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SOUTH WEST REGION

KUPE MANENGUBA DIVISION

TOMBEL COUNCIL



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MINISTRE DE LA DECENTRALISATION ET DU
DEVELOPPEMENT LOCAL

REGION DU SUD OUEST

DEPARTEMENT DE KUPE MANENGUBA

COMMUNE DETOMBEL

STUDY REPORT

CITIZEN REPORT CARD

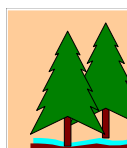
**Evaluation of the services provided by the public offer in
the sectors of drinking water supply, health, education and
council services**

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



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

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



June 2022



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PREFACE

A citizen control of public action (Score Card survey) has been carried out within Tombel municipality by Food Forestry Environment Protection and Conservation Society (FFE_PCS) under the supervision of the National Community Driven Development Programme (French acronym PNDP) and the technical guidance of the National Institute of Statistics (NIS). This survey took 3 months as from March 2022 to June 2022. The main objective was to capture the perception of households on their satisfaction related to the public service rendered to them in four targeted sectors (drinking water, education, health and council services) with the aim of putting in place a mechanism for citizen control of public action within the municipality.

The survey results presented in the next chapters indicate at which extent ordinary households evaluate the public services rendered to them. In addition, further analysis have helped to identify some actions that they are committed to put in place by themselves to improve these services. An action operational plan with specific activities: tasks, indicators, responsibilities, starting and ending time etc, has been elaborated in order to be used easily by households to effect change. At the level of the council, a multiple actors committee for the monitoring of the changes to be effected by the households has been put in place.

As you can see, this survey has drawn a baseline for sustainable dialogue between the service providers (council and state, international organizations, NGOs, elite etc) and households. The survey also provides new dimensions of household participation in evaluating the services they receive as stipulated in the Communal Development Plan. So, PNDP, NIS, FFE_PCS and Tombel council are glad to report that these findings present a tool that contributes not only to monitor public services offered to the households but also to improve them in both the rural and urban areas within Tombel municipality.

At this juncture, we express our gratitude to all the stakeholders, notably the administrative (Governor of the SWR, the SDO of KupeManenguba, the DO of Tombel subdivision) and traditional authorities, forces of law and order including the various sectors concerned (DDMINEE, DDMINSEC, DMO, Inspector of MINEDUB) and particularly the households that participated in the survey.

I hereby take firm engagement to support this process up to the end.

We owe the results to all those who offered cooperation and spared time to answer all our questions. We thank in advance all those who will comment and make good use of this report. We sincerely thank them all.

Finally, I urge the Committee of Change put in place to really accompany households on this process of change within Tombel council.

Signed:

The Lord Mayor
Tombel Council.



DEPUTY MAYOR
Ngelle Agnès Masemo

EXECUTIVE SUMMARY

The scorecard survey carried out within Tombel council aimed at evaluating the level of satisfaction of the households concerning the public services rendered to them in the sector of drinking water, health, education and council services.

The method used was based on the survey of a sample of 264 households, 04 sectorials (DMO, DDMINEE, DDMINESEC, and Inspectors of MINDUB) and a Mayor. Survey instruments were questionnaires available on ODK collect version V2022.2.2 loaded in a tablette. Data collected were centralized, screened and analyzed under the supervision of PNDP with the technical guidance of the NIS.

The survey findings reveal that although the public service is globally satisfactory in each of the four targeted sectors cited above, some dissatisfactions were revealed and motivated by some households using the services.

In water sector, the main reasons of dissatisfaction pointed out are: Default/Slow maintenance in the event of a breakdown, bad management of the water point, insufficient water supply points etc. Main community actions for improvement reported are : a) financial contribution to a community mechanism for the management and maintenance of the water points, b)contribution for the construction of an additional water points etc.

In health sector, main reasons of dissatisfaction revealed are: a) poor quality of services offered, b) insufficiency of drugs, c) insufficient equipment, d) staff absenteeism etc. Main community actions for improving health cares reported are :maintenance and upkeep of hospital infrastructures, advocacy for compliance with sectorial standards etc.

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

In the sector of council services main reasons of dissatisfaction are a) non-information of the populations of the management of council, b) ignorance of the actions carried out by the council, c) unavailability of the municipal executive (Mayor and his Deputies) etc. That, some community actions to be put in place for improving council service delivery are participation in community activities (implementation of endogenous solutions), participation in town information and awareness meetings etc.

An action plan and a Scorecard committee have been put in place for the improvement of service demand and delivery in the four sectors cited above within the municipality. The following recommendations have also been made

- That the capacity building of citizen/community in charge of implementing this ScoreCard action in the health, drinking water, education and council services should be built on the best use of tools like: advocacy, lobby, good communication, citizen mobilization, resource mobilization and management of infrastructures of services.
- That the Mayor should really adopt the ScoreCard as a new tool which come to complete his development scheme and to make it be: Planning, Programming, Budgeting, Monitoring/Evaluation and ScoreCard.

LIST OF ACRONYSMS AND ABBREVIATIONS

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

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Picture 1: Female household head



Picture 2: Young male household head



Picture 3: Two female household heads

GENERAL INTRODUCTION

a) Context and justification

Within the framework of the Cameroon constitution of January 18, 1996 and (section 147 of law n0. 2019/024 of 24 December 2019 to institute the general code of regional and local authorities), Tombel council is defined as a decentralized local authority with a general mission of promoting local development and improving the living conditions and environment of its population.

Since 2010, the council has been using its Communal Development Plan(CDP), Council budget, PIB and stakeholders funds to provide various infrastructure within the framework of competences devolved by the State to render quality services to the population. In fact, just in 2022 and according to SW project logbook 2022, the council has received as PIB, 22 million for building classrooms in secondary education sectors, 16 million for boreholes within the municipality, 22 million for classrooms in the sector of basic education. It is noted here a great financial effort of the State to provide massive infrastructure in some key sectors like education, water and health. Moreover, a minimum of 40% of the council's budget is also used for investment. Furthermore PNDP and other stakeholders have equipped the municipality with various public infrastructures (schools, benches, boreholes, medical equipment, etc.).

In one hand, it is observed from the above mentioned facts that the State, Tombel council and funding partners have put and continue to put in a lot fund for providing public infrastructure and services to the population, in the other hand it is also noted that in the side of the population, no perceptible concern from the State or council has been developed to capture their perception on their satisfaction as concern the public services rendered by those infrastructure in particular in the sectors of drinking water, health, education and council services.

In order to clause this gap, PNDP, Tombel council, NIS and FFE_PCS intend to carry out the citizen control of public action (ScoreCard survey).Moreover it also helps to improve the development scheme of the council while shifting from Planning, Programming, Budgeting, and Monitoring-Evaluation (PPBME) to Planning, Programming, Budgeting, Monitoring-Evaluation and scorecard (PPBMES).

b) General objective

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

c) Specific objectives

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

d) Definition of ScoreCard

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

e) Document structure

This scorecard report is structured as follows:

Preface

Executive summary

General Introduction

Chapter I: Synthesized survey methodology

Chapter II: Public offer and citizen control of the public action in Tombel municipality

Chapter III: Main findings identified in four targeted sectors.

Chapter IV: Action plan for the implementation of the citizen control of public action.

General Conclusion and recommendations

CHAPTER I : METHODOLOGICAL SUMMARY OF THE SURVEY

The technical specifications of this ScoreCard survey have been defined within the framework of the preparatory works realized with the technical guidance of the National Institute of Statistics through hits representatives who were among the National Technical Coordination of the ScoreCard. This work is in line with the framework of quality insurance in the matter of statistics which permits to appreciate the relevancy and the quality of data collected by Civil Society Organizations.

I.1 Sampling Plan

i) Geographical scope and targeted populations

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

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

The geographical scope of this ScoreCard covers all the villages/quarters within Tombel municipality. Data collection has been carried out among ordinary households and the deconcentrated administrations in charge of the targeted sectors. Contrary to deconcentrated administrations intervening within the municipality which can be surveyed, it is impossible to survey all the ordinary households within the municipality. In order words, it means to dispose of a representative sampling within the municipality, and this is made through the elaboration of a survey plan which insures that the estimate of indicators is statistically accurate.

ii) Survey plan

The characteristics of the survey plan are notably the size of the targeted sampling, the distribution of the sample, the base of the survey and the elaboration of the list of the households, the choice of the domain of the study, the stages of the sampling, the stratification and the calculation of the

ponderations of the sample. The survey plan is based on the sampling approach of stratified clusters, multiple degrees and for the selection of the sample of households to survey.

iii) Sample size

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

This ScoreCard survey has targeted a representative sample of 320 households within Tombel municipality but only 264 have been surveyed finally. The survey has targeted 20 clusters randomly selected within the set of clusters covering the municipality but only 16 were surveyed. 04 other ones were not surveyed because they were not enumerated as they are located in an highly insecured war zone. The number of households surveyed varies from 05 to 20 within the clusters enumerated and surveyed within the framework of this ScoreCard.

iv) Base of Survey and selection of clusters and households

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

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

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

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

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

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

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

Let a_h be the number of EA selected within Tombel council(h), M_i the number of households within EA_i , and t_{hij} the size estimated proportionally to the segment j chosen for EA_i of Tombel council (h).

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

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

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

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

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

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

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

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

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

I.2 Realization of the survey

i) Data collection instruments

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

Based on the two first documents 05 questionnaires have been elaborated for data collection. They are : (i) 01 household questionnaire for capturing their satisfaction related to the services rendered within the municipality, (ii) 01 questionnaire for council in order to make inventory of public services in drinking water supply and council services , (iii) 01 questionnaire for DDMINEE

enabling to make inventory of the public offer in the sector of drinking water, similar to the one given in the case of the council in order to compare the two inventories, (iv) two questionnaires for capturing the public offer in the sector of education, one for the subsector of education addressed to the inspector of basic education and the other one for the subsector of secondary education addressed to the DDMINESEC. These questionnaires were accompanied with a surveyor agent manual which indispensable instructions have been given for their administration with adequate conditions. This administration of questionnaire has been done in mode CAPI (Computer Assistant Personal Interviewing), which required the loading of questionnaire on Kbo Tool Box platform with the aid of Enketo software and also their deployment in the tablet through ODK Collect software.

ii) Preparation for data collection

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

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

charged with the writing of the ScoreCard report within the council of supervision.

iii) Summary of data collection

Data collection has been done from March 31st, 2022 to June 10th, 2022 and the balance sheet is as follows:

Table 1.1 : Balance sheet of data collection within Tombel council

N°	Cluster	Localities (Villages/Quarters)	Number of households surveyed	Number of empty households	Number of refusal	Number of households absent	Observations
2	2905	Ngab	18	0	0	0	
4	2906	Gt school	20	0	0	0	
7	2907	Kupe road	20	0	0	0	
9	2908	Hospital	19	0	0	0	
11	2909	Manager house	8	0	0	0	
14	2910	Three corners	16	0	0	0	
16	2911	CDC road	18	0	0	0	
700	2912	West bakossi		-	-	-	Insecure d War zone
703	2913	West bakossi		-	-	-	
706	2914	West bakossi		-	-	-	
710	2915	Mekedaku	5	0	0	0	
714	2916	Ndom	8	0	0	0	
717	2917	Mpako	20	0	0	0	
719	2918	Nyasoso	17	0	0	0	
722	2919	Ngusi	20	0	0	0	
725	2920	Mbabe	20	0	0	0	
729	2921	Kupe village	19	0	0	0	
732	2922	Peng village	15	0	0	0	
735	2923	Mile 18/19	20	0	0	0	
738	2924	Bouba 2		-	-	-	Insecure d War zone
Total	20		263	0	0	0	

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

This section presents the council, the various competences transferred in the context of decentralization, the analysis of findings of public offers in infrastructure and services in the council in the following areas; Drinking water, Health, Education, council services presented below.

II.1 Presentation of the council

This first sub-section exposes the following aspects of the council area ; the location, historical profile of the council, demography and the socio-economic and cultural situation of the Tombel municipality

II.1.1 Administrative location and historical profile

This sub area presents detail information on the administrative location, historical profile, demography and economic activities of the council area.

a) Administrative location

It lies on the western side of the Kupe Mountain from where the name Kupe Manenguba division is derived. Geometrically, Tombel council is located in the South West region of Cameroun. It is situated between latitude 04°16' and 05°15' north and longitude 09° 13' and 09°15' East. Tombel is likened to the African continent with its Northern part large and the southern part reduced. It covers a surface of 1,007 Km² and has a population of 110 178 inhabitants. The Tombel council is bounded to the North by the Bangem council(Kupe Manenguba Division), to the East by Loum and Manjo councils(Mungo Division), West by the TombelI and Konye councils(Meme Divisions), and to the South by the Njombe and Penja Councils(Mungo division).

b) Historical profile

Tombel council was created by the Presidential decree N° 91 – COR – 28 of 1st October 1978. It is made up of 35 councilors headed by the mayor and four deputies. The town TOMBEL from which the area got its name was named after a plant of the lily family,

locally called "Tombel". Today agricultural activity has wiped off this plant except on land that is still virgin.

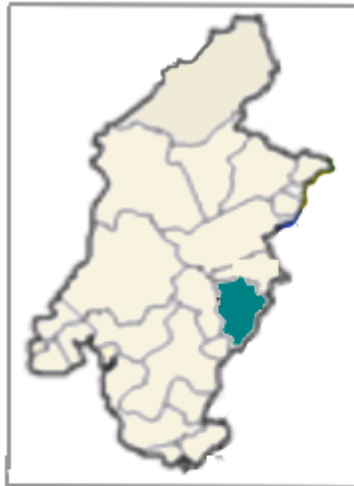
Tombel municipality is administered by traditional leaders of second and third degrees in 72 communities. Community life is thriving in rural communities with the existence of about 250 common initiative groups (CIGs) and cultural associations for social and economic support. However, the involvement of women is still minor in the council as in the country in general and in several other African countries. The habitat in Tombel takes several forms as they are situated in rural or urban zones. In urban areas it is particularly concentrated while in rural areas it is quite dispersed. As such, there are areas with high concentration of houses and other completely uninhabited. The houses are mixed, traditional and modern type. In rural areas, houses are mostly built with boards and have zinc roofs. The wood used as building materials frame is of local source. In urban areas, there are some places with real villas.

II.1.2 Demography

The population of Tombel municipality is estimated at 110 178 inhabitants with 110 inhabitants per square kilometer generated from the 2005 census assuming a growth rate of 4.2 annually. There are approximately 42,690 men, 42,587 women and about 24,901 children aged 0-16 years. The Tombel municipality is constituted of 72 villages administered by chiefs of 2nd and 3rd degree. The major sociological groups are Bakossi, Grass landers, Nigerians, Banyangi, Oroko. We can observe population concentration in the administrative center of the town, the four urban area and CDC camps.

