

Information for Citizens

I4C HANDBOOK



RIGHTS & STANDARDS

PERFORMANCE

BUDGET



National Committee for
Sub-National Democratic Development

Please contact your Community Accountability
Facilitators or Commune Chief
for any clarifications, questions, or more information.

NCDD is located at: **Ministry of Interior**, Building T, Norodom Boulevard
Sangkat Tonle Basak, Khan Chamkar Morn, Phnom Penh
Kingdom of Cambodia
Tel: 023 720 038 / 720 061 Email: info@ncdd.gov.kh
Website: www.ncdd.gov.kh



Information for Citizens



Your Rights in the Commune

DID YOU KNOW? **Your Commune Council will:**

BE ELECTED BY YOU EVERY 5 YEARS

- You can elect Commune Councilors every five years, to represent you

LISTEN TO YOUR VIEWS

- Host annual village meetings to ask your opinions on how Commune funds should be spent

INVITE YOU TO COUNCIL MEETINGS

- Councilors make decisions in Council meetings
- Councilors must publicly announce and display meeting times, topics, and minutes on the notice board
- You can attend Council meetings, speak, and ask questions about commune services and projects

RESPOND TO YOUR CONCERNS AND INFORM YOU ABOUT DECISIONS

- You can contact your Councilors to help solve problems, respond to complaints, and answer questions about commune services and projects
- Councilors will present and inform you about the Commune budget, plan, and proposed project activities at a public meeting

ISSUE BIRTH, DEATH, AND MARRIAGE CERTIFICATES

- You can get birth, death, or marriage certificates from your Commune office within 3 working days, excluding holidays, if you bring the required documents
- You are not expected to make any payment in addition to the official fees
- Your Commune will provide you these services with dignity and respect

POST INFORMATION

- Councilors will display publicly the Commune plan and budget, project information, working hours, list of services, and fees

JOIN IN **...and help improve your Commune**



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ELECTED COMMUNE OFFICIALS

You can elect commune councilors every five years to represent you on the Commune Council.

You can expect your Commune Council representatives to listen to your views.

- The Commune Councils will ensure that meetings are held in your village every year to ask opinions on how Commune funds should be spent.

You can expect your Commune Council to invite you to Council meetings every month.

Councils will display the day and times of meetings, and announce the topics to be discussed. At these meetings Councils will make decisions...
... about problems in your commune and how to solve them;
... about how money will be spent to implement the Commune Plan.

- You can participate in these monthly Council meetings.
- You can speak and ask questions.
- You can ask a Councilor to make sure a topic is discussed at a meeting.

You can expect the Council to respond to your concerns and inform you about the decisions made.

- You can contact your councilors if there is a problem in your Commune you want the Council to solve, or if you need information.
- You can find out about what your Commune Council has decided in the meeting. If you can't attend the meetings, your Village Chief should inform you what took place at the meeting.
- The decisions made by the Commune Council at the meetings should be posted on the notice board at the Commune office.

CIVIC REGISTRATION SERVICES

Communes are required to issue certificates for births, deaths and marriages. Your Commune Chief can explain these services to you. Ask him for any help you might need!

Births

If you bring all the documents to your commune office, you can expect to be issued with a birth certificate within 3 working days.

- Birth certificates are free. Don't pay for them.
- By law you have to register a baby's birth within 30 days.

Deaths

If you bring all the documents to your Commune office, you can expect to be issued a death certificate within 3 working days.

- Death certificates are free. Don't pay for them.
- By law you have to register a death within 15 days.

Marriages

If you bring all the documents to your Commune office, you can expect to be issued with a marriage certificate within 3 working days.

- A marriage certificate cost 15,000 Riel. Don't pay more than the official prices.
- By law you have to register a marriage within 15 days.

Public Display of Information

You can expect the Commune to publicly display information about Commune activities and finances, including.

- The commune plan, budget and project information
- The opening hours of the commune office
- The services available and their fees

The documents you need to register a birth are:

- A letter from a hospital or health center or village chief
- A family book that has names of the child's parents
- A marriage certificate of the parents of the child, if they are married
- If you don't register a birth within 30 days, you have to pay 10,000 Riel.
- An extra copy costs 3,000 Riel

The documents you need to register a death are:

- A certification letter of death from a hospital or information letter of death certified by a relevant person (like a Village chief)
- If you don't register a death within 30 days you have to pay 3,000 Riel. If you don't register a death within one year, you must have a letter from court
- An extra copy costs 3,000 Riel

The documents you need to register a marriage are:

- The birth certificate of the husband and wife
- A family book
- If divorced, the document from court; if widowed, the death certificate of the deceased spouse
- An extra copy costs 3,000 Riel

Do you have comments or suggestions? There are 3 options for you.

- You can speak to your Commune Councilor.
- You can explain the problem during the community monitoring with your Community Accountability Facilitator and it will be added to the Community Scorecard
- You can use the Accountability Box in your commune.

