

The Learning Diaries

Case study title: Pro-poor Service Delivery Initiatives by Bangalore Mahanagara Palike

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1

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2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1: *Benchmarking and continuous improvement techniques are helpful in (i) identifying service priorities, (ii) setting minimum service standards, and (iii) measuring performance***

Do you think this is important?

Yes

No

Can this be adopted/adapted in your local setting?

Yes

No

(b) **Learning point 2: *User feedback is important in monitoring and improving services***

Do you think this is important?

Yes

No

Can this be adopted/adapted in your local setting?

Yes

No

(c) **Learning point 3: *A well-prepared and participatory Poverty Reduction Strategy linked to annual budgets can systematically and effectively address citizens' needs.***

Do you think this is important?

Yes

No

Can this be adopted/adapted in your local setting?

Yes

No

3. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

The Learning Diaries

Case study title: Promoting Service Delivery by the Colombo Municipal Council through Effective Partnerships (Sri Lanka)

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

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2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1: *Partnerships with the citizens contribute in making basic municipal services more responsive***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(b) **Learning point 2: *Poverty profile is important in identifying and targeting the needs of the poor***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(c) **Learning point 3: *Citizens participation is key to assessing poverty and in evolving strategies to address poverty issues***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

4. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

The Learning Diaries

Case study title: Empowering the Poor: Key to Effective Pro-Poor Services (Naga, Philippines)		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
(a) Learning Point 1: <i>Policy instruments open avenues for people to have more meaningful participation in making decisions and taking actions that affect their welfare</i>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
(b) Learning point 2: <i>Citizens representation in formal government bodies enhance opportunities for citizens voice to be articulated and promote pro-poor services</i>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
(c) Learning point 3: <i>Public disclosure of service standards is critical in influencing the city government to continuously improve its services</i>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
5. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

The Learning Diaries

Group Learning Activity # 1 – Benchmarking and continuous improvement techniques

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1: *For an improvement program to succeed, it must focus upon a clear and specific service***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(b) **Learning point 2: *The concerned institution must have the capacity to implement service improvements (this will include skills, and improvement culture, preparedness to consult with the community, and financial resources)***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(c) **Learning point 3: *Barriers to service delivery improvement will be encountered; they must be identified and overcome***

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

6. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

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Case study title: Embedding poverty reduction into local government transformation: the case of Johannesburg, South Africa

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1: *Political and administrative leaders recognized financial crisis and developed a strategy of reform to deal with it***

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(b) **Learning point 2: *The reform strategy emerged from information and diagnosis***

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(c) **Learning point 3: *Transformation of corporate and financial management is essential to effective investment and service delivery***

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

7. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

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Case study title: Decentralization Reforms and Commune-Level Services Delivery (Cambodia)		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
<p>(a) Learning Point 1: Newly elected authorities require a <u>minimum level of funding for their flexible use</u> in service delivery if they are to learn-by-doing, to break the vicious circle of “no capacity-no responsibilities-no resources”.</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(b) Learning point 2: <u>Sector de-concentration reforms are also critical</u> for the development of local government capacity to deliver services, to allow the co-provision arrangements that are necessary for the delivery of many basic services and ensure that sectoral programs respond effectively to local plans and priorities.</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(c) Learning point 3: <u>Investment of the State in de-concentrated structures to support and supervise local authorities is essential</u> to realize the potential role of Commune-management in service delivery.</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
8. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

Case study title: Local Governance and Service Delivery to the Poor (Bangladesh)

The Learning Diaries

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1:** Allowing local governments the opportunity to take service delivery planning and implementation decisions builds overall local confidence and capacities

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(b) **Learning point 2:** Decentralized funding arrangements can lead to better targeted, more cost-effective and better quality services by local government to the community

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(c) **Learning point 3:** Performance-linked funding can promote better local government management, transparency and accountability.

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

9. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

The Learning Diaries

Case study title: Local government infrastructure and service delivery: a case study of the decentralized financing and development program (Nepal)

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1:** Complementarity between participatory & technical planning is a must for sustainable schemes

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(b) **Learning point 2:** Compliance with social audit enhances community awareness, increases ownership and inclusion

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(c) **Learning point 3:** Inclusion requires specific affirmative action measures.

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(d) **Learning point 4:** Inclusion requires specific affirmative action measures.