II.1.3 Geographical location

Tombel council is located in the South West region of Cameroun. It is situated between latitude 04°16' and 05°15' north and longitude 09°13' and 09°15' East. It lies on the western side of the Kupe Mountain from where the name Kupe Muanenguba division is derived. Geometrically, Tombel is likened to the African continent with its Northern part large and the southern part reduced. It covers a surface of 1,007 Km² and has a population of 110 178 inhabitants.



THE TOMBEL COUNCIL IN SOUTH WEST REGION

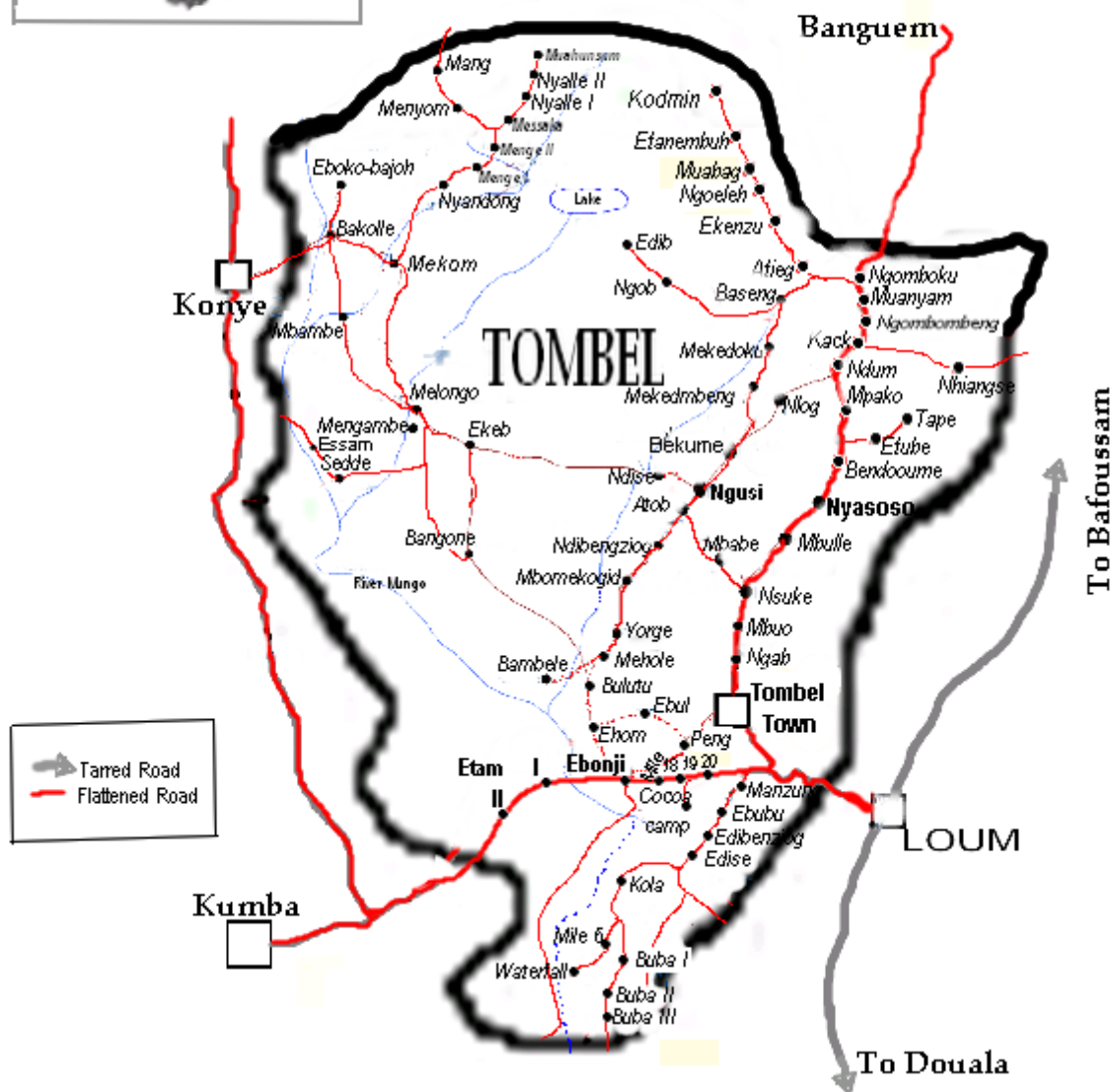


Figure 1.1: Map of the Tombel Sub-division

II.1.4 Socio-economic and cultural situation

Generally, economic activity is characterized by the practice of small income generating activities to cope with the persistence of unemployment among youths, the persistence of poverty. Despite the income generated by the sale of cocoa, the daily quest for the satisfaction of physiological needs remains a primary concern in families. The council area is inhabited by Bakossi, Grasslanders, Nigerians, Banyangi, Oroko as the dominant populations though scatter cultures are also found coexisting within each other.

a) Agriculture

About 80% of the population are engaged in agricultural production, cultivating mainly crops such as cocoa, cassava, plantains, maize, coffee, fruit trees and especially palm oil which is progressively gaining ground. Rubber is also produced in Tombel sub-division especially in Peng, Kola, Edise, Edibnjock, Ebubu, Cocoa Camp and Manzung Camp by CDC.

Cocoa is the most cultivated cash crop occupying almost 55% of the total cultivated land, together with coffee and rubber meanwhile plantain is the second main source of revenue for farmers. Food crops produced include cassava, banana, cocoyam, maize and vegetables. These activities are carried out by the Cameroon Development Cooperation (cash crop production), private individuals, CIGs and cooperatives.

b) Commerce

The population engages in commercial activities like petty trade. Several shops are available both in the urban and rural areas because of the averagely important number of potential consumers from all works of life. However, there is nearly no shop in town selling equipment. Populations, therefore, exposed their products as they can in undeveloped markets, adapting to the best of their capacities to the climate variations. The town should carry out some useful studies aimed at equipping and organizing these markets which are significant sources of communal revenues. Access to these markets will also be facilitated through road development. These markets could therefore attract a significant number of customers coming from the town, the villages and surrounding areas.

c) Livestock, Fishery and animal husbandry

In livestock, people in the geographical area of Tombel municipality practice the traditional breeding of poultry and small ruminants and pigs. The breeding of cattle is not developed in the town. The absence of a livestock market, the lack of fish farming, unconventional breeding of livestock and inadequate veterinary services are limitations to the modernization of livestock which is a source of income in the municipality. Tombel municipality is not so much rich in waterways conducive for fishing. The Mungo River is almost the lone river that allows some people to fish as a secondary activity and make income contributing to their household livelihood. Fishery products are mostly sold in the local markets. The fish species found in the different markets are catfish, tiliapia, carb fish and other fishes.

d) Transport

The main means of transportation are : motto bike, clando, taxi, public transport buses, trucks and heavy vehicles. The main services offered are the transportation of people, goods and services. Main actors are Motto bike riders and drivers. Main challenges are: Limited parking stands, poor respect of circulation rules by transporters.

e) Handicrafts /artisanal

The craft is to some extent is endangered due to a lack of transmission policy. The craft is dominated by wood carving with the carving of objects of common use such as mortars, pestle hoes' handle, masks and other objects used locally for tradition purposes. Handicraft is also dominated by the art of bamboo and the use of fiber to make baskets and furniture. There is also, at a very local scale, some small weaving and knitting of traditional dresses and bags and raffia mats.

f) Hunting

Tombel is a forested municipality and hunting is an important and widespread activity. Although the government has placed regulations governing the hunting of animals, these are not greatly respected as hunting is still a main source of livelihood strategy done both locally and professionally. Most hunters catch birds (partridge) and trap rodents (rats, hedgehog, porcupine) and their harvest is used for family consumption.

g) Energy

The sources of energy are : cooking gas, firewood, hydro-electricity power supply from ENEO, charcoal, fuel, gasoil and solar energy. Main challenges are limited access to electricity power as some areas of the sub- division have not been covered by electricity.

h) Water

Water in the sub division is gotten from natural sources like springs and rivers. There is CAMWATER but has not covered most of the sub division and is found mainly in private homes. We can also find boreholes with human pump in the sub division providing water to the population. Water products sold here are mineral water, water from private boreholes, sachets water. Main challenges are the unsafe quality of sachet water and limited CAMWATER network coverage rate. In this light there is high incidence of water borne diseases in the sub division

I) Information, Communication and Telecommunication

The main means of information, communication and Telecommunication are MTN, CAMTEL, NEXTEL, ORANGE, newspapers, various radio and television channels and internet. The main challenge is the high cost of services and limited network as some parts of the sub division are still enclave.

j) Art and culture

The main activities are traditional dances, modern dances, traditional healing, weaving, carvings, and cultural festivals. Main challenges are limited infrastructures and development funds. The main cultures here are exhibited by different ethnic groups that are resident in the area. They are grouped into two major groupings: The Bantu-made up of the Bakossi, Bayangi and Oroko ethnic groupings. The semi Bantu- made up of the Bamileke ethnic grouping. There are also foreigners found in the municipality like Nigerians and Malians coexisting in harmony.

k) Industries mines and technological development

The main products are: sand, gravel, quarry stones and laterites. Main challenges are the high cost of poor processing equipment. The exploitation of these resources is carried out in both artistic and archaic manner making it profitable only to just a few individuals. Reception sites exist though limited and touristic sites that have not yet been developed, tourism potentials remains unexploited.

l) Small and medium size enterprises social economy and crafts

Tertiary enterprises exist and are identified as small traders buying and selling, call box operators, commercial motor taxis, and micro finance infrastructure. We can also find provision stores, hotels, inns etc. though mostly found in the urban zone. Other main actors are Itinerant barbers, Food hawkers, cooked food sellers in make-shift premises, Hawkers of carbonated beverages and drinking water on tricycle, hand-carts or mopeds, Tailors or dressmakers, apprentices or employees or working alone, Hairdressers with premises, Hairdressers with one to three employees, Craftsmen or manufacturers without any mechanical appliances recycling of aluminum of pots, Cafeteria operators, Watch repairers, itinerant shoe repairers, Repairers of television sets and other audio visual appliances who do not sell spare parts, Battery chargers and tyre repairers. Operators of car wash with a water meter without security guard facilities, Operators of photocopying machines or computers for word processing without premises, per photo copying machine typewriter or computer, Restaurant owners with premises, Tarpaulin, chair or table ware rental services with a turnover less than five million. Studio photographers, Motor mechanics, body-work repairers auto electricians without machines Builders, electricians, Home midwife, Nurse, masseur, Unclassified restaurants Owners of hairdressing salons with more than 5 employees. It is worth noting that most of these enterprises are found in the urban space of the sub-division. Challenges encountered by these operators are high taxation, limited markets for their goods and services

m) Forest Exploitation

Valuable timber has always been exploited from the Tombel forest for local use but more for exportation. Exporters have successively been SAFA and CAMEROON Industrial Forest namely in areas like Western Bakossi.

The natural vegetation cover in Tombel municipality has similar characteristics to that of the dense equatorial rain forest, harboring a wide range of varieties of natural resources including fauna and flora. Concurrently, the type of farming method experienced in this village has changed some part of the forest into a savannah type

n) Collection of Non timber forest products (NDFP)

As timber forest product, the populations of the council exploit raffia for the collection of white wine for home consumption, for sale and for traditional ceremonies. The collection of this forest

resource is however anarchic because everyone buys according to his need

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

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

a) Water sector

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

b) Health sector

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

c) Basic education

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

equipment;-participating in the management and administration of State and regional secondary and high schools through dialogue and consultation platforms.

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

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

II.3.1 Water supply sector

The sector of water supply reveals the situation of the various infrastructure existing and their present state in the municipality. From the point of view of DDMINEE, the number of water point is 05, while from that of the Mayor is 63. So, as the two figures differ, they should be a collaboration between the two authorities for the harmonization of these data.

Table 2.1: Inventory of water points in the council

Type of drinking water point	Number of water points of this type		Number of functional water points of this type		Number of water points with maintenance and management mechanism		Number of water points with a functional maintenance and management mechanism	
	DDM EE	Council	DDM EE	Council	DDME E	Council	DDME E	Council
Well with human-powered pump	00	00	01	00	00	00	00	00
Well with electric pump	00	00	00	00	00	00	00	00
Bore holes with human motor pump	02	02	01	01	00	02	00	02
Borehole with electric pump	00	00	00	00	00	00	00	00
The standpipe	00	55	12	30	02	03	00	03
Source	-	-	-	-	-	-	-	-
Council water supply network	03	06	2	06	01	02	01	02
Total	05	63	15	37	03	07	01	07

Source: Survey CCPA2, Tombel council 2022

Significant gaps appear in the figures between the Council and the sectorial (MNEE), there is an urgent need of harmonization.

II.2.2 Health sector

This section reveals the situation of health infrastructure, State and functionality within Tombel municipality.

It is indicated in the table below that, there exist 06 health facilities in the Municipality with 01 private and 06 government facilities each with a functional COSA or COGES. The survey results show that those 07 health facilities are functional and none of them receives support for maintenance and management of the facility and logistics, financial support,

capacity building and logistic support. However, the findings also reveal that, there is no District, Regional or reference hospitals in the municipality or neither a medical training facility.

Table 2.2: Inventory of health facilities covering the council

Type of health facility	Number of health facilities of this type	Number of functional health facilities of this type	Number of health facilities of this type with a functional COSA or COGES	Support for the municipality in the maintenance and management of this type of health facility	Type of support				
					Technical monitoring	Financial support	Capacity Building	Logistic support	Other (s) to be specified) _____
Health Center / Integrated Health Center	06	06	06	NO	-	-	-	-	-
District Medical Center	00	00	00	NO	-	-	-	-	-
District hospital	00	00	00	NO	-	-	-	-	-
Regional hospital	00	00	00	NO	-	-	-	-	-
Referral hospital	00	00	00	NO	-	-	-	-	-
Private health facility	00	00	00	NO	-	-	-	-	-
Other (s) to be specified)_ Lay private/Missionary Health facility	01	01	00	NO	-	-	-	-	-
Total	07	07	06						

Source: Survey CCPA2, Tombel council 2022

II.2.3 Education sector

This sector presents the state of existing education facilities in Tombel municipality at each level

teaching order.

Table 2.3 : State of education services

Cycle	Teaching level	Number of schools provided in the municipality by the school map	Number of schools in the order of education	Number of non-operational schools	Number of schools with classrooms made of permanent materials	Number of schools with a functional PTA
Nursery	Public	27	27	13	06	27
	Secular private	11	11	00	08	11
	Denominational private	06	06	00	06	06
	parent school	01	01	0	01	01
Primary	Public	42	42	18	25	42
	Secular private	16	16	00	08	16
	Denominational private	14	14	00	05	14
	parent school	00	00	0	00	00
Secondary 1 st cycle	Public	11	11	08	10	11
	Secular private	11	11	06	09	11
	Denominational private	11	11	06	09	11
	parent school	00	00	-	00	00
Secondary 2 nd cycle	Public	04	04	-	-	04
	Secular private	-	-	-	-	-
	Denominational private	-	-	-	-	-
	parent school	00	00	00	00	00
Total		154	154	51	87	154

Source: Survey CCPA2, Tombel council 2022

The survey results reveal that, there exist 154 schools provided in the Municipal school map, 54 schools non functional. All the schools have a functional PTA,.

