

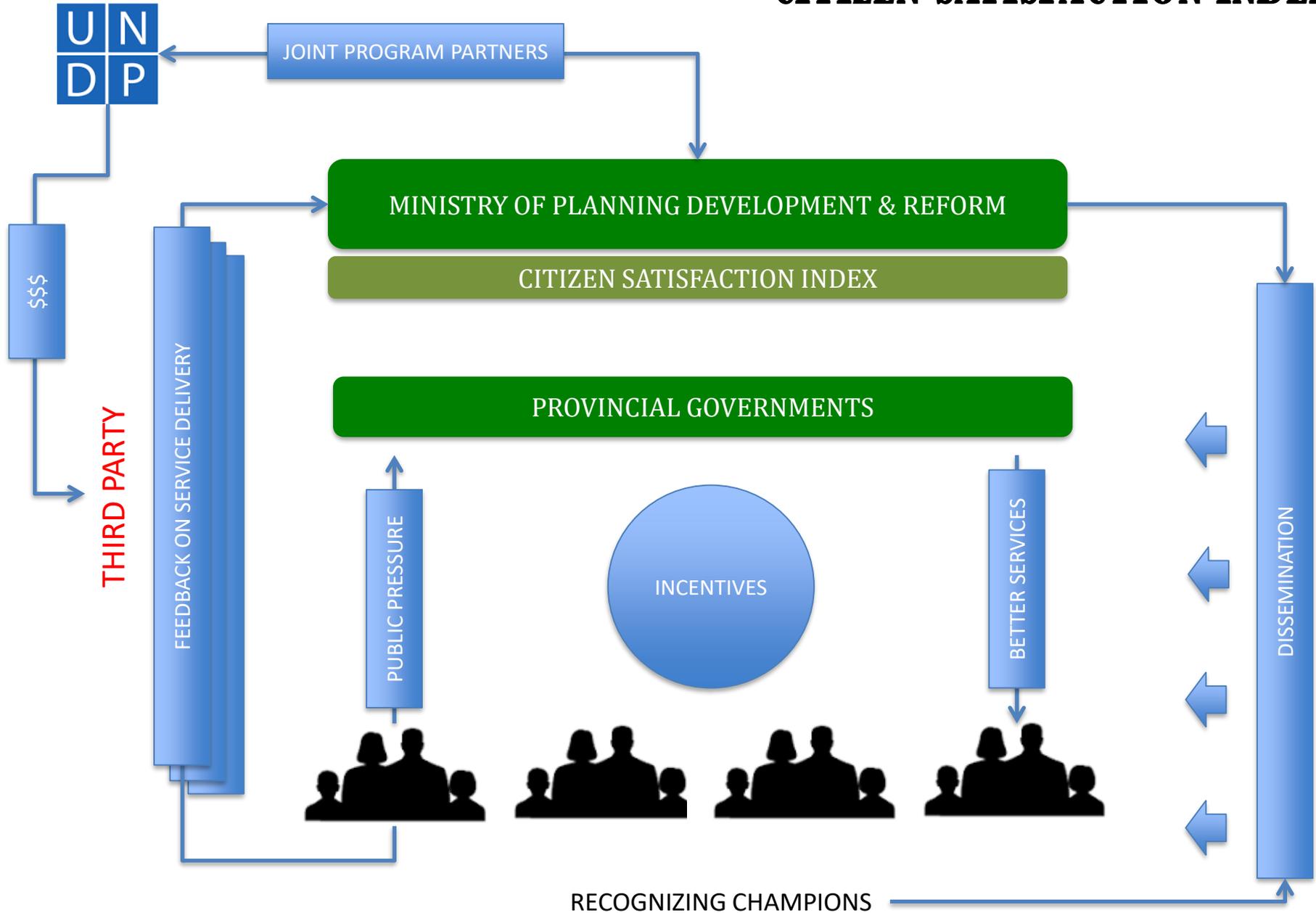


# The Problem

- Weak accountability systems
- Top-down approach (absence of citizen-centric approach)
- Political governments are rewarded or penalized for good or bad governance only after 5 years
- No feedback loop providing quicker insights into how well the government is doing in terms of service delivery to citizens



