

REPUBLIQUE DU CAMEROUN

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*Paix – Travail – Patrie*

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MINISTERE DE  
DECENTRALISATION ET  
DEVELOPPEMENT LOCALE

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REGION DE NORD OUEST

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DEPARTEMENT DU  
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COMMUNE DE NDOP



REPUBLIC OF CAMEROON

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MINISTRY OF  
DECENTRALISATION AND  
LOCAL DEVELOPMENT

\*\*\*\*\*

NORTH WEST REGION

\*\*\*\*\*

NGOKETUNGIA DIVISION

\*\*\*\*\*

NDOP COUNCIL

## ***Citizen Report Card mechanism (SCORECARD)***

### ***Assessment of public services in the sectors of water, health, education, and council services within the Ndop Council***



## **REPORT OF THE STUDY**

**With the Technical and financial support of the National Community Driven Development Program (PNDD) in collaboration with the National Institute of Statistics (NIS)**

**Realized by: Community Initiative for Sustainable Development (COMINSUD)**



**COMINSUD**  
Community Initiative  
for Sustainable Development



**May 2018**

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## **LIST OF ABBREVIATIONS**

<b>CRCM/SCORECARD:</b>	Citizen Control Reporting Card Mechanism
<b>CDO:</b>	Council Development Officer
<b>CFO:</b>	Council Financial Officer
<b>CDP:</b>	Council Development Plan
<b>CID:</b>	Council Institutional Diagnosis
<b>DD:</b>	Divisional Delegate
<b>COMINSUD:</b>	Community Initiatives for Sustainable Development
<b>DMO:</b>	District Medical Officer
<b>DO:</b>	Divisional Officer
<b>FEICOM:</b>	Council Support Fund for Mutual Assistance
<b>GESP:</b>	Growth and Employment Strategy Paper
<b>GHS:</b>	Government High School
<b>GPS:</b>	Geographic Positioning System
<b>GS:</b>	Government School
<b>GSS:</b>	Government Secondary School
<b>GTC:</b>	Government Technical College
<b>LSO:</b>	Local Support Organization
<b>MINEE:</b>	Ministry of Water and Energy
<b>MINEPAT:</b>	Ministry of Economy, Planning and Regional Development
<b>PIB:</b>	Public Investment Budget
<b>PNDP:</b>	National Community Driven Development Program
<b>PVC:</b>	Positive Vision Cameroon
<b>NIS:</b>	National Institute of Statistic
<b>SDO:</b>	Senior Divisional Officer
<b>SSI:</b>	Semi Structured Interviews
<b>VDC:</b>	Village Development Committee
<b>CSPPro</b>	Census and Survey Processing System
<b>SPSS</b>	statistical package for social science
<b>EA</b>	Enumeration area
<b>PTA</b>	Parent Teaching Association
<b>COMINSUD</b>	Community Initiative for sustainable development

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## PREFACE

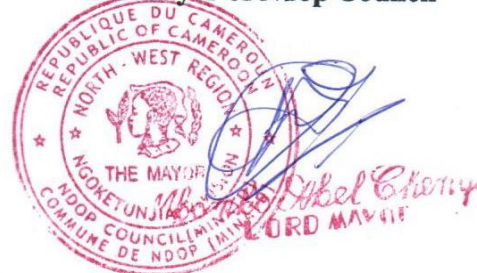
Inclusive development with full community participation is the key propeller of economic growth especially in poor resource settings like the Ndop municipality. For this to be achieved a good number of initiatives must be combined with periodic follow up and a feedback mechanism. The Ndop council and other stakeholders responsible for the provision of basic services (Water, health, education and council services) have to an extent worked relentlessly in the provision of these services of which we still acknowledge some shortcomings in achieving results. The Citizen Control Mechanism for public action (Scorecard) is an initiative that has strengthened our understanding of the basic needs of our population, their perception on the delivery of our services and a way forward in achieving the expectations of our population.

The priority sectors chosen within this study are key sectors and inevitable human needs that determine human existence and may even lead to abject poverty if provision is impaired. Poverty itself is a main stumbling block for poverty reduction. Nevertheless, as the council is willing to ameliorate the expectations of the population, budgetary cuts and limited resources is still a challenge. International development assistance has become more and more limited to countries with good governance, which means that people living in countries where the government is neglecting the poor will not qualify for aid programs directed towards the public sector.

The responsibility of the provision of the above basic needs do not only lie in the hands of the council and other sector ministries but are also determined by peoples attitude and willingness to contribute to the change, which it is strongly believe that local solutions have a bigger role to play in meeting up with some of the expectations advanced by households on the use of public services. The Scorecard in our council should be regarded as a tool and reference document in Planning, implementation, monitoring and evaluation of projects focused in the sectors addressed.

This study has been able to indiscriminately get the perception of households on the use of public services in the sector of water, health, education and council services. Indicators focused on availability of services, proximity, accessibility and affordability. On the other hand the conclusion and recommendations presented by this document are concrete, realistic and quite credible. I find the analysis of the perception of the households convincing thus a big call for concern. In development everything should be understood as community specific and the communities in different regions and countries will differ much. That is not only due to differences in geography, ecology, water scarcity in physical terms or land use systems. Amongst communities also traditions will differ, perceptions of sustainability, gender roles, views concerning the relation between insiders and outsiders in a community, power relations amongst insiders, and procedures of conflict management. For this reason it would be very useful to have many more studies of this kind and to compare their findings. The Scorecard has shown a good understanding of basic development issues and a commitment to the well being of people at the grassroots. We hope that this study will be followed up by many other stakeholders.

**The Mayor of Ndop Council**



## **EXECUTIVE SUMMARY**

The decentralization law of 22<sup>nd</sup> July, 2004 transfers powers to local councils who have the responsibility to initiate development in their councils. For this to be effective, the Cameroon vision 2035 was developed aimed at making Cameroon an emerging nation by 2035. The Growth and Employment Strategy Paper (GESP) was designed as a document that will guide the government to achieve this objective. For this to be effective, the government, through the decentralisation process has transferred many powers and competences to local councils who are expected to now spearhead their own development. This bottom-to-top approach to development will enable grassroots population to be fully involved in the development of their communities by identifying problems, translate them into micro projects and actively take part in resource mobilisation and implementation of such projects. Such micro projects will be implemented with respect to the perception of the citizens. The Citizen Control Reporting Card Mechanism (SCORECARD) is a document that translates the perception (vision, objectives, needs, challenges, and assessment of actions) of the people that a council wants to take within a given period.

The government of Cameroon came up with 28 sectors each with a strategic vision that if arrived at will plunge the country to emergence by 2035. Government will through these sectors, transfer powers and resources to local councils who will then be responsible for the management of the resources and implementation of projects. Priority social sectors have been selected, sectors that the government knows will directly impact on the lives of Cameroonians of all spheres of life, thus improving on their socio economic situation.

The main strategy of making development community-driven is to make sure that all actors fully participate at the various levels. The citizen control mechanism has been put in place to facilitate community ownership of development projects. The citizen control mechanism for public action is a appraisal tool which questions the level of satisfaction of the beneficiary population on the use of basic public services (water, health, education and council services) in the Ndop Municipality.

The National Community Driven Development Program (PNDP) which is a tool put in place by the Government with the help of its technical and financial partners in a bid to improve on the living conditions of the population and to propel the decentralization process in its third phase has as objective to reinforce the management of local public funds as well as the development participatory process within the councils, so as to guarantee sustainable and quality infrastructure as well as socio-economic services.

In order to attain these objectives, a perception study was conducted which follows a pilot study conducted in 2011 within the Kumbo municipality. Collection and analysis of data for this survey was with the technical support and supervision of the National institute of Statistics (NIS). The data for this survey was collected by trained enumerators under strict supervision with the use of questionnaires and analysed using CS pro and SPSS.

According to the study, a greater population of the Ndop municipality have access to portable water with about 25% of users reporting its bad quality (either having odour, taste or colour). Looking at the council area and issues surrounding water services, about 58% of the population of Ndop have access to portable water of which 25% of users perceive that the quality of this water is bad (have taste, odour or colour). In Ndop council, 60% of the population declares that the amount of money paid for water is reasonable meaning the amount is neither high nor low but just enough. About 38% of the population declare the amount is high while less than 5% declares, it insignificant. Water is available to half the population on a daily basis with  $\frac{3}{4}$  of the population spending less than 15 minutes to fetch water. Management and repair of water systems is mostly in the hands of water management committees. A bigger need expressed by users amongst others is the need for more water point to be added within the municipality.

Health care services which is another basic need was appreciated during the study with key health units used by the population being integrated health centers (IHC), CMAs or hospitals and Private health centers with majority of top management staff being nurses. IHCs are the most used and closer to the population than the other health units. Users seeking health care services move for over 30 minutes to access health care. Even though these health units have hospitalization halls and rooms majority are still not well equipped. Some of the key concerns expressed by users include; Far distances to access health services, default of staff and insufficient drugs amongst others.

Generally looking at the educational services, about 98% of villages in Ndop municipality have at least a Nursery and a Primary school with about 25% not having secondary schools. This thus implies that basic educational services are closer to the population than secondary but the cost of education still seem high from populations perception.

Looking at the council and the services it offers at the council chambers to the Ndop population, three key services were identified as most demanded: demand for birth certificates, certification of official documents and request for information from the council. The council used more time to delivery these services notwithstanding, about 72% Of the population who demanded services from the council were satisfied with the services offered. There is still need for the council to improve on its communication to the public and involve the population in decision making.

A proposed action plan to combat the challenges of these key sectors has been put in place which will be elaborated upon during the restitution of the results of the studies to the stakeholders.

The Citizen Control Mechanism for Public action in Ndop presents major axes of development for the council area while taking into consideration Cameroon's vision 2035. It focuses on priorities the population perception on basic social sectors such as Water, Health, Education, and Council Services. The challenges, needs and proposed solutions of the people living in this area in terms of Water, Health, Education and Council Services; was clearly reported by the people themselves. This promotes decentralization and involvement of the citizen in decision making at the council level.

## GENERAL INTRODUCTION

The National Community Driven Development Program (PNDP) is a tool put in place by the Government with the help of its technical and financial partners in a bid to support local development and support councils in the decentralization process.

After the first two phases, which were considered satisfactory, the government instituted the third phase known as the consolidation phase.

The Development objective of this third phase was to reinforce the management of local public funds as well as the participatory development process within the councils, so as to guarantee sustainable and quality infrastructure as well as socio-economic services.

This 3<sup>rd</sup> phase witnessed the following innovations:

- Extension of the PNDP activities to 34 urban councils;
- The putting in place of two baskets (equity and performance) for the funding of micro projects;
- Intensifying citizens' engagements through the mechanism for the management of complaints;
- The implementation of the citizens control mechanism for public action (SCORECARD)

Amongst the different expectations of the 3<sup>rd</sup> phase of PNDP program, one of the targeted result indicators is “the number of councils which have put in place an operational mechanism for citizen control and access to information.”

To attain this target result, the “Citizenship reporting card mechanism for public action” (SCORECARD) was conducted.

Community Initiative for sustainable Development (COMINSUD) a local support Organization (LSO) was selected to implement the Citizen Control Reporting Mechanism (CCRM) project for 07 councils (Ndop, Ndu, Oku, Nkambe, Ndop, Balikumbat and Kumbo) that make up Zone 12 of the Project. Based on her long-term experience in promoting Local Economic development in Cameroon and with the multi- disciplinary team of experts put in place, the assignment was successfully carried out within these 07 councils from September- December 2017. This was done under the close supervision of PNDP-NW. The results of the survey for Ndop council will be presented and critically analyzed in this report.

# **CHAPTER 1**

## **FRAMEWORK OF DECENTRALISATION AND LOCAL DEVELOPMENT IN CAMEROON**

### **1.1 Legal Framework of Decentralisation in Cameroon**

In Cameroon, decentralization constitutes the legal, institutional and financial means through which regional and local authorities operate to foster local development with the active involvement of the population. Through the devolution of powers to local entities, local development could be enhanced and a contribution made to the fight against poverty.

Decentralization is based notably on the Constitution embodied in Law No. 96/06 of 18 January 1996. On the strength of the provisions of article 55 of the said constitution, ‘decentralized local entities of the Republic shall be regions and councils. Decentralized local authorities shall be legal entities recognized by public law. The legislative body of regional and local authorities and their executives are responsible for promoting the economic, social, health, educational, cultural and sports development of such local councils, based on a role distribution principle established by the law.

According to section two (2) of the general provisions of LAW No 2004/017 OF 22 JULY 2004 on the orientation of Decentralisation, Decentralization shall consist of devolution by the state of special powers and appropriate resource to regional and local authorities. Decentralization shall constitute the basic driving force for promotion of development, democracy and good governance at local level. The objectives of the SCORECARD are very much in line with this law.

The government has gone ahead to enact laws in favour of the vision. Law No 2004/017 of 22 July 2004 fixes the general rules and regulations on decentralization and equally agrees that decentralization is principally the fundamental axis to promote development, democracy, and good governance at the local level. Art. 3 of this law states that the council has a general mission which is local development and the improvement of the living conditions of its inhabitants

### **1.2 Promotion of Local Development**

Local Economic Development (LED) is the process by which public, business, and Non-Governmental partners work collectively to create better conditions for economic growth and development. The aim of this is to improve the quality of life for all. In this respect, collective projects are organized and supervised by the council since it is its duty to promote the economic, social, health, educational, cultural and sports development of the Council Area. This duty is bestowed upon all councils by Law N0 2004/018 of 22 July 2004. According to sections 15, 16, &17 of this law; councils have the power to foster development in the following ways:

- Developing local agricultural, pastoral, handicraft, fishing and farming activities.
- Development of local tourist attractions.
- Building, equipment, management and maintenance of markets, bus stations and slaughter houses.
- Protection of underground surface and water resources.
- Constructing and maintaining unclassified rural roads.
- Contributing to the electrification of areas inhabited by the poor.

Like in most rural areas of Cameroon, the main occupation of the population of Ndop is agriculture. From farming and livestock activities, they are able to take care of the basic consumable needs of the household while surpluses are sold. The money is used for the education of children and to procure manufactured goods as well as provide shelter for their families. Incomes of household heads range from less than 10,000 FCFA to more than 100,000 FCFA monthly. The low level of household incomes partly accounts for poor living conditions of the inhabitants. Ndop council promotes the local economic development by ensuring that all communities have access to basic social facilities. This is illustrated in the table 1.

**Table 1:** Contribution of the council to Local Economic Development

<b>Sector</b>	<b>Activities of the inhabitants</b>	<b>Support provided by the Council</b>
Education	Opening of lay private schools	Provision of PTA teachers Provision of didactic materials to schools Provision of scholarships to poor and needy
Health	Vaccinations, consultations, medicine stores management,	Provision of mutual health schemes to the council area, provision of health equipment to the health units
Water and Energy	Building of tanks, Boreholes, Wells, rural electrification	Protection of water sources, Training of water management committees Planting of water friendly trees Extension of potable water and electricity to communities
Trade	Marketing of products	Ensure security of goods Provision of market spaces Facilitation of loan schemes
Agriculture	Farming, crop production	Promote sale of products through annual agricultural shows

	Rice production, fishing, Wood extraction	Provision of farm inputs to farmers every season. Provision of storage facilities Opening of farm to market roads
Governance	Civil registration Elaboration of council development planning process, Promotion of sporting activities	Assisting the vulnerable to establish birth certificates, Sponsoring sporting activities at council level, Provision of holiday jobs to students, Employment of inhabitants to execute temporal projects of the council
Environment and Nature protection	Tree planting campaigns for environmental protection	Provision of trash cans, Provision of public toilet facilities, Creation of dump sites, Provision of trees to fight land degradation environmental management campaigns

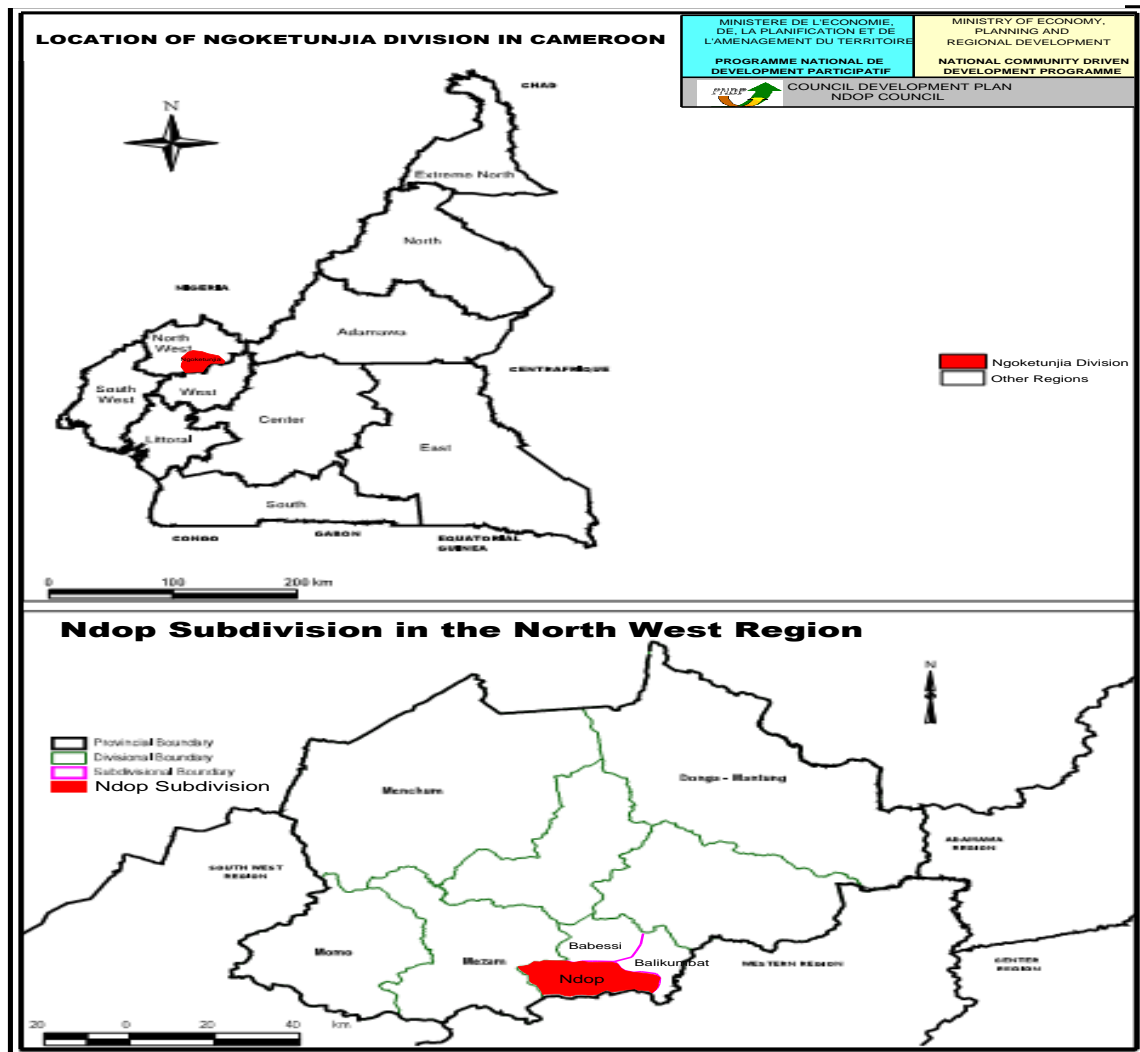
## 1.3 Brief presentation of Ndop Council

### 1.3.1. Location of the Council Area

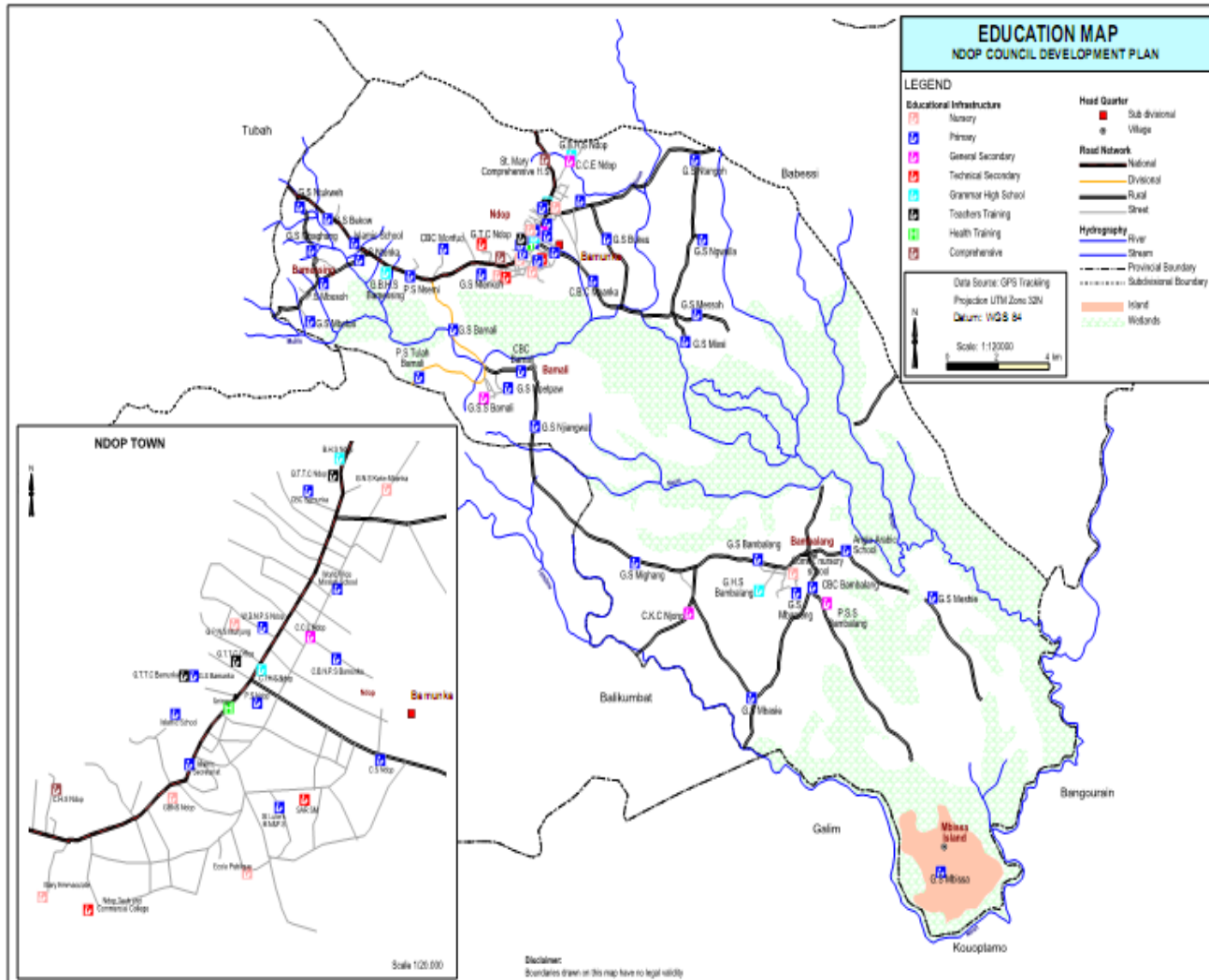
Ndop council is one of the four councils of the Ngoketunjia Division of the North West Region. It is about 30km from Bamenda, the Region headquarter of the North West Region, along the Bamenda Kumbo stretch of the ring road. It is bounded to the North by Babessi council East by Balikumbat Sub division, to the West by Tubah council and to the South by the Noun division of the West Region.



