

Citizen Score Card Report

Introduction

Background

Vietnam's record in rapid economic growth, poverty alleviation and providing basic services to its citizens is commendable. The country has met the international Millennium Development Goal (MDG) targets for water supply and sanitation (JMP 2015). This achievement is largely due to the government's concerted efforts under the National Target Program (NTP) for Rural Water Supply and Sanitation, which was implemented in three phases between 2001 and 2015. The major emphasis under the NTP was on the construction of piped water supply systems. As a result, access to piped water schemes increased from about 2% of the rural population in 1999 to 32% in 2014 (MARD 2015).

However, with the focus on new construction, operation and maintenance (O&M) has largely been neglected. As a result 10.7% of the schemes built over the past 17 years are no longer working. The quality of service is lagging behind. Many areas have water only a few hours a day. Interruptions in supply can last for weeks. The water is often contaminated and doesn't meet health standards. Thus, few people dare drinking the water from the tap. Frequently, the water is discolored and smelly. Consequently, many households see little reason to pay for a connection to the village water system. Nation-wide surveys such as the Vietnam Household Living Standard Survey and the Multiple Indicator Cluster Survey indicate that only half—or less—of the households with potential access to piped water have actually connected.

Objective

The Vietnam Youth Federation and Youth Union in cooperation with East Meets West Foundation (EMW, an affiliate of Thrive Networks) have piloted a Citizen Score Card survey in four provinces. The objective of the Citizen Score Card program is to improve the quality of water and, to a more limited extent, sanitation services by enhancing transparency and accountability. Within the context of Vietnam's unique institutional framework, it seeks to achieve this by: (i) giving the citizens/water users a voice; (ii) providing a better basis for provincial and local authorities to manage their water and sanitation services; and (iii) changing the organizational culture and incentive system within the utilities.

It is designed to set in motion a process of reforms in the water supply and sanitation sector in Vietnam, which can serve as a model for improving the performance in other decentralized public services.

Approach

Conceptual Framework

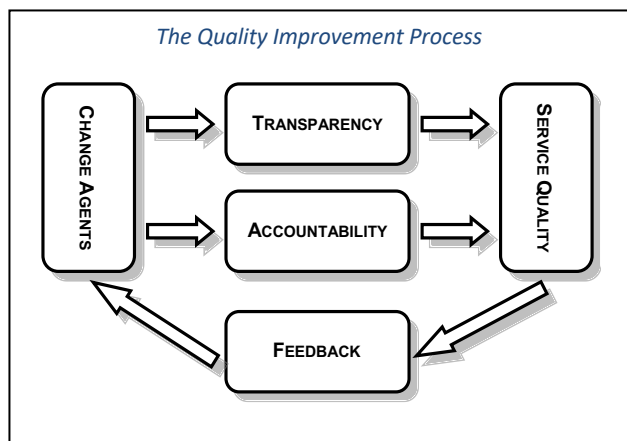
Firms operating in competitive markets are under constant pressure to out-perform each other in terms of price and quality of service. As textbook examples of natural monopolies, water supply organizations are not subject to the "discipline of the market." Thus, a "second best" to competition in the market place is "competition by comparison" where common yardsticks of performance are collected for a

number of utilities. This practice is commonly referred to as “benchmarking.”¹ Benchmarking, as it is generally conducted, suffers from a couple of weaknesses. One is that it relies on self-reporting by the utilities which leads to inherent biases and frequent errors in reporting. More serious, from our perspective, is the heavy focus on technical and financial indicators (such as the amount of unaccounted for water, staff per 1,000 customers and cost per cubic meter of water produced) with scant attention to service quality. This, of course creates incentives to lower costs at the expense of service quality. Consequently, the Citizen’s Score Card takes a consumer perspective and places heavy emphasis on the quality of service.

Most donor supported efforts to improve the performance of water and sanitation services tend to focus on changing the legal and regulatory framework and/or improving the technical performance of sector institutions through technical assistance and capacity building. However, we believe that in Vietnam the problem in the sector is not a lack of technical skills but institutional values and a culture that focuses on new supply and construction rather than service quality and meeting customer demands.

Basic Approach

Global experience teaches us that a strategy for improving service quality in the public sector requires greater transparency in decision making, enhanced accountability for public officials, and improved information for the citizenry. There is also a need for strong feedback from customers as well as changes in the incentive system.



The Centre for Rural Water Supply and Environmental Sanitation (CERWASS) in the Ministry of Agriculture and Rural Development (MARD) and the Vietnam Health Environment Management Agency (VIHEMA) in the Ministry of Health (MOH) have overall responsibility for rural water supply and sanitation, respectively. However, they exercise only relatively weak oversight over the day to day operation of the thousands of entities in the sector. For example, it is widely held that many of the centrally issued decrees and directives are conflicting and are only partially implemented by the provinces. The

direct control is instead exercised by the 63 provincial People’s Committees (and, to a more limited extent, by the People’s Committees at the district and commune levels).

A core element will be a survey of customer satisfaction with water and sanitation service. This would take the form of a “*citizen’s score card*” for each province (Box A). The various scores would also be weighted together to provide an overall ranking of the provinces. The rankings would provide the basis for competition between provinces, a process which would be reinforced by annual awards for “best service” etc. To further enhance the impetus for change, the media would be encouraged to publish the results.

¹ See for example the website (<https://www.ib-net.org/>) of the International Benchmarking Network for Water and Sanitation Utilities (IBNET) and Cabrera et al (2011).

Box A: The Citizen's Score Card Approach

Citizen score cards are instruments to encourage public accountability. Pioneered in the Indian city of Bangalore, the technique has been applied in many countries, both in the developing and developed world, such as Canada, Denmark, Ghana, India, Ukraine, the United Kingdom, and the United States. Modeled on a private sector practice of conducting client satisfaction surveys, report cards solicit user perceptions on the quality, efficiency, and adequacy of the various public services that are funded by taxpayers or utility customers.

Qualitative user opinions are aggregated to create a "score card" that rates the performance of service providers. The findings present a quantitative measure of overall satisfaction. By systematically gathering and disseminating public feedback, score cards can serve as a "surrogate for competition" for monopolies that lack the incentive to be as responsive to their client's needs as private enterprises. They are a useful medium through which citizens can credibly and collectively "signal" to agencies about their performance and pressure for change.

There is a longstanding tradition in Vietnam of local innovations spreading from one province to another and subsequently becoming national policy.² The provincial competitiveness index (PCI) produced under the Vietnam Competitiveness Initiative (VNCI) has set off a competition among the provinces to improve their business climate. UNDP Vietnam is presently piloting a program of this type called the "Public Administration Performance Index" (PAPI). However, PAPI is aimed at getting a broad view of "good governance" at the provincial level - the non-business counterpart of PCI. The survey covers areas such as citizen's participation, transparency and accountability, corruption and service quality. It does not provide any information on the quality of water supply. Thus, while PAPI will give an impetus for general improvement of provincial administrations and help setting cross-sectoral priorities, the present work will form the basis for deeper reforms at the

sectoral level.

Citizen's Scorecard surveys have generally suffered from one of two weaknesses: they either are small ad hoc efforts undertaken by NGOs such as the local chapters of Transparency International or larger donor supported surveys undertaken by consultants with little local ownership. To ensure sustainability, the CSC would be embedded in the in the Youth Union, one of the largest Vietnamese mass organizations, which has a standing in the provinces.³ The YU would undertake the field surveys, arrange the award ceremony, press conferences etc. The provincial chapters of the union would play important roles as "change agents" that would pressure provincial authorities to improve service quality.

Global application of Citizen Score Card in various sectors

Citizen Score Card or Citizen Report Card has become an internationally recognized participatory governance approach for improving service delivery and quality. By gathering systematic feedback from users of public services, a CSC can be used to assess a wide range of services, including water and sanitation, security, transportation, health, and education. It is a useful tool for establishing sound baseline information and benchmarking service coverage and performance as well as for identifying inequities in service coverage and quality based on household wealth or geographic locations. CSCs are

² See, for example, Rama (2008) on how local experimentation has driven economic reform and shaped the economic liberalization ("doi moi") policy.