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3

This poster provides information to citizens on the performance of the Council. You can check how your commune is doing (i.e. how they perform) and you can provide feedback to help the Commune improve the services they provide and the functions they perform.

Information for Citizens

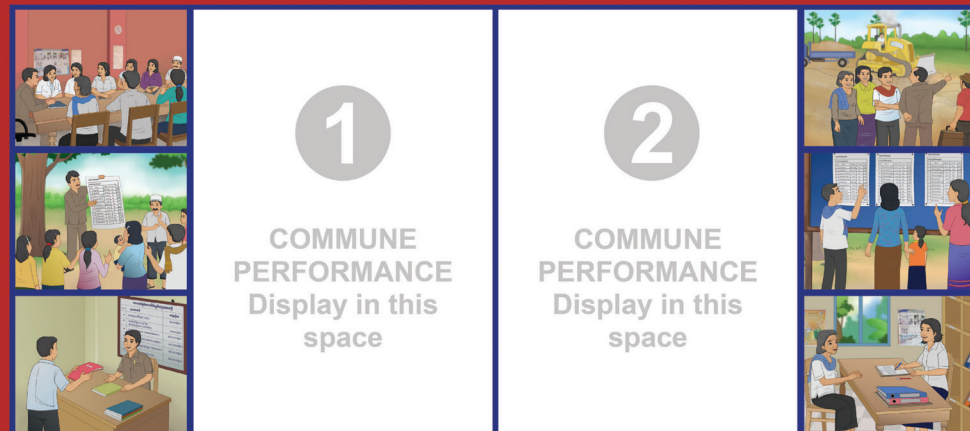
Commune Performance

DO YOU KNOW YOUR COMMUNE RESPONSIBILITIES?



HOW IS YOUR COMMUNE PERFORMING?

Check Your Commune Performance



DISPLAY PUBLICLY ALL COMMUNE INFORMATION
Display publicly the commune development plan, budget, and expenditures.

YOUR COMMUNE'S RESPONSIBILITIES

Your Commune has three sets of responsibilities:

- Representation and Decision-making**
 - You can expect every elected councilor to represent all citizens and respond to their concerns.
- Civil Registration**
 - You can expect Commune Councils to register births, deaths and marriages.
- Managing the Commune Development Budget**
 - You can expect the Commune Councils to consult with you.
 - You can expect Commune Councils to manage the Commune budget by planning, budgeting, and spending on agreed projects and services.

Do you have comments or suggestions?

- There are 3 options for you.
- You can go speak to your Commune Councilor.
 - You can explain the problem in the community monitoring with your community accountability facilitator and it will be added to the Community Scorecard.
 - You can use the Accountability Box in your Commune.

WHAT ARE THE PERFORMANCE STANDARDS?

The Council has decided to monitor how it performs on 5 of their main functions.

To understand this information, you will need to know what the Council is required to do for citizens. This is called the standard.

- Councils must ensure that meetings are held in each village to consult with citizens every year during the Commune Planning process.
- Councils are meant to hold 12 monthly meetings per year and display the date, time and topic of the meeting so you can attend.
- Councils will issue at least 80% of all birth, death and marriage certificates in 3 days if you bring the right documents and make the payment for the marriage certificate.
- Councils will display six sets of public information (the annual investment plan, annual budget, information on approved projects, office working hours, services and fees).
- Councils will establish a Project Management Committee for every project they implement. The Committee consists of the Commune Chief, a member of the procurement committee and one community member from each village that directly benefits from the project. The Committee's role is: to advise the Commune Chief, participate in project preparation, understand the expected project outputs before implementation and help monitor implementation and solve problems that may arise. They will give citizens information and feedback if they ask for it.
- Councils will support citizen engagement and social accountability within the commune.

You can check how your commune is doing (i.e. do they perform these requirements?) and you can provide feedback to help the Commune improve the services they provide and the functions they perform.

CHECK YOUR COMMUNE'S PERFORMANCE

Does your council perform well? Here are some examples... Compare this with how your Commune did last year?

Did your Council ensure that a meeting was held in each village to ask your opinion on how Commune funds should be spent?

YES Meetings were held in 9 of 9 villages during the Commune Planning Process.

NOT YET Meetings were held in 6 of 9 villages. This is 66%.

Does your Council hold 12 monthly meetings per year and post information on the notice board?

YES The Council held 12 meetings and posted meeting information on the notice board.

NOT YET The Council only held 11 meetings last year.

Were at least 80% of all birth, death and marriage certificates issued by the Commune within 3 days of receipt of the correct documents and fees?

YES 90 out of 100 requests for certificates were issued within 3 days of receipt of the correct documents and fees. This is 90%.

NOT YET 55 out of 100 requests for certificates were issued within 3 days of receipt of the correct documents and fees. This is 55%.

The poster provides you with information about the money the Commune manages. The information is generated by your Commune. You can check how your commune spends the commune finances.

CHECK YOUR COMMUNE'S FINANCES

Commune Finance

Where did your Commune get its Funds?

This shows where your Commune received its money from – this includes:

- a transfer from the national budget (the CS Fund)
- service fees – money that the commune earned from civil registration and other service fees
- grants and donations – this includes money received in your Commune account from donors, NGOs and private donations as well as money for any emergencies
- community contributions – money collected from community members for a specific purpose.

Total: this represents the total funds received from the different sources

Is the funding for your commune increasing?

This compares the total funds that your Commune received two years ago with the total funds that were received last year. You can see whether there are more funds being received or less.

SPENDING - HOW DID THE COMMUNE USE THE MONEY LAST YEAR?

Commune Roka (2014)

2

How did your commune spend its money?

	BUDGET	SPENDING	SPENDING AS % BUDGET
Development	50,000,000	26,456,800	53%
■ Infrastructure Construction and physical improvements, for example roads, water, irrigation	48,000,000	25,891,000	54%
■ Social Services Health, Education, Assistance to the poor, disaster management, etc.	2,000,000	565,800	28%
Administration	23,000,000	20,900,000	91%
■ Salaries and allowances Commune council, village committee	19,000,000	17,450,000	92%
■ Operating costs Utilities, travel and others	4,000,000	3,450,000	86%
Total Spending	73,000,000	47,356,800	65%

Your Commune planned to spend 68% of its budget on development

This compares the budget that was approved by the Commune for the last year and the actual spending against this budget against four categories:

- spending on infrastructure
- spending on social services
- spending on salaries and allowances
- spending on operating costs

Total - this adds up all the money that was budgeted last year and all the money that was spent against the budget and shows the percent.

Information for Citizens

Commune Budget

DO YOU KNOW OUR COMMUNE BUDGET?

Commune Revenue

1

COMMUNE REVENUE
Display in this space

Commune Spending

2

COMMUNE SPENDING
Display in this space

DO YOUR PART



Take part in your village consultations

Find out how your Commune will use its budget

Join consultation about Commune Projects

Help monitor project implementation

HOW IS OUR COMMUNE BUDGET USED?

After consulting with you and listening to our views, your Commune decided to use these funds for:

3

COMMUNE SANGKAT FUND PROJECT
Display in this space

4

COMMUNE SANGKAT FUND PROJECT
Display in this space

GET INVOLVED

You can help improve the quality of your Commune by helping to identify and monitor the implementation of CSF project activities.

Information for Citizens

Commune Budget

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GET INVOLVED

You can help improve the quality of your Commune by helping to identify and monitor the implementation of CSF project activities.

CHECK YOUR COMMUNE PLAN

You can participate in and find out about the Commune Investment Plan (CIP) each year.

The CIP uses government money to address priority commune needs and as a member of the commune community you have the right to be involved in your Commune's planning and the monitoring of CIP implementation.

Your Commune Investment Plan (CIP)

The commune council will present the draft plan and budget to citizens in a public meeting for discussion.

- The draft plan will list which priorities will be funded next year.
- This list will be posted on the Commune Council notice board so that all citizens can see the priorities and decision.

Commune Projects

What projects have been approved by the Commune Council to be financed by the Commune Budget?

Every year, your Commune decides which projects will be implemented with the funds allocated for development from the Commune budget. These include infrastructure projects (such as roads, bridges, culverts ...) and social service delivery projects (such as community pre-schools, support to the poor, transport for pregnant women to the health center....). It is important that you know that the commune does not always receive its funds in time and some projects may have to be completed in the following year.

This table reflects the list of projects which were selected by the Commune Council for implementation for the past two years. Each project has a short description showing what was expected to be achieved and indicates the Status of Implementation. The project status will reflect whether: a project has been completed, is still being implemented but not completed or whether it has not yet started.

PROJECT SELECTION

Commune Roka Projects

3

Every year, your commune will consult with you to plan and prioritize projects and activities. These projects may include developing infrastructure (like building a road), supporting social services like health and education, and providing financial assistance to the poor. Much of the money for these development projects comes from the central government, through the "Commune Sangkat Fund."

Because of delays in receiving this money and because of the rainy season, some infrastructure projects take two years to complete

COMMUNE PROJECTS

CURRENT STATUS

Projects budgeted during 2013

Build an irrigation scheme in Village #1	Complete
Support 20 pregnant women in health	Complete
Build a small bridge over there	In progress
Do another project	Complete

Project Monitoring

At the project site you can find out who are the community members on the Project Management Committee and discuss with them about the project.

- What kind of work is supposed to be done
- How it is paid for
- When the work should be completed
- The name and contact information of the contractor

When the project is completed you can make sure the work was done correctly.

- Before the contractor receives their final payment, the Project Management Committee needs to check whether the work that was done was of good quality and in accordance with the contract and budget.
- If you are not happy with the work completed, you can contact the Project Management Committee members who should appreciate receiving feedback.

Procurement

You can find out how your Council picked the contractor for your project. The basic rules are:

- All projects must be advertised and contractors must bid for the work.
- The process of selecting a contractor is governed by the rules in the Commune Project Implementation Manual.
- The information (who won the contract, when they will start and complete, how much it will cost) is made available publicly on the Commune notice board and on the NCDD website.

Do you have comments or suggestions? There are 3 options for you.

- You can speak to your Commune Councilor.
- You can explain the problem to your community accountability facilitator and it will be included in the community scorecard.
- You can use the Accountability Box in your commune.

The Information for Citizens poster displays the Rights and Standards entitled to you at primary schools. All the Rights are based on National Education Strategic Plan 2014-2018.



Your Rights at School

DID YOU KNOW?

Your Primary School will provide:



FREE SCHOOLING FOR EVERY CHILD STARTING AT AGE 6 UNTIL GRADE 9

- Parents and guardians must send their children aged 6 or at least 70 months to school **
- Teachers will not discriminate between boys and girls



ONE TEACHER FOR EVERY CLASS AND EVERY 42 STUDENTS

- Every class should have 1 teacher with no more than 42 students



228 DAYS OF TEACHING PER YEAR

- Teachers should teach 190 days of the national curriculum and 38 days of life skills each year
- Teachers will be present during school hours



3 OR 4 FREE TEXTBOOKS

- Your School should provide and/or lend each students 3 textbooks in Grade 1-3 and 4 textbooks in Grades 4-6



TOILETS FOR GIRLS AND BOYS

- Your School should have functioning, separate toilets for girls and boys, in every school



TEACHERS WILL HELP STUDENTS TO LEARN

- Treat students equally
- Treat students with respect
- Not ask for or take any informal payments
- Not punish your child in body or heart
- Communicate monthly with parents on how their child is progressing

JOIN IN

...and help improve your School

National Committee for Sub-National Democratic Development

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YOUR RIGHTS AT SCHOOL

You have the following rights at your primary school.

You can expect free schooling for every child starting at age 6 until grade 9.

- Your children, both boys and girls, should be enrolled at school at age 6,
- Schooling is free and compulsory from grade 1 to grade 9.

You can expect 1 teacher for every class and every 42 students.

- This will help to ensure students get the appropriate attention they need to learn. When there are more than 42 students in a class, the class is too big.

You can expect your teachers to teach for 228 days per year.

- Your students have the right to 228 full days of teaching to ensure they have enough class time to learn.
- Teachers should teach 190 days of the national curriculum and 38 days of life skills every year.
- All teachers are expected to attend school each of these days and to teach for the entire school day.

You can expect your School to provide 3 or 4 free textbooks for each student

- It is important that student have textbooks so that they can learn when they are in the classroom and when they are at home.
- Your school will provide or lend each student 3 textbooks in Grades 1 to 3, and 4 textbooks grades 4 to 6.

You can expect your School to have separate toilets for girls and boys.

- Your School should provide a healthy and clean environment that allows students to learn and does not distract them from learning.
- Your School should have separate toilets, waste management systems, first aid kits, and safe drinking water access.

Teachers will do their best to help students to learn.

- Teachers will treat students equally. No student should be discriminated because of gender, race, ethnicity, color, poverty, sex, marital status, physical or mental disability and illnesses, age, language, religion, political orientation, national or social origin.
- Teachers will treat students respectfully, without any physical punishments.
- Teachers will not ask or take any informal payments (for reports, graduation etc.)
- Teachers will communicate regularly with parents to inform and engage in their child's progress. Teachers might inform parents of progress by speaking directly, or through student's tracking books.

PARENT AND STUDENT RESPONSIBILITIES

You also have responsibilities as a parent and student to ensure you receive the good quality education.

You are responsible for your School....

- You should actively learn and exercise your rights and ask for clarification when necessary .
- You are responsible for providing feedback for improvements to your School, individually or by selecting representatives to voice issues and interest, and to follow-up on the issues and feedback.

Parents should contribute to their child's learning...

- You should ensure that you enroll your child at age 6 and not older than that.
- You have the responsibility to enroll your child in School for a full 9 years of basic education.
- You are responsible for monitoring your School and teachers and holding them accountable to the Rights and Standards, contributing when possible for improvements.
- You are responsible for treating your child's teachers equally and with respect.

Students have duties as learners...

- Students are responsible to be effective learners – attending school every day, completing schoolwork in and out of class, and asking for help when necessary.
- Students will treat teachers equally and with respect.
- Students are responsible for helping to keep the School facilities clean.