**Map 1 : Map of Ndop Council Areas relative to the Cameroon and the North West Region**



**Map 2:** Map of Ndot Municipality



### 1.3.2. Constituent Villages and Quarters of Ndot Council

Ndot council is made up of 4 main Fondoms with a total of 71 quarters distributed as follows

The table below shows the constituent villages and quarters of the Ndot municipality

**Table 2:** Constituent villages and Quarter of Ndot Council

N°	Village	Number of Quarters
1	Bamunka	09
2.	Bambalang	23
3	Bamessing (Nsei)	21
4	Bamali	18

### 1.3.3. Population Analysis of the 4 the villages

According to the administrative accounts of the council, the population of the Ndop municipality stands at 80 342 inhabitants. From the 1987 census, the population of the constituent villages is projected on a 2.8% National growth rate in table below

**Table 3:** Projection of population per village of the Municipality

Locality	1987			2007			2012		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
NDOP									
URBAN	7339	6804	14143	12750	11820	24570	14637	13570	28207
BAMBALANG	5254	5948	11202	9128	10333	19461	10479	11863	22342
BAMALI	2569	2997	5566	4463	5207	9670	5124	5977	11101
BAMESSING	4771	5445	10216	8288	9459	17747	9516	10860	20376
BAMUNKA	2887	2969	5856	5015	5158	10173	5758	5922	11680
<b>TOTAL</b>	22820	24163	46983	39644	41977	81621	45514	48192	93706
<b>Percentage</b>	48.6	51.4		48.6	51.4		48.6	51.4	

### 1.3.4. Ethnic Groups in the Municipality

The inhabitants of the constituent villages of Ndop Municipality are from the great Tikari tribe which is the origin of most villages in the grass field areas of the Northwest Region. There are principally four clans in the municipality that correspond to the four villages of the council. These clans are; the Mbaw Yakum now known as Bambalang who migrated from Tikari around Adamawa; the Nsei clan, mostly known as Bamessing, is also of the Tikari ethnic group. They migrated from Refoum in the Adamawa Region in the 14th century at the close of the Kotoko Empire, which marked the end the Empire of Western Sudan; the Bamali clan who are descendants of a group of seven people who migrated from a place called Ndoupeh near Fomban in the Noun Division of the West Region; the Bamunka people who originated from Ndobu around Fomban. Other ethnic groups include a strong Hausa population who are spread in the four villages of Bamunka, Bamessing, Bamali and Bambalang and the Mbororo who are mainly cattle breeders living up the hills. A Large population of the mbororos are found in Bamessing, and Bamunka which are closer to the hills which enable them to carry out their livelihood activity of cattle rearing. These Hausas and Mbororos do not live in separate communities in the villages. They spread out and integrated in the various village communities.

### 1.3.5. Historical Profile of the council

Ndop council enjoys the privilege to have been the headquarters of the South Eastern Federation of Native Authorities created by the local administration in 1940. The territory of the South Western Federation included the areas covered by Nkwen, Bafut and Nso. In 1960 the SEF territory was

divided into two with the Nso Native Authority cut out of it and in 1961, the Bafut-Ndop Area Council was created. The present Ndop council was created, alongside the councils of Babessi, Balikumbat by Presidential decree that created the Ngokentunjia Division out of Ngokentunjia Division Eventually, Bafut and Tubah were taken away and the territory now known as Ngokentunjia Division

### 1.3.6. Main Potentials and Resources of the council

Table 4 shows the main potentials and resources of the Ndop council area.

**Table 4 : Main Potentials and Resources of the Council**

S/N	Resource	Assets	Potentials	Constraints
1	Climate	Tropical climate with a long wet season and short dry season and moderate temperature.	Good temperature and moisture that favours the farming of a variety of crops.	<ul style="list-style-type: none"> <li>Seasonal roads, especially farm-to- roads which render evacuation of farm products difficult.</li> <li>Tropical temperature favour the breeding of mosquitoes which is a serious public health problem in the area</li> </ul>
2	Soils	<ul style="list-style-type: none"> <li>Fertile alluvial soils in all the constituent villages of the municipality.</li> <li>Clay soils mainly of Bamessing.</li> <li>Laterite soils</li> </ul>	<ul style="list-style-type: none"> <li>Fertile soils favour the cultivation of a variety of crops ranging from vegetables, rice, corn, beans etc.</li> <li>Clay soils are the main raw material for pottery activities.</li> <li>Laterite soil used for road maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Soil destruction due to application of artificial methods of soil fertilization.</li> <li>Soil erosion due to slash burning and over grazing the top soil.</li> </ul>
3	Relief	Low lying with gentle slopes. However Bamessing and Bamunka are flank to the South by the Sabga Hill.	Low water table providing a good area of wetlands that favours cultivation of crops like rice. The Sabga hill is a major water catchment for the municipality is host to a quarry and a salt pit	<ul style="list-style-type: none"> <li>Construction of farm to market road is difficult with difficult drainage.</li> <li>Floods especially in the Bambalang and Bamunka villages.</li> <li>Bush fires</li> </ul>
4	Hydrology	<ul style="list-style-type: none"> <li>Good supply of river network with source from the nearby Sabga hill.</li> <li>Bamenjim</li> </ul>	<ul style="list-style-type: none"> <li>Provision of water for human, animal and farm uses.</li> <li>Water catchment construction.</li> <li>Fishing activities in</li> </ul>	<ul style="list-style-type: none"> <li>Breeding of mosquitoes in the waters around the lake and the irrigation areas.</li> </ul>

S/N	Resource	Assets	Potentials	Constraints
		artificial lake.	the rivers and artificial lake.	
5	Vegetation	<ul style="list-style-type: none"> <li>• Sacred forest.</li> <li>• Grasslands vegetable</li> </ul>	<ul style="list-style-type: none"> <li>• supply of medicinal plants.</li> <li>• touristic sites</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural limitations to these sites.</li> <li>• Bush fires during the dry season on the hills.</li> </ul>

## **CHAPTER 2**

### **METHODOLOGICAL FRAMEWORK OF THE SCORE CARD STUDY**

This chapter presents the context and the methodology implemented during the realization of the SCORECARD survey in the North West Region. The chapter is composed of the following six sections: the objectives of the survey, the constitution of the sample, the distribution of the sample, the collection tools, the training of the data collection agents and the collection of the data, the computerisation (through data entry) and the exploitation the data collected data.

#### **2.1 Context of the Study**

PNDP, in implementing activities to promote community development, has developed numerous strategies to reach out to the bottom stakeholders. The main strategy of making development to be community-driven is to make sure that all actors fully participate at the various levels. The citizen control mechanism is put in place to facilitate community ownership of development projects.

This was done in the form of beneficiary questioning and perceptions about the projects implemented in priority sectors for the past years. It was realised that individuals would present the true picture of how the councils as well as some service departments have been trying to promote local economic development. Through this study, the respondents would have to propose immediate actions that will be put in place to sustain local economic development in their respective communities, which will be the best way of achieving effective decentralisation in Cameroon as a whole.

#### **2.2 Objectives of the Study**

The global objective of this study was to capture the populations' perceptions about their level of satisfaction with public service delivery in the targeted sectors to promote good governance at the local level, ensuring increase efficiency in public action. This means ensuring that best public services are offered, public policies are well conceived and designed and provisions are made to ensure that the voice of the vulnerable and marginalized population is heard.

In a specific way, the program had to accompany the council in achieving the following word is missing here:

- Appreciate the population's perception on public services in the targeted sectors (Water, health, and education as well as council services).
- Build the capacities of councils, enabling them to capitalize on the lessons learnt and effect changes, following the results of the operation.
- Empower councils and local development actors with the capacity to replicate this operation after successive periods.

The different steps for the realization of the citizen reporting card mechanism for public action are as follows:

- 1- Putting in place a supervision and the technical committee for the operation.
- 2- Launching workshop (Regional and Council levels) and negotiation of the involvement of stakeholders.
- 3- Recruitment and training of the surveyors
- 4- Collection and typing of data
- 5- Treatment and analysis of data.
- 6- Elaboration of reports.
- 7- Diffusion of information, lessons learnt and negotiation for changes.

Secondary data was also used for this study. This data was sourced from existing documents like the recent council development plan of Ndop.

## **2.3 Sampling methodology and collection of data**

### **2.3.1 Sampling method and Constitution of the sample**

The SCORECARD sample is designed to obtain estimates of household satisfaction indicators with respect to the following sectors at the level of the councils: Water, Health, Education and Council Services. In the North West Region (NWR), 15 councils were involved namely: Ndop, Tubah, Ndu, Nkambe, Kumbo, Ndop, Bafut, Wum, Mbengwi, Batibo, Fundong, Belo, Santa, Balikumbat and Oku.

The sampling frame used consists of the Enumeration Areas (EAs) <sup>1</sup>of the cartography of the Fourth Cameroonian Survey of (ECAM 4) and its Complementary Survey (EC-ECAM 4) carried out by the National Institute of Statistics (NIS). The SCORECARD sample is a stratified one drawn at two stages. The different strata are obtained by combining the 159 concerned councils for SCORECARD and their corresponding two strata of residence (semi-urban / urban, rural), which gives a total of 318 defined survey strata.

In the first sampling stage, 2,276 EAs (including 276 from the NWR) were drawn all over the national territory with a probability proportional to the number of households. In the second stage, a fixed number of households was selected in each of the EAs that were retained at first stage. This number ranged from 7 to 34 according to the EA sizes (in terms of number of households numbered during the ECAM or EC-ECAM 4 cartographies) in the NWR.

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<sup>1</sup>An EA is a portion of the territory bounded by visible details and in principle contains between 700 and 1,100 inhabitants, or between 140 and 220 households on average. For the purpose of the 3<sup>rd</sup> GPHC, the Cameroonian territory was divided into 17 800 ZD which constitute the basic units.

The national sample size of the SCORECARD survey is 49,600 households (of which are 4,802 households in the NWR) which is divided into about 320 households per council. A household in the context of SCORECARD is an ordinary household (as opposed to collective households such as boarding students, military barracks, long-term patients interned in hospitals, religious in convents/seminaries/monasteries/nunneries, prisoners, street children or children living in orphanages, etc.) residing in the national territory.

### **2.3.2 Distribution of the sample**

The 4,802 households sampled in the NWR were distributed among 276 sampled EAs. Out of the total sampled households and EAs in the Region, the Ndop council had 321 households distributed among 18 EAs. At the end of the conduct of the SCORECARD study, all EAs were covered and out of the 321 sampled households drawn from this council area 307 households were successfully identified and interviewed, giving a coverage rate of 95.6%.

### **2.3.3. Sample size and distribution of the sample**

The choice of the sample size of a household survey such as the SCORECARD survey is a compromise between what is required from the point of view of the accuracy of sampling and what is feasible from the point of view of practical application (e.g. budget, field and administrative persons, technical resources, quality control, time constraints, management, sustainability, etc.). The larger the sample size, the more accurate the survey estimates are and therefore the sampling errors are reduced. The SCORECARD survey targeted a representative sample of about 320 households. This survey was based on the same EAs as those selected during the Complementary Survey of the 4th Cameroon Household Survey (EC-ECAM 4) in 2016, which selected a maximum of 20 EAs per council. For this purpose, for municipalities that selected 20 EAs during EC-ECAM4, 16 households were selected by EAs to be interviewed within the framework of SCORECARD. For municipalities with less than 20 EAs, the sample of the about 320 households in the municipality was distributed proportionally to the EAs according to the number of numbered households per EA during the EC-ECAM4 survey.

### **2.3.4. Sample base and selection of clusters**

The drawing of the SCORECARD sample was based on that of the EC-ECAM4, which was based on the results of the last General Population and Housing Census in 2005 (3<sup>rd</sup> GPHC 2005) in Cameroon. The base for drawing the primary sampling unit for SCORECARD is the same as the base for drawing the primary sampling units for the EC-ECAM4 survey which resulted from a two-stage sampling. In the first stage of the EC-ECAM4 sampling, the census enumeration areas (EAs) constituted primary sampling units (PSUs) and were selected in each council using systematic drawing procedures with probabilities proportional to the sizes (PPS sampling with the size being the number of households per EA). The first stage of sampling was thus done by choosing the required number of enumeration areas



in the council. At the second stage, a fixed number of households was drawn according to the systematic sampling method with equal probabilities.

### 2.3.5. Selection of households

The household lists were prepared by the field enumeration teams for each enumeration area during EC-ECAM 4. Households were then numbered in a sequential order from 1 to n (where n is the total number of households in each enumeration area) at the offices of the National Institute of Statistics, where the selection of a fixed number of households in each enumeration area was conducted using systematic random selection procedures. The following table provides a breakdown of the number of EAs, sample households and households successfully interviewed by council in the North West Region.

**Table 5:** Distribution of the number of sampled EAs and households by council.

Council	Number of EAs			Number of households previewed in the sample	Number of households successfully interviewed	Coverage rate of households successfully interviewed (%)
	Urban/Semi-urban	Rural	Total			
Balikumbat	3	17	20	320	296	92.5
Ndop	6	14	20	320	290	90.6
Kumbo	19	0	19	321	278	86.6
Ndop	9	9	18	321	307	95.6
Ndu	4	16	20	320	279	87.2
Nkambe	5	15	20	320	306	95.6
Oku	6	12	18	320	311	97.2
<b>Total</b>	<b>52</b>	<b>83</b>	<b>135</b>	<b>2242</b>	<b>2067</b>	<b>92.2</b>

Source: SCORECARD, PNDP North West Region

### 2.3.6. Questionnaires and Manuals

The collection tool adapted from the first SCORECARD survey conducted in the pilot Councils in 2016 served as reference material. A questionnaire was thus developed with its instructions manual for the interviewers (see attached questionnaire).

This questionnaire, administered preferably to the household head or his / her spouse, or to any other adult (15 years or above) household member, included the following sections:

- Signage : Household identification
- Portable water
- Health
- Education
- Council services

### **2.3.7. Recruitment of interviewers, Training of interviewers and Fieldworks**

The recruitment of the interviewers was done by studying the application documents candidates who applied as field agents for the conduct of the interview. The call for candidacy for this activity was PNDP and was open to any Cameroonian of any sex, having at least a GCE Advanced Level Certificate or a Baccalaureate or any other equivalent diploma, and whose places of origin should be the council of interest he/she intends to work. The pre-selection of the interviewers took place at the concerned local councils by a mixed commission made up of the Mayor, the Civil Society Organizations (CSOs) and PNDP.

The training of the pre-selected candidates for the final selection of interviewers or controllers for the fieldworks was done in 12 days where by 4 groups of persons were trained for 3 days each in four different chosen centres:

- **Ndu training centre** : for the training of pre-selected candidates from the Nkambe, Ndu and Kumbo Councils,
- **Ndop training centre** : for the training of the pre-selected candidates from the Ndop, Ndop, Oku and Balikumbat Councils, and the

The training included presentations on interview techniques and the contents of the questionnaires; and simulations of interviews between the pre-selected interviewers to gain practice in the art of asking questions during an interview.

Towards the end of the training period, candidates spent time to practice simulated interviews in Pidgin-English, in English and in the various local languages spoken in the concerned councils. On the emphasis laid on field practice, a day was dedicated to this practical phase of the training in order to make the field agents confront the realities on the field.

The data was collected by 15 teams, with each team working in one of the 15 selected councils. In each council, a team was consisted of a council supervisor and 10 field agents (8 interviewers and 2 controllers) divided into two subgroups of 5 persons, with each subgroup headed by a controller. Each council had 7 days of field work for the data collection. The 7 days of field work for the Ndop council started on 8th of October 2017 and ended on 13th of October 2017.

For various reasons, several households sampled could not be interviewed during the normal collection period and consequently, a catch up organized for the location and interviewing of those temporarily absent households. This activity was done from the “26th of October, 2017 to the 27th of October 2017. The purpose of this activity was to improve on the success rate of responses from households.

### **2.3.8. Community sensitisation and awareness.**

The community sensitisation and awareness phase is a very important activity in an investigation. It is decisive for community membership in collection operations. During the data collection of the SCORECARD survey, it consisted of informing the administrative authorities (Senior Divisional

Officers, Divisional Officers) and the municipal, traditional and religious authorities of the collection process in their various constituencies. This sensitisation activity started at the council level with project launching workshops. Then, introduction letters issued by the administrative authorities were drawn up and the media were put to use for the reading and dissemination of these messages carried in the letters. It continued during data collection by the supervisors of the different municipalities.

### **2.3.9. Data processing**

Data entry and processing was done using the software version 6.3 of CS Pro. The agents selected for the data entry attended a 3-day training course to familiarise themselves with the operating tools (questionnaires, data entry application) of the SCORECARD survey. The actual entry started on December 4th, 2017 and ended on December 16th, 2017. In order to ensure quality control and to minimise typing errors, all the questionnaires were double-entered, and internal consistency checks were performed. The errors detected were systematically corrected.

Following the data treatment, the analysis tables were produced by the programs developed by the NIS as part of the SCORECARD survey according to the tabulation plan established by PNDP.

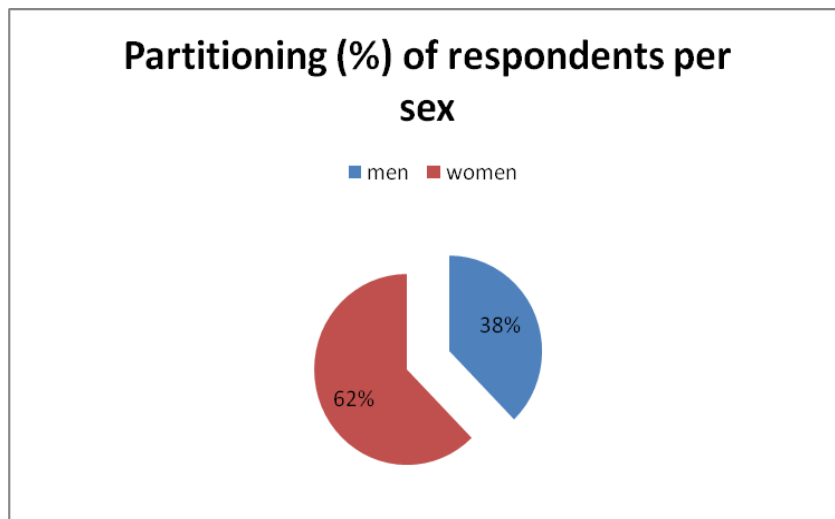
## **CHAPTER 3**

### **MAIN RESULTS OF THE SURVEY AND RECOMMENDATIONS FOR IMPROVEMENT**

Given the importance of the SCORECARD mechanism, whose strength and merit is derived from the expressed opinions of citizens in a bid to participate in their own development, this chapter is reserved for the presentation and analysis of data (opinion of citizens) collected from the field. Chapter three will therefore, be structured in to five subsections: presentation of the target population, water, health, education and council services.

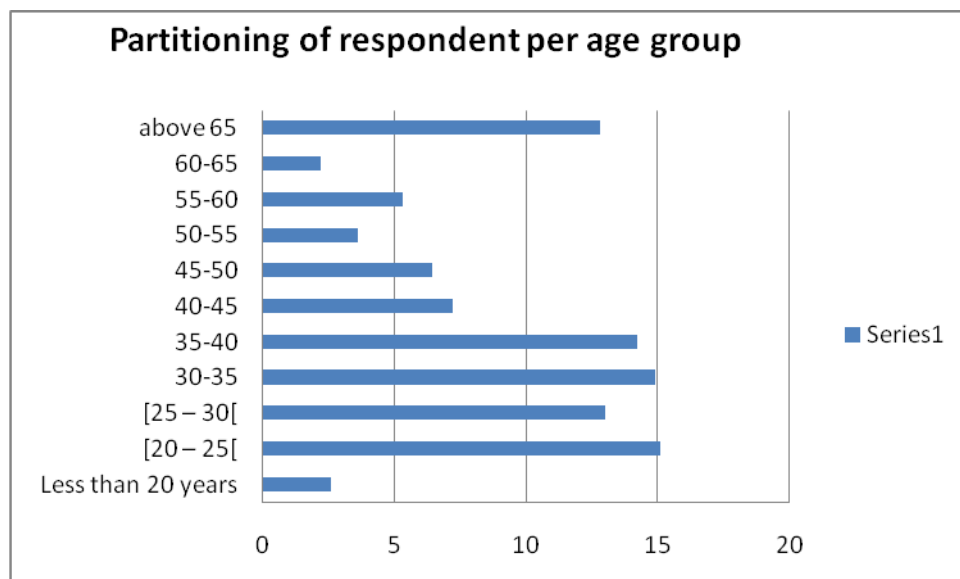
#### **3.1. BACKGROUND INFORMATION**

##### **3.1.1. Characteristics of respondents**



**Figure 1 : Partitioning (%) of the Ndop council population of respondents per sex**

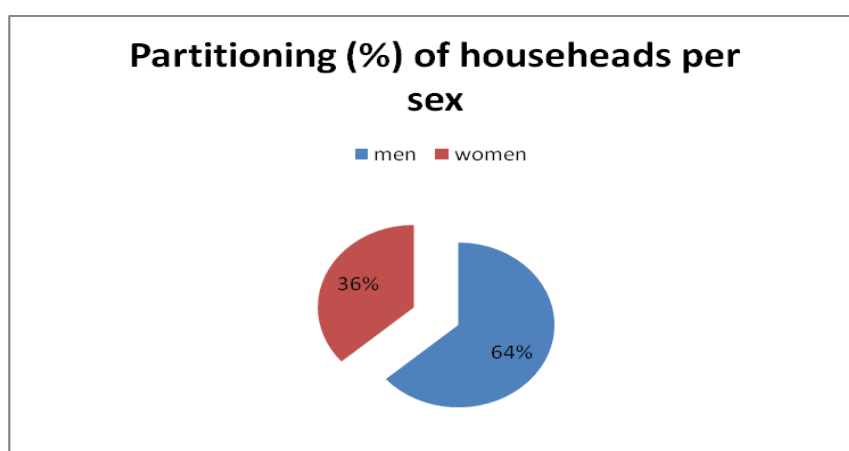
The population of male 38% and female 62% respondent were targeted for this survey in the Ndop council area and the figure above shows the majority of respondents reached during this study were females. It was declared that the population per sex in Ndop council had over 62% women and only 38% men.



**Figure 2 : Distribution (%) of the study population (respondents) per age group in Ndop council**

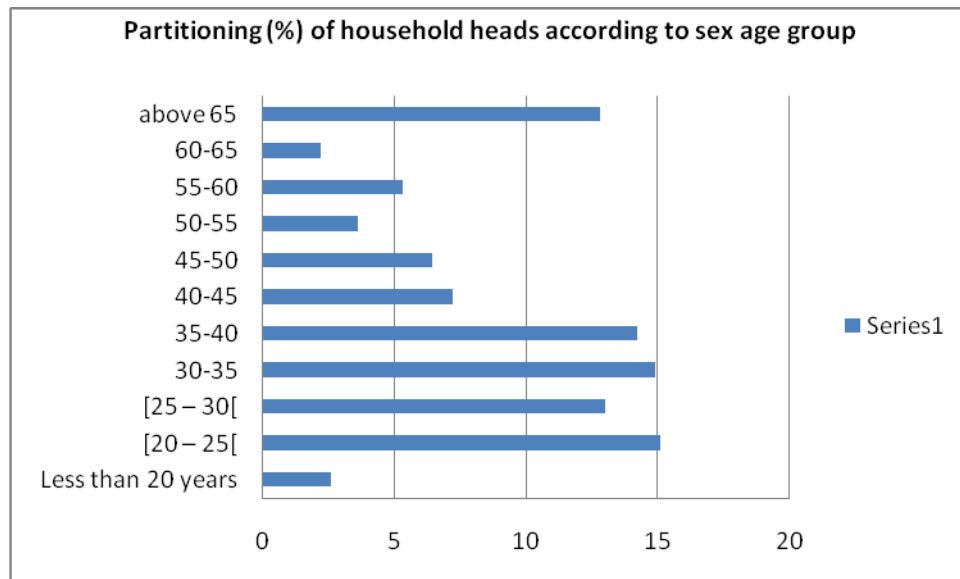
The partitioning of the Ndop council population per age group indicated that the larger number of people who responded to the questionnaires were between 20 -40 and above 65.