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

Other learning points

Comments about the presentation

Facilitator:

The Learning Diaries

1. Case study title: Lessons from experiences in decentralizing infrastructure and service delivery in rural areas improvement (Uganda)	
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.	
1	2
3	4
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2. Assessment of learning points – please encircle your answer.	
(a) Learning Point 1: Performance-based discretionary local fund plus participatory planning process leads to pro-poor investments (choice, size, location, cost)	
Do you think this is important?	Yes No
Can this be adopted/adapted in your local setting?	Yes No
(b) Learning point 2: Demand driven capacity-building provides can address diverse local needs if coupled with good standardized training materials	
Do you think this is important?	Yes No
Can this be adopted/adapted in your local setting?	Yes No
(c) Learning point 3: Local capacity-building is a continuous process	
Do you think this is important?	Yes No
Can this be adopted/adapted in your local setting?	Yes No
Other learning points	Comments about the presentation
Facilitator:	

The Learning Diaries

Case study title: Urban governance and poverty: Lessons form a study of ten cities		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
<p>(a) Learning Point 1: Address ‘bad governance’ before trying to construct good governance</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(b) Learning point 2: Develop systems of information and policy analysis to understand urban poverty and role of local government</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(c) Learning point 3: Address constraints on local government: legal, powers, information, capacity, revenue collection</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
12. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

The Learning Diaries

Case study title: City center strategy and policies to extend its benefits to wider communities: the case of Birmingham, United Kingdom		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
<p>(a) Learning Point 1: <i>City council and business leaders recognized the crisis and saw opportunities in service sector development</i></p> <p style="padding-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="padding-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
<p>(b) Learning point 2: <i>Cooperation with the private for-profit sector was essential to the city’s regeneration strategy</i></p> <p style="padding-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="padding-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
<p>(c) Learning point 3: <i>Extending the employment opportunities of redevelopment has required (i) cross-departmental and cross-governmental teams, and (ii) the participation of residents</i></p> <p style="padding-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="padding-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
13. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

The Learning Diaries

Case study title: Holding the State to Account: Citizens Voice through Report Cards in Bangalore		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
<p>(a) Learning Point 1: Credible and systematic citizens feedback is a potent tool that can be used to get service providers to initiate service delivery reform</p> <p style="margin-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="margin-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
<p>(b) Learning point 2: The Citizens Report Card methodology is easily replicable and adaptable under various situations</p> <p style="margin-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="margin-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
<p>(c) Learning point 3: Non-partisan and credible institutions need to conduct the Citizens Report Card to positively influence service providers and make significant</p> <p style="margin-left: 40px;"><i>Do you think this is important?</i> Yes No</p> <p style="margin-left: 40px;"><i>Can this be adopted/adapted in your local setting?</i> Yes No</p>		
14. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

The Learning Diaries

Case study title: Role of Civil Society Organizations in Promoting Responsive and Accountable Local Government for Improved Service Delivery in Colombo		
1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.		
1	2	3
4	5	
2. Assessment of learning points – please encircle your answer.		
<p>(a) Learning Point 1: Civil society organizations can work closely and effectively with the city government in assessing and improving basic services, particularly to the poor and marginalized</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(b) Learning point 2: Adequate civil society representation in government decision-making bodies can generate positive outcomes for the people</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
<p>(c) Learning point 3: Adaptation and use of report card methodology can provide useful information inputs to poverty reduction strategy</p>		
<i>Do you think this is important?</i>	Yes	No
<i>Can this be adopted/adapted in your local setting?</i>	Yes	No
15. Are there any other important learning points?		
4. Any comments about the presentation.		
Facilitator:		

The Learning Diaries

Case study title: People's Participation in Governance: The Case of Naga City People's Council

1. Assess degree of relevance of the content of this presentation to your work using a scale of "1" (least relevant) to "5" (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1:** Both the citizens and city government need to be capacitated to effectively engage with each other and forge successful partnerships

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(b) **Learning point 2** Citizens organizations need to sustain relevance and credibility to both people and city government

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

(c) **Learning point 3:** Political leadership is crucial in providing and nurturing the democratic space for meaningful citizens participation

Do you think this is important? **Yes** **No**

Can this be adopted/adapted in your local setting? **Yes** **No**

16. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator:

The Learning Diaries

Case study title: Group Learning Activity # 3 – Report Card Methodology

1. Assess degree of relevance of the content of this presentation to your work using a scale of “1” (least relevant) to “5” (very relevant). Please encircle the appropriate number.

1 2 3 4 5

2. Assessment of learning points – please encircle your answer.

(a) **Learning Point 1: The report card methodology provides a powerful approach for citizens to measure performance and influence governments to improve their services**

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(b) **Learning point 2: In considering the adoption/adaptation of the report card methodology, interested institutions/organizations must carefully assess the local setting to determine if the conditions are appropriate and identify the challenges that need to be addressed**

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

(c) **Learning point 3: The report card methodology, while having showed considerable success in helping governments and societies improve service delivery, needs to be customized to suit local conditions and requirements**

Do you think this is important? Yes No

Can this be adopted/adapted in your local setting? Yes No

17. Are there any other important learning points?

4. Any comments about the presentation.

Facilitator: