

	Accountability	Transparency	Efficiency Effectiveness	and Participation	Non-Discrimination
<p><b>CAF Bosnia and Herzegovina</b></p> <p><u>Methodology:</u> <i>Combination of hard facts/data and individual appreciations (CAF team members), following the Excellence Model of the European Foundation for Quality Management (not structured along good governance principles)</i></p>	<ul style="list-style-type: none"> <li>– Citizens orientation / customer-orientation of LG administration</li> <li>– In how far LG operates within the regulatory framework</li> <li>– List of questions regarding democratic responsiveness</li> </ul>	<ul style="list-style-type: none"> <li>– Citizens orientation / customer-orientation of LG administration</li> <li>– Level of communication and information of citizens on LG strategies, plans and resources (e.g. budget)</li> </ul>	<ul style="list-style-type: none"> <li>– Quality of LG Leadership, quality of processes inside the administration, quality of strategy and planning, quality of human resources</li> <li>– Quality of local service delivery</li> <li>– Efficient use of resources</li> <li>– Level of modernization</li> <li>– Installed processes for change management</li> </ul>	<ul style="list-style-type: none"> <li>– Level and quality of involvement of stakeholders and balancing of stakeholder needs in local planning, citizens feedback mechanisms, public private partnerships</li> </ul>	<ul style="list-style-type: none"> <li>– Efficiency and effectiveness in service delivery to all citizens</li> <li>– Equal access to services</li> <li>– Equal opportunities in LG human resources management (e.g. gender, disability, race and religion)</li> </ul>
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<p><b>LGB South Africa</b></p> <p><u>Methodology:</u> <i>Mainly perception-based exercise (facts/evidences collected in the contextualization phase of the tool); structured along good governance principles</i></p>	<p><i>Focus on administrative, political and social accountability:</i></p> <ul style="list-style-type: none"> <li>– Respect for the separation of powers</li> <li>– Existence of adequate checks and balances</li> <li>– Existence of financial audits</li> <li>– Adherence of municipal officials to a code of conduct</li> <li>– Local elections are held</li> <li>– Interactions between elected officials and their electorate</li> <li>– Existence of an anti-corruption policy.</li> </ul>	<ul style="list-style-type: none"> <li>– Level and quality of information available on citizens' rights, laws, budget, decision-making and planning</li> </ul>	<ul style="list-style-type: none"> <li>– Existence, quality and level of implementation of a local development plan</li> <li>– Effectiveness in services delivery</li> <li>– Performance of local administration and capacities of its staff</li> <li>– Efficient use of resources</li> <li>– Quality of leadership</li> </ul>	<p><i>Focus on created space and processes:</i></p> <ul style="list-style-type: none"> <li>– Presence of mechanisms that ensure citizens' participation</li> <li>– Existence of regular consultation meetings and interactions with citizens</li> <li>– Existence of an organized and active civil society</li> <li>– Ability of civil society to express opinions and influence policy</li> </ul>	<ul style="list-style-type: none"> <li>– Existence of a legal framework recognizing equal rights for all citizens</li> <li>– Equal access to services</li> <li>– Existence of pro-poor policies</li> <li>– Positive actions to reduce gender imbalances</li> <li>– Equal chances of women to participate in public life</li> <li>– Existence of a gender quota for the local parliament.</li> </ul>
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<p><b>SIRDEM, Nicaragua</b></p> <p><u>Methodology:</u> Collection of objective “evidences” of municipal performance in order to compare municipalities nation-wide. Analysis of governance dimension is less systematic. Fact-based approach – no perception based elements – consultations with municipal officials only</p>	<ul style="list-style-type: none"> <li>– Respect for the separation of powers</li> <li>– Compliance of municipal actions with respective laws</li> <li>– Existence and quality of financial audits</li> </ul>	<ul style="list-style-type: none"> <li>– Information and publication of official documents</li> <li>– Information of citizens on municipal initiatives</li> <li>– Existence and quality of consultation processes with citizens</li> </ul>	<ul style="list-style-type: none"> <li>– Quality organization and internal procedures of the municipality</li> <li>– Quality of key services (roads, waste management, water supply, etc.) and access to it</li> <li>– Capacities of municipal staff</li> <li>– Existence and quality of municipal planning process</li> <li>– Effective budget execution and allocation</li> </ul>	<ul style="list-style-type: none"> <li>– Existence of regulatory framework to ensure participation in the definition of local development plans, investment plans and budgeting (<i>no systematic control of implementation and quality of participation however</i>)</li> </ul>	<ul style="list-style-type: none"> <li>– Non-discriminatory and social inclusive legislation (transversal theme of the tool)</li> <li>– Access to services</li> </ul>
<p><b>LGSA, Bangladesh</b></p> <p><u>Methodology:</u> Perception based exercise (no hard facts), framed around the legally defined rights and responsibilities of the demand (citizens) and supply (local government) side. Focus on the daily governance-issues in rural areas, with special focus on social inclusion</p>	<ul style="list-style-type: none"> <li>– Level of satisfaction of citizens with UP services</li> <li>– Level of satisfaction of citizens with village court decisions</li> <li>– Level of recording UP meetings and their dissemination</li> <li>– Level of monitoring of UP projects implementation</li> <li>– Existence and regular update of UP notice board for the public</li> <li>– Existence of annual audit and sharing of results with the public</li> </ul>	<ul style="list-style-type: none"> <li>– Level of awareness on UP expenditure and incomes (incl. budget)</li> <li>– Level of transparency of UP procurement processes</li> <li>– Level of awareness on rights and duties and feedback on provided services (as main purpose of the tool)</li> <li>– Existence and regular update of UP notice board for the public</li> </ul>	<ul style="list-style-type: none"> <li>– Quality of LG service provision</li> <li>– Existence and performance of UP standing committees</li> <li>– Existence and performance of project implementation committees</li> <li>– Level of monitoring of UP projects implementation</li> <li>– Functioning of village courts according to rules</li> <li>– Opening hours of UP offices</li> </ul>	<ul style="list-style-type: none"> <li>– Level of participation of citizens in public meetings</li> <li>– Level of participation of citizens, especially the excluded section in the UP’s decision making process</li> <li>– Level of participation of community in elaboration of a UP improvement plan</li> <li>– Effectiveness of CBOs in addressing demands to UP</li> <li>– Existence of regular meetings between UP and NGOs/CBOs</li> </ul>	<ul style="list-style-type: none"> <li>– Voice of women UP members in public meetings</li> <li>– Voice of poor/marginalized in public meetings</li> <li>– Level of participation of women in coordination meetings</li> <li>– Level of participation of poor/marginalized in coordination meetings</li> <li>– Participation of women in decision making of the village court</li> </ul>
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	• 4	• 4	• 2	• 4	• 5

### GOFORGOLD, Afghanistan

Methodology:

*Combination of facts and individual perceptions collected through on site-site interviews and focus group discussions. Participation of both government representatives and citizens. Provides an overview of the governance situation at regional/local levels. Includes security related indicators.*

<ul style="list-style-type: none"> <li>- Relationship and controlling mechanisms of regional/local level by central government</li> <li>- Respect for the separation of powers</li> <li>- Regional/local elections for council and heads of the executive are held.</li> <li>- Existence of a code of conduct for officials</li> <li>- Existence of an anti-corruption policy</li> <li>- Perception as concerns corruption</li> </ul>	<ul style="list-style-type: none"> <li>- Availability of information to citizens on laws, budget, finances, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Level, origin and predictability of resources available at regional/local level</li> <li>- Capacities of regional/local staff</li> <li>- Access of citizens to basic services / infrastructures (water, electricity, etc.)</li> </ul> <p><b>Security</b> addressed as a specific cluster:</p> <ul style="list-style-type: none"> <li>- Protection against crime and violence</li> <li>- Security of land tenure</li> <li>- Territorial boundaries</li> </ul>	<ul style="list-style-type: none"> <li>- Existence of an organized and active civil society</li> <li>- Existence of mechanisms to ensure citizens' participation in decision-making</li> <li>- Voter turn-out (disaggregated by sex)</li> </ul>	<p><i>(Addressed both as a transversal theme for and through a specific "equity" cluster.)</i></p> <ul style="list-style-type: none"> <li>- Percentage of women councilors, women participation in regional/local elections</li> <li>- Inclusion of women, the youth and persons with disabilities in policy consultations</li> <li>- Existence of affirmative actions for promoting gender equality</li> <li>- Existence of affirmative actions for the poor.</li> </ul>
• 3	• 3	• 4	• 3	• 4