### 3.1.2. Characteristics of the household heads



**Figure 3: Distribution (%) of the Ndop council population of respondents per sex**

Male and female household heads, were targeted for this survey in the Ndop council area and the figure above shows the majority of household heads reached during this study. The partitioning of household heads per residence according to sex showed that the greater population was females 64% as compared to males 36%



**Figure 4: Distribution (%) of the study population (households) per age group in Ndop council**

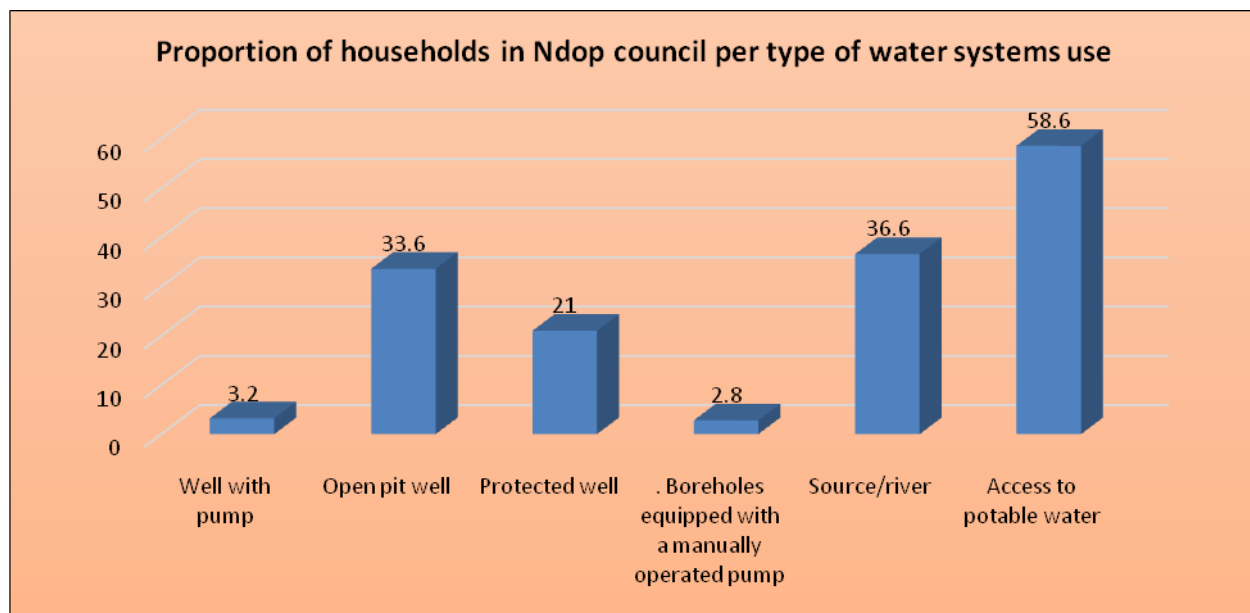
Just like the age group for respondent, that of household head reflected in a similar manner (i.e. the largest number of people who responded to the questionnaires were between 20 – 40years and above 65) indicating that almost everyone who answered the questionnaire were household heads. It is worth noting here that majority of respondents were family heads, giving a partial explanation for the high number of male participants.

### 3.2. WATER SECTOR

Water is one of the most vital natural resources for all life on Earth as the saying goes “that water is life”. The availability and quality of water always have played an important role in determining not only where people can live, but also their quality of life. In this chapter we would be presenting and analysing the responses of our target population with regards to the following areas: the availability, usage, cost, and quality of water.

#### 3.2.1 Availability and usage of water services

The availability of water has a direct relationship with usage. This is because where there is enough water; there is also a very high use of it.

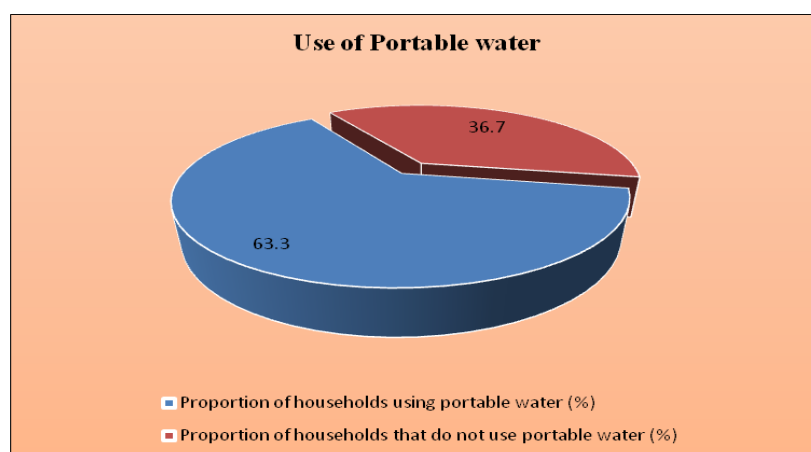


**Figure 5: Proportion (%) of households in Ndop council per type of water system available**

In Ndop council municipality, it was declared that 58.6% of the population depends on potable (public) water with 33% and 36% on open pit well and river respectively. Hence at the breakdown of potable water, the population consumes unsafe water sources (open pit well and river). From the household survey carried out, 58.6% of households indicated the availability of pipe born water as can be seen in table fig 5 above. Protected wells and open pit wells were the least used sources while only 2.8% of household indicated the use of boreholes with manual pumps.

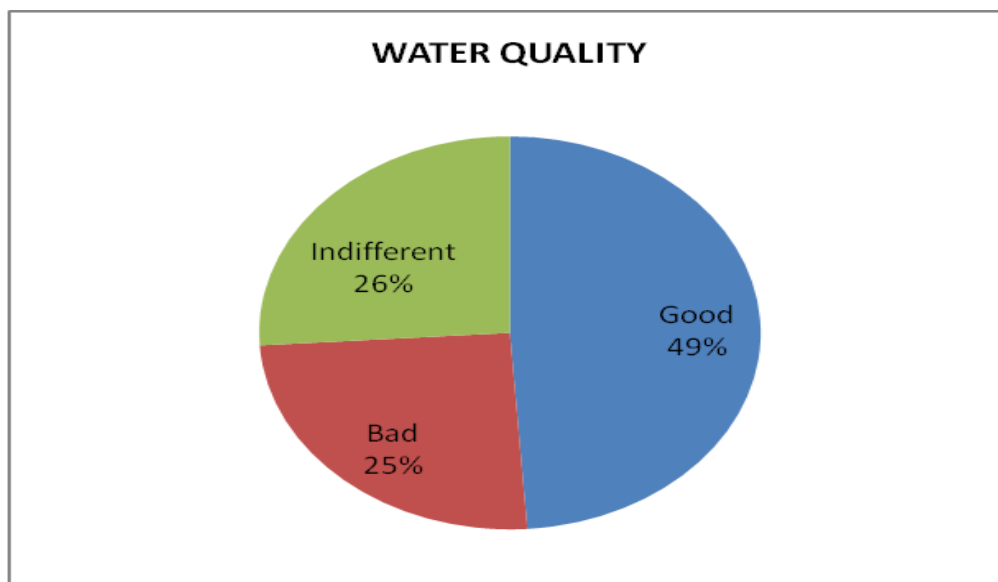
### 3.2.2. Main water supply scheme

This sub topic will give an elaborate picture of the various water sources and the population that uses it with the help of charts.



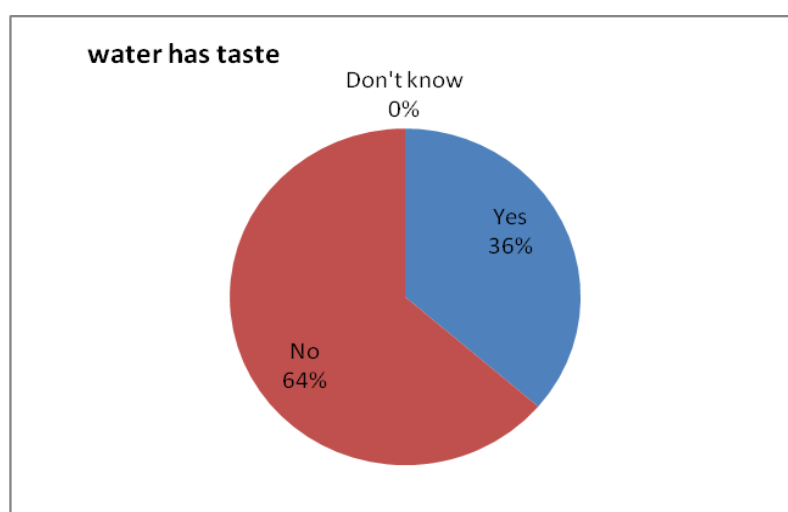
**Figure 6 : Partitioning of households in Ndop council per main source of water**

The survey declared that 63.3% of the council population uses potable water as compared to 36.7% who depend on other sources of water supply.



**Figure 7 : Proportion (%) of households in Ndop council per characteristics declared of the main water source used**

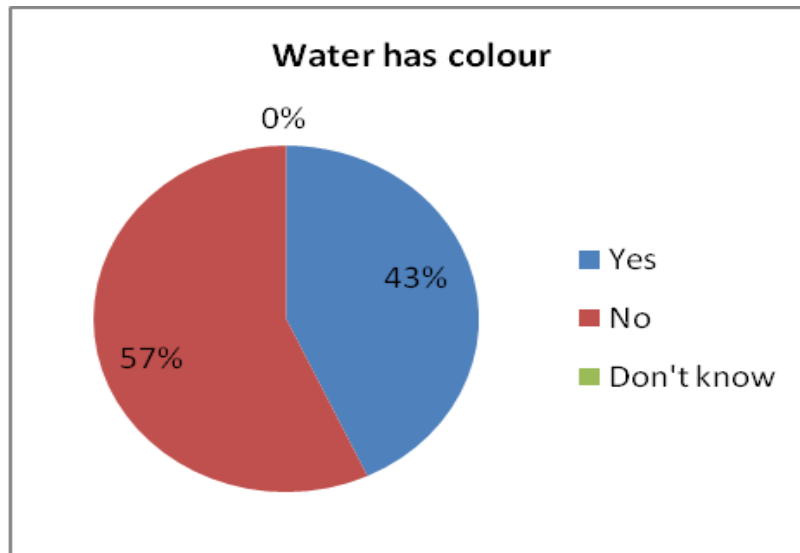
Figure9 illustrates the population's perception on the quality of water from the main sources use by them. 49% of households declared that the main source of water owned by a public entity have a good quality while 25% declare it to be bad and 26% were indifferent.



**Figure 8: Declarations of households about the taste of water**

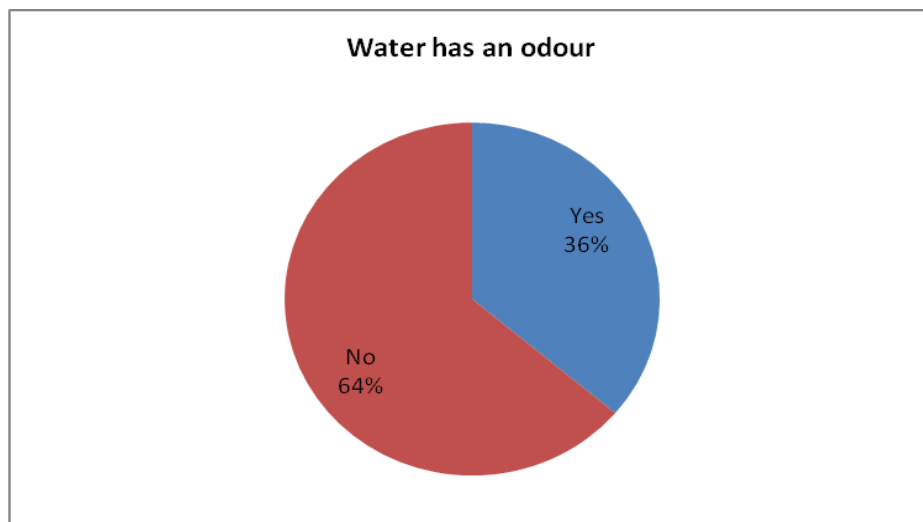
Regarding the taste of water, 64% of households declared that the main source of water owned by a public entity have no taste while 36% declare it to be tasteful.





**Figure 9: Declarations of households about the colour of water**

Regarding the colour of water, 57% of households declared that the main source of water owned by a public entity has no colour while 36% declared it to be colourful.

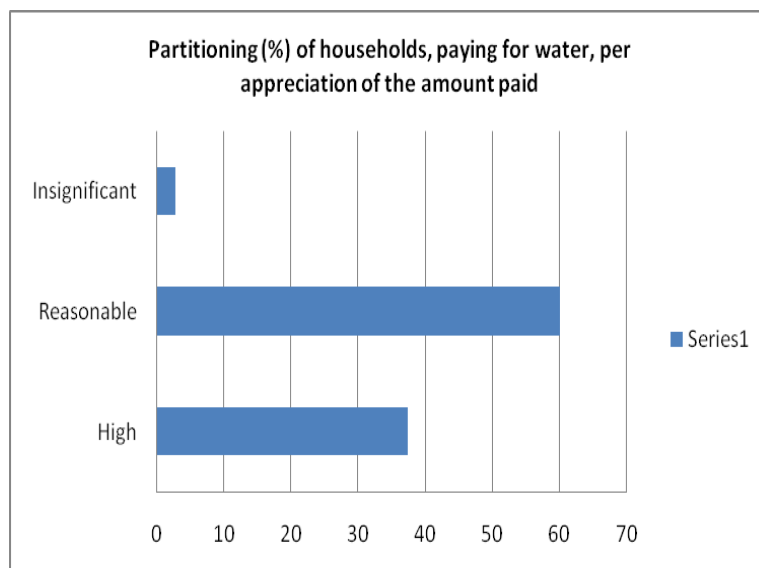


**Figure 10 : Declarations of households about the odour of water**

From the above figure it is clear that most households (36%) in Ndop consume unclean water and if they were to be infected from such water source, 1/3 of the population will suffer from infections due to water contamination.

### 3.2.3. Cost of water services

Another important aspect considered in this study was the cost of water in the area of study. Here we recorded the opinions of the target population in relation to whether or not they pay for water, if they do, what do they pay on average, as well as how they appreciate what they pay for water if at all they do.

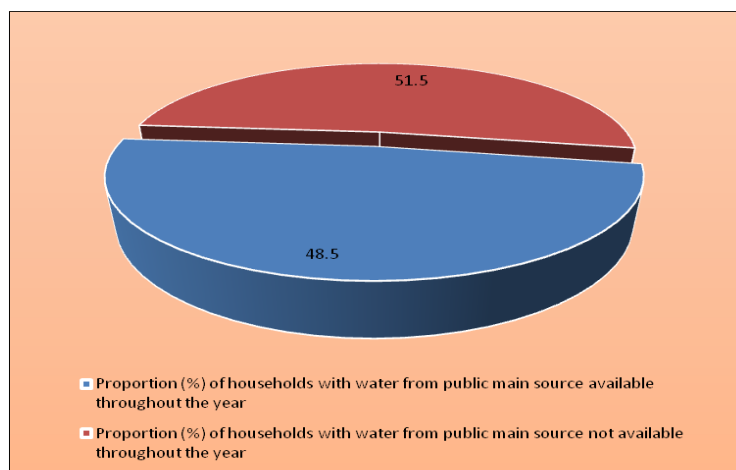


**Figure 11: Partitioning of households in Ndop council following their appreciation of the amount they pay for using the main source of public water**

In Ndop council, 60% of the population declares that the amount of money paid for water is reasonable meaning the amount is neither high nor low but just enough. About 38% of the population declare the amount is high while less than 5% declares, it insignificant.

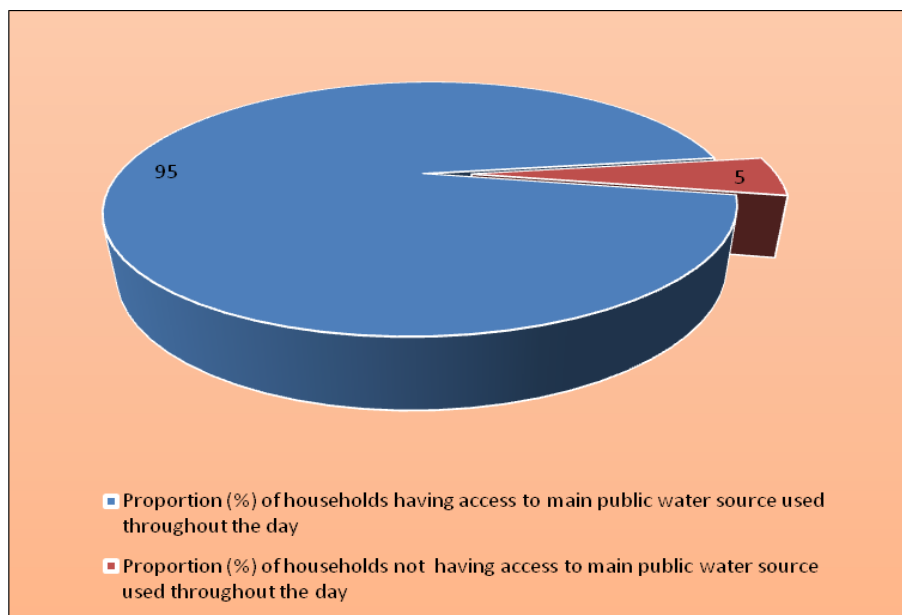
### 3.2.4. Appreciation of water services

The objective here was to see how the population appreciates water services in terms of daily and yearly availability, time taken for a round trip to get water, as well as their level of satisfaction with their current state.



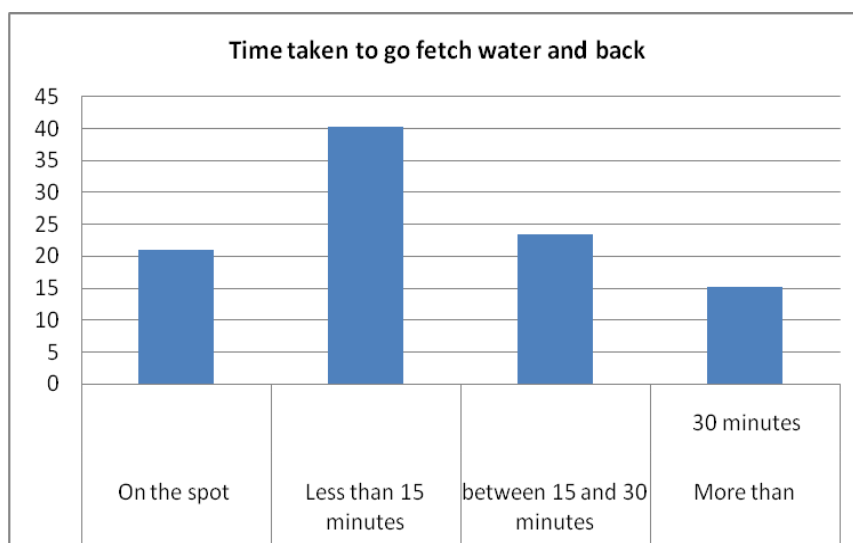
**Figure 12: Proportion (%) of households in Ndop council using a public main water source, with water available throughout the year following certain characteristics**

For the population using public main water source, 48.5% declares the water is available throughout the year while 51.5% declares water is not always available.



**Figure 13: Proportion (%) of households in Ndop council which have access to water from the public main source throughout the day following certain characteristics**

Out of the 48.5% of households who declare to have water, 95% of the population have access to public main water source throughout the day and only 5% do not have access throughout the day. This implies drinkable water is not actually a problem in the municipality hence instead of addressing water issues the resources can be channelled to another department.



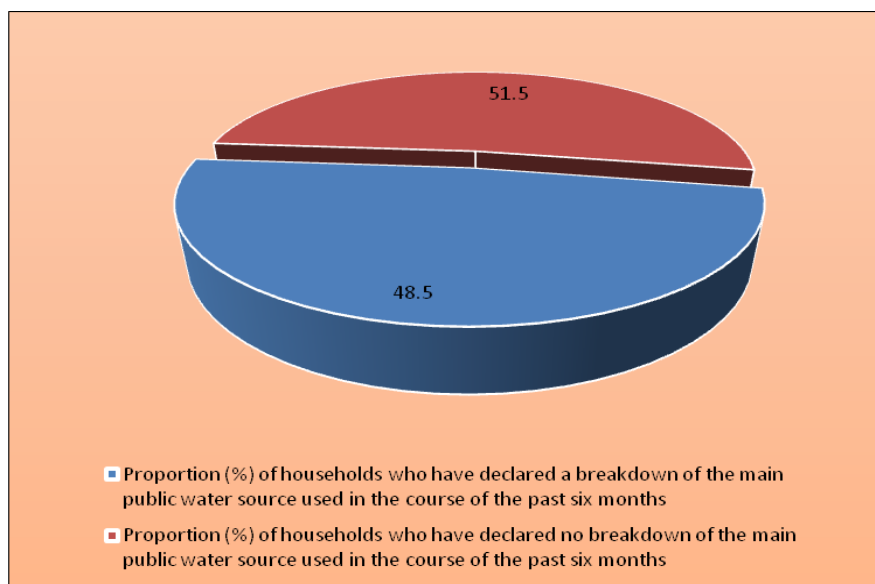
**Figure 14: Partitioning (%) of households per time taken to and from to fetch water in Ndop council.**

In Ndop council, 40% of households use less than 15 minutes to go fetch water, 23% of households use between 15 and 30 minutes, 22% carry water on the spot and other 15% go more than 30 minutes. A critical look on the time used to fetch water further confirms the above analysis of no water crisis in Ndop municipality.

### 3.2.5. Breakdown of the main public water source during the last six months

This portion of the work examines the time taken to repair the water supply source in case of any breaks down

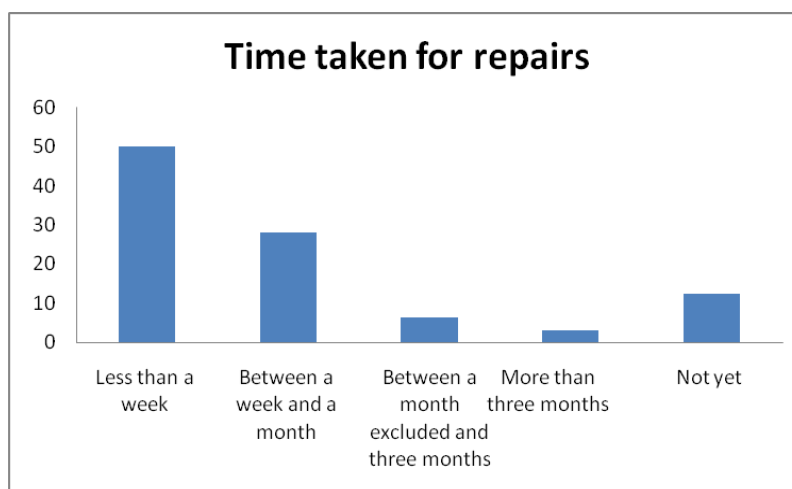
**Figure 15: Proportion (%) of households in Ndop council declaring a breakdown of the main public water source used in the course of the last six months**



*Source: SCORECARD survey, Ndop council Nov 2017*

Out of 100% of household respondents, 48.5% of households in Ndop council declared a breakdown of the main public water source used in the course of the last six months while 51.5% approved not to have breakdowns in their respective areas. An understanding of this can be that many communities in the council hardly have complaint in the water systems.