³ Vietnam has a number of mass organizations with millions of members, such as the Youth Union, the Women's Union and the Farmers' Union. These organizations are structured with chapters at the provincial, district and commune level. They operate under the umbrella of the Vietnam Fatherland Front.

most effective when they are employed at the municipal or local government level, where the “space” between citizens (clients) and service providers is minimal.

Design and Implementation of the Citizen's Score Card

Box B: Elements of a Score Card for Water

Network quality

- Continuity of supply
- Interruption of supply
- Daytime pressure indicator
- Nighttime pressure indicator

Water quality

- Water smell
- Water color
- Sand and foreign bodies
- Water taste

Customer service quality

- Courtesy of concessionaire
- Effectiveness of complaint resolution
- Speed of resolution of complaint

Public information

- New projects
- Service interruptions
- Service standards

In its simplest form, the survey conducted for the score card consists of a number of questions regarding the level of customer satisfaction with various aspects of the service, such as water pressure, water quality, and accuracy of billing (see Box B). However, to provide a better basis for action by the utility's management and staff, the survey should also include some more objective measures of service quality and of its effect on the direct and indirect costs imposed on the customers. In connection with billing procedures, for example, the respondents could be asked questions along the following lines: Was your last bill correct? If not, did you report the problem? Why or why not? How did you report the problem? If you went to the water utility's office, how many times did you have to go? How far away is the office? How did you get there? How long did you have to wait each time? Was the problem finally resolved? Was the staff helpful? Was the staff courteous? Did you have to pay "tea money" to get somebody to

correct the problem? Did you get help from a friend or relative to persuade the utility staff to correct the problem?

The score card survey needs to be carefully designed and executed and its results widely disseminated to both provincial officials, service providers and the general public. Thus, the preparation of the survey will involve the following steps:

- Identify issues through focus group discussions
- Design the instruments and test them
- Identify the scientific sample for the survey
- Train the Youth Union staff and volunteers to conduct the survey
- Collect and analyze the data
- Develop a scoring methodology and rank provinces
- Place the results in the public domain
- Advocate and establish partnerships

This program is based on preparatory work financed in part by Water Integrity Network (WIN). An agreement in principle has been reached with WIN that it will provide advice and support during implementation of the program.

Implementation Schedule

The governance program would be implemented in four phases over a 3-year period (late 2012 to 2015). In the first phase (2012/2013)⁴ international and local consultants would refine the approach, design the questionnaire, test it in one province and develop a training program for the Youth Union. In the second phase (2013), local consultants together with YU volunteers would undertake surveys in 3 provinces and

⁴ The exact timing would depend on when funding was approved.

local and foreign consultants would develop the analytical approach. In 2014 (phase 3), the field surveys would be undertaken by the Youth Union volunteers in 12 provinces with consultants training the organization's staff and supervising the field work. In the final phase (2015), the mass organization would undertake the survey in all 63 provinces with only limited support from consultants.

As appropriate workshops with YU members and local government officials would be held to discuss methodology and results. After the full survey in 2015, a comprehensive report would be prepared, ranking the provinces according to various yardsticks. The results would be published on a dedicated website. Last, but not least, a major award ceremony would be arranged in Hanoi with participants from central ministries and agencies, provincial authorities, the press and the WASH (NTP-III) donors.

Since the purpose of the proposed governance program is to enhance the effectiveness and sustainability of the donor supported investments under the National Target Program, EMW and the YU will regularly brief the donors and the government on progress, preliminary results, etc.

Implementation Process

Given the pivotal role of provincial and local YU chapters in the survey, it is significant to ensure they have technical and organizational capacity and associated skills for the tasks. Therefore, the first step in the implementation process was assessing the capacity of provincial and local YU partners. This was followed by designing and testing questionnaire and a small-scale pilot in one of the target provinces (Binh Dinh). The next step would be the first implementation phase when 500 interviews would be carried out in each of the 4 target provinces. This means up to 2,000 responses would be collected through the survey. In the meantime, there would be extensive consultation with 4 provincial YU, pCERWASS and other agencies on measures to improve the survey and reporting procedures. In the sequential phase, there would be 1,000 interviews conducted in each of the 5 additional provinces. A national conference with participation of the central and provincial government officials, donors and NGOs would be held upon completion of the second phase in order to wrap up the findings and put forward the scaling-up plan in the remaining 54 provinces.

Methodology

Survey Coverage and Sampling Methodology

The survey was conducted in 20 communes each in the four provinces participating in the WASHOBA project (Bac Giang, Ben Tre, Binh Dinh and Thai Nguyen). A three stage, stratified sampling method was used: First, each province was broadly divided into ecological/socio-economic zones (hills, plains, etc.). Within each zone, a number of districts were randomly selected. The number of districts in each zone depended on the total population of the zone and the average size of districts. Within each district X communes were randomly selected. Finally, 25 households were randomly selected within each commune. Thus, 500 households were interviewed in each province for a total of 2,000 households.

Administration of the Surveys

The field surveys were conducted by volunteers from the Youth Union (YU), using a questionnaire that had been developed by EMW (based on customer satisfaction and baseline surveys undertaken by EMW in the recent past). Minor modifications were introduced after discussions between EMW and YU and

field testing by YU. The questionnaire is attached in Annex 1. The central YU and EMW staff provided supervision and guidance of the field work.

Data Entry and Analysis

The provincial YU entered the data in Excel spreadsheets, using a uniform template designed by the central YU. The central YU is presently analyzing the data. However, the raw data was made available to EMW and converted into SPSS data format. The results below are based on EMW's analysis of the data.

Overall, the quality of the data is good. However, consistency checks indicate a limited number of errors in the collection and/or entry of monetary information (too many or too few zeros). Most of these errors could easily be corrected.

The data analysis also indicates that the instructions for a couple of questions need to be clarified/expanded in a future scale-up. However, these minor problems do not affect the overall validity and reliability of the data.

Measuring Performance

The purpose of the survey is to assess how well provincial governments, their departments, agencies and agents perform. Since the provincial government may hand over ownership and/or operational responsibilities to private enterprises, cooperatives and/or community groups, these entities in effect are "agents" of the government. The government also establishes the legal and regulatory environment within which these entities operate. In short, from a public policy point of view, the provincial government is accountable for the overall performance of the water and sanitation sector.

We have defined six dimensions along which the provinces are scored. These dimensions are:

1. Access to clean water
2. Quality of piped water services
3. Quality of the piped water
4. Cost of piped water supply
5. Information and transparency in the operation of water systems
6. Sanitary conditions

The performance of the provinces along each of these dimensions is assessed based on a number of indicators taken from the survey. Some of these indicators rely on the perception and judgment of the interview subject (e.g. the taste of water and the quality of management) while others are more based on factual conditions (e.g. the water tariff). Naturally, all questions are subject to the normal biases and errors of socio-economic surveys. However, there are no reasons to believe that there are systematic biases in favor of or against certain provinces.

The indicators used and the questions that provide the basis for the scores are summarized in the table on the next page.

Scoring the Performance Indicators

The performance of each province on each one of the indicators is given a numeric value or score. The indicator scores range from zero for the worst performance to 10 points for the best performance, with

other provinces given scores between zero and 10 depending on how close to the “best” province they are. The formula for calculating the indicator scores is:

$$S_i^j = (X_i^j - X_{\min}^j) / (X_{\max}^j - X_{\min}^j) * 10$$

S_i^j is the score for province i on indicator j.

