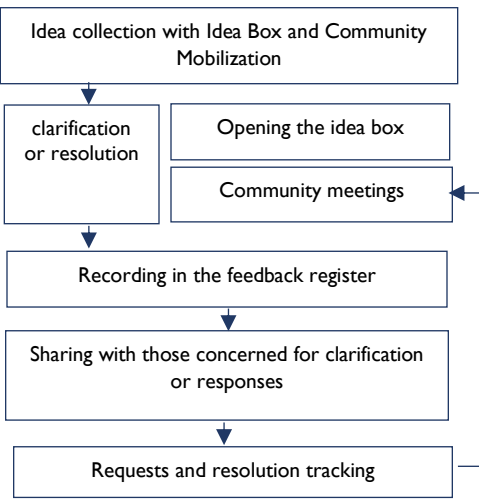
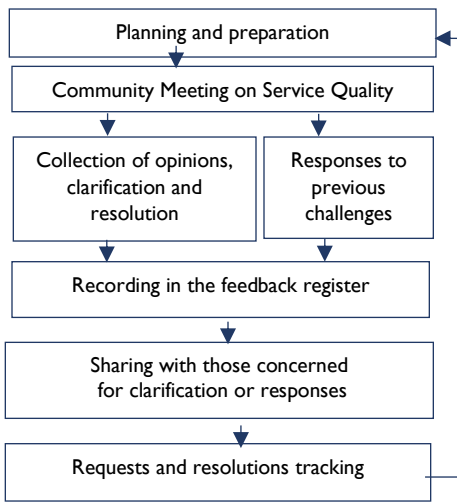
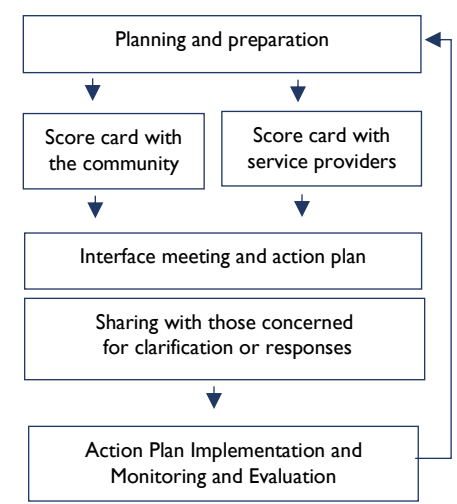
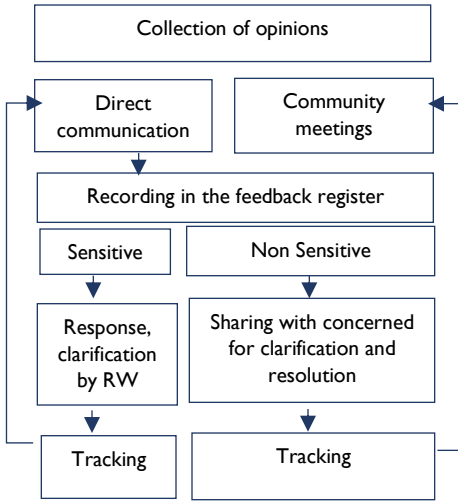


Accountability mechanisms promoted by RANO WASH

Idea box	Community Meeting	Community Score Card	Toll-free number
 <pre> graph TD A[Idea collection with Idea Box and Community Mobilization] --> B[clarification or resolution] A --> C[Opening the idea box] C --> D[Community meetings] B --> E[Recording in the feedback register] D --> E E --> F[Sharing with those concerned for clarification or responses] F --> G[Requests and resolution tracking] G --> C </pre>	 <pre> graph TD A[Planning and preparation] --> B[Community Meeting on Service Quality] B --> C[Collection of opinions, clarification and resolution] B --> D[Responses to previous challenges] C --> E[Recording in the feedback register] D --> E E --> F[Sharing with those concerned for clarification or responses] F --> G[Requests and resolutions tracking] G --> A </pre>	 <pre> graph TD A[Planning and preparation] --> B[Score card with the community] A --> C[Score card with service providers] B --> D[Interface meeting and action plan] C --> D D --> E[Sharing with those concerned for clarification or responses] E --> F[Action Plan Implementation and Monitoring and Evaluation] F --> A </pre>	 <pre> graph TD A[Collection of opinions] --> B[Direct communication] A --> C[Community meetings] B --> D[Recording in the feedback register] C --> D D --> E[Sensitive] D --> F[Non Sensitive] E --> G[Response, clarification by RVV] F --> H[Sharing with concerned for clarification and resolution] G --> I[Tracking] H --> I I --> A </pre>
<p>Advantages: Feedback is materialized in writing. It is received without any intermediary. The community will be used to use it as a circuit. Anonymity encourages people to use it.</p> <p>Disadvantages: Illiterate people and people living far from the boxes could be excluded.</p>	<p>Advantages: It strengthens community interaction and encourages different community categories to speak without constraints, even illiterate people.</p> <p>Disadvantages: It requires strong leadership from local authorities. Influences of leaders and power holders could bias the results.</p>	<p>Advantages: Highly participatory and identifies how the services provided are experienced by providers and users, and the process includes decision making, monitoring of changes.</p> <p>Disadvantages: It requires a strong facilitation capacity and continuous mobilization of actors.</p>	<p>Advantages: Encourages the different categories of the community to speak without constraints, even illiterate people. Anonymity encourages people to use it.</p> <p>Disadvantages: People who don't use phones easily may not use it</p>