**Figure 16: Partitioning (%) of households declaring a breakdown per time taken to repair the main public water source broken-down in Ndop council**



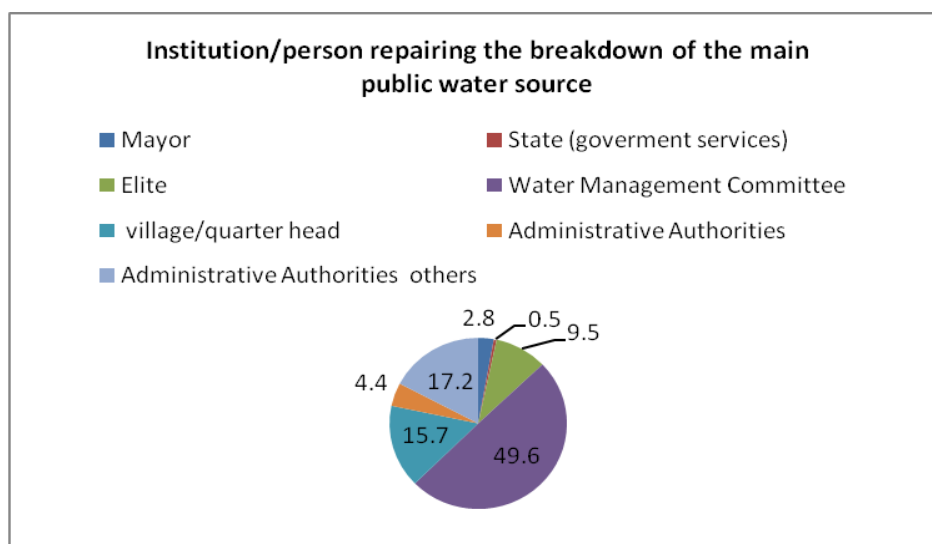
*Source: SCORECARD survey, Ndop council Nov 2017*

About 50% of households in Ndop council declared that they take less than a week to repair the main public water source break-down. 30% declares the repairs usually take more than a week whereas less than 10% approved repairs to be done only after a month or more.

### 3.2.6. Institution/person repairing the breakdown of the main public water source

This portion of the report looked at those who did repairs on the water supply system when it had a breakdown.

**Figure 17: Institution/person repairing the breakdown of the main public water source**



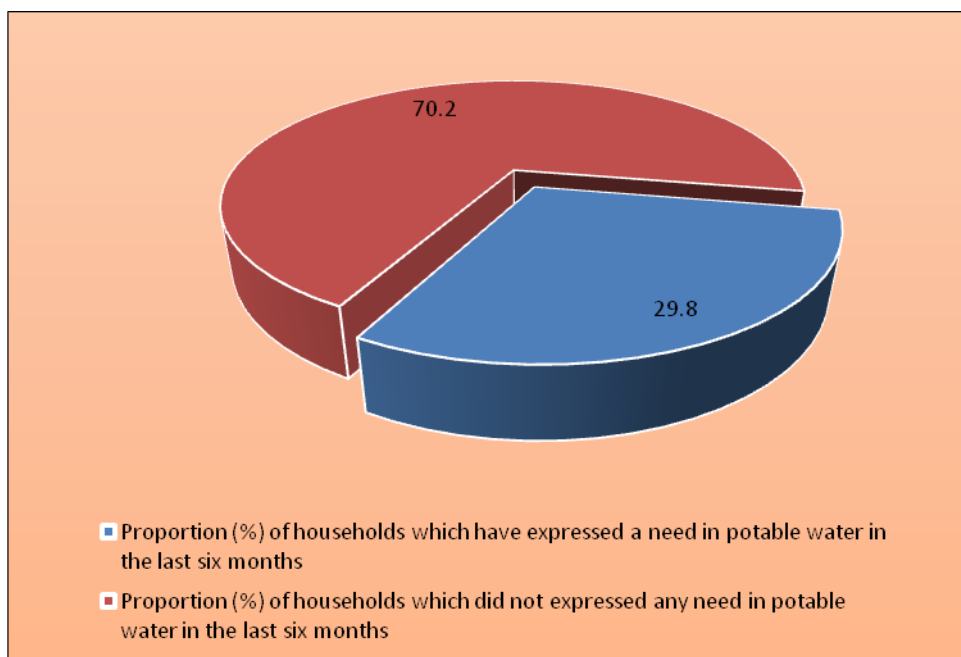
*Source: SCORECARD survey, Ndop council Nov 2017*

Most Public Water Supply Schemes are managed by a committee put in place by the community or authorities. Management also will include maintenance and repairs for the purpose of sustainability. The pie chart above represent the percentages of work done by various institutions that does work in repairing the breakdown of main water sources. For the households that declared their water source repaired, a majority of 49.6 % indicated that repairs were done by the water management committee while 15.7 % reported repairs by the village or quarter head. A minority of 17.2% indicated that repairs were done by the administrative authorities. From the above perception one can conclude that more than half of the water sources are managed by the locally that by water management committees and village or quarter head.

### 3.2.7. Need expressed in terms of water supply

This sub topic describes the percentage of those who have expressed a need for potable water in the last 6 months and their needs were met.

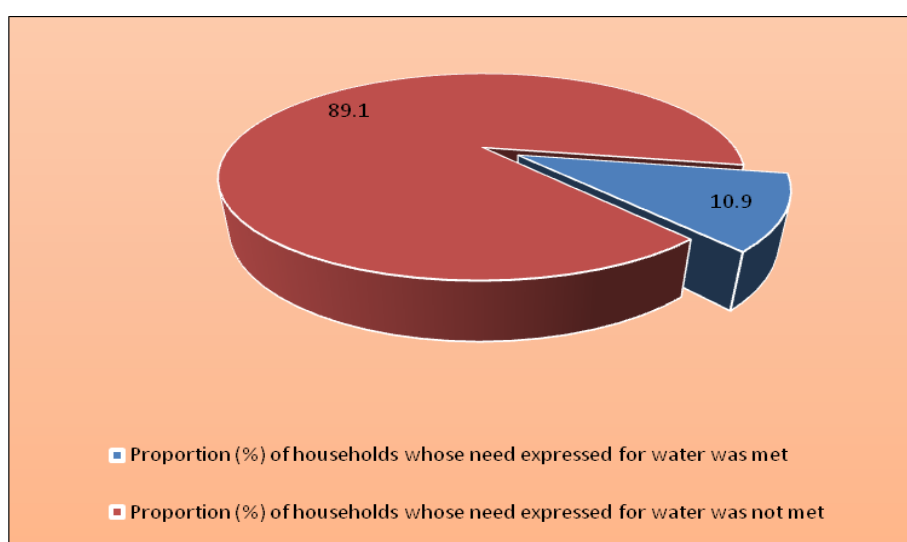
**Figure 18: Proportion (%) of households in Ndop council who have expressed a need for potable water provision in the last six months.**



*Source: SCORECARD survey, Ndop council Nov 2017*

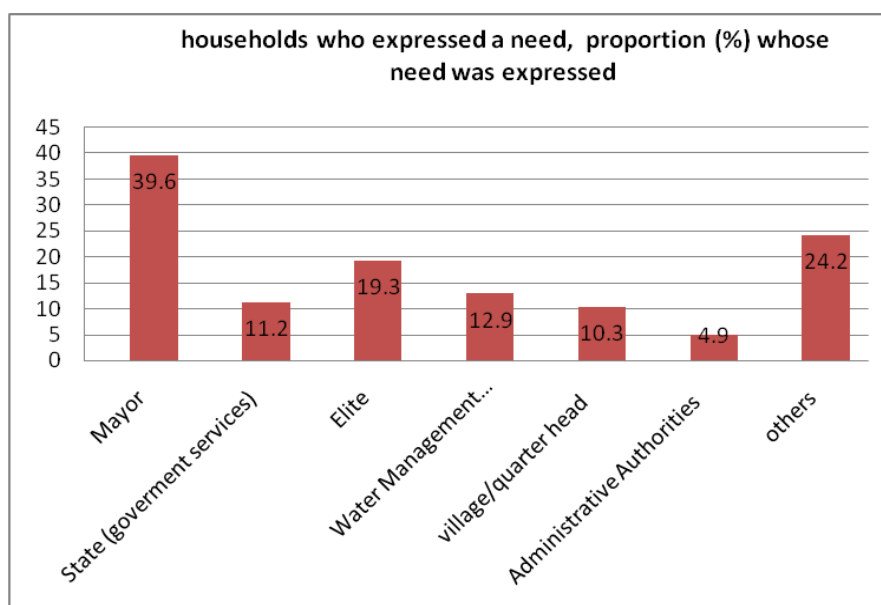
Regarding potable water supply, 70.2% of households in Ndop council declare to have expressed the need for potable water in last six months with 29.8% who have never been at any authority to express their worries.

**Figure 19: Proportion (%) of households whose need for potable water provision expressed was met in Ndop council**



Out of the 70.2% of households in Ndop council declare to have expressed the need for potable water in last six months 89.1% of households declared that their needs were met while 10.9% declared their needs were not met.

**Figure 20 : Proportion (%) of households in Ndop council who expressed a need for potable water in the last six months and their needs were met.**



The chart indicates the institution and proportion of work they do to meet the need of community members.

### 3.2.8. Satisfaction of the need expressed in water supply

This section shows some expectations of the local population in terms of water supply in the municipality.

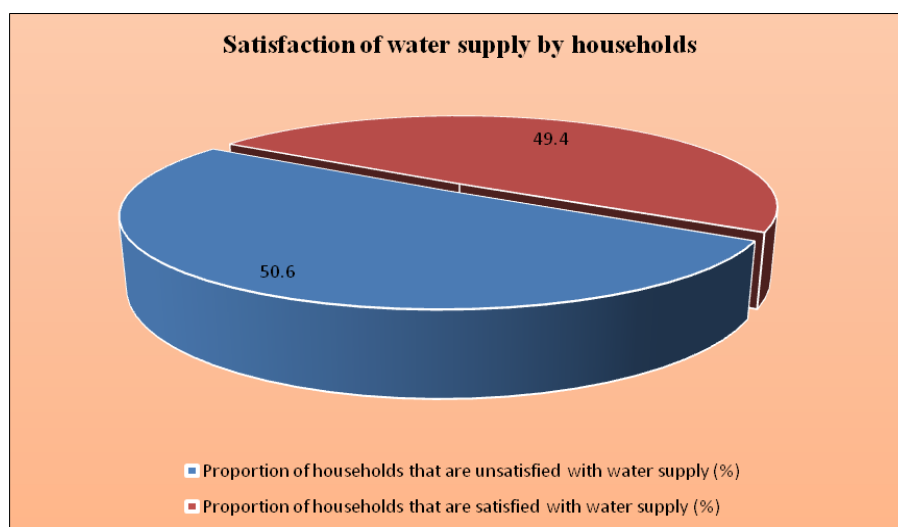
**Table 5:** Partitioning of households in Ndop council whose need for potable water was met per time taken for their needs to be satisfied

Time taken to satisfy their need expressed for potable water			Total
1=less than a month	2=between one and three months	3=more than three months	
*	*	*	*

Source: SCORECARD survey, Ndop council Nov 2017 (\* means insignificant data)

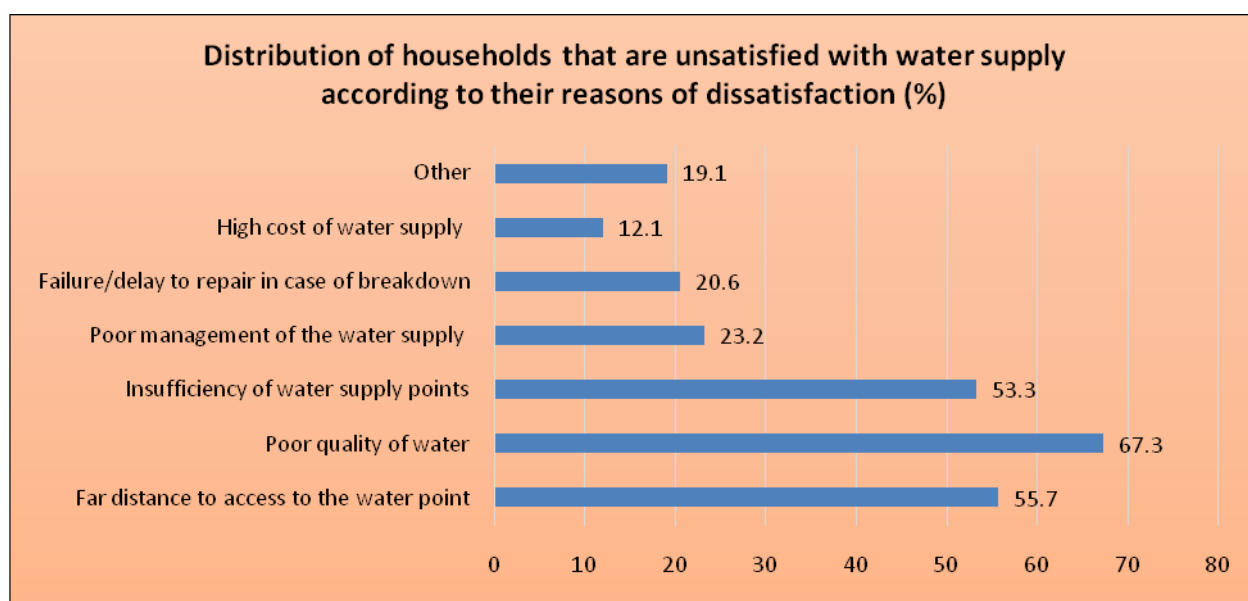
### 3.2.9: Dissatisfaction in terms of water supply

**Figure 21: Proportion (%) of households not satisfied by the water provision in Ndop council**



In Ndop council, 50.6% of the household declared dissatisfied by the water provision with 49.4% declaring their satisfaction of the water provision. The households who are unsatisfied had severally reasons for their un-satisfaction; each reason has been expressed as a percentage base on how the people see it

**Figure 22: Proportion of household not satisfied according to the reason of dissatisfaction in Ndop council.**



Source: SCORECARD survey, Ndop council Nov 2017

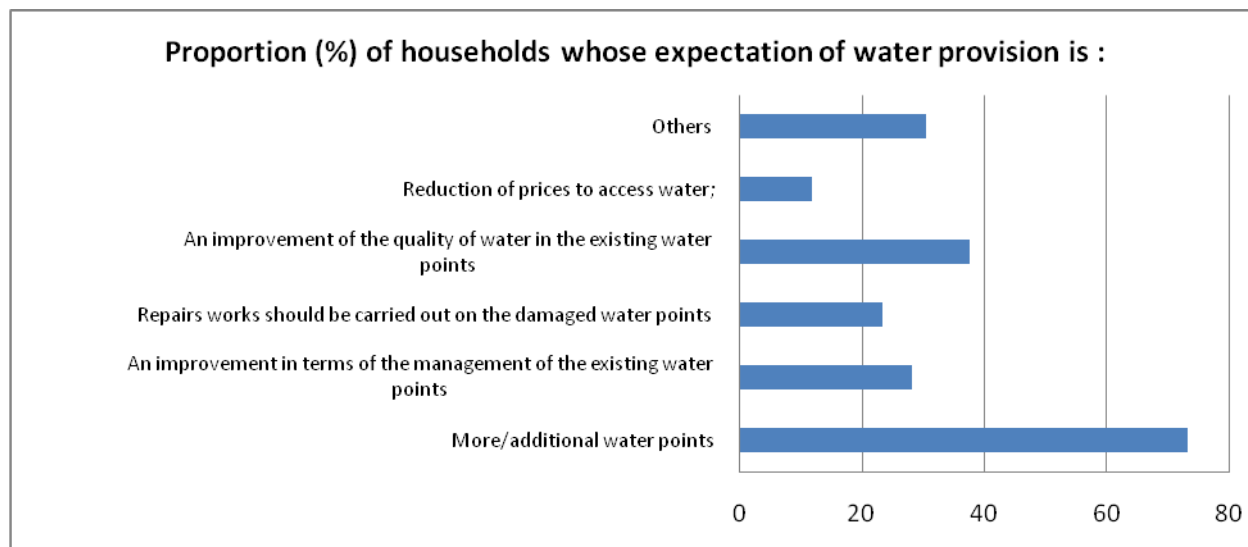
This chart describes the distribution of households that are unsatisfied with water supply and the reason for their dissatisfaction. Out of the many reasons for dissatisfaction of water provision in Ndop council, three of them were of great importance since they had high percentages (insufficiency of



water supply points 53.3%, poor quality of water 67.3% and far distance to access to the water point). In respond to these difficulties, it is necessary to provide more stand taps with good quality water.

### 3.2.10: Expectations in terms of water supply in Ndop council.

**Figure 23: Proportion (%) of households and their expectation on water provision**



*Source: SCORECARD survey, Ndop council Nov 2017*

The population of this municipality express several expectations in the provision of portable water that will be satisfactory to all. All this expectation have been given points in the form of percentages and preference to the population. The distribution of households in Ndop council and the declaration they made as expectations in relation to water supply indicates that the population are in dye need of more/additional water points. 67% of households wanted the authorities to provide additional water points. Five out of the six expectations had been expressed by more than 20% of the households.

### 3.2.11: Perception of services and recommendation in the domain of water

From the results presented above, most of the people use public water supply as could be seen from the 58.6% that makes use of it but the majority (25%) of them complain about the quality. This could be as a result of the factors which they expressed as reasons for their non-satisfaction. It is recommended that the authorities' in-charge of this service should make available affordable public taps with a good management system and water quality in many areas to tackle the challenges expressed.

## 3.3. HEALTH

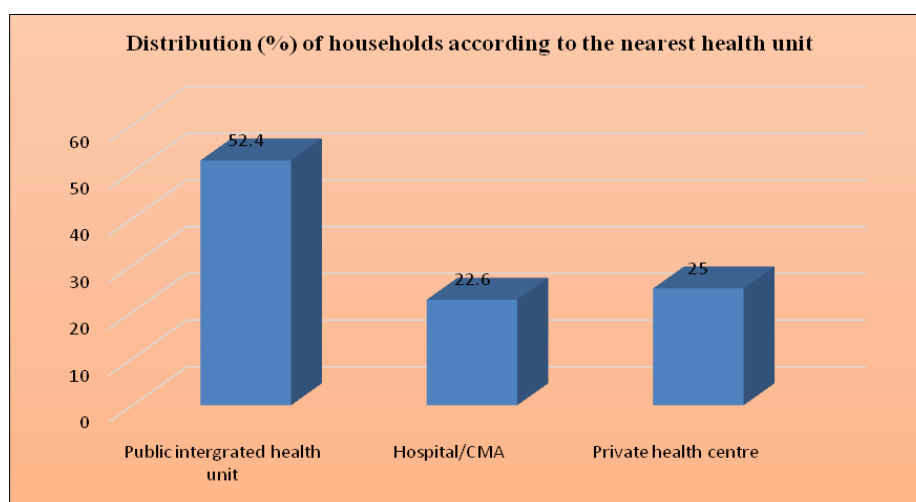
Health is wealth as it is commonly said, the healthier the population of a country is, the more productive the population will be, which brings more wealth to the nation. The World Health Organisation (WHO) and other international and national organisations are investing so much money to safe guard the health of persons all over the world. PNDP and its partners chose this sector because

it is primordial. Rather than spending huge money to content outbreak of diseases like that spend on Ebola recently in west Africa; The precaution/preventive approach has been adopted by the government in this sector; hence the reason for this survey in Cameroon, Ndop inclusive.

### 3.3.1. Closest health unit to households

There are different types of health units available in this municipality but people prefer one over the other for various reasons. Private health centers are different for hospitals or sub divisional hospitals (CMA) and their proximity to households in another concern in this section

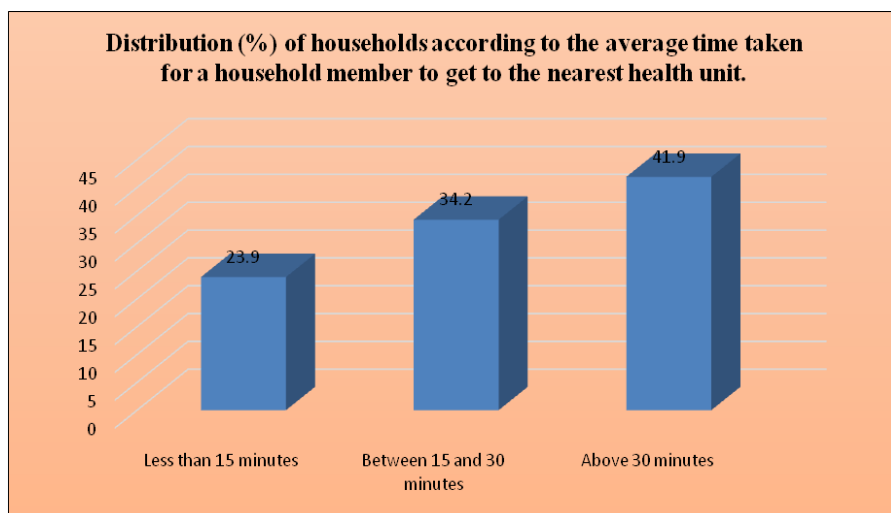
**Figure 24: Distribution (%) of households according to the nearest health unit**



*Source: SCORECARD survey, Ndop council Nov 2017*

According to the distribution of households to the health care unit, the population declared that public integrated health unit is the most used in the Ndop distribution with over 52.4%, followed by private health unit with about 25% and lastly CMA/ hospital with 22.6%.

**Figure 25: Distribution (%) of households according to the average time taken for a household member to get to the nearest health unit**

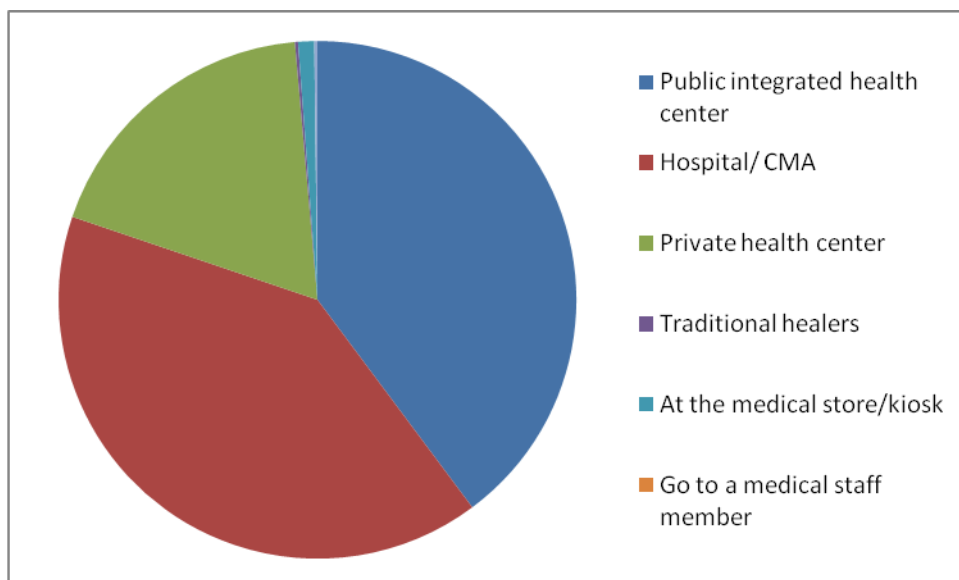


*Source: SCORECARD survey, Ndop council Nov 2017*

In this municipality, people take different amount of time on foot to reach the nearest health unit. Out of 100% of households in Ndop council, 41.9% declared that they use more that 30 minutes to go to the nearest health unit. 34.2% declares to take between 15 and 30 minutes to get to the health care unit.