X_i^j is the numerical value of indicator j for province i

X_{\max}^j is the highest value of indicator j among the provinces

X_{\min}^j is the lowest value of indicator j among the provinces

The above formula is applicable when a high value on indicator j is “better” than a low value (e.g. percent of households with access to piped water). If a low value is “better,” the formula would be modified to:

$$S_i^j = 10 - (X_i^j - X_{\min}^j) / (X_{\max}^j - X_{\min}^j) * 10$$

Dimension Indicator		Question Number	Comments
Dimension 1: Access to Clean Water			
Access to piped water		5	Yes
Use of safe water sources	✔	7	Sum of 7.1, 7.2 and 7.4
Time to collect water	✔	17	% of HHs spending more than 30 min/day
Seasonal water quality changes	✔	18	Yes
Seasonal water shortages	✔	19	Yes
Dimension 2: Service Quality			
Not enough water	✔	40	No
24 hour supply	✔	41	41.1
3 or more breakdowns per month		46.b	Sum of 46.b3, 46.b4 and 46.b5
System not working for over 1 month		46.d	% HHs answering 1 month or more
Water pressure is weak	✔	48	Sum of 48.3 and 48.4
Satisfaction with water manager	✔	53	Sum of Good and Very Good
Dimension 3: Water Quality			
Smell: OK & good	✔	59	OK and Good
Color: clear	✔	58	Clear
Taste: OK & good	✔	60	No taste, Good and Very Good
Satisfaction with quality	✔	63	Sum of Good and Very Good
Dimension 4: Cost of Service			
Connection charge--inflation adjusted		37 & 36	The answer from Q37 is adjusted for inflation based on Q36
Connection charge--nominal	✔	37	
Tariff	✔	43	
Dimension 5: Information, Transparency and Accountability			
Unethical practices		38, 46.f & 54.4	Sum of the Yes answers on these questions
Notice of shutdown	✔	42	Yes
Know whom to contact	✔	51	Yes
Contact by phone	✔	52	52.1 Telephone
Availability of manager	✔	53	Yes
Dimension 6: Sanitation			
Safe disposal of waste/garbage	✔	66	Sum of 66.1 and 66.2
Access to improved latrines	✔	68	Sum of 68.1 though 68.5
Prevalence of open defecation	✔	70	Yes

Calculating Dimension Scores

The performance of each province on each one of the indicators is given a numeric value or score as described above. The indicator scores are weighted together to give a score for each dimension, using the following formula:

The score in each dimension is obtained by multiplying the indicator scores by the corresponding weights:

$$S_i^D = \sum p^j * S_i^j$$

S_i^D is the score for province i on dimension D

p^j is the weight for indicator j

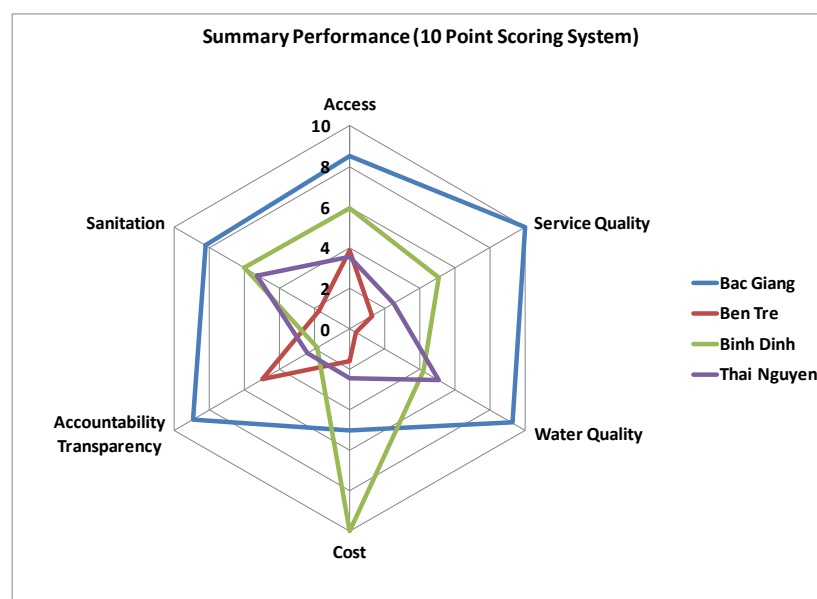
The indicator weights (p^j) are primarily based on the relative importance of each indicator. In part, this will reflect the collective judgment of a group of experts familiar with the water and sanitation sector. However, they are also informed by the results of this (and other) socio-economic surveys. For example, question 30 of the CSC questionnaire asks: “*Why isn’t your household connected to the piped water?*” The responses to this question (excluding “don’t know”) are summarized below:

Reason for not connecting	Percentage
Expensive connection cost	65.8%
Expensive monthly cost	12.5%
Don’t have enough money to pay	2.3%
House is far from water supply center	3.0%
Bad water quality	4.6%
Bad service provider	3.4%
No need for piped water	8.4%

Expensive connection cost is the dominant reason for not connecting to a piped water system. Thus, the weight for connection cost is much higher than the weight for tariff (which largely determines the monthly cost).

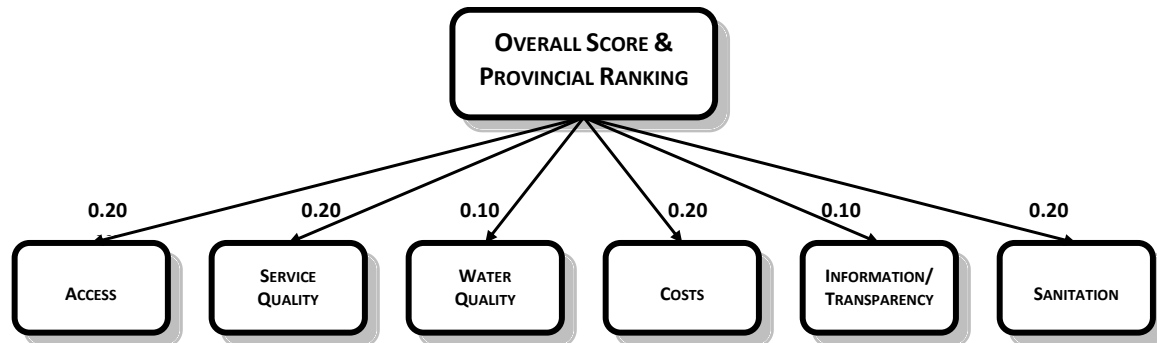
Presenting the Performance Diamond

The six dimension scores for the provinces is best presented graphically as a “performance diamond.” (Such charts are often referred to as “radar” charts.) The figure below shows the results of the CSC survey.



Calculating the Overall Score

The dimension scores are weighted together using the method described above. The calculation of the final provincial scores is depicted in the figure below.



Mathematically, the formula for calculating the overall scores is:

$$S_i^T = \sum p^D * S_i^D$$

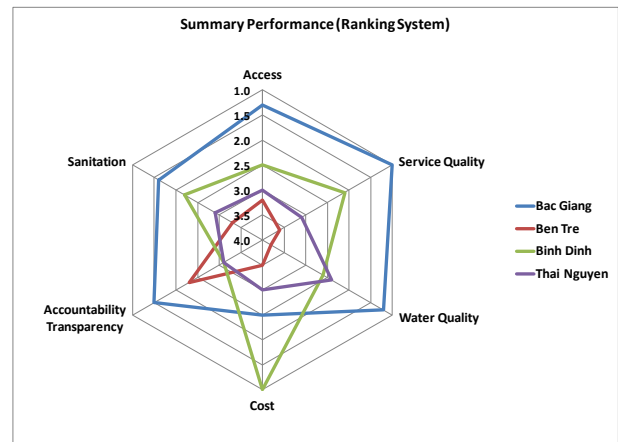
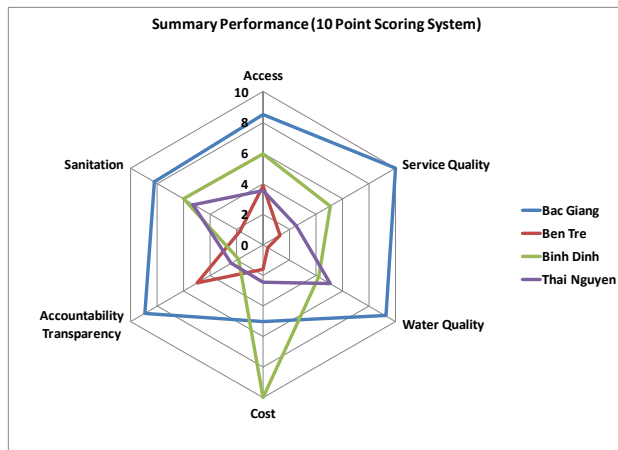
S_i^T is the total score for province i.

p^D is the weight for dimension D.

