sectors 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.

Teaching Cycle in the village / quarter	Place of Residence			Proximity of household to the public school in the village / quarter		
	Urban	Rural	Total	Yes	No	Total
Nursery	71.2	30.5	61.3	36.2	63.8	100
Primary	79.9	25.4	66.7	33.9	66.1	100
Secondary	72.8	5.1	56.4	29.9	70.1	100
Professional school	18.5	0	13.9	38.2	61.8	100
Total	60.6	15.3	49.6	33.8	66.2	100

Source: Survey CCPA2, council 2022

However, as seen on table 3.28, 49.6% of the total households declare the existence of public schools in their place of residence with 33.8% attesting that the public schools are the closest to their households while 66.2% attest that the public schools are not the closest to their households

III.4.2 Accessibility of the public schools in the council

This section shows how accessible the schools are to the households.

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				Total	
	Urban		Rural		Average Distance covered	Average time taken
	Average Distance covered	Average time taken	Average Distance covered	Average time taken		
Nursery	6.2	1.9	50.9	2.0	17.0	1.9
Primary	92.2	22.9	267.8	9.7	134.8	19.7
Secondary	329.4	12.9	562.7	15.9	386.0	13.7
Professional school	0	0	50.9	1.0	12.4	0.3
Total	106.9	9.4	233.1	7.2	137.6	8.9

Source: Survey CCPA2, council 2022

From table 3.29, it is seen that average time taken by a nursery school child to arrive school is 1.9mins with an average distance of 17m covered. Also, a primary school pupil covers an average distance of about 134.8m using an average time of 19.7mins to get to school. Again, a secondary school student covers an average distance of 386m using an average time of 13.7mins to get to school on foot. Generally, a child will cover an average distance of 137.6m in an average time of 8.9mins to get to school on foot from place of residence. This values are greatly reduced due to the availability of private schools around households well as public schools are often situated kilometers

away, hence the need to construct more public schools around the place of residence of the households

III.4.3 Characteristics of the school environment

This sections shows the characteristics of the various schools attended by the households in the community. This is analyzed in tables 3.30 to 3.32.

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

Teaching cycle		Residence Stratum											
		Urban				Rural				Total			
		has a full cycle	has a full workshop	has one room per grade level	Distribution of school books	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books
Cycle	Nursery	3.8	3.8	3.3	3.3	1.7	1.7	1.7	1.7	3.3	3.3	2.9	2.9
	Primary	16.9	17.4	16.9	14.7	11.7	10.2	10.2	1.7	15.6	15.6	15.2	11.5
	Secondary	25	25.5	25.5	0	16.9	18.6	18.6	0	23.0	23.9	23.9	0
	Professional school	0	0	0	0	0	1.7	1.7	0	0	0.4	0.4	0
	Total	11.4	11.7	11.4	4.5	7.6	8.1	8.1	0.9	10.5	10.8	10.6	3.6

Source: Survey CCPA2, council 2022

From table 3.30, 10.5% of the households declared that the schools attended by their children have a full cycle, 10.6% declared that the schools have one room per grade. 10.8% of the households declared that the schools have a full workshop and 3.6% declared that the school attended by their children distribute school books.

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	Average	Irregular	Total
Nursery	29.6	87.5	12.5	0	100
Primary	44.0	84.6	12.8	2.6	100
Secondary	56.1	74.6	25.4	0	100
Professional school	30	100	0	0	100
Total	49.5	79.4	19.6	0.9	100

Source: Survey CCPA2, council 2022

From table 3.31 above, the average number of students in a classroom in the municipality is 50, with

the highest numbers of about 56 students per class occurring in secondary schools. 79.4% of households attest that teachers are always regular (with the highest percentage of 100% recorded in professional schools and the lowest percentage of 74.6% in secondary schools). 0.9% attest that teachers were irregular, with the primary education recording these irregularities of 2.6%.

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

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				
		Schedule failure	Duration	Information meeting, instead of exchange meeting	Unaccountability	Others
Nursery	0	0	0	0	0	0
Primary	3.7	44.4	11.1	22.2	0	33.3
Secondary	12.4	26.7	20	33.3	3.3	46.7
Professional school	0	0	0	0	0	0
Total	4.0	30.8	17.9	30.8	2.6	43.6

Source: Survey CCPA2, council 2022

Also table 3.32 show that 4.0% of the households do not attend PTA meetings. The primary reasons for their absences during PTA meetings is other personal reasons with 43.6% of these households saying so, followed by schedule failure and dissatisfaction with PTA meetings (information meetings rather than an exchange meeting) with 30.8% respectively. To this effect, the PTA meetings should be more participatory.

III.4.4 Cost of Education and Management of school facilities

This section analyses the cost of education and the maintenance of damaged school infrastructures.

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)			Appreciation of the amount paid by households (%)			Proportion (%) of households having paid something else in addition to education fees
	Inscription	PTA	Other cost	high	Reasonable	low	
Nursery	4937.5	5250	3250	25	75	0	2.5
Primary	3500	3974.4	2205.1	35.9	56.4	7.7	4.9
Secondary	15118.6	8194.9	7157	38.9	61.0	0	7.8
Professional school	25000	0	300000	100	0	0	0.4
Total	10214.9	6359.8	7796.9	37.4	59.8	2.8	3.9

Source: Survey CCPA2, council 2022

From table 3.33, the average cost of nursery education is 13,437.5frs, 25% of the households rate this high while 75% rate it reasonable. Also, 2.5% of the households attest haven paid something else in addition to educational fees. In the primary education sector, the average cost of education is 9,679.5frs, 35.9% of the households rates this amount to be high, 56.4 rates it reasonable and 7.7% rates the amount to be low. 4.9% of the households attest haven paid something else in addition to fees. In secondary schools, the average cost of education is 30,470.5frs, with 38.9% of the households saying this amount is high and 61% saying the amount is reasonable. 7.8% of the households attest haven paid something else in addition to school fees. In the professional sector, the average cost of education is 325,000, with 100% rating the amount to be high. Generally, the average cost of education in the tiko municipality is 24,371.6frs, with 37.4% of the household saying this amount is high, 59.8% rates it reasonable while 2.8% rates the amount to be low. 3.9% of the total households attest haven paid something else apart from school fees. **Majority of the households rates education affordable. However, 3.8% attest unauthorized fees added which should be strongly discouraged**