### 3.3.2. Request for health solutions

**Figure 26: Partitioning (%) of households per main choice of health solutions, in Ndop council**

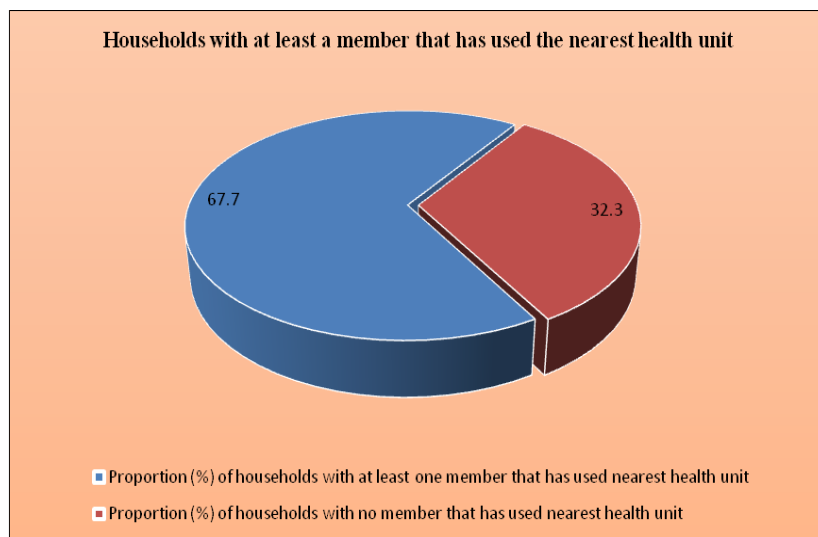


The above chart describes the preference for health unit declared by the households in Ndop council as main choice of health solutions. CMA/ hospital is the group of medical facility used the most 40.4% in the Ndop municipality and public integrated health centers came second with a percentage of 39.8%.

private health centers registered 18.4%. The households in this municipality declared that they do not visit medical staff for treatment.

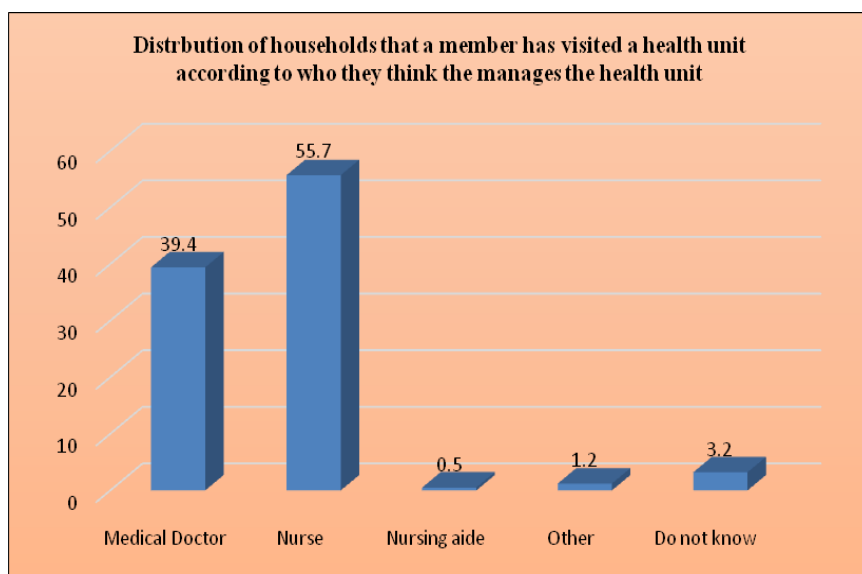
### 3.3.3. Attendance to the nearest health care unit

**Figure 27: Proportion (%) of households whose members have been to the nearest health care unit in the last 12 months in Ndop council**



67.7% of households in Ndop council declares that at least one person in their households have been to the nearest health unit while 32.3% declares not to have visited them in the past six months.

**Figure 28 : Distribution of households that a member has visited a health unit according to who they think that manages the health unit**

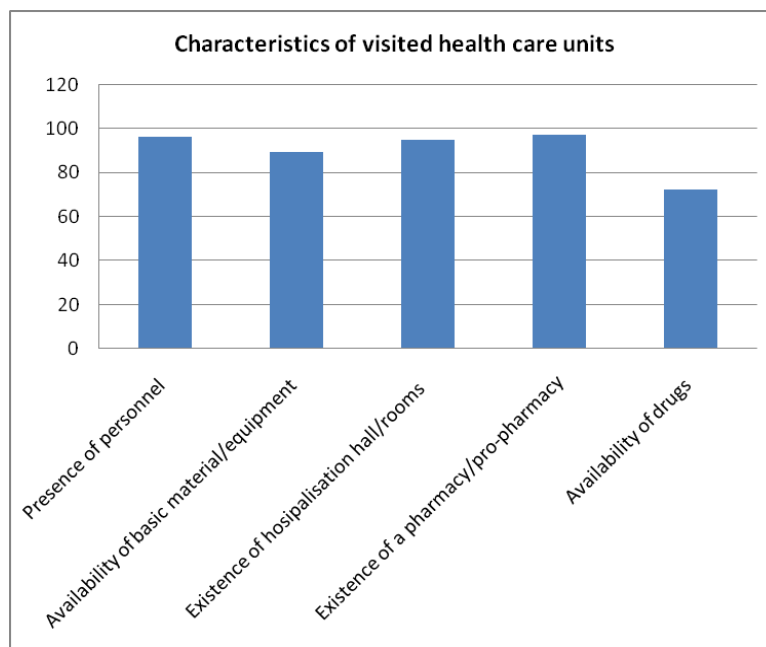


Among the households that had member who had visited the nearest health units within the past six months, had various view of who they think manages the health unit. More than half of them 55.7% said the person managing the health unit they went to is a Nurse; 39.4% said that the head of the health

unit was a Medical doctor; 3.2 did not know; while the remaining 1.2% gave other titles of the head of the nearest hospital they went to. It is great to have persons taking note of the head of the health unit they visit, meaning that they take their health serious. The bar chart above shows it all.

### 3.3.4: Characteristics of visited health care units

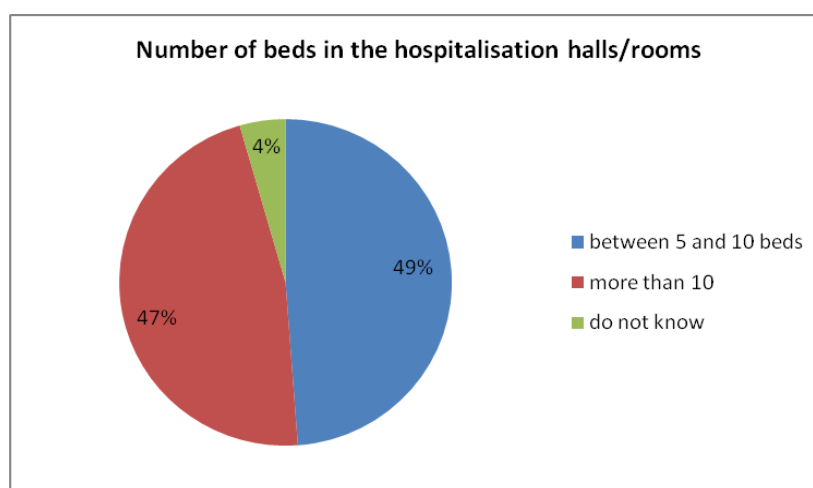
Figure 29: Characteristics of the visited health care unit



Source: SCORECARD survey, Ndop council Nov 2017

Households whose members have visited the nearest health care unit declared the unit to have the above (Figure 30) percentages per characteristics. 96.3% of them declare that the personnel of the health unit were present; 89.1% affirm that basic material/equipment like syringes were present; 94.8 of them said the health unit had hospitalisation rooms/halls; 28.2% of them declared that there exist a pharmacy/ pro-pharmacy there; 34.2% of them say drugs were available. From the analysis it means that at least the health unit have the basic drugs, equipment and personnel to take care of common illnesses in the community.

**Figure 31: Number of beds in the hospitalisation halls/rooms**

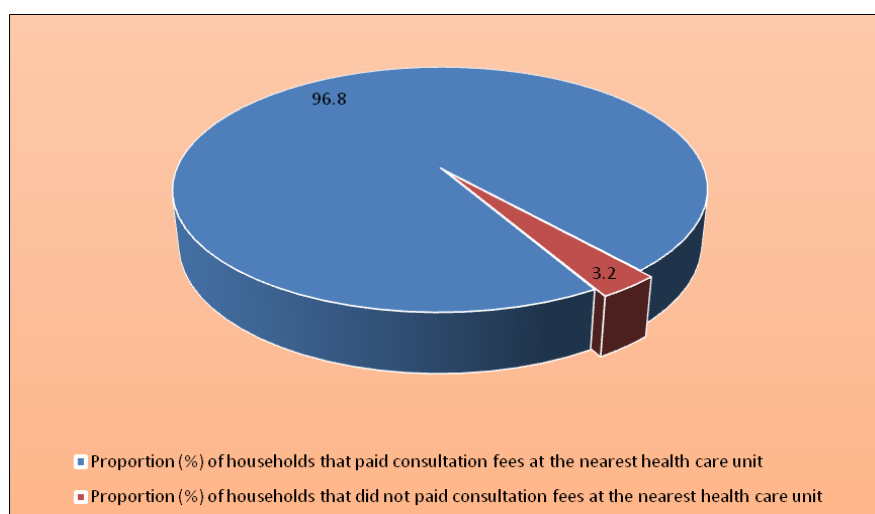


Source: SCORECARD survey, Ndop council Nov 2017

According to the chart above, the greater number of the population declared the know the number of bed in the hospitalisation rooms and also about 49% of the room had between 5 and 10 beds while 47% of the rooms had more than 10 beds.

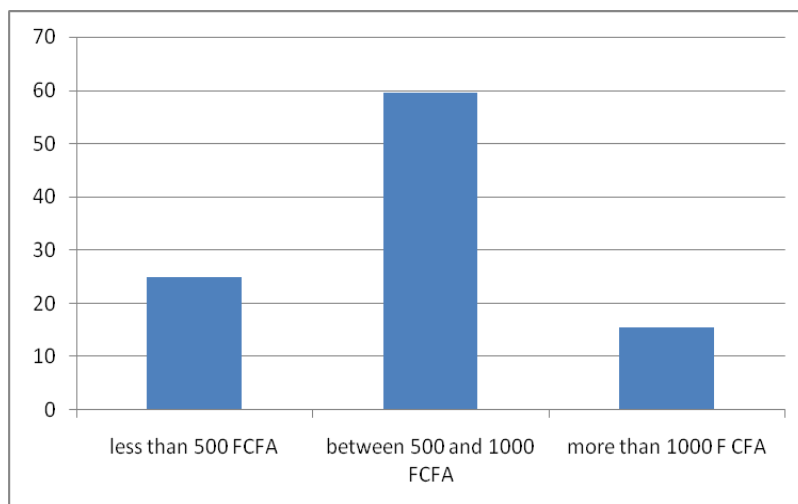
### 3.3.5: Appraisal of the amount paid in the health care unit

**Figure 32: Households and the consultation fee paid to the nearest health care unit**



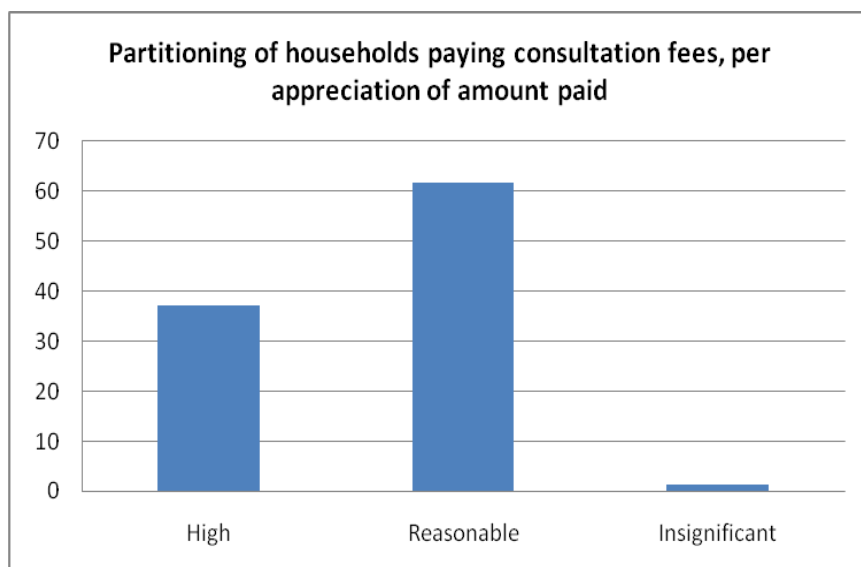
Within the household who had a member who had visited the nearest health unit, 9 in every 10 (96.8%) of them said they paid consultation fees in all the health care centers they had been to.

**Figure 33: Partitioning (%) of households in Ndop council whose members have paid consultation fees per appraisal of the amount paid.**



25% of the households declared to have paid less than 500FCFA but the majority (59%) of households paid between 500 and 1000FCFA with only 15% paying more than 1000FCFA.

**Figure 34: Partitioning of households paying consultation fees, per appreciation of amount paid**



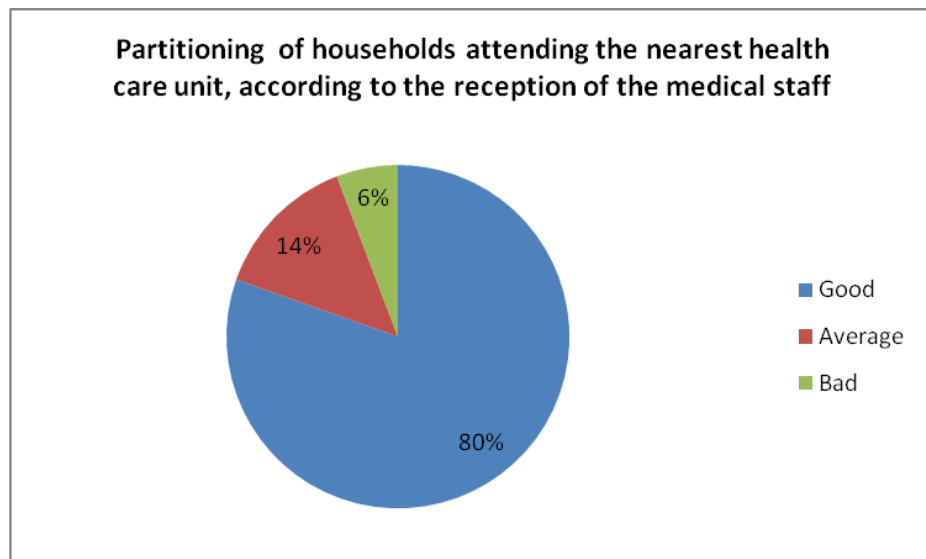
The household who declared to have paid consultation fee expressed their appraisal of the amount paid. 62% of the households declared that the amount is reasonable, about 38% declared it to be high while less than 5% declared it to be insignificant.

### **3. 3.6. Paid amount in addition to the normal consultation fees**

The data collected on the point “Proportion (%) of households in Ndop council, whose members have paid extra charges in addition to the normal consultation fees during a consultation session” was

insignificant hence no results were present after analysis. This implies households in Ndop council area do not pay extract charge from the normal consultation fee levied on them.

**Figure 35: Households in Ndop council attending the nearest health care unit according to the reception of the medical staff.**

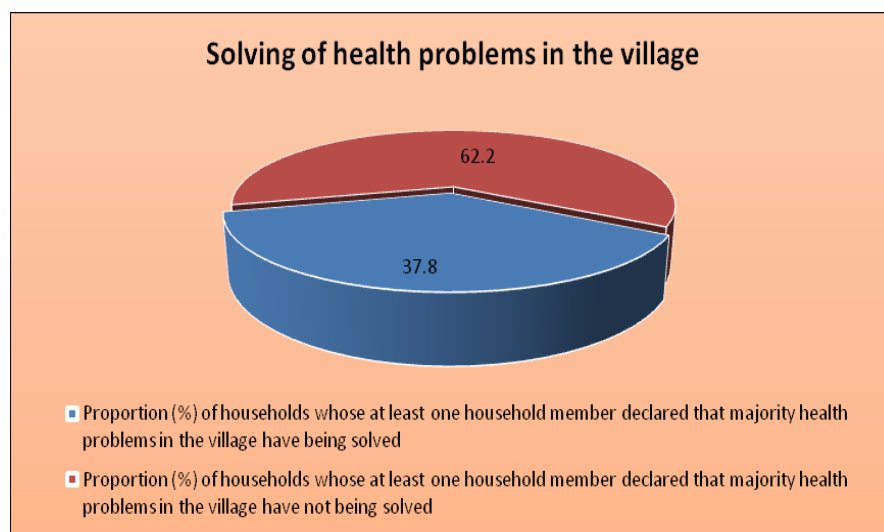


Source: SCORECARD survey, Ndop council Nov 2017

The reception of the medical staff to the household members either encouraged or discouraged them. In the case of Ndop, about 80% of household members declared the reception of the medical staff to be good with less than 6% declaring them to be bad.

### 3 3.7. Solving of health problems in the village and reasons of dissatisfaction

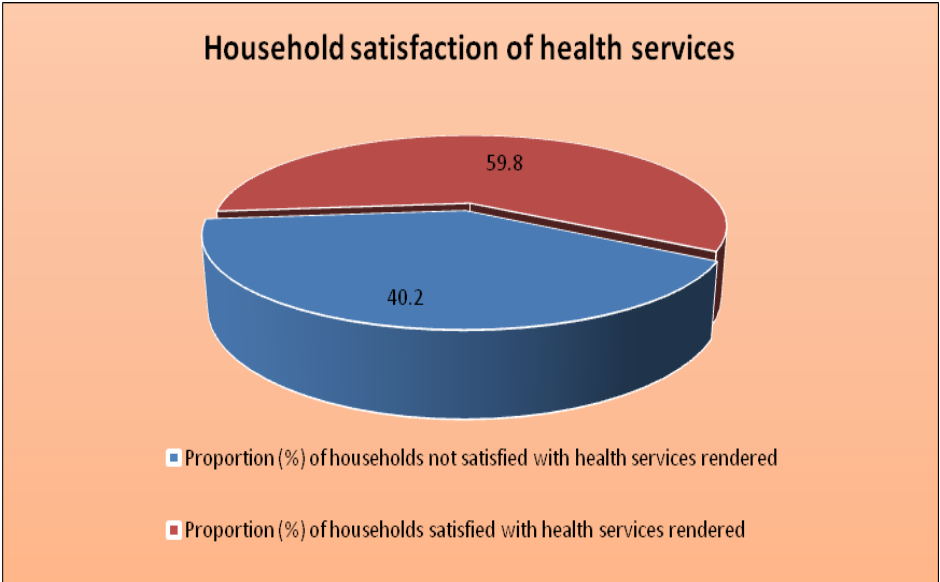
**Figure 36: Proportion (%) of households in Ndop council, whose members have declared that the nearest health care unit solves most of their health problems in the village.**





For the households who have visited the nearest health care unit, 37.8% declare that the unit solves most of their health problems in the village but over 62.2% declared that the health care unit do not solves most of their health problems in the village.

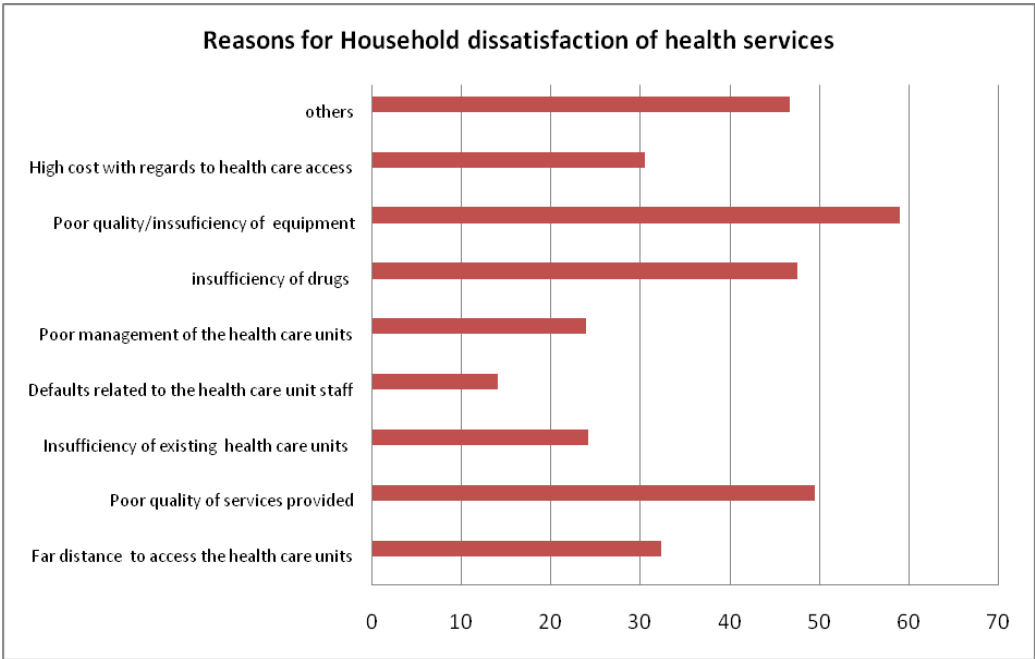
Figure 37: Household satisfaction of health services



Since the health care unit do not solves most of the health problems in the village, it has let to about 59% of the households being dissatisfied with their services and only 40% being satisfied.

3.3.7.1. Reasons for Household dissatisfaction of health services

Figure 38: Reasons for Household dissatisfaction of health services



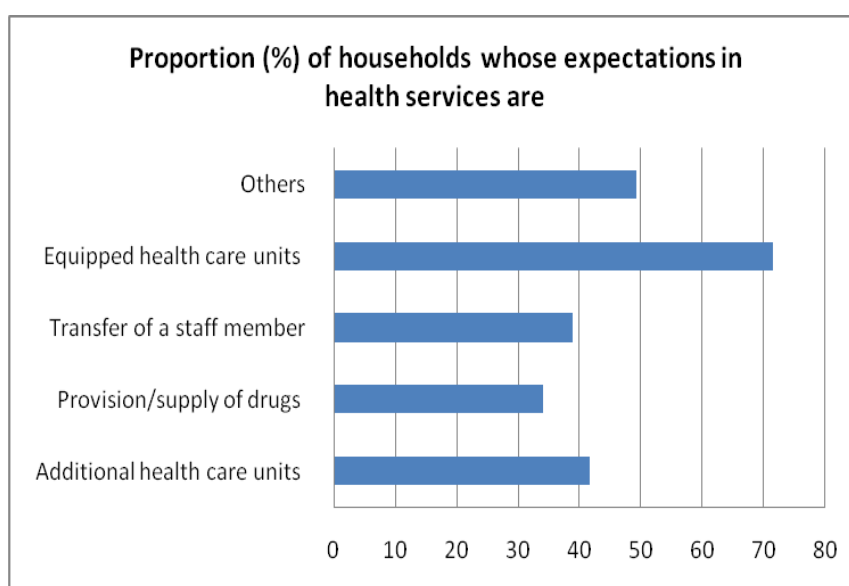
Households using nearest health units also did express their dissatisfaction as far as health service delivery is concern in this municipality. Above are the reasons for their dissatisfaction and the

percentages of households not satisfied with the health care units. About 58% of the household reported poor quality and insufficiency in equipment, 49% complaint of poor quality services offered, 47% declared insufficiency in drugs in the health care unit. Amongst the above expectations (complains) mentions are high cost of health care access, poor management in health care unit, insufficiency of existing health care units.

Insufficient drugs, default of staff in service delivery, insufficient healthcare units, far distance to access health care services and poor service delivery were key reasons of dissatisfaction.

### 3 3.8. Expectations in terms of health services in Ndop council.

**Figure 39: Households expectations of health services**



*Source: SCORECARD survey, Ndop council Nov 2017*

With the percentage dissatisfaction by the households in Ndop council, they declared a number of expectations that if met there will be 100% satisfaction. Amongst the expectations, 71% of the households requested for additional equipment be provided in the health care unit.

### 3.4. EDUCATION

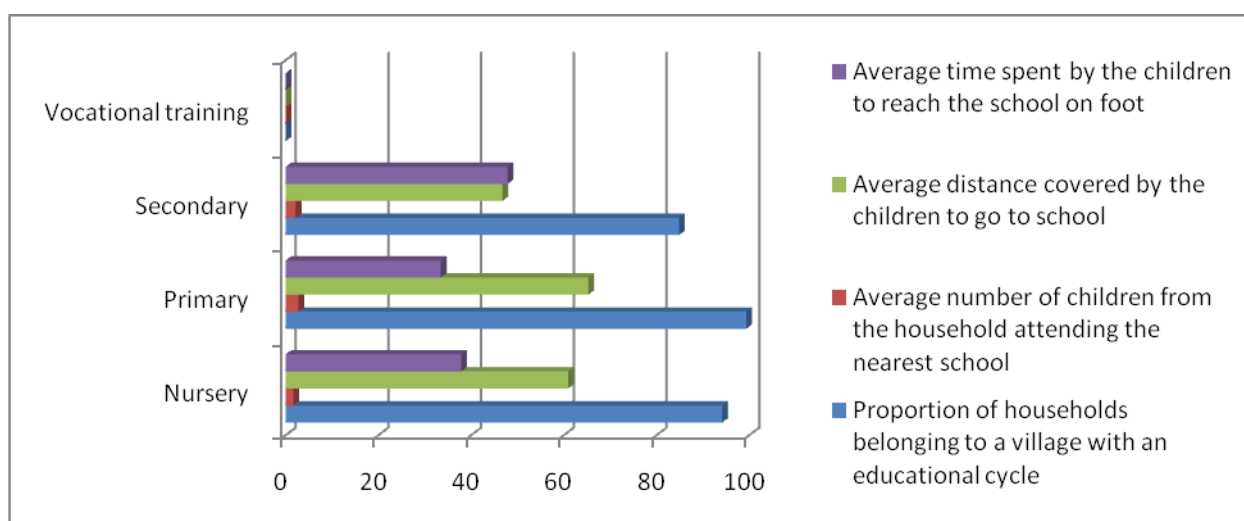
Education is a fundamental human right and is indispensable for the achievement of sustainable development. We are only able to empower girls, combat climate change, fight inequality and end extreme poverty if all stakeholders, including business, commit themselves to advancing the education goal. While education needs globally are immense, companies can leverage their resources and core competencies to support governments in delivering on their promise of education for all. SDG 4 ensures inclusive and equitable quality education and promotes lifelong learning opportunities for all. This section seeks to evaluate the educational services in the council area, the various educational

cycles (nursery, primary, secondary and vocational) that exist in village/quarter, the experience for those who have a household member attending any school in terms of quality; availability, accessibility, affordability, satisfaction and expectations according to the population perception in 2016 (before the advent of the socio-political tensions in the Region which disturbed the schools).

### 3.4.1. Type of educational cycle and professional training

In evaluating the type of educational cycles and professional training available in the council area it came out that there are nursery, primary and secondary cycles of educational institutions in the council area.

**Figure 40: Access to education per type of educational cycle.**



Source: SCORECARD survey, Ndop council Nov 2017

In Ndop council, households declared that 3 out of the 4 educational levels are found there and these include; nursery, primary and secondary. Averagely the number of children attending the nearest school includes 1.7 for nursery, 2.8 for primary and 2.2 for secondary. The above chart also describes average distance covered and time taken by the children to go to school.

### 3.4.2. Characteristics of school infrastructure

**Table 6 :** Proportion (%) of households in Ndop council according to the characteristics declared about the school attended per educational cycle

Educational cycle	Characteristics declared about the school attended				
	Has a complete cycle	Has a complete workshop	Has a classroom per class level	Availability of benches for all pupils to sit on	Distribution of school textbooks in the school

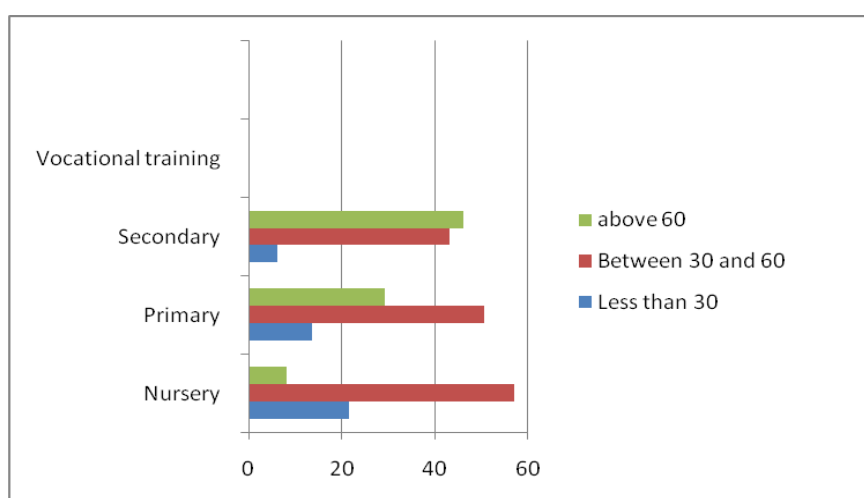
Nursery				80.1	66.8	13.4
Primary		86.1		74.6	65.1	10.9
Secondary	1 <sup>st</sup> cycle	99.5		73.6	78.2	
	2 <sup>nd</sup> cycle	73.6				
Vocational training			*	*	*	

Source: SCORECARD survey, Ndop council Nov 2017, \*imply the values are insignificant

The survey seeks to determine if the school cycles were equipped. The results indicated that the nursery school cycle had a classroom per level and 66.8% of the pupils had benches to sit on while 13.4% said books were shared to the pupils. 86.1% of the primary schools were complete cycles and 74.6% of them had a classroom per level with 65.1% of the pupils seated on benches and 10.9% said books were distributed in school. In the 1<sup>st</sup> and 2nd cycles secondary schools 99.5% and 73.6% respectively had complete cycles and both cycles had 73.6% availability of classrooms per level and 78.2% of the students were seated on benches while no books were distributed in both cycles.

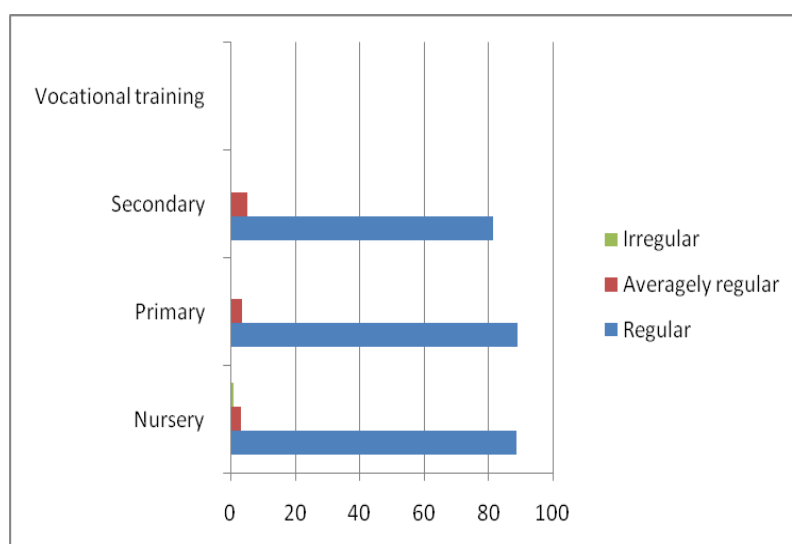
### 3.4.3. Number of pupils and appraisal of teacher's presence in school

**Figure 41: Number of children that are going to school and are in classrooms with an average number of pupils.**



In terms of the assessment of the number of children per classroom in the different cycles and the presence of teachers in the classrooms, the results of the survey indicated that in terms of classrooms with less than 30 children per class, the nursery cycle had 21.5%, the primary 13.7% and secondary 6.1%. For classrooms with 30-60 children there were 57.1%, 50.6% and 43.2% for the nursery, primary and secondary cycles respectively. 8.3%, 29.2% and 46% of them surveyed had more than 60 children per classroom in the nursery, primary and secondary cycles respectively in the council area.

**Figure 42: Households declaration on appraisal of the teacher's presence in classroom**



Concerning the frequency and presence of teachers in the classrooms 13%, 6.5% and 4.7% of the population declared the teachers were regular in the class, while 88.7%, 89.1% and 81.6% of the population declared that the teachers were averagely regular in the nursery, primary and secondary cycles respectively. 7%, 7.3% and 13.1% of the population declared that teachers were irregular in classrooms in the nursery, primary and secondary cycles respectively.

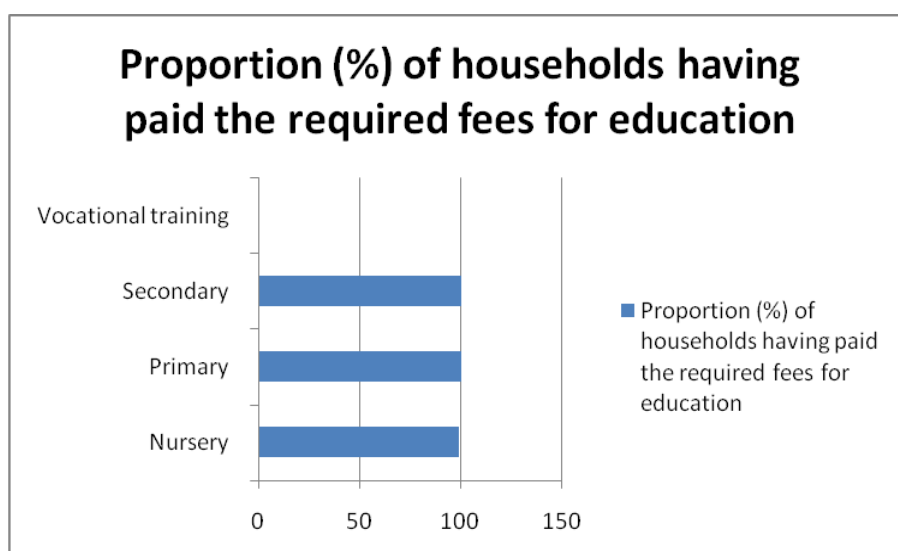
### 3.4.4. Appraisal of the amount paid

**Table 7:** Partitioning of households in Ndop council according to the appreciation of the amount paid for the school (registration, tuition fees, Parents Teachers Association (PTA))

Education cycle	Proportion (%) of households having paid the required fees for education (E12)	Average school fees expenditure spent throughout a school year per child (CFA Francs) (E12)	Partitioning (%) of households paying fees required per appreciation of the amount paid (E13)			Proportion (%) of households which paid extra charges in addition to the required fees for education (E15)		
			High	Reasonable	Insignificant	compulsory payment from the school officials	Wilful payment from the parents	Total
Nursery	99.0	34.939	74.0	25.0	0.0	1.0	100.0	99.0
Primary	100.0	9.291	68.5	30.9	0.6	0.0	100.0	100.0
Secondary	100.0	46.822	79.6	20.4	0.0	0.0	100.0	100.0
Vocational training	*	*	*	*	*	*	*	*

Source: SCORECARD survey, Ndop council Nov 2017, \*imply the values are insignificant

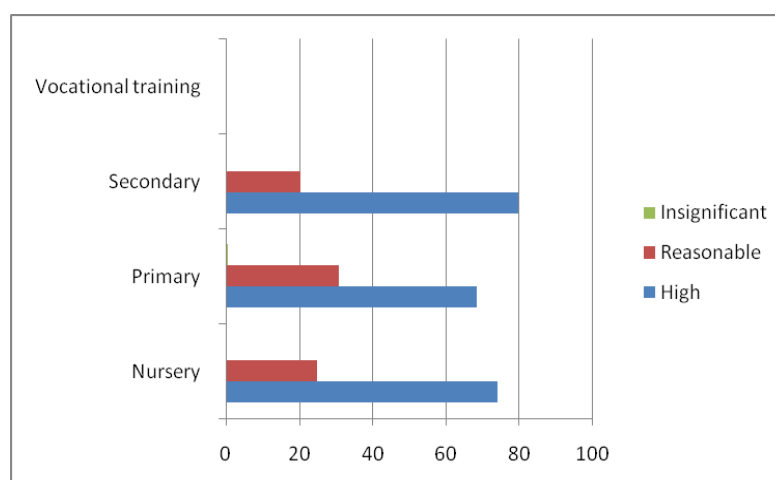
Figure 43: Households having paid the required fees for education



Source: SCORECARD survey, Ndop council Nov 2017

In terms of the population that paid the required fees for the education of their children for the nursery, primary and secondary cycles, 99%, 100% and 100% of the population said they paid the required fees for the education of their children in the nursery, primary and secondary cycles respectively

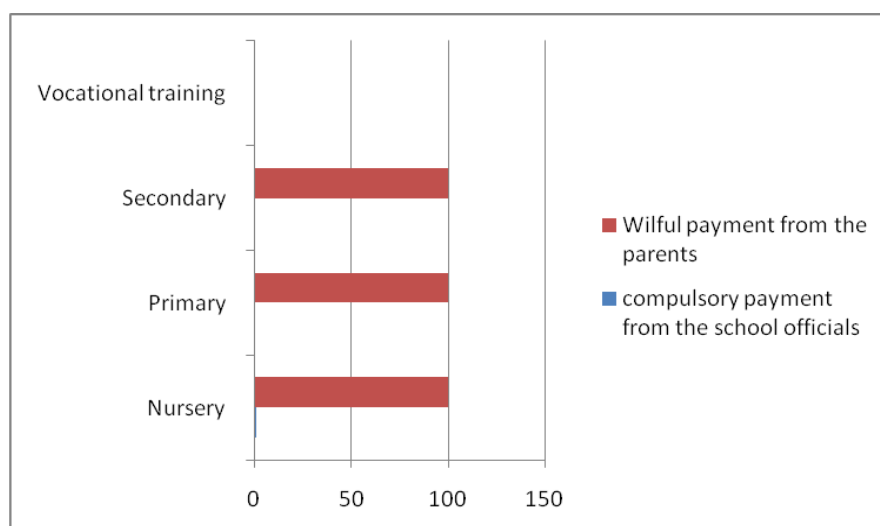
Figure 44: Households paying fees required per appreciation of the amount paid



Source: SCORECARD survey, Ndop council Nov 2017

Within the council area, the average expenditure on education per year stood at 34,939 francs CFA, 9,291 Francs CFA, and 46,822 Francs CFA for the nursery, primary and secondary cycles respectively (table 7). With respect to the appreciation of the fees paid by the population surveyed, 74%, 68.5% and 79.6% in the nursery, primary and secondary cycles respectively of them said the fees paid was high, 25%, 30.9% 20.4% of them said the fees paid were reasonable in the various cycles while 0%, 0.6% and 0% of them said the fees paid was insignificant in the nursery, primary and secondary cycles respectively.

**Figure 45: Households, which paid extra charges in addition to the required fees for education**



With regards to extract payments made to the schools, 1% of the households in the nursery declared that the extract payment was compulsory payment from the school officials in the council area. 100% of the households in Ndop council declare that the additional payment made to the school was wilful payment from the parents.

### 3.4.5. General state of classrooms

**Table 8:** Proportion (%) of households in Ndop council declaring that the damaged classrooms were repaired per stakeholder type

Educational cycle	Proportion (%) of households declaring that the damaged classrooms were repaired by						Total
	The PTA	Mayor	A village organisation	MINEDUB/ MINESEC /MINEFOP	The Elites	Others	
Nursery	90.9	3.5	1.2	6.4	2.6	6.4	
Primary	97.4	3.1	0.3	5.5	3.6	5.5	
Secondary	93.8	4.3	1.8	10.9	7.0	10.9	
Vocational training	*	*	*	*	*	*	

Source: SCORECARD survey, Ndop council Nov 2017, \*imply the values are insignificant

With respect to the person who carries out repair works on the classrooms when damaged, 90.9%, 97.4% and 93.8% of the population surveyed declare the PTA did the work, 3.5%, 3.1% and 4.3% of

them said it was the Mayor, 1.2%, 0.3% and 1.8% said it was the village organization, 6.4%, 5.5%, 10.9% declared it was the MINEDUB/MINSEC who carried out the repairs in the nursery, primary and secondary cycles respectively. 2.6%, 3.6% and 37% of them thought it was the elites who did the work while 6.4%, 5.5%, 10.9% declared it was other partners who did the work in the nursery, primary and secondary cycles respectively in the council area

### 3.4.6. Satisfaction in terms of education services

**Table 8:** Proportion (%) of households in Ndop council according to the level of satisfaction and the reasons of dissatisfaction, in terms of education services.

Educational cycle	Proportion (%) of households not satisfied with educational services	Amongst the households not satisfied. proportion (%) whose reason of dissatisfaction is :								
		Far distance to access educational services	Insufficiency of classrooms	Insufficiency of equipment	Insufficiency of schools /vocational training centers	Insufficiency of teaching staff	The non-distribution of school textbooks	Poor results	High tuition fees	Others
Nursery	12.3	22.4	62.5	63.3	6.6	67.8	27.0	22.0	85.5	26.7
Primary	25.7	19.7	59.4	71.9	15.0	66.6	33.3	18.8	61.6	11.9
Secondary	17.6	31.6	51.7	49.6	11.9	59.2	22.6	17.9	71.8	19.1

Source: SCORECARD survey, Ndop council Nov 2017

Concerning the degree of satisfaction of the educational services in the council area, 12.3%, 25.7% and 17.6% of the population surveyed were not satisfied with the educational services in the nursery, primary and secondary cycles respectively in the council area. Amongst the reasons for the non-satisfaction of the households, 22.4%, 19.7% and 31.6% of them were due to far distance to the nursery, primary and secondary cycles respectively, 56.2% and 24.6% due to insufficient classrooms, 28.8% and 18.8% were due to insufficient equipment, 11.3% and 26.4% were due to insufficient schools, 59% and 52.5% due to insufficient teachers, 39% and 10.5% were due to the non-distribution of textbooks, 6.5% and 4.8% was due to poor results, 56.4% and 62.9% were due to high tuition fees while 19.2% and 23.6% were not satisfied due to other reasons in the primary and secondary cycles respectively.



### 3.4.7. Expectations in terms of education in Ndop council

**Table 9 :** Proportion (%) of households in Ndop council, per type of expectations in the domain of education and per educational cycle.

Educational cycle	Proportion (%) of households whose expectations in the domain of education are :								
	To have a school located nearby	Built more classrooms	Add additional equipment	Create more schools /vocational	Recruit more teaching staff	Distribute school textbooks	Improve the quality of the results	Reduce the costs	Others
Nursery	10.4	20.8	20.2	4.7	19.6	8.0	3.6	21.3	9.5
Primary	13.8	38.1	33.3	7.1	41.3	16.5	8.1	34.9	10.9
Secondary	16.0	24.6	17.5	1.7	28.3	7.1	4.1	28.4	10.2
Vocational training	0.2	1.0	0.8	0.1	0.5	0.5	0.1	0.7	0.0

*Source: SCORECARD survey, Ndop council Nov 2017*

With respect to the expectation of the populations surveyed in domain of education and per educational cycle in the council area, 10.4%, 13.8% , 16% and .2% of them would like to have the nursery, primary, secondary and vocational cycles respectively located nearby. 20.8%, 38.1%, 24.6% and 1% of them would like that more classrooms are built in the nursery, primary, secondary and vocational respectively while 20.2%,33.3%,17.5% and 0.8% would like to have additional classrooms in the four cycles respectively. 4.7%,7.1%, 1.7% and 0.1% would like that more schools be created, 19.6%, 41.3%, 28.3% and 0.5% of them would like to see more teacher recruited, 8%, 16.5%, 7.1% and 0.5% would like to see textbooks distributed to pupils, 3.6%, 8.1%, 4.1% and 0.1% would like to see an improvement in the results of the respective cycles. 21.3%, 34.9%, 28.4% and 0.7% would like to see a reduction in the cost of the educational services while 9.5%, 10.5%, 10.2% and 0% of them in the various cycles respectively are expecting other facilities.

### 3.4.8. Synthesis of the perception of services in the domain of education and suggested areas of improvement

From analysis of information collected on the educational services, secondary school students cover long distances to attend school as reported by 67.8% of households having children in this cycle. Some of the schools do not have enough classrooms that can conveniently accommodate students of the school. Approximately, 13%, 6.5% and 4.7% of households declared that teachers are not regular in schools. As expectation, the council area is expecting the government to create more vocational training centres hence there is therefore great need to build more vocational training schools while establishing a follow up

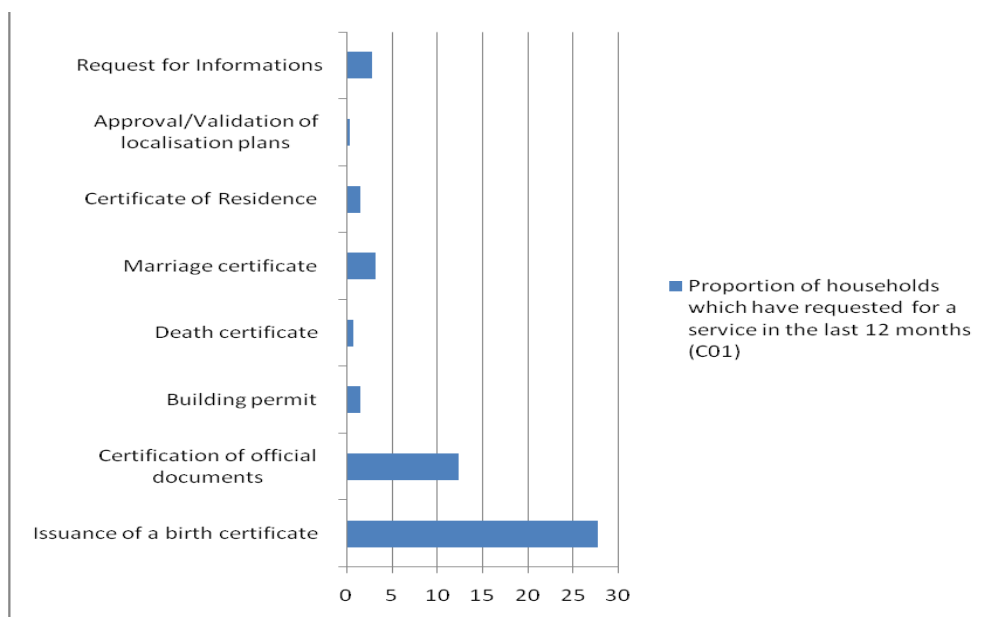
scheme to ensure the teachers to go to school regularly. More teaching staff should be recruited to fill the gap. The tuition fee should be reduced so as to encourage school attendance within the municipality

### 3.5. COUNCIL SERVICES

This section seeks to evaluate Council services rendered to the population: This portrays different council services like birth certificates, building permit etc and seeks to assess the perception of those who have been involved with any of such service in the past one year (October 2016); the way they were treated, level of satisfaction and expectations of the Ndop Council.