The Information for Citizens poster displays information about your School's Budget and Performance. All the information was collected from your School. You can check how your Primary School spends the available funds.

Information for Citizens

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- Treat students equally
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- Not punish your child in body or heart
- Communicate monthly with parents on how their child is progressing

JOIN IN

...and help improve your School

IT IS IMPORTANT TO KNOW ABOUT YOUR PRIMARY SCHOOL'S FINANCES

REVENUE

How much money did your School receive last year?
This shows you how much money your school received last year.

Commune Roka -- Primary School Bak Touk --2014 1

How much money did your primary school receive?

In 2014 your school received in total: 48,260,500

The funds came from		
■ National Budget	34,000,000	70%
Funds transferred by the Government		
■ School improvement grant	12,670,000	26%
Funds provided by international donors		
■ Grants and Donations	590,500	1%
UNICEF, Someone Else		
■ Community Contributions	1,000,000	2%
Collected from community members		

Is the Revenue for your School increasing?	Yes	Is Your School receiving all the funds expected?	Yes
✓	Yes	✓	Yes
In 2013 your school received	35,200,000	In 2014 your school expected	45,000,000
In 2014 your school received	48,260,500	In 2014 your school received	48,260,500
The increase was	37 %	The % of the budget received was	107 %

Where did this money come from?

- **National Budget:** Money transferred from the national government budget
- **School Improvement Grant:** Money provided by international donors specifically for school improvement
- **Grants and Donations:** Money provided by donors, NGOs and private contributions
- **Community Contributions:** Money collected from Community members

Is the money received by your School increasing?

This shows you the total money received in the last two years and lets you know whether the revenue increased from one year to the next in terms of percentage.

Is your School receiving all the funds expected?

This shows you the total money that was expected to be received in the previous year and the actual funds that were received. It also shows you whether the funds received were more or less than what was expected.

SPENDING

How did your School spend its money?

This shows you the total amount of money spent for your school during the previous year. It also shows you what the money was spent for by your School and by the Central Government:

Commune Roka -- Primary School Bak Touk --2014 2

How did your school spend its money?

In 2014 your school spent in total: 45,850,000

Controlled by the School			9,500,000
■ Teacher Allowances	1,000,000	2%	
Meeting and overtime allowances			
■ Student Rewards and Grants	2,000,000	4%	
Materials for lessons on arts, society, finance, etc			
■ School Maintenance and Utilities	1,000,000	2%	
Electricity, water, playground, plants, cleaning			
■ Refurbishment and Construction	5,500,000	12%	
Paid directly by the Central Government			36,350,000
■ Salaries	34,000,000	74%	
School director, teachers, support and other staff			
■ Textbooks and Basic Materials	2,350,000	5%	
Books, examination materials, stationery			

Is the spending for your School increasing?	Yes	Is Your School spending what was planned?	Yes
✓	Yes	✓	Yes
In 2013 your school spent	41,200,000	In 2014 your school expected	45,000,000
In 2014 your school spent	45,850,000	In 2014 your school spent	45,850,000
The increase was	11 %	The % of the budget spent was	102 %

Paid by your School:

- **Teacher Allowances:** money spent on meeting allowances and overtime pay for teachers
- **Student Rewards and Grants:** money spent on materials for lessons on art, society, finance, etc..
- **School Maintenance and Facilities:** money spent on electricity, water, playgrounds, gardens and cleaning.
- **School Rehabilitation and Construction:** money spent on repairs to the school or new construction.

Paid directly by the Central Government:

- **Staff Salaries:** money spent on basic salaries for School director, teachers, and additional staff
- **Textbooks and Teaching Materials:** — money spent on text books, examination materials, stationery.

It is important to ask 3 more questions about Primary School finances

1. Did your Primary School receive the funds that were expected?
Sometimes the Primary School does not receive all the money that they expect. This can affect the way the School provides learning for students

e.g. 35,000,000 KHR was expected, but only 30,000,000 KHR was received

2. Is the revenue and spending in your primary school increasing each year?

This information helps you understand if the Primary School is able to improve their response to community needs. To do this it is useful to compare Revenue and Spending in last year and this year.

e.g. 2014 revenue was 34,000,000 KHR and 2015 revenue is 36,000,000 KHR.

2014 spending was 33,000,000 KHR and 2015 spending was 36,000,000 KHR

3. Did your Primary School spend according to the budget?


This information helps you know if the Primary School stayed with their plan or not.

- Amount your Primary School was supposed to spend
- Amount actually spent
- Percentage spent of budget

For example:

 **YES** Your Primary School spent 100% of the planned budget

100% means, yes, your Primary School spent the same amount as it planned.

 **NO** Your Primary School did not spend the planned budget

80% means, no, your Primary School did not spend the amount that they planned.

This poster displays information about your Primary School's Performance. All the information was collected from your Primary School. You can check how your Primary School is performing and you can provide feedback to help improve the services they provide.



Primary School Budget & Performance

DO YOU KNOW YOUR SCHOOL BUDGET?

School Revenue

1

SCHOOL REVENUE
Display in this space

School Spending

2

SCHOOL SPENDING
Display in this space

HOW IS YOUR SCHOOL DOING?

Check Your School Performance

3

SCHOOL PERFORMANCE
Display in this space

4

SCHOOL PERFORMANCE
Display in this space

DISPLAY ALL SCHOOL INFORMATION

Display publicly the school improvement plan, budgets, and expenditures

Do you understand your Primary School's Performance?

Each Primary School will publicly display its performance in relation to National Standards and National Targets. The Information for Citizens posters will track 6 pieces of information on primary schools. It is important you understand this information. Your accountability facilitator and the commune council can help you.

WHAT ARE PERFORMANCE STANDARDS?

Your Primary School is meant to provide services according to the national standards set by MOEYS for all Primary Schools. Here are 4 of these standards.

1. **Schooling free of charge** for every child starting at age 6 until grade 9.
2. **1 teacher for every class and every 42 students.**
3. Teachers should teach **228 days each year.**
4. Students in grades 1-3 should receive 3 textbooks, and students in grades 4-5 should receive 4 textbooks.

CHECK YOUR PRIMARY SCHOOL'S PERFORMANCE COMPARED WITH NATIONAL STANDARDS

Does your Primary School provide the required services?

Does your Primary School have enough teachers?

Your School should have one full-time teacher for every 42 students.

- Last year, did your school have one full-time teacher for every 42 students?
- How many classes are there in your school?
- How many classes had one fulltime teacher?
- What percentage of school classes had one full time teacher?
- How many classes had 42 (or less) students?
- What percentage of school classes had 42 students (or less)?

Does your Primary School provide teaching for enough days?

Your Primary school should provide teaching for 228 days per year. If teachers do not teach for this number of days

the quality of your students education is affected.

- Last year, did the teachers at your school teach for 228 days per year? YES/NO
- How many classes are there in your school?
- How many classes received 228 days of teaching?

E.g. NO, Not yet. Last year, 7 out of 14 classes received 228 days of teaching. This is 50%. Half our classes did not have enough teaching time.

Does your Primary School provide enough textbooks?

Your school will provide or lend each student 3 textbooks in Grades 1 to 3, and 4 textbooks in Grades 4 to 6.

- Last year, how many students had the required number of textbooks for grades 1-3 and 4-6?
- Did your school provide the required number of textbooks? YES/NO

E.g. Last year, all students in grades 1-3 had 3 textbooks, and 200 out of 300 students in grades 4-6 had textbooks. This is 66%. It does not meet the standard.

OR

Last year, 600 out of 600 students received the required number of books for their grade. This is 100%.

WHAT ARE NATIONAL TARGETS?

Your Primary School is aiming to meet national "targets" to improve the quality and coverage of education. Here are 3 of the targets your primary school aims to achieve.

- At least 90% of children age 6 should attend primary school, both boys and girls.
- No more than 10% of students should have to repeat a grade.
- 80% of children will start grade 1 and go on to complete grade 6.

CHECK YOUR PRIMARY SCHOOL'S PERFORMANCE COMPARED WITH NATIONAL TARGETS

Does your Primary School perform well?

Does your Primary School achieve the required enrollment?

90% of children age 6 (both boys and girls) should attend primary school.

- Last year, what percentage of children aged 6 were enrolled in school? (Find out how many children were aged 6, and how many were enrolled/not enrolled in school?)
E.g. Last year, your school enrolled ___ out of ___ children. This is ___ %.

- Last year, your school reached the 90% target for enrollment of 6 year olds? YES/NO

Are your students passing their grades? Or are they repeating?

No more than 10% of students should repeat a grade. Teachers must ensure that students learn all of the expected course materials and skills for his/her grade level.

- Last year, what percentage of children passed their grade? Or repeated their grade? (Find out how many children were enrolled, and how many repeated their grade?)
E.g. Last year, 600 students were enrolled and 0 students repeated their grade. This is 0%.
E.g. Last year 500 student were enrolled and 100 students had to repeat their grade. This is 20%.
- Last year, in your school, did more than 10% have to repeat their grade? YES/NO

Does your school achieve the required completion of grade 6?

The national target is that at least 80% of children starting in grade 1 will go on to complete grade 6.

- How many students at your school who started grade 1, went on to complete grade 6? (Find out how many children started in grade 1. Then find out how many of those children dropped out, and how many completed grade 6).
E.g. Last year, of the 100 students who started in grade 1, 10 students dropped out, and 90 had completed grade 6. This is 90%.
Last year, of the 120 students who started in grade 1, 30 students dropped out, and 120 students completed grade 6. This is 75%.
- Last year, did your school achieve 80% completion of grade 6? YES/NO

Do you have comments or suggestions?

There are 4 options for you.

- You can talk to your school teachers and principals
- You can talk to a member of the School Support Committee (SSC)
- You can talk to your Commune Councilor
- You can explain the problem with your Community Accountability Facilitator and it will be added to the Community Scorecard.

This Information for Citizens poster sets out your rights at the Health Center. The Rights are based on national guidelines, Client Rights and Provider Rights.

Information for Citizens
Your Rights at the Health Center

DID YOU KNOW? Your Health Center staff will:

- TREAT YOU EQUALLY AND WITH RESPECT**
 - Health Center staff will provide you with the best health care that meets your needs with dignity and respect, without discrimination
- DISPLAY ALL HEALTH SERVICE INFORMATION**
 - Health Center staff will inform you clearly of all services, hours, fees, and services free of charge
- HELP YOU UNDERSTAND YOUR HEALTH**
 - Health Center staff will help you understand your health status and care in clear and plain language
 - Health Center staff will keep your health information private and ensure the information is managed properly and confidentially
- CHARGE ONLY LISTED FEES**
 - Health Center staff will inform you about prices and how/if you need to pay for the service received
 - Health Center staff will not ask for or take any additional payment
- ENSURE YOUR PRIVACY, ESPECIALLY FOR WOMEN**
 - Health Center staff will ensure your privacy throughout your treatment and care by providing separate areas and toilets
- ASK YOU FOR CONSENT AND FEEDBACK**
 - Health Center staff will ask for agreement from you before treatment, explain treatments and listen to feedback from you after treatment.

JOIN IN ...and help improve your Health Center

National Committee for Sub-National Democratic Development
Please contact your Community Accountability Facilitators, Commune Chief or Health Center Chief for any clarifications, questions, or more information.
Ministry of Interior
Norodom Boulevard, Phnom Penh, Kingdom of Cambodia
Tel: 023 720 038 / 720 061 Email: info@ncdd.gov.kh

CLIENT RIGHTS

You can expect your Health Center staff to treat you equally and with respect.

- Your Health Center staff will provide you with healthcare and services that meet your needs.
- You have the right to be treated with respect and dignity by the Health Center staff.
- No person should be discriminated because of race, ethnicity, color, poverty, sex, marital status, physical or mental disability and illnesses, age, language, religion, political orientation, national or social origin when receiving health care.

You can expect your Health Center staff to display service information about the Health Center

- You have the right to obtain information on the type of health services offered, working hours, client flow, price lists and exemptions, including method of payment for services used.
- You can ask for information to be explained.

You can expect your Health Center staff to help you understand your and your family's health and with confidentiality.

- You have the right to know everything about your health status and care, it should be explained so you can understand easily.
- All of your health information including your health status, diagnosis, and treatment, are confidential and will be kept in a safe place.

You can expect Health Center staff to charge you only listed fees.

- You will be informed about the price of services, how to pay for services, and if you need to pay for the health care services you receive.
- You will not be asked to pay any amounts more than what is displayed.
- Your Health Center staff will not accept any extra informal payments for health services.

You can expect privacy, especially for women.

- During your treatment, the Health Center staff will make sure you have privacy, particularly when carrying out physical exams and treatment, especially for women.
- Woman should have separate areas for treatment.
- You can access to separate and functioning toilets.

You can expect Health Center staff to ask for your consent and feedback.

- Health Center staff must provide all information on choices of care and treatment, and make recommendations for you to make the appropriate decisions for your health.
- Your Health Center staff will always ask if you agree to treatments or procedures, before they provide the service. They should ask you for feedback after.

CLIENT RESPONSIBILITIES

You have responsibilities as a client at the Health Center to ensure you receive good quality care and treatment.

Before going to the Health Center...

- You should actively learn about your rights. You can ask for clarification so that you understand your rights.
- You should always participate in prevention and health promotion activities recommended by Health Center staff.

During your visit at the Health Center...

- You should provide accurate and complete information about your health condition and records.
- You are responsible to pay the official fees and you should not pay informal fees.
- You are responsible to treat the Health Center staff with respect and courtesy.

This information for citizens poster sets out the service standards that the Health Center should meet. The Rights are based on national guidelines and the Minimal Package of Activities.