In the level of the Nursery, there are 27 publics, 11secular private, 06 denominational private and 01parent schools in the Municipality with a functional PTA, 21 permanent classrooms and materials.

In the level of the Primary, there are 42 publics, 16 secular private,14 denominational private in the Municipality with a functional PTA, 38 permanent classrooms and materials.

In the level of the Secondary 1st cycle, there are 11 publics, 11 secular private,11 denominational private in the Municipality with a functional PTA, 18 permanent classrooms and materials.

In the level of the Secondary 2nd cycle, there are 04 publics, 16secular private, 14 denominational private in the Municipality with a functional PTA, permanent classrooms and materials.

Although the nursing education service is good, Secondary 2ndcycle service is too low, so there is a concern to sensitize households to send their children to that level.

II.2.4 Council services sector

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

As showed on the table 2.4 mentioned below, the council renders multiple services to households. They are: Civil status service, legalization and authentication services, public lighting, establishment of civil status documents.

Moreover many other important services are not rendered to the households. They are: Town planning, Hygiene and Sanitation, Development of green leisure spaces, play areas, support to vulnerable persons, and other economic oriented initiatives such as the creation and construction of business centres in major city attraction sites to encourage economic boom in the Municipality.

Furthermore, the time taken to respond to citizens' demand for a service in the Municipality is unspecific. This remains a point of concern.

Tableau 2.4: Inventory of council services

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

Source: Survey CCPA2, Tombel council 2022

CHAPTER III: MAIN FINDINGS IDENTIFIED IN THE TARGETED SECTORS

This third part presents the population surveyed and the indicators of the perception of their satisfaction related to four targeted services (drinking water, health, education and council services) rendered to them within Tombel municipality.

III.1 Description of the population surveyed

This first section presents the persons surveyed and their relation with the households within the urban and rural space as follows:

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

Residence strate	Relative link between the person surveyed and the head of the household							Total
	Household head	Spouse of household head	Son/daughter of household head/spouse	Mother/father of the household head/spouse	Other parent of the household head/spouse	Without a relative link with the household head/spouse	A domestic	
Urban	57.00	14.00	17.50	0.90	9.60	0.00	0.90	100.0
Rural	68.70	11.30	8.00	3.30	6.70	1.30	0.70	100.0
Total	63.60	12.50	12.10	2.30	8.00	0.80	0.80	100.0

Source: Survey CCPA2, Tombel council 2022

It is observed here that the maximum persons surveyed were households heads (male & female) themselves as 7 persons out of 10 of them testify in the urban space and 8 out 10 within the rural space, their progeny as 2 out 10 of their sons/daughters declare in the urban

space and 1 out of 10 in the rural space, Other related parents as 1 out of 10 of them certify in the urban space and 1 out of 10 in the rural space. Moreover insignificant percentage, least than 2% of persons (domestic and others) without a relative link were interviewed.

This sub-section highlights how respondents are distributed within the municipality

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

		Sex of the respondent								
		Male			Female			Total		
		Strata of residence			Strata of residence			Strata of residence		
		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Age group of the respondent	Less than 20 years	8.30	1.40	4.10	9.10	3.90	6.30	8.80	2.70	5.30
	[20 - 35[14.60	13.50	13.90	31.80	21.10	26.10	24.60	17.30	20.50
	[35 - 50[41.70	40.50	41.00	33.30	31.60	32.40	36.80	36.00	36.40
	More than 50 years	35.40	44.60	41.00	25.80	43.40	35.20	29.80	44.00	37.90
	Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Source: Survey CCPA2, Tombel council 2022

It is reflected here:

- That about 1 male out of 10 respondents and 1 female out of 10 respondents aged less than 20 years live in the urban space, while 1 out of 10 and 4 out of 10 of them respectively males and females of the same age range live in the rural space.

- That 2 out of 10 males respondent and 3 females out of 10 respondents aged in between 20 - 35 years live in the urban space, while 1 out of 10 and 2 out of 10 of them respectively males and females of the same age range live in the rural space.
- That 4 males out 10 respondents and 3 female out of 10 respondents aged in between 35 - 50 years live in the urban space, while 4 out of 10 and 3 out of 10 of them respectively males and females of the same age range live in the rural space.
- That 4 males out of 10 respondents and 3 females out of 10 respondents aged in between 35 - 50 years live in the urban space, while 5 and 4 out of 10 of them respectively males and females of the same age range live in the rural space.

III.2 DRINKING WATER SUPPLY

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

III.2.1 Use of water points in the council

Here, various sources of water available within the rural and urban space are presented.

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

Place of residence	Type of water point available in the village / neighborhood										
	<i>Well with human-powered pump</i>	<i>Well with electric pump</i>	<i>Open pit</i>	<i>Borehole with human motor pump</i>	<i>Borehole with electric pump</i>	<i>The standpipe</i>	<i>Source</i>	<i>fed up</i>	<i>Water supply network</i>	<i>Drinking water supply (CAMWATER)</i>	<i>River</i>
Urban	0.00	0.00	0.00	0.00	0.00	25.40	0.00	0.00	78.90	1.80	0.00
Rural	0.00	0.00	0.00	0.00	0.00	70.70	0.70	0.00	27.30	1.30	4.70
Total	0.00	0.00	0.00	0.00	0.00	51.10	0.40	0.00	49.60	1.50	2.70

Source: Survey CCPA2, Tombel council 2022

- It is observed that Standpipe is the type of save drinking water point found within both the urban and rural space with predominance within the rural space as 7 out of 10 households report. Another type is save water supply network which is also found within both rural and urban space with predominance within the urban space as 8 in 10 households declare.

- `least than 5% households from the rural space also report source and river as their water point

This sub-section exposes on the use of water source within the municipality

Table 3.4: Use of a public water source within Tombel council

Place of residence	Proportion (%) of households using a public water source	Main source of water supply											Total
		Well with human-powered pump	Well with electric pump	Open pit	Borehole with human motor pump	Borehole with electrical pump	The standpipe	Source	fed up	Water supply network	Drinking water supply(CAMWATER)	River	
Urban	64.90	0.00	-	-	-	-	20.30	0.00	-	79.70	-	-	-
Rural	16.00	4.20	-	-	-	-	37.50	4.20	-	54.20	-	-	-
Total	37.10	1.00	-	-	-	-	24.50	1.00	-	73.50	-	-	-

Source: Survey CCPA2, Tombel council 2022

- It is noted here that within 64.90 % households using public water sources in the urban space, 20.30 % of them fetch drinking water from sandpipe sources and 79.70 % of them from water supply network. Moreover within 2 out 10 households using public water sources in the rural space. 37.50 % and 54.20 % get water supply from the standpipe and water network respectively. Furthermore, it is observed that least than 5 out 100 households in the rural space fetch water from source. It is therefore a concern to improve this type of water point.

III.2.2 Accessibility of water points in the council

Here, the availability and use of the main sources of water within the municipality is disclosed as follows:

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

Place of residence	Proportion (%) of households reporting that the water point used is available all year round	Proportion (%) of households with access to the water point used throughout the day	Main source of water supply throughout a day										
			<i>Well with human-powered pump</i>	<i>Well with electric pump</i>	<i>Open pit</i>	<i>Borehole with human motor pump</i>	<i>The standpipe</i>	<i>Source</i>	<i>fed up</i>	<i>Water supply network</i>	<i>Drinking water supply(CAMWATER)</i>	<i>River</i>	<i>Total</i>
Urban	24.30	16.20	-	-	-	-	41.70	-	-	58.30	-	-	100.00
Rural	54.20	54.20	-	-	-	-	15.40	-	-	84.60	-	-	100.00
Total	31.60	25.50					28.00			72.00			100.00

Source: Survey CCPA2, Tombel council 2022

Within the urban space and among 24.30% households getting water throughout the year, 4 in 10 of them get it from standpipe while 6 in 10 get their supply from water network. In the rural space and among 54,20% experiencing water supply throughout the year, 2 in 10 of them fetch in the sandpipe while 8 in 10 of them get it from the water network.

This paragraph exposes on the relation between the water sources and needs.

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

Place of residence	Proportion (%) of households whose frequency of availability of the main source of water supply corresponds to their water need	Frequency of availability of the main source of water supply			
		<i>Once</i>	<i>Twice</i>	<i>Thrice</i>	<i>Total</i>
Urban	1.60	93.50	3.20	3.20	100.0
Rural	0.00	45.50	45.50	9.10	100.0
Total	1.40	86.30	9.60	4.10	100.0

Source: Survey CCPA2, Tombel council 2022

- It is indicated here that among least than two percent households who report that the frequency of the availability of the main source of water supply corresponds to their water need, 93.50 % of them indicate that the Frequency of availability is ``once``, 46.20% confirm that it is `Twice` while 15.40% confirm that it is `Thrice` a day.

III.2.3 Up keep and maintenance of water points in the council

This first part presents details finding of the technical management of water points as follows:

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

Place of residence	Proportion (%) of households whose main type of water point has failed in the last 6 months	Distribution of households according to the time taken to repair the breakdown of a water point					
		<i>Less than a week</i>	<i>Between a week and a month</i>	<i>Between one excluded month and three months</i>	<i>More than three months</i>	<i>Not yet</i>	<i>Total</i>
Urban	59.50	18.20	18.20	27.30	34.10	2.30	100.0
Rural	75.00	66.70	22.20	5.60	5.60	0.00	100.0
Total	63.30	32.30	19.40	21.00	25.80	1.60	100.0

Source: Survey CCPA2, Tombel council 2022

- In the urban space, among 6 in 10 households who experience water point failure within this last month, 2 in 10 of them get it repaired within a month, 3 in 10 between one month excluded and three months, 3 in 10 of them more than three months, least then 1% not yet
- In the rural space, among 7 in 10 households who experience water point failure within this last month, 7 in 10 of them get it repaired less than a week, 2 in 10 of them in between a week and a month.

This second paragraph deals with the potential stakeholders of water supply within the municipality as follows:

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

Place of residence	Actors in the recommissioning of the main type of water point						
	<i>Council</i>	<i>State</i>	<i>Elite</i>	<i>Management Committee</i>	<i>Village/neighbourhood chief</i>	<i>CAMWATER /SNEC/CDE</i>	<i>Total</i>
Urban	58.10	0.00	0.00	6.80	2.70	0.00	0.00
Rural	58.30	0.00	0.00	25.00	37.50	0.00	0.00
Total	58.20	0.00	0.00	11.20	11.20	0.00	0.00

Source: Survey CCPA2, Tombel council 2022

The council is perceived as the main actors involved in the recommissioning of the types of water points as both 6 in 10 households declare within the urban and rural space respectively. Followed by the Management Committee as reported by 1 in 10 households in the urban space and 4 in 10 in the rural space ended with Village/neighborhood chief as indicated by least than 1% (maximum 1 in 100) of household within the urban space and 37.50% (4 in 10) of them in the rural space.

This third paragraph elaborates on the actors intervening on the maintenance system of water point within the municipality as follows:

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

Place of residence	Intervening in the management, upkeep and maintenance of the main type of water point				
	Management Committee	Council	CAMWATER	Community	Total
Urban	10.80	90.50	0.00	14.90	-
Rural	12.50	75.00	0.00	41.70	-
Total	11.20	86.70	0.00	21.40	-

Source: Survey CCPA2, Tombel council 2022

- It is highlighted here that the main water point maintainer is council as 9 in 10 and 8 to 10 households testify in the urban and rural space respectively, It is followed by the community as 1 in 10 and 4 in 10 household declare within the urban and rural space respectively, then ended with management committee as 2 in 10 and 1 in 10 report within the urban and rural space respectively.

This fourth paragraph presents the financial matters related to water management within the municipality as follows:

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

Place of residence	Proportion (%) of households that contribute financially to the operation of the Management Committee	Average amount of household financial contribution to the operation of the Management Committee	Proportion (%) of households who find the amount of the financial contribution to the operation of the Management Committee high	Distribution of households according to the frequency of the financial contribution to the operation of the Management Committee						
				Day	Week	Month	Trimester	Semester	Year	Total
Urban	2.70	24,000.00	0.00	-	-	100.00	-	-	-	-
Rural	12.50	8,400.00	66.70	-	-	100.00	-	-	-	-
Total	5.10	14,640.00	40.00	-	-	100.00	-	-	-	-

Source: Survey CCPA2, Tombel council 2022

- It is noted here that within the urban space, 3 out of 10 households contribute of 24,000.00 as their monthly financial due to the operation of the Management Committee. Same for the 12.50 % ones residing in the rural space who pay 8,400.00. However, all the households within the urban space perceive that amount high as 7 in 10 households declare.

III.2.4 Characterization of water points in the council

The objective of this sub-section is to the present situation of the accessibility to water source and appreciation of the service.

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

Place of residence	Average household distance from main public water supply	Average time (in minutes) taken to reach the water point	Average time (in minutes) of waiting at the water point	Average number of people that a household usually finds at this water point	Distribution of households according to the assessment of the service provided by the main public source of water supply				
					Very good	Good	Fair	Bad	Very bad
Urban	794.80	9.60	22.80	16.80	0.00	20.30	35.10	25.70	18.90
Rural	57.10	6.90	6.80	5.80	8.30	54.20	25.00	0.00	12.50
Total	614.10	8.90	18.90	14.10	2.00	28.60	32.70	19.40	17.30

Source: Survey CCPA2, Tombel council 2022

- In the rural space, access to main water sources of water supply is quite good with 54.20% (5 in 10) households reporting the availability of water source within 57.10 m and at 6.9 mn in average from their residence, also while spending 18.90 mn in average to get water water and with the average number of 5.80 found around water point.
- In the urban space, access to main water sources of water supply is Fair 35.10%(4 in 10) households reporting the availability of water source within 794.80 m and at 9.60 mn in average from their residence, also while spending 22.80 mn in average to get water and with the average number of 16.80 found around water point.

This paragraph presents the households and their characteristics of their main source of water supply as follows:

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

Place of residence	Proportion (%) of households reporting that water from the main source of water supply:		
	<i>has a smell</i>	<i>has a taste</i>	<i>has a color</i>
Urban	0.00	0.00	12.20
Rural	0.00	0.00	0.00
Together	0.00	0.00	9.20

Source: Survey CCPA2, Tombel council 2022

- Water is characterized having no smell and taste as all the households within the rural and urban space report. However, 12.20 % (12 in 100) of households experience color water within the urban space and this not insure quality potable water to them.