#### 3.5.1. Request for a service in the Council

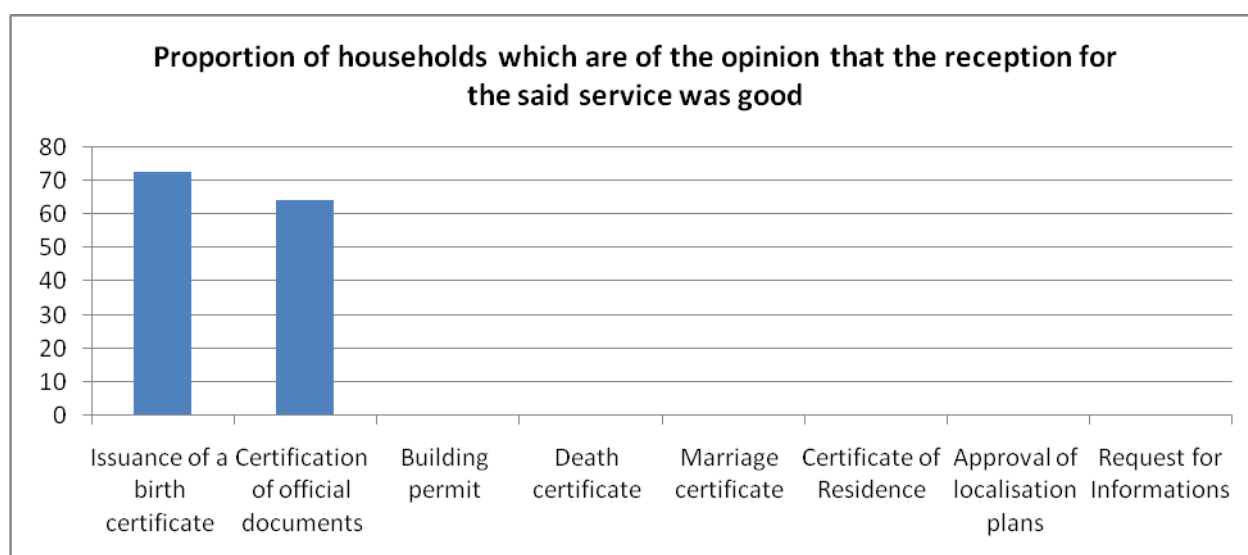
**Figure 46: Request for a council service**



*Source: SCORECARD survey, Ndop council Nov 2017*

The survey of the evaluation of the council services rendered in the council area indicated that 27.8% of the population requested for the issuance of birth certificates, 12.4% requested for the certification of official documents, 1.6% requested for building permits, 0.8% of them requested for death certificate, 3.2% requested for marriage certificates, 1.5% of them requested for certificates of residence, 0.4% requested for approval/ validation of localization plans, 2.8% requested for information while 4.9% requested for other services. About 72.8% of the households surveyed who requested for services in the council said the reception at the council offices were good.

**Figure 47: Appreciation of council reception**

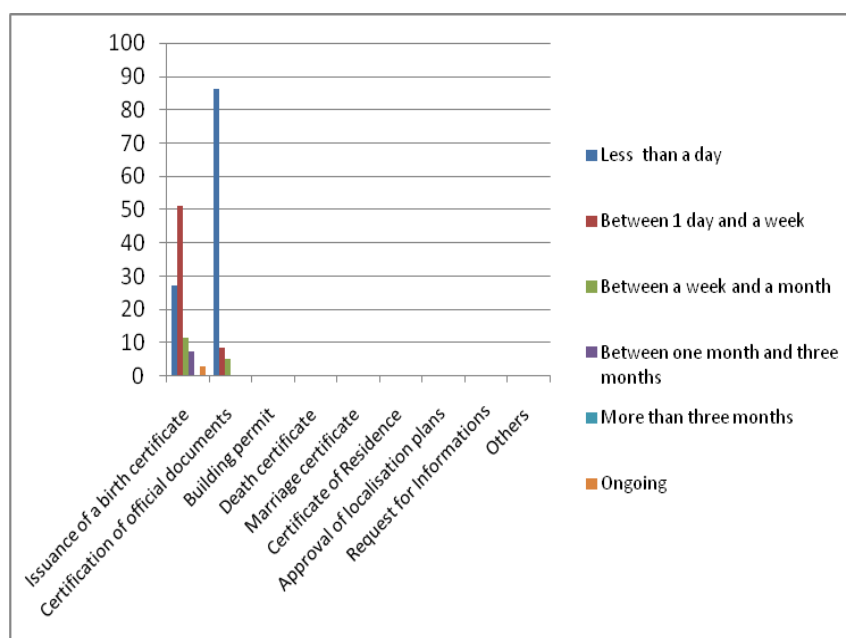


*Source: SCORECARD survey, Ndop council Nov 2017*

With respect to the time to obtain the birth certificates 27.1% of them said it took more than a day, 51.2% said it took more between a day and a week, 11.5% of them said it took between a week and a month, 0% said it took between a month and 3 months while 2.8% of them were still waiting for the requested documents

### 3.5.2. Delays in obtaining a service in the Council

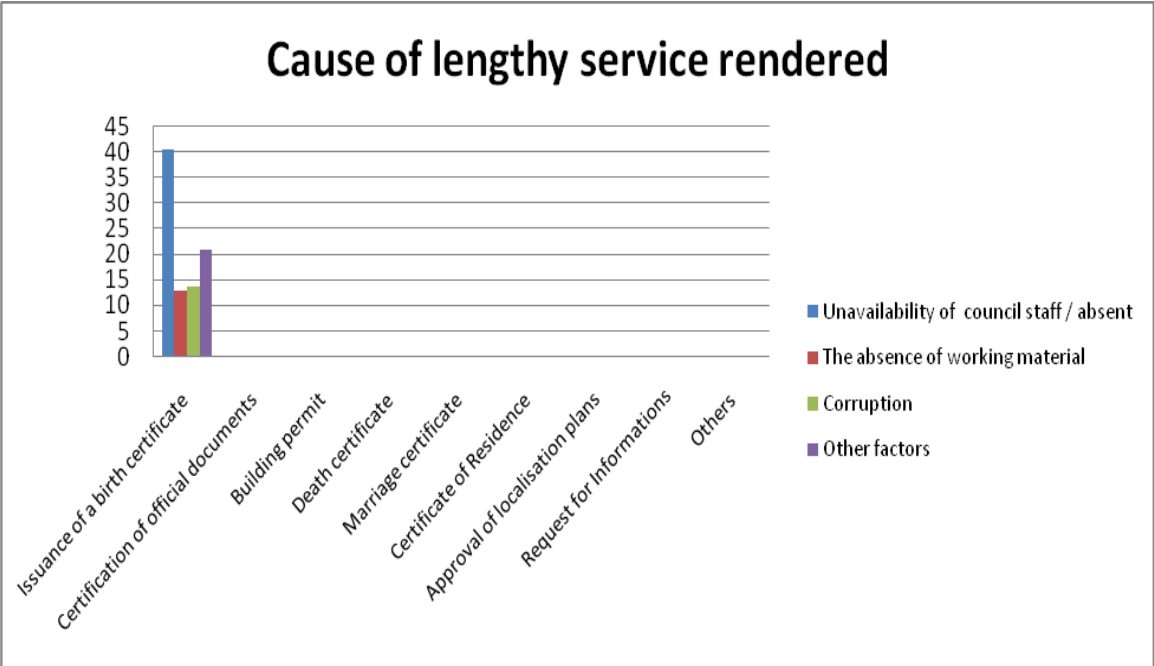
**Figure 48: Appreciation of time spent in processing documents at the council**



In the evaluation of the time taken by the council services to render the requested services, 27.1% of those who requested for the issuance of birth certificate, 86.1% of those for the certification of documents, 51.2% of those for building permits, 8.7% of those for death certificates 11.5% of those for marriage

certificates,5.2% of those for information and 0% of those for other services considered the time taken for them to be served to be too long..

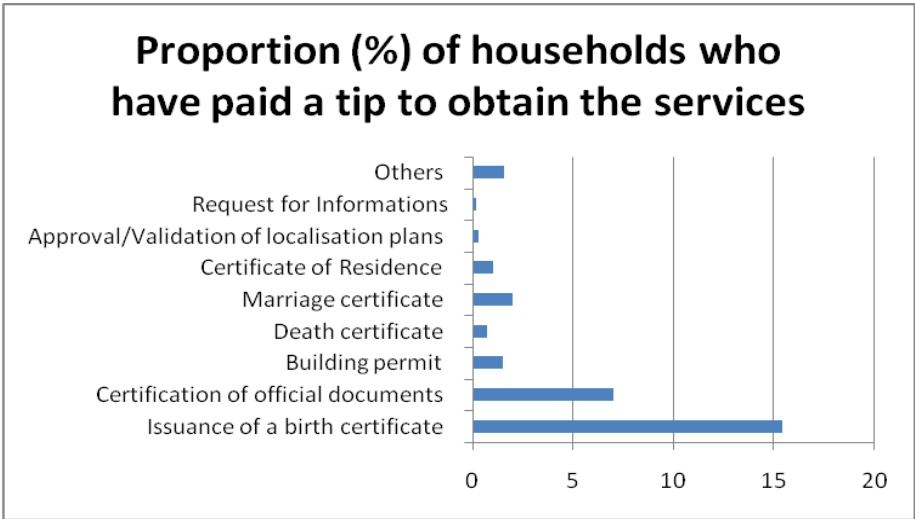
Figure 49: Causes of lengthy services rendered at the council



Source: SCORECARD survey, Ndop council Nov 2017

The following reasons were advance for the cause of the delays. For those who requested for birth certificates, 39.8% of them said the workers were unavailable or absent from duty, 40.1% of them said working material was not available, 5.4% said it was due to corruption, 12.2% said the delays were due to other factors while 2.5% of them do not know the reasons for the delays

Figure 50: Payment of tips for services rendered at the council

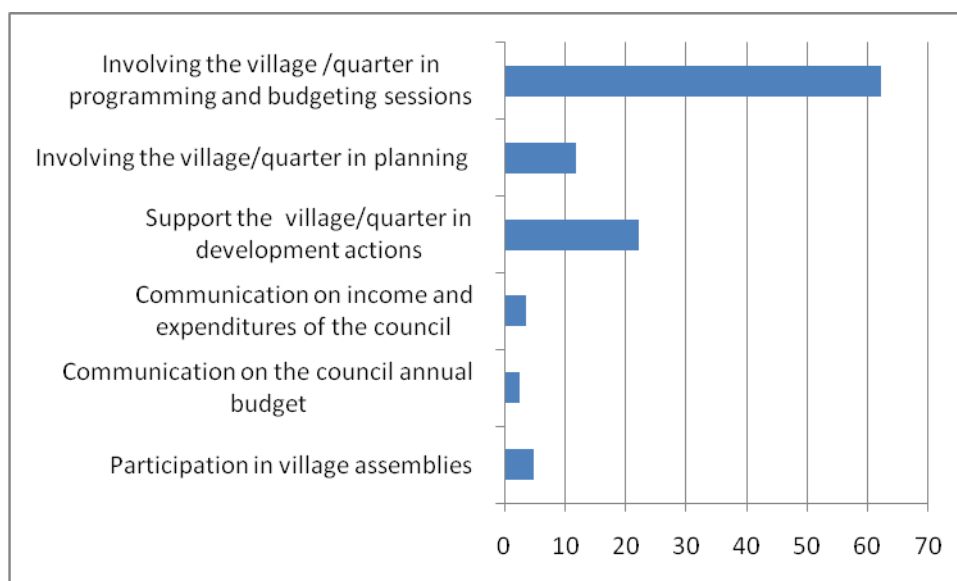


Source: SCORECARD survey, Ndop council Nov 2017

As seen on the above chart, there is a clear indication that households always pay a tip for the services they obtain from the Ndop council as they declared it to be. Amongst the services offered by the council, 17% of the population pays a tip for obtaining a birth certificate, about 8% also pay to acquire official document. The other service indicated very minimal payment from the population.

### 3.5.3. Dissemination of information on Council actions and household involvement in the Council’s activities

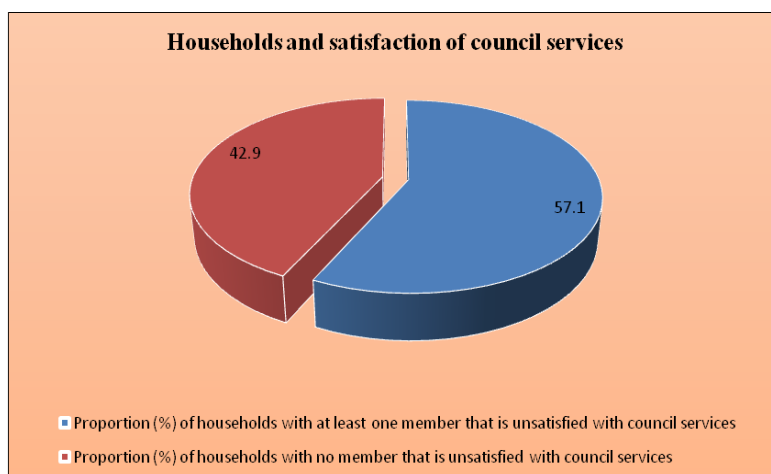
**Figure 51: Awareness on the information and involvement on the council’s activities**



Concerning the dissemination of information on Council actions and household involvement in the Council’s activities for the populations, the responses indicated that 4.8% of them participate in village assemblies aimed at the elaboration of Council Development Plan (CDP), 2.6% said they have received information concerning the council budget, 3.6% said they have been informed of the council income and expenditure, 22.2%of them support the village/ quarter development activities, 11.8% said the village/ quarter are involved in the planning of activities and 62.1% said the village/ quarters are involved in the programming and budgeting sessions of the council

### 3.5.4. Dissatisfaction vis-à-vis Council services

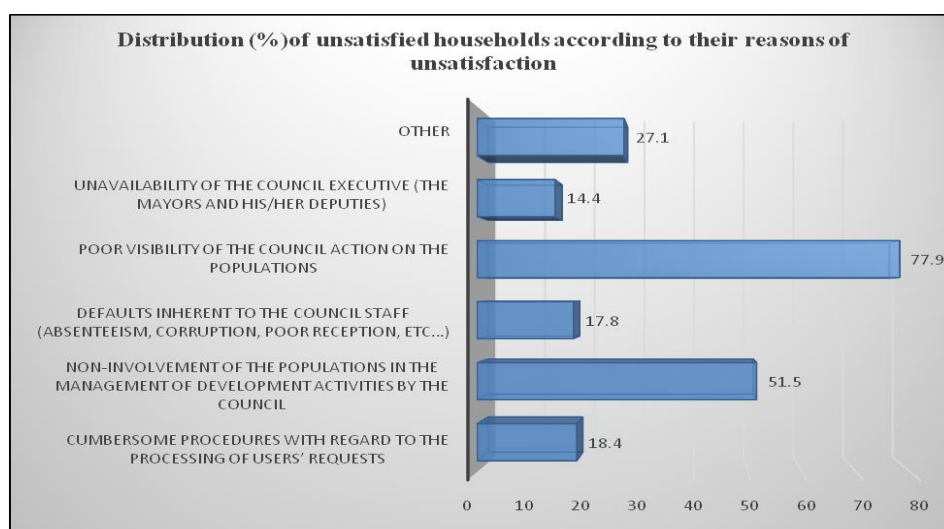
Figure 52: Dissatisfaction vis-à-vis Council services



According to the information declared on fig 5.4, 57.1% of the population are unsatisfied with the services offered by the council with 42.9% declaring to be satisfied.

### 3.5.5. Expectations of households in terms of council services in Ndop council

Figure 53: Expectations of households in terms of council services



Out of the 57.1% who declared to be unsatisfied, 18.4% see the procedure in processing of document and other council services to be cumbersome, 51.5% declared the council does involve the population in their activities, 17.8% says the council staffs are always absent, corrupted and have poor reception, 77.9% declare they do not see what the council does while 14.4% says the council executives are not always on duty.

### **3.5.6 Synthesis of the perception of council services and suggested areas of improvement**

Out of the so many services that are provided by the council, it appears, the population only knows of the establishment of a birth certificate, marriage certificate and certification of official documents. It has also been noticed from the data displayed that the people are not involved in decision making process in the area and when it comes too to activities like that the councils resource management system is not very clear or made available to the public. For example, when it comes to Involving the village/quarter in planning, 80.5% of the population attests to the fact that they were either informed of or participated in the activity. As far as activities like Communication on the council annual budget and Involving the village /quarter in programming and budgeting sessions, only a negligible proportion (1.6% and 19.6%) declared they were involved. If the local population is not part of the planning process in the councils especially when it comes to issues related to resource management, it reveals also that they are not really part of their development process? It is suggested that the council authorities get the people fully involved in the activities of the municipality.

## **3.6. CONCLUSION AND MAIN RECOMMENDATIONS**

### **3.6.1. Conclusion.**

The results presented above show that, most of the people use public water supply as it could be seen from the 58.2% that makes use of it but the majority (25%) of them complain about the quality. This could be as a result of the factors which they expressed as reasons for their non-satisfaction. It is recommended that the authorities' in-charge of this service should make available affordable public taps with a good management system and water quality in many areas so as to tackle the challenges expressed.

The reports of households that were targeted for this survey show that, most households only have access to integrated health centres of which they have to travel longer distances to have access to. Field reports also hold that these institutions have drugs, hospitalisation rooms and beds, but it also holds that all these are not up to the required levels and needs to be improved upon. Education was judged by the local population as being expensive with schools located very far from the where they leave. The population did not like the fact that classrooms were overcrowded and study materials were not available for the kids. They also made mention of high tuition and absence of staff in some areas as a challenge. A point which was observed is the massive presence of academic institutions though at distant areas. With respect to the council services, majority of the population only knew of the establishment of a birth certificate, marriage certificate and certification of official documents. It was also noted from the data displayed that the people were not involved in decision making process in the area.

### **3.6.2. Recommendations**

The Scorecard was a good way of accessing people's perception and it is recommended that it should subsequently be used for such surveys for better results. The council should implement the SCORECARD mechanism so that she can always know the opinion of her people.

Following the results of the survey, it is recommended that the following should be addressed in the Ndop council area as far as the four services are concerned.

- Installation of additional taps and improvement in the water management system.
- Creation of more health centres closer to the people with additional staff and equipment
- Construction of vocational school to promote entrepreneurship and self-dependency
- Build more academic institutions around the people and subsidize it through the provision of textbooks and other study guides to help decongest the classes and improve the quality of education available.
- Get the population involved in the budgetary and decision making activities in the council area.
- Council should make known their major activities especially council session, and this can be done through radio announcements and not only posting on their notice board.



## CHAPTER 4

### ACTION PLAN FOR THE IMPLEMENTATION OF THE CITIZEN REPORTING CARD MECHANISM FOR PUBLIC ACTION IN NDOP COUNCIL.

#### 4.1. Synthesis of the problems identified per sector

**Table 10:** Synthesis of problems in the Domain of Water in the Ndop Municipality.

Sector	Problem identified	Envisaged solution	Level of implementation	
			Local	Central
Water	Insufficiency of water points	Identification of sites for the construction of catchments/boreholes.	√	
		Construction of new water catchment points	√	√
		Construction of new water points and boreholes in all quarters	√	√
	Poor management of water points	Train and motivate water management committee	√	
		Put in place or Revamp water management committees for each water point	√	
		Reduce the time required to repair a broken water point	√	
		Supervision of the management committee by the Council and DD MINEE Ngoketungia	√	√
	Poor quality of water	Improve water quality through treatment	√	
		Sensitization of the population to clean, fence and protect water sources	√	
		Sensitize the community on the qualities of good drinking water	√	
		Technical inspection of sites and purification equipment		√
	Delay in maintenance in case of breakdown	Prompt notification of breakdowns should be done followed by prompt maintenance.	√	
		Elaboration of a mechanism for prompt repairs of water points.	√	
		The council should provide of technical and financial assistance in case of breakdown	√	
		Sensitize the population on the importance of securing maintenance fund	√	
	Far distance to water points	Extension of water to central locations	√	√
		extension of water to all quarters	√	√
	High cost of water provision	Draft a complain to the service in charge	√	
		The village management committee harmonises and determines the rate of consumption at each water point	√	

**Table 11.** Synthesis of problems in the Domain of Health in Ndop

Sector	Problem identified	Envisaged solution	Level of implementation	
			Local	Central
Health	Insufficiency of existing health care units	Feasibility studies for the creation of new health units by DMO/Council	√	√
		Creation of new health care units		√
		construction of new health care units and equipment and staffing of the health units	√	√
	Far distance to access the health care units	Make use of community health workers/ partner with transporters to care for the sick at lower cost	√	
		make available a weekly visiting Doctor	√	
	Poor quality/ insufficient equipment	Provision of more equipment	√	√
		provision of improved equipment		√
	Insufficiency of drugs/pharmacies	Provision of more drugs	√	√
		Construction of pharmacies		√
		Partner with transporters who can collect drugs from the administrative head quarter to the health unit	√	
		DMO should ensure regular supply of drugs		√
	High cost of access to health care	Creation of mutual health institution and sensitization of the households to join	√	
		Make health policies that will henceforth cater for the poor		√
	Poor management of health care units	Put in place/ revamp a management committee at the health unit	√	
		DMO and Ndop Council to step up supervision and monitoring	√	√
	Few beds in Hospitalization rooms	Make available sufficient beds in hospitalization rooms	√	√
		Increase the durability of hospitalisation beds by following up and ensuring that the beds are handled with care	√	
	Default related to health care unit staff	Increase assiduity of staff	√	
		Putting in place of a suggestion box	√	
		Step up monitoring and institute attendance registers	√	
		training of staff on customer service	√	

**Table 12: Synthesis of problems in the Domain of Education in Ndop**

Sector	Problem identified	Envisaged solution	Level of implementation	
			Local	Central
Education	Insufficiency of teaching staff	Recruitment and payment of PTA teachers	√	
		Government to provide more staff		√
	High tuition	Enforce the law on free tuition in nursery and primary public schools		√
		ensure parents are not exploited in secondary schools		√
		Encourage the payment of school fees in instalments	√	√
	Far distance to access educational services	Feasibility studies for the creation of new schools	√	√
		creation of more schools		√
		Construction of more schools	√	√
	And Insufficiency of schools	Provision of a public and affordable means of transport to pupils and students	√	
	Insufficiency of classrooms	Construction and equipping of classroom blocks	√	√
		Use of local building material for the construction of temporary classrooms	√	
	Insufficiency of equipment	Adequate equipment be provided		√
		timely provision of minimum package	√	
		Provision of equipment and increase in the minimum package	√	
	Non distribution of textbooks	Lobby for the provision of books from Book Aid International (NGO)	√	
		Creation and construction of school libraries		√
	Over populated classrooms in secondary schools	Reduce the number of students per classroom to 60	√	
		Construction of more classrooms		√
		Introduction of more streams (A, B, C, D,...)	√	
		Ensure the implementation of policies related to class sizes		√
	The complete absence of vocational training schools	Creation of Vocational training Centres		√
		construction and equipment of Vocational training Centres		√
		Sensitize parents on the importance of vocational training centres, encourage parents to send children to the created centres	√	
	High cost	Harmonize, reduce costs and burdens		√
		Award of scholarships to students	√	
		Policy review on school fees		√

**Table 13: Synthesis of problems in the Domain of Council service in the Ndop Municipality**

Sector	Problem identified	Envisaged solution	Level of implementation	
			Local	Central
Council Services	Weak involvement of the population in the management of development activities of the council	Continuous involvement of the population in the development of Ndop municipality	√	
		Representatives of the population should visit the council and invite council executive during development meetings	√	
		Invite representative of various villages during council development planning workshops	√	
	Poor visibility of the Council action by the population	Make the Council action more visible through the realization of concrete projects	√	
		Provide information to villages about council activities	√	
		Provide update to villages about their development plans for the CDP	√	
		Support village actions morally, financially and materially.	√	
	Default inherent to Council staff and poor service delivery at council level	Continuous follow up and monitoring of the behaviour of council staff to ensure satisfactory performance	√	
		Put in place a suggestion box for the public	√	
		Report to council executive all staff who act unethically and unprofessionally	√	
		Provide capacity-building opportunities for council staff and councillors	√	
		Sanctions to staff who act unethically.	√	
		Recruit qualified staff		
		Create a committee to stamp out corruption		
	Cumbersome procedures with regards to the processing of user request	Processing of user request (Review and simplify)	√	
		Reduce bottle necks in processing files	√	
		Make the procedure for obtaining documents clear and simple	√	
	Poor communication on the Council annual budget and activities	Step up communication on the annual budget and activities	√	
		Send village executive to attend council budgetary sessions.	√	
		Paste notices and communiques on the council notice board frequently and set up council notice boards in villages.	√	
		Get in contact with councillor of the village to update village on council activities	√	
		Make available the annual budget on the council notice board.		
		Councillors from each village notify the village on council activities		
		Recruit a communication officer	√	
		Create a functional website, email and Face book page to display council information.	√	

**4.2. STRATEGY OF THE SECTOR:** To make potable water systems available and adapted to the specific environment to all communities throughout the Republic of Cameroon

Sector	Objective	Specific objective	Actions	Verifiable indicators	Means of verification	Assumptions for realisation	Expected results	Period	Responsibility	Partners	Estimated cost
Water	To make potable water available and affordable to all and sundry in Ndop council area within 5 years	1. To develop and Improve accessibility to portable water	Make available additional water points and water systems	Number of water points and villages with portable water supply	From the WMC and council reports and field observation	Volume of water will support more water points. Availability of a good water source for construction and supply	Water is available to all and affordable in the community	5years	The population, technical service of the council, VDA and WMCs	DD MINEE Ngoketungia NGOs Member of parliament	To be determined by a careful feasibility study
		2: To repair and continue to maintain all damaged water systems and water points.	Recruitment and training of technicians	Recruitment and training report. Observations and testimonies	Council report on training of technician. Report from WMC on repairs	Adequate financial and material support from the community	All damaged water points are repaired on time	5years	The population, technical service of the council, VDA	DD MINEE Ngoketungia NGOs Member of parliament	To be determined by a careful feasibility study

		3. To improve quality of water	To continuously improve on cleaning and treatment of water system	Testimonies from users Observation	Users testimonies Pictures taken during maintenance	Adequate financial and material support from the community	Quality of water is improved, cleaning of water sources and treatment is frequent. Reduction in water borne diseases	5years	The population, technical service of the council, WMCs VDAs	DD MINEE Ngoketungia NGOs Member of parliament	To be determined by a careful feasibility study
		4. To improve on management of water system	Revamp and train the water management committee on resource mobilization and maintenance	List of trained WMCs, Attendant sheets of meetings.	Councils report Minutes, Attendance sheets of meeting	High level of commitment, basic knowledge in reading and writing	Trained WMCs exist in all villages with water systems, Periodic meetings are held,	5years	The population, technical service of the council, VDC	DD MINEE Ngoketungia NGOs Member of parliament	To be determined by a careful feasibility study

**4.3. STRATEGY OF THE SECTOR:** Quality, affordable and accessible health care delivery to all persons in Cameroon without discrimination.

Sector	Objective	Specific objective	Actions	Verifiable indicators	Means of verification	Assumptions for realisation	Expected results	Period	Responsibility	Partners	Estimated cost
<b>Health</b>	<b>To ensure quality and affordable health care to all and sundry in Ndop council area by 2023</b>	1: To Improve the staffing situation	Lobby for the recruitment of more staff	Number of of staff recruited	From council reports and field observation, Report from DMO	Sufficient staff available, community health workers are provided	More staff are available and willing to handle cases of illness promptly	5years	The population, technical service of the council, VDC, management committee	Ministry of public health, DMO Ngoketungi a NGOs Member of parliament	To be determined by a careful feasibility study
		2: To provide more health care units	Lobby for the creation and construction of more health care units	Number of health care units created and constructed	Report from DMO Ndop From council reports and field observation	Many health care units are available	Many health care units are available access to health care increased	5years	VDAs, the council, The member of parliament	Ministry of public health, DMO Ndop	To be determined by a careful feasibility study

		3: To provide more drugs.	Recruitment of pharmacy attendants in different health units provision of drugs	Pharmacies are equipped with drugs	Report from DMO Ndop, Council Report Field visits	Adequate drugs are supplied to the health care unit	Drugs are provided in the health care unit at affordable cost	5years	The population, technical service of the council, Mayor VDA, management committee	Ministry of health, Member of parliament, DMO Ndop	To be determined by a careful feasibility study
		4. To provide more equipment	Lobby for the provision of equipment to health units in need	Number and quality of equipment provided	Councils report Management committee report, DMOs report with inventory	Adequate equipment's are made available	There is an improvement in the quality of health	5years	The population, Mayor, technical service of the council, VDA, management committee	Ministry of health, Member of parliament, DMO Ndop	



**4.4. STRATEGY OF THE SECTOR:** The promotion, protection and provision of basic and secondary educational opportunities and conducive atmosphere; all over the entire national territory of the Republic of Cameroon

Sector	Objective	Specific objective	Actions	Verifiable indicators	Means of verification	Assumptions for realisation	Expected results	Period	Responsibility	Partners	Estimated cost
<b>Education</b>	<b>To ensure greater access to quality and affordable education to all and sundry in Ndop council area by 2023</b>	1: To create more secondary schools and have a school located closer to the households	Lobby for the creation and construction of more schools	Number of schools created	Report from DDSE Ngoketungia, council reports and field observation	More secondary schools are available	Reduction in time taken to reach the nearest school by students	5years	VDA, the council, The member of parliament, PTA	Ministry of Secondary education,, DDSE Ngoketungia	To be determined by a careful feasibility study
		2: To Improve the staffing situation of schools in the council area	Lobby for the recruitment of more staff	Number of staff recruited	From council reports and field observation, Report from DDSE Ngoketungia/ IBE Ndop	Increase in number of staff available, PTA teachers employed.	More staff are available and committed to teach in the various schools	5years	The population, technical service of the council, VDA, PTA, Mayor	Ministry of Basic /Secondary education IBE Ndop/ DDSE NGOs Member of parliament	To be determined by a careful feasibility study

		3: To provide more classrooms.	Construction of additional classrooms in needy schools	New classrooms are constructed and equipped	Report from DDSE Ngoketungia/ IBE Ndop, Council Report, Field visits	More classrooms available	More equipped classrooms are available and children learning in a conducive condition	5years	The population, technical service of the council, Mayor VDA, management committee, PTA	Ministry of Basic/ Secondary education, IBE Ndop, DDSE Bui	To be determined by a careful feasibility study
		4. To reduce the cost of accessing Educational Services	Reduction in cost of access to education, provision of scholarship	Number of new cases enrolled after reduction, Testimonies from parents	Enrolment registers, reports of school authorities, minutes of PTA meeting	More pupils and students have access to learning	More awareness and increase in literacy	5years	School authorities, IBE/DDSE pupils/ students, NGOs	Ministry of Basic/ Secondary education IBE Ndop, DDSE Ngoketungia	To be determined by a careful feasibility study

**4.5. STRATEGY OF THE SECTOR:** To bring administration closer to the population, ensure peace and order and empower the council to take charge of their own development (decentralization) in the Republic of Cameroon

Sector	Objective	Specific objective	Actions	Verifiable indicators	Means of verification	Assumptions for realisation	Expected results	Period	Responsibility	Partners	Estimated cost
<b>Council services</b>	<b>To bring local administration closer to the population and empower the council to take charge of their own development in line with decentralization by December 2018</b>	1: To involve the population in decision making	Invite key stakeholders to council sessions	Number of stakeholders and socio professional group who attended the council session	From council reports and attendance sheets, invitation letters distributed, council notice board, Dispatch letters	Increase in number of actors invited during council sessions, Increase in the use of council services	More stakeholders participate in decision making, Sustained increase in the use of council services	1 year	The Secretary General	Mayor PNDP	To be determined by a careful feasibility study

		2: To communicate all development actions	Announcements through various media houses, Social media, Construction and placement of council notice boards at strategic locations of the town, development of a website, email and face book page	Number of copies of different announcements sent out,  Website developed, Email address created	From council reports and field observation Testimony from the population	Increase turnout in all council activities, All communication avenues have been exploited	High involvement of the population in decision making at the council  Updated website Frequent use of all communication means	1 year	The SG of the council  The population	The Mayor PNDP  DD communication  DD P&T	To be determined by a careful feasibility study
		3: To ensure transparency in management.	Publish administrative and financial account of the council yearly, Publish the annual investment plan of the council	Number of stakeholders who are aware of the accounts	All accounts and income sources are published on the notice board	Administrative and financial accounts are published	More awareness on the administrative and financial accounts is created	1 year	The municipal treasurer Council finance officer Cahier, The SG	Divisional treasury, Other financial services	To be determined by a careful feasibility study

## Program for the dissemination of results and the presentation of an action plan

DATE	VENUE	ACTIVITY	EXPECTED RESULTS	PERSONS RESPONSIBLE
	COMINSUD and Ndop Council	Preparation administrative pedagogic	A contact meeting has taken place and the date for the restitution has been unanimously chosen, invitation letters sent out, all logistics for the workshop are prepared (workshop program, writing materials, survey report printing and distributed)	SRCM supervisor for Ndop, CDO Stakeholders
	Ndop council	Organisation of the workshop to reconstitute, review and validate the report of the survey	The restitution workshop is attended by the various stakeholders, the various results per sector are presented for review by the participants, stakeholders have validated the results	SRCM supervisor for Ndop CDO Stakeholders
	COMINSUD	Writing of report	01 report is written taking in to consideration the various observations made by participants of the workshop	SRCM supervisor for Ndop
	PNDP	Submission of final Report	A final report is submitted to PNDP for technical validation	COMINSUD

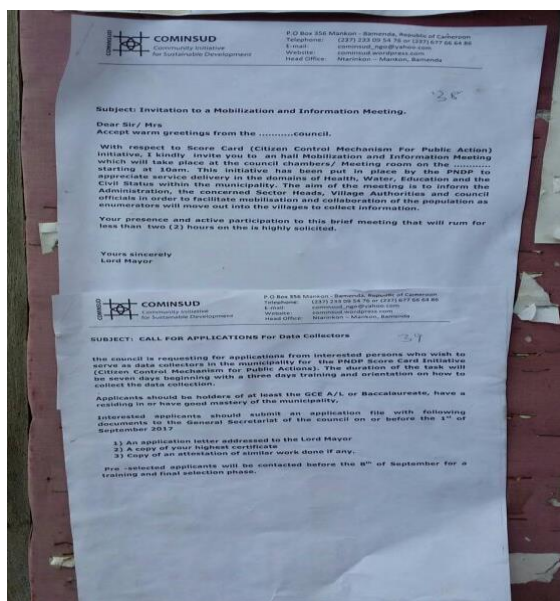
## **ANNEXES**

Annex 1: Pictures gallery

Annexe 2: List of the stakeholders involved in the survey

Annexe 3: Questionnaires of the SCORECARD survey

## Annexe 1. Pictures gallery



Vacancy notice placed by COMINSUD  
at the council for Enumerators



Mayor welcoming the participant at  
the launching ceremony



Council supervisor presenting the objectives  
and background of the SCORECARD



Training Council chairman posing a  
question during launching



D.O. representative thanking participant for making it at the launch



Supervisors at the reporting format training



## **Annex 2. List of stakeholders**

- The Governor's representative
- Regional Delegate of MINEPAT
- RD of Sector Ministries concerned
- The Regional Coordinator of PNDP
- SDOs' representatives
- Regional President of UCCC
- Mayors
- INS Regional Chief
- Representative of CSO.
- Household representatives
- Traditional Authorities
- Economic operators' representatives
- The Council Executive ;
- The Civil Society Organisation ;
- The Administrative Authorities ;
- The Traditional Authorities ;
- Religious Authorities ;
- Economic operators ;
- Supervisor for Ndop : Nkwenti Marieclaire Lum ([nkwentilum@yahoo.com](mailto:nkwentilum@yahoo.com))

### Annex 3. Questionnaire

MINISTÈRE DE L'ECONOMIE, DE LA  
ECONOMY, PLANNING AND REGIONAL  
ET DE L'AMENAGEMENT DU TERRITOIRE



PLANIFICATION MINISTRY OF  
DEVELOPMENT

SECRETARIAT GENERAL

GENERAL SECRETARY

PROGRAMME NATIONAL DE DEVELOPPEMENT  
PARTICIPATIF

NATIONAL COMMUNITY DRIVEN  
DEVELOPMENT PROGRAM

CELLULE NATIONALE DE COORDINATION

NATIONAL COORDINATION UNIT

#### *Citizen Report Card*

*Assessment of public services within the Council of .....*

<b>Section I. BACKGROUND INFORMATION</b>	
<b>A01</b> Region _____	_ _
<b>A02</b> Division _____	_ _
<b>A03</b> Council _____	_ _ _
<b>A04</b> Batch number _____	_ _
<b>A05</b> Enumeration Area Sequential number _____	_ _
<b>A06</b> Residence stratum : 1=Urban 2=Semi-urban 3=Rural	_
<b>A07</b> Name of the locality _____	
<b>A08</b> Structure number _____	_ _ _
<b>A08a</b> Household number in the sample _____	_ _
<b>A09</b> Name of the household head _____	
<b>A10</b> Age of the household head (in years) _____	_ _
<b>A11</b> Sex of the household head : 1=Male 2=Female	_
<b>A12</b> Name of the respondent _____	
<b>A13</b> Relationships between the respondent and the household's head (see codes)	_
<b>A14</b> Sex of the respondent: 1=Male 2=Female	_
<b>A15</b> Age of the respondent (on a bygone-year basis)	_ _
<b>A16</b> Phone number of the respondent	_ _ _ _ _ _ _ _ _ _ _ _ _ _ _
<b>A17</b> Date of beginning of the survey	_ _ / _ _ / _ _ _ _ _
<b>A18</b> Date of end of the survey	_ _ / _ _ / _ _ _ _ _
<b>A19</b> Name of the enumerator _____	_ _
<b>A20</b> Name of the council's supervisor _____	_ _
<b>A21</b> Data collection result	_
1=Complete Survey 4=Absence of a qualified respondent	
2= Incomplete Survey 5=Empty house or no house responding to	
3=Refusal the given address	
(If the answer is different 96= Any other reasons (to be specified) nd 2,	
from 1 a the questionnaire should come to an end)	
<b>A22</b> Assessment of the quality of the survey 1= Very good 2=Good	_
3=Average 4=Poor 5=Very poor	

**A13**

his/her spouse   spouse   7= Maid

<b><u>Section II. POTABLE WATER</u></b>					
<b>H01</b>	Which public water supply systems exist in your village/quarter? (Circle the corresponding letter(s)) Is there any other system?	1=Yes    2=No A. Well equipped with a pump B. Open pit well C. Protected well D. Boreholes equipped with a manually operated pump E. Spring/ river F. Access to tap water (pipe borne water)	_   _   _   _   _   _		
<b><u>Section II. POTABLE WATER</u></b>					
<b>H01a</b>	Is your main water supply source run by a public or owned by a private entity? 1=Public 2=Private If 2 → H14			_	
<b>H02</b>	What is your main public water supply source? (Just a single answer) 1= Well equipped with a pump    4= Boreholes equipped with a manually operated pump 2= Open pit well    5= Spring/ river 3=Protected well    6 =Access to tap potable water			_	
<b>H03</b>	What is the quality of the said water? 1=Good    2=Poor    3=Indifferent			_	
<b>H04</b>	Does this water have an odour? 1=Yes    2=No    8= Does not know.			_	
<b>H05</b>	Does this water have a taste? 1=Yes    2=No    8= Does not know.			_	
<b>H06</b>	Does this water have a colour? 1=Yes    2=No    8= Does not know.			_	
<b>H07</b>	Do you pay something to get this water? 1=Yes    2=No    if no → H08			_	
<b>H07a</b>	If yes, how much do you spend on average per month? (give an amount in FCFA)			_ _ _ _ _ _ _	
<b>H07b</b>	How do you appraise the said amount? 1=High    2=Affordable 3=Insignificant			_	
<b>H08</b>	Is this water available throughout the year? 1=Yes    2=No			_	
<b>H09</b>	How many times do you need, on average, to go on foot and fetch water and come back? 1=On the spot    2=Less than 15 minutes    3=Between 15 and 30 minutes    4=more than 30 minutes			_	
<b>H10</b>	Has this water point had a breakdown at a given time during the last six months, notably since .....?    1=Yes <del>2=No</del> if no    H11.			_	
<b>H10a</b>	If your water point had a breakdown at a given point in time during the last six months, notably since ....., how long did it take for it to be repaired? 1=Less than one week    2=Between one week and one month    3=Between one month and three months 4=Over three months    5=Not yet, if 5, → H11			_	
<b>H10b</b>	Who repair it?	1=Yes    2=No A=Mayor (Council) B=State C=An elite D=The Water Management Committee E=the village/quarter head F=CAMWATER/SNEC/CDE X=Other	_   _  _   _   _	Who else?	
		partners/stakeholders :	_	_	

<b>H11</b>	Do you have access to that water point at any moment of the day? 1=Yes 2=No If yes H13 →	_
<b>H12</b>	If no, what is the daily frequency in terms of potable water supply in your household? 1=Once ; 2=Twice; 3=Thrice	_
<b>H13</b>	Does the said frequency correspond to your current need in terms of potable water consumption-? 1=Yes 2=No	_
<b>H14</b>	Did you express any need in terms of potable water supply in the course of the last 6 months, more specifically since .....? 1=Yes 2=No If no → H18	_
<b>H15</b>	<div> <div> To whom did you submit your request/needs? (several answers are possible)  Other? </div> <div> 1=Yes 2=No  A. Mayor (Council)  B. State  C. An elite  D. The Water Management Committee  E. The village/quarter head  F. the Administrative authorities  G. CAMWATER/SNEC/CDE  X. Other stakeholders : _____ </div> </div>	_   _   _  _   _   _   _   _   _
<b>H16</b>	Has your need been met? 1=Yes 2=No If no → H18	_
<b>H17</b>	In the event of a satisfactory answer, how much times did it take for your need to be satisfied? 1=Less than one month 3=Over three months 2=Between one and three months	_
<b>H18</b>	Broadly speaking, what is your level of satisfaction, especially in terms of water supply in your village? (Just circle a single answer) 1=Satisfied 2= Indifferent 3=Unsatisfied If 1 or 2 → H20.	_
<b>H19</b>	State the reasons of your non-- 1=Yes 2=No	
<b>Section II. POTABLE WATER</b>		
	satisfaction with regard to water supply in your village (several answers are possible).  Any other reason?	A. Far distance to access to the water point B. Poor quality of water C. Insufficiency of water supply points D. Poor management of the water supply E. Failure/delay to repair in case of breakdown F. High cost of water supply X. Any other reasons to be specified : _____
<b>H20</b>	What are your expectations in terms of supply of potable water? (Several answers are possible).  Any other expectation?	1=Yes 2=No A. Additional water points ; B. Improvement in terms of management of the existing water points; C. Repair works should be carried out on the damaged water points ; D. Improvement of the quality of the existing water points ; E. Reduction of price ; X. Other expectations to be specified : _____

### Section III. HEALTH

<b>S01</b>	Which is the nearest health care unit to your household? 1= Public integrated health Centre 2= Hospital/CMA 3= Private health Centre	_
<b>S02</b>	How much time do you need, on average, to reach the nearest health care unit from your household?	_



		X. To be specified) :	_
<b>S20</b>	What are your expectations with respect to health care services? Any other expectations?	1=Yes 2=No A. Additional health care units B. Supply of drugs C. Transfer of a staff member D. Equipped health care units X. Other to be specified _____	_   _   _   _   _

<b>Section IV. EDUCATION</b>					
	<b>Education cycle →</b>	<b>Nursery</b>	<b>Primary</b>	<b>Secondary</b>	<b>Vocational training</b>
<b>E01</b>	Is your village/quarter provided with an education cycle « Name of the said cycle »? 1=Yes 2=No	_	_	_	_
<b>E02</b>	How many children from your household attend the nearest school? (name of the cycle) (write down the number in front of each cycle)	_ _	_ _	_ _	_ _
<b>E03</b>	How many Kilometers do children from your household cover, on average, to go to school? (name of the cycle)? 1=Less than 1 Km 2=Between 1 and 5 Kms 3=Over 5 Kms	_	_	_	_
<b>E04</b>	What is, on average, the time spent covered by children from your household to reach the nearest school on foot? (name of the cycle) (estimated in minutes)	_ _	_ _	_ _	_ _
<b>E05</b>	Is the school (name of the cycle) attended by children from your household provided with a complete cycle? 1=Yes 2=No		_	1st cycle  _  2nd cycle  _	
<b>E06</b>	Is the vocational training center attended by children from your household provided with a complete workshop deemed suitable to their various trades? 1=Yes 2=No 3=Does not know				_
<b>E07</b>	Is the school (name of the cycle) attended by children from your household provided with a class-room per class level? 1=Yes 2=No	_	_	_	_
<b>E08</b>	Are all the children seated on a bench in the school (name of the cycle) attended by children from your household? 1=Yes 2=No	_	_	_	_
<b>E09</b>	Are school textbooks distributed to pupils in the school (name of the cycle) attended by children from your household? 1=Yes 2=No	_	_		
<b>E10</b>	How many student does a classroom attended by children from your household contain (name of the cycle)? 1=Less than 30 3=Over 60 2=Between 30 and 60 4=Does not know	_ _	_ _	_ _	_ _
<b>E11</b>	How do you assess the frequency of the attendance of teachers in the class-room(s) (name of cycle) in	_	_	_	_
	which the children from your household are enrolled? 1=Regular 2=Averagely regular 3=Irregular				

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

<b>E19</b>	Do you have any expectations in terms of provision of education services in the (name of the cycle)? (Several answers are possible) Any other expectation? 1=yes 2=No A. Have a school located nearer to the village/quarter B. Build more class-rooms C. Add additional Equipments D. Create more school/vocational training center E. Recruit more teaching staff F. Distribute text books G. Improve the results H. Reduce the costs X. Others (specified) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<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 SERVICES**

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



			3, 4 or 5 → C04				
Issuance of birth certificates	_	_	_	_ _	_	_	_
Certification of official copies of documents	_	_	_	_ _	_	_	_
Building permit	_	_	_	_ _	_	_	_
Death certificate	_	_	_	_ _	_	_	_
Marriage certificate	_	_	_	_ _	_	_	_
Certificate of residence	_	_	_	_ _	_	_	_
Approval of localisation plans	_	_	_	_ _	_	_	_
Information	_	_	_	_ _	_	_	_
Other (to be specified) _____	_	_	_	_ _	_	_	_
<b>C07</b>	Has any member of your household taken part in the village assemblies aimed at drawing up the Council Development Plan (CDP, AIP, and MTEF)? 1=Yes 2=No						_
<b>C08</b>	Is any member of your household informed about the amount of the annual budget of your council? 1=Yes 2=No						_
<b>C09</b>	Is any member of your household informed about the expenditures and incomes of your council during the previous fiscal year? 1=Yes 2=No						_
<b>C10</b>	Does the council support the development actions of your village/quarter ( such as community activities, follow-up of village development committees, follow-up of management committees, setting up of village development and monitoring committees, carrying out of micro projects in your village/quarter, etc.)? 1=Yes 2=No 8=Does not know						_
<b>C11</b>	Does the council involve your village/quarter when planning development actions? 1=Yes						_

	2=No      8=Does not know	
<b>C12</b>	Does the council involve your village/quarter when programming and budgeting development actions? 1=Yes 2=No      8=Does not know	__
<b>C13</b>	Broadly speaking, what is your level of satisfaction as concerns services provided by the council? (choose only a single answer) 1=Satisfied      2=Indifferent      3=Not satisfied If 1 or 2      C15	__
<b>C14</b>	<p>State the reasons of your dissatisfaction with regard to services provided by the council (Several answers are possible). Any other reason ?</p> <p>1=Yes    2=No</p> <p>A. Cumbersome procedures with regard to the processing of users' requests    B. Non-involvement of the populations in the management of development activities by the council</p> <p>C. Defaults inherent to the Council staff (absenteeism, corruption, poor reception, etc...)</p> <p>D. Poor visibility of the council action on the populations</p> <p>E. Unavailability of the council executive (the Mayors and his/her deputies)</p> <p>X. Any other reasons (to be specified) _____</p>	__   __   __   __   __   __
<b>C15</b>	<p>What do you expect from the council team? (Several answers are possible). Any other expectation?</p> <p>1=Yes    2=No</p> <p>A. Increased involvement of the populations in the decision-making process</p> <p>B. Increased communication by the council as far as its development actions are concerned</p> <p>C. More transparency as far as management is concerned</p> <p>D. Closeness of the Council to the populations</p> <p>X. Any other expectation (to be specified) : _____</p>	__   __   __   __   __