

# Citizen Report Card: A Tool for Good Governance

13-15 September 2011 | SDPI, Islamabad | Rs.15,000 pp. | 20% discount available



*Three days training workshop for staff members in public service organizations, researchers with a focus on governance issues, community based organizations, development professionals, academia and community members aimed at promoting social accountability for improving the quality of service delivery in the private and government sectors.*

## Introduction

The Citizen Report Card [CRC] is a simple but powerful tool to provide public agencies with systematic feedback from users of public services. By collecting feedback on the quality and adequacy of public services from actual users, CRC provides a rigorous basis and a proactive agenda for communities, civil society organization or local governments to engage in a dialogue with service providers to improve the delivery of public services.

With the aim to enable citizens and institutions to carry out a citizen report card for the promotion of social accountability; the Sustainable Development Policy Institute (SDPI) is conducting a **3-day** comprehensive workshop on this important tool where the participants shall be trained on conceptual, technical, management and implementation aspects of the CRC process.

## Trainers

**Gulbaz Ali Khan** obtained his masters degree in Economic Development and Policy Analysis from the University of Nottingham, UK. He has vast experience of implementing various projects with the World Bank, ILO, Plan International Pakistan, Action Aid Pakistan, Affiliated Network for Social Accountability-South Asian Region, WFP, International Development Centre for Religion and Diplomacy, RSPN and HDF. He has also served at different key positions at the Planning and Development Department, Government of Punjab, The Bank of Punjab, LUMS and Punjab Rural Support Programme.

**Shafqat Munir** has more than 20 years of diverse experience in media, communications, campaign and policy outreach areas while working in Asia with independent media, the government of Pakistan, United Nations, International non-Governmental Organizations, National level civil society organizations, universities and professional training institutes. Shafqat has worked with Action Aid International as International Communications Coordinator-Asia. He has also worked as Program Specialist South Asia, United Nations Millennium Campaign with UNDP Asia and the Pacific Regional Office, Bangkok.

## Register Before 06 September 2011

Asad Raza or Asif Mehmood.  
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## Objectives

After attending this workshop you will be capable to:

- Assess whether the methodology is relevant to your locality/district/town
- Select a suitable lead institution
- Define the scope of your CRC
- Design a survey instrument
- Collect feedback from users of services
- Generate the survey findings and produce the main CRC report
- Widely distribute the findings
- Advocate for the improvement in the service delivery

## Contents

The training workshop contents will include:

- Introduction to the CRC
- Is a CRC right for you?
- What should it examine?
- Planning for a CRC
- Designing the survey
- Preparation for field work
- Carrying out the survey
- Processing feedback
- Sharing the findings
- Improving the services
- Evaluating your experiences

## Discounts

20% discount will be given to two or more participants from an organization, members of PSAN, females and HRDN members. 15% discount will be given to participants who have previously attended a SDPI workshop since 2009. One free seat will be given to a journalist nominee of the Press Clubs.



## REGISTRATION FORM

## Training Workshop on Citizen Report Card: A Tool for Good Governance

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Name	Designation
Education	Work Experience [Yrs.]
Organization	Sector/Industry
Cell Phone	Email Address
Office Phone	Fax

Mailing  
AddressCurrent Job  
DescriptionExpectations  
From This  
Workshop

1

2

3

4

5

Payment Details [Payable to the Sustainable Development Policy Institute]	Mode of Payment	Number	Date	Amount
	Crossed Cheque			
	Bank Draft			
	Pay Order			

Signature

Date

Withdrawal Refund Policy	10 or more days before workshop	100%	Three days before workshop	50%
	Nine to four days before workshop <td>75%</td> <td>Two or less days before workshop</td> <td>0%</td>	75%	Two or less days before workshop	0%

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Deadline To Register - 06 September 2011