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

This sub-section elaborates on the perception of the needs and satisfaction of the households as follows :

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

Place of residence	Proportion (%) of households having expressed a need for drinking water supply during the last 6 months	Among the households having expressed a need, proportion (%) whose need was expressed:								Proportion (%) of households whose expressed need for water was satisfied
		To the mayor	In the state	To an elite	To the Water Point Management Committee	To the village/neighbourhood chief	To the Administrative Authority	At Camwater/SNEC	To Other	
Urban	20.20	100.00	0.00	0.00	8.70	0.00	4.30	0.00	0.00	13.00
Rural	13.30	85.00	10.00	0.00	15.00	5.00	10.00	0.00	0.00	15.00
Total	16.30	93.00	4.70	0.00	11.60	2.30	7.00	0.00	0.00	14.00

Source: Survey CCPA2, Tombel council 2022

- In the urban space, expression of need in potable water and satisfaction is quite good as among 20.20 % (2 in 10) households which express it within this last 6 months 15 % (2 in 10) of them were satisfied. That is the same for the rural where among 13.30 % (1 in 10) households who express it within the same last 6 months, 15% of them were satisfied.
- It is also observed that the majority of households express their need in potable water and satisfaction from their Mayor. Least than 15 %(2 in 10) of them also express and get satisfaction from other actors like the State, the Water Point Management Committee and the the Administrative Authority.

The objective of table 3.14 below is to present the research findings on household's needs and duration for satisfying them.

- The duration of `least than a month` to satisfy the needs expressed in potable water is good as all the households both from the rural and urban areas report.

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

Place of residence	Average time taken (in months) between the favorable response and satisfaction of the need expressed by a household	Distribution of households according to the time taken to satisfy the expressed need for water supply			
		Less than a month	Between one month and three months	More than three months	Total
Urban	0.00	100.0	-	-	100.00
Rural	0.00	100.0	-	-	100,00
Total	0.00	100.0	-	-	100,00

Source: Survey CCPA2, Tombel council 2022

The paragraph below presents the survey findings of the factors of non-satisfaction in relation to potable water supply within the municipality

Table 3.15: Non-satisfaction of drinking water supply

Place of residence	Proportion (%) of households dissatisfied with drinking water supply	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:						
		Distance from the water point	Poor water quality	Insufficient water supply points	Bad management of the water point	Default/Slow maintenance in the event of a breakdown	High cost of water supply	Other
Urban	71.90	23.20	6.10	75.60	39.00	52.40	2.40	11.00
Rural	65.30	2.00	1.00	17.30	10.20	11.20	0.00	19.40
Total	68.20	11.70	3.30	43.90	23.30	30.00	1.10	15.60

Source: Survey CCPA2, Tombel council 2022

- In the urban space and among 7 in 10 households dissatisfied with drinking water supply, 8 in 10 of them report `Insufficient water supply points` as the main reason, follow by `Default/Slow maintenance in the event of a breakdown` as 5 in 10 hold say, then by `Bad management` as indicated 4 in 10 of them, then by `Distance from the water point` as 2 in 10 indicate and other minor factors (poor quality, high cost) as least than 1% point out.
- In the rural space and among 7 in 10 households dissatisfied with drinking water supply, 2 in 10 of them report `Insufficient water supply points` as the main reason, follow by `Default/Slow maintenance in the event of a breakdown` as 1 in 10 hold say, then by `Bad management` as indicated 1 in 10 of them, then by `Distance from the water point` as 2 in 10 indicate and other minor factors (distance, poor quality, high cost) as least than 1% point out.

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

Here the survey findings present the suggestions of households for improving water supply within the municipality.

It is observed on the table 3.16 below; that households actions for improvement of their drinking water source are prioritized per area of residence.

- In the urban space the majority of households are ready to contribute for the `construction of an additional water point` as 5 in 10 of them declare, followed by `Participation in periodic water purification campaigns in the locality` as 5 in 10 of them say, then by `Financial contribution to a community mechanism for the management and maintenance of the water point` as 3 in 10 of them point out.
- In the rural space the majority of households are ready to `contribute financially to a community mechanism for the management and maintenance of the water point` as 6 in 10 of them declare, followed by `Participation in periodic water purification campaigns in the locality` as 3 in 10 of them say, 5 in 10 of them say,
- It also important to indicate that other actions were pointed out by least than 1% (1 in 100) of them and that we judge them negligible.

Table 3.16: Household actions in the council to improve the service provided by the drinking water supply
Proportion (%) of households by type of action and place of residence

Place of residence	Proportion (%) of households able to commit to improving the service provided by drinking water supply through:										
	Additional water points			Improved management of water points					Improved water quality		Others
	Contribution for the construction of an additional water point	Donation of the construction site of a water point	Advocacy with donors	Revitalization/implementation of Management Committee	Financial contribution to a community mechanism for the management and maintenance of the water point	Encouragement for the integration of women in the Management Committee	Monitoring of the production of reports on the management of the water point by the Management Committee	Facilitation of the movement of the repairman in charge of the maintenance of the water point	Participation in periodic water purification campaigns in the locality	Participation in awareness campaigns on the denunciation of acts of insalubrity that impact water quality	
Urban	53.50	7.90	11.40	0.90	25.40	0.90	0.90	4.40	48.20	2.60	1.80
Rural	25.30	2.70	7.30	0.00	58.00	2.70	0.70	6.00	34.70	12.00	0.00
Total	37.50	4.90	9.10	0.40	43.90	1.90	0.80	5.30	40.50	8.00	0.80

Source: Survey CCPA2, Tombel council 2022

III.3 HEALTH SERVICES

This third section presents the level of perception on the satisfaction of households and comments on their health care aspects (use of health facilities, accessibility, characteristics of small equipment used, financing of health cares, appreciation of service rendered, actions planned to improve health cares) rendered to them within Tombel municipality.

III.3.1 Use of health facilities in the council

This first paragraph presents the survey results about the use of health facilities by households within the municipality.

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

Place of residence	Distribution (%) in the council of households according to the type of health facility most frequently used for care			
	Public	Secular private	Denominational private	Total
Urban	39.50	59.60	0.90	100.0
Rural	36.00	34.00	30.00	100.0
Total	37.50	45.10	17.40	100.0

Source: Survey CCPA2, Tombel council 2022

- It reveals here that the majority of households from both the urban and rural space get frequently their health cares in the secular and denominational health cares as 6 in 10 of them declare while 4 in 10 of them use public health facilities. The highest proportion of household using lay private could be due to the insufficient existing public health centers within the municipality.

This second paragraph presents the reasons justifying the choice of a health facility by a household.

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

Place of residence	Among households, proportion (%) whose reason for choosing the type of health						
	Distance	Cost	Reception	Quality of care	Staff availability	Availability of drugs	Others
Urban	52.20	18.80	44.90	69.60	13.00	4.30	0.00
Rural	41.70	6.30	44.80	56.30	19.80	3.10	29.20
Total	46.10	11.50	44.80	61.80	17.00	3.60	17.00

Source: Survey CCPA2, Tombel council 2022

- Reasons for the choice of a health facility are multiple and are prioritized according to the place of residence.
- In the urban space, the first reason is `Quality of care` as 7 in 10 households report, followed by the `Distance` as 5 in 10 of them point out, then by `Reception` as 5 in 10 of them say. The other reasons covering (cost, availability of drugs) are not prioritized as least than 2% of household disclose.

This third paragraph presents survey findings on households and their main public health facilities.

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

Place of residence	Type of health facility existing in the village / neighborhood					
	<i>Integrated health center</i>	<i>Sub-Division health center</i>	<i>District hospital</i>	<i>Hôpital régional</i>	<i>Referral hospital</i>	<i>Total</i>
Urban	3.60	96.40	-	-	-	-
Rural	12.10	87.90	-	-	-	-
Total	8.30	91.70	-	-	-	

Source: Survey CCPA2, Tombel council 2022

- It is highlighted that eight point three percent (8 in 100) households from the whole municipality attend *Integrated health center* while ninety one point seventy percent(9 in 10) report that they attend the *Sub-Division health center*.

This four paragraph present result findings on access to public health failities

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

Place of residence	Proximity of the household to the main public health facility attended to obtain care			Average distance of a household to the main public health facility visited to obtain care	Average time (in minutes) taken to reach the main public health facility attended to obtain care
	Yes	No	Total		
Urban	45.50	54.50	100.00	1237.20	40.50
Rural	68.20	31.80	100.00	4628.80	96.10
Total	57.90	42.10	100.00	3087.20	70.80

Source: Survey CCPA2, Tombel council 2022

- It is observed here that in the urban space, 45.50%(5 in 10) households reside near their main public health center and 54.50%(5 in 10) of them who do not cover both 1237.78 km in 40.5 mn 30 in average and more than to reach it respectively. Moreover, in the rural space, 68.20%(7 in 10) households reside near their main public health center and 31.80% (3 in 10) of them who do not cover both 4628.80 km in 96.10 mn in average and more than to reach it respectively.

III.3.2 Characterization of small equipment used in health facilities

The 1st paragraph of this subsection presents survey findings on small equipment

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

Place of residence	Characteristics of the small equipment available in the main public health facility attended to obtain care									
	<i>Scissors</i>	<i>Syringes</i>	<i>Alcohol</i>	<i>Cotton</i>	<i>Betadine</i>	<i>Thermometer</i>	<i>Tensiometer</i>	<i>Balance</i>	<i>Gloves</i>	<i>Others</i>
Urban	100.00	98.20	85.50	92.70	83.60	100.00	90.90	89.10	85.50	0.00
Rural	57.60	37.90	10.60	33.30	12.10	54.50	71.20	21.20	25.80	0.00
Total	76.90	65.30	44.60	60.30	44.60	75.20	80.20	52.10	52.90	0.00

Source: Survey CCPA2, Tombel council 2022

- There is small equipment in the main public health center attended as from 44.60% to 100% household from both urban and rural space report the existence of Scissors, Syringes, Alcohol, Cotton, Betadine, Thermometer, Tensiometer, Balance and Gloves.

III.3.3: Financing of care in health facilities

This 2nd paragraph presents finances related to health in table 3.22 care as follows:

- Here, households declare paying 597.50 francs in average as ordinary consultation fee in their main public health facilities; moreover 4 in 10 of them still perceive that amount high.
- By the way, 3% (3 in 100) of households reside in the rural space report paying 'unauthorized charges for the same service'.
- Furthermore, household evaluate the reception of healthcare personnel mostly in between Good and Fair as 48.8(5 in 10) and 47.10 % (5 in 10) of them report.

This 2nd paragraph presents the survey findings on payment and judgment of households.

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

Place of residence	Average amount (in FCFA) paid for an ordinary consultation in the main public health facility attended to obtain care	Proportion (%) of households who find the average amount paid for an ordinary consultation in the main public health facility attended to obtain care high	Proportion (%) of households reporting that other unauthorized fees are charged for serving them at the main public health facility they attend for care	Distribution (%) of households according to the judgment on the reception of healthcare personnel in the main public health facility attended to obtain care			
				Good	Fair	Bad	Total
Urban	612.70	3.60	0.00	40.00	58.20	1.80	100.00
Rural	584.80	12.10	3.00	56.10	37.90	6.10	100.00
Total	597.50	8.30	1.70	48.80	47.10	4.10	100.00

Source: Survey CCPA2, Tombel council 2022

III.3.4 Appreciation of the service rendered in health facilities

This first sub-part discloses the results on drugs in the main health facilities.

According to table 3.23 below, drug supply is not good in the main public health facilities as only 2 in 10 households report that it always available. However health problems management is quite good as 8 in 10 of them declare that most of them are solve in their health facility.

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

Place of residence	Proportion (%) of households reporting that medicines for common illnesses in the locality were always available	Proportion (%) of households for whom most health problems in the village are solved in the main health facility attended for care
Urban	25.50	92.70
Rural	12.10	62.10
Total	18.20	76.00

Source: Survey CCPA2, DMO Tombel 2022

This second sub-part discloses the result results on the reasons of non-satisfaction of households in relation of their main public health care.

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

Place of residence	Proportion (%) of households dissatisfied with the health services offered in the main health facility attended for care	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:									
		Distance from health facilities	Poor quality of services offered	Staff absenteeism	Poor qualification of health facility staff	Currency of care	Insufficiency of drugs	Poor quality equipment	Insufficient equipment	High cost of access to health care	Others
Urban	14.50	0.00	62.50	25.00	0.00	0.00	25.00	12.50	0.00	0.00	25.00
Rural	33.30	13.60	90.90	54.50	4.50	4.50	59.10	40.90	63.60	22.70	9.10
Total	24.80	10.00	83.30	46.70	3.30	3.30	50.00	33.30	46.70	16.70	13.30

Source: Survey CCPA2, Tombel council 2022

- Among 24.80%(3 in 10) household dissatisfied within the municipality, the main reason is *‘Poor quality of services offered’* as report by 1 in 8 of them, followed by *‘Insufficiency of drugs’* as reported by 5 in 10 of them, then both of *‘Staff absenteeism’* and *‘Insufficient equipment’* as 1 in 10 of them point out..

III.3.5 Actions planned to improve the health care service

This sub-section presents the main actions envisaged by households to be implemented for improving health cares within their main public health facilities. They are as follows:

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

Place of residence	Proportion (%) of households able to commit to improving the service provided in the health sector through:													
	Additional health facilities		Extension/Rehabilitation/Equipment of health training		Improved management of health facilities						Reduction in the cost of access to health care			Other
	Advocacy for compliance with sectorial standards	Advocacy with NGOs/private structures for the construction of health facilities	Advocacy with the municipality and the State for the extension and equipment of health facilities	Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities	Revitalization of COSA/Management Committee	Provision in drugs and equipment supply	Reception and care of patients	Maintenance and upkeep of hospital infrastructure	Advocacy for the transfer of staff	Control and verification of the effectiveness of the medical services	Subvention of COSA/COGES	Development of public-private partnership	Negotiation of intercommunal twinning	
Urban	18.20	18.20	16.40	10.90	-	18.20	21.80	70.90	5.50	3.60	0.00	21.80	1.80	1.80
Rural	60.60	15.20	27.30	22.70	-	16.70	6.10	21.20	4.50	1.50	0.00	3.00	0.00	4.50
Total	41.30	16.50	22.30	17.40	-	17.40	13.20	43.80	5.00	2.50	0.00	11.60	0.80	3.30

Source: Survey CCPA2, DMO Tombel 2022

As indicated above, households are ready to commit themselves in various actions for improving health cares within the municipality as follows:

- For the construction of additional facilities, 4 in 10 of them are committed for ` Advocacy for compliance with sectorials standards` while least 3 in 10 are for Advocacy with NGOs/private structures for the construction of health facilities` and for `Advocacy for compliance with industry standards` .
- Concerning the `Extension/Rehabilitation/Equipment of health training`, least than 3%(3 in 100) of them are also committed for `Advocacy with the municipality and the State for the extension and equipment of health facilities` and for `Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities`.
- About `Improved management of health facilities`, 4 in 10 of them are committed for `Maintenance and upkeep of hospital infrastructure while least than 2% of them opt for ` Provision in drugs and equipment supply`, for `Reception and care of patients`, for Advocacy for the transfer of staff and for `Control and verification of the ineffective presence of the drugs`.
- In the case of `Reduction in the cost of access to health care`, least than 2% of them point out ` Development of public-private partnership` , `Development of public-private partnership` Subvention of COSA/COGES `and others respectively.
- In sum, training of households on advocacy is a point of concern noted here.

III.4 EDUCATION

This fourth section presents the level of perception on the satisfaction of households and comments on the quality of education rendered to their children on various indicators as : School attendance within the municipality, Accessibility to public school within the municipality, rendered to them within Tombel municipality, characteristics of the school environment, Cost of education and management of infrastructures, Appreciation of the education service per cycle, Actions envisaged for the improvement of education.

III.4.1 School attendance within the municipality

This first paragraph provides account on the household children and the level of the education as follows:

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

Place of residence			Teaching cycle																					
			Nursery				Primary				Secondary 1 st cycle				Secondary 2 nd cycle				vocationa l		Total			
			Teaching order attended				Teaching order attended				Teaching order attended				Teaching order attended				Teaching order attended		Teaching attended			
			Public	Lay private	Private Confessional	Total	Public	Lay private	Private Confessional	Total	Public	Lay private	Private Confessional	Total	Public	Lay private	Private Confessional	Total	Lay private	Total	Public	Lay private	Private Confessional	Total
State of Tombel	Urban	91.90	0.00	92.90	7.10	100.00	12.50	73.40	14.10	100.00	18.60	69.50	11.90	100.00	29.40	58.80	11.80	100.00	100.00	100.00	15.20	72.80	12.00	100.00
	Rural	89.60	42.90	57.10	0.00	100.00	52.20	34.30	13.40	100.0	26.90	65.40	7.70	100.00	16.70	83.30	0.00	100.00	0.00	0.00	43.30	47.50	9.20	100.00
	Total	90.80	25.70	71.40	2.90	100.00	32.80	53.40	13.70	100.00	21.20	68.20	10.60	100.00	26.10	65.20	8.70	100.00	100.00	100.00	27.30	61.90	10.80	100.00

Source : Survey CCPA2, Tombel council 2022

It is indicated that:

- The rate of attendance to school is very good as it is reported that 9 in 10 household children attend school both in the rural and urban space but there is a concern as the attendance in public schools is far lower than the one in the private schools within the municipality. It is noted that in nursery cycle of education, only 3 in 10 household children attend public nursery school while 7 in 10 of them go to lay private/private confessional schools, in primary cycle, only 3 in 10 them go to public school while 7 in 10 of them attend lay private/private confessional schools, in the secondary 1st cycle, only 2 in 10 of them get education in public school while 8 in 10 go to lay private/private confessional schools, in the secondary 2nd cycle, only 3 in 10 of them get education in public school while 7 in 10 go to lay private/private confessional schools, in the vocational cycle, all of them get knowledge in lay private/private confessional,

This second paragraph presents the survey findings related to the preference over schools.

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

Place of residence		Reasons for the preference of the private sector over the public		
		Distance	Cost	Quality of education
Strate of residen ce	Urban	39.60	13.40	96.30
	Rural	50.00	16.20	76.50
	Total	43.10	14.40	89.60

Source : Survey CCPA2, Tombel council 2022

It is indicated that the main reason for the preference of private school over the public is `Quality of education` as 9 in 10 households, the second reason is `Distance` as 4 in 10 households report.

This third paragraph gives the existence of school and their proximity with households as follows:

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

Teaching cycle in village / quarter of the household		Existence of public school			Proximity of the household to a public school within the quarter/village		
					Yes	No	Total
		Strata of residence					
		Urban	Rural	Total			
cycle	Nursery	39.50	31.30	34.80	67.40	32.60	100.00
	Primary	50.00	32.00	39.80	71.40	28.60	100.00
	Secondary	36.80	16.00	25.00	71.20	28.80	100.00
	Vocational	0.90	0.00	0.40	0.00	100.00	100.00
	Total	31.80	19.80	25.00	69.70	30.30	100.00

Source : Survey CCPA2, Tombel council 2022

- It is highlighted: that public schools exist in nursery cycle as 3 in 10 households report and that they are located near their home as 7 in 10 of them declare. That public school exist in primary cycle as 4 in 10 households say and that they are close to their home as 7 in 10 of them report. That public school exists in secondary cycle as 3 in 10 households declare and that they are situated near their home as 7 in 10 of them say. That vocational school but is not near to them as all the households declare.

III.4.2 Accessibility to public school within the municipality

This four paragraph exposes the distance and time taken to reach education facilities within the municipality

Table 3.29 : Average distance traveled and average time taken on foot to get to the school attended by education cycle and place of residence

Teaching cycle	Strata of residence		
	Urban	Rural	Total

		Average distance covered	Average time taken	Average distance covered	Average time taken	Average distance covered	Average time taken
cycle	Nursery	0.00	0.00	28.00	0.90	15.90	0.50
	Primary	71.10	3.90	176.80	3.70	131.20	3.80
	Secondary	142.50	11.10	426.70	4.20	304.00	7.10
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00
	Total	53.40	3.70	157.90	2.20	112.80	2.90

Source : Survey CCPA2, Tombel council 2022

- Household children attending nursery school cover 15.90 m in least than 1 mn in average to reach their school, those attending primary school cover 131,20 m in 3.80 mn in average to joint their school, the ones of secondary cover 304.00 m in 7.10m,

III.4.3 Characteristics of the school environment

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

- According to table 3.30, some of the quality education characteristics like `Distribution of school books`, `has a full cycle`, has a full workshop` and `has one room per grade level` seem to be major issues within the municipality as only least than 1% household report their availability within the four cycle of teaching.

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

Teaching cycle	Strata de residence		
	Urban	Rural	Total

		has a full cycle	has a full workshop	has one room per grade level	Distribution of school books	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books	has a full cycle	has a full workshop	has one room per grade level	Distribution of school books
cycle	Nursery	0.00	0.00	0.00	0.00	6.00	6.00	5.30	0.70	3.40	3.40	3.00	0.40
	Primary	5.30	5.30	5.30	0.00	16.70	16.70	16.70	0.00	11.70	11.70	11.70	0.00
	Secondary	7.90	9.60	9.60	0.00	5.30	5.30	5.30	0.00	6.40	7.20	7.2	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3.30	3.70	3.70	0.00	7.00	7.00	6.80	0.20	5.40	5.60	5.50	0.10

Source : Survey CCPA2, Tombel council 2022

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

- The number of students per class has an impact on the quality education. Here the survey indicates that it is 24.20 in average as reported by their parents.
- The attendance of regularity of teachers has also an important impact on the quality of education. The survey shows that it is high in nursery school as 66.7% (7 in 10) of households (parents) indicate their regularity in the nursery school while 57.90 % (6 in 10) of them do same in the secondary school. However the irregularity of teachers in the primary school indicated by 19.40% (2 in 10) households parents is worried

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

Teaching cycle			Average number of students per classroom in a school	Distribution (%) of households according to the assessment of the frequency of the presence of the teacher in the class			
				Regular	Averagely regular	Irregular	Total
cycle	Nursery		15.00	66.70	22.20	11.10	100.00
	Primary		18.00	41.90	38.70	19.40	100.00
	Secondary		38.70	57.90	42.10	0.00	100.00
	Vocational		0.00	0.00	0.00	0.00	0.00
	Total		24.20	50.80	37.30	11.90	100.00

Source : Survey CCPA2, Tombel council 2022

- The number of students per class has an impact on the quality education. Here the number of 24.20 in average reported by their parents is very good.
- The attendance of regularity of teachers has also an important impact on the quality of education. The survey shows that it is high in nursery school as 66.7%(7 in 10) of household parents indicate their regularity in the nursery school while 57.90 %(6 in 10) of them do same in the secondary school. However the irregularity of teachers in the primary school indicated by 19.40 %(2 in 10) households parents is worried.

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

- It is showed that least than 2%(maximum 1 in 10) of household parents does not participate to PTA because of the non respect of time as 7 in 10 of them report in the case of primary school. Other reasons are `meeting of information and not of exchanges

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

	Teaching cycle	Proportion (%) of households not participating in PTA meetings	Among households that do not participate in the PTA, proportion (%) of households according to the reason for not participating in the PTA meetings				
			Non-respect of time	Duration	Meeting of information and not of exchanges	No accountability	Others (to precise)
cycle	Nursery	0.80	0.00	0.00	0.00	0.00	100.00
	Primary	1.10	66.70	0.00	0.00	0.00	100.00
	Secondary	0.80	50.00	0.00	50.00	0.00	50.00
	Vocational	0.00	-	-	-	-	-
	Total	0.70	42.90	0.00	14.30	0.00	85.70

It is showed that least than 2% of household parents does not participate to PTA because of the non respect of time as 7 in 10 of them report in the case of primary school. Other reason are `meeting of information and not of exchanges

III.4.4 Cost of education and management of infrastructures

The objective of this eighth paragraph is related to school fee within public school facilities

- It is showed in the case of nursery school that household parents perceive the amounts of 3,666.70; for registration of PTA fees and 4,000.00 for other fees in school for their children high as 4 in 10 of them declare, while the same proportion say that it was fair. Moreover in the primary school, 5 in 10 of them report that it is fair, furthermore in the secondary school 6 in 10 of them indicate that it was fair. However, the payment of additional education seems to be an issue as least than 1% household parent signals the case of nursery and primary school

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

Teaching cycle		Average spend (FCFA)			Breakdown (%) of households paying the fees payable by appreciation of the amount paid			Proportion (%) of households having paid something else in addition to education fees
					High	Reasonable (fair)	Low	
		Amount of the registration fee	Amount of the PTA fee	Amount of other fee				
cycle	Nursery	3666.70	8555.60	4000.00	44.40	44.40	11.10	0.40
	Primary	1500.00	4419.40	1796.80	29.00	51.60	19.40	0.80
	Secondary	7815.80	12184.20	10794.70	42.10	57.90	0.00	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3864.40	7550.80	5030.50	35.60	52.50	11.90	0.30

Source : Survey CCPA2, Tombel council 2022

The paragraph nine presents survey findings on damages in school.

- The good functionality of water points, classrooms and latrines has an important impact on quality education. But the survey shows that their repair by PTA, Mayor and village associations is quite poor as only least than 1% of household parent report in the case of all the three cycles of education found in the municipality.

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

Teaching cycle	repaired according to the type of actor
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		PTA	Mayor (council)	village Associations	MINEDUB/MINESEC/ MINEFOP	Elites	Other partners (to precise)
cycle	Nursery	2.30	0.40	1.50	0.00	0.80	0.00
	Primary	9.10	0.80	1.10	0.00	1.50	0.00
	Secondary	7.20	1.90	0.00	0.00	0.00	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00
	Total	4.60	0.80	0.70	0.00	0.60	0.00

Source : Survey CCPA2, Tombel council 2022

III.4.5. Appreciation of the education service per cycle

The tenth paragraph presents survey findings on the reasons for dissatisfaction of household parents in relation to the quality education rendered to their children.

- In the case of nursery schools, among 1.5 % (1 in 100) household parents dissatisfied with education services, 75% (8 in 10) of them report both `Teaching quality` and `Absence of distribution of textbooks` as reasons, addition to that `High cost of school fee` is also pointed out as the main reason as all of them declare.
- In the case of primary school, among 4.5% (5 in 10) household parents dissatisfied with education services; 66.70% (7 in 10) of them report `Absence of distribution of textbooks` as the main reason, moreover least than 4% (4 in 100) of them also point out `Distance to school`, `Limited equipment`, `Limited schools` `Punctuality` `High cost of school fee` and other.
- In the case of secondary school, among 1.1% household parents dissatisfied with education services, all of them report `Distance to school` as the main reason, other reasons pointed out by least than 1% of them are `Limited equipment`, `Punctuality`, `Teaching quality`, `Absence of distribution of textbooks`, High cost of school fee`. Moreover, the survey discovers that other reasons exist as 7 in 10 of them declare.

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

	Teaching cycle	Proportion (%) of households dissatisfied with education services	Among dissatisfied households, proportion (%) whose reason for dissatisfaction is:										
			Distance to school	Limited classrooms	Limited equipment	Limited schools	Assiduity	Punctuality	Teaching quality	Absence of distribution of textbooks	Poor performance	High cost of school fee	other (to precise)
cycle	Nursery	1.50	0.00	0.00	0.00	0.00	0.00	0.00	75.00	75.00	0.00	100.00	25.00
	Primary	4.50	25.00	0.00	8.30	8.30	0.00	33.30	41.70	66.70	0.00	8.30	16.70
	Secondary	1.10	100.00	0.00	33.30	0.00	0.00	33.30	33.30	33.30	0.00	33.30	66.70
	Vocational	0.00	-	-	-	-	-	-	-	-	-	-	
	Total	1.80	31.60	0.00	10.50	5.30	0.00	26.30	47.40	63.20	0.00	31.60	26.30

Source : Survey CCPA2, Tombel council 2022

III.4.6 Actions envisaged in order to improve on education

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

Table 3.36 : Actions by households at the municipal level with a view to improving the service provided in the education sector
Proportion (%) of households by type of action and place of residence

Teaching cycle	Proportion (%) of households able to commit at municipal level to improving the service provided in the education sector through:
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		Academic excellence reward	Sensitization of the staff on citizen consciousness/professional	Proximity follow up of parent/teaching staff relationship	Restoration of teaching staff authority	Training of teaching staff	Advocacy of the transfer of teaching staff	In which of these actions is your household ready to be committed at the level of the council with the aim to improve the quality of education rendered in the schools
cycle	Nursery	1.90	0.00	1.10	0.00	0.40	0.00	0.00
	Primary	6.10	1.90	6.40	0.00	0.00	1.10	0.40
	Secondary	4.20	1.90	3.80	0.40	0.00	0.00	0.40
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	3.00	0.90	2.80	0.10	0.10	0.30	0.20

Source : Survey CCPA2, Tombel council 2022

- It is observed that the suggestions of households about the actions for improving their education services at the level of the council is very low as least than 1% of them report `Academic excellence reward`, `Sensitization of the staff on citizen consciousness/ professional`, `Proximity follow up of parent/teaching staff relationship`, `Restoration of teaching staff authority`, `Training of teaching staff` and ` Advocacy of the transfer of teaching staff`. Moreover only least of 1% of them is ready to be committed at the level of the council for those improvements. This timid engagement of the household parent at the level of their municipality seems to be a real concern.

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

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

		Proportion (%) of households able to engage at the community level in improving the service provided in the education sector through:									
Teaching cycle		Participati on to school activities	Reward s to hard working teaching staff	Denunciatio n of indelicate teaching staff	Reinforceme nt of parent/teachi ng staff relationship	Payment of contributio ns	Reinforcem ent of the presence of women within the PTA	Disseminatio n of the report/minuit es on the management of PTA	Disseminati on of good practices	Control of he effectiv e service of the teaching staff	other (to precis e)
cy cl e	Nursery	3.40	0.00	0.00	1.90	0.40	0.40	0.00	0.00	0.00	0.40
	Primary	10.60	0.00	1.10	8.30	2.70	2.30	1.10	0.00	0.80	0.00
	Secondary	5.30	1.50	0.00	3.80	1.10	0.40	0.00	0.00	1.10	0.00
	Vocational	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total	4.80	0.40	0.30	3.05	1.00	0.80	0.30	0.00	0.50	0.10

Source : Survey CCPA2, Tombel council 2022

- It is also demonstrated here that the suggestions of household parents about the actions and commitment for improving their education services at the community level is still very low as least than 1% of them report `Participation to school activities`, `Rewards to hard working teaching staff`, `Denunciation of indelicate teaching staff`, `Reinforcement of parent/teaching staff relationship`, `Payment of contributions`, `Reinforcement of the presence of women within the PTA`, `Dissemination of good practices`, `Control of he effective service of the teaching staff. So the engagement of household parents for quality education is a real problem within their community.

III.5 PROVISION OF COUNCIL SERVICES

This fifth section presents the survey findings on the characteristics of communal services, constraints in the communal services rendered, promotion of citizen engagement in the municipality, appreciation of communal services.

III.5.1 Characteristics of communal services

This first sub-section highlights the communal services rendered and the corresponding time.

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

Service council		Proportion of households having requested the service during the last 12 months	Proportion of households considering that the reception for the service was good	Time taken to obtain municipal service requested						
				ongoing	Minute	Hour	Day	week	Month	Total
service	Establishment of birth	7.6	7.2	0.00	0.00	10.00	10.00	75.00	5.00	100.00
	Establishment of death	0.80	0.40	0.00	0.00	0.00	0.00	50.00	50.00	100.00
	Establishment of marriage	1.90	1.90	0.00	0.00	20.00	20.00	60.00	0.00	100.00
	Legalization of official	2.30	1.09	0.00	0.00	50.00	50.00	0.00	0.00	100.00
	Issue of urban documents	0.80	0.40	50.00	50.00	0.00	0.00	0.00	0.00	100.00
	Development of urban space	0.80	0.80	0.00	50.00	0.00	0.00	0.00	50.00	100.00
	Management of	0.40	0.40	100.00	0.00	0.00	0.00	0.00	0.00	100.00
	Hygiene and sanitation	0.80	0.80	100.00	0.00	0.00	0.00	0.00	0.00	100.00
	Public Transport	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00
	public lightening	0.40	0.40	33.30	0.00	0.00	0.00	0.00	66.70	100.00
	Authentication of	1.10	1.10	0.00	0.00	100.00	0.00	0.00	0.00	100.00
	Information	0.00	0.00	66.70	33.30	0.00	0.00	0.00	0.00	100.00
	others	0.00	0.00	33.30	33.30	0.00	0.00	0.00	33.30	100.00

Source : Survey CCPA2, Tombel council 2022

- It is noted on table 3.38 below that `demand and service rendered` is well managed within this council as the little proportion of households who

request their various services get all those services within this last 12 months. It takes them a maximum of a week to have a birth certificate as 8 in 10 of them say, a month to have a death certificate as half of them declare, a week to have a marriage certificate as 6 in 10 of them report, an hour to legalize a document, a minute to issue urban documents, ongoing hygiene and sanitation and waste management, a month to have public lightening. However access to information and public transport are a real concern in this communal service.

III.5.2 Constraints within the communal services rendered

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

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

	Council services	Proportion (%) of households that find the time taken to render the service long or very long	Cause of long or very long delay to help				
			unavailability/absence of personnel	Incompetence of personnel	Poor organization of services	other (to precise)	Total
service	Establishment of birth	30.0	0.00	0.00	0.00	100.00	100.00
	Establishment of death	0.00	-	-	-	-	-
	Establishment of marriage	0.00	-	-	-	-	-
	Legalization of official	0.00	-	-	-	-	-
	Issue of urban documents	50.00	0.00	0.00	0.00	100.00	100.00
	Development of urban	0.00	-	-	-	-	-
	Management of	0.00	-	-	-	-	-
	Hygiene and sanitation	0.00	-	-	-	-	-
	public Transport	100.00	-	-	-	-	-
	public lightening	33.30	100.00	0.00	0.00	0.00	100.00
	Authentification of	0.00	-	-	-	-	-
	Information	33.30	0.00	0.00	100.00	0.00	100.00
	others	33.30	0.00	100.00	0.00	0.00	100.00

Source : Survey CCPA2, Tombel council 2022

- `Incompetence of personnel` and `Poor organization of services, seem not to be the `cause of long or very long delay to service rendered as only 3 in 10 households who demand the service of birth certificate,` public lightening` and `information, report. and then half of them who need the issue of urban documents report.

This second paragraph presents survey findings related to council services and tips.

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

Service council		Proportion (%) of households having paid a tip to obtain the service
service	Establishment of birth certificate	15.00
	Establishment of death certificate	0.00
	Establishment of marriage certificate	20.00
	Legalization of official documents	0.00
	Issue of urban documents	50.00
	Development of urban space	50.00
	Management of wastes/sanitation	0.00
	Hygiene and sanitation	0.00
	public Transport	0.00
	public lightening	0.00
	Authentication of documents	0.00
	Information	0.00
	others	0.00

Source : Survey CCPA2, Tombel council 2022

`Payment of tip` has a negative impact of the quality s communal service rendered, the survey detects it within the service of birth certificate as 15%(15 in 100) households stated, moreover on the service `establishment of marriage certificate as 20.00% (20 in 100) household indicate, furthermore in the service of `Issue of urban documents` and `Development of urban space` as declare by half of the households.

III.5.3. Promotion of citizen engagement within the municipality

This first paragraph presents the survey results related to citizen engagement action within the municipality as follows:

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

Council Service		Communication on actions planned over the past year	Communication on the annual budget	Communication on last year's expenditure and revenue	Support for the village/district in development actions	Involvement of the village/ neighborhood in the programming and budgeting of development actions
Strate of residence	Urban	0.00	0.00	0.00	0.00	3.50
	Rural	2.70	1.30	1.30	3.30	4.00
	Total	1.50	0.80	0.80	1.90	3.80

Source : Survey CCPA2, Tombel council 2022

- Citizen engagement has positive impact on the quality of communal service rendered but the survey indicates here that only 1% household report to be engaged on `Communication on actions planned over the past year`, `Communication on the annual budget`, `Communication on last year's expenditure and revenue`, `Support for the village/district in development actions, and `Involvement of the village/ neighborhood in the programming and budgeting of development. This is even worst as no household is engaged in the urban space.

III.5.4 Appreciation of communal services.

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

- The survey reveals in table 3.42 below that among 56.80%(57 in 100) households dissatisfied with communal service delivery, the first main reason is `Ignorance of the actions carried out by the council` 7 in 10 households point out, followed by `Non-information of the populations of the council

management` as 6 in 10 report`. Other reasons which don't ensure quality service like `Corruption`, `Heaviness processing of users requests`, `Ignorance of the actions carried out by the council Lack of trust in the municipal executive` are reported by 3 in 10 households, the `Unavailability of the municipal executive (Mayor and his Deputies` pointed out by 4 in 10 households)

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

	Council service s	Proportion (%) of households dissatisfied with council services										
			Heaviness processing of users requests	Non-information of the population s on the management of the council	Staff absenteeism	Corruption	bad reception	Lack of professionalism	Ignorance of the actions carried out by the council	Ignorance of the actions carried out by the council Lack of trust in the municipal executive	Unavailability of the municipal executive (Mayor and Deputies)	Other
State	Urban	53.50	8.20	65.60	39.30	52.50	0.00	44.30	45.90	31.10	41.00	4.90
	Rural	59.30	0.00	58.40	9.00	18.00	0.00	7.90	80.90	29.20	34.80	19.10
	Total	56.80	3.30	61.30	21.30	32.00	0.00	22.70	66.70	30.00	37.30	13.30

Source : Survey CCPA2, Tombel council 2022

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

As commitment of the household in council actions has a positive impact to quality service delivery, survey discovers that only 4 in 10 households report to be ready to participate in community activities like `implementation of endogenous solutions` and in `town information and awareness`. Moreover 3 in 10 of them confirm to contribute to the dissemination of council information in the community and consult the bulletin board of the council. Furthermore, no one is committed on community Radio, although it plays a very positive impact on the quality of service delivery.

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

Council service		Proportion (%) of households able to commit to improving the service provided by the council institution through:									
		Contribution to the dissemination of council information in the community	Feeding and exploitation of suggestion boxes	Participation in community activities (implementation of endogenous solutions)	Consultation of the bulletin board of the council	Animation of the antenna sections in the community radios	Monitoring of dedicated time slots in community radios	Raising awareness for group listening in community radios	Membership of community radio listening groups	Participation in town information and awareness meetings	Other
Strate of residen ce	Urban	34.20	14.00	66.70	7.00	0.00	0.00	18.40	8.80	29.80	0.00
	Rural	27.30	1.30	36.70	0.00	0.00	0.00	14.00	6.70	61.30	1.30
	Total	30.30	6.80	49.60	3.00	0.00	0.00	15.90	7.60	47.70	0.80

Source : Survey CCPA2, Tombel council 2022

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

This part presents the mechanism for the monitoring of the scorecard action plan and the action plan

IV.1 Participatory monitoring and evaluation system for driving change

This first paragraph presents the members of the committee for the implementation of the ScoreCard within Tombel municipality as follows:

Table IV.1: Scorecard action plan implementation committee.

Composition of the committee			Attributions of each member
	Designation	Roles	This committee plays an important role during the implementation of the SCORECARD findings
	Permanent members		
1	President (Mayor)	Enongene E. Bazie	<ul style="list-style-type: none">Ensures the coordination and mobilizes resources if need be.
2	Rapporteur (SG)	Kundu J.Obri	<ul style="list-style-type: none">He prepares the agenda, reports all activities,
3	Representative of the DO	Administrative	<ul style="list-style-type: none">He ensures interface between the administration and the council
4	Member CDO(Council	Yuh C. Fang	<ul style="list-style-type: none">He records all the complaints and requests from the field from WMC, COGES, interprets,
5	Member (Council	Ngomebong Ernest	<ul style="list-style-type: none">ensures the visibility of actions through reporting and dissemination via various media
6	Member (Council engineer)	Mbelle Banabas	<ul style="list-style-type: none">Carries out training of repairers and maintainers of basic infrastructure, envisags local solutions
7	Member	NJume J. Niumbe	<ul style="list-style-type: none">Assists the engineers on the field for technical works
8	Member	Kome E. Jerome	<ul style="list-style-type: none">Assists the engineers on the field for technical works
9	DDMINEE, DDMINESEC,	Resource persons	<ul style="list-style-type: none">He provides technical advices on hydraulics, he also provide the norms and standards for quality
10	NGO(CSO)	Globslminder	<ul style="list-style-type: none">provides technical advices in secondary education sector

This second paragraph presents the mechanism for consolidating the synergy between various actors involved in the implementation of the ScoreCard as follows :

Table IV.2: SCORECARD Synergy mechanism

Device/mechanism	Tools	Follow up frequencies	Statistic devices
The president of the local management committee of each infrastructure informs the CDO about their issues, the CDO reports them to the Mayor who convenes a meeting of stakeholders through whatsapp platform to analyze, draw up and implement solutions.	Holding meeting on whatsapp platform	weekly	<ul style="list-style-type: none"> • Recording book • Solution recording book • Resources mobilization record
	Use of an operational plan	Per action	<ul style="list-style-type: none"> • Number of actions

IV.2 Actions Plan in the targeted sectors

This third paragraph presents in details the action plan for the implementation of the scorecard within the municipality.

Table IV.2: Action plan for the implementation of Scorecard within the council

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Potable water supply									
To improve the quality and quantity of drinking water within the municipality	to re-dynamize existing WMCs	Sensitization and training of WMC on water management, advocacy, resource mobilization	GIZ/NGO	Nov/ 22	Dec/22	Member of the WMC	number	20	30	WMC, council, DDMINEE	counting
		Draw and implement a water management plan	GIZ/NGO	Dec/22	Feb 23	Water management action plan	number	0	1	WMC, council, DDMINEE	counting
	To Improve the color of potable water	Negotiation for training on water purification	President of WMC	Feb 23	Feb 23	agreements	number	0	3	WMC, council, DDMINEE	counting
		Training on water purification	GIZ/NGO	March23	March23	households	number	30	50	WMC, council, DDMINEE	counting
		Resource mobilization	President of WMC	March23	Apr/23	Funds/materials	number	0	200,000	WMC, council, DDMINEE	counting
		Purchase of materials	President of WMC	Apr/23	Apr/23	Materials for purification	quantity	0	0	WMC, council, DDMINEE	counting
		Inventory of sources	President of WMC	Apr/23	Apr/23	Water points	number	5	2	WMC, council, DDMINEE	counting
		Water Purification	President of WMC	Apr/23	Jun23	Water	liter	1000L	10000 L	WMC, council, DDMINEE	counting
		To repair damaged water points	Diagnosis	Council engineer	jun/23	jun/23	Damaged water points	number	5	3	WMC, council, DDMINEE
	Train community water repairers		GIZ/ONG	jun/23	jun/23	Water repairers	number	2	20	WMC, council, DDMINEE	counting

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Resource mobilization	President of WMC	junt/23	jun/23	Finances/materials	FCFA/nature	0	2,000,000	WMC, council, DDMINEE	counting
		Purchase material	President of WMC	Jun/23	Jun/23	Spare parts	number	4	10	WMC, council, DDMINEE	counting
		Repair water points	Council engineer/repairer	Jun/23	jul/23	Repaired water points	number	4	3	WMC, council, DDMINEE	counting
	<i>To increase the number of water points</i>	Sensitization and Site selection	President of WMC	jul/22	jul/23	Selected sites	number	5	3	WMC, council, DDMINEE	counting
		Designing and budgeting	Council engineer	jul/23	aug23	Feasibility study report	number	5	3	WMC, council, DDMINEE	counting
		Resources mobilization	President of WMC	aug/23	sept/23	Finances/materials	FCFA/nature	0	5,000,000	WMC, council, DDMINEE	counting
		Purchasing of materials	President of WMC	sept/23	sept/23	Spare parts	number	0	10	WMC, council, DDMINEE	counting
		Construction of the water points	President of WMC	sept/23	Dec23	New water points	number	0	2	WMC, council, DDMINEE	
Health											
To improve the quality of health care rendered	<i>To revamp the COGES</i>	Elaboration and implementation of the action plan	President of COGES	Aug/22	Aug/22	Action plan	number	0	1	CHC, DMO, council COGES	counting
	<i>To improve the services rendered</i>	Lobby for effective presence of staff	President of community health care committee (CHC)	Aug/22	Sept/22	Effective presence rate of staff	number	60%	90%	CHC, DMO, council	Calculation T= (tf-ti/ti) x 100
		Lobby for training of staff	President of the CHC/COGES	Nov/ 22	Dec/22	Trained staff	number	100	200	CHC, DMO, council	counting
	<i>To improve in infrastructure and drugs</i>										
		Lobby for the rehabilitation of existing equipment	President of the CHC/COGES	March23	March23	Rehabilitated equipment	number	10	20	CHC/COGES, DMO, council	counting