# CITIZEN SATISFACTION INDEX

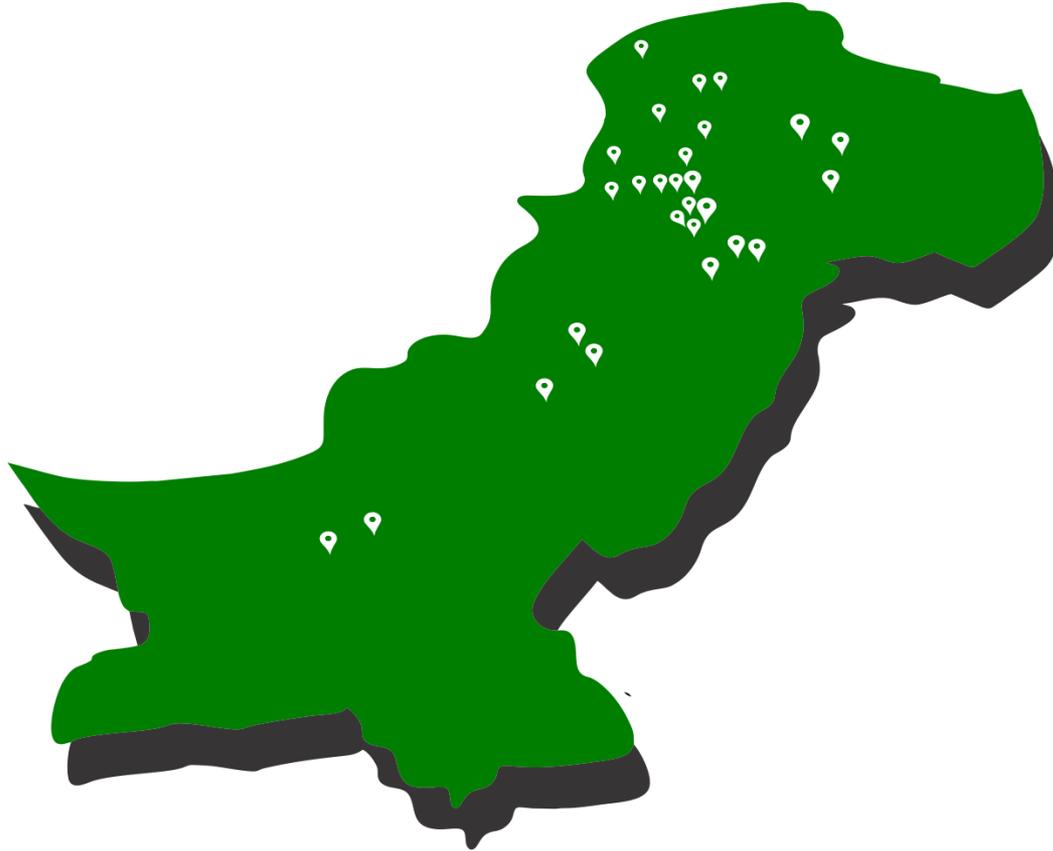


# The Concept

- Publically disclosed feedback loop for governance and service delivery
- Public pressure and comparison creating accountability regime
- Periodic insights
- Identifying areas and cities where services are deficient and fall short of citizens' satisfaction
- Recognize improved and high performance of cities



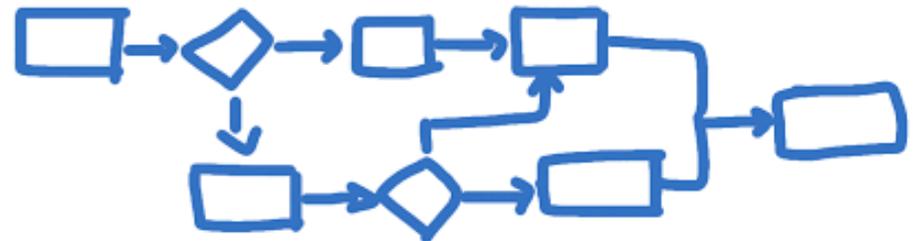
# The Scope



National index - Users of different public services such as education, health, municipal services, etc.

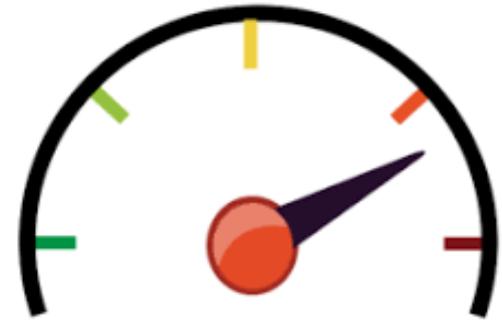
# The Process

- Vision 2025
- Institutional reform and modernization of public sector
  - 7 pillars of development and growth framework
- Program for enhancing efficiency, effectiveness, transparency and accountability of the public sector
- MoPDR and UNDP



# The Progress

- ✓ Initiative approved
- ✓ Funding locked
- ✓ Third party hired
- ✓ Survey underway



# The Results

(ANTICIPATED)

- Improved service delivery
- Culture of openness and citizen-centric governance
- Sharing successes and creating incentives to improve
  - Focused reforms

# The Partnership

- Ministry of Planning Development and Reform – **Owner/Sponsor**
- UNDP – **Technical Support**
- Third party – **Survey and info collection**
- Provincial and local governments – **Users**
- Citizens – **Beneficiaries**

Paradigm shift within the government to make itself open and accountable and make these results publically available - Political consequences and impact on pace

