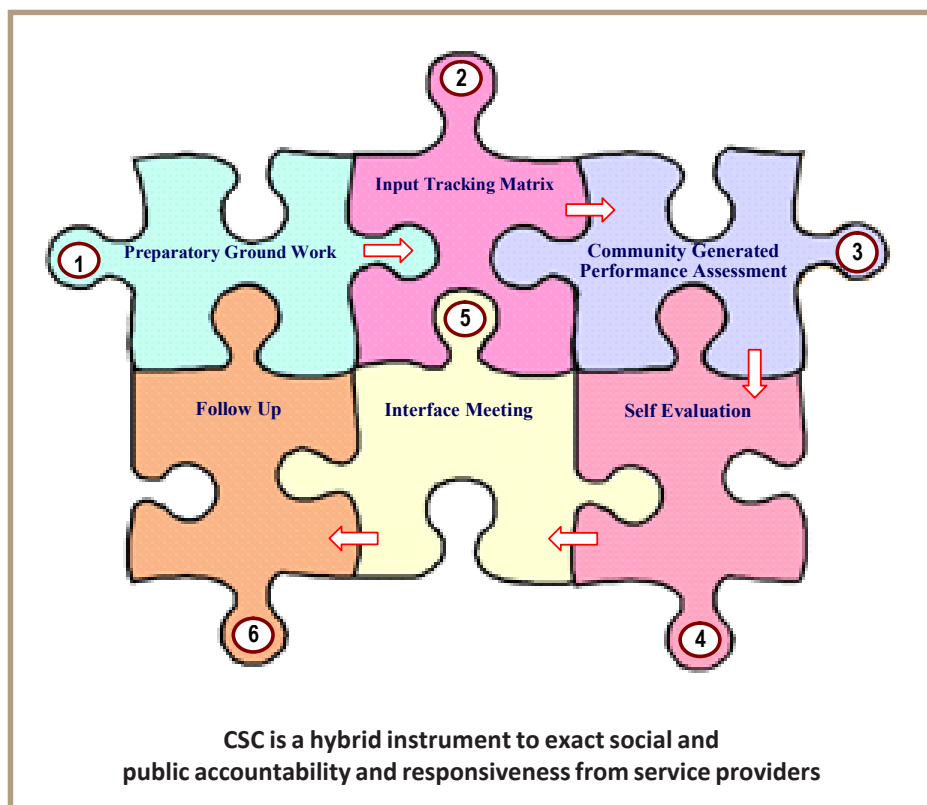


Training of Trainers

Workshop on Community Score Card (CSC)

27-31 October, 2010, Jaipur, Rajasthan, India



Development professionals working in the area of governance and accountability around the world are using this social accountability tool, because it helps them gathering user perceptions on quality, efficiency and transparency. Similar to citizen report card, CSC process also allows for:

- (a) Tracking of inputs or expenditures,
- (b) Monitoring of quality of services/projects,
- (c) Generating benchmark performance criteria (that can be used in resource allocation and budget decisions),
- (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.

CUTS International is organising a five-day live workshop, as part of an ongoing project, to impart training to produce master trainers with basic skills to conduct CSC and assess the performance of service providers in any of the sector with particular emphasis on its application at the grassroots. Renowned resource persons would be presiding over 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 six key steps:

- Preparatory groundwork and organisation of the community gathering,
- Input-tracking matrix,
- Community generated performance assessment,
- Self evaluation by the service providers,
- Interface meeting and formulation of an action plan, and
- Follow up and institutionalisation of the mechanism.

Includes, a day long field exercise, in one of the *Gram Panchayats* (Village Councils) on the outskirts of Jaipur, to get hands-on and practical experiences on the application process of CSC, in one of the recently completed service delivery at the lowest level. This also will provide 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 organisations, those who are looking for effective ways to address the issue of poor governance, low transparency and accountability.

Seats and Fee: Considering the demand, few seats are reserved for interested persons from within & outside India, working on governance and accountability issues. The workshop fee is US\$750, which will cover the following:

- workshop materials,
- workshop facilities,
- field visits and exercise costs, and
- accomodation cost (six nights stay including food and airport transfer)

The cost of international/domestic travel and visa fee etc. has to be borne by the participants or the sponsoring organisations. Since the seats are limited, the admission will be on a 'first come-first served' basis and payment of workshop fee should be submitted in advance.

गाँव- रोहिड़ा
- 14 मार्च 2008 -

समुदाय जनित अंक तालिका

भारत सं- 11
कर्त - रघु मिश्रा
- लाभापति -

सूचक	अंक		कारण	सुझाव
	कुल	प्राप्तिक		
1) रघु की जानकारी	10	0	रघु की जानकारी नहीं मिली	ग्राम समीक्षा करके जानकारी लेना
2) रघु के बजट की जानकारी	10	0	बजट का आला-चना समझना	बजट लेखी
3) रघु की उपपोजीता	10	1	रोजगार नहीं मिला	रोजगार में कोशिश न हो
4) रघु के द्वारा रोजगार की प्रतीति	10	1	रघु का काम अच्छी तरह करना	रघु की छोटी कंपनी में काम करना
5) रघु के हाता महिनाओं को लेना	10	8	रघु की कंपनी में काम करना	रघु की कंपनी में काम करना
6) रघु की जगहना	10	6	रघु के काम का समझना	रघु की कंपनी में काम करना
7) रघु बनने का समय	10	6	रघु के काम का समझना	रघु की कंपनी में काम करना
8) सेवा प्रदाताओं का व्यवहार	10	2	ग्राहकों को अच्छी सेवा देना	ग्राहकों को अच्छी सेवा देना
	70	26		
	80	28		



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

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