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
		Lobby for the introduction of new equipment	President of the CHC/COGES	March23	Apri/23	New equipment	number	5	10	CHC/COGES, DMO, council	counting
		Lobby for the supply of more drugs	President of the CHC/COGES	Apri/23	Apri/23	Basic drugs	quantity	20	50	CHC/COGES, DMO, council	counting
	<i>To reduce the cost of access to medical care</i>	Lobby for free basic drugs supply	President of the CHC/COGES	Apri/23	Jun23	Free basic drugs	number	20	50	CHC/COGES, DMO, council	counting
		Lobby for the reduction of consultation fees	President of the CHC/COGES	jun/23	jun/23	Consultation fee	Reduction rate	10%	5%	CHC/COGES, DMO, council	Calculation T= (tf-ti/ti) x 100
		Advocate for zero unauthorized fee	President of the CHC/COGES	jun/23	jun/23	zero unauthorized fee	Reduction rate	5%	0%	CHC/COGES, DMO, council	Calculation T= (tf-ti/ti) x 100
		Education									
<i>To improve the quality of education</i>	<i>To improve learning conditions</i>	Distribute books to children	President of PTA	Aub/22	Sept/22	Book	number	50	200	DDMINESEC/Inspector MINEDUB, council, PTA	counting
		Lobby for full workshop in school	President of PTA	Nov/ 22	Dec/22	workshop	number	3	10	DDMINESEC/Inspector MINEDUB, council, PTA	counting
		Lobby for full cycle of teaching in school	President of PTA	Feb 23	Feb 23	Full cycle	number	10	20	DDMINESEC/Inspector MINEDUB, council, PTA	counting
Communal services											
<i>To improve the quality of the communal services rendered</i>	<i>To improve transparency on council services</i>	Communica tion on annual budget, on annual expenditure, action plans	Mayor	Aub/22	Sept/22	Annual budget, expenditure, actions	execution Rate	last year	90%	Council, SDO	Calculation T= (tf-ti/ti) x 100

global Objective	Specific objectives	Action	Responsible	Period		Indicator of the action	Unit of measure	Value of reference of the indicator	Target value of the indicator	Source of data for the measure of the indicator	Method of measure of the indicator
				start	End						
	<i>Promote citizen engagement</i>	Involve citizen on planning budgeting process	Mayor	Nov/ 22	Dec/22	Citizen projects	number	0	10	Council,	counting
		Support endogenous actions		Nov/ 22	Dec/22	Citizen projects	number	0	10	Council,	counting
	<i>To improve efficiency and effectiveness of council services</i>	Implement zero corruption plan		Nov/ 22	Dec/22	Anti-corruption plan	number	0	1	Council,	counting
		I Ensure control of absenteeism of staff		Nov/ 22	Dec/22	Anti-absenteeism plan	number	0	1	Council,	counting
		Implementation of council action plan		Jan23	Dec24	action	number	0	1	Council,	counting

CONCLUSION AND RECOMMENDATIONS

The ScoreCard survey carried out during 3 months in Tombel council in four targeted sectors(drinking water, health, education and council services) reveals that, although the public services rendered to the households in the sector of potable water, health, education and council services are globally satisfactory, dissatisfaction still exist.

In the sector of drinking water supply, the main reasons of dissatisfaction pointed out by households include: Default/Slow maintenance in the event of a breakdown, bad management of the water point, insufficient water supply points etc. Some of their actions reported for improvement of this service are: a) financial contributions to a community mechanism for the management and maintenance of the water points, b)contribution for the construction of additional water points etc.

Moreover, in the health sector, main reasons of dissatisfaction revealed are: a) poor quality of services offered, b) insufficiency of drugs, c) insufficient equipment, d) staff absenteeism etc. Main community actions for improving health cares reported are: maintenance and upkeep of hospital infrastructures, advocacy for compliance with sectorial standards and norms, etc.

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

Furthermore, in the sector of council services, main reasons of dissatisfaction are: a) non-information of the populations on the management of council affairs, b) ignorance of the actions carried out by the council, c) unavailability of the municipal executive (Mayor and Deputies) etc. Some main community actions to be put in place for improving council service delivery are: participation in community activities (implementation of endogenous solutions) and participation in town information and awareness meetings etc.

An action plan and a Scorecard committee have been put in place for the improvement of service demands and delivery in the four sectors cited above within the municipality.

Some recommendations related to the studies are:

- That the capacity building of citizen/community in charge of implementing this ScoreCard action in the health, drinking water, education and council services should be organized of the best use of tools like: advocacy, lobby, good communication, citizen mobilization, resource mobilization and management of infrastructure and services.
- That the Mayor should really adopt ScoreCard as a new tool which comes to complete his development scheme which includes: planning, programming, budgeting, monitoring/evaluation and ScoreCard.

REFERENCES

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

Annex 1: List of participants in the report restitution meeting

PROJECT TITLE: Evaluation of the services provided by the public offer in the sectors of Drinking water Supply, Health, Education & Council Services


ACTIVITY: RESTITUTION OF THE SCORECARD SURVEY FINDINGS REPORT.

VENUE: TOMBEL Council Hall

DATE: 21-06-2022

[illegible]

Annex 2: Municipal decree setting up the change monitoring committee

<p>REPUBLIC OF CAMEROON PEACE-WORK-FATHERLAND</p> <p>MINISTRY OF DECENTRALIZATION AND LOCAL DEVELOPMENT</p> <p>SOUTH WEST REGION</p> <p>KUPE MANENGUBA DIVISION</p> <p>TOMBEL COUNCIL</p>		<p>REPUBLIQUE DU CAMEROUN PAIX-TRAVAIL-PATRIE</p> <p>MINISTERE DE LA DECENTRALISATION ET DU DEVELOPPEMENT LOCAL</p> <p>REGION DU SUD OUEST</p> <p>DEPARTEMENT DE KUPE MANENGUBA</p> <p>COMMUNE DE TOMBEL</p>
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Date: 10 JUN 2022



AD-HOC COMMITTEE NO. 06 OF 10 JUN 2022 APPOINTING THE
MEMBERS OF THE COMMITTEE FOR MONITORING OF THE IMPLEMENTATION OF
THE SCORECARD ACTION PLAN WITHIN TOMBEL COUNCIL

ARTICLE 1:

The following persons have been appointed members of the committee cited
above:

- President 1st Deputy Mayor(MR. ENONGENE EBONG BAZIE)
- Rapporteur Secretary General (MR. KUNDU JOHNSON OBRI)
- Member 1 Council Development Officer (MR. YUH CHARLI FANG)
- Member 2 staff in charge of communication (MR. NGOMBONG ERNEST)
- Member 3 Council Technician (MR. MBELE BANABAS)
- Member 4 (MR. NJUME JULIUS NJUMBE)
- Member 5 (MR. KOME EKANDILE JEROME)
- Resources persons (Representative of DDMINEE, DMO, DDMINSEC,
Inspectors of MINEDUB, DO)

Signed Lord Mayor Tombel council

**1st DEPUTY MAYOR**
Agnes Mesem

Annex 3 : ScoreCard questionnaires

HOUREPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF ECONOMY, PLANNING AND REGIONAL
DEVELOPMENT

GENERAL SECRETARY

NATIONAL COMMUNITY DRIVEN PROGRAM

NATIONAL COORDINATION UNIT

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

Section I. IDENTIFICATION

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

7 = Domestic

BP : - Tél. : E. Mail : - Site Web : www.pndp.org

		E. Private health facility X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/>
S3Q01a	In which type of health facility do you go for your health care? 1= Public 2= Private Secular 3= Private Religious If S3Q01=1 move to S3Q02 If S3Q01= 2 ou 3 continue		<input type="checkbox"/>
S3Q01b	What are your reasons for choosing these courses?	1=Yes 2=No	
		A. Distance	<input type="checkbox"/>
		B. Cost	<input type="checkbox"/>
		C. welcome	<input type="checkbox"/>
		D. Quality of care	<input type="checkbox"/>
		E. Staff availability	<input type="checkbox"/>
		F. Availability of drugs	<input type="checkbox"/>
		X. others to be specified :	<input type="checkbox"/>
S3Q01c	Do you ever go to public health facilities for care? 1=Yes 2=No If No, go to next section		<input type="checkbox"/>
S3Q02	What is the main public health facility that your household uses for health care? 1= CS/CSI 2= Hospital/CMA 3= District hospital 4=Referral hospital		<input type="checkbox"/>
S3Q02a	Is this health facility the closest to your household? 1=Yes 2=No		<input type="checkbox"/>
S3Q03a	How far away from your household is this health facility (unit and number)? 1= 1Km 2= 2Km		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
S3Q03b	On average, how long does it take you to walk to this health facility? (unit and number) 1=minute 2=hour		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Questions S3Q04 to S3Q12 ask about the last time a member of your household went to this health facility,			
S3Q04	Was the nursing staff present? 1=Yes 2=No		<input type="checkbox"/>
S3Q05	Le petit matériel était-il toujours disponible ? (Plusieurs réponses services)	1=Yes 2=No 8=Don't know	<input type="checkbox"/>
		A. cissors	<input type="checkbox"/>
		B. Seringues	<input type="checkbox"/>
		C. spirit	<input type="checkbox"/>
		D. Coton	<input type="checkbox"/>
		E. Betadine	<input type="checkbox"/>
		F. Thermometer	<input type="checkbox"/>
		G. tensiometer	<input type="checkbox"/>
		H. Scale	<input type="checkbox"/>
		X. others to be specified:	<input type="checkbox"/>
S3Q06	Did this health facility have the following services? If no S10.	1=Yes 2= No	<input type="checkbox"/>
		A. Maternity	<input type="checkbox"/>
		B. Paediatrics	<input type="checkbox"/>
		C. Laboratory	<input type="checkbox"/>
		D. Minor Surgery	<input type="checkbox"/>
		E. Hospitalization	<input type="checkbox"/>
		X. Other to be specified:_____	<input type="checkbox"/>
S3Q07	How much did he pay for a consultation? (Session fee) amount in CFA Francs		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
S3Q08	How do you rate this amount? 1=High 2=Raisable 3=Low		<input type="checkbox"/>
S3Q09	In addition to the session fee, did the staff charge other unauthorised fees to serve you		<input type="checkbox"/>
S3Q10	How did this person rate the reception of the health care staff at this health facility? 1=Good 2=Passable 3=Poor		<input type="checkbox"/>
S3Q11	Is there a drug supply point (pharmacy/pro-pharmacy) in this health facility? 1=Yes 2=No 8= NSP If no S3Q13		<input type="checkbox"/>
S3Q12	Were medicines always available there? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S3Q13	Does this public health facility solve most of the health problems you face in your household? 1=Yes 2=No		<input type="checkbox"/>

S3Q14	Overall, how satisfied is your household with the health services provided in this public health facility? (Circle one answer only) 1=Very satisfied 2=Satisfied; 3=Passable; 4=Unsatisfied; 5=Very Dissatisfied If 1 or 2 go to S3Q16			<input type="checkbox"/>	
S3Q15	What are the reasons for your household's dissatisfaction with the services received from the health facility you attended? (Several answers possible) Any other reason?				1=Oui 2=Non
		A. Remoteness from health facilities			<input type="checkbox"/>
		B. Poor quality of services offered			<input type="checkbox"/>
		C. Staff absenteeism			<input type="checkbox"/>
		D. Poor qualification of health facility staff			<input type="checkbox"/>
		Monetization of care			
		F. Insufficient drugs			<input type="checkbox"/>
		G. Poor quality of equipment			<input type="checkbox"/>
		E. Insufficient equipment			<input type="checkbox"/>
		F. High cost of access to health care			<input type="checkbox"/>
X. Other (please specify): _____			<input type="checkbox"/>		
S3Q16	Which of these actions is your household willing to engage in to improve the quality of the health service?				1=Yes 2=No
		A. Additional health facilities			
		A1 Advocacy for compliance with sectoral standards			<input type="checkbox"/>
		A2 Advocacy with NGOs/private structures for the construction of health facilities			<input type="checkbox"/>
		B. Extension/rehabilitation/equipment of existing health facilities			
		B1. Advocacy with the commune and the State for the extension and equipment of health facilities			<input type="checkbox"/>
		B2. Advocacy with the municipality and the State for the rehabilitation and equipment of health facilities			<input type="checkbox"/>
		C. Improving the management of FOSA			
		C1. Revitalisation of COSA/COGE			<input type="checkbox"/>
		C2. Supply of medicines and equipment			<input type="checkbox"/>
		C3. Reception and management of patients			<input type="checkbox"/>
		C4. Maintenance and upkeep of the hospital infrastructure			<input type="checkbox"/>
		C5. Advocacy for the allocation of staff			<input type="checkbox"/>
		C6. Control and verification of the effective presence of medical staff			<input type="checkbox"/>
D. Reducing the cost of access to health care					
D1. COSA subsidy			<input type="checkbox"/>		
D2. Development of public-private partnerships			<input type="checkbox"/>		
D3. The negotiation of twinning and inter-communal partnerships			<input type="checkbox"/>		
X. Others to be specified			<input type="checkbox"/>		
Section IV. EDUCATION					
	Name of the child between 3 and 24 years old	_____	_____		
S4Q01	« Name" attend a school in the year 2021/2022? 1 = Yes 2 = No				
S4Q02	In which educational cycle does "name" attend 1= Nursery 2= Primary 3 = Secondary 4 = Vocational				
S4Q03	In which order of education? 1= Public 2= Private Secular 3= Private Denominational				
S4Q04	If private secular or private denominational What are your reasons for choosing this type of school?				
	Education cycle	Nursery	Primary	Secondary	Professional training
S4Q05	Does your village/neighbourhood have a public school "Name of school"? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