Ranking of the Provinces

Province	Score
Bac Giang	8.17
Binh Dinh	5.99
Thai Nguyen	3.50
Ben Tre	2.23

Sensitivity Analysis

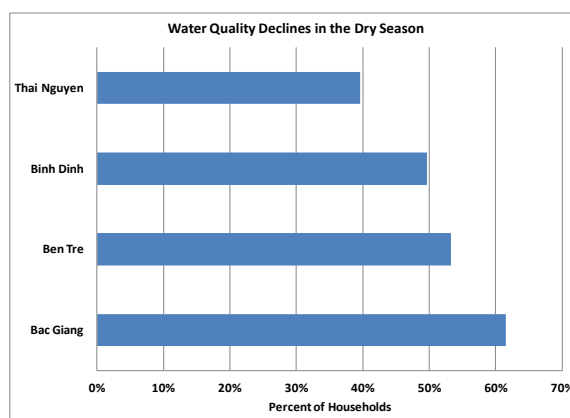
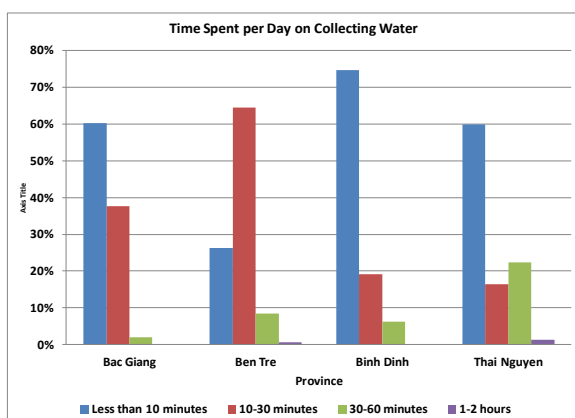
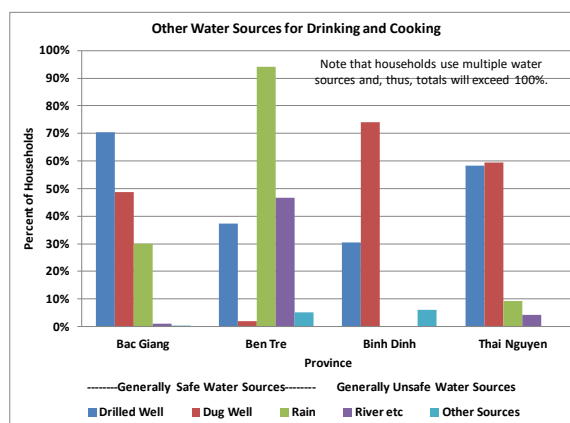
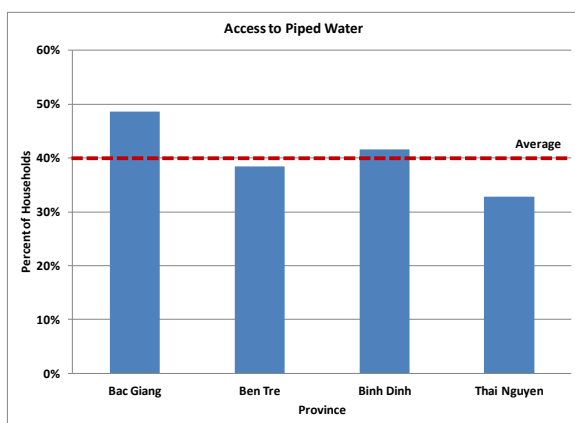


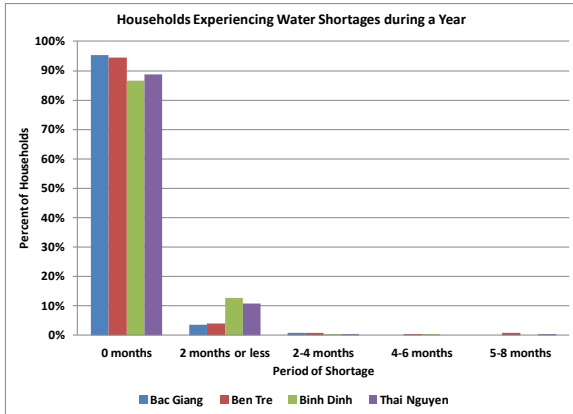
Province	Base Score	Equal Weights
Bac Giang	8.17	8.32
Binh Dinh	5.99	5.14
Thai Nguyen	3.50	4.24
Ben Tre	2.23	2.50

General Results

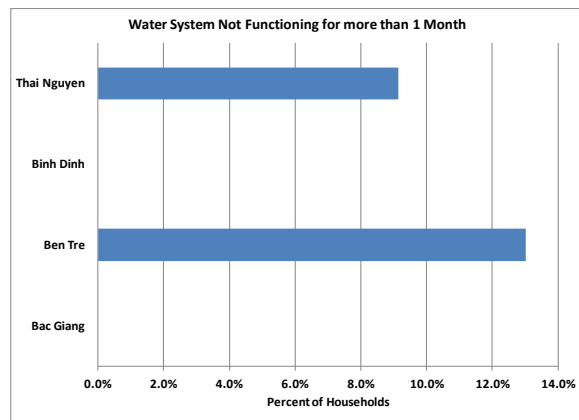
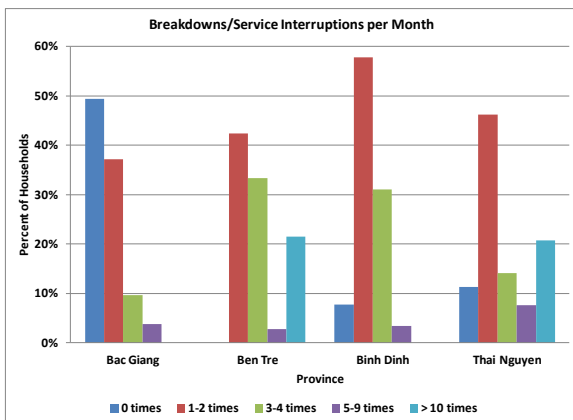
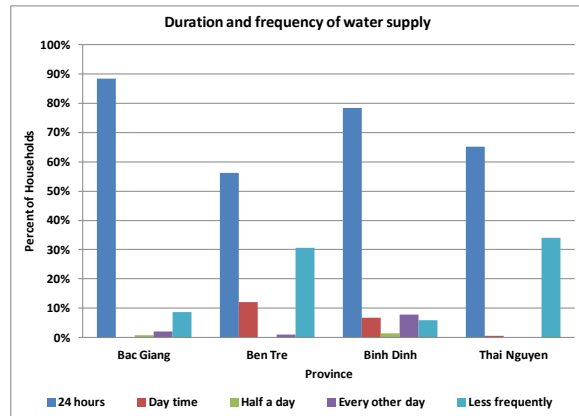
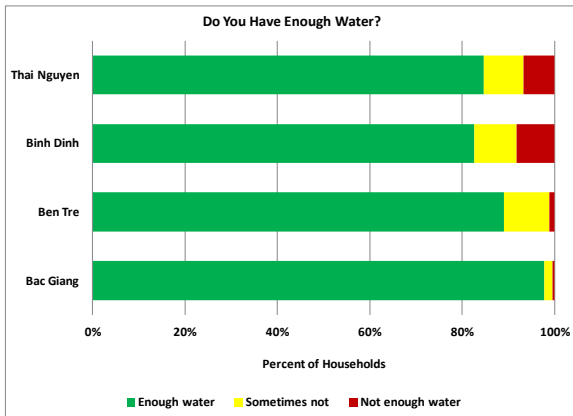
The results are summarized graphically as follows.

