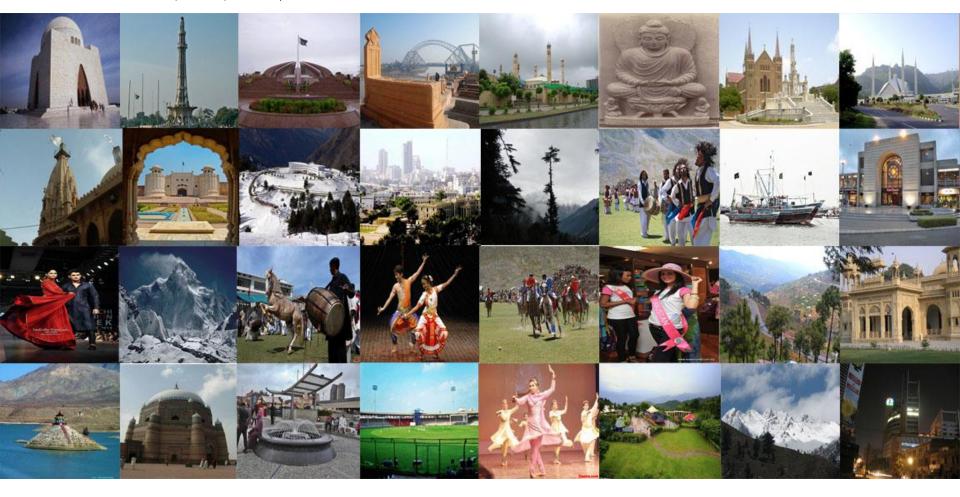
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### **Citizen Satisfaction Index**



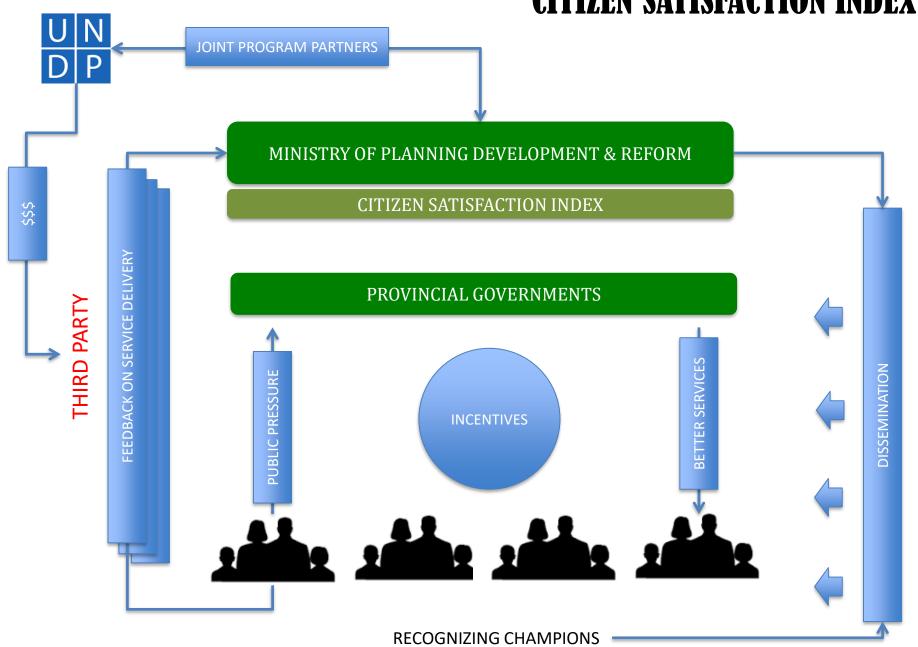




#### The Problem

- 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**

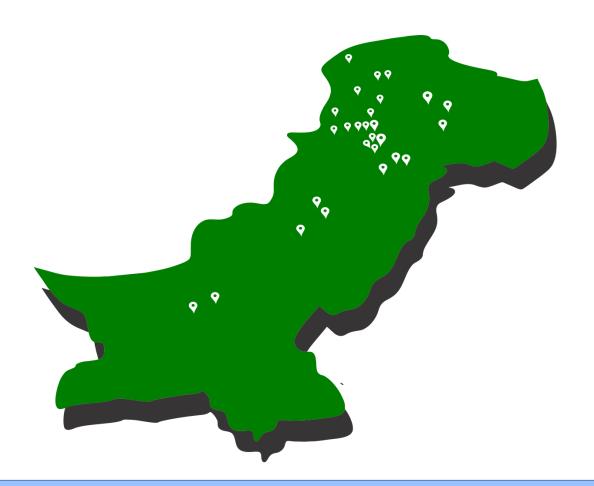


### The Concept

- 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



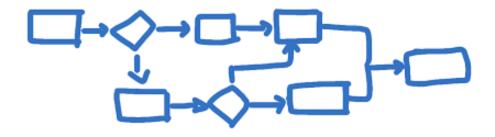
# The Scope



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 citizencentric gvernance
  - ☐ 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



## **THANK YOU**



