



**SOCIAL ACCOUNTABILITY TOOLS**  
**PARTICIPATORY PERFORMANCE MONITORING TOOLS:**  
**CITIZEN REPORT CARD AND COMMUNITY SCORECARD**

**ANSA Global • ANSA SAR • ANSA EAP**

03-07 August 2011 • Bangkok, Thailand

**GENERAL OBJECTIVE**

**Enhanced capacities of ANSA EAP network partners in implementing citizen report card (CRC) and community score card (CSC)**

**LEARNING OBJECTIVES**

At the end of the workshop, participants will be able to:

1. Identify issues and challenges in participatory performance monitoring (PPM);
2. Explain CRC and CSC as social accountability tools;
3. Describe participatory performance monitoring process in the CRC and CSC;
4. Design CRC and CSC instruments customized to existing needs;
5. Prepare CRC/CSC action plans to be applied in planned or ongoing projects.

**EXPECTED OUTPUTS/DELIVERABLES**

1. Common framework on CRC and CSC as participatory performance monitoring and social accountability tools.
2. Assessment of individual competencies and organizational capacities in implementing CRC and CSC.
3. Identified issues and challenges in designing and implementing CRC and CSC.
4. Working drafts of CRC and CSC monitoring instruments and tools.
5. Improved CRC and CSC project designs and operational plans of participating organizations.



## PROGRAM OF ACTIVITIES

TIME	WEDNESDAY, 03 August	THURSDAY, 04 August	FRIDAY, 05 August	SATURDAY, 06 August	SUNDAY, 07 August
<b>AM 8:00</b>	Registration of participants				
<b>8:15</b>		Recap of Day 1 activities	Recap of Day 2 activities	Recap of Day 3 activities	Recap of Day 4 activities
<b>8:30</b>	Opening activities	Continuation: CRC session	<b>Community Scorecard (CSC)</b>	Analyzing CRC & CSC results	Planning a CRC/CSC initiative
<b>9:00</b>	Social Accountability Gallery				
<b>10:00</b>	Coffee break				
<b>10:15</b>	Continuation: SAc Gallery	Continuation: CRC session	Continuation: CSC session	Continuation: Analyzing CRC & CSC results	Continuation: Planning a CRC/CSC initiative
<b>NN 12:00</b>	Lunch break				
<b>PM 1:00</b>	Icebreakers	Icebreakers	Icebreakers	Icebreaker	Icebreaker
<b>1:15</b>	Plenary processing of SAc Gallery experience	Continuation: CRC session	Continuation: CSC session	Constructive engagement in the CRC and CSC process	Continuation: Planning a CRC/CSC initiative
<b>1:45</b>	Overview: Governance, Social Accountability, Participatory Performance Monitoring				
<b>2:30</b>	Open Forum				
<b>3:00</b>	Coffee break				
<b>3:15</b>	<b>Citizen Report Card (CRC)</b>	Continuation: CRC session	Continuation: CSC session	Continuation: Constructive engagement in the CRC and CSC process	Planning the Next Steps End-of-Activity Evaluation Closing activities
<b>4:15</b>	Learning management				
<b>4:30</b>	End of Day 1	End of Day 2	End of Day 3	End of Day 4	End of Training