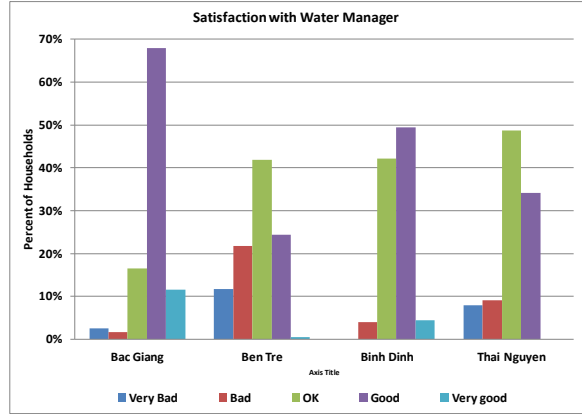
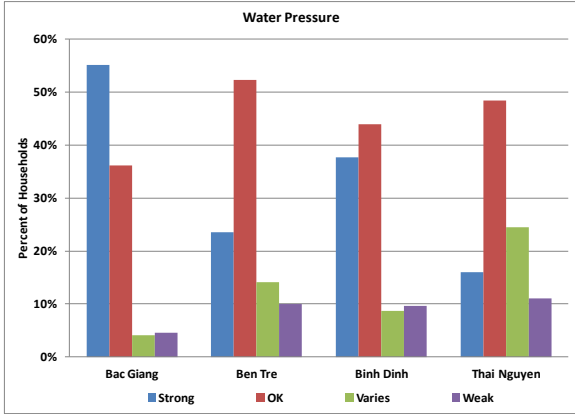
Dimension 1: Access to Water



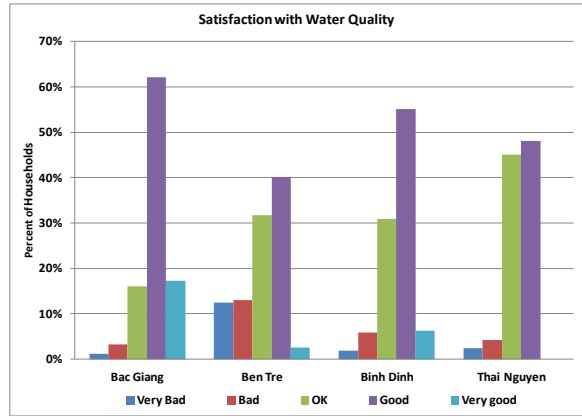
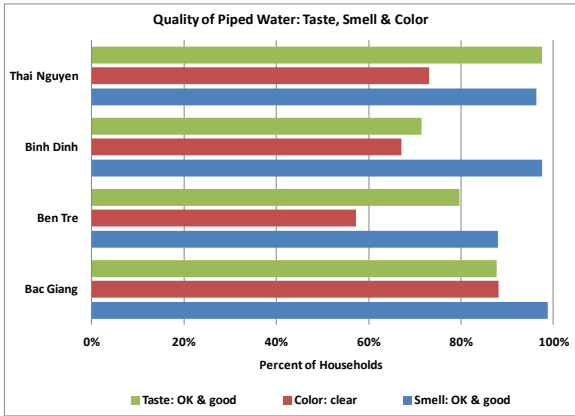


Dimension 2: Service Quality

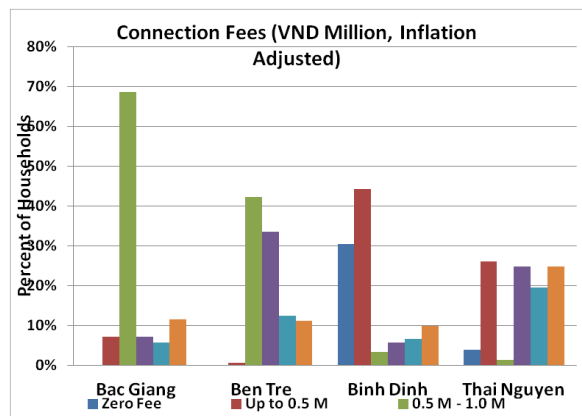
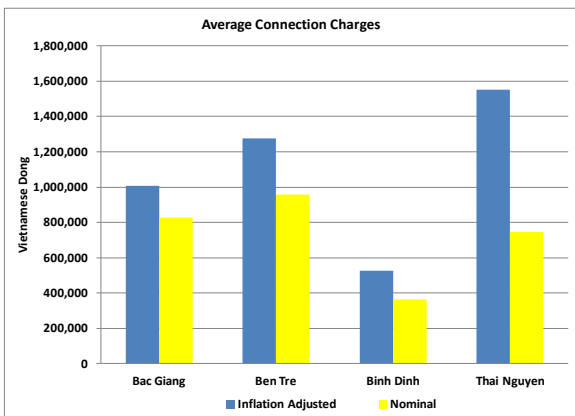


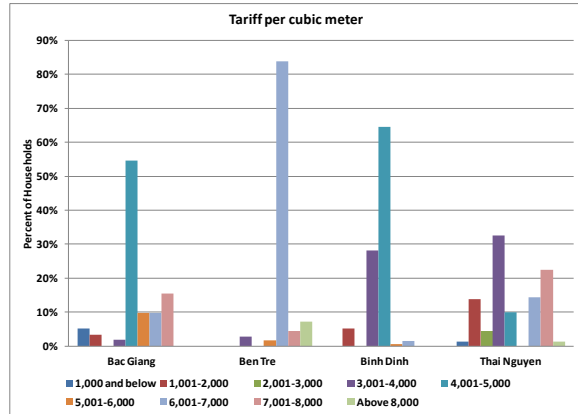
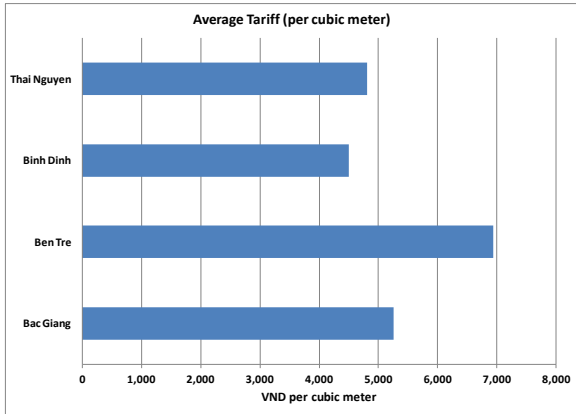


Dimension 3: Water Quality

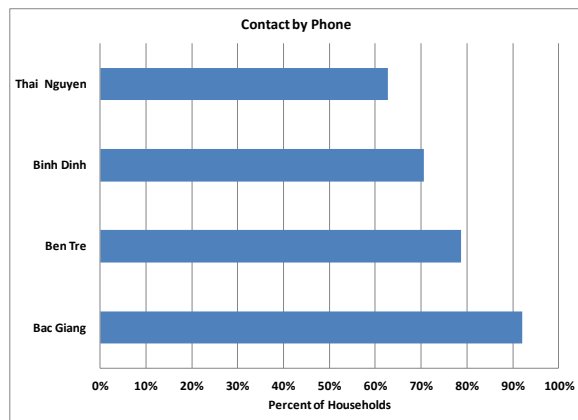
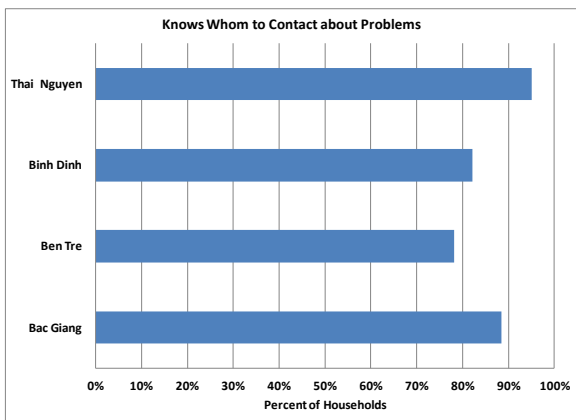
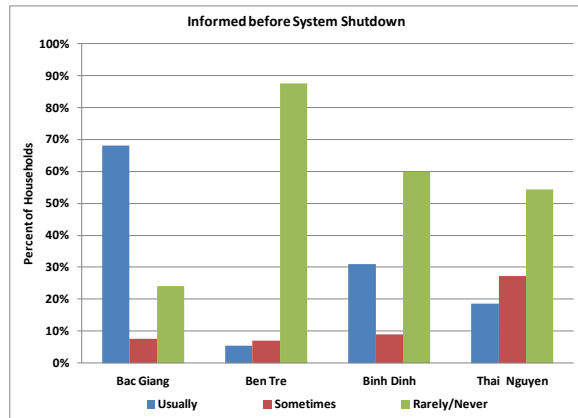
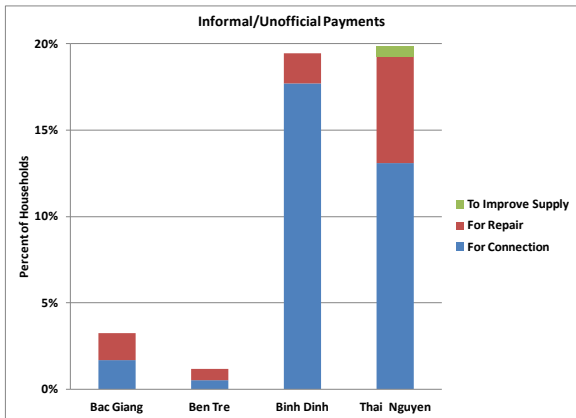


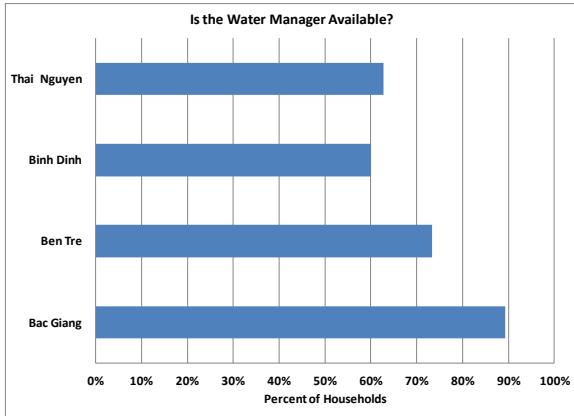
Dimension 4: Cost



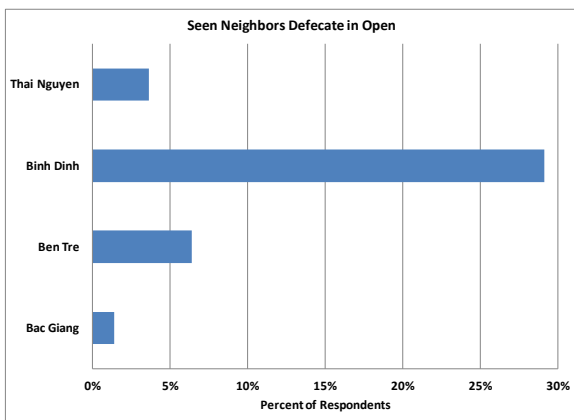
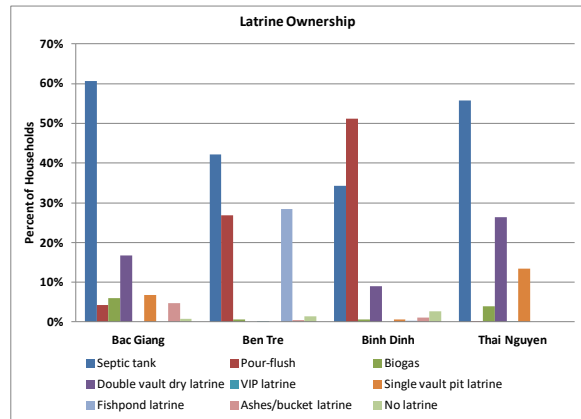
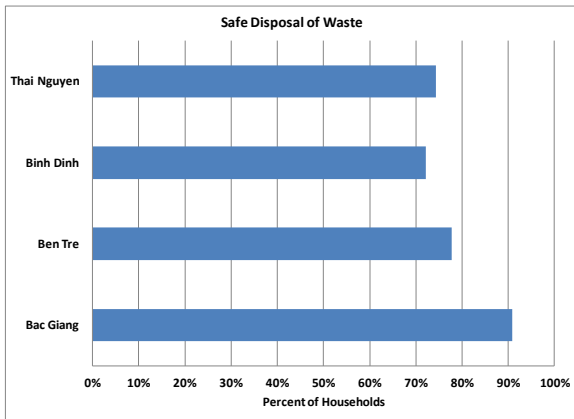


Dimension 5: Accountability & Transparency





Dimension 6: Sanitation



Dimension 1: Access to Water

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Percent of households-----)				
Access to piped water	48.6%	38.4%	41.6%	32.8%	40.4%
Use of unsafe water	0.5%	17.3%	3.3%	2.1%	6.8%
Over 30 minutes per day collecting water	1.9%	9.1%	6.2%	23.7%	10.6%
Water quality declines in dry season	61.5%	53.3%	49.7%	39.6%	50.3%
Water shortages during part of the year	4.3%	5.5%	13.4%	11.3%	8.8%
	Point Score				Weight
Access to piped water	100.0	35.4	55.7	0.0	0.40
Use of unsafe water	100.0	0.0	83.7	90.4	0.20
Over 30 minutes per day collecting water	100.0	67.1	80.6	0.0	0.15
Water quality declines in dry season	0.0	37.5	54.0	100.0	0.15
Water shortages during part of the year	100.0	86.3	0.0	22.6	0.10
Weighted Point Score	85.00	38.51	59.21	35.34	1.00

Dimension 2: Service Quality

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Percent of households-----)				
Not enough water	0.4%	1.0%	8.2%	6.7%	3.9%
24 hour supply	88.5%	56.3%	78.4%	65.2%	73.5%
3 or more breakdowns per month	13.3%	57.6%	34.4%	42.5%	34.8%
System not working for over 1 month	0.0%	13.0%	0.0%	9.1%	5.0%
Water pressure is weak or variable	8.6%	24.1%	18.4%	35.6%	20.3%
Satisfaction with water manager (good or very good)	79.4%	24.9%	53.9%	34.1%	50.8%
	Point Score				Weight
Not enough water	100.0	42.0	0.0	13.6	0.20
24 hour supply	100.0	0.0	68.6	27.9	0.15
3 or more breakdowns per month	100.0	0.0	52.3	34.2	0.20
System not working for over 1 month	100.0	0.0	100.0	70.2	0.10
Water pressure is weak	100.0	42.7	63.9	0.0	0.10
Satisfaction with water manager (good or very good)	100.0	0.0	53.3	17.0	0.25
Weighted Point Score	100.00	12.68	50.46	25.04	1.00

Dimension 3: Water Quality

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Percent of households-----)				
Smell: OK & good	98.8%	88.0%	97.6%	96.3%	95.4%
Color: clear	88.1%	57.3%	67.1%	73.2%	72.3%
Taste: OK & good	87.7%	79.7%	71.5%	97.6%	83.6%
Satisfaction with quality	79.4%	42.7%	61.4%	48.2%	59.7%
	Point Score				Weight
Smell: OK & good	100.0	0.0	89.0	77.4	0.15
Color: clear	100.0	0.0	32.0	51.6	0.25
Taste: OK & good	62.0	18.3	0.0	100.0	0.20
Satisfaction with quality	100.0	0.0	50.8	14.9	0.40
Weighted Point Score	92.40	3.66	41.67	50.47	1.00

Dimension 4: Cost

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Vietnamese Dong-----)				
Connection Fee, Inflation Adjusted	1,006,112	1,277,292	525,705	1,552,751	1,058,712
Connection Fee, Nominal	826,899	958,902	361,497	746,530	730,183
Tariff per cubic meter	5,256	6,944	4,502	4,813	5,374
	Point Score				<u>Weight</u>
Connection Fee, Inflation Adjusted	53.2	26.8	100.0	0.0	0.60
Connection Fee, Nominal	22.1	0.0	100.0	35.5	0.20
Tariff per cubic meter	69.1	0	100	87.3	0.20
Weighted Point Score	50.17	16.09	100.00	24.56	1.00

Dimension 5: Accountability and Transparency

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Percent of households-----)				
Unethical Practices	2.9%	1.3%	15.9%	18.3%	9.4%
Notice of Shutdown	68.2%	5.3%	31.1%	18.5%	33.8%
Know Whom to Contact	88.5%	78.1%	82.1%	95.1%	85.7%
Contact by Phone	92.1%	78.7%	70.6%	62.8%	77.3%
Availability of Manager	89.3%	73.3%	60.0%	62.8%	72.6%
	Point Score				<u>Weight</u>
Unethical Practices	90.8	100.0	13.8	0.0	0.30
Notice of Shutdown	100.0	0.0	40.9	21.0	0.10
Know Contact	60.9	0.0	23.5	100.0	0.20
Contact by Phone	100.0	54.1	26.5	0.0	0.20
Availability of Manager	100.0	45.5	0.0	9.6	0.20
Weighted Point Score	89.42	49.93	18.26	24.02	1.00

Dimension 6: Sanitation

	<u>Bac Giang</u>	<u>Ben Tre</u>	<u>Binh Dinh</u>	<u>Thai Nguyen</u>	<u>Average</u>
	(-----Percent of households-----)				
Safe Disposal of Waste	90.8%	77.8%	72.1%	74.4%	78.8%
Improved Latrine	87.6%	69.8%	95.1%	86.6%	84.8%
Open Defecation	1.4%	6.4%	29.1%	3.6%	10.2%
	Point Score				<u>Weight</u>
Safe Disposal of Waste	100.0	30.3	0.0	12.1	0.30
Improved Latrine	70.5	0.0	100.0	66.4	0.60
Open Defecation	100.0	82.0	0.0	92.0	0.10
Weighted Point Score	82.28	17.29	60.00	52.67	1.00

ANNEX 1: QUESTIONNAIRE

Citizen Score Card								Card No.
Name of Interviewer:				Date:				
Project Name: CSC-WASHOBA-14		Project code		Village				
Commune		District		Province				
Name of Interviewee:			Tel:		Distance from home to water scheme (km):			
Gender		(1) Male	(2) Woman		Age		Family size	
Relationship with Head of Household		(1) Head	(2) Spouse	(3) Parents	(4) Son	(5) Daughter	(6) Other	
A	DEMOGRAPHIC							
1	What is your ethnicity?	(1) Kinh	(2) Tay	(3) Nung	(4) San Chay	(5) Dao	(6) Hoa	(7) H'Mong
		(8) San Diu	(9) Cham	(10) Ba Na	(11) Hre	(12) Others		
2	What is your main occupation?	(1) Farmer	(2) Worker	(3) Civil Servant	(4) Business person	(5) Housewife	(6) Other	
3	What is your total household income in the past 12 months?thousand VND						
4	Do you have poverty certificate in 2013?	(1) Yes	(2) No					
5	Are you connected to piped water? If no, go to part B and if yes go to part C	(1) Yes	(2) No					
B	NON-PIPED WATER							
6	What are the main water sources that you are using for drinking and cooking purposes? (Multiple answers)	(1) Drill Well	(2) Dug well	(3) River/pond/ lake	(4) Rain	(5) Other	(6) Don't know	
7	Which water source do you use most often for drinking and cooking? (1 answer)	(1) Drill Well	(2) Dug well	(3) River/pond/ lake	(4) Rain	(5) Other	(6) Don't know	
8	How far from your house is this water source?	(1) Less than 100m	(2) 100-200m	(3) 200-300m	(4) 300-400m	(5) 400-500m	(6) More than 500m	
9	Who usually collect water for drinking and cooking purposes?	(1) Husband	(2) Wife	(3) Son	(4) Daughter	(5) Other		
10	What are the main water sources that you are using for other domestic purposes? (Multiple answer)	(1) Drill Well	(2) Dug well	(3) River/pond/ lake	(4) Rain	(5) Other		
11	Which water source do you use most often for other domestic purposes? (1 answer)	(1) Drill Well	(2) Dug well	(3) River/pond/ lake	(4) Rain	(5) Other	(6) Don't know	
12	How far from your house is this water source?	(1) Less than 100m	(2) 100-200m	(3) 200-300m	(4) 300-400m	(5) 400-500m	(6) More than 500m	
13	Who usually collect water for other domestic purpose?	(1) Husband	(2) Wife	(3) Son	(4) Daughter	(5) Other		
14	If you use well, is it your own's well, your neighbour's or public's?	(1) Own's well	(2) Neighbour's	(3) Public's	(4) Other (specify.....)			
15	Do you have to pay for this water or not? (If no, move to Q17)	(1) Yes	(2) No	Don't know				
15a	If yes, who did you pay?	(1) Neighbour	(2) Cooperative	(3) PPC	(4) Other (specify.....)			
16	How much do you pay per bucket?	(1) Less than VND500	(2) VND500-1.000	(3) More than VND1.000	(4) Don't know			

17	How much time do you spend each day collecting water?	(1) 1-10 min	(2) 10-30 min	(3) 30-60 min	(4) 1-2 hrs	(5) > 2 hrs		
18	Does the water quality change during the dry and rainy seasons? (If no, move to Q.19)	(1) Yes	(2) No					
18a	If yes, how does it change in dry season?	(1) Water is more turbid	(2) More iron/sediments	(3) Smelly	(4) algae in water	(5) more salty	(6) Other (specify)	
19	Do you have enough water for your household need throughout the year? (If yes, move to Q.22)	(1) Yes	(2) No					
20	If no how many months of the year do you have water?	(1) Less than 2 months	(2) 2-4 months	(3) 4-6 months	(4) 6-8 months	(5) 10 months		
21	What did you do to have water during the months that you don't have water?	(1) Store water	(2) Use water in pond, lake	(3) Public well	(4) Ask neighbour	(5) Buy water	(6) Others, specify	
22	How do you treat water for cooking and drinking?	(1) Boil	(2) Filter	(3) Buy bottled water	(4) Chemical Household treatment	(5) No treatment	(6) Other	(7) Don't know
23	How do you treat water for other domestic purposes?	(1) Filter	(2) No treatment	(3) Others, specify:				
24	Is piped water available in your village? (If no, move to Q31)	(1) Yes	(2) No					
25	Do you know about your neighbour's piped water?	(1) Yes	(2) No					
26	If yes, what do you think about its cost?	(1) Cheap	(2) Reasonable	(3) Expensive	(4) Don't know			
27	What do you think about its water quality?	(1) Bad	(2) OK	(3) Good	(4) Don't know			
28	What are advantages of the piped water?	(1) Convenient	(2) Saves time	(3) Good quality water	(4) Good for family health	(5) Other, specify	(6) No	
29	What are disadvantages of the piped water?	(1) Unreliable	(2) Water is expensive	(3) Quality of water is bad	(4) Irregular supply of water	(5) Nothing		
30	Why isn't your household connected to the piped water?	(1) Expensive connection cost	(2) Expensive monthly cost	(3) Bad water quality	(4) Bad service provider	(5) Don't know	(6) Others, specify	
31	Have you ever thought of having a piped water connection to your house to get clean water?	(1) Yes	(2) No					
32	How much would you pay for connection fee? (ask if they would pay VND1.500.000 first, if yes circle and go to the next question, if no ->ask for next choices as	(1) More than VND1.500.000	(2) VND1.500.000	(3) VND1.000.000	(4) VND 500.000	(5) Less than VND500.000	(6) Don't know	
33	How much would you pay for monthly water consumption fee? (ask if they would pay VND60.000 first, if yes circle and go to the next question, if no ->ask for next choices as order of sequence)	(1) More than VND60.000	(2) VND60.000	(3) VND40.000	(4) VND20.000	(5) Less than VND20.000		
34	Are you satisfied with your current water supply? (If yes, move to Q.36)	(1) Yes	(2) No					
35	If not, what is your expectation about your household water supply?	(1) Having piped water	(2) Having drill well water	(3) Enough water	(4) Improve water quality	(5) Closer to house	(6) Other, specify.....)	
C PIPED WATER								
36	When did you have piped water connection?	(1) Months	(2) Years	(3) Don't remember/Don't know				
37	How much did you pay for your house connection fee?	(1) VND	(2) Don't remember Don't know					
38	Do you have to pay extra money to have water connection to your house? (If no, move to Q.40)	(1) Yes	(2) No					

39	If yes, what did you pay for?		(1) To get water connected soon	(2) To get water supplied regularly	(3) To get wrong water meter	(4) Other (specify.....)			
40	Do you now have enough clean water for your household's needs?		(1) Yes	(2) No	(3) Depends: explain				
41	How many hours per day do you have water?		(1) 24h	(2) day time	(3) half a day	(4) every other day	(5) Every other time	(6) No water in dry season	(7) In certain time frame
42	Do you generally know when the system will be shut down?		(1) Yes	(2) No	(3) Sometimes yes and no	(4) Don't know			
43	What is the cost for clean water per cubic meter?		(1) VND/m ³	(2) Don't know					
44	About how much do you spend on clean water per month?		(1) VND/month	(2) Don't know					
45	Given your alternatives, do you think the price for water is reasonable?		(1) Yes	(2) No	(3) Don't know				
	45a)	If 'no', what is the main reason?	(1) Expensive	(2) Poor service provider	(3) Poor water quality				
46	Has the water system ever been broken down? (If no, move to Q.48)		(1) Yes	(2) No					
	a)	Was it just your connection, the whole system or both?	(1) Connection	(2) System	(3) Both	(4) No power	(5) Other	(6) No	
	b)	How many times are you unable to get water per month?	(1) 0 times	(2) 1-2 times	(3) 2-4 times	(4) 5-9 times	(5) > 10 times	(6) Don't know	
	c)	How long does it normally take to fix?	(1) < 1 day	(2) 1-2 days	(3) 3-6 days	(4) 7-14 days	(5) > 14 days	(6) Still Broken	(7) Don't know
	d)	If it is still broken, how long has it been broken?	(1) Days	(2) Weeks	(3) Months	(4) Years	(5) Don't know		
	e)	Who normally pays for the repairs?	(1) Water provider	(2) Customer	(3) Other funding sources	(4) No one	(5) Don't know		
	f)	Have you ever have to pay extra money to get repairs done?	(1) Yes	(2) No					
47	If the system breaks down, how would you satisfy your water needs?		(1) Wait for repairs	(2) Own's Well	(3) River/pond/ lake	(4) Rain	(5) Buy water	(6) Get water from other place	(7) Storage tank
48	Is the water pressure usually strong enough for your household needs?		(1) Strong	(2) OK	(3) Weak	(4) Depends	(5) Don't know		
49	Do you have a water meter? (If no, move to Q.50)		(1) Yes	(2) No					
	a)	If yes, does it have any problems?	(1) Inaccurate	(2) Unclear	(3) Dont know	(4) No protection box	(5) No		
50	Who manage the water system?		(1) Private enterprise	(2) CPC Staff	(3) Cooperative	(4) Water user group	(5) Contracted private operator	(6) Water center	(7) Other
			(8) Don't know						
51	Do you know whom to contact about problems? (If no, move to Q.54)		(1) Yes	(2) No					
52	How can you contact this person or office?		(1) Telephone	(2) Ask someone to deliver the message	(3) Come to house or office	(4) Wait until he or she comes by	(5) Never ever contacted before	(6) Don't know	
53	Is the water management available for advice/complaints/repairs?		(1) Yes	(2) No	(3) Depends: explain	(4) Don't know			

54	Have you known any staff getting involved in any of the following activities?	(1) Encouraging in fake meter reading with bribery	(2) Encouraging meter removal	(3) Removing pipe connection if bribery money not paid	(4) Making the supply better in case of bribery money paid	(5) Fee collection without bill	(6) Don't know	(7) Don't see
55	Do you think the corruption in this water sector is increasing or decreasing in the last 1 year?	(1) Increasing	(2) Decreasing					
56	Are you satisfied with the performance of the water manager and board?	(1) Very Bad	(2) Bad	(3) OK	(4) Good	(5) Very Good	(6) Don't know	
57	How do you think the water system service can be improved?	(1) No	(2) Reduce water tariff	(3) Better water quality	(4) Regular supply of water	(5) Replace the technician	(6) Higher pressure	(7) Monthly water bill collection
		(8) Don't know						
58	Color of the water:	(1) Turbid	(2) Clear	(3) Sometimes turbid, sometimes clear				
59	Smell of the water:	(1) Bad	(2) OK	(3) Good				
60	Taste of the water:	(1) Salty	(2) A little bit salty	(3) Sour	(4) Good	(5) Very Good	(6) No taste	
61	Is this a marked improvement on the quality of your previous source of water?	(1) Yes	(2) No	(3) Depends:				
62	Has the water quality changed so far?	(1) Yes	(2) No	(3) Don't know				
	a) If yes, how?	(1) Worse	(2) Better					
63	Are you satisfied with the system's water quality?	(1) Very Bad	(2) Bad	(3) OK	(4) Good	(5) Very Good		
64	What do you value most about the piped water system?	(1) Convenient	(2) Saves time	(3) Good quality water	(4) Good for family health	(5) Be proud	(6) Modern life	(7) Other
		(8) Nothing						
65	What do you dislike about the piped water system?	(1) Unreliable	(2) Water is expensive	(3) High connection cost	(4) Quality of water is bad	(5) Irregular supply of water	(6) Satisfied	(7) Nothing
D	SANITATION & HYGIENE							
66	How does your household dispose its waste?	(1) Collected in bins and disposed to garbage trucks	(2) Collected in bins and disposed in dust-hole or burned in garden	(3) Not collected and disposed anywhere in garden or village roads	(4) Other (specify.....)			
67	Does your family have a latrine?	(1) Yes	(2) No					
68	If yes, what kinds of latrine do you have?	(1) Septic-tank latrine	(2) Pour-flush latrine	(3) Biogas	(4) Double-Vault dry latrine	(5) Ventilated Improved Pit dry latrine	(6) Single-Vault dry latrine	(7) Fish-pond latrine
		(8) Ashes-bridge/bucket latrine	(9) Other (specify:.....)	(10) Don't know				
69	If no, where does your family defecate and urinate most?	(1) Barn	(2) Garden/forest/field	(3) Pond/lake/river/stream/coast	(4) Public toilet	(5) Share neighbor's latrine (specify latrine)	(6) Dig a hole	(7) Other (specify:.....)
70	Is there any of your neighbour defecate and urinate in any open area?	(1) Yes	(2) No					

71	What do you like the most about your present defecation practice? (don't read)	(1) Easy cleaning and maintenance	(2) Convenient	(3) Privacy	(4) Clean and hygienic	(5) Used to it	(6) More freedom	(7) Cheap
		(8) Use feces resource	(9) Don't like anything	(10) Others (Specify:.....)	(11) Don't know			
72	What do you dislike the most about your present mode of dececation?	(1) Not close to the house	(2) No privacy	(3) Dirty	(4) Unhygienic or unhealthy	(5) Bad smell	(6) Dislike nothing	(7) Others (Specify...)
		(8) Don't know						
73	Respondent's Summary/Comments:							