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

Teaching Cycle	Repaired according to the type of actor					
	<i>PTA</i>	<i>Mayor</i>	<i>An Organization of the village</i>	<i>MINEDUB/ MINESEC /MINEFOP</i>	<i>Elites</i>	<i>others</i>
Nursery	3.3	0.4	0.4	0.4	0	0
Primary	14.8	1.7	0	1.7	0	0.8
Secondary	24.3	2.1	0	4.9	0.4	0.4
Professional school	0	0	0	0	0	0.4
total	10.6	1.0	0.1	1.8	0.1	0.4

Source: Survey CCPA2, council 2022

From table 3.34 below, 10.6% of the total households declared that damaged works of schools have been repaired mainly by the PTA, with the other stakeholders doing little or almost nothing as seen on the table

III.4.5 Appreciation of the service of Education according by cycle

This section shows how the households appreciate the education services.

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

Teaching Cycle	Proportion (%) of households dissatisfied with education services	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:										
		Distance of the establishment	Insufficient classrooms	Insufficient equipment	Insufficient schools	Assiduity	Punctuality	Quality of teaching	Lack of textbooks distribution	Poor results	High tuition costs	others
Nursery	0.	100	100	0	0	0	0	0	0	0	0	0
Primary	2.9	42.9	28.9	28.6	28.6	14.3	14.3	71.4	28.6	28.6	14.3	14.3
Secondary	4.9	83.3	33.3	41.7	50	8.3	25	50	25	25	41.7	8.3
Professional school	0.4	0	0	0	0	0	0	0	0	0	0	0
Total	2.2	66.7	33.3	33.3	38.1	9.5	19.1	52.4	23.8	23.8	28.6	9.5

Source: Survey CCPA2, council 2022

From this table 3.35 above, it is seen that, 2.2% of the households express dissatisfaction with the educational services. This is mainly because of the long distances students cover before getting to school especially by the tender children in the nursery schools, 66.7% of the households attests to this. This is followed by the quality of teaching with 52.4% attesting, and insufficient schools with 38.1 % amongst others as seen on the table above

III.4.6 Actions to improve the education services

Tables 3.36 and 3.37 shows the actions put in place by the household to improve the quality of education in their localities.

Table 3.36: Actions by households at the municipal level with a view to improving the service provided in the education sector

Teaching Cycle	Proportion (%) of households able to commit at municipal level to improving the service provided in the education sector through:						
	Excellence award for schools	Raising of teachers civic/professional	Close monitoring of parent/teacher relation	Restoration of the authority of teachers	Teacher training	Advocacy for more teachers	others
Nursery	2.9	2.9	0.8	0.4	0.4	0.4	0
Primary	10.7	9.5	7.8	2.9	4.1	4.1	0
Secondary	17.3	16.1	11.5	6.6	9.9	11.5	0.8
Professional school	0.4	0.4	0	0	0	0	0
Total	7.8	7.2	5.0	2.5	3.6	4.0	0.2

Source : Survey CCPA2, council 2022

At the municipal level, 7.8% of the households are willing to engage in excellence awards for schools. This is followed by the raising of teachers professional awareness with 7.2% of households attesting.

Table 3.37: Household actions at the community level to improve the service provided in the education sector

Teaching Cycle	Proportion (%) of households able to engage at the community level in improving the service provided in the education sector through:									
	Participation in school activities	Good teacher award	Denunciation of Indelicate teachers	Strengthening of parent/teacher relationships	Payment of contributions	Strengthening the presence of women in the PTA office	Dissemination of PTA management reports	Dissemination of good practices	Checking the regular presence of teachers	Others
Nursery	3.3	2.5	1.2	0.8	0.4	0	0	0.4	0.4	0.4
Primary	13.6	5.8	5.8	3.3	2.5	2.1	2.9	2.9	7.4	0
Secondary	21.8	11.1	10.3	10.7	4.9	5.8	8.6	9.9	14.8	0
Professional school	0	0	0.4	0	0.4	0	0	0	0	0
Total	9.7	4.8	4.4	3.7	2.1	1.9	2.9	3.3	5.7	0.1

Source: Survey CCPA2, council 2022

At the community level, participation in schools activities is the main driving points for improvement of educational services, with 9.7% of the households saying so.

III.5 Provision of Council services

This section projects the services provided by the Tiko council and how the households appreciate these services rendered to them.

III.5.1 characterization of the provision of council service

This section shows the characteristics of the different council services, their request, reception at the council and time taken to obtain the service.

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

Table 3.58: Request for service, Reception at the council and time taken to obtain the service											
Service council		Proportion of households having requested the service during the last 12 months	Proportion of households considering that the reception for the service was good	Time taken to obtain municipal service							
				ongoing	Minute	Hours	Days	Weeks	Months	Years	Total
service	Birth certificate	13.2	12.3	25.0	0	0	12.5	12.5	50	0	100.0
	Death certificate	2.1	2.1	.0	0	20	40	20	20	0	100.0
	Marriage certificate	1.6	1.6	.0	25	25	0	25	25	0	100.0
	Legalization of documents	1.6	.8	.0	0	50	25	0	25	0	100.0
	Waste management/sanitation	.4	.0	.0	100	0	0	0	0	0	100.0
	Hygiene and cleanliness	.4	.4	.0	0	0	0	0	0	100	100.0
	Development of green and recreational areas	.4	.0	.0	0	100	0	0	0	0	100.0
	Public transport	.4	.4	.0	0	100	0	0	0	0	100.0
	Development of playgrounds	2.1	.0	40.0	40	20	0	0	0	0	100.0
	Residence permit	.4	.0	.0	100	0	0	0	0	0	100.0
	Validation of location plans	.8	.8	.0	50	50	0	0	0	0	100.0
	Authentication of documents	.8	.8	50.0	0	50	0	0	0	0	100.0
	others	.4	.0	.0	0	100	0	0	0	0	100.0

Source: Survey CCPA2, Council 2022

From table 3.38 above, the highest service haven requested for by the households in the last 12 months is Birth certificate with 13.2% of the households haven sought this service and 12.3% of these households rating the reception at the service to be good. This is closely followed by death certificates with 2.1% and 2.1% reception rated good, marriage certificates and legalization of documents with 1.6% with 1.6% and 0.8% rated reception good and so on. The longest average services time is 50months and the quickest average delivery time is 12.5days for birth certificate.

The quickest service rendered was the marriage certificate done in 25mins although others still took 25months for theirs to be issued. **As seen on the table below, the time taken to obtain municipal services is really long. A lot needs to be done at the level of the council to reduce the time taken to render council service to the population**

III.5.2 Constraints in the provision of council services

This section analyses the various constraints to the provision of council services

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

		Proportion (%) of households having paid a tip to obtain the service	Cause of long or very long delay					
			Staff unavailability	Lack of work materials	Staff Incompetence	Poor organization of services	Refusal to corrupt	Total
Service council								
Service	Birth certificate	53.1	.0	52.9	5.9	41.2	0	100.0
	Death certificate	20	100.0	0	0	0	0	100.0
	Legalization of documents	50	.0	0	0	50	50	100.0
	Hygiene and cleanliness	100	.0	0	0	100	0	100.0
	Development of playgrounds	60	.0					100.0
				66.7	0	33.3	0	
	Residence permit	100	.0	100	0	0	0	100.0
	Others	100	.0	0	0	0	100	100.0

Source: Survey CCPA2, Council 2022

From table 3.39 above, the major cause of long delay times is the lack of work materials with 100% of those doing residence permit, 66.7% of those doing development of playgrounds and 52.9% of those doing birth certificates saying so. This is followed by poor organization of services as shown on the table amongst others. The main reason for the delay of death certificate was staff unavailability with all those seeking the services attesting this, hence a call for concern.

According to table 3.39 above all the households i.e. 100% who requested the services of hygiene and cleanliness, residence permits and others attest haven paid a tip to obtain the services. This is followed by the services of development of playgrounds with 60%, birth certificates with 53.1% and so on. According to the table above,

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

Council Service	Proportion (%) of households having paid a tip to obtain the service
Birth certificate	0
Death certificate	0
Marriage certificate	50
Legalization of documents	25
Waste management/sanitation	100
Hygiene and cleanliness	0
Development of green and recreational areas	0
Public transport	0
Development of playgrounds	20
Residence permit	0
Validation of location plans	50
Authentication of documents	0
others	100

Source: Survey CCPA2, Council 2022

III.5.3 Promotion of citizen engagement in the council

This section analyses the level at which citizen's actions are being promoted by the Tiko council.

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

Council services	Communication on actions planned over the past year	Communication on the annual budget	Communication on last year's expenditure and revenue	Support for the village/ district in development actions	Involvement of the village/ neighborhood in the programming and budgeting of development actions
Urban	3.8	1.6	1.6	18.5	10.9
Rural	.0	0	0	3.4	6.8
Total	2.9	1.2	1.2	14.8	9.9

Source : Survey CCPA2, Council 2022

From table 3.41, it is seen that 14.8% of the households say the council support their village/ district in development actions, this is followed by 9.9% of the households saying the council involve their village/neighborhood in the programing and budgeting of development actions. **These values are seen to be low, hence the council needs to foster the involvement and awareness of the population in theirs developmental planning**

III.5.4 Appreciation of Council services

This section analyses the dissatisfaction of the households to the services provided by the council and proposes actions that households are willing to engage in to ameliorate the services provided by the Tiko council.

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

Council services	Proportion (%) of households dissatisfied with council services	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Heaviness processing of users requests	Non-information of the populations of the council management	Staff absenteeism	Corruption	bad reception	Lack of professionalism	Ignorance of the actions carried out by the council	Ignorance of the actions carried out by the council	Unavailability of the municipal executive (Mayor and his Deputies)	Other
Urban	15.8	27.6	58.6	20.7	37.9	24.1	24.1	44.8	31.0	13.8	55.2
Rural	52.5	6.5	38.7	0	64.5	25.8	25.8	6.5	3.2	0	.0
Total	24.7	16.7	48.3	10	51.7	25	25	25	16.7	6.7	26.7

Source: Survey CCPA2, Council 202

As seen on table 3.42 above, 24.7% of the households express dissatisfaction with council services, with the main reasons for this dissatisfaction being; corruption in the council as 51.7% of the households attests to this, the non-information of the population on the management of the council with 48.3% of these households attesting to this, amongst others as seen on the tables

III.5.5 Actions planned to improve council services

This sections shows suggested actions by respondent to better ameliorate council services in the Tiko Municipality.

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

		Proportion (%) of households able to commit to improving the service provided by the council institution through:									
Council services		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
Residence Stratum	Urban	74.5	45.7	68.5	12.5	2.2	4.9	7.1	7.1	34.2	4.3
	Rural	45.8	37.3	16.9	32.2	6.8	1.7	3.4	1.7	3.4	1.7
	Total	67.5	43.6	55.9	17.3	3.3	4.1	6.17	5.8	26.8	3.7

Source: Survey CCPA2, Council 2022

Table 3.43 shows the different levels at which households are willing to commit their actions to the improvement of council services. Majority of the households with 67.5% are willing to contribute to the dissemination of council information in the community. This is closely followed by 55.9% of the households willing to participate in community activities, 43.6% of the households willing to engage in the feeding and exploitation of suggestion boxes amongst others as seen on the table above

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

IV.1. Participatory Monitoring and Evaluation system for Driving change

The table below shows the system put in place for monitoring and evaluation for driving change

Phase	Activities	Expected Results	Responsible	Partners	Start date	End date
Production of Reports	Submission of draft report	Final scorecard report is available	CSO	PNDP	22/06/2022	30/06/2022
	Reading of the report			Review panelists	01/07/2022	10/07/2022
	Reading workshop			PNDP Review panelists Representatives of all sectors involved	14/07/2022	26/07/2022
	Submission of final report			PNDP	28/07/2022	03/08/2022
Negotiation of Recommendations	Restitution workshops for councils	-Lessons learned and expected changes - List of negotiated changes	PNDP	CSO Review panelists Representatives of all sectors involved	05/08/2022	12/08/2022
Dissemination of results	Broadcasting of results	Results are fully broadcasted to the general public	CSO	PNDP Media houses	17/08/2022	06/08/2022
Implementation	Implementation of accepted changes to different sectors	Accepted changes are implemented	Respective sectors	PNDP CSO	17/08/2022	14/09/2022

IV.2. Action Plan in the target Sectors of the ScoreCard

This section discusses the action plan in some targeted areas by the ScoreCard

Overall objective	Specific objectives	Action	Responsible	Period		Result indicator	Reference value	Target value	Data source	Measurement method			
				Beginning	End								
Drinking water supply													
Improve the access to quality drinking water	Improve water supply systems	Rehabilitate existing water systems	COUNCIL /MINEE		More water available	70% of existing water systems	All existing systems	CDP/MINEE, Scorecard survey	Field inspection				
		Carry out routine maintenance							Periodic checks				
	Construct more water supply networks	Construction of more stand taps			Reduction of waiting time	5 mins waiting time	>90% stand taps available at doorstep						
		Construction of additional water points			Reduction of walking distance	10m	Doorstep						
	Improve on the quality of drinking water	Cary out routine water purification campaigns			Quality water		No color, taste and smell		Inspections				
		Control the quality of drilled boreholes			Less health problems		Zero water related health issues						
	Health												
	Improve health services	Improve health equipment		Improve the capacity	MINSANTE /COUNCIL		More treatments done			All treatments done	CDP/ MINSANTE, Scorecard survey		
Increase supply				Drugs always available			Zero drug shortage	Periodic inspection					
Construction of health facilities		Extension of existing structures		Incorporation of more health departments			Treatment of all cases at doorstep						
		Construction		More units			Construction of						

		of new health units			available		at least one health facility in each village		
	Improvement of health care	Improve the quality of health care					<3% death rates		
		Advocate for more trained personnel			More cases treated		At least 2 trained medical practitioners in each health facility		
Education									
Improve education services	Improve schools infrastructures	Construction of new classrooms	MINSEC / MINEDUB / PTA / COUNCIL		Less crowded classrooms		50 students per classroom	CDP/ MINSEC /MINEDUB, Scorecard survey	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				
Provision of council services									
Improve the quality of services rendered to the population	Provide timely services	Reduce delay periods of services	COUNCIL		Timely execution of services		<10mins delay time for every council services	CDP, Scorecard survey	
		Increase reception			More households approaching councils for the various services		Zero tolerance to poor reception		
	Strengthen the relations between the	Create awareness of the services			More households using council		All households participating actively in the		

	council and the population	provided			services		development of their localities		
		Involve population actively in decision making							

CONCLUSION AND RECOMMENDATIONS

From the results of the survey above, it is seen that a lot has been done in the Tiko municipality by the state in all the four sector 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 Tiko municipality, especially in some of the urban space where water and sanitation problem is becoming an issue. In some major cities like mutengene, water supply networks need to be greatly improved. Also, a lot needs to be done at the level of secondary education in the municipality due to the inadequate number of public secondary schools available, especially in some urban spaced will swollen population. 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 all in the Tiko community.
- 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.

APPENDICES

Annex 1 : list of participants of the restitution meeting of the scorecard report

Name	Function

Annex 2: list of questionnaires used during the study

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

<i>Section I. IDENTIFICATION</i>		
S1Q01	Region _____	_ _
S1Q02	Division _____	_ _
S1Q03	Council _____	_ _ _
S1Q04	Council Batch _____	_ _
S1Q05	Sequential number of the Enumeration Area _____	_ _
S1Q06	Residence stratum: _____ 1=Urban 2=Rural	_
S1Q07	Name of locality _____	
S1Q08	Structure Number _____	_ _ _
S1Q08a	Household number in sample _____	_ _
S1Q09	GPS coordinates of household X _____ Y _____ Z _____	
S1Q10	Name of the head of household _____	
S1Q11	Gender of the head of household _____	
S1Q12	Name of respondent _____	
S1Q13	Relationship of the respondent to the head of the household (see codes) _____	_
S1Q14	Respondent Sex : _____ 1=Male 2=Female	_
S1Q15	Age of respondent (in completed years) _____	_ _
S1Q16	Respondent's telephone number _____	_ _ _ _ _ _ _ _ _
S1Q17	Survey start date _____	_ _ _ / _ _ _ / _ _
S1Q18	Survey end date _____	_ _ _ / _ _ _ / _ _
S1Q19	Name of the investigator _____	
S1Q20	Name of the local supervisor _____	
S1Q21	Collection results _____ 1=Complete survey 4=No competent respondent 2=Incomplete survey 5=Empty dwelling or no dwelling at address 3=Refused 6=Other (please specify) (If the answer is different from 1 and 2, end of the questionnaire)	_
S1Q22	Assessment of the quality of the survey _____ 1=Very good 2=Good 3=Average 4=Poor 5=Very poor	_

CODES

1 = Head of Household
2 = Spouse of Head of Household

3 = Son/daughter of the Chief or his/her spouse
4 = Father/mother of the Head or his/her spouse

5 = Other relative of the head or his/her spouse
6 = Not related to the head or his/her spouse
7 = Domestic

Q11

Section II. DRINKABLE WATER

			1=yes	2=no
S2Q01	What types of water points do you have in your village/neighbourhood? (Circle the corresponding letter(s) other type	A. Well with human powered pump B. Well with electric pump C. Borehole with human powered pump D. Drilling with electric pump E. Standpipe F. Spring G. Water supply network H. Drinking water supply (CAMWATER) I. River		_
S2Q01a	Is your main water supply public or private? 1=Public 2=Private if 2 → S2Q18			_
S2Q02	What is your main public water supply? (One answer only) 1= Well with human-powered pump 2= Well with electric pump 3=Drilling with electric pump 4=Drilling with human-powered pump 5=Spring 6=river 7=Drinking water supply 8=Fountain stand			_
S2Q03	Is this water available all year round? 1=Yes 2=No			_
S2Q04	Do you have access to this water point at any time of the day? 1=Yes 2=No if yes → S2Q07			_
S2Q05	If not, how often does your household get drinking water each day? 1=Once ; 2=twice ; 3= Three times			_
S2Q06	Does this frequency correspond to your current need for drinking water? 1=Yes 2=No			_
S2Q07	Has this water point broken down at any time in the last 6 months, i.e. since? 1=Yes 2=No If no S2Q08			_
S2Q07a	If your water point has broken down at any time in the last 6 months, i.e. since, after how long has it been back in service? 1=Less than one week 2=Between one week and one month 3=Between one month and three months 4=More than three months 5=Not yet, if 5 S2Q08			_
S2Q07b	By whom was it recommissioned?	A= Municipality B=State C=An elite D=The water point management committee E=Village/neighbourhood chief F=CAMWATER/SNEC/CDE G=Other partners: _____	1=Yes 2=No	_
S2Q08	Who is involved in the management, maintenance and upkeep (preventive and routine) of the water point?	A=COGES B=Council C=CAMWATER D=Community E=Others	1=Yes 2=No	_
S2Q08a	If S2Q08=A	Does your household contribute to its operation? 1=Yes 2=No How often does your household contribute (number unit)? Unit 1 = Day, 2 = Week 3 = Month 4 = Quarter 5 = Semester 6 = Year What is the amount of this contribution from your household (CFA francs)?	_	_ _ _


S2Q13	How do you rate this amount? 1=High 2=Raisable 3=Insignificant		__
S2Q09	What is the average distance from the household to your main public water supply (unit, number)? 1= m 2= Km		__ __ __ __
S2Q10	How many minutes on average does it take you to walk to the water point? What is the average waiting time at the water point?		__ __ __
S2Q14	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		__
S2Q15	Does this water have an odour? 1=Yes 2=No 8=DND		__
S2Q16	Does this water taste good? 1=Yes 2=No 8=DND		__
S2Q17	Does this water have a colour? 1=Yes 2=No 8=DNA		__
S2Q18	How many people do you usually find at this watering hole?		__ __ __
S2Q19	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		__
S2Q20	Who did you contact? (Several answers possible) Other?	A. Mayor (municipality) B. State (sectoral) C. An elite D. The water point management committee E. Village/neighbourhood chief F. Administrative authorities G. CAMWATER/SNEC/CDE X. Other partners: _____	1=Yes 2=No __ __ __ __ __ __ __ __
S2Q21	Was your need met? 1=Yes 2= No If no S2Q24		__
S2Q22	If you received a favourable response, after how long was your need met (number unit)?		__ __
S2Q23	Overall, how satisfied is your household with the public water supply in your village? (Circle one answer only) 1=Satisfied 2=Unknown 3=Unsatisfied If 1 or 2 S2Q25.		__
S2Q24	Give the reasons for your household's dissatisfaction with the public water supply in your village (multiple answers possible). Any other reason?	1=yes 2=no A. Distance from water source B. Poor water quality C. Insufficient water supply points D. Poor management of the water point E. Lack of/slow maintenance in case of failure F. High cost of water supply X. Others to be specified	__ __ __ __ __ __ __
S2Q25	Which of these actions is your household willing to engage in to improve water supply?		1=Yes 2=No
A. Additional water points			
A1 Contribution towards the construction of an additional water point		__	
A2 Donation of site for construction of a water point		__	
A3 Advocacy with donors (NGOs, associations, elites, companies etc.)		__	
B. Improved management of existing water points			
B1 Revitalisation/implementation of SMC		__	
B2. Financial contribution to a community water point management and maintenance mechanism		__	
B3 Encouraging the integration of women in the SMC	__		
B4 Monitoring the production of reports on the management of the water point by the SMC	__		
B5 Facilitating the movement of the artisan repairer responsible for the maintenance of the water point	__		
C. Improving the water quality of existing water points			
C1 Participation in periodic campaigns to make the water drinkable in the locality	__		

		C2 Participation in awareness campaigns on the denunciation of unsanitary acts that impact on water quality	__
		X. Others to be specified _____	__
Section III. HEALTH			
S3Q01	What type of health facility exists in your village/neighbourhood (Circle the corresponding letter(s)). Other health facility?	A. Integrated health centre B. District Medical Centre C. District hospital D. Regional Hospital E. Private health facility X. Other (please specify)	__ __ __ __ __ __
S3Q01a	In which type of health facility do you go for your health care? 1= Public 2= Private Secular 3= Private Religious If S3Q01=1 move to S3Q02 If S3Q01= 2 ou 3 continue		__
S3Q01b	What are your reasons for choosing these courses?	1=Yes 2=No	
		A. Distance	__
		B. Cost	__
		C. welcome	__
		D. Quality of care	__
		E. Staff availability	__
		F. Availability of drugs	__
		X. others to be specified :	__
S3Q01c	Do you ever go to public health facilities for care? 1=Yes 2=No If No, go to next section		__
S3Q02	What is the main public health facility that your household uses for health care? 1= CS/CSI 2= Hospital/CMA 3= District hospital 4=Referral hospital		__
S3Q02a	Is this health facility the closest to your household? 1=Yes 2=No		__
S3Q03a	How far away from your household is this health facility (unit and number)? 1= 1Km 2= 2Km		__ __ __
S3Q03b	On average, how long does it take you to walk to this health facility? (unit and number) 1=minute 2=hour		__ __ __
Questions S3Q04 to S3Q12 ask about the last time a member of your household went to this health facility,			
S3Q04	Was the nursing staff present? 1=Yes 2=No		__
S3Q05	Le petit matériel était-il toujours disponible ? (Plusieurs réponses services)	1=Yes 2=No 8=Don't know	__
		A. cissors	__
		B. Seringues	__
		C. spirit	__
		D. Coton	__
		E. Betadine	__
		F. Thermometer	__
		G. tensiometer	__
		H. Scale	__
		X. others to be specified:	__
S3Q06	Did this health facility have the following services? If no S10.	1=Yes 2= No	__
		A. Maternity	__
		B. Paediatrics	__
		C. Laboratory	__
		D. Minor Surgery	__
		E. Hospitalization	__
		X. Other to be specified: _____	__

	1= Nursery 2= Primary 3 = Secondary 4 = Vocational				
S4Q03	In which order of education? 1= Public 2= Private Secular 3= Private Denominational				
S4Q04	If private secular or private denominational What are your reasons for choosing this type of school?				
	Education cycle	Nursery	Primary	Secondary	Professional training
S4Q05	Does your village/ neighbourhood have a public school "Name of school"? 1=Yes 2=No	_	_	_	_
S4Q06	Is this (name of cycle) public school the closest? 1=Yes 2=No	_	_	_	_
S4Q07	How far away from your household is the school that your children attend (name of the cycle)? (Unit/time) 1 =K m 2 = Km	_ _	_ _	_ _	_ _
S4Q08	How long does it take the children in your household to walk to the (name of cycle) school they attend? (unit/time)1 = minutes 2 = heures	_ _	_ _	_ _	_ _
S4Q09	Does the (name of the cycle) school where the children of your household attend have a complete cycle? 1=Yes 2=No		_	1 ^{er} cycle _	2 ^{ème} cycle _
S4Q10	Does the vocational training centre where the children in your household attend have a full workshop for their subjects? 1=Yes 2=No 3=Don't know				_
S4Q11	Does the (name of the cycle) school that the children in your household attend have a room for each grade? 1=Yes 2=No	_	_	_	_
S4Q12	In the (name of the cycle) school that the children in your household attend, do all pupils sit on a bench? 1=Yes 2=No	_	_	_	_
S4Q13	In the (name of the cycle) school that the children of your household attend, are school books distributed to pupils? 1=Yes 2=No	_	_		
S4Q14	How many pupils on average are in the class(es) in which the children of the household are enrolled in the (name of the cycle)?	_ _	_ _	_ _	_ _

S4Q15	How do you rate the frequency of teacher attendance in the class(es) of (name of cycle) in which the children of your household attend school? 1=Regular 2=Medium regular 3=Irregular	__	__	__	__
S4Q16	Do you participate in the activities of the APEE (Meeting)? 1= Yes 2=No If 2 go to S4Q16a	__	__	__	
S4Q16a	Why? 1= Yes 2=No				
	A. Non-compliance with schedules	__	__	__	
	B. Duration	__	__	__	
	C. Information meeting, not discussion meeting	__	__	__	
	D. Non-accountability	__	__	__	
	X. Other (please specify)	__	__	__	
S4Q17	How much do you pay on average for the fees (enrolment, ECCE) of this child from your household in the (name of the cycle) in a year? (enter average amount)	Inscription ----- (en FCFA)	Inscription ----- --(en FCFA)	Inscription ----- -(en FCFA)	Inscription -----(en FCFA)
		APEE ----- (en FCFA)	APEE ----- ---(en FCFA)	APEE ----- --(en FCFA)	APEE -----(en FCFA)
		Autres frais ----- -----(en FCFA)	Autres frais ----- ------(en FCFA)	Autres frais ----- ------(en FCFA)	Autres frais ----- (en FCFA)
S4Q18	How do you rate these amounts? 1=High 2=Raisable 3=Low	__	__	__	__
S4Q19	In addition to the fees payable, did your household pay any additional fees to the staff of the (name of cycle) school to admit the household's children to the school? 1=Yes 2=No	__	__	__	__
S4Q20	When the structures (water points, classrooms, latrines, etc.) of the (name of the cycle) school in which this child from the household attends are damaged, who takes care of the repairs?	1=Yes 2=No			
	A. THE PTA	__	__	__	__
	B. The Mayor (Commune)	__	__	__	__
	C. A village organisation	__	__	__	__
	D. MINEDUB/MINESEC/MI NEFOP	__	__	__	__
	E. The Elites	__	__	__	__
	X. Other partners (please specify) _____	__	__	__	__
S4Q21	Overall, how satisfied is your household with the education services in the (name of cycle)	__	__	__	__

	E. Payment of fees	__	__	__	__
	F. Strengthening the presence of women in the APEE office	__	__	__	__
	G. Dissemination of APEE management reports	__	__	__	__
	H. Dissemination of good practices	__	__	__	__
	I. Monitoring the regular attendance of teachers	__	__	__	__
	X. Other (please specify)	__	__	__	__

Section V. COUNCIL SERVICE							
Council services 	S5Q01 Have you had to request (name of service) from the commune in the last 12 months, i.e. since? 1=Yes 2=No the following service	S5Q02 How were you welcomed when you visited the commune? (Choose one answer only) 1=Good 2=Indifferent 3=Poor	S5Q03 After how long did you obtain the service you requested from the Commune? (Units, numbers) -0 = in progress, 1 =minutes, 3 =hours, 4 = day, 5 = week, 6 = month, 7 = year If S5Q03=in progress go to S5Q03a Otherwise, go directly to S5Q04	S5Q03a How long have you been using this service? (Units, numbers) - 1 = day, 2 = week, 3 = month, 4 = year	S5Q04 How do you rate this time? 1=Seasonable 2=Long 3=Very long If S5Q04=1 S5Q06	S5Q05 If S5Q04=2 or 3, what do you think was the cause? 1=Staff unavailable/absent 2=Lack of working materials 3=incompetent staff 4 = Poor organisation of services 5=Refusal to bribe 6=Other (please specify) _____	S5Q06 Were you forced to pay unauthorised fees for this service? 1=Yes 2=No
Birth certificate	__	__	__	__	__	__	__
Death certificate	__	__	__	__	__	__	__
Marriage certificate	__	__	__	__	__	__	__
Authentication of documents	__	__	__	__	__	__	__
Issuance of urban planning documents	__	__	__	__	__	__	__
Development of roads	__	__	__	__	__	__	__
Waste management/sanitation	__	__	__	__	__	__	__
Hygiene and cleanliness	__	__	__	__	__	__	__
Development of green and recreational areas	__	__	__	__	__	__	__
Public transport	__	__	__	__	__	__	__
Public lighting	__	__	__	__	__	__	__
Development of playgrounds	__	__	__	__	__	__	__
Certificate of residence	__	__	__	__	__	__	__

b. Questionnaire for MINSEC

DIVISIONAL DELEGATION FOR SECONDARY EDUCATION QUESTIONNAIRE

Section 1 : Identification

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

Section 2 : Inventory and operation of public schools

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

c. Questionnaire for MINEDUB

INSPECTORATE OF BASIC EDUCATION QUESTIONNAIRE

Section 1 : Identification

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

Section 2 : Inventory and functioning of nursery and primary schools

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

d. Questionnaire for MINSANTE

DISTRICT HEALTH QUESTIONNAIRE

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

Section 2 : Inventaire, Fonctionnalité et Gestion des Formations sanitaires										
Type of health facilities	S2Q01: Does this type of health facility exist in the villages/neighbourhoods? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02: How many health facilities of this type do you have in the Commune?	S2Q03: How many such health facilities are non-functional?	S2Q04: How many such health facilities have a functioning AOC or SMC?	S2Q05: Does the health facility of this type receive support from the Council for its maintenance and management? 1=Yes 2=No If S2Q05=2 go to next type	S2Q06 : En quoi consiste cet accompagnement ?				
						A. Technical follow-up	B. Financial support	C. Capacity building	D. Logistical support	X. Other (please specify)
A. Integrated Health Centre	_	- _ _ 	- _ _ 	- _ _ 	_	_ 	_ 	_ 	_ 	_
B. District Medical Centre	_	- _ _ 	- _ _ 	- _ _ 	_	_ 	_ 	_ 	_ 	_
C. District hospital	_	- _ _ 	- _ _ 	- _ _ 	_	_ 	_ 	_ 	_ 	_
D. Regional Hospital	_	- _ _ 	- _ _ 	- _ _ 	_	_ 	_ 	_ 	_ 	_
E. Private health training centre	_	- _ _ 	- _ _ 	- _ _ 	_	_ 	_ 	_ 	_ 	_

X. Other (please specify)	_	_	_	_	_	_	_	_	_	_
S2Q07	In your opinion, is the number of facilities sufficient to cover the health needs in the commune? 1=Yes 2=No					_				
S2Q08	Are all villages in the commune covered by a health facility? 1=Yes 2=No					_				
S2Q09	How many villages in the commune are not covered by a health facility?					_ _ _				

e. Questionnaire for the council

MUNICIPALITY QUESTIONNAIRE

Section 1 : Identification		
S1Q01	Region _____	_ _
S1Q02	Division _____	_ _
S1Q03	Council batch _____	_ _
S1Q04	Council _____	_ _ _
S1Q05	How many villages/quarters does your municipality have?	_ _ _
S1Q06	What is the size of the population in your municipality?	_ _ _ _ _ _
S1Q07	Does your council know the population size per village? 1=Yes 2=No	_
S1Q08	Position of respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others _____	
S1Q09	Respondent's phone number _____	_ _ _ _ _ _ _ _ _
S1Q10	Survey start date _____	_ _ _ / _ _ _ / _ _
S1Q11	Survey end date _____	_ _ _ / _ _ _ / _ _
S1Q12	Council supervisor's name _____	_ _ _
S1Q13	Council GPS coordinates X _____ Y _____ Z _____	_
S1Q14	Collection result 1=Completed survey 2= Incompleted survey 3= Refusal 4= Competent respondent Absence 6= Others (to be precised) (If the answer is different from 1 and 2, end the questionnaire)	
S1Q15	Assessment of survey quality _____ 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	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
B. Well with electric pump	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
C. Boreholes with human-powered pumps	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
D. Boreholes with electric pump	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
E. Drinking fountain	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
F. Spring	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
G. Community water	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _

supply network					
H. Drinking water supply (CAMWATER)	_	_ _ _ _	_ _ _ _	_ _ _ _	_ _ _ _
S2Q06	In your opinion, is its number sufficient to cover the water needs in the municipality? 1=Yes 2=No				_
S2Q07	Are all villages adequately supplied with drinking water? 1=Yes 2=No if no go to S2Q08				
S2Q07a	How many villages in your community do not have a sufficient supply of drinking water?				_ _ _
S2Q08	Does your municipality have a drinking water management service? 1=Yes 2=No if no go to section 3				_
S2Q08a	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No				_
S2Q08b	What is this support ?	A. Technical follow-up 1=Yes 2=No			_
		B. Financial support 1=Yes 2=No			_
		C. Building capacity 1=Yes 2=No			_
		D. Logistic support 1=Yes 2=No			_
		X. Others (please specify) _____			_
Section 3: Municipal services					
Nature of the service		S3Q01 : Does your municipality offer 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q02 : Is there a set and known time frame for providing 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q03 : What is the timeframe in days for providing "the service"?	
A. Establishment of civil status records		_	_	_ _	
B. Issuance of urban planning documents		_	_	_ _	
C. development of public utility		_	_	_ _	
D. Waste management / Sanitation		_	_	_ _	
E. Legalisation of documents		_	_	_ _	
F. Authentication of documents		_	_	_ _	
G. Hygiene and health		_			
H. Development of green and recreational areas		_			
I. Development of playgrounds		_			
J. Public lighting		_			
K. Public transport		_			
X. Others (please specify) _____		_			

f. Questionnaire for MINEE

QUESTIONNAIRE DIVISIONAL DELEGATION MINEE

Section 1 : Identification		
S1Q01	Region _____	_ _
S1Q02	Division _____	_ _
S1Q03	Council batch _____	_ _
S1Q04	Council _____	_ _ _
S1Q05	Position of the respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others____	_
S1Q06	Respondent's phone number _____	_ _ _ _ _ _ _ _ _
S1Q07	Survey start date _____	_ _ _ / _ _ _ / _ _
S1Q08	Survey end date _____	_ _ _ / _ _ _ / _ _

S1Q09	Council supervisor's name _____	
S1Q10	Council GPS coordinates X _____ Y _____ Z _____	__
S1Q11	Collection result _____ 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)	
S1Q12	Assessment of survey quality _____ 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	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
B. Well with electric pump	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
C. Boreholes with human-powered pumps	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
D. Boreholes with electric pump	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
E. Drinking fountain	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
F. Spring	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
G. Community water supply network	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
H. water supply (CAMWATER)	__	__ __ __ __	__ __ __ __	__ __ __ __	__ __ __ __	
S2Q06	In your opinion, is this number sufficient to cover the water needs in the municipality? 1=Yes 2=No					__
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?					__ __ __
S2Q08	Does the municipality have a drinking water management service? 1=Yes 2=No if no go to section 3					__
S2Q08a	Does this drinking water service support community mechanisms for maintenance and management of drinking water points? 1=Yes 2=No					__
S2Q08b	What does this support consist of?	A. Technical follow-up 1=Yes 2=No				__
		B. Financial support 1=Yes 2=No				__
		C. Building capacity 1=Yes 2=No				__
		D. Logistic support 1=Yes 2=No				__
		X. Others (please specify) _____				__

Annex 3 : Mayor 's decision putting in place the steering committee for change

République du Cameroun
Paix – Travail – Patrie
Region du Sud-Ouest
Département du Fako
COMMUNE DE TIKO
B.P. 60 Tiko Cameroun
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Republic of Cameroon
Peace – Work – Fatherland
South West Region
Fako Division
TIKO COUNCIL
P.O. Box 60 Tiko Cameroon
Office: (237) 3333 12 15/3333 11 56

Ref: TC/BZ1/VOL I/033/2022

Date: 20/06/2022

Subject:

MUNICIPAL DECISION N° 033/2022

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

THE MAYOR, TIKO COUNCIL

MINDFUL of the Constitution of 18/01/96;

MINDFUL of Law N° 2019/024 of 24th December 2019 to Institute the General Code of Regional and Local Authorities;

MINDFUL of Decree N° 77/91 of 25th March 1977 to determine the Supervisory Powers over Councils, Council Unions and Council Establishments, modified by Decree No.90/1464 of 9th November 1990;

MINDFUL of Decree N° 77/203 of 29th June 1977 creating the Tiko Council;

MINDFUL of Decree N° 2008/376 of 11/12/2008 relating to the Administrative organization of the Republic of Cameroon;

MINDFUL of Decree N° 2008/377 of 12/11/2008 fixing the powers of Head of Administrative Structures and personnel charged to assist them in the exercise of their functioning;

MINDFUL of Decree No. 2010/1735/PM of 01st June 2010 bearing on the budgetary nomenclature Of Regional and Local Authorities;

MINDFUL of Decree N° 2018/190 of 2nd March 2018 creating the Ministry of Decentralization and Local Development (MINDDEVEL);

MINDFUL of decree N° 2018/190 of 02/03/2018 modifying and completing some dispositions of Decree N°2011/408 of 09/12/2011 reorganizing the government;

MINDFUL of Decree N° 2018/449 of 1st August 2018, organizing the Ministry of Decentralization and Local Development (MINDDEVEL);

MINDFUL of Decree N° 2017/343 of 3rd July 2017 appointing **Mr. Engamba Emmanuel Ledoux**, Senior Civil Administrator, Senior Divisional Officer for Fako Division;

MINDFUL of Order N° 000218/A/MINDDEVEL of 05th March 2020 bearing on the election of **Chief Peter IKOME MESOSO III** as Mayor of Tiko Council;

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

CONSIDERING the necessity of service;

HEREBY DECIDES AS FOLLOWS:

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

1. The Mayor of Tiko Council or his representative,
2. The Secretary General of Tiko Council
3. The Development Officer of Tiko Council
4. Madam Atibia Seraphine – representative, Civil Society Organisation
5. Councillor Sera Nyam – Municipal Councillor
6. Chief of Fue – Traditional Ruler
7. Mr Ndifon Valentine – Tiko Health Area Committee Chairman
8. Mr Mbapngong Fondong – PTA President, G.S. Mutengene Group 2
9. Madam Alice Mesumbe – representative, women's leader

ARTICLE 2: 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 Tiko Council.

ARTICLE 3: That a consolidated and validated report shall be established and forwarded to the Supervisory Authority after every sitting- at least once every quarter.

ARTICLE 4: 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.

VISA:

The Prefect – Fako
At Limbe the _____



At Tiko, the

29 JUN 2022

[Signature]
M. R. N. Chief Peter Njomo Njomo III
MAYOR
TIKO COUNCIL

DISTRIBUTION:

- MINDDEVEL/Yaoundé
- Prefect/Fako/Limbe
- Municipal Treasurer/T.C.
- Finance Officer/T.C.
- Registers/Files/concerned.