

ANNEX 9: COMMUNITY-LEVEL FEEDBACK MECHANISMS

Summary description of community feed-back mechanisms promoted by RANO WASH

IDEA'S BOX



The "Idea's box" allows the community to write:

- Idea for improving the WASH system
- Complaints or grievances regarding the WASH services provided to the population;

Ideas, grievances and complaints filed in the suggestion box are read out periodically in the presence of the community, the Commune and the operators managing the services. All

the complaints or suggestions are recorded in a grievance book with the measures taken. Decisions can be communicated later if this requires more in-depth reflection or consultation of people who are not present.

Management of the system:	Agent of the Commune;
Advantage:	Anonymity;
Challenge:	Submission of ideas or grievances limited to people who can write but the others can express their ideas during the following community meeting;
Sustainability:	The mechanism is managed by the Commune. The Commune, the service provider and members of civil society are trained in the process. Members of civil society are mobilized to demand the existence of a mechanism at the level of fokontany and services. The project agents only coach the communes, service provider and CSOs.

COMMUNITY MEETINGS



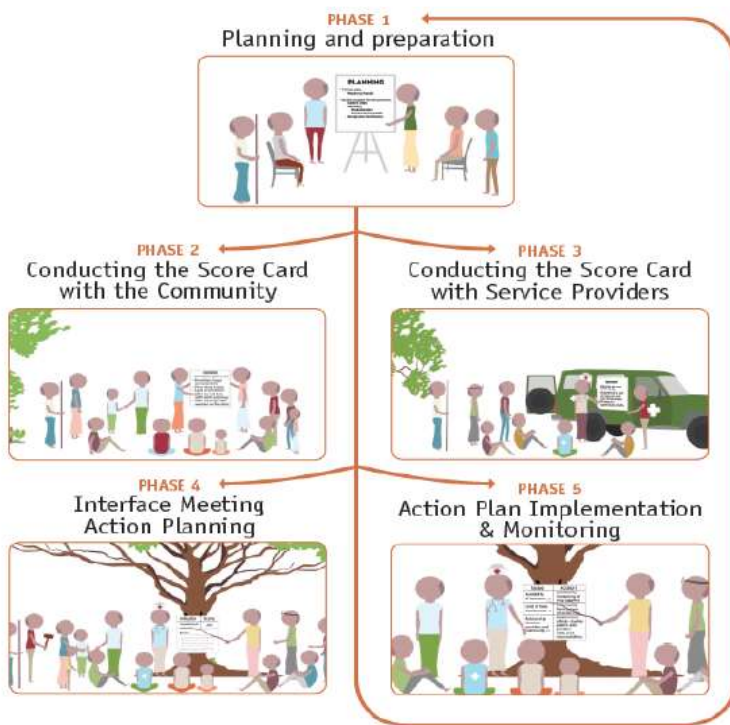
Periodic meetings between the community, the service provider and the Commune where everyone shares ideas, satisfactions, grievances, complaints about WASH services and the actions taken by the service provider.

These meetings can take place after the opening of the idea's boxes.

A meeting minute is established for each meeting.

Managed by	Commune
Advantages:	Suitable for people who cannot write;
Disadvantages:	No anonymity and requires a strong animation capacity of the Commune's agent;
Sustainability:	The mechanism is managed by the Commune. The Commune, service provider and members of civil society are trained in the process. Members of civil society are mobilized to demand the existence of a mechanism at the level of fokontany and services. The project agents only coach the communes, service provider and CSOs.

COMMUNITY SCORE CARD (CSC)



¹The CSC provides an opportunity to raise the voice of the community, engage powerholders and negotiate to expand the spaces for dialogue.

The CSC process is simple to use and consists of five phases:

- 1- **Preparatory work and planning**, including facilitator training, community research and engagement introduction;
- 2- **Community assessment and scoring of service delivery issues**;
- 3- **Evaluation and scoring of service delivery issues** by service providers;
- 4- **Interface meeting between the community, the service providers and the communal agent** including the consolidation of findings and action planning;
- 5- **Action plan implementation and continuous monitoring and evaluation** of action

Managed by:

RANO WASH;

Advantages:

Suitable for water and sanitation services with difficulties; illiterate people can participate in the processes;

Disadvantages:

High capacity in terms of facilitation and process management;

Sustainability:

Progressive on-the-job training of the Commune's agent to lead the process and make him/her autonomous in the management of the system after 3 cycles of CSC.

¹ Source: A journey through the community score card in Malawi, Care 2020

GREEN LINE



The community or any other actors are invited to submit their feedback at the Green Line level.

Each call is recorded and entered in a logbook and this information is categorized and transferred to the people concerned to decide on the action to be taken.

Follow-ups of the measures are implemented.

Managed by: RANO WASH;

Advantage: Anonymous, access to illiterate people;

Disadvantages: Requires a communication infrastructure and a permanent agent;

Sustainability: the system is planned for the duration of the project.

Example of the quick win by WASH-CSO Advocacy during Q3

<p>Vohitrindry Commune Vatovavy Fitovinany region</p>	<p>Community Feed-back The users walk long distances to get water Responsiveness from Commune Decision of the municipalities to design a project for the construction of drinking water points and public latrines at the principal fokontany</p>
<p>Ambolomdinika Commune Vatovavy Fitovinany region</p>	<p>Community Feed-back After the market day, there is a scattering of rubbish left by the crowd at the town hall Responsiveness from Commune Decision to undertake community mobilization to clean the village and its market every Saturday</p>
<p>Ambohijanahary Commune Alaotra Mangoro region</p>	<p>Community Feed-back Pollution complaints because of rubbish bins missing Responsiveness from Commune Installation of the two rubbish bins in the 2 Fokotany (Ambohijanahary and Morarano)</p>
<p>Andemaka Commune Vatovavy Fitovinany region</p>	<p>Community Feed-back Community Score Card between the users and the WASH Comity at Vohitromby Fokontany about a broken waterpoint (borehole with hand pump) Responsiveness from Commune Leading by the head of the Fokontany, around 30 households undertake the collection of the contribution and get 200 000 Ariary to repair the water point, identification of the repair technician, establishment of internal rules and management committees</p>
<p>Ambatondrazaka Sub urbaine Commune Alaotra Mangoro region</p>	<p>Community Feedback Users complain about people using water point as laundry Responsiveness from Commune The municipality takes a decision to build a laundry separate from the water point</p>
<p>Imerimandroso Commune Alaotra Mangoro region</p>	<p>Community Feedback from From a community meeting, a group of households complained not having space to build a latrine Responsiveness from Commune The municipality negotiate with neighbors to give space to let them build latrines</p>