

CSC is a hybrid instrument to exact social and public accountability and responsiveness from service providers

Training Workshop on Community Score Card (CSC)



May 28 – June 01, 2012.

Jaipur, India

Workshop Fee: USD 1100.00

Development professionals working in the area of governance and accountability around the world are using Community Score Card (CSC) and find it very effective in several ways as follows.

- Measure quality of services
- Generate and shares information on important issues
- Ensure inclusion of all groups
- Make heard the unheard voices
- Generate performance criteria
- Promote dialogue and consensus building
- Build trust, communication & partnership among all stakeholders
- Brings solution from the bottom & through mutual dialogue

CUTS International is organizing a 5-day live workshop to impart training to produce facilitators with basic skills to conduct CSC and to assess the performance of service providers in any of the sector with particular emphasis on its application at the grassroots. Internationally recognized resource persons will deal with various sessions of the workshop. The medium will be English.

In this workshop, participants will learn how various components of CSC will be applied and executed. The CSC consists of the following six key steps

- Preparatory groundwork and organization of the community gathering
- Input-tracking matrix
- Community Generated Performance Assessment
- Self Evaluation by the service providers
- Interface meeting and drawing of an action plan
- Follow up and Institutionalization of the mechanism

Includes, a day long field exercise, in one of the *Gram Panchayats* (Village Councils) in the outskirts of Jaipur, to get hands-on and piratical experience on the application process of CSC, in one of the recently completed service delivery at the lowest level. This also will give an exposure to the rural areas of India.

Designed for programme managers, desk officers and field-coordinators from NGOs, donor agencies and national and international development organizations, those are looking for effective ways to address the issue of poor governance, low transparency and accountability. It helps in following ways

- (a) Tracking of inputs or expenditures,
- (b) Monitoring of the quality of services/projects,
- (c) Generation of benchmark performance criteria
- (d) Comparison of performance across facilities/districts,
- (e) Generating a direct feedback mechanism between providers and users,
- (f) Building local capacity and
- (g) Strengthening citizen voice and community empowerment.

Seats and Fee: Few seats are reserved for interested persons from outstations, working on governance and accountability issues. The workshop fee is US\$ 1100 per person, which will cover the workshop materials, workshop facilities, costs of field visit and exercise and 6 nights stay (single room) with food. The cost of international/domestic travel and visa fee etc. has to be borne by the participants or the sponsoring organizations. Since the seats are limited, the admission will be on a '*first come-first serve*' basis and payment of full workshop fee in advance.

For more information and reserving the seats, may please contact:

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