Information for Citizens

Health Center Standards

DID YOU KNOW? Your Health Center will provide:

- 8 to 11 STAFF ON DUTY**
 - Your Health Center should have 8 to 11 staff on duty during working hours to provide you with good service
- 24 HR STANDBY DUTY**
 - Your Health Center should have 24 hour standby duty for emergencies with the schedule and contact information posted
- 12 DRUG DELIVERIES PER YEAR**
 - Your Health Center should receive 12 drug deliveries from Operational District per year
 - Your Health Center should provide drugs according to the Doctor's prescription
- SEPARATE TOILETS**
 - Your Health Center should have 2-3 separate working toilets for women, men, and disabled persons
- 12 HEALTH CENTER MANAGEMENT COMMITTEE MEETINGS PER YEAR**
 - Your Health Center should hold monthly Health Center Management Committee meetings, 12 per year
- INFORMATION PUBLICLY POSTED**
 - Your Health Center will publicly posts list of services, fees, working hours, 24 hour standby schedule and contact information, and budgets

JOIN IN ...and help improve your Health Center

National Committee for Sub-National Democratic Development

Please contact your Community Accountability Facilitators, Commune Chief or Health Center Chief for any clarifications, questions, or more information.

Ministry of Interior
Norodom Boulevard, Phnom Penh, Kingdom of Cambodia
Tel: 023 720 038 / 720 061 Email: info@ncdd.gov.kh

You can expect your Health Center to meet the following standards.

You can expect your Health Center to have 8 to 11 staff on duty during working hours.

- Your Health Center should have 8 to 11 staff on duty to provide you with the necessary and appropriate services.
- Your health center will display the number of staff that should be present in your health center.

You can expect your Health Center to provide 24 hours a day standby duty for emergencies.

- In cases of emergencies, you can access your Health Center 24 hours a day.
- If Health Center staff are not present, a contact name, phone number and address will be displayed, and you can contact them.

You can expect your Health Center to receive 12 drug deliveries per year to ensure enough drugs.

- For you to receive adequate care and treatment, your Health Center should have enough drugs to treat you. The Operational District should make 12 drug deliveries a year.

You can expect your Health Center to hold monthly Management Committee (HCMC) meetings. 12 per year..

- To resolve issues and improve the Health Center, your Health Center will hold monthly Health Center Management Committee meetings.

You can expect your Health Center to display information

- Information about all services, services that are free of charge, working hours, fees, 24-hr emergency standby schedule and contact information and budgets should be displayed publicly.

YOUR RESPONSIBILITIES

You have responsibilities as a client at the Health Center to ensure you receive good quality care and treatment.

Before going to the Health Center...

- You should respect the working hours and emergency contact procedures.
- You should access the 24-hour standby duty only for emergencies and visit the Health Center during the working hours for non-emergency illnesses.

During your visit at the Health Center...

- During consultation, you should ask questions to ensure your understanding of the care and treatment, medicines prescribed, and follow-up instructions.
- Patients should always come to the Health Center to buy and/or receive medicines, if they can. You should not send other family members or neighbors to get your medicines.
- You should help keep the toilets clean.

After your visit...

- You should provide feedback and inform your representative of any concerns you might have from your last visit.
- You should keep informed about the decisions and actions of the Health Center staff, Health Center Management Committee, and Commune Councilors.

The Information for Citizens poster displays information about your Health Center's Budget and Performance. You can check how your Health Center spends the available funds.

It is important to know about your Health Center's finances

REVENUE

How much money did your Health Center receive last year?

This shows you the total amount of money that was received

Commune Roka -- Health Center HC #1 --2014			
How much money did your health center receive?			
In 2014 your health center received in total:		296,460,000	1
<i>The funds came from</i>			
■ National Budget	228,000,000	77%	
Funds from the government			
■ Health Equity Funds	58,000,000	20%	
Earned from the reimbursements for services provided to Health Equity Fund beneficiaries			
■ Grants and Donations	9,679,000	3%	
UNICEF, Racha, Save the Children, Concern			
■ User Fees	781,000	0%	
Collected from patients using the Health Center			
Is the revenue for your health center increasing?		Is your health center receiving all the funds expected?	
✓ Yes		✗ No, not yet	
In 2013 the health center received	269,667,500	In 2014 the health center expected	300,000,000
In 2014 the health center received	296,460,000	In 2014 the health center received	296,460,000
The increase was	10 %	The % of the budget received was	99 %

Where did this money come from?

- **National Budget:** a transfer from the national budget
- **Health Equity Funds:** received from reimbursements for services provided to Health Equity Fund beneficiaries
- **Grants and Donations:** this includes money provided by donors, NGOs and private donations as well as any money provided for emergencies
- **User Fees:** money paid by patients for services and drugs

SPENDING

How did your Health Center spend its money?

This shows you the total money that was spent last year by your Health Center

Commune Roka -- Health Center HC #1 --2014			
How did your Health Center spend its money?			
In 2014 your health center spent in total:		263,010,258	2
<i>The funds were spent on</i>			
■ Staff Salaries and Incentives	153,135,000	58%	
Basic salaries, overnight shifts, incentives			
■ Additional drugs and supplies	82,347,000	31%	
Cost of additional drugs and supplies not provided by the central medical store			
■ Patient and outreach support	1,100,700	0%	
Transport for health workers and patients; meals for patients			
■ Operating costs	25,840,500	10%	
Utilities (electricity, