

Project Completion Report

*Verification Observation Indication through Community Engagement (VOICE):
a CARTA project*

*A third-party monitoring project of LGSP-II in Satkhira districts:
Bangladesh
Sept 2012-Sept 2014*

by

Agrogoti Sangstha

Coldstorage More, Mill-Bazar, Satkhira, Bangladesh

Phone: 88-0471-63870 Mobile: 01715-608864

Email: agrogoti9@yahoo.com, agrogoti@gmail.com

Web: www.agrogoti.org



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Manusher Jonno Foundation (MJF)
House # 47, Road # 35 (A) Gulshan 2, Dhaka-1213
Tel: 880-2-9850291, 9850292, 9850293; Fax: 880-2-9850295

Acronyms

AS	Agrogoti Sangstha
BBG	Basic Block Grants
CG	Citizen Group
CBC	Community Based Committee
DC	Deputy Commissioner
DDLG	Deputy Director of Local Government
DF	District Facilitator
FC	Field Coordinator
FGD	Focus Group Discussion
JSDF	Japan Social Development Fund
LG	Local Government
LGSP	Local Governance Supporting Project
M&E	Monitoring and Evaluation
MJF	Manusher Jonno Foundation
PBG	Performance Block Grant
PTF	Partnership for Transparency Fund
RTI	Right to Information
SA	Social Accountability Tools
SSC	Scheme Supervision Committee
UCO	Upazila Cooperative Officer
UNO	Upazila Nirbahi Officer
UP	Union Parishad
WB	Ward Committee
WS	Ward Shava

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1 EXECUTIVE SUMMARY

LGSP-II is a national decentralization project to strengthen local governance. Using World Bank and Bangladesh government joint financing, LGSP-II provides grants to UPs, and allows the UP citizen's to determine—through a detailed set of rules and committees—which public projects serve their community best. The governance of the grant process, including the use of the funds, is designed to be participatory, transparent, efficient, accountable, and sustainable.

As part of the implementing agency's effort to continually look for feedback from the LGSP-II communities, a CARTA sub-project, Verification Observation Indication through Community Engagement (VOICE), was introduced into 30 UPs, spread evenly in the Satkhira district, to provide additional feedback to make the service delivery of public resources more efficient. The 24-month CARTA sub-project, ending December 2014, was implemented by Agrogoti Sangstha, and supervised by the Manusher Jonno Foundation and the Partnership for Transparency Fund (PTF), under the CARTA program, which is underwritten by the Japanese Social Trust Fund managed by the World Bank. The purpose of the CARTA sub-project was to promote local government responsiveness to community needs in the implementation of LGSP-II schemes at the Union Parishad level.

The CARTA sub-project provided data on the operations of the UPs using surveys and other tools. The sub-project also initiated several interventions to increase the skills and knowledge of community members to monitor the activities of LGSP-II. This third-party-monitoring (not by the LGSP project) was done by a new citizens' group (CG) created by the sub-project, consisting of 27 members—three from each of the nine wards in every UP. The sub-project team trained the members in social audit techniques, and in all aspects of the LGSP-II operations manual, so that they would be aware of the rules and procedures that were expected in the governance of the block granting process.

There were many known challenges implementing the LGSP-II project. An earlier phase of the project, LGSP-I identified numerous issues and these were addressed in this follow-on project. Still, the implementing agency sought on-going information from the community about the processes. In particular, they needed to know if the two primary LGSP-II committees, the Ward Committee and the Scheme Selection Committees were functioning well. These two committees were responsible for the use and management of the block grants at the local level, according to the policies and procedures set out in the UP operational manual.

An initial survey by the CARTA sub-project to collect baseline information confirmed that problems did exist. Many committees¹ were inactive or under-functioning, mostly because members were unaware of their roles and responsibilities. Other issues were also identified: information about project selection was not being widely disseminated; meetings were not being held regularly; community members and committee members were not aware of grievance processes so they generally did not know what to do when problems existed; tax collection was at low levels so sustainability was questionable; and people were reluctant to participate in open meetings. General areas of concern were: the unknown levels of participation of some marginalized groups in the processes; the transparency of decision-making, and the perceived effectiveness of the LGSP-II project structure by the community to deliver public service efficiently. Overall, while the majority of committees were operating

¹ The committees include the Ward Committee, Scheme Supervision Committee and Standing Committees. Other committees were not involved, because the sub-project worked with LGSP-II only.

as expected, the information about the exceptions could prove valuable in improving the overall efficiency of service delivery across all UPs.

The overall results of this CARTA sub-project were positive. Two surveys, an initial and final assessment, summarized in two social audit reports prepared by an external consultant, provide comparative data showing knowledge and skill levels before and after the CARTA project interventions. The final data showed that 100% of UP committees and community members had knowledge of LGSP-II scheme implementation, compared to 80% at the beginning of the sub-project; 100% of UPs properly disseminate information through notice board, versus 70%; information boards were displayed for 80% of schemes, versus 0%; and, the responsibility for monitoring schemes was assigned to respective local community members in 68% of Committees, versus 48%. The tax collection target also improved: 83% of the targeted tax was collected against 77% at the beginning.

The second survey also included a comparison between CARTA and non-CARTA sites². Overall, the data indicates that UP leaders are generally knowledgeable about LGSP II activities in both CARTA and non-CARTA UPs. However, the difference between CARTA and non-CARTA sites is much more significant at the committee level. Most committee members in non-CARTA UPs were not knowledgeable, and thus could not play the role expected of them. For example:

- ◆ Under CARTA 97% believed that the annual plan was disseminated, compared to 37% under non CARTA UPs. Most committee members (62%) in non-CARTA UPs just “did not know” if the plan was disseminated.
- ◆ Under CARTA, 93% reported that they are aware of the LGSP II procurement process as detailed in the UPOM, compared to 21% in non-CARTA UPs.
- ◆ Knowledge of grievance processes was higher in CARTA UPs—73% compared to non-CARTA: 16%.
- ◆ In CARTA 98% of committee members said they participate in UP planning, compared to 30% in non-CARTA.
- ◆ Similarly, in CARTA 97% stated that they participated in scheme implementation, compared to 29% in non-CARTA.
- ◆ In CARTA 98% of the committee members reported that the community participated in the scheme implementation, compared to 24% in non-CARTA.
- ◆ Awareness of tax obligations is higher in CARTA UPs (92%) compared to non-CARTA 72%
- ◆ Ward committees are perceived to function in CARTA UPs; 88% of committee members thought so in CARTA—33% in non- CARTA
- ◆ Knowledge of the existence of standing committees is also higher in CARTA UPs; 85% compared to 20% in non-CARTA.

The following recommendations are based on the findings of CARTA sub-project:

For UPs and community-based committees:

- ◆ Ensure effective training of all committee members in their roles and functions as soon as they are formed³.

² The PMU observed (in the meeting held to discuss Agrogati S. report) that the comparison sample for the non-CARTA UPs were selected from a very small group of UPs in the same area. Since there are over 4550 UPs, it would be useful to gather data on other areas to see if the results changed depending on region.

³ The team observed that the training conducted by the LGSP-II, because of the numbers of trainees, was not as effective as it could be. Each batch, consisting of 126 committee members (WC-7X9 =63 + SSC=7X9=63 in total 126), participated in the training that was

- ♦ Participatory activities such as the ward shava, and the annual planning and budgeting meetings should be carried out regularly so that citizens will be habituated to the process.
- ♦ The UPs must actively attempt to increase the inclusion and participation of marginalized people.
- ♦ A budget should be available to committees to cover minimal organizational development costs for *samajak uddog* forum for their effective mobilization. This budget should eventually be taken from tax revenues, after the project concludes.
- ♦ A calendar created by the sub-project, showing the BBG cycle, has been very helpful for planning purposes.

For the LGSP-II project team:

- ♦ Ensure more rigorous internal monitoring and supervision for schemes funded from the LGSP-II grants. Strengthen the supervision over compliance and accountability of UP for the implementation of UPOM, including procurement, documentation, record keeping, and inclusion. An intensive training and yearly refresher training is required,
- ♦ The DDLG/DF should be present in most sharing meetings, for proper and regular information dissemination, and to facilitate dialogue among stakeholders. That will reduce the communication gaps and encourage committees to do their work actively,
- ♦ Ensure timely fund disbursement from LGSP-II to UP,
- ♦ Ensure regular meetings of the BGCC⁴,
- ♦ Instruct the Local Government Engineering Department (LGED) to provide cordial cooperation to the UP as per the UP/WC requirement. In addition, upazila-based engineers need to develop the cost estimates for schemes in Bengali, and such estimates need to be given directly to the WC and SSC to increase their understanding on the specifications and requirements to be monitored,
- ♦ In coordination with the local government administration, ensure the regular availability of technical personnel at a construction site during scheme implementation period to provide timely solutions.
- ♦ Provide guidance⁵ to UPs for meaningful empowerment of LGSP-II committees,
- ♦ Ensure access to more training possibilities for UP representatives and committee members on issues that they identify as their main capacity-building needs.
- ♦ Under staffing at the UP is a serious constraint⁶. The issue of staffing needs to be considered together with the need to improve skills and efficiency of the existing staff, as well as to streamline administrative and managerial processes.
- ♦ For LGSP III, continue independent monitoring by citizens, preferably with an independent source of funding. This structure would need to be discussed further. What is clear is that the social audit process is more effective in monitoring government services. The quality of services has improved, primarily because the opinion of community members matters.

unmanageable. This was also the LGSP-II team observation, which was shared by LGSP-II team during the finding-sharing meeting on 2nd survey.

⁴ According to UPOM, a BGCC meeting will be organized on a quarterly basis (Ref: UPOM- page-114, Function of BGCC). Based on this rule, 976 BGCC meeting should have been conducted during the period from July to December 2014. According to given data (from WB/LGSP), 479 BGCC meetings were held out of 488, and 497 BGCC meetings were not held.

⁵ More than written guidance is needed. For example, the UPOM provides guidance, and the PMU issues circulars as guidance for UPs. The missing ingredient appears to be more hands-on training to build empowerment.

⁶ The UP act provides UPs with an additional hand in the form of an Accounts Assistant. The Ministry of Finance has recently approved a recruitment plan for this position.

2 Background

Description of LGSP-II

The Local Government Support Project -II⁷ (LGSP-II) is a follow-on project to LGSP-I, which started as a national pilot program in 2006. The main purpose of the project is to strengthen Union Parishads to become accountable and responsive for managing public services and resources,. The project structure is based on transfer of fiscal resources as grant from the central government to the Union Parishad in a transparent manner. The UPs must use the grants for implementing and managing public projects selected by the local community,. Since December 2011, LGSP II has disbursed 13,300 million taka to over 4,500 Union Parishads. These direct block grants have introduced changes in the local government practices, especially in fiscal transfer, transparency, community participation and accountability.

At the local level, a three-member committee, consisting of a UP Chairman, Secretary and elected UP representative are jointly responsible for fund management. Communities are responsible for all the activities, including planning, budgeting, prioritizing, scheme implementation and maintenance. There are two primary committees that are responsible for the management of the processes: the WC, which is responsible for collecting basic information about unit costs, materials, and about standard sector norms (for roads, culverts, toilets, tube-wells, etc.) for their scheme selection and also scheme implementation, and the SSC, which is responsible for monitoring and supervision of project implementation process. The WC has the following responsibilities:

- ♦ Planning and implementing the approved schemes handed over to them by the UP;
- ♦ Directly contracting community-based labor;
- ♦ Procuring goods through either direct procurement or RFQ;
- ♦ Undertaking social and environmental screening;
- ♦ Maintaining vouchers/payments (along with muster rolls for labor) and submitting them to the UP for audit and other necessary actions.
- ♦ Monitoring the work of the service provider;
- ♦ Organizing the ward shava and open budget session.

The SSC is the local monitor. According to the UPOM they are responsible for following activities:

- ♦ Conducting day-to-day monitoring of the implementation of a scheme in terms of quality, quantity and timeliness, as indicated in the approved procurement and implementation plan;
- ♦ Advising the WC of corrective measures if any defects are identified in the implementation of the scheme, and refer the issue (in written form) to the UP if the WC does not address the defect issue identified by the SSC, or write to the BGCC in the event that the UP does not address the defect issue;
- ♦ Certifying whether the WC completed the implementation of schemes according to design & estimates, maintaining quality or not. Upon the SSC's certification, the UP will issue a cheque for the payment of the work done;
- ♦ Reviewing the award recommendation and work-order/purchase order to the recommended bidder;
- ♦ Reviewing environmental and social safeguards forms;
- ♦ Reporting to the wider community on implementation quality/efficiency and impacts through organizing public meetings, and discharge any other functions assigned by the UP.

⁷ LGSP-II Project Duration 29th November, 2011 – 30th November, 2016

The CARTA project is a sub-project to LGSP-II that is responsible for providing community engagement in monitoring the project activities.

Governance gaps and accountability issues addressed by the CARTA sub-project

The following gaps were known by the implementing agency, and reconfirmed in the first survey.

- ♦ Ward Committee (WC) and Scheme Supervision Committee (SSC) committee members were mostly inexperienced, and therefore had difficulty supervising the scheme implementation process. 58% of the UP committee members believed they did not have the proper capacity to carry out their assigned responsibilities.
- ♦ Because WC and SSC committee members had limited knowledge of LGSP-II, the committee members did not have a clear understanding of the expected impacts. About 60% committee members of targeted areas were found to be unaware about LGSP-II. About half (49%) of the committee members believed they could not make decisions.
- ♦ The Ward Committee (WC) formation process was still not participatory in CARTA areas as instructed by UPOM.
- ♦ WC and SSC did not have proper capacity and capability to follow various procurement systems according to the UPOM. Union Parishad Operational Manual is mandatory for proper scheme implementation; however, the 1st survey data showed 78% of sampled UPs in Satkhira did not follow the manual.
- ♦ The UPs were generally not prepared to involve the public in the scheme implementation process. Poor levels of active disclosure of information. Information boards⁸ about the scheme implementation were displayed at only 7% of the sites in the Satkhira district.
- ♦ Underdeveloped citizens' feedback mechanisms and tools to measure citizen satisfaction with local governance and service delivery.

3 Overview of the CARTA sub-project:

Based on this initial assessment of problems, the goal of the sub-project was to activate the citizenry to become more active in LGSP-II activities to provide feedback to improve efficiency. The specific objectives were: To mobilize and capacitate UP representatives and civil society to engage communities in the open budgeting process as per LGSP-II procedures and UP OM, through the use of input tracking and public hearings; to strengthen capacities of civil society and communities to monitor budget transparency, efficiency, participation, inclusion and accountability at the local level.

The implementing agency, LGD, also asked the sub-project to do the following activities:

- ♦ Monitor the effectiveness of citizen engagement in the primary committees
- ♦ Monitor the availability of information to citizens
- ♦ Monitor citizen satisfaction with services and responsiveness of government
- ♦ Provide feedback to authorities from the grass roots level on project implementation
- ♦ Provide feedback on availability of information to citizen groups
- ♦ Monitor the effectiveness of the complaint mechanisms
- ♦ The sub-project was completed in 24 months (September 2012 to August 2014), in 1 district, covering 30 Union Parishad of five Sadar Upazilas, with a budget of US\$ 74,968.

⁸ According to the LGSP II Operational manual, an information board is necessary for each and every scheme implementation; it shows the planned and actual cost, name of contractor, estimated time frame etc.

Table 1: Districts in the CARTA sub-project

District	Upazilla	Unions
Satkhira	Satkhira	1) Bansdha 2) Kushkhilai 3) Sibpur 4) Dhuliahar 5) Jaudhnaga 6) Baikari 7) Bhomra
	Tala	1) Nagarghata 2) Kumira 3) Khalishkhali 4) Jalalpur 5) Tentulia 6) Khalilnagar 7) Tala
	Assasuni	1) Budhata 2) Sovnali 3) Kadakati 4) Sriula 5) Assasuni 6) Dargapur 7) Protapnagar
	Devhata	1) Parulia 2) Nowapara 3) Devhata 4) Shokhipur
	Shymnagar	1) Shymnagar 2) Bhurulia 3) Noornagar 4) Munsigonj 5) Kashmiri
Total	5	30

To build citizen engagement in the monitoring activities, the CARTA sub-project initiated a *Samajak Uddog* Forum (SUF) as the agent of the communities. In total, there were 30 SUF, in one district, created by the sub-project. The SUF activities included:

- ♦ Preparing an action plan to resolve scheme-implementation issues. For example, in resuming project implementation such as in Nagarghata UP, Satkhira, where a road construction project was stopped due to the low-grade, raw material. To resolve the problem, the SUF successfully worked with the contractor and UP Bodies to convince the contractor to resume work using better material,
- ♦ Preparing a seasonal calendar (which helps a community understand work schedules),
- ♦ Holding quarterly dialogue sessions with UP representatives,
- ♦ Conducting refresher trainings on social audit processes and the use of SA tools to access budget information,
- ♦ Monitoring regularly the UP “Notice and Information Board,”
- ♦ Coordinating meetings with stakeholders and public hearings, and,
- ♦ Building community awareness of the mechanisms for participation in the open-budget process,

The SUF provided useful service to the UPs, because the members were knowledgeable about LGSP II policies and procedures (as a result of training), and because members were trained in specific social audit skills. Most of the UP Chairman stated that they sought assistance from SUF to organize the ward shava and open-budget sessions (the responsibility of WC). The net result was that the UP Chairperson, Secretary and Representatives believed that the inclusion of SUF in LGSP-II enhanced the quality of scheme implementation process. A complete list of project activities can be found in annex 8.3.

4 Survey methodology and TPM tools

The CARTA project was mainly a third party monitoring project of LGSP-II activities at the UP level. The sub-project capacity building functions were focused on forming and then training SUF, who were then charged with monitoring the LGSP-II block grant process by reviewing the practices of the LGSP-II ward shavas, and scheme supervision committees. Monitoring used social audit tools including, input tracking, FGDs, sharing meetings and public hearings. The sub-project also conducted an initial survey and second survey to determine effects of the sub-project intervention.

The sub-project did plan to use a community scorecard process rather than the surveys; however this process was discontinued due to several operational problems. These included:

- ♦ The LGSP-II is too complex and has too many indicators for communities to track.
- ♦ This process needs more time, in this project timeframe there is too little time to build sufficient trust between the government implementing agency and the project staffs.
- ♦ Time constraints and multiple sets of indicators result in lack of expertise (of the community groups).

First survey methodology

At the beginning of the project an initial survey—the first—was used to collect data using three questionnaires. This process was supported by focus group discussion (FGD), key informant interviews with the main stakeholders, and observations to verify the data collected. The three questionnaires targeted by the survey were: Union Parishad (UP) functionaries, Union Parishad Secretaries, and LGSP-II Committee Members. Separate surveys were created for each category⁹.

The first survey covered 30 unions (based on convenience) out of a total of 60 covered under the two-project intervention¹⁰, and of these 15 were from the Satkhira district

District	Number of UPs	UP Secretary		UP Representatives		UP Committee		Total/Percentage	
		N	%	N	%	N	%	N	%
Satkhira	15	15	50	193	50.39	165	50.61	373	50.47

The first survey provided information on local budgeting process in terms of its transparency, accountability, participation and inclusion, effectiveness, capacity and competency. Questions focused on specific knowledge levels covering: the availability of a UP Plan, UP decision-making processes, information dissemination processes, UP budget processes, revenue (tax collecting) status, citizen engagement issues, information on scheme selection, the scheme implementation process, quality expectations, environmental standards, and the grievance registration process.

Final survey methodology

This second survey was conducted in August 2014, near the end of the sub-project activities. Focus group discussions (FGD), key-informant interviews, and observations were used to confirm the data collected. The three respondents groups targeted by the survey were: Union Parishad (UP) representatives, Union Parishad Secretaries, and LGSP-II Committee Members. 15 focus-group discussions and 6 key informant interviews were conducted.

Table 2: Districts, unions and respondents included in the second assessment survey

District	Number of UPs	UP Secretary		UP Representative		UP Committee Member		TOTAL	
		N	%	N	%	N	%	N	%
Satkhira	15	13	48.15	190	50.26	169	51.06	372	50.54

Similar to the first survey, the second survey provided information on the pro-active disclosure of UP annual development plans, actual grant allocations and budget—including revenues and operational budget, UP annual

⁹ The survey questionnaire of 1st survey and 2nd survey was conducted among 3 categories of respondent. Five questionnaires attached with this report due to the difference between 1st survey and 2nd survey questionnaire. 2nd survey had two category of Questionnaire, whereas Secretaries and UP rep's responses in the same question, so that the number is five

¹⁰ Agrogoti Sangtha is implementing the *Verification-Observation-Indication through Community Engagement* project in 30 unions in the Satkhira district, and Democracy Watch (DW) is implementing "Citizens Making Governance Effective" project in 30 union's two districts - Jessore and Nilphamari. The first survey collected data from both projects.

audit reports, procurement activities, UP monthly reports and annual financial statements to communities, information dissemination related to budget events, community awareness about participation in budgetary processes at meetings, hearings, UP Committees, and Ward shavas, communities and LG awareness about how to get access to info on public plan and budget, community awareness of projects funded by BG, community awareness of their taxation obligations and UP revenues, disclosure of information related to procurement by UPs in line with the UPOM requirements, and community awareness of relevant procurement procedures.

The UP Secretary, UP functionaries and committee members in the second survey were mostly the same as those who were included in the first survey.

This second survey also included non-CARTA sites as well. While the sample selection for the CARTA UPs in the first and second surveys was based on convenience, the second survey non-CARTA UPs were selected based on a random selection. There were 125 respondents from the non-CARTA UPs: 73 UP representatives and 52 committee members. This survey of non-CARTA sites was conducted in 38 Union Parishads in six Districts (Jessore, Nilphamari, Satkhira, Rangpur, Mymansingh, Pabna) in Bangladesh.

Social audit methodology:

The CARTA sub-project produced two social audit reports that compiled the data from each survey. The first report entitled, *1st Term Social Audit Report*, was completed after the first round of social audit on July 2013 and the second report entitled, *2nd Term Social Audit Report*, was completed in August, 2014. These reports were completed by an external consultant on behalf of the 30 SUF. The data was shared with the implementing agency and Manusher Jonno Foundation.

Social Audit is defined as a set of participatory and analytical activities that engage citizens in the monitoring of the delivery of government services. In this project these included:

Input tracking: *Samajak Uddog* Forum (SUF) collected information on LGSP activities. The SUF members of each Union Parishad jointly formed a small monitoring committee to collect information on the BBG of LGSP-II. Agrogoti Sangstha facilitated the process to engage the community in this process. After input tracking the data was compared to plan, budgets and the procurement process.

Focus Group Discussion (FGD): Afterwards the SUF conducted FGD with the Ward Committee, Scheme Supervision Committee and community people to verify the data collected during the input tracking. The SUF then prepared a fact sheet, based on this analysis, identifying problems and issues.

Sharing Meeting: The sub-project staff organized FGDs findings sharing meeting between SUF and UP representatives.

Public hearing: After the sharing meeting, public hearings were also organized by the SUF in each UP. During the public hearing, UP representatives, standing committees, ward committees, scheme supervision committees' members, civil society representatives and larger community were present and provided their constructive suggestions/ feedback. Respective authorities generally responded positively, taking several measures to address the issues to improve the quality of services.

Reports: Finally, with the assistance of CARTA field level staffs, SUF produced social audit reports, with their valuable suggestions for further improvement, which were distributed to stakeholders.

5 Findings:

Outcome 1: Percentage of communities with improved capacities to participate and hold the local government accountable for managing the BG11.

The final survey data showed that:

- ♦ 100% of UPs conduct a ward shava;
- ♦ 98% of committee members participated in the scheme-selection, decision-making process (whereas 76% of the UP committee members in the baseline survey in Shatkira believed they did not have the capacity to carry out their assigned responsibilities); and,
- ♦ All respondents stated that the community could influence that process (compared to less than 50% in the baseline who believed that individuals can make decisions).
- ♦ Awareness about development plans increased considerably among UP committee members (from 66% in the baseline in Shatkira to 97%). This happened largely because knowledgeable CG members worked closely with WC and SSC committee members, helping them to roll out the LGSP II program in the targeted areas, including dissemination of planning and implementation guidelines.
- ♦ Awareness about the annual budget among UP committee members also increased (from 76% in the baseline (92% in Shatkira) to 99% in the second survey).
- ♦ 94% of the committee members thought that citizens could influence the budget process (in the baseline 85% believed the chairperson made the decision, and less than 50% of committee members believed that individuals can make decisions). Decisions on projects priorities are increasingly becoming the outcome of participatory process at ward and UP levels. Project implementation is accompanied by better record keeping and information provided on project sites (sign boards). Noticeably, roads, bridges and drainage construction continue receiving priority attention in the planning of schemes.

Communities have become more empowered by being involved in the decision making process of scheme selection, and by deciding their own local development through participation in the participatory planning sessions and open budget meetings. In the non-CARTA sites, where the inputs are lower, the level of citizen representation in the open-budget meeting is also lower.

A remarkable change occurred in term of the use of different information dissemination channel. In the baseline, the main reported channels of providing information to citizens were “chowkidar” and “miking”; in the final survey, the ward shava, notice boards, and UP members were cited more often. At the same time, local media as a source of information on local governance issues scored very low in both surveys.

The fact that the “Request for Quotation” method is mainly used by UPs in procurement of goods and services for development projects is a positive sign. This approach replaces the earlier observed practice of splitting projects into a number of small contracts, which would allow the use of direct procurement and leave more space for manipulations. The “Open Procurement” method is still rarely used, also due to a small-scale nature of the projects.

Improvements in transparency took place also thanks to CARTA contribution and its work on the “demand side” of local planning and budgeting process. CG members built awareness of the planning and budgeting cycle

¹¹ The percentages represent the average across all surveyed districts, including Jessore and Nilphamari, unless Shatkira is specifically mentioned as the reference. The Shatkira district percentage is mentioned when the percentages differ significantly from the average.

among the UP committee members and citizens, including the entry points for citizens’ engagement, as well as involvement of citizens in monitoring compliance with the LGSP planning and budgeting provisions.

The first survey data showed gaps between the planned and actual activities in the LGSP-II scheme implementation process. According to the UPOM, the community should play an active role to hold the UP accountable for managing the BBG and PBG, but the first survey found that most UPs had limited capacity and motivation to do this work. Moreover, the data showed that citizens did not access the existing mechanisms designed into the LGSP project, because they were not aware of the process¹². For example, the LGSP-II central body hired an external audit firm to audit the UP financial system annually, but citizens did not know about the audit results. Even if the community members did know about meetings, the inhabitants often did not show their interest—and never created a demand for information—due to their lack of technical capacity to understand budget and financial management.

Using social accountability tools with the support of strong community mobilization created this demand. By the end of the CARTA sub-project, due primarily to the active involvement of the SUF, there were notable improvements in citizen participation and in improvement to the management of the BG process at the local level. For example, based on the data, citizen participation in ward and open-budget meetings increased. The respondents also mentioned that they participate in LGSP-II project implementation at their ward, and that the community participation in LGSP-II project implementation has increased. Almost all the respondents consider the activities of LGSP II in UP conducive for citizens’ participation. Other findings that show the improved performance of the local government—and some areas that still need more attention—are shown below:

1st round Social Audit Process CARTA targeted areas	2nd round Social Audit Process CARTA targeted areas
Most UPs had five-year and annual plans, but these were not organized according to the UP Act 2009.	All UPs have Annual & Five years plan are organized according to the UP Act 2009
The community did not know about the Basic Block Grants and performance Block Grant processes in LGSP-II.	Community awareness of BBG and PBG has increased.
Most WC and SSC members did not know their membership of that committee.	All WC and SSC members know their roles and responsibility and perform accordingly in targeted areas.
Most WC and SSC members did not know their roles and responsibilities.	All WC and SSC members know their roles and responsibility and perform accordingly.
The BGCC was not supportive of CARTA sub-project activities even though LGSP-II management authorized.	This situation may be unchanged; difficult to determine since BGCC meets irregularly.
The sub-assistant engineer at the UP was not cooperative—did not support scheme estimation procedure	No change
Tax collection levels low; tax assessment was not updated.	Tax collection increasing; targets increasing for future years.
Open budget and Ward Shava were not conducted regularly	Open budget and ward shava are conducted regularly and ensure the citizens participation in the meetings
Notice board were not updated with Committee list, Scheme list, Annual budget and plan, Annual audit report	UPs proactively disclose information for the citizens through notice board such as committee list, scheme list, annual budget and plan, annual audit report

¹² There is also the likelihood that the general community often cannot participate in committee meetings due to distance between UP offices and people living in the communities. There is also the “traditional working pattern of UP and community”.

One activity that helped committee members plan better and contributed to the general awareness was the creation of a calendar. The CG members developed a calendar for each UP, based on the BBG term of LGSP-II. The calendar indicated the expenditure by the LGSP fund, and changed over time. The calendar was shown on a display board. Before posting, the CG convened one consultation meeting with each UP to incorporate suggested language for the display so that the information would be easily understood by the local community members. Participation by marginalized groups is still a challenge; this area needs more study to determine the causes, although the presumption is that the opportunity cost for these individuals to participate is too high.

Outcome 2: Percentage of UPs with improved budget transparency, efficiency, accountability, participation and inclusion indices.

The final survey showed that:

- ♦ 100% of Union Parishad Representatives and Secretaries prioritize citizen engagement in project implementation process;
- ♦ 90% UPs disseminate information through notice board, compared to 7% in the baseline in the Shatkira district);
- ♦ 83% UPs practiced procurement procedures according to Union Parishad operational manual¹³; and,
- ♦ 100% UPs arrange an open-budget session regularly, compared to 93% in the first survey.

The UPs provide services according to the UPOM. The first survey noted deficiencies; there were often gaps between the LGSP project design and the implementation. The first survey data indicated that there was limited knowledge of budgets and contracts, and that participation in committees by the marginalized was at low levels. By the end of the sub-project, open budget sessions¹⁴ were held in UPs for preparing the annual budget. The primary information dissemination channels include, notice boards, UP members, *miking*, and *chowkidar*.

The primary activity that contributed to the improvement was the effort of the SUF committee members, working with members of the WC and SSC committees. Participating SUF members were often the most knowledgeable (as a result of training from CARTA) in the roles and responsibilities of the committees and also in the operations manual requirements.

Outcome 3: Extent to which findings of the TPM reports were used by the LGSP-II project.

The TPM reports were important to the LGSP-II judging by the use made of the data.

- ♦ The LGSP-II team arranged capacity-building training for WC & SSC members after reviewing the findings from the sub-project first survey data.
- ♦ The Deputy Project Director of LGSP-II and local DDLG appreciated the role of citizen groups of constructive citizen engagement in scheme implementation process in several meetings¹⁵.
- ♦ LGSP-II project team recognized the role of CARTA sub-project on LGSP-II project implementation

There were several improvements in the operation of the LGSP-II project that can be attributed to sub-project information dissemination activities. The Union Parishad leaders used the data generated by the CARTA sub-project as an input, helping to improve overall UP activities. For examples, consider the following:

¹³The first survey looked at the awareness of different stakeholders about the local contracts. However; it is not entirely correct to judge UP secretaries' awareness about BG-related contractual arrangements without distinguishing between the types of contracts (since they are not involved in any procurement below Tk. 500,000 – only the WC is involved into procurement process at this level of funding). The monitors have not verified procurement records to make a correct judgment.

¹⁴It is mandatory for the UPs to prepare an annual budget. UPs are required to organize an open-budget meeting before the end of May. Participatory planning at ward level should be completed during April and the plan developed through the Ward Shava.

¹⁵ Satkhira DDLG and District Facilitator Appreciated CARTA work during WBI visit and World Bank Monitoring Mission visit

Transparency

The shift from keeping information restricted to disseminate/disclose is one of the major achievements of this TPM based project. Now the detailed information on LGSP-II is shown on a UP notice board. More information is also shared during ward shava, open budget meeting and *miking*—because the citizens demand to know more.

Accountability

Since citizens are aware of their rights and the purpose of this decentralization project, they have become more active, demanding more accountability from their local government. Local government leaders now have to be more accountable for their decisions in open meetings, or else suffer the criticism of an empowered community. While it is difficult to measure the change in accountability, it was clear to SUF members that local government officials were more responsive to citizen requests.

Participation

It is evident, based on a comparison of CARTA to non-CARTA sites (see next section), which the degree of committee member engagement in LGSP-II has increased through CARTA Program. Improved communication is also visible among the citizens and the service providers. Samajak Uddog Forum (SUF) is acting as mediator that results in minimizing the gap between the demand and supply side. SUF and citizens regularly follow-up the notice board so that updated information on LGSP-II is displayed. The degree of citizen participation in ward shava and open budget meeting is evident. It is not clear if participation by marginalized groups has increased, although women have become more vocal, and do participate in more meetings.

Efficiency

The UPs are now carrying-out the activities as per the UPOM. This change has led to functional committees and constructive citizen engagement in budgeting, planning, implementation and monitoring. The trust in the efficient operation of government appears to be increasing, based on the increased willingness of community members to pay taxes. Overall, the UP performance has improved in almost all CARTA UPs, as evidenced by the improved ratings for CARTA UPs under the independent PBG rating system for UPs.

These findings cannot all be attributable to TPM—some could probably be the result of additional training and resources. It is not easy to always identify why a community member feels suddenly empowered, or why a local political leader finds it necessary to have more participation in a process to use public funds. What is clear is that knowledgeable citizen engagement is a catalyst that can bring about change. The people who experienced the sub-project repeatedly said that without this intervention change would have happened more slowly, or not at all. Communities demand the continuation of TPM, since this is a useful tool to lessen potential corruption in public service delivery. Citizens are willing to spend their time ensuring that government officials working in the best public interest; they are growing in confidence about their own power to control the outcomes in their community.

Comparative Data from CARTA and non-CARTA UPs

This survey was conducted in 38 Union Parishads from six districts (Jessore, Nilphamari, Satkhira, Rangpur, Mymensingh, Pabna) in Bangladesh. There were 125 respondents from the non-CARTA UPs: 73 UP representatives and 52 committee members. The data is reported separately for UP representatives and LGSP-II committee members.

The UP functionaries reported the following:

Transparency

- ♦ Almost all respondents knew that their UP had a development plan—100% for CARTA and 95% for non-CARTA UPs
- ♦ Almost all responses indicate that UPs disseminate information about the annual plan: 100% CARTA—93% for non-CARTA.
- ♦ The use of methods to disburse information differs: notice boards were used by 97% of respondents in CARTA UPs while only 34% in non-CARTA sites; *chowkidar*: CARTA 57% versus 43% in non-CARTA UPs; *miking*: CARTA 56%, non-CARTA 36%; annual meeting: CARTA 43%, non-CARTA 31%.
- ♦ The ward meeting is the main source for decision-making. In CARTA, 98% of respondents said that all the decisions about scheme selection are made by the ward shava: in Non-CARTA the rate is 75%.

Accountability

- ♦ Knowledge of grievance processes was higher in CARTA UPs—84%, compared to non-CARTA: 57%.

Participation & Inclusion

- ♦ Participation was roughly similar in both categories; in CARTA 100%: non-CARTA 90%.
- ♦ CARTA projects are more likely to have women leading projects; in CARTA UPs 81% said women representatives implement projects: in non-CARTA 59%
- ♦ Effectiveness, Capacity & Competency
- ♦ Both categories have a similarly high level of awareness about tax obligations: CARTA 91% versus 89% in non-CARTA
- ♦ Ward committees are perceived to function better in CARTA UPs: 97% versus 76% in non-CARTA
- ♦ Knowledge of the existence of standing committees is also higher in CARTA UPs: 93% versus 76% in non-CARTA.

The UP committee members reported the following:

Note that the differences are more significant,

Transparency

- ♦ In CARTA 97% believed that the plan was disseminated, compared to 37% in non-CARTA. Most committee members (62%) in non-CARTA UPs just “did not know” if the plan was disseminated.
- ♦ In CARTA 92% believed that they knew if an LGSP-II project was implemented in the last year in their UP, compared to 48% in non-CARTA UPs.

Accountability

- ♦ In CARTA, 93% reported that they are aware of the LGSP procurement process as detailed in the UPOM, compared to 21% in non-CARTA UPs.
- ♦ Knowledge of grievance processes was higher in CARTA UPs: 73% compared to non-CARTA 16%.

Participation & Inclusion

- ♦ In CARTA 98% of committee members said they participate UP planning, compared to 30% in non-CARTA.
- ♦ Similarly, in CARTA, 97% stated that they participated in scheme implementation, compared to 29% in non-CARTA.

- ♦ In CARTA, 98% of the committee members reported that the community participated in the scheme implementation, compared to 24% in non-CARTA.
- ♦ Effectiveness, Capacity & Competency
- ♦ Awareness of tax obligations is higher in CARTA UPs (92%) compared to non-CARTA 72%
- ♦ Ward committees are perceived to function in CARTA UPs; 88% thought so in CARTA—33% in non-CARTA
- ♦ Knowledge of the existence of standing committees is also higher in CARTA UPS; 85% compared to 20% in non-CARTA.

Overall, while UP representatives are generally knowledgeable about LGSP activities in both CARTA and non-CARTA UPs, the difference between the CARTA and non-CARTA sites is much more significant at the committee level. Most committee members in non-CARTA locations were not knowledgeable about LGSP or their and thus were much more ineffective.

Dissemination of results and outcomes

Achievements, outputs, and outcomes have been shared with communities to encourage them to continue their work beyond the sub-project period. The primary methods were:

- ♦ Public hearings were organized with the active support of UP stakeholders. During these meetings, good practices were shared.
- ♦ Good practices and improved results of community monitoring were shared with the respective LGSP-II related committees and Union Parishads during various training sessions as well as during the community mobilization of trained Citizen Group members.
- ♦ The SUF worked closely with UP and LGSP-II committees; they are very much aware and familiar with scheme implementation status in their area. During sharing meetings, they actively discussed the result of monitoring visits, changes due to community monitoring, grievances and challenges faced and solutions.
- ♦ Lessons learned and recommendations from the communities were also shared with Manusher Jonno Foundation, PTF, and the World Bank.
- ♦ The findings from the first and second surveys were shared with national and local level stakeholders
- ♦ Feedback from the *Samajak Uddog* Forum (SUF) and stakeholders (like DF/DDLG, UP representatives, civil society members, and staff) has been disseminated among each other.
- ♦ Agrogati Sangastha organized an exposure visit for LGSP committee and CG members to Agrogoti Sangstha project area to learn from their experience, and share information.
- ♦ Agrogati Sangastha also expects Manusher Jonno Foundation and PTF to use the results and impacts for wider dissemination.

6 Project Management

The sub-project was funded under Citizens Action for Results and Transparency and Accountability (CARTA) programme, which is being managed in Bangladesh by Manusher Jonno Foundation in partnership with the Partnership for Transparency Fund (PTF). Manusher Jonno Foundation provided technical support; Agrogoti Sangstha was responsible for overall project delivery. Agrogoti Sangstha formulated and activated 30 *Samajk Uddog* Forum (one in each UP).

A field office was set up in each UP. Two field coordinators (FC) were responsible to coordinate with SUF, volunteer, local government, and other stakeholders, to implement the sub project activities smoothly. Two program officers facilitated implementation work and maintained liaisons with volunteer, CG; they also provided support to the field coordinator. One PO was deputed in each upazila level. The project also recruited 4 assistant program officers instead of volunteers for better implementation of this project. The Dhaka main office manages the overall activities: one project coordinator was recruited for project management and one M&E officer was responsible for quality implementation of field activities, especially the social audit activities, which were conducted by citizen group. The M&E person was also responsible for knowledge management.

Implementation challenges

There were problems during the implementation:

- ♦ There was occasional political pressure to influence the decision-making process of scheme selection. In several cases, the locally elected representatives' personal interest influenced the scheme selection.
- ♦ Trying to increase participation in committees and in the local government was difficult, partly because most "outsiders" are often unaware of the history and social relationships in a small community. Community members are busy and don't have time, especially if they believe that the elite will just take the positions.
- ♦ WC, SSC and CG members are not paid by the project; therefore a sense of volunteerism and local ownership had to be cultivated.
- ♦ UP Chairmen's often had an autocratic approach that required considerable re-conditioning,
- ♦ The use of social audit tools and the formation and activation of citizen groups to monitor UP activities addressed many of these challenges.

Sub-project sustainability

It is hoped that the sub-project outcomes will be present in the project areas beyond the project period. Sustainability, by definition, means that the functions embodied in the infrastructure created by the LGSP project—the committee activities—would continue if the block grants should cease. The ingenious part of LGSP design is that the block grants could eventually be replaced with funds from local taxes, thereby providing a continuous, sustainable revenue stream for the local UP. The assumption is that as citizens began to have a greater say in their local government, and could not only see how money was spent, but could also influence how it was spent, that tax collection revenues would increase. This new sustainable funding source would eventually replace the block grants funded by the World Bank, and would still use the committees set up under the block grant system. This appears to be happening in many UPs.

7 Lessons learned and recommendations

- ♦ **UPs need institutional capacity strengthening:** Adopting a UP institutional development strategy that goes beyond top-down training and is more hands-on, intensive, flexible, demand-driven and sustainable over the longer term, grass root level close mentoring strategy would greatly mitigate the many implementation problems.
- ♦ **Citizens need more knowledge about projects and their rights.** Before citizens can even join committees such as the CG they need to know more about what they are being asked to do, and why these groups have been formed. We should not assume that all people are knowledgeable even of their basic rights.

- ♦ Committee members need more knowledge about their roles and responsibilities, and they need specialized training in some social audit functions.
- ♦ Lack of knowledge can lead to lack of confidence. In general, a lack of confidence among the citizen group members hampers their capacity and efficiency to undertake monitoring of the LGSP-II related schemes. During this sub-project implementation, citizen groups members, and even some UP representatives, were reluctant to get involved in monitoring activities and raise their voice, because they did not know their responsibilities. For more specialized functions such as budget monitoring, the problem is more acute. Long-term capacity building for community group members is necessary to ensure in-depth, input tracking.
- ♦ **Citizen empowerment is needed, not just community mobilization:** Unless community members feel that they have the power to influence the local decision-making process, the decentralization process will be stalled. Reports that show community mobilization (generally using attendance figures) simply meets project requirements, but does not represent a sustainable effort. Meaningful participation is an empowerment process that not only involves the community members, but also helps them think beyond the box. This sub-project ensured broad local involvement at all stages of a project resulting an increased sense of control over the environment stimulating local action toward achieving project objectives.
- ♦ **The committees and the UP leaders need continuous training.** LGSP-II provided limited training, generally providing one-time training sessions at the beginning of the project implementation. It appears that the single training session is not enough for members to completely grasp the nature of their activities, and their roles and responsibilities. The change from an essentially autocratic governance system at the local level to a democratic process involving traditionally marginalized members of the community is a long developmental step that needs continuously to be discussed and re-imagined.
- ♦ **More interactions and coordination with stakeholders helps more constructive community engagement.** Many of the problems and challenges were resolved through sharing meeting, coordination and discussion sessions with stakeholders. These types of activities helped to increase the confidence and trust of stakeholders.

Recommendations

The following recommendations are based on the findings of CARTA sub-project:

For UPs and community-based committees:

- ♦ Ensure proper training of all committee members in their roles and functions as soon as they are formed. Training cannot be one-time only; WC, SSC and UP members should receive additional training by visiting UPs where there are good practices and success stories.
- ♦ Participatory activities such as the ward shava, and the annual planning and budgeting meetings should be carried out regularly so that citizens will be habituated to the process.
- ♦ The UPs must actively attempt to increase the inclusion and participation of marginalized people.
- ♦ A budget should be available to committees to cover minimal organizational development costs for citizen groups for their effective mobilization. This budget should eventually be taken from tax revenues, after the project concludes.

For the LGSP-II project team:

- ♦ Ensure more rigorous internal monitoring and supervision for schemes funded from the LGSP-II grants. Strengthen the supervision over compliance and accountability of UP for the implementation of UPOM, including procurement, documentation, record keeping, and inclusion. An intensive training and yearly refresher training is required,
- ♦ The DDLG/DF should be present in most sharing meetings, for proper and regular information dissemination, and to facilitate dialogue among stakeholders. That will reduce the communication gaps and encourage committees to do their work actively,
- ♦ Ensure timely fund disbursement from LGSP-II to UP,
- ♦ Ensure regular meetings of the BGCC,
- ♦ Instruct the Local Government Engineering Department (LGED) to provide cordial cooperation to the UP as per the UP/WC requirement. In addition, upazila engineers need to develop the cost estimates for schemes in Bengali, and such estimates need to be given directly to the WC and SSC to increase their understanding on the specifications and requirements to be monitored,
- ♦ In coordination with the local government administration, ensure the regular availability of technical personnel at a construction site during scheme implementation period to provide timely solutions.
- ♦ Provide guidance to UPs for meaningful empowerment of LGSP-II related committees. Suggest holding a series of forms with these committees to work out the details.
- ♦ Ensure access to more training possibilities for UP representatives and committee members on issues that they identify as their main capacity-building needs.
- ♦ Procedures in the UPOM, especially related to procurement at the UP level, should be reviewed and strengthened, based on input from the community.
- ♦ Under staffing at the UP is a serious constraint. The UPs have limited resources to provide information and necessary documents. The project team shared this information with LGSP-II management team, explaining that additional human resources at the Union Parishad level were needed. Therefore, it is suggested that this issue be taken up in the appropriate forum so that a solution could be found. However, the issue of staffing needs to be considered together with the need to improve skills and efficiency of the existing staff, as well as to streamline administrative and managerial processes.
- ♦ The sub project has strengthened the capacity of the SUF only. In the future the program should focus on still wider community engagement with the help of CBCs¹⁶. The CBCs should be involved to capacitate community peoples by community mobilization processes¹⁷ so that they could continue the process of community monitoring of civil works in an effective manner.
- ♦ The final recommendation is that independent monitoring by citizens continues in some form, preferably with an independent source of funding. This structure would need to be discussed further. What is clear is that the social audit process is more effective in monitoring government services. The quality of services has improved, primarily because the opinion of community members matters.

¹⁶ They are stronger than the previous but need more time to make the process sustainable.

¹⁷ CGs should be the catalyst for community Mobilization because of they have better acceptability within Community. So the involvement of CSOs is needed to regulate CBCs in this purpose

8 Annexes

Logical Framework of the Sub project

Project Component	Objective Verifiable Indicators (OVI)	Means of Verification (MOV)	Assumptions
Goal			
Ensured efficient management through promoting pro-people governance and human rights at UP level of Bangladesh			
Long Term Objectives			
Improved supply side: 1. Increased efficiency of local government representatives in utilizing LGSP fund properly at 30 UPs as quality services for the grassroots people Improved demand side: 2. Increased accessibility of the community people (<i>especially disadvantaged groups regardless of sex, caste, religion and ethnic minorities</i>) in the management system of selected 30 UPs	In the selected 30 Union Parishads- Improved efficiency of total 390 LG representatives in implementing development projects transparently LG representatives provided room for community people to ensure pro-people governance system in selected 30 Ups of sub project areas In the project area – Improved efficiency of total 810 community people in project monitoring and implementation through social accountability tools The prioritization of local project demands are taken place and consequently services are delivered in a participatory and transparent way A number of total 900,000 (±) community people received better services from the selected 30 UPs	LGCI report of the project (1st survey, midterm and end line evaluation report) UP meeting minutes Project progress report Evaluation report Visit reports Vital statistics and publication	Favorable political situation The Community people remain freed from natural disaster like cyclone, flood etc.
Output			
Output 1: Improved capacity of UP representatives in managing and implementing LGSP project	In 30 UPs: A number of total 1200 participants from potential CGs and LG representatives attended in the joint plan activities workshops to prioritize the community concerns (30 workshops*40 participants) # of monitoring visit conducted over a fiscal year to ensure the quality of LGSP project implementation Recommendation and monitoring findings of CGs are placed in the UP on quarterly basis Developed and dissemination of citizen charter in 30 UPs	Attendance Sheet (attendance sheet) Case studies Progress report Photographs Monitoring report Meeting minutes/resolution Media coverage	Favorable political situation The Community people remain freed from natural disaster like cyclone, flood etc.
Output-2: Increased LG related information flow/room for <i>access to</i> information for the mass people	In 30 UPs: In total 90 Information dissemination camp organized at UP level and IEC material distributed among the participants. Open budget conducted duly at 30 UPs in each fiscal year A number of total 30 bill board installed with citizen charter info at UP level	Monitoring reports Project progress reports Mid-term evaluation End-line evaluation Photographs Media coverage	Favorable political condition The Community people remain freed from natural disaster like cyclone, flood etc.
Output-3: Established pro-people governance in	In 30 UPs: 30 batches of training on Community score card	Attendance Sheet Project progress reports	Favorable political condition

Project Component	Objective Verifiable Indicators (OVI)	Means of Verification (MOV)	Assumptions
the UPs	<p>process and prioritization of community concerns conducted by ensuring at least 90% participation of CGs members</p> <p>In total 90 campaigns arranged to disseminate community score card report publicly where at least 13500 community people attended(150 participants in each campaign)</p> <p># of need base monitoring to ensure the quality of LGSP project implementation(<i>also mentioned in output 1</i>)</p>	<p>Mid-term evaluation</p> <p>End-line evaluation</p> <p>Case study</p> <p>Photographs</p> <p>Monitoring report</p>	The Community people remain freed from natural disaster like cyclone, flood etc.
Output-4: Local policy implementers sensitized on citizen actions towards increasing transparency and accountability of UPs	<p>In one district level:</p> <p>Four issue based round table meeting held at district level with the participation of GO, NGO concerned person (50 participants in each meeting)</p> <p>Four press conferences within two years (semiannually press conference* 2 district*2 years)</p>	<p>Attendance Sheet</p> <p>Project progress reports</p> <p>Mid-term evaluation</p> <p>End-line evaluation</p> <p>Case study</p> <p>Photographs</p> <p>Media coverage</p>	Favorable political condition

Major Outputs of the Project:

- ♦ 30 SUF established with 810 members, with 33% of women
- ♦ 30 introductory/ coordination meetings organized between SUF and UPs
- ♦ Two project inception workshops, conducted at the district level for two districts
- ♦ 30 copies of seasonal calendars (open budgeting) produced (per union) and placed (at least in each ward of the union)
- ♦ 30 copies community action plan developed and placed (at least on in each ward of the union)
- ♦ 30 dialogue session organized with 390 UP representative with 30 office secretary
- ♦ SUF and project staffs Joint quarterly sharing meeting was held in the UP level
- ♦ 24 times SUF members was monitored the information board using information board monitoring checklist
- ♦ Four coordination meetings with MJF and other organizations was held
- ♦ Exposure visit was successfully conducted
- ♦ 8 quarterly report was successfully completed and shared with MJF
- ♦ Revenue mobilization and collection is increasing in project location through project staffs mobilization works.
- ♦ 60 social audits conducted at the UP level (2 rounds in 30 Unions) - including input tracking based on citizen indicators of budget transparency, participation and inclusion, efficiency, and accountability.
- ♦ A 1st survey and 2nd survey conducted at 30 Ups, measuring citizen perception of budget transparency, participation and inclusion, efficiency, and accountability.
- ♦ SUF and volunteers quarterly meeting in each UP
- ♦ SUF members and volunteer in each UP visit their information board
- ♦ Sharing meeting with WC,SSC & SUF
- ♦ Five exposure visits (1 visit to DW).
- ♦ Two reports that reflect on the results of the social audit and the surveys

Sub-project activities

The following activities implemented under the sub-project:

AS staff orientation: One orientation was provided to project staff to internalize the project. The staff was capacitated on the project goal, objectives, and expected result and outcome, activities, good governance, communication, facilitation, documentation, and information collection, program arrangement and specially use of SA tools conduction.

Samajak Uddog Forum (SUF) formation: To mobilize the community to play a social accountability role, through active participation in budget planning, implementing, and monitoring, the community platform “Citizen Groups (SUF)” were formed in each UP. To ensure widespread participation in the SUF, three community representatives, including one female and two male, were selected from each of the nine wards in a UP. The result is that each SUF consists of 27 members, including women, youth, ethnic minorities, the poor, journalists, teachers, religious leaders, club representatives, and other professionals. The SUF were trained to use the UP operational manual to understand the budget cycle, the LGSP-II monitoring system, and other related issues to ensure LGSP-II performance effectively. The SUF played a pro-active role to monitor LGSP-II performance. Moreover, SUF members attend open budget activities. There were at least 40% women members on this committee with one woman occupying either the president or secretary position. The SUF were mobilized to support the activities of WCs and SSCs. SUF was also involved with other activities such as quarterly dialogue sessions with UP representatives, developing the community action plan, developing seasonal calendar (open budgeting), building community awareness on the seasonal calendar and mechanisms of involvement in open budgetary process, refreshers training on social audit process, use of SA tools to access budget information, regular UP “Notice and Information Board” monitoring, coordination meeting with stakeholders and public hearing

Opening ceremony: A project lunch meeting was held at the initial stage to inform and involve the administration, LGSP officials, media, and the UP. The participants of that meeting were briefed on project’s goal, objectives, activities, implementation procedures, expected output and results, and project area informed to the participants and primary recommendation collected from them. Agrogoti Sangstha and district administration jointly arranged the meeting.

Community platform functioning: The community platform (SUF) arranged bi-monthly meetings to discuss problems, implementation issues, and financial transaction audits.

SUF leader training: Two-day residential training was arranged to capacitate the SUF in using social accountability tools properly. Three members (man, women and youth) participated from each SUF. Total 3 batches trainings were arranged and 30 participants took part in each batch. Agrogoti Sangstha facilitated the training sessions.

Staff training: Staff capacity was essential to implement the project smoothly. A three-day residential staff training was arranged at the starting period of the project. The staffs were given idea on project’s goal, objectives, and expected result. . They were given training on the use of social accountability tools, data collection, documentation etc.

Dialogue meeting with SUF, UP and implementation related representatives: Dialogue meeting was arranged to disseminate implementation related information. The representatives of UP, LGSP-II related committees and SUF participated in the dialogue. The UP and LGSP-II committee members shared their initiatives, implementation plan, allocation, expenditure for development activities, grievances, plan for resolution of the

grievances with the SUF. The SUF members raised their voice to follow the developed community plan by social audit and findings through their monthly meeting. Every year one dialogue meeting was arranged during the project time.

UP and SUF members' orientation: A day long orientation meeting was arranged at each UP to inform the UP representatives and SUF members about the objective of SU, roles and responsibilities and application of SA tools. CARTA project and trained SUF member facilitated the orientation. The oriented persons had been able to play their role properly for the effective implementation.

Public hearing: Public hearing sessions were completed at 29 UPs out of 30 UPs. All types of community participated in the public hearing sessions. All of them were informed about the allocation of LGSP-II, budget and project in this program. The participants asked questions on LGSP-II to the UP representatives. UP representatives directly answer to the question. The public hearings are referred to as "extra-ordinary" in order to distinguish between ordinary annual hearings initiated by UPs where last year budget implementation is reported and the current year budget is presented. These extra-ordinary public hearings were initiated and led by the CG. The agenda consisted of reviewing the results of the input tracking process and FGD.

First survey: First survey was conducted by the Agrogoti Sangstha research team during the initial stage. The survey covered community satisfaction status, community participation in UP budget preparation, implementation, financial monitoring, formal transparency and accountability procedures, information follow-up system etc. The role of the citizens to ensure transparency and accountability through having information on LGSP-1 implementation (community involvement process and percentage, effectiveness) and project related other primary information. (The second survey was conducted by an independent consultant.)

Staff training 3days: Developed training module on CSC and VOICE project. Total 7 project staff received 3-day during training.

UP and SUF orientation on LGSP manual: Guideline and flip chart developed. The project staff conducted the orientation and trained up SUF leader assist there. During the time 29 orientations arranged in selected 29 unions.

SUF and UP orientation on RTI: Guideline and flip chart developed. Primary discussion with the participants and tentative date settled. The project staff conducted the orientation and trained up SUF leader assist there. During the time 29 orientations arranged in selected 29 unions.

SUF leaders training: Developed leaders training module.. Three potential leaders (one male, one female, and one young member) selected from the monitoring group. Total 30 participants (20 male and 10 female) participated at 3 days during residential training.

Coordination meeting with partners and MJF: Periodic coordination meetings organized between Agrogoti Sangstha, MJF and other partners for reflection on progress and exchange of experience.

Exposure visit: Agrogoti Sangstha and DW project staff, selected UP, and SUF members, visited project sites to share experiences. One visit made to an AS site, while four visits made to the Agrogoti Sangstha project area.

Case study from Satkhira: At last a signboard



After completing the LGSP-1 project in the Nagarghata union (Tala Upazilla), LGSP-2 followed. The *samajik uddog* forum (Monitoring group) of the union has the responsibility for monitoring works under LGSP-2. A *samajik uddog* meeting was held in Nagarghata to discuss in detail the work of the community. In the discussions, Dr. Rafiqul Islam, a monitoring group member, explained that with the funds from LGSP brick soling of various roads had been completed. But the union parishad had no project signboard anywhere. According to the rules, when any project work is done a signboard related to project will be posted.

Afterwards, three members of the committee and the chairman arranged a meeting about the matter. In this decision everybody expressed the same opinion so they investigated. Jahangir Hossain, a member of 2nd ward told them that their signboard was ready, but that it was not posted because he was too busy. He promised in the coming week to hang the signboard. Through the supervision of *samajik uddog* forum the transparency of the project was improved.

As a result, the community knew how much money was allotted to road brick soling, and they understood the details—the meter length and width of the road, as well as the beginning and ending points (from the house of Ozihar Sardar of Charkanda to the new mosque). Now all classes of people know how the road was constructed.

Case study from Satkhira: Solution out of manual SSC and WC committee formation process

A *samajik uddog* forum (Monitoring group) formation meeting in *Jawdanga* union was held 24.11.12. This committee will supervise all works related to LGSP-2. The president of the *samajik uddog* forum with a team of four members called on UP chairman and discussed the list of members for the WC and SSC committees. The monitoring group asked the UP chairman to hand over the list of the WC and SSC committee members, but the UP chairman told them to come to UP after five days since there was no list yet. The UP chairman informed the monitoring group that he could not give the list of the WC and SSC committee until it came to his hand. According to that after five days the members of the committee called on chairman and collected the list of member of nine WC commit of nine wards and list of SSC committee of nine wards.

In next meeting the members of the committee examined the list to see whether the members were selected according the guidelines in the LGSP manual. They found that nine members of SSC committee were included in WC committee, which is a clear violation. They informed the UP chairman of the rules.

The president of the *samajik uddog* forum said that he would discuss the issue in detail within a month in the upcoming meeting. In accordance with the decision, UP chairman with his seven members of the UP and monitoring group members sat in discussion, while the monitoring group president submitted the matter. The president further told that the eighteen-member committee, which existed in the union was not in compliance with the operational manual. He noted several WC members who were engaged in the same ward SSC committee. The UP chairman also was concerned about the matter, and said that we shall call in UP members to resolve the problem. He promised to send a corrected list in accordance with manual after a week.

After two months, the *Jawdanga* union parishad prepared the present list of the WC and SSC committee according to LGSP operational manual. As a result of proper monitoring, the discrepancies became known, and the UP chairman solved the problem. If the people participated in all works of LGSP in this way, the works would be more efficiently completed. The monitoring group of *Jawdanga* union proved this effect; they are an example

that the participation of people can strengthen a union parishad and turn practices into an institution. As a result of increasing people's direct participation, local development can be improved

Case study from Satkhira: Passenger shed was built with LGSP allocation



Nowapara is a union in the Debhata Upazila in Satkhira District. This union came under the LGSP-II project in 2010-11. In October, 2012 a monitoring group (SUF) came to monitor the project and formed a committee.

Mizunaur Rahman, a member of this committee, discussed with the acting chairman of the Nowapara union explaining that LGSP-II work can be done in eight categories. But the chairman said that the UP was spending all the money for the construction of a road. The chairman said that there were no initiatives among the common people to do otherwise. He also noted that the members of

the union parishad did not take any steps to do the work according to the operational manual.

Mr. Rahman agreed to discuss the issue in the UP meeting so that people knew that other types of projects could be initiated with LGSP-II funds. The chairman also discussed the matter in the monthly meeting of Union parishad, explaining the uses of the PBG money. He suggested to the monitoring committee that a citizens' proposal to build a passengers' shed be initiated instead of another road project, and wanted to know whether there were any objections. In reply, all members told that it will be better if we take up new project in our Noeapara union instead of customary project of LGSPs PBG money. The sentiment was that if we do LGSP work in accordance with the manual, we shall receive more money. So a passenger shed was built instead of a road.

The passenger shed was erected by the side of Gorangaria C and B road. The project started on the 01.09.2013 and ended on the 18.09.2013. All classes of people were glad; this is the first time the community demanded a project, which was built with LGSPs money. This is the first time a project was implemented among the eight (8) components. If the Monitoring group (SUF) can work in this in each of our unions participation of people will increase and transparency of UP's work will increase. Lastly, all classes of people have been benefited.

Social Audit compiled report under TPM of CARTA

Introduction:

Agrogoti Sangstha is implementing "Verification - Observation- Indication through Community Engagement (VOICE)" under the CARTA program by the support of MJF and PTF under CARTA program of 30 unions in Satkhira district. To identify the problems of LGSP-2 and present implantation through procedure public hearing is held in union in order to remove the problems. For this all types of people express their opinion and ascertain their various problems about LGSP2 project. For this such kind of social audit development activities, different classes of community and profession ascertain of many participation with people is expending the way of increasing stillness of local government.

Objectives of the Social audit:

- ◆ To identify the existing gaps and success of practice through engaging all types of stakeholders of implantation and beneficiaries.
- ◆ Relevance of use social audit
- ◆ Involved all types of service provider and beneficiaries.
- ◆ Find out the success and gaps directly by the community.
- ◆ Include opinion of all types of relevant groups.
- ◆ Need short time use.

Steps and facilitated process

Steps	Facilitated process
Input tracking	One small team formed among the functioning monitoring group. The team developed plan and discussed about the monitored issues. The team development some indicators of the issue and identification format. Team discussed with the Up representatives according to the developed plan and indicators and put in the format. They observed relevant documents of the practice and findings. They also visited the field physically. They discuss the findings at the group meeting.
FGD with beneficiaries	The team discussed with the direct beneficiaries group. They also identified and developed plan on discussing issue with the beneficiaries. The team visited the implemented development activities at the field level. Check the findings through input tracking and discuss with the beneficiaries.
FGD with WC and SSC committee	The team discussed with the WC and SSC committee. They also identified and develop plan on discussing issue with the committee members. Check the findings through input tracking and discuss with the committee members. Mainly identified their involvement and played role in the procedures.
FGD with Ups	The team discussed with the Up representatives. They also identified and developed plan on discussing issue with the Up. Cross check the findings through input tracking and discuss with the Up.
Public hearing	Face to face discussion among service providers and beneficiaries. Present findings through previous steps. Question and answer session among service providers and beneficiaries. Identify the gaps and success of the practice through the discussion and question and answer session.

Social Audit implemented to which UP is as follows:

Upazilla	Union
Satkhira Sadar	Bansdha, Kuskhali, Shibpur, Dulihar, Jawganga, Baikari, Bhomra
Tala	Nagarghat, Kumira, Khaliskhali, Jalalpur, Khalilnagar, Tala
Assasuni	Budhata, Sovnali, Kadakathi, Sriulla, Assasuni, Dargapur, Protapnagar
Debhata	Parulia, Naowapara, Debhata, Sikipur
Shymnagar	Shyamnagar, Bhurulia, Noornagar, Munshigonj, Kasimari, Issoripur.
Total	30 Ups

Information of implementing stapes:

Stapes	Implementing	Total	Type of participant
Input tracking.	17.04.2014	635	SUF members, Up members, Up Secretary
FGD with beneficiaries.	22.04.2014	1027	Farmer, Teacher, Businessman, Van driver
	22.04.2014		Farmer, Teacher, Businessman, Van driver
Information collection meeting with WC and SSC .	08.06.2014		WC & SSC members
Information collection meeting with Ups.	27.05.2014	1750	Up members
Semester based coordination meeting among Up, SUF and LGSP committee.	26.06.2014	1742	WC & SSC committee, SUF members, Up members
Public hearing.	31.08.2014	11398	WC & SSC committee, SUF members, Up members, Government service holders, Farmer, Teacher, Businessman, Van driver. All classes of General people.

Union wise information (1st cycle of Public hearing):

sl	Date	Name of Activities	Place	Participant					
				Total	Community		LEBS	CSDI	Staff
					Male	Female			
	16.09.13	Public Hearing	Kadakati	220	170	50	9	1	1
	16.09.13	"	Sriula	230	174	56	9	1	2
	18.09.13	"	Dargapur	211	153	58	8	1	1
	19.09.13	"	Assasuni	240	176	64	9	1	2
	20.09.13	"	Protabnagar	234	170	64	10	1	1
	21.09.13	"	Budhata	232	175	57	8	1	3
	16.09.13	Public Hearing	Parulia	220	120	100	12	1	2
	17.09.13	"	Shovnali	215	100	115	13	1	3
	18.09.13	"	Shakipur	205	110	95	12	1	2
	19.09.13	"	Bhomra	210	120	90	13	2	2
	20.09.13	"	Nawapara	215	130	85	10	1	1
	21.09.13	"	Debhata	225	95	130	11	1	1
	16.09.13	Public Hearing	Jawdanga	230	149	81	13	1	1
	17.09.13	"	Boikari	212	148	64	10		1
	18.09.13	"	Kushkhali	210	157	53	8	1	1
	19.09.13	"	Basdoha	215	146	69	9	1	1
	20.09.13	"	Shibpur	208	156	52	7	1	1
	21.09.13	"	Dulihor	214	156	58	9	1	1
	16.09.13	Public Hearing	Munshigonj	230	140	90	7	1	2
	17.09.13	"	Shyamnagar	210	120	90	8	1	1
	18.09.13	"	Vurulia	215	160	55	7	1	1
	19.09.13	"	Kashimari	220	155	65	6	1	1
	20.09.13	"	Nurnagar	210	150	60	9	1	1
	21.09.13	"	Ishwaripur	225	120	105	11	1	1

	16.09.13	Public Hearing	Khaliskhali	205	110	95	11	3	1
	17.09.13	"	Kumira	220	90	130	5	2	1
	18.09.13	"	Jalapur	235	135	100	9	2	2
	19.09.13	"	Khalilnagar	225	100	125	13	4	2
	20.09.13	"	Nagorghata	210	115	95	11	2	1

Union wise information (2nd cycle of Public hearing):

sl	Date	Activities Name	Place	Union	Participants					
					Total	Community		LEBS	CSDI	Staff
						Male	Female			
01	15.07.14	Public Hearing	Up Hall Room	Kashimari	210	163	47	4	1	1
02	17.07.14	"	"	Vurulia	206	140	66	8		2
03	20.07.14	"	"	Shyamnagar	204	126	78	8		2
04	13.07.14	"	"	Shokhipur	201	92	109	10	1	1
05	14.07.14	"	"	Nawapara	200	124	76	6	1	1
06	16.07.14	"	"	Parulia	202	128	74	10	1	1
07	20.07.14	"	"	Debhata	208	148	60	12	1	1
08	14.07.14	"	"	Basdoha	210	180	30	8	1	1
09	15.07.14	"	"	Kuskhali	230	165	65	8	1	1
10	19.07.14	"	"	Boikari	217	171	46	10	1	1
11	20.07.14	"	"	Jawdanga	211	186	25	10	1	1
12	09.07.14	"	"	kholiskhali	211	158	53	5	1	2
13	10.07.14	"	"	Nagorghata	211	140	71	4	1	2
14	14.07.14	"	"	Kumira	203	146	57	6	1	1
15	20.07.14	"	"	Kholilnagar	210	175	35	9	2	1
16	14.07.14	"	"	Protapnagar	201	131	70	6	5	1
17	15.07.14	"	"	Dargapur	202	150	52	7	3	1
18	16.07.14	"	"	Kadakati	203	163	40	11	6	2
19	19.07.14	"	"	Budhata	203	146	57	12	4	2
01	31.08.14	Public Hearing	Up Hall Room	Jalapur	270	169	101	10	1	2
02	26.08.14	"	"	Iswaripur	212	159	53	10	1	2
03	28.08.14	"	"	Nurnagor	209	176	33	10	1	2
04	24.08.14	"	"	Dulihor	211	177	34	12	1	1

05	24.08.14	"	"	Sriula	202	144	58	9	3	2
01	14.09.14	Public Hearing	Up Hall Room	Munshigonj	205	112	93	9	1	2
02	11.09.14	"	"	Assasuni	204	119	81	9	3	2
03	03.09.14	"	"	Shibpur	200	134	66	12	1	3
04	04.09.14	"	"	Shovnali	211	119	92	9		1
05	06.09.14	"	"	Bhomra	265	208	57	7	1	1

Major Findings of the Social Audit:

Agrogoti Sangstha conducted Social Audit of 30 Ups in five upazilla under Satkhira district. The following gap was found:

Functioning of LGSP related committee:

- ♦ Total of 97% Ups five years plan is taken by the opinion of the people another the list of the rest 3 % UP is five years plan is not taken by the opinion of the people.
- ♦ Total of 77% Ups in taking plan participation of women were assure of all times another the list of the rest 23% Ups in taking plan participation of women were not assure of all times. Which is shown through table & Graph chart :
- ♦ Total of 100% Ups, Participation of women and other members in the Wc and SSC is according to UPOM.
- ♦ Total of 23% Ups formed WC and SSC on the basis of community people opinion. Another 10% Ups were not formed WC and SSC on the basis of community people opinion .
- ♦ Total of 83.33% ward meeting was hold. Another 17% ward meeting was not hold.
- ♦ Total of 97% Ups, demand has accepted by the ward sava Another 3.33% Up, demand has not accepted by the ward shava.
- ♦ Total of 97% Ups, ward shave was similar to yearly plan . Another 3%Up, ward shave was not similar to yearly plan .
- ♦ Total of 90% Ups, Five percentage of the total voters were present in ward shave . Another 10%Ups, Five percentage of the total voters were not present in ward shave.
- ♦ Total of 93% Ups, hang their notice board to inform the people of budget related information. Another 7%Ups, did not hung their notice board to inform the people of budget related information.
- ♦ Total of 87% Ups, hang their five years plan book on the notice board to inform the people Another 17%Ups, did not hung their five years plan book on the notice board to inform the people.
- ♦ Total of 87% Ups, signboard was hung before implementing the project. Another 17%Ups, signboard was not hung before implementing the project.
- ♦ Total of 87% Ups, hang about audit report on the notice board to inform the people. Another 17% Ups did not hang about audit report on the notice board to inform the people.
- ♦ Total of 87% Ups, WC and SSC member list hung of the Ups notice board. Another 17% Ups, WC and SSC member list did not hang of the Ups notice board.

Procurement process:

- ♦ Total of 83% Ups, Ups, WC included with the purchase procedure. Another 17% Ups, Ups, WC did not include with the purchase procedure.
- ♦ Total of 100% Ups, budget session sits every year.
- ♦ Total of 83% Ups, Budget on project has prepared participation to the ward shava. Another 17% Ups, Budget on project has not prepared participation to the ward shava
- ♦ Total of 77% Ups, to sure budget session participation of people Up has announced by miking and posturing. Another 23% Ups, to sure budget session participation of people Up has not announced by miking and posturing
- ♦ Total of 100% Ups, Chance of question of the general people in budget session.

Purpose of TAX:

- ♦ Total of 97% Ups, Collection of tax account was current. Another 3% Up, Collection of tax account was not current.
- ♦ Total of 77% Ups, account of collecting tax was hung on the Ups notice board at the end of the year. Another 23% Ups, account of collecting tax was not hung on the Ups notice board at the end of the year Collection of tax account was not current.
- ♦ Total of 87% Ups, The rate of enlarged revenue was more than previous year. Another 13% Ups, The rate of enlarged revenue was more than previous year.

Women and poor Project:

- ♦ Total of 40% Ups, Project was taken on the basis of priority for the women. Another 60% Ups, Project was not taken on the basis of priority for the women.

Comparative status between 1st round and 2nd round social audit findings:

	Major findings from 1st round social audit	Major findings from 2nd round social audit
Planning and budgeting:	80% Ups five years plan is taken by the opinion of the people.	97% Ups five years plan is taken by the opinion of the people.
	47% Ups in taking plan participation of women were assure of all times	77% Ups in taking plan participation of women were assure of all times
Functioning of LGSP related committee:	83% Participation of women and other members in the Wc and SSC is according to UPOM	100% Participation of women and other members in the Wc and SSC is according to UPOM
	0% UPs formed WC and SSC on the basis of community people opinion	90% UPs formed WC and SSC on the basis of community people opinion
	73% UPs, ward meeting is held	80% UPs, ward meeting is held
	73% UPs, demand has accepted by the ward sava	93% UPs, demand has accepted by the ward sava
	73% UPs, ward shave is similar to yearly plan	96% UPs, ward shave is similar to yearly plan

	73% UPs, Five percentage of the total voters were present in ward shave	87%Five percentage of the total voters were present in ward shave
	70% Ups, information related to budget books hang budget book their notice board to on the notice board to inform the community.	90% Ups, information related to budget books hang budget book their notice board to on the notice board to inform the community.
	30% Ups, hang their five years plan book on the notice board to inform the people about five years plan	87% Ups, hang their five years plan book on the notice board to inform the people about five years plan
	7% Ups, signboard was hung before implementing the project	87% Ups, signboard was hung before implementing the project
	0% Ups, hang about audit report on the notice board to inform the people	87% Ups, hang about audit report on the notice board to inform the people
	0% Ups, WC and SSC member list hung of the Ups notice board.	83% Ups, WC and SSC member list hung of the Ups notice board.
Tax information	13% Ups, making was taken by the collected tax	73% Ups, making was taken by the collected tax
	0% Ups, account of collecting tax was hung on the Ups notice board at the end of year	57% Ups, account of collecting tax was hung on the Ups notice board at the end of year
DDLG and DF field visit information	0% Ups, DDLG visited	3% Ups, DDLG visited
	17% Ups, DF visited	63% Ups, DF visited
Procurement process	0% Ups, WC included with the purchase procedure	83% Ups, WC included with the purchase procedure
	0% Ups, SSC was given chance of monitoring with purchase procedure	100% Ups, SSC was given chance of monitoring with purchase procedure
Project for women	33% Ups, Project was taken on the basis of priority for the women development.	40% Ups, Project was taken on the basis of priority for the women development.

Type of collected information:

- ♦ List of project installment.
- ♦ Open budget book.
- ♦ Five years plan.
- ♦ Master roll (Labor)
- ♦ Regulation of word shava.
- ♦ Voter list (collected election commission office)
- ♦ Estimate list (collected LGED office)

Suggestion / Recommendation of Community people:

- ♦ The process found following recommendation from the community-
- ♦ UPs arrange Ward Shava as per Operational manual.
- ♦ To inform community people before declaration of arrange UPs open budget
- ♦ It seems better to display all the information regarding LGSP-II in notice board of UPs, if it happened they can know all about the matter.
- ♦ Notice board should be up to date by the UP authority.
- ♦ According to the list of the project it should be displayed in the UPs board.
- ♦ Need to arrange Ward Shava as per government rules
- ♦ According to UPOM need to arrange Ward Shava two times in every year
- ♦ To take any project as per demand of community people
- ♦ To display all committee member list on UP.
- ♦ To inform duties and responsibilities of respective committee member

Lesson Learned:

- ♦ Social Audit (FGD, Public hearing) Process helps WC, SSC and Community people to be aware about their role and responsibilities to implement block grants of LGSP-II. As consequences, Community people are participating in public hearing and raise their voice to demand select schemes. Moreover, they are communicating with UPs to organize Ward Shaba and Open budget declaration as well as participating open budget declaration.
- ♦ CG and community following up information board regarding LGSP-II. Furthermore, CG are monitoring notice board of UPs.
- ♦ UP representatives are sensitizing that this project are helping to develop UP's activities especially to proper implementation of LGSP-II.
- ♦ Govt. Official making convince and sensitize that the project activities can help UPs as well as community. As result they are making sure community demand to select schemes through Open budget declaration to implement block grant of LGSP-II Ward Shaba and Open budget declaration.
- ♦ UP representatives are developing capacities to fruitfully implement block grant of LGSP-II.
- ♦ UPs are organizing five years and periodic plan according to UP act 2009.
- ♦ UPs have been assured that they will be organized Ward Shaba in every ward according to UP act 2009.
- ♦ UPs have been developed their capacity on procurement system according to UPOM and they assured that from next they will procure all equipment as per UPOM.

Challenges and way forward:

Due to long tradition of secrecy and lack of transparency, local governments in Bangladesh are reluctant to give away information about their project allocation. They also form different committees (WC, SSC) just in paper that are not fully operationalized.

Through different mechanism and strategy of community mobilizations, project team motivated representatives to practice participatory approaches.

Achievements:

- ♦ The Citizen Group members have been become aware and developed capacity to monitor performance of block grants of LGSP-II Using Social Audit as part as Social Accountability tools.
- ♦ Community people are becoming aware on Basic Block Grants, Social Audit process, Ward Shaba, as well as their role and responsibilities to proper implement selected schemes of LGSP-II. In that case, they are feeling interest to involve project activities.
- ♦ Social Audit process especially public hearing UP representatives are convinced and sensitized as well as made commitment to work hands together with WC, SSC and Community people to proper implement block grants of LGSP-II.
- ♦ UPs have been organizing five years and periodic plans according to UP act 2009.
- ♦ UPs were conducted Ward Shaba in every ward according to UP act 2009.
- ♦ UPs had been developed their capacity on procurement system according to UPOM and they assured that from next they will procure all equipment as per UPOM.
- ♦ Targeted UPs have become aware about Tax collection according to Tax model schedule 2012.

Conclusion:

The elite and the people were made possible to inform about LGSP-II work by the public hearing. Every year public hearing in very important to assure the transparency and accountability of the Up. The Up upholds the description implemented by LGSP-II to the people. The people asked many questions to the Up representative about various matter of LGSP-II. For this reason, One the one hand the accountability of the Up on LGSP- work would be assured on the other hand the public hearing would be able to monitor.

2nd installment of BBG related information (Financial year-2012-13):

According to the LGSPs manual used project of eight (8) component by BBG allocation (2nd installment of the financial year 2012-13): Out of 30 ups, 28 Ups have received the 2nd installment of BBG (total project was 245) according to LGSP operational manual is given a data below which has spent eight components:

SL	Types of Category	Types of planned project	Project number	Percentage (%)	Remarks
1	Transportation	1. Brick flat soling 3. Road repair 4. piling 5. Culvert Construction 6. Drain construction 7. Wood brick repair 8. Shed constriction in the market	193 7 1 10 5 1 1	79% 3% 0.4% 4% 2% 0.4% 0.4%	
2	Water Supply	1. RCC pipe supply & digging.	2	1%	
3	Health		00	00%	
4	Education	1. Disable school repair 2. Football distribution in the school	1 1	0.4% 0.4%	

		3. Bench distribution of various Schools.	2	1%	
5	Sanitation and Waste Management	Ring slab distribution.	1	0.4%	
6	Agriculture & Market		00	00%	
7	Natural Resource Management		00	00%	
8	Human Resource Development	1. Buying computer for the information and service	4	2%	
		2. Buying photocopy machine for the information and service center.	7	3%	
		3. Skill development training of the women	9	4%	

(Source-Union praised)

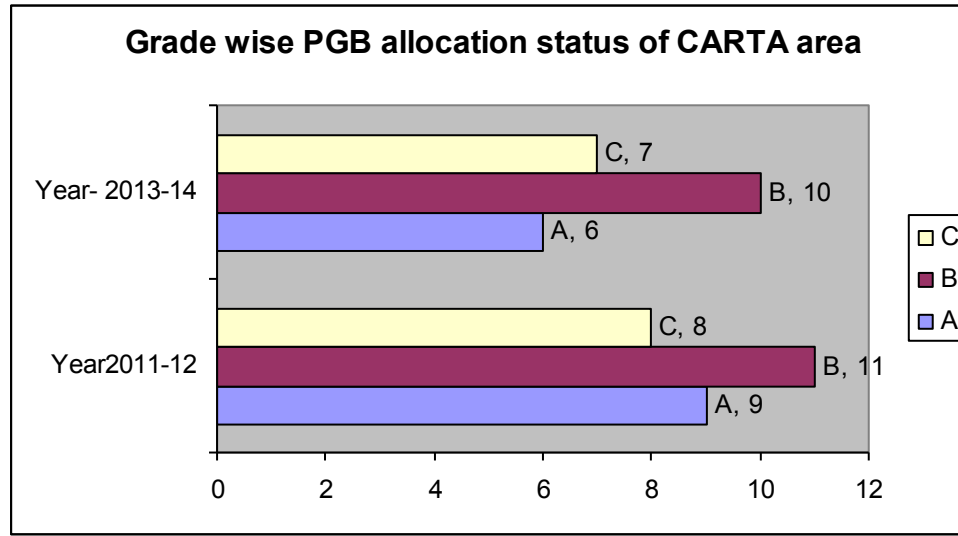
2nd installment of PBG related information (Financial year-2013-14):

According to the LGSPs manual used project of eight (8) component by PBG allocation (2nd installment of the financial year 2013-14): Out of 29 ups, 22 Ups have received the 2nd installment of PBG (total project was 98) according to LGSP operational manual is given a data below which has spent eight components:

SL	Types of Category	Types of planned project	Project number	Percentage (%)	Remarks
1	Transportation	1. Brick flat soling 3. Road repair 4. Culvert Construction	68 9 4	69% 9% 4%	
2	Water Supply	1. RCC pipe supply & digging.	13	13%	
3	Health		00		
4	Education	1. Bench distribution of the Primary Schools.	3	3%	
		2. Class room repair of the junior school.	1	1%	
5	Sanitation and Waste Management		00		
6	Agriculture & Market		00		
7	Natural Resource Management		00		
8	Human Resource Development	Buying computer printer for the information and service center.	2	2%	

(Source- Union Parishad)

Figure 1: PGB allocation (A, B, C grade) in CARTA



The grade of the financial year 2012-13 is high but the UP improved in 2013-14 because the UP did not get illegal demand of cash for the annual audit.

Discussion on social accountability tools (CSC-Community Score Card) in the project.

A brief on reasons for switching from community scorecards to social audit tool in the CARTA third-party monitoring project for LGSP-II.

The several reasons why CSC changed necessary: the first results from a conceptual misunderstanding and the others are technical. A description of the reasons follow:

The conceptual misunderstanding:

The main purpose of the CARTA program was not initially clear. In retrospect, the primary purpose of CARTA demonstrated the use of independent third-party monitoring tools and to document the results. The secondary outcome was to improve service delivery, although that was certainly hoped for. Unfortunately, that order was not always clear to all the actors, including the World Bank, PTF, MJF and Agrogoti Sangstha (AS). As a result, an extremely participatory tool, the community scorecard, was chosen to increase service delivery, but which was not actually as applicable as other tools for judging the effectiveness of independent third-party monitoring.

The fundamental problem with the use of the CSC tool was the conflict of interest issue. The fundamental question was: How could CSC be called “third-party” when the community doing the monitoring was actively engaged in the implementation of the project? That involvement by the community essentially means that, by definition, it was not an independent third-party monitoring project; instead, there is a partnership.

It was the nature of the CSC tool that it could not be structured in a way to be independent. Engagement was inherent in the complete CSC process; the approach was built around active involvement by all parties in implementation processes. For example, community members could facilitate meetings to improve communication, or assist in writing action plans, or they become liaisons, or they reconcile differences between the implementer and the community. All of these activities are useful, helping to improve service delivery, but these were not consistent with independent third party monitoring. The CSC process induces these kinds of activities, leading to situations where, both CSOs and MJF, are having great difficulty identifying the boundary between participation and monitoring.

Consequently, in the opinion of MJF, AS, the CSC was not a true independent third-party monitoring tool; instead, it was a participatory approach that builds community activism. They saw the social audit tool, such as; preparation of fact finding report , use of RTI in relevant case, the use of public hearings, as consistent with the third-party monitoring, since it places a clearer boundary between the service provider and the monitoring organization.

A reasonable question that might be raised is: Why wasn't a social audit used from the beginning of the project, why wasn't it part of the original design? The answer was that AS did prefer to use public hearings in their original design, but MJF, after discussions with the WB and PTF, thought that the project was geared towards service delivery improvement; therefore, with their experience in CSC, they recommended using this tool. As noted already, the CSC approach is participatory, and this complied with the desire of the WB to include the government implementing agency to a greater degree in the monitoring process.

MJF recognized, based on their experience using CSCs, that the process requires active engagement by the service provider; they have to be willing to self-evaluate. To do this requires considerable time to build trust between the community and the government service providers, which the project does not have. Until that level is reached, the government has been defensive and reluctant to participate. In effect, the communities were in a confrontation, not a partnership. Given this context, the best solution is to become more like what the government expects: an independent third-party monitoring group.

Technical reasons:

There were several technical reasons that also led MJF to consider the CSC as an inappropriate tool. These can be summarized in several categories: the LGSP-II was too complex and has too many indicators for communities to track; there was too little time to build sufficient trust between the government implementing agency and the CSOs the field staffing would have to be three times larger to effectively train all the community members involved in CSC processes, and information about the LGSP-II project was not easy to obtain. The following section discusses each of these in more detail.

The LGSP-II project was too broad, covering too much geographic area and too many schemes (types of projects) to create a unified CSC approach. First, consider the numbers: each LGSP-II sub-project had at least 4-6 funding cycles in a year, where individual block grants are made to the Union Parishad. Ideally the community would have a separate CSC process for each project, with a minimum of 3 separate scorings for each. The project target was to work in a total of 30 Ups. This means that there could be between 120 and 180 block grants, with each having a minimum of three scorings. All this had to be done within the next 18 months, which means that there would have to be at least 3-4 CSCs done every day.

One solution could be to minimize the number of projects. However, if the purpose of doing the CSC was to know the effectiveness of the local government in handling the block grants, most community level projects would have to be evaluated. Another alternative was to eliminate several steps in the CSC process—such as the creation of an action plan together with the implementer and community—but this hybrid would no longer be a CSC program, but something else that would not be as effective as the social audit.

A second technical concern was that it had been difficult to mobilize people in the wards, given that the geographic area were much larger than one single community. The problem was that block grants being evaluated, which cover many communities. A community may receive a single project. Therefore, while the community knows their project, they did not have an adequate understanding of other projects under LGSP II. In this context, they cannot contribute to a broad set of indicators for the CSC process to evaluate the block grants as a whole, due to the lack of understanding. If they only use the CSC for their own project, there would be reportable results, but then the problem becomes how to consolidate the indicators for all the different community projects into a summary that enables someone to evaluate the block grants.

A third point was that the CSC requires much more time and effort by the community over a longer period, and since participants are quite busy, it is difficult to maintain their focus and the commitment. For example, participants need to participate in an orientation meeting, in another meeting they might learn about input tracking, and in still another, they would learn about indicator setting and prioritizing, scoring and its logic, etc. And since LGSP II had many interventions at the rural level, with different project cycles, the CSC would have to be carried out for several times in a calendar year as per budget cycle components. The result was quite confusing for the community members. There were too many indicators, and too much to remember. The number of community participants eventually decreases until there were only a few dedicated individuals who actually know all the details.

Since much training was involved, the CSC process requires time. The duration of our sub-projects is short and, given the numbers, would not permit a second (never mind a third) scoring cycle. This means that there can be no data comparisons to analyze changes. Overall, it was difficult to orient the largest community people to the CSC approach, and finally engage them constructively to use the CSC. We know that community scorecard was a power full tool to empower of community and engage them constructively for ensuring social accountability of both supply and demand side but it was quite impossible to complete the course of action within the short time.

Information for all the LGSP II sub-projects was not easily available. Information such as the project list, detailed action plan, budget, and committee lists were not available at the UP level. Community people had less access to that information. This results in becoming ignorant about the details of LGSP II.

Why a social audit would be better in this context

The major activities were assessing the documents based on plan vs. achievement and using posters at the public places during the public hearing. The main purpose was to make the use of the block grants transparent, through a very focused event and medium (poster) so that the citizens could understand, analyze, and evaluate the service providers' performance. The scope of these social audits was often broader than CRCs/CSC's focus on the delivery of services and may include all aspects of a public project, programme, or policy, including financial management, efficiency, access to information, transparency and accountability, and participation levels.

The advantages in adopting Social Audit in LGSP II sub projects:

Most importantly, a social audit is an independent third-party monitoring tool. There was a clear boundary between the service provider and the monitoring facilitator. Because of this distance, it was more likely that a social audit may prevent deliberate corrupt practices. (Whether or not participatory tools like CSC prevent deliberate corrupt practices equally well was not known. This claim is based only on the assumption that monitors who become part of the implementation process run a greater risk of becoming corrupt themselves, by becoming inured to subtle corrupt practices to expedite results.) (Could not understand)

Social audit consumes less time comparing to CSC. It was possible to use this tool twice in 12 months. This would allow us to compare the findings of 2nd cycle with that of the 1st one.

Community could have greater access to information. They could collect all the information from UP by using an RTI application. It would not be problematic for the UP to provide information willingly to each community monitoring groups twice in a year.

The social audit was more comprehensible to the community since it uses fewer indicators, and involves less training. The analysis was usually between just a few significant data points, which are easily understood. Examples are:

- ♦ Overall budget compared to actual achievement
- ♦ Spending levels compared to budget
- ♦ Cost overages
- ♦ List of contractors

Because there are usually one or two public hearings annually, it was easier to ensure participation by the community, and it was easier to share major findings with a large community spread out over a larger geographic area.

For the service providers there was the ability to get immediate feedback.

There was scope to address all the components of budget cycle of LGSP-II project.

The implementation of this approach would not increase the budget, nor would it delay any activities. The community monitoring groups were formed at UP level, the CSOs had to arrange an orientation on the social audit process. Overall, time will be gained because the social audit process requires less time in each community.

Advantages and Limitations of Community Score Card, Social Audit:

Community Score Card		Social Audit	
Advantages	Limitations	Advantages	Limitations
<p>CSC is used for service delivery improvement</p> <p>The plans are developed jointly, both demand & supply sides participate in the process</p> <p>Builds rapport among the duty bearers & community people</p>	<p>This is convenient when the set of indicators is single. Not useful when the set of indicators are multiple.</p> <p>It takes more time. Not convenient for short time project.</p> <p>Time constraints and multiple sets of indicators result in lack of expertise (of the community groups).</p>	<p>Community groups have already been formed.</p> <p>RTI can be used.</p> <p>It takes less time.</p> <p>Public Hearing can be arranged and that is much useful.</p> <p>Community analyze the information by using their own judgment and compare between Plan Vs. budget.</p> <p>Plan Vs. actual achievement.</p> <p>Find out the gaps between plan and actual achievement</p> <p>Easy to share major findings with large community for getting constructive feedback from them</p> <p>Posters keep the community informed about government policies and actions and articulating citizens' demands and needs</p> <p>Useful for measuring consistency between promises and actual results of public policies.</p>	<p>Resistance might emerge from the authority but this can be handled strategically</p>

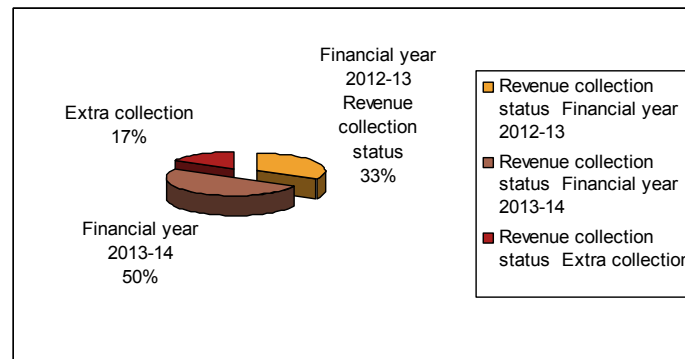
Revenue collection by union

Sl	Union	Financial year 2012-13	Financial year 2013-14	Extra revenue collection (TK)	Percentage (%)
01.	Parulia	12520/=	54630/=	42110/=	63 %
02.	Sokipur	16337/=	26665 /=	10228/=	24 %
03.	Nowapara	58000/=	49000/=	-09000/=	-8 %
04.	Debhata	143899/=	209177 /=	65278/=	18 %
05.	Bhomra	31358/=	75500/=	44142/=	41 %
06.	Banchda	82210/=	159755/=	77545/=	32 %
07.	Kuskhali	101158/=	112100/=	10942/=	5 %
08.	Baykari	234315/=	238275/=	3960/=	1 %
09.	Shibpur	110795/=	59804/=	- 5129/=	-30 %
10.	Dulihir	60350/=	146751/=	86401/=	42 %
11.	Jawdanga	107260/=	159621/=	52361/=	20 %
12.	Nagarghata	94020/=	247550/=	153530/=	45 %
13.	Kumira	13130/=	27066/=	13936/=	35 %

14.	Khaliskhali	7675/=	7345/=	- 330/=	-2 %
15.	Jalalpur	200725/=	309060/=	108335/=	21 %
16.	Khalilnagar	249317/=	450000/=	200683/=	29 %
17.	Ishoripur	44700/=	100000/=	55300/=	38 %
18.	Munshigonj	179807/=	185000/=	5193/=	1 %
19.	Noornagr	75000/=	79130/=	4130/=	3 %
20.	Shyamnagar	400000/=	893870/=	493870/=	38 %
21.	Kasimari	153425/=	174536/=	21111/=	6 %
22.	Bhurulia	10890/=	76560/=	65670/=	75 %
23.	Assasuni	300000/=	345000/=	45000/=	12 %
24.	Sriulla	100000/=	78000/=	- 22000/=	-12 %
25.	Protapnagar	111000/=	130000/=	19000/=	8 %
26.	Budhata	205200/=	440000/=	234800/=	36 %
27.	Dargapur	104000/=	120000/=	16000/=	7 %
28.	Kadakathi	120000/=	155000/=	35000/=	13 %
29.	Sovnali	320000/=	425000/=	105000/=	12 %

Comparative status of Revenue collection

Financial year 2012-13	Financial year 2013-14	Extra collection
3647091	5534395	1887304

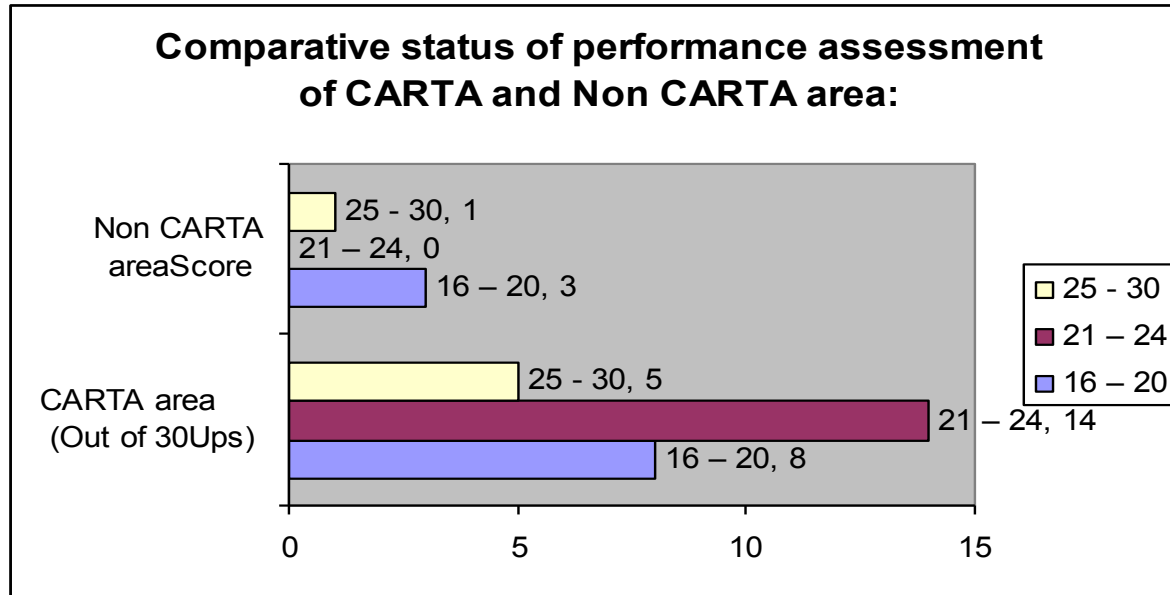


Comparative status of CARTA and Non CARTA areas:

Status of CARTA area	Status of non CARTA area
♦ Five years plan is under the Up	♦ Five years plan is not Update under the Up
♦ Demand has accepted by the ward shava	♦ Demand has not accepted by the ward shava
♦ Up hung their notice board to inform the people of five years plan book.	♦ Up did not hang their notice board to inform the people of five years plan book.
♦ To sure budget session participation to Up has announced by making and postering	♦ To sure budget session participation to Up has not announced by making and postering
♦ Up hung budget book their notice board to inform the people of budget related information	♦ Up did not hung budget book their notice board to inform the people of budget related information
♦ Tax fair was held by miking to collect tax	♦ Tax fair was not held by miking to collect tax
♦ Tax assessment is current	♦ There is no current tax assessment
♦ Account of collecting tax was hung on the Ups notice board at the end of year	♦ Account of collecting tax was not hung on the Ups notice board at the end of year
♦ WC was involved with the purchase procedure	♦ WC was not involved with the purchase procedure
♦ Project was taken on the basis of priority for the women	♦ Project was not taken on the basis of priority for the women
♦ Ward shave holds two times in a year	♦ Ward shave did not held in a year.
♦ List of WC and SSC is update	♦ List of WC and SSC is not update
♦ WC and SSC member list hung of the UPs notice board	♦ WC and SSC member list did not hang of the UPs notice board
♦ Up hanged audit information report on the notice board to inform the people	♦ Up did not hang audit information report on the notice board to inform the people
♦ Signboard was hung before implementing the project	♦ Signboard was not hung before implementing the project
♦ WC and SSC member list hung of the Ups notice board.	♦ WC and SSC member list hung of the Ups notice board.
♦ Up hang about audit report on the notice board to inform the people	♦ Up hang about audit report on the notice board to inform the people

Table 3: Comparative status of performance assessment of CARTA and Non CARTA area:

Range	CARTA area (Out of 30Ups)	Non CARTA area Score
16 – 20	8	3
21 – 24	14	0
25 - 30	5	1

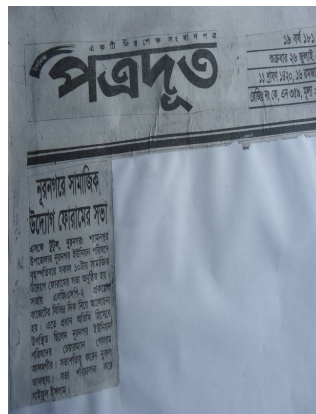
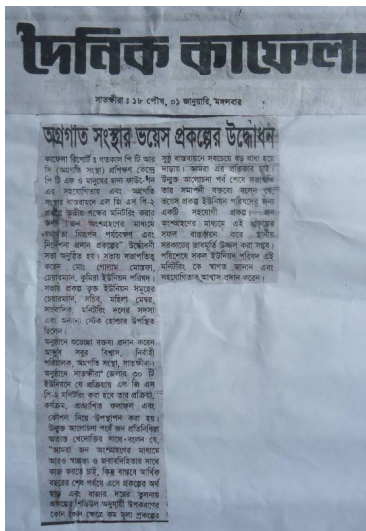


Staff orientation schedule

sl	Topics	Methods	Time
Day – I			
	Introduction of the Agrogoti Sangstha. Objectives of the orientation	Lecture & Slide show Open discussion	9:00 – 9:30
	Project description Project vision Background of Agrogot Sangstha Expectation of the participants	Lecture & Slide show Open discussion	9:30-10:30
	Tea time		10:30-10:45
	Local Government and structure Government and Good Government Different between Government and Good Government Why the Governance is essential for development? How the Governance can establish in the Up activities	Lecture & Slide show	10:45-1:00
	Lunch break		1:00-2:00
	What is the LGSP? Objectives of the LGSP implementation How the Good Governance can establish at the Up activities through implement the LGSP	Lecture & Slide show	2:00-2:30
	Good Government and CARTA	Lecture & Slide show	2:30-3:00
	CATRA Sub project and implementation procedures	Lecture & Slide show Group work	3:00-4:00
	Tea break		4:00-4:15
	Action to achieve result of CATRA sub project	Lecture & Slide show Group work	4:15-5:00
Day – 2			
	Recap	Open discussion	9:00 – 10.00
	Tea time		10:00-10:20
	Social audit process	Lecture & Slide show Open discussion	10:20-1:00
	Lunch break		1:00-2:00
	Social audit process	Lecture & Slide show	2:00-3:30
	Social audit process	Lecture & Slide show	3:00-4:00

	Tea break		4:00-4:15
	Monitoring and follow up process	Lecture & Slide show Group work	4:15-5:00
Day -3			
	Roll and responsibility of Project staff	Lecture & Slide show	9:00 – 9:30
	Policies of Organization	Lecture & Slide show	9:30-10:30
	Tea time		10:30-10:45
	Other subject of project implement	Lecture & Slide show	10:45-1:00
	Lunch break		1:00-2:00
	Other subject of project implementation	Lecture & Slide show	2:00-2:30
	Panel discussion	Lecture & Slide show	2:30-3:30
	Closing session	Lecture & Slide show	3:30-4:50

Local media coverage



Sub Project Work Plan

Sl	Name of Activities	Year-1				Year-2			
		Q-1	Q-2	Q-3	Q-4	Q-1	Q-2	Q-3	Q-4
1	Staff recruitment	6							
2	Office set up	2							
3	Volunteer selection (non-budgetary) and orientation (budgetary)	30							
4	Orientation to Volunteer (budgetary)	30							
5	Citizen Group formation (non-budgetary)	30							
	Quarterly CG follow up Meeting	4					2		2
6	Field base quarterly meeting with volunteer		2	2	2	2	2	2	2
7	Project inception workshop in district level with DC, UNO, DDLG, UP representatives and CG		1	1					
8	Base line survey			1					
9	2nd survey							1	
10	Develop and display of community action plan		15	15					
11	RTI application and verification by members			Need based					
12	Seasonal calendar.		15	15					
13	Social mapping.			15	15				
14	Publication (poster, seasonal calendar, action plan, paper clipping as per need).			Need based					
15	Community checklist								
17	90 CG monitoring visit of BBG implementation of LGSP (non-budgetary).			30			30		30
18	Community people and CG 12 times follow up in each union on monthly meeting and documentation (non-budgetary)	1	1	2	2	1	2	1	2
19	60 social audits conduct 9 (using Community monitoring, Quick Impression Survey (QIS), FGD, RTI) at UP level on LGSP-II performance (2 times).			15	15	15		15	
20	Public hearing based on Social Audit at UP level				7	8		7	8
21	Sharing meeting with CG, Up representative & Govt. official based on social audit at Upzila level.					2			2
22	First joint meeting with CGs and SSCs held			30UPs					
	Sharing meeting with WC, SSC & CG	2						2	
23	CG and community people participate in open budget process(non-budgetary)			30 UPs					

Sl	Name of Activities	Year-1				Year-2			
		Q-1	Q-2	Q-3	Q-4	Q-1	Q-2	Q-3	Q-4
24	CG and community follow up information board regarding LGSP-II in UP level (non-budgetary)		30 UPs						
25	UP Notice Board monitoring by CG (non-budgetary)		30 Ups						
26	Training on social audit process. RTI, Budget cycle. LGSP, UP operational manual and prioritization of community concerns for CG members and volunteers (two days long)	4 batches	17 batches	9 batches					
27	ToT for project staff		1 batch						
28	1 Exposure visit in country (Satkhira) and 4 inter field of DW for staff and CGs			1	2	2			
29	Refresher training on social audit. RTI, Budget cycle. LGSP, UP operational manual and prioritization of community concerns for CG members and volunteers (one day long)					30 batches			
30	Orientation on 1st survey checklist			1 batch					
31	Monitoring field visit by the project staff								
32	Coordination meeting with project staff inter organization and MJF				1	1	1	1	
33	Six monthly coordination meeting with DC, UNO, DDLG, UP representatives, CG members			2		2		2	
34	Coordination meeting with CG, project staff (non budgetary)								

Training on Community Score Card for Citizen Group

Training Schedule

Day	Main Issues	Time	Sub issues
Day -1	Creating enable environment for learning	9:30-10:30	Welcome speech Introducing & Inauguration Expectation assessment Objective of the Training Principle of the Training
	Tea Break	10:30-11:00	
	Concept on CARTA	11:00-12:00	Goal & Objective of CARTA Strategy of CARTA Activities & Results of CARTA Duration & Beneficiaries of CARTA
	Concept on LGSP-II	12:00-01:00	Basic Block Grants (BBG) Performance Block Grants (PBG)

			Committees of LGSP-II Grants Implementation LGSP-II Grants Implementation Process
	Lunch Break	01:00-02:00	
	Concept on Transparency & Accountability	02:00-03:20	Definitions of Transparency & Accountability Way to ensure Transparency & Accountability Necessity of Transparency & Accountability for local development
	Tea Break	03:20-03:50	
	Strategy of Communication & Dialogue	03:50-04:40	Concept on Communication Concept on media of Communication What is Dialogue? Mode of Dialogue Necessity of Dialogue
	Recap of whole day discussion	04:40-05:00	
Day 2	Recap of 1 st day	09:00-09:30	
	Introducing Community Score Card (CSC)	09:30-11:00	What is Community Score Card? Steps of Community Score Card Process Community Score Card Implementation Demonstration & discussion of Community Score Card
	Tea Break	11:00-11:30	
	Introducing Community Score Card (CSC)	11:30-01:00	Risk analysis of Community Score Card Monitoring process Sharing with service provider agencies on collected information from CSC & service providers Interface meeting
	Lunch Break	01:00-02:00	
	Public Hearing	02:00-03:00	Concept on Public Hearing Objective of Public Hearing Necessity of Public Hearing
	Action Plan of Monitoring	03:00-04:15	What is Monitoring What's & how monitor the LGSP-II Necessity of Monitoring Plan Prepare Action plan of Monitoring
	Tea Break	04:15-04:30	
	Evaluation & Closing	04:30-05:00	Discussion on Trainees expectation Evaluation of the training Course Closing Speech

Refreshers (day long) Training on Social Audit process

Main issues	Sub issues	Time	Facilitator
Registration		9.30:- 10.00 am	
Concept on CARTA	Goal & Objective of CARTA Strategy of CARTA Activities & Results of CARTA Duration & Beneficiaries of CARTA	10:00- 11:00	
Tea Break 11:00-11:20			
Concept on LGSP-II	Basic Block Grants (BBG) Performance Block Grants (PBG) Committees of LGSP-II Grants Implementation LGSP-II Grants Implementation Process	11:20- 12: 00	
Social Audit process	What is social Audit Strategies of Social Audit Steps of Social Audit	12:00-1:30	
Lunch break 1:30-2:20			
Social Audit process	Input tracking FGD FGD with Community FGD with WC & SSC FGD with UP bodies Sharing meeting with UP Public hearing	2:20-4:30	
Tea & Closing 4:30-5:00			

Christian- 4
Other- 5 _____

2.7 Public service:

Elected Chairman- 1

Elected Member- 2

Elected Member in Reserved Seat- 3

2.8 How many years in this position? (*years*) _____

2.9 Personal Address (with the Ward No.): _____ (*optional information*)

3. Transparency:

3.1 Is there any development plan in your Union Parishad? (*circle one*)

Yes No Don't Know

3.2 For what time period is the plan?

1 Year 5 Year Don't Know

3.3 If the answer is 'yes' then mention what types of projects have been implemented

Construction of New Katcha Road- 1

Repairing Old Katcha Road- 2

Digging Cannel- 3

Development Works for Market- 4

Construction or Repairing School- 5

Brick-built Road- 6

Repairing Old Brick-built Road- 7

Other- 8

3.4 Is there an annual budget in your Union Parishad? Yes No

3.5 If the answer is 'yes' then for which projects is there an allocation?

Construction of New *Katcha* Road- 1

Repairing Old *Katcha* Road- 2

Digging Cannel- 3

Development Works for Market- 4

Construction or Repairing School- 5

Brick-built Road- 6

Repairing Old Brick-built Road- 7

Others- 8 _____

3.6 What meetings took place for union parishad budget? (*circle one or more*)

Formulation

Budget

Ward Meeting

Union Budget Meeting

3.7 If these meetings took place then when?

Before Budget Formulation

After Preparing the Draft Budget

3.8 Did you ensure the participation of the citizens in budget related meetings? Yes No

3.9 If 'yes', why did you ensure the participation of the citizens?

To submit the proposals for the development of the area- 1

To inform the citizens about the budget- 2
 To receive the comments of the citizens- 3
 Other- _____ 4
 4.0 If 'no', why not?
 I didn't know- 1
 It was not felt urgent- 2
 Union Parishad did not call the meeting 3
 Other- _____ 4

4.1 Are you aware of the committees for the selection and implementation of UP-led projects?

Yes No

4.2 If the answer is 'yes', are there any existing committees in your ward that were started under LGSP-I or LGSP-II?

Project Selection Committee- 1
 Project Supervision (SSC) Committee- 2
 Project Implementation Committee- 3
 Ward Committee (WC)- 4
 Others- _____ 5

4.3 Is there a Ward Committee in your area? Yes No

Number of Ward Committee members _____

Number of male members _____

Number of female members _____

4.4 Is there a SSC on your area?

Total number of project supervision committee members _____

Male members _____

Female members _____

4.5 In which year was WC and SSC formed in your area?

WC _____

SSC _____

4.7 Do you think the community can affect the UP budgeting? Yes No

4.8 If the answer is 'yes', then how?

By raising claims- 1

By giving suggestions- 2

By identifying loopholes- 3

Other _____ 4

4.9 What ways do you use to receive the comments from citizens during the planning and budgeting of your Union Parishad?

Through Ward Meeting- 1

Through Open Budget Meeting- 2

Through Ward Planning Meeting- 3

Comments- 4

Other _____ 5

5.0 Can the citizens in your union get budget related information? Yes No

5.1 If the answer is 'yes' then how can get the information?

From Ward Meeting- 1

From Yearly Budget Meeting- 2
 From UP Notice Board- 3
 Others _____ 4

5.2 Was any project implemented from the Union Parishad's LGSP-II allocation.

Yes No

5.3 If the answer is 'yes' then please mention what type of project it was.

Roads (Mention the name of project implementation area & time/year)

_____ Digging canals/drain (Mention the name of project implementation area & time/year)

_____ Development of market places (Mention the name of project implementation area & time/year)-

_____ Construction of bridges/culverts (Mention the name of project implementation area & time/year)-

_____ Other _____

5.4 Are you informed about the UP Yearly Budget? Yes No

5.5 If the answer is 'yes' then mention the sources:

From different types of taxes- 1

From government fund- 2

From LGSP II- 3

From other sources- _____ 4

5.6 Is tax collected from the citizens of your area? Yes No

5.7 If the answer is 'yes' then what type of tax is this?

Holding- 1

Other _____ 2

5.8 Did the UP contract with any individual/company for the implementation of any program under LGSP II

Yes No Don't know

5.9 If the answer is 'yes' then which type of project?

Construction of road- 1

Digging canals- 2

Development of markets/resource places- 3

Construction of bridge/culvert- 4

Renovation of schools- 5

Others _____ 6

5.10 Are you informed about the decision making process of this contract?

Yes No

5.11 If the answer is 'yes' then how was the contract made?

Approved by the committee- 1

Approved by the Chairman himself- 2

Approved by the entire council- 3

Other _____ 4

5.12 What types of information does the UP provide to the citizens?

Tax related- 1

Infrastructure development related- 2

Yearly work plan related-	3
Yearly development budget related-	4
Yearly income and expenditure of UP-	5
Others-_____	6

5.13 What are the existing means of providing information to the rural people regarding the activities of union parishad?

No media-	1
Through the choukidar (security guard)-	2
Through miking-	3
Through using mobile phone-	4
Through leaflet/postering-	5
Through arranging meetings in markets-	6
Others-_____	7

6 Effectiveness related questions:

6.1 Are aware of the operation manual or guidebook of LGSP II?

Yes No

6.2 Do you think the UP has the capacity or manpower to run LGSP II as per the operation manual?

Yes No

6.3 If the answer is 'no' then what types of problems occur due to this?

All works cannot be done on time-	1
All records cannot be preserved-	2
Impossible to provide the information on all services -	3
Inability to give training on capacity development on time-	4
Inability to update the documents on time as per LGSP II operation manual-	5
Other_____	6

6.4 Does your UP have the capacity to plan and implement the yearly budget of the UP?

Yes No

6.5 If the answer is 'yes' then mention the types of capacities your union has to implement the activities of LGSP II

Formulation of plan-	1
Formulation of yearly budget-	2
Formulation of project-	3
Project implementation-	4
Preparing monthly/quarterly/annual report-	5
Other-_____	6

6.6 If the answer is 'no' then what types of problems occur?

Not following a participatory approach in decision making-	1
Being unable to get all the work done properly as per the policy/rules-	2
Documents/records preservation is not proper-	3
It is not possible to engage the local people-	4
Preparing and submission of reports is irregular and not timely-	5

Others-_____ 6

6.7 Did the members of the UP receive any type of training under LGSP II Program?

Yes No

6.8 If the answer is 'yes' then mention from where they received the training?

- From Upazila/URT (Upazila Resource Team)- 1
- Self initiative by the UP- 2
- Through NGO- 3
- Others-_____ 4

6.9 If the answer is 'yes' then what had been the subject of the training?

6.10 What was the duration of the training for UP Members under LGSP II program?

6.11 When did the UP members get the training under LGSP II Program?

- 1 month earlier- 1
- 2 months earlier- 2
- 3 months earlier- 3
- 6 months earlier- 4
- 1 year ago- 5
- More than 1 year ago- 6
- Others-_____ 7

6.12 What training proved to be helpful for increasing the capacity of the UP members?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

6.13 To carry out LGSP II Project activities what types of trainings are required for increasing the capacity of the UP members?

6.14 Does your UP have the necessary infrastructure and other facilities so that its members can carry out their duties? Yes No

6.15 If the answer is 'no' please mention:

- 1. _____
- 2. _____
- 3. _____
- 4. _____

6.16 Do you know whether the activities are implemented as per the UP plan?

Yes No

6.17 If it is not then mention the reasons:

1. _____
2. _____
3. _____
4. _____

6.18 Did you participate in discussions on the plan?

Yes No

6.19 If the answer is 'yes' then mention when and how:

1. _____
2. _____
3. _____
4. _____
5. _____

7 Participation and coordination related questions:

7.1 What is the level of participation of poor people in planning at UP's ward and union level?

- | | |
|--|---|
| 5% of the total participants- | 1 |
| 10% of the total participants- | 2 |
| 20% of the total participants- | 3 |
| 30% or more of the total participants- | 4 |
| Normally they do not participate- | 5 |
| Others- _____ | 6 |

7.2 What are the reasons due to which the poor do not participate in yearly and 5 yearly plan of UP at ward and union level?

1. _____
2. _____
3. _____

7.3 Do you know whether the poor/marginalized are included in SSC Committee?

Yes No

7.4 If they are included then please mention the number? Male _____ Female _____

7.5 If they are not included then mention the reasons

1. _____
2. _____
3. _____
4. _____

7.6 Are the poor/marginalized are included in the WC Committee?

Yes No

7.7 If they are included then please mention the number? Male _____ Female _____

7.8 If they are not included then mention the reasons

1. _____
2. _____
3. _____

4. _____

7.9 Was any special development project undertaken from LGSP II allocation for the deprived people during last year?

Yes No Do not know

7.10 If the answer is 'yes' then please mention what type of project it was:

1. _____
2. _____
3. _____
4. _____

8 What level of coordination exists among the UP. Planning committee, Supervisory Committee (SSC), Standing Committee, and Ward Committee (especially the Project Implementation Committee, Ward Committee, Scheme Supervision Committee formed under LGSP II)

- | | |
|--|---|
| Decisions taken in that committee meeting are discussed as agenda in UP Meeting- | 1 |
| Decisions taken in that committee meeting are not discussed as agenda in UP Meeting- | 2 |
| Decisions taken in that committee meeting are approved and accepted in UP Meeting- | 3 |
| Decisions taken in that committee meeting are not approved and accepted in UP Meeting- | 4 |
| The agenda of UP Meeting is fixed as per the agenda of that committee | 5 |

8.1 Is there any existing system for complaining if the citizens are satisfied with the implemented project by the UP?

Yes No Do not know

8.2 If the answer is 'yes' then mention the process followed:

1. _____
2. _____
3. _____
4. _____

8.3 Are there any measures to resolve the complaint?

Yes No Do not know

8.4 If the answer is 'yes' then please mention the types of measures to resolve

1. _____
2. _____
3. _____
4. _____

8.5 Please mention number of complaints you received so far about LGSP II Project (If possible please mention the types of complaints)

8.6 How many complaints have been resolved so far regarding LGSP II Project?

8.7 How many complaints have you resolved? _____

8.8 How many complaints were resolved by the Union Parishad? _____

8.9 How many complaints were resolved by the higher authority/upazila or district level ?

8.10 How many complaints have been raised about the implementation of LGSP II Project

Questionnaire for UP secretaries

LGSP-II sub Project

1st survey Questionnaires: Secretary

(Note: For many questions the answers might include several choices. The respondent should choose the “best” response. If the answer is not one of the choices, then the ‘other’ option should be noted, with a short explanation.)

Interview ID # _____

Name of the interviewer: _____ Date of Interview _____

1 Location

1.1. Union _____ Ward No _____ Upazila _____ District _____

1.2. Was your union included in LGSP-I? *(circle the answer)*

1.2.1.1.1. Yes No Don't Know

1.3. If the answer is ‘yes’ then which year? 20__

1.4. When did you begin the LGSP-II project? 20__

2 Personal Information:

2.1 Name of the Respondent: _____

2.2 Respondent's father/husband's name: _____

2.3 Respondent's Age: _____

2.4 Educational Qualification: *(circle one)*

Illiterate- 1

Can Sign Name 2

Can Write- 3

Up to Class 5- 4

Up to Class 10 5

SSC (passed)- 6

Up to HSC - 7

HSC (passed)- 7

Up to Bachelor - 9

Bachelor or above 10

Others- 11 _____

2.5 Marital Status:

Married- 1

Unmarried- 2

Widow- 3

Divorced- 4

Abandoned 5

2.6 Religion:

Islam- 1

Hindu- 2

Buddhist- 3

Christian- 4

Other- 5 _____

2.7 Public service:

Elected Chairman- 1
 Elected Member- 2
 Elected Member in Reserved Seat- 3
 2.8 How many years in this position? (*years*) _____
 2.9 Personal Address (with the Ward No.): _____

3. Transparency:

3.1 Is there any development plan in your Union Parishad? (*circle one*)
 Yes No Don't Know (*circle one*)

3.1.1 If the answer is yes then mention what type of development plan is that

Yearly Plan	5 Years Plan	No Plan Exists
-------------	--------------	----------------

3.1.2 If the answer is 'yes' then mention what types of projects have been implemented

Construction of New Katcha Road-	1
Repairing Old Katcha Road-	2
Digging Cannel-	3
Development Works for Market-	4
Construction or Repairing School-	5
Other-	6 _____ (Please mention)

3.2 Is there an annual budget in your Union Parishad? Yes-1 No-2

3.2.1 If the answer is 'yes' then for which major projects the money was allocated from that budget? works

Construction of New <i>Katcha</i> Road-	1
Repairing Old Road-	2
Digging Cannel-	3
Development Works for Market-	4
Construction or Repairing School-	5
Others-	6 _____

3.3 Did the following meetings take place for UP Budget formulation?

Ward Meeting	Yes	NO
Union budget meeting	Yes	NO

3.3.1 If these meetings took place then when? (*circle one or more*)

Before Budget Formulation-1
 After Preparing the Draft Budget-2

3.4 Did you participate in the budget related meetings of UP last year?

Yes No

3.6 Do you think the community can affect the UP budgeting? Yes No

3.6.1 If the answer is 'yes', then how?

By raising claims-	1
By giving suggestions-	2
By identifying loopholes-	3
Other _____	4

3.7 What is the process of joining UP planning and budgeting?

Through Ward Meeting-	1
-----------------------	---

Through Open Budget Meeting- 2

Through Ward Planning Meeting- 3

Comments- 4

Other _____ 5

3.8 Can the citizens in your union get budget related information? Yes No

3.8.1 If the answer is 'yes' then how can get the information?

From Ward Meeting- 1

From Yearly Budget Meeting- 2

From UP Notice Board- 3

Others _____ 4

3.9.1 If the answer is 'yes' then please mention what type of project it was.

Roads (Mention the area)- 1

Digging canals/drain (Mention the area)- 2

Development of market places (Mention the area)- 3

Construction of bridges/culverts (Mention the area)- 4

Others- 5

3.10 What are the sources of the annual budget of your UP?

From different types of taxes- 1

From government fund- 2

From LGSP II- 3

From other sources- _____ 4

3.11 Please mention the amount of annual tax of your union? _____

3.11.1 Mention the types of the tax:

Holding- 1

Others- 2

3.12 Did the UP contract with any individual/company for the implementation of any project?

Yes-1 No-2 Don't know-3

3.12.1 If the answer is 'yes' then mention the projects:

Roads (Mention the area)- 1

Digging canals/drain (Mention the area)- 2

Development of market places (Mention the area)- 3

Construction of bridges/culverts (Mention the area)- 4

Others- 5

3.13 Are you informed about the decision making process of this contract?

Yes-1 No-2

3.13.1 If the answer is 'yes' then how did you get the information?

Through the Committee- 1

Through the Chairman- 2

Through the Entire UP- 3

Others - 4

3.14 What types of information does the UP provide to the citizens?

Tax related-	1
Infrastructure development related-	2
Yearly work plan related-	3
Yearly development budget related-	4
Yearly income and expenditure of UP-	5
Others-_____	6

3.15 What are the existing means of providing information to the rural people regarding the activities of the union parishad?

No media-	1
Through the choukidar (security guard)-	2
Through miking-	3
Through using mobile phone-	4
Through leaflet/postering-	5
Through arranging meetings in markets-	6
Others-_____	7

4. Effectiveness related questions:

4.1 Are you aware of UP and LGSP II Operations Manual or Guide Book?

Yes-1 No-2

4.2 Do you think the UP has the capacity or manpower to run LGSP II as per the operation manual?

Yes No

4.2.1 If the answer is 'no' then what types of problems occur due to this?

All works cannot be done on time-	1
All records cannot be preserved-	2
Impossible to provide the information on all services	3
Inability to give training on capacity development on time-	4
Inability to update the documents on time as per LGSP II operation manual-	5
Other_____	6

4.3 Does your UP have the capacity to plan and implement the yearly budget of the UP?

Yes-1 No-2

4.3.1 If the answer is 'yes' then mention the types of capacities your union has to implement the activities of LGSP II

Formulation of plan-	1
Formulation of yearly budget-	2

Formulation of project-	3
Project implementation-	4
Preparing monthly/quarterly/annual report-	5
Other- _____	6

4.3.2 If the answer is 'no' then what types of problems occur?

Not following a participatory approach in decision making-	1
Being unable to get all the work done properly as per the policy/rules-	2
Documents/records preservation is not proper-	3
It is not possible to engage the local people-	4
Preparing and submission of reports is irregular and not timely-	5
Inability to provide information-	6
Others- _____	7

4.3.3 Did the members of the UP receive any type of training under LGSP II Program?

Yes No

4.3.4 If the answer is 'yes' then mention from where they received the training?

From Upazila/URT (Upazila Resource Team)-	1
Self initiative by the UP-	2
Through NGO-	3
Others- _____	4

4.3.5 If the answer is 'yes' then what had been the subjects of the training?

1. _____
2. _____
3. _____
4. _____

4.3.6 What was the duration of the training for UP Members under LGSP II program?

4.3.7 When did the UP members get the training under LGSP II Program?

1 month earlier-	1
2 months earlier-	2
3 months earlier-	3
6 months earlier-	4
1 year ago-	5
More than 1 year ago-	6
Others- _____	7

4.3.8 In which areas the training proved to be helpful for increasing the capacity of the UP members?

1. _____
2. _____
3. _____
4. _____

5. _____

4.3.9 To carry out LGSP II Project activities what types of trainings are required for increasing the capacity of the UP members?

1. _____
2. _____
3. _____
4. _____
5. _____

4.4 Does your UP have the necessary infrastructure and other facilities so that its members can carry out their duties?

Yes-1 No-2

4.4.1 If the answer is 'no' please mention:

1. _____
2. _____
3. _____
4. _____

4.5 Do you know whether the activities are implemented as per the UP plan?

Yes No

4.5.1 If not, then mention the reasons:

1. _____
2. _____
3. _____
4. _____

4.6 Did you participate in any discussion related to 5th year Plan?

Yes-1 No-2

4.6.1 If the answer is 'yes' then mention how you participated:

1. _____
2. _____
3. _____
4. _____

5. Participation and Coordination related Questions:

5.1 What is the level of participation of poor people in planning at UP's ward and union level?

- 5% of the total participants- 1
- 10% of the total participants- 2
- 20% of the total participants- 3
- 30% or more of the total participants- 4
- Normally they do not participate- 5
- Others- _____ 6

5.1.1 What are the reasons due to which the poor do not participate in yearly and 5 yearly plan of UP at ward and union level?

1. _____
2. _____
3. _____

5.2 Do you know whether the poor and marginalized are included in SSC Committee?

Yes-1 No-2 Do not know-3

5.2.1 If they are included then please mention the number?

Male _____ Female _____

5.2.2 If they are not included, note the reasons

1. _____
2. _____
3. _____
4. _____

5.2.3 Are the poor and marginalized are included in the WC Committee?

Yes No

5.2.4 If they are included then please mention the number?

Male _____ Female _____

5.2.5 If they are not included then mention the reasons

1. _____
2. _____
3. _____
4. _____

5.3 Was any special development project undertaken from LGSP II allocation for the deprived people during last year?

Yes No Do not know

5.3.1 If the answer is 'yes' then please mention what type of project it was:

1. _____
2. _____
3. _____

4. _____

Accountability related Questions:

6.1 What level of coordination exists among the UP. Planning committee, Supervisory Committee (SSC), Standing Committee, and Ward Committee (especially the Project Implementation Committee, Ward Committee, Scheme Supervision Committee formed under LGSP II)

- Decisions taken in that committee meeting are discussed as agenda in UP Meeting- 1
- Decisions taken in that committee meeting are not discussed as agenda in UP Meeting- 2
- Decisions taken in that committee meeting are approved and accepted in UP Meeting- 3
- Decisions taken in committee meeting are not approved & accepted in UP Meeting-4
- The agenda of UP Meeting is fixed as per the agenda of that committee 5

6.3 Is there any existing system for complaining if the citizens are satisfied with the implemented project by the UP?

Yes No Do not know

6.3.1 If the answer is 'yes' then mention the process followed:

- 1. _____
- 2. _____
- 3. _____
- 4. _____

6.4 Are there any measures to resolve the complaint?

Yes No Do not know

6.4.1 If the answer is 'yes' then please mention the types of measures to resolve

- 1. _____
- 2. _____
- 3. _____
- 4. _____

6.4.2 Please mention number of complaints you received so far about LGSP II Project (If possible please mention the types of complaints)

6.4.3 How many complaints have been resolved so far regarding LGSP II Project?

6.5 How many complaints were resolved by the Union Parishad? _____

6.5.1 How many complaints were resolved by the higher authority/upazila or district level ?

6.5 No complaint has been reported yet regarding the implementation of LGSP II

Christian- 4
 Other- 5 _____

2.7 Occupation:

Household work - 1
 Services- 2
 Business- 3
 Other - 4 _____

2.7.1 Monthly income of respondent ----- taka (approximate)

2.8 Occupation of respondent father/husband:

Agricultural work - 1
 Services- 2
 Business- 3
 Other - 4 _____

2.9 Occupation of respondent mother:

Household work - 1
 Services- 2
 Business- 3
 Other - 4 _____

3. Transparency:

3.1 Is there any development plan in your Union Parishad? (*circle one*)

Yes No Don't Know

3.1.1 If the answer is 'yes' then mention what types of projects have been implemented

Construction of New Katcha Road- 1
 Repairing Old Katcha Road- 2
 Digging Cannel- 3
 Development Works for Market- 4
 Construction or Repairing School- 5
 Bridge-culvert- 6
 Other- 8 _____

3.2 Is there an annual budget in your Union Parishad? Yes-1 No-2 Don't Know-3

3.2.1 If the answer is 'yes' then for which projects is there an allocation in?

Construction of New Katcha Road- 1
 Repairing Old Katcha Road- 2
 Digging Cannel- 3
 Development Works for Market- 4
 Construction or Repairing School- 5
 Bridge-culvert- 6
 Other- 8 _____

3.3 Are you member of any committees of LGSP-II UP-led projects?

Yes-1 No-2

3.3.1 If the answer yes then mentioned your membership with which committee?

Project Selection Committee-	1
Project Supervision (SSC) Committee-	2
Project Implementation Committee-	3
Ward Committee (WC)-	4
Others- _____	5

3.3.2 How many members of this committee do you own?

Project Selection Committee-	1 (Total member -----, Male----- and Female-----)
Project Supervision (SSC) Committee-	2 (Total member -----, Male----- and Female-----)
Project Implementation Committee-	3(Total member -----, Male----- and Female-----)
Ward Committee (WC)-	4(Total member -----, Male----- and Female-----)
Others- _____	5 (Total member -----, Male----- and Female-----)

3.3.3 When the committee formed which you have owned?

Year 20-----

3.4 Please mention at least three task or responsibility ?

1. -----
2. -----
3. -----

3.5 Is the committee meeting held regularly?

Yes-1 No-2

3.5.1 If the answer no then mention the reason?

Less interest of UP -	1
Non-cooperation by UP Chairman-	2
Political pressure-	3
Others- _____	4

3.6 Are people informed about the decision taken in committee meetings?

Yes-1 No-2

3.6.1 If the answer is 'Yes' then mention the ways/means of sharing.

Local level meetings-	1
Through UP notice board-	2
Others- _____	4

3.7 Are you aware of the sources of UP budget?

Yes-1 No-2

3.7.1 If the answer is 'Yes' then mention the sources of budget.

UP revenue/tax-1
Government allocation-2
LGSP Project allocation-3
Others-----4

3.8 Has any project been undertaken after receiving LGSP II Block Gran?

Yes-1 No-2 Do not know-3

38.1 If the answer is 'Yes' then mention the types of those projects.

1.
2.
3.

3.9 Is UP revenue/tax regularly paid from/by your household?

Yes-1 No-2

3.9.1 If the answer is 'No' then mention the reasons behind not paying the tax

1.
2.
3.

4. Effectiveness related questions:

4.1 Please measure the effectiveness the committee you are involved :

All taken decisions have been implemented-	1
Few decisions haven't been implemented-	2
Partial implementation of the taken decisions-	3
UP did not take decision on the agenda emerged in committee meeting -	4
Others-	5

4.1.1 If it is executed/accepted then mention:

1.
2.
3.

4.2 Can your committee take decision on LGSP II Project related activities?

Yes-1 No-2

4.2.1 If the answer is 'Yes' then mention the types of taken decisions:

1.
2.

- 3.
- 4.
- 5.

4.3: How are the decisions influenced?

By UP Chairman-	1
Politically-	2
By the Govt. officials-	3
Others-	4

4.4: Are you aware of the UPOM and LGSP Operation Manual

Yes-1	No-2
-------	------

4.4.1 If the answer is 'Yes' then mention your role (being the member of the committee):

- 1.
- 2.
- 3.
- 4.

4.4.2: Do you think the implementation of LGSP II Project activities follow the operational manual?

Yes-1	No-2	Do not know-3
-------	------	---------------

4.2.1 If it is not followed then what types of problems occur?

All activities are not completed timely-	1
Formulation and submission of reports does not take place timely-	2
The public opinion is not reflected properly-	3
It is not possible to update the documents-	4
Others- (Please mention)	5

4.5 Have you received any training after getting membership of this committee?

Yes-1	No-2
-------	------

4.5.1 If the answer 'No' then mentions the reason:

- 1.
- 2.
- 3.

4.5.2 If the answer 'No' then mentions what kind of training you have received:

- 1.
- 2.

3.

4.5.3 Do you think your committee is enough capable to implement LGSP-II project activities?

Yes-1 No-2

4.5.4 If the answer 'Yes' then mention the types of capacity of your committee has to implement LGSP-II

Formulation of plan-	1
Formulation of yearly budget-	2
Formulation of project-	3
Project implementation-	4
Preparing monthly/quarterly/annual report-	5
Monitoring the activities	6
Other- _____	7

4.5.5 If the answer is 'no' then what types of problems occur?

Not following a participatory approach in decision making-	1
Being unable to get all the work done properly as per the policy/rules-	2
Documents/records preservation is not proper-	3
It is not possible to engage the local people-	4
Information does not make available properly	5
Preparing and submission of reports is irregular and not timely-	6
Others- _____	7

4.5.6 Did the members of the committee receive any type of training under LGSP II Program?

Yes-1 No-2

4.5.7 If the answer is 'yes' then what had been the subject of the training?

- 1.
- 2.
- 3.
- 4.

4.5.8 What was the duration of the training for committee members under LGSP II program?

4.5.9 When did the committee members get the training under LGSP II Program?

1 month earlier-	1
2 months earlier-	2
3 months earlier-	3
6 months earlier-	4
1 year ago-	5
More than 1 year ago-	6
Others- _____	7

4.5.10 What training proved to be helpful for increasing the capacity of the committee members?

1. _____
2. _____

5.3 Please mentioned your committee was involved with any type of projects:

- 1.
- 2.
- 3.
- 4.

5.4 Did you proposed for any development project/activities

Yes-1 No-2 Don't know-3

5.5.1 If the answer 'Yes' then how many times accepted your proposal (project you have proposed)?

Always-- 1
Sometimes- 2
Very few - 3
Not at all - 4

5.5.6 If the answer 'No' then mentioned the reasons:

- 1.
- 2.
- 3.

5.7 Who is the key person for designing/planning and implementation of development project?

Upazila Nirbahi (executive) officer - 1
Upazila engineer - 2
Project Implementing officer- 3
Other- 4

5.8 Who has been provided most of the support to implement LGSP-II project

Upazila Nirbahi (executive) officer - 1
Upazila engineer - 2
Project Implementing officer- 3
Other- 4

5.9 Please mentioned the barrier for getting essential support:

- 1.
- 2.
- 3.

5.10 Did you participate in committee meeting regularly?

Yes-1 No-2

5.10.1 If the answer 'Yes' then mentioned the reason:

- 1.
- 2.

3.

5.11 Has the UP approved the decision undertaken by the committee?

Yes-1 No-2

5.11.1 If the answer 'yes' then mentioned how it accepted by the UP:

1.

2.

3.

5.12 How to take people opinion on the decision that has already taken by your committee?

Through ward Shava- 1

UP budget Shava- 2

Mass gathering/meeting- 3

Other - 4

6. Access to information:

6.1 Does the UP share the information to the committee members where getting from different sources?

Yes-1 No-2

6.2 If the answer 'No' then mentioned source of information of your committee:

Other members- 1

UP secretary - 2

Other sources - 3

Other - 4

6.2 Does your UP share all kind of circulation/notice/direction with your committee related to LGSP-II project?

Yes -1 No-2

Questionnaire for UP Representatives

LGSP-II Project

First introduce the purpose of the survey, and then ask the respondent if s/he agrees to take part

Type of interview: UP Chairman/Member:

Interview ID #

Name of the interviewer

Date of Interview

1) Address of Respondents

Village _____ Ward _____ No: _____ Union -----Upazila
_____ District _____

1.1) Name of the Respondent _____ Respondent's father/husband's name _____

1.2) Respondents Contact number _____

2. Personal Information:

2.1) Respondent's Age: _____

2.2) Educational Qualification

Up to Class 5- 1
Up to Class 10 2
SSC (passed)- 3
Up to HSC - 4
HSC (passed)- 5
Up to Bachelor - 6
Bachelor or above 7
Others- 8 _____

2.3) Marital Status:

Married - 1
Unmarried - 2
Widow / widower -3
Others -4

2.4) Position:

Chairman -1
Member -2
Member in Reserved Seat -3
Secretary -4

2.5) How many terms/years in this position? *years*-----

2.6) Occupation (Farmer/household chores-1; Job (Private/NGO)-2; Business (large-contractor, supplier, wholesaler)-3; Business (Small- Grocery shopkeeper, stationary, Small Business)-4; Fish farmer-5; Doctor (homeopathy / Allopathic)-6; Advocat-7; Teacher-8; Imam/Religious Leader-9; Unemployed-10, Housewife-11; Others-12) -----

2.7) Monthly income (taka) -----

3. Transparency

3.1) Are there any development plan in your UP?

Yes -1 No-2 Do not know-3

3.2) If yes then list the development plan in your UP

1 year /Annual Plan -1

5 year Plan -2

Both type of Plan- -3

Does your UP formulate development plan every year ?

Yes -1 No-2 Do not know-3

If not, what are the reasons?

Lack of skilled manpower-1, Lack of required resources-2, No instruction from higher authority-3, Others-4
(Please specify)

3.5) Had the UPOM properly been followed in preparing plan?

Yes -1 No-2 Do not know-3

3.6) If not, what are the reasons

a)

b)

c)

d)

3.7) If yes, who does prepare the plan?

UP Chairman-1; UP member-2; Local elite-3; Local citizens-4

3.8) Did you receive any training under LGSP II?

Yes -1 No-2

3.9) If yes, who provided training?

URT-1; NGO Officials-2, Others-3 (Please specify)

3.10) How the received training had been helpful in your activities in the UP?

(Quality of work has increased-1; Quality of financial management/accountancy has increased-2; Tax collection has increased-3; More transparency, efficiency and accountability-4; Education and health consciousness has increased-5; Women development/Empowerment of women has increased-6; Other-7)

3.11) What types of training are essential to proper implementation of LGSP II?

(Financial management-1; Project planning, initiation and implementation-2; Taxation-3, Report writing-4, Office management-5; Vocational training-6; Activities of UP Member-7; Budgeting-8; Procurement-9; Others-10)

3.12) Does your UP disseminate development plan to the community?

Yes-1 No-2

3.13) If yes, how is the information about the UP development plan usually disseminated to the community?
(Notice board-1; Micking-2; Chowkidar-3; Annual general meeting-4; Member-5; Others-6)

3.14) If not, please mention the reasons

- a)
- b)
- c)
- d)

3.15) In your opinion had there been any scheme implemented in your UP/Ward last year under LGSP II?

Yes-1 No-2

3.16) If yes, what types of projects were implemented

Sl	Types of projects	Implemented in your community – (indicate)
1	Communication	Construction/reconstruction of village roads Maintenance of existing village roads Construction of culvert, , construction of Bridge/ foot over bridge Construction of drainage system Passenger shed
2	Health	Construction/renovation of health centre Campaign on health related awareness, family planning, public health, cleanliness/hygiene Supply of medicine Logistics support for the health centre Providing salary for the part time staff
3	Water Supply	Installing tube-well Pipe water scheme Construction of water reservoir (tank)
4	Education	Construction, reconstruction & renovation of educational institution Logistics (furniture and fixture) supply for primary school Procurement of educational materials Taking up awareness program on education
5	Natural Resources Management	Social forestry, Infrastructure development for protecting land erosion Provide natural resource management training
6	Agriculture & Bazar	Construction of vaccination centre for the livestock Construction of toll point/shed in the market Development of irrigation system for the mass Provide technical training on advanced agriculture
7	Sewerage & Garbage Management	Construction of sewerage system Campaign on raising awareness about sewerage system Installing bio-gas plant
8	Human Resources Management	Development of women & self-employment education for women IGA training for the vulnerable Skill development training for the poor youth (male &female) Support for UP Information Service Centre Development of information technology
9	Others (Please specify)	

3.17) Are you aware of decisions taken for project selection?

Yes-1 No-2

3.18) If yes, how was the decision to select the projects made?

Ward meeting-1; UP Member-2; UP Member (reserved)-3; UP Chairaman-4; Secretary-5; Others-6

3.19) Did the citizens participate in decision-making process for these projects?

Yes-1 No-2

3.20) If the answer is yes, how did the citizens participate?

3.21) Are the citizens informed about the project implementation progress by the UP?

Yes-1 No-2

3.22) If yes, how is the information disseminated to the citizens?

Ward Shava-1; Notice board-2; UP member-3; UP member reserve seat-4; UP Chairman-5; Others-6

3.23) Are you aware of the UP information dissemination instructions of UPOM?

Yes-1 No-2

3.24) *If the answer is yes, does your UP disseminate LGSP project related information according to the UPOM?*

Yes-1 No-2

3.25) If the answer is yes what types of information is disseminated?

Committee list-1; Project list-2; Project allocation-4; Others-5

3.26) Through which channels the information about the LGSP-II related development plan of your UP usually disseminated to the citizens?

Ward Shava-1; Notice board-2; UP member-3; UP member reserve seat-4; Micking-5; Chowkidar-6; UISC-7; Others-8-----

3.27) How many projects were taken in the FY- 2012- 13? -----

3.28) How many projects were completed out of those? -----

3.29) Mention the reason behind project incompleton

- a)
- b)
- c)
- d)

3.30) Are you aware of LGSP-II procurement process as per UPOM?

Yes-1 No-2

3.31) If yes, mention the procurement processes according to UPOM.

Direct procurement procedure-1; Community procurement procedure-2; RFQ procedure-3; Open

procurement procedure-4

3.32) Do you think the UP was transparent in contracting process under the LGSP II grants projects?

Yes-1 No-2

3.33) If the answer is no then please mention the reason

- a)
- b)
- c)
- d)

3.34) Are you aware of annual budget of your Union Parishad?

Yes-1 No-2 Don't Know-3

3.35) If yes, the does your UP formulate the budget every year?

Yes-1 No-2

3.36) If no, what are the reasons?

Lack of skilled manpower-1; Lack of required resources-2; No instruction from higher authority-3; Others-4
(Please specify) -----

3.37) Had the procedures been properly followed in budget formulation as per UPOM?

Yes-1 No-2

3.38) If yes, what was done in this regard?

Micking-1; Notice board-2; Chowkidar-3; Ward meeting-4; Others-5

3.39) If no, what are the reasons?

- a)
- b)
- c)

3.40) Do you think the appointment of skilled personnel is required in your UP to formulate budget and for documentation?

Yes-1 No-2

3.41) Had the open budget session been held in last year?

Yes-1 No

3.42) If yes, mention the number of total participants? -----

3.43) Who participated in the open budget session?

UP Chairman-1; UP member-2; Local elite-3; Local citizens-4; The poor-5

3.44) When was the budget formulation meetings held for the last time at your UP/Ward?

Ward Meetings: when? _____

Open budget meeting: when?

3.45) How do the citizens in your locality get to know about the ward shava?
 Notice board-1; UP member-2; UP member reserve seat-3; Micking-4; Chowkidar-5; UISC-6; Others-7

3.46) How do the citizens in your locality get to know about the open budget?
 Notice board-1; UP member-2; UP member reserve seat-3; Micking-4; Chowkidar-5; UISC-6; Others-7

3.47) Did you ensure citizens' participation in open budget meetings?
 Yes-1 No-2

3.48) If 'yes', why did you ensure the participation of the citizens?
 To submit the proposals for the development of the area-1; To inform the citizens about the budget-2; To receive the comments of the citizens on budget formulation-3; Other-4

3.49) If 'not', what are the reasons?
 a)
 b)
 c)
 d)

3.50) Did the citizens participate in Ward Shava & Open Budget Meetings?
 Ward Shava: Yes-1 No-2

Open Budget Meeting: Yes-1 No-2

3.51) Did the poor participate in Ward Shava & Open Budget Meetings?

Ward Shava: Yes-1 No-2

Open Budget Meeting: Yes-1 No-2

3.52) If not, what are the reasons

Ward Shava

- a)
- b)
- c)

Open Budget Meeting

- a)
- b)
- c)

3.53) Does your UP disseminate the budget related information for the citizens?

Yes-1 No-2

3.54) If yes, then what, when and how?

<i>What information?</i>	<i>When disseminated?</i>	<i>How?</i>

3.55) What was the FY- 2013- 14's planned budget? (Amount)-

3.56) Source of the budget for the FY- 2013- 14?
Government allocation-1; Income of UP-2; Others-3

3.57) What was the FY- 2014- 15's planned budget? Amount

3.58) Source of the budget for the FY- 2014- 15?
Government allocation-1; Income of UP-2; Others-3

3.59) Do you think the community can influence the UP budget process?
Yes-1 No-2

3.60) If the answer is 'yes', then how?
Claiming-1; Giving suggestions-2; Identifying loopholes-3; Others-4

3.61) If 'not', please mention the reasons

a)

b)

c)

4. Accountability:

4.1) Mention particular procurement processes that are generally followed by your UP/Ward

Direct procurement procedure-1; Community procurement procedure-2; RFQ procedure-3; Open procurement procedure-4

4.2) Are you aware about issuing/receiving testimonial/certificate after the implementation of the schemes for paying the bill to the contractor?

Yes-1 No-2 Don't know-3

4.3 If yes then who has provide/received the certificate after completion of schemes implementation?

WC-1; SSC-2; Engineer-3

4.4) Are you aware of a grievance process under LGSP II?

Yes-1 No-2

4.5) Any grievances were raised under LGSP II projects?

Yes-1 No-2

4.6) If yes, what grievances were raised?

Not using cross cheque-1; Problems in bill-voucher-2; Inconsistency between bill and work-4; Use of low standard raw materials-5; Use of small amount of raw materials-6; Others-7

4.7) Which process/mechanism had the grievances been resolved?

Identifying problems and mitigate-1; Facts finding and discussion with parties-2; Discussion with UP Chairman and member-3; Hearing-4; Discussion with WC-5, Others-6

4.8) In your opinion had there been any hearing held during last year?

Yes-1 No-2

4.9) If yes then what had been the issues of those for hearing?

a)

b)

c)

5. Participation and inclusion:

5.1) Are the existing Laws/Rules of Union Parishad are conducive for citizens' participation in LGSP-II project activities?

Yes-1

No-2

5.2) If yes, how?

a)

b)

c)

5.3) If not, mention the reasons.

a)

b)

c)

5.4) Which factors influence citizens not to participate in LGSP-II projects?

a)

b)

c)

5.5) Are there any projects implemented in your UP in the last year that specifically led by women representative?

Yes-1 No-2 Don't Know-3

5.6) If yes, please mention the projects name.

a)

b)

c)

5.7) If not please mention the reasons.

a)

b)

c)

d)

5.8) In your opinion is there advantage of citizen engagement to implement of LGSP-II project?

Yes-1

No-2

5.9) If yes, please mention the advantages.

Citizen can give opinion through Ward meeting-1; Citizen can give opinion in budget meeting-2; Citizen can monitor-3; Can raise project/proposal-4; Can Select projects-5; Membership of SSC-6; People can set project-7; Image of UP has changed-8

5.10) In your opinion is there a disadvantage of citizen engagement to implement of LGSP-II project?

Yes-1

No-2

5.11) If yes, please mention what are the disadvantages?

- a)
- b)
- c)

5.12) What is your advice for ensuring citizens' participation in LGSP-II projects?

People should aware-1; Accountability and transparency must be ensured-2; Open discussion about the projects in different meeting-3; Strengthening WC/SSC-4; Training-5; Others-7

6. Effectiveness, capacity and competency

6.1) Was there any implemented LGSP-II projects in the last year having social negative impacts on your UP/Ward?

Yes-1 No-2 Don't Know-3

6.2) If yes, list the projects' name and explain the negative impact.

Projects	Negative impact

6.3) Was there any implemented LGSP-II projects in the last year having environmental negative impacts on your community?

Yes-1 No-2 Don't Know-3

6.4) If yes, list the projects' name and explain the negative impact.

Projects	Negative impact

6.5) Did your UP receive any performance-based grants (PBG) under the LGSP-II program?

Yes-1 No-2

6.6) If not mention the reasons.

- a)
- b)
- c)

6.7) Is there a tax collection plan/target in your UP?

Yes-1 No-2

6.8) Are you aware tax collection target in the FY 2012- 13?

Yes-1 No-2

6.9) If yes, what was the FY- 2012- 13's tax collection target? (Amount)

6.10) Collected tax during FY 2012- 13 (Amount)

6.11) Are you aware tax collection target in the FY- 2012- 13?

Yes-1 No-2

6.12) If yes, what was the FY- 2013- 14's tax collection target? (Amount)

Yes-1 No-2

6.13) Collected tax during FY 2013- 14 (Amount)

6.14) Are you aware tax collection target in the FY2014- 15?

Yes-1 No-2

6.15) If yes, what was the FY- 2014- 15's tax collection target? (Amount)

6.16) Are you aware about the taxation obligations?

Yes-1 No-2

6.17) If yes then what types of taxes are collected by your UP?

a)

b)

c)

6.18) Does the UP initiate any projects from collected taxes?

Yes-1 No-2

6.19) If yes then what are these schemes?

Communication-1; Sanitation-2; Tubewell-3; Culvert/Bridge construction and repair-4; **Drain Construction-5**; Financial assistance-6; Others-7

6.20) How many female members are included in your Ward committees?

Ward Committee:

Scheme Supervision Committee

6.21) Are you satisfied with the formation process of WC?

Yes-1 No-2

6.22) If not then mention the reason.

a)

b)

c)

6.23) Do you think WC is functioning in your UP?

Yes-1 No-2

6.24) How WC assisting to LGSP-II project implementation?

Assist in initiating projects-1; Assist in implementing development projects-2; Justify the social and environmental impacts of the schemes-3; Assist in recruiting contractor-4; Provide certificate-5; Others-6

6.25) Do you think SSCs are functioning in your UP?

Yes-1 No-2

6.26) How SSC assisting to LGSP-II project Supervision?

Supervise in implementing projects-1; Supervise in financial matters-2; Provide certificate-3; Participate in different meetings-4; Others-5

6.27) Are you aware of standing committees in your UP?

Yes-1 No-2

6.28) If yes, please list them – beginning with most effective and finishing with the least effective ones

	<i>Type of committees (most effective on top of the list, least effective in the bottom of the list)</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

6.29) In your opinion, why are some committees less effective?

Irresponsibility-1; Meetings are not conducted regularly-2; Small number of participants-3; No place for conducting meeting-4; Lack of training-5; Member are not selected proper way-6; Non cooperation of Chairman-7; Others-8

6.30) Are you familiar with the Women’s Development Forum, under LGSP-II?

Yes-1 No-2

6.31) If yes, what do you know about its role and responsibilities?

- a)
- b)
- c)

6.32). Did you receive any training from other sources?

Yes -1 No -2

6.33) If yes, specify the type of training.

- a)
- b)
- c)

6.34) Did you face any problems to implement LGSP-II?

Yes-1 No-2

6.35) If yes please mentioned what type problems?

- a)
- b)
- c)

6.36) Do you have any recommendations to avoid these problems?

- a)
- b)
- c)

Questionnaire for LGSP committee members

LGSP-II Project

(First introduce the purpose of the survey, and then ask the respondent if s/he agrees to take part)

Type of Interviewee: Member of WC/ Member of SSC:

Interview ID: _____

Name of the interviewer: _____ Date of Interview _____

Location: Union _____ Ward No _____ Upazila _____ District _____

Name of the Respondent: _____ Respondent's father/husband's name: _____

Respondents Contact number _____

Respondent is a member of (1. WC; 2. SSC) _____

1. Personal Information:

1.1) Respondent's Age: _____

1.2) Educational Qualification

Up to Class 5-1; Up to Class 10-2; SSC (passed)-3; Up to HSC-4; HSC (passed)-5; Up to Bachelor-6; Bachelor or above-7; Other-8

1.3) Marital Status:

Married -1; Unmarried-2; Widow / widower-3; Others -4

1.4) Occupation

Farmer/household chores-1; Job (Private/NGO)-2; Business (large-contractor, supplier, wholesaler)-3; Business (Small- Grocery shopkeeper, stationary, Small Business)-4; Fish farmer-5; Doctor (homeopathy / Allopathic)-6; Advocat-7; Teacher-8; Imam/Religious Leader-9; Agricultural labor-10; Non agricultural labor-11; Unemployed-12, Housewife-13; Others-14 -----

1.5) Monthly income (taka) -----

2. Transparency

2.1) What is the reason behind your membership in this committee?

Elected Member in General seat-1; Elected Member in Reserve seat-2; Teacher-3; Representatives of Civil Society-4; Freedom Fighter-5; Representative of NGOs-6; General Citizens-7; Others-8

2.2) What is the formation process of the committee?

Open meeting in ward-1; Through Ward shava-2; Nominated by UP Chair-3; Nominated by UP member-4; Don't know the formation process-5; Others-6

2.3) How the UP provide information about WC and SSC to the citizens?

Hanging he list of committee in open place-1; Through UP Chairman/member-2; Through UP notice board-3; Did not follow above mentioned process-4

2.4) Are there any development plan in your UP?

Yes-1

No-2

Do not know-3

2.4.1) If yes then list the development plan in your UP?

1 year /Annual Plan-1, 5 year Plan; Both type of Plan-3

2.5) Had there any planning session been held at your Ward last year

Yes-1 No-2 Do not know-3

2.5.1) If yes, how many citizens participated (approx.)? -----

2.5.2) Who participated in the planning session?

UP member-1; UP Chairman-2; Local elite-3; Local citizens-4; The poor-5; Others-6 (Please specify)

2.6) Had your UP properly disseminated UP developmental plan to the citizens?

Yes-1 No-2 Do not know-3

2.6.1) If yes, how is the information about the UP development plan usually disseminated to the population?

Please list (Give number in order to most use)

Ward Shava-1; Notice board-2; Micking-3; Chowkidar-4; Others-5

2.6.2.) If not, please mention the reasons.

a)

b)

c)

2.7) In your opinion had there been any scheme implemented in your ward last year under LGSP II?

Yes -1 No-2 Do not know-3

2.7.1) If yes, what types of projects were implemented?

<i>Sl</i>	<i>Types of projects</i>	<i>Implemented in your community – (indicate)</i>
1	Communication	Construction/reconstruction of village roads Maintenance of existing village roads Construction of culvert, construction of Bridge/ foot over bridge Construction of drainage system Passenger shed
2	Health	Construction/renovation of health centre Campaign on health related awareness, family planning, public health, cleanliness/hygiene Supply of medicine Logistics support for the health centre Providing salary for the part time staff
3	Water Supply	Installing tube-well Pipe water scheme Construction of water reservoir (tank)
4	Education	Construction, reconstruction & renovation of educational institution Logistics (furniture and fixture) supply for primary school Procurement of educational materials Taking up awareness program on education
5	Natural Resources Management	Social forestry, Infrastructure development for protecting land erosion

		Provide natural resource management training
6	Agriculture & Bazar	Construction of vaccination centre for the livestock Construction of toll point/shed in the market Development of irrigation system for the mass Provide technical training on advanced agriculture
7	Sewerage & Garbage Management	Construction of sewerage system Campaign on raising awareness about sewerage system Installing bio-gas plant
8	Human Resources Management	Development of women & self-employment education for women IGA training for the vulnerable Skill development training for the poor youth (male &female) IT training for the poor youth (male &female) Support for UP Information Service Centre Development of information technology
9	Others (Please specify)	

2.8. Did the citizens participate in decision-making process for these projects?

Yes-1 No-2 Do not know-3

2.8.1) If yes, how was the decision to select the scheme made?

Through Ward Shava-1; UP member-2; UP reserved member-3; UP Chairman-4; Others-5

2.9) Are the citizens informed about the project implementation progress by the UP?

Yes-1 No-2 Do not know-3

2.9.1) If yes, how is the information disseminated to the citizens?

Please list (from the most used to the least used)

Ward Shava-1; Notice board-2; UP member-3; UP member reserve seat; UP Chairman-5; Others-6

2.10) Are you aware of the UP information dissemination instructions of UPOM?

Yes-1 No-2 Do not know-3

2.10.1) If the answer is yes, does your UP disseminate LGSP project related information according to the UPOM?

Yes-1 No-2 Do not know-3

2.10.2) If the answer is yes what types of information is disseminated?

Committee list-1; Project list-2; Project allocation-3; Others-4

2.11) Through which channels the information about the LGSP-II related development plan of your UP usually disseminated to the citizens?

Ward Shava-1; Notice board-2; UP member-3; UP member reserve seat-4; Micking-5; Chowkidar-6; UISC-7; Others-8

2.12) How many schemes were taken in the FY 2013- 14 in your Ward?

2.13) How many scheme were completed out of those in your Ward?

2.14) Mention the reasons behind project incompleation?

a)

b)

c)

2.15) Are you aware of LGSP-II procurement process as per UPOM ?

Yes-1

No-2

Do not know-3

2.15.1) If yes, mention the procurement processes according to UPOM. (Give number in order to most use)
Direct procurement procedure-1; Community procurement procedure-2; RFQ procedure-3; Open procurement procedure-4

2.16) Is there an annual budget in your Union Parishad?

Yes-1

No-2

Do not know-3

2.16.1) If yes, then does your UP formulate the budget every year?

Yes-1

No-2

Do not know-3

2.16.2) If no, what are the reasons (hw` DÈi bv nq Z†e KviY D†jòL Kiæb)?

Lack of skilled manpower-1; Lack of required resources-2; No instruction from higher authority-3; Others (Please specify)-4

2.17) Are you aware about budgeting process?

Yes-1

No-2

Do not know-3

2.17.1) If no, what are the reasons (DÈi bv n†j KviY ,†jv D†iòL Kiæb)?

a)

b)

c)

2.17.2) If yes , who participated in preparing the budget (Multiple Choice)

UP members-1; UP Chairman-2; Local elite-3; Local citizens-4; The poor-5

2.18) Did you receive any training from LGSP II?

Yes -1 No-2

2.18.1) If yes, who provided the training?

URT -1; NGO Officials-2; Others (Please specify)-3

2.18.2) How the received training had been helpful in your activities?

(Quality of work has increased-1; Quality of financial management/accountancy has increased-2; Tax collection has increased-3; More transparency, efficiency and accountability-4; Education and health consciousness has increased-5; Women development/Empowerment of women has increased-6; Other-7)

2.19) What types of training are essential to proper implementation of LGSP II?

(Financial management-1; Project planning, initiation and implementation-2; Taxation-3, Report writing-4, Office management-5; Vocational training-6; Activities of UP Member-7; Budgeting-8; Procurement-9; Others-10)

2.20) Had the open budget session been held in last year?

Yes-1

No-2

Do not know-3

2.20.1) Did you participate in that meeting?

Yes-1

No-2

2.20.2) Who were the participants in the open budget session?

UP members-1; UP Chairman-2; Local elite-3; Local citizens-4; The poor-5; All of above-6

2.21) When the budget formulation meetings was held at your UP last time through the following meeting?

Ward Meetings: when? ___/___ (Month/Year) Open
budget meeting: when? ___/___ (Month/Year)

2.22) How do the citizens in your locality get to know about the ward shava?

Notice board-1; UP member-2; UP member reserve seat-3; Micking-4; Chowkidar-5; UISC-6; Others-7

2.23) How do the citizens in your locality get to know about the open budget?

Notice board-1; UP member-2; UP member reserve seat-3; Micking-4; Chowkidar-5; UISC-6; Others-7

2.24) Did your UP take any initiative to ensure citizens' participation in open budget meeting?

Yes -1 No-2 Don't Know-3

2.24.1) If 'yes', then what was the reason behind ensuring the participation of the citizens?

To submit the proposals for the development of the area-1; To inform the citizens about the budget-2; To receive the comments of the citizens on budget formulation-3; Others-4

2.24.2) If 'not', what are the reasons?

- a)
- b)
- c)

2.25) Did the citizens participate in Ward Shava & Open Budget Meetings?

Ward Shava: Yes-1 No-2 Don't know-3

Open Budget Meeting: Yes-1 No-2 Don't know-3

2.25.1) If 'yes' what types of claims raised by the participants?

Ward Shava

- a)
- b)
- c)

Open Budget Meeting

- a)
- b)
- c)

2.26) Which claims had been accepted?

Ward Shava

- a)
- b)
- c)
- d)

Open Budget Meeting

- a)
- b)
- c)
- d)

2.27) Did the poor participate in the Ward Shava/open budget session you attended/participated?

Yes-1 No-2 Don't know-3

If not, what are the reasons?

Ward Shava

a)

b)

c)

Open Budget Meeting

a)

b)

c)

2.28. Does your UP disseminate the budget related information for the citizens?

Yes-1 No-2 Don't know-3

2. 28.1 If yes, then what, when and how (using which channels)?

<i>What information?</i>	<i>When disseminated?</i>	<i>How?</i>

2.29) Is there any scope for the participants to give comment/opinion during open budget session?

Yes-1 No-2 Don't know-3

2.29.1) If the answer is 'yes', then how?

Claiming-1; Giving suggestions-2; Identifying loopholes-3; Others-4

2.29.2) If 'not', please mention the reasons.

a)

b)

c)

3. Accountability

3.1) Do you know the procurement process under LGSP-II?

Yes-1 No-2

3.1.1) Specify the procurement processes followed.

Direct procurement procedure-1; Community procurement procedure-2; RFQ procedure-3; Open procurement procedure-4

3.1.2) If the answer is no then please mention the reason.

a)

b)

c)

3.2) Are you aware about issuing/receiving testimonial/certificate in your ward after the implementation of the schemes for paying the bill to the contractor?

Yes-1 No-2 Do not know-3

3.2.1) If yes then who has provided the certificate after completion of schemes implementation?

a)

b)

c)

3.3) Are you aware of a grievance process under LGSP-II?

Yes-1 No-2

3.3.1) If yes, any grievances were raised under LGSP-II in your Ward?

Yes-1 No-2

3.3.2) If yes, specify the types of grievances.

- a)
- b)
- c)

3.3.3) Were the grievances resolve?

Yes-1 No-2

3.3.4) If yes, which process/mechanism was followed to resolve the grievances?

- a)
- b)
- c)

3.5) In your opinion had there been any hearing held during last year?

Yes-1 No-2 Do not know-3

3.5.1) If yes then what had been the issues of those for hearing?

- a)
- b)
- c)

4. Participation and inclusion

4.1) Did you ever participate in LGSL-II project planning at ward level?

Yes-1 No-2

4.2) Did you ever participate in LGSL-II project implementation at ward level?

Yes-1 No-2

4.3) If the answer of above mentioned question is yes, had your opinions been considered with due emphasis in LGSL-II project implementation?

Yes-1 No-2 Don't Know-3

4.4) Do you think LGSP-II project implementation was carried out based on community participation?

Yes-1 No-2 Don't Know-3

4.5) Do you think the activities of LGSP II in UP are conducive for citizens' participation?

Yes-1 No-2 Don't Know-3

4.5.1) If yes, how?

- a)
- b)
- c)
- d)

4.5.2) If not, mention the reasons.

- a)
- b)
- c)
- d)

4.6. Which factors influence non-participation citizens in LGSP-II scheme?

- a)
- b)
- c)

4.7) Had there been any female UP representative led scheme implemented in your ward last year?

Yes-1 No-2 Don't Know-3

4.7.1) If yes, please mention the projects name.

- a)
- b)
- c)

4.7.2) If not please mention the reasons.

- a)
- b)
- c)

4.8) In your opinion is there advantage of citizen engagement to implement of LGSP-II project?

Yes-1 No-2 Don't Know-3

4.8.1. If yes, please mentioned what are the advantages?

- a)
- b)
- c)
- d)

4.9) In your opinion is there disadvantage of citizen engagement to implement of LGSP-II project?

Yes-1 No-2 Do not know-3

4.9.1. If yes, please mentioned what are the disadvantages?

- a)
- b)
- c)
- d)

4.10) What is your advice for ensuring citizens' participation in LGSP-II projects?

- a)
- b)
- c)
- d)

5. Effectiveness, capacity and competency

5.1) Had there been any scheme implemented last year under LGSP-II that had negative social impact in your ward?

Yes-1 No-2 Don't Know-3

5.1.1) If yes, list the projects' name and explain the negative impact.

Projects	Negative impact

5.2) Had there been any scheme implemented last year under LGSP-II that had negative social impact in your ward?

Yes-1 No-2 Don't Know-3

5.2.1) If yes, list the projects' name and explain the negative impact.

Projects	Negative impact

5.3) Did your UP receive any performance-based grants (PBG) under the LGSP-II program?

Yes-1 No-2 Don't Know-3

5.3.1) If not mention the reasons.

- a)

- b)
- c)
- d)

5.4) Are you aware about the taxation obligations?

Yes-1 No-2 Don't Know-3

5.4.1) If yes then what types of taxes are collected by your UP?

- a)
- b)
- c)

5.5) Does the UP initiate any schemes from collected taxes?

Yes-1 No-2 Don't Know-3

5.5.1) If yes then what are these schemes?

- a)
- b)
- c)
- d)

5.6) How many member in your committee?

Ward Committee:

Scheme Supervision Committee:

5.7) How many female members are there?

Ward Committee:

Scheme Supervision Committee:

5.8) Are you satisfied with WC formation process?

Yes-1 No-2 Don't Know-3

5.8.1) If not then mention the reason.

- a)
- b)
- c)
- d)

5.9) Do you think WC is functioning in your UP?

Yes-1 No-2

5.10) How does WC assist UP in LGSP-II project implementation?

- a)
- b)
- c)
- d)

5.11) Do you think the respective SSC is functioning in your ward?

Yes-1 No-2

5.12) How does SSC assist UP in LGSP-II project implementation?

- a)
- b)
- c)
- d)

5.13) Are you aware of the existing standing committees in your UP?

Yes-1

No-2

5.13.1. If yes, please list them – beginning with most effective and finishing with the least effective ones

	<i>Type of committees (most effective on top of the list, least effective in the bottom of the list)</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

5.14) In your opinion, why are some committees less effective?

- a)
- b)
- c)
- d)

5.15) Did you face any problems to implement LGSP-II?

Yes 1

No-2

5.15.1) If yes please mentioned what type problems?

- a)
- b)
- c)

5.15.2) Do you have any recommendations to avoid these problems?

- a)
- b)
- c)