CARE Rwanda's participation in the Public Policy Information, Monitoring and Advocacy (PPIMA) project

Recognizing that the Rwanda's accountability and service delivery systems to-date are dominated by the government, the Public Policy Information, Monitoring and Advocacy (PPIMA) project has focused on strengthening civil society and empowering citizens to access and use public policy information to monitor the service delivery processes, and undertake advocacy to improve the services levels to their satisfaction.

PPIMA's design is premised on the following theory of change for accountability: that *Rwandan citizens and civil society are not interested, knowledgeable, organized and/ or supported enough to engage actively and effectively in public policy dialogue; monitor and inform the use of public resources allocated to economic development and poverty reduction*.

The Community Score card is used in PPIMA as a tool to monitor and evaluate the quality/ accessibility and availability of services, focusing on the five key sectors of the Government of Rwanda's Economic Development and Poverty Reduction Strategy (EDPRS) - health, education, agriculture, infrastructure and water and sanitation. The choice of these was the basis that they directly relate to poverty reduction in the rural areas which are targeted; they constitute the biggest recipients of the public budget, and PPIMA is about public policy and budget monitoring.

By seeking to promote active citizens' voices in public policy dialogue and building a strong and participatory vertical accountability between citizens and government, PPIMA seeks to assist the achievement of the outcomes of the Rwanda Decentralization Strategic Framework (RDSF). This especially relates to the Rwanda Decentralization Strategic Framework (RDSF) Outcome 2 (citizens effectively participate in local governance, local government resources are managed in a transparent and accountable manner); and Outcome 3 (local governments efficiently sustain socioeconomic development and deliver accessible and affordable quality services that respond to people's needs).

PPIMA interventions address the recommendations of the 2008 Joint Governance Assessment especially those related to:
a) strengthening vertical accountability between government and citizens, *inter alia*, by enabling constructive State-Society engagement around participatory processes such as budgeting, planning and monitoring; and
b) Enhancing transparency and citizens' access to reliable information, as essential aspects of good governance.

In PPIMA, the Community Score Card is implemented through the following steps:

Step 1: Preliminary Meeting(s) with Community Leaders
Step 2: Introductory Community Meeting
Step 3: Meeting with Community Representatives to Develop the Indicators for the Scorecard.
Step 4: Community Meeting to Validate Indicators and Construct Scorecard.
Step 5a: Input Tracking
Step 5b: Community Scoring Against Indicators
Step 5c: Service Provider Self Assessment
Step 6: Synthesis of Scorecards
Step 7: Community Meeting to Discuss Scores and Prepare for the Interface Meeting
Step 8: Interface Meeting
Step 9: Follow-up and Monitoring of the Action Plan
Step 10: Community Meetings to Discuss and Score Progress
Step 11: Follow-up Interface Meeting & Evaluation
Step 12: Institutionalization

Where implemented, the Community Score Card tool helped to promote an active interest and engagement among citizens and CSOs especially at local level processes of policy formulation and implementation, and to ensure that policies work to deliver improved services especially for poor. Now, citizens are

1. Informed and knowledgeable about government policies and plans (including budgets and expenditures) for economic growth and poverty reduction through the CSC meetings and the local sensitizations on the budget, HRBA, gender and decentralization subjects; and

2. Organized, appropriately and adequately skilled and capable of monitoring and informing government policies, plans and budgets.

E.g. 1: The popular medical insurance policy is based on Ubudehe program (the program aimed to fight against poverty) categorization. The population of the village meets together and categorizes its members of the village, and the most vulnerable and poorest are assisted by government to pay the medical insurance fees. Last time, they are some complaints that the process was not well conducted and after the decisions markers take the decision to revise this process after citizens' complaints. The CSC approach has helped the population to revise a part of a policy.

E.g. 2: The customer care and services delivery in all the sectors of health are improved where the project is implemented.

In general these are the most significant changes achieved by PPIMA project using Community Score Card tool by category of participants:

The citizens said that:

- o They have developed a sense of holding service providers accountable;
- o Communities have developed dynamism towards engaging in the CSC-process; and
- o Informal institutionalization of the CSDMS within the community created space where citizens are involved and actively participate in implementation, monitoring and evaluation of public policies.

The service providers said that:

- o They have acknowledged the importance of PPIMA vis-à-vis the initial impression of the project as a watch dog;
- o They have begun to conceptualize the CSC process as a platform for assessing how citizens give value to the services delivered;
- o It has bridged a gap between service providers and citizens on a common understanding on service delivery; and
- o The project has enhanced the level of involving citizens in service delivery (CAs, Cluster representatives and DFOs).