S4Q06	Is this (name of cycle) public school the closest? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q07	How far away from your household is the school that your children attend (name of the cycle)? (Unit/time) 1 =K m 2 = Km	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q08	How long does it take the children in your household to walk to the (name of cycle) school they attend? (unit/time)1 = minutes 2 = heures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q09	Does the (name of the cycle) school where the children of your household attend have a complete cycle? 1=Yes 2=No		<input type="checkbox"/>	1 ^{er} cycle <input type="checkbox"/>	2 ^{ème} cycle <input type="checkbox"/>
S4Q10	Does the vocational training centre where the children in your household attend have a full workshop for their subjects? 1=Yes 2=No 3=Don't know				<input type="checkbox"/>
S4Q11	Does the (name of the cycle) school that the children in your household attend have a room for each grade? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q12	In the (name of the cycle) school that the children in your household attend, do all pupils sit on a bench? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q13	In the (name of the cycle) school that the children of your household attend, are school books distributed to pupils? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>		
S4Q14	How many pupils on average are in the class(es) in which the children of the household are enrolled in the (name of the cycle)?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S4Q15	How do you rate the frequency of teacher attendance in the class(es) of (name of cycle) in which the children of your household attend school? 1=Regular 2=Medium regular 3=Irregular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q16	Do you participate in the activities of the APEE (Meeting)? 1= Yes 2=No If 2 go to S4Q16a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
S4Q16a	Why? 1= Yes 2=No				
	A. Non-compliance with schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	B. Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	C. Information meeting, not discussion meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	D. Non-accountability X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
S4Q17	How much do you pay on average for the fees (enrolment, ECCE) of this child from your household in the (name of the cycle) in a year? (enter average amount)	Inscription ----- (en FCFA)	Inscription ----- ---(en FCFA)	Inscription ----- --(en FCFA)	Inscription -----(en FCFA)
		APEE ----- (en FCFA)	APEE ----- ---(en FCFA)	APEE ----- --(en FCFA)	APEE -----(en FCFA)
		Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- ----- (en FCFA)	Autres frais ----- --(en FCFA)
S4Q18	How do you rate these amounts? 1=High 2=Raisable 3=Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q19	In addition to the fees payable, did your household pay any additional fees to the staff of the (name of cycle) school to admit the household's children to the school? 1=Yes 2=No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q20	When the structures (water points, classrooms, latrines, etc.) of the (name of the cycle) school in which this child from the household attends are damaged, who takes care of the repairs?	1=Yes 2=No			
	A. THE PTA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. The Mayor (Commune)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. A village organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D. MINEDUB/MINESEC/MIN EFOP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. The Elites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	X. Other partners (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q21	Overall, how satisfied is your household with the education services in the (name of cycle) in your village? (Only one answer possible) 1=Satisfied 2=Unknown 3=Unsatisfied If 1 or 2 S4Q23	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q22	What are the reasons for your household's dissatisfaction with education services in the (name of the cycle)? (Several answers possible) Any other reason?	1=Oui 2=Non	1=Oui 2=Non	1=Oui 2=Non	1=Oui 2=Non
	A. Distance from the institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B. Insufficient classrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C. Insufficient facilities	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	D. Insufficient schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E. Personnel-related shortcomings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E1. Attendance,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	E2. Punctuality Lack of distribution of textbooks G. Poor results H. High cost of schooling X. Other to be specified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4Q23	In which of these actions is your household willing to engage in order to improve the quality of service provided by the (name of the cycle) school that this child attends? (Several answers possibles)	1=Yes 2=No	1=Yes 2=No	1=Yes 2=No	1=Yes 2=No
	At the municipal level A. School excellence bonus B. Sensitisation of teachers on citizenship/professional awareness C. Close monitoring of parent/teacher relations D. Restoration of teachers' authority E. Teacher training F. Advocacy for staff affection X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	At EU level A. Participation in school activities B. Bonus for good teachers C. Denouncing bad teachers D. Strengthening parent-teacher relations E. Payment of fees F. Strengthening the presence of women in the APEE office G. Dissemination of APEE management reports H. Dissemination of good practices I. Monitoring the regular attendance of teachers X. Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Section V. COUNCIL SERVICE

S5Q10	Does the commune support your village/neighbourhood in development activities (community animation, monitoring of consultation committees, monitoring of management committees, setting up of village development monitoring structures, implementation of your micro-projects, implementation of endogenous solutions etc.)? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S5Q11	Does the commune involve your village/neighbourhood in the programming and budgeting of development actions? 1=Yes 2=No 8=Don't know		<input type="checkbox"/>
S5Q12	Overall, how satisfied is your household with the services provided by the commune? (Choose one answer only) 1=Very satisfied 2=Satisfied 3=Unknown 4=Dissatisfied 5=Very dissatisfied If 1, 2 or 3 go to S5Q14		<input type="checkbox"/>
S5Q13	What are the reasons for your household's dissatisfaction with communal services? (Several answers possible).	1=Yes 2=No A. Length of time it takes to process users' requests B. Failure to inform the population of communal management C. Deficiencies related to communal personnel C1. Staff absenteeism C2. Corruption C3. Poor reception C4. Lack of professionalism D Lack of knowledge about the actions of the municipality E Lack of trust in the municipal executive F. Unavailability of the municipal executive (Mayor and his Deputies) X. Other (please specify) _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S5Q14	In which of these actions is your household willing to engage in order to improve the quality of the service provided by the community team? (Several answers possible).	1=Yes 2=No A. Contribution to the dissemination of municipal information in the community B. Feeding and operating suggestion boxes C. Participation in community activities (implementation of endogenous solutions) D. Consultation of the commune's noticeboard H. Interventions in community radio stations H1 Animation of airtime slots H2 Monitoring of dedicated time slots H3 Raising awareness for group listening H4 Membership of listening groups I. Participation in information and awareness-raising meetings in the municipality X. Other (please specify): _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



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

MUNICIPALITY QUESTIONNAIRE

Section 1 : Identification

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council batch _____	<input type="text"/>
S1Q04	Council _____	<input type="text"/>
S1Q05	How many villages/quarters does your municipality have?	<input type="text"/>
S1Q06	What is the size of the population in your municipality?	<input type="text"/>
S1Q07	Does your council know the population size per village? 1=Yes 2=No	<input type="text"/>
S1Q08	Position of respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others	<input type="text"/>
S1Q09	Respondent's phone number _____	<input type="text"/>
S1Q10	Survey start date _____	<input type="text"/>
S1Q11	Survey end date _____	<input type="text"/>
S1Q12	Council supervisor's name _____	<input type="text"/>
S1Q13	Council GPS coordinates X _____ Y _____ Z _____	<input type="text"/>
S1Q14	Collection result 1=Completed survey 3= Refusal 2= Incompleted survey 4= Competent respondent Absence 6= Others (to be precised) (If the answer is different from 1 and 2, end the questionnaire)	<input type="text"/>
S1Q15	Assessment of survey quality 1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad	<input type="text"/>

Section 2 : Inventory, Functionality and Management of Drinking Water Points

Types of drinking water points	S2Q01 : Does your municipality have this water point? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02 : How many such drinking water points are there in your community?	S2Q03 : How many such drinking water points are operational in your community?	S2Q04 : How many such water points have a maintenance and management mechanism?	S2Q05 : How many such water points have a functioning maintenance and management mechanism?
A. Well with human-powered pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B. Well with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. Boreholes with human-powered pumps	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D. Boreholes with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Section 3: Municipal services

Nature of the service	S3Q01 : Does your municipality offer 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q02 : Is there a set and known time frame for providing 'the service'? 1=Yes 2=No If S2Q01=2 go to next type	S3Q03 : What is the timeframe in days for providing "the service"?
A. Establishment of civil status records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Issuance of urban planning documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. development of public utility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Waste management / Sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Legalisation of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Authentification of documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Hygiene and health	<input type="checkbox"/>		
H. Development of green and recreational areas	<input type="checkbox"/>		
I. Development of playgrounds	<input type="checkbox"/>		
J. Public lighting	<input type="checkbox"/>		
K. Public transport	<input type="checkbox"/>		
X. Others (please specify) _____	<input type="checkbox"/>		



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

INSPECTORATE OF BASIC EDUCATION QUESTIONNAIRE

Section 1 : Identification

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

Section 2 : Inventory and functioning of nursery and primary schools

Cycle	S2Q01 : How many schools does the school map foresee in the commune in the cycle?	S2Q02 : Do you know the number of schools in the cycle? 1=Yes 2=No If S2Q02=2 go to next cycle	S2Q03 : How many schools does the municipality actually have in the cycle?	S2Q04 : In your opinion, is this number sufficient to cover the basic education needs of the commune in the cycle? 1=Yes 2=No	S2Q05 : How many schools have a functioning Parent Teacher Association (PTA) in the cycle?
Nursery	___	___	___	___	___
Primary	___	___	___	___	___
Cycle	Teaching order	S2Q06: In your municipality, does the 'order of	S2Q07: How many schools are there in the	S2Q08: How many schools are non-operational in the	S2Q09: How many schools have classrooms made of permanent materials in the

		teaching' exist in 'the cycle'? 1=Yes 2=No If S2Q06=2 go to the following order	commune in the 'order of teaching' of the 'cycle'?	'teaching order' of the 'cycle'?	'teaching order' of the cycle?
Nusery	A. Public	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	B. Private lay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	C. Private confessionnal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary	A. Public	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	B. Private lay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	C. Privé confessionnal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
S2Q10	In the commune, how many villages are not covered by a school according to the norms for drawing up the school map?				
S2Q11	How many primary schools in the municipality are full-cycle schools (with the three levels: Initiation, Cours élémentaire and Cours moyen)? 1=Yes 2=No				
S2Q12	Are there any primary schools in the municipality with an insufficient number of teachers? 1=Yes (If yes, how many) 2=No				

REPUBLIQUE DU CAMEROUN
Paix-Travail-Patrie

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

SECRETARIAT GENERAL

PROGRAMME NATIONAL DE DEVELOPPEMENT
PARTICIPATIF

CELLULE NATIONALE DE COORDINATION



REPUBLIC OF CAMEROON
Peace-Work-Fatherland

MINISTRY OF ECONOMY, PLANNING AND REGIONAL
DEVELOPMENT

GENERAL SECRETARY

NATIONAL COMMUNITY DRIVEN PROGRAM

NATIONAL COORDINATION UNIT

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

DISTRICT HEALTH QUESTIONNAIRE

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

National Participatory Development Programme (NPDP) – National Coordination Unit

PO.BOX : - Tel. : E. Mail : - Website: www.pndp.org

1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad

Section 2 : Inventaire, Fonctionnalité et Gestion des Formations sanitaires

Type of health facilities	<i>S2Q01: Does this type of health facility exist in the villages/neighbourhoods? 1=Yes 2=No If S2Q01=2 go to next type</i>	<i>S2Q02: How many health facilities of this type do you have in the Commune?</i>	<i>S2Q03: How many such health facilities are non-functional?</i>	<i>S2Q04 How many such health facilities have a functioning AOC or SMC?</i>	<i>S2Q05: Does the health facility of this type receive support from the Commune for its maintenance and management? 1=Yes 2=No If S2Q05=2 go to next type</i>	<i>S2Q06 : En quoi consiste cet accompagnement ?</i>				
						A. Technical follow-up	B. Financial support	C. Capacity building	D. Logistical support	X. Other (please specify)
A. Integrated Health Centre	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. District Medical Centre	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. District hospital	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Regional Hospital	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Private health training centre	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S2Q07	In your opinion, is the number of facilities sufficient to cover the health needs in the commune? 1=Yes 2=No					<input type="checkbox"/>				
S2Q08	Are all villages in the commune covered by a health facility? 1=Yes 2=No					<input type="checkbox"/>				
S2Q09	How many villages in the commune are not covered by a health facility?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				



ENQUÊTE DE SATISFACTION DU SERVICE RENDU PAR L'OFFRE DE BIENS ET SERVICES DANS L'ESPACE COMMUNAL EN VUE DE LA MISE EN PLACE D'UN CONTROLE CITOYEN DE L'ACTION PUBLIQUE (SCORECARD)

QUESTIONNAIRE DIVISIONAL DELEGATION MINEE

Section 1 : Identification

S1Q01	Region _____	<input type="text"/>
S1Q02	Division _____	<input type="text"/>
S1Q03	Council batch _____	<input type="text"/>
S1Q04	Council _____	<input type="text"/>
S1Q05	Position of the respondent 1. Mayor 2. Deputy Mayor 3. SG 4. MT 5. CDO 6. Others _____	<input type="text"/>
S1Q06	Respondent's phone number _____	<input type="text"/>
S1Q07	Survey start date _____	<input type="text"/>
S1Q08	Survey end date _____	<input type="text"/>
S1Q09	Council supervisor's name _____	<input type="text"/>
S1Q10	Council GPS coordinates X _____ Y _____ Z _____	<input type="text"/>
S1Q11	Collection result 1= Completed survey 2= Incompleted survey 3=Refusal 4= Competent respondent Absence 5=Empty accomodation or no accomodation at the address 6=Others (Please precise) (If the answer is different from 1 and 2, end the questionnaire)	<input type="text"/>
S1Q12	Assessment of survey quality 1= Very Good 2=Good 3=Average 4=Bad 5=Very Bad	<input type="text"/>

Section 2 : Inventory, Functionality and Management of Drinking Water Points

Types of drinking water points	S2Q01 : Does your municipality have this water point? 1=Yes 2=No If S2Q01=2 go to next type	S2Q02 : How many such drinking water points are there in your community?	S2Q03 : How many such drinking water points are operational in your community?	S2Q04 : How many such water points have a maintenance and management mechanism?	S2Q05: How many such water points have a functioning maintenance and management mechanism?
A. Well with human-powered pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B. Well with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. Boreholes with human-powered pumps	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D. Boreholes with electric pump	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E. Drinking fountain	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
F. Spring	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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



***SATISFACTION SURVEY OF THE SERVICE PROVIDED BY THE SUPPLY OF
GOODS AND SERVICES IN THE MUNICIPAL AREA WITH A VIEW TO
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DIVISIONAL DELEGATION FOR SECONDARY EDUCATION QUESTIONNAIRE

Section 1 : Identification		
S1Q01	Region	
S1Q02	Division	
S1Q03	Municipal batch	
S1Q04	Council	
S1Q05	Respondent's position	
S1Q06	Respondent's phone number	
S1Q07	Survey start date	- _ / _ / _ _
S1Q08	Survey end date	_ / _ / _ _
S1Q09	Council supervisor name	_
S1Q10	Council GPS coordinates X	
S1Q11	Y	
S1Q12	Z	
	Collection result	
	1=Completed survey	3= Refusal
	2= Incompleted survey	4= Competent respondent Absence
		6= Others (to be precised)
S1Q12	Assessment of survey quality	_
5	1= Very good	2=Good
	3=Average	4=Bad
	5=Very bad	

Section 2 : Inventory and operation of public schools				
Teaching order	S2Q01: In the municipality, does the 'order of education' exist in secondary education? 1=Yes 2=No If S2Q06=2 go to the following order	S2Q02 : How many government secondary schools does the municipality have	S2Q03 : How many government secondary schools are non-operational	S2Q04 : How many government secondary schools have classrooms in permanent materials in the "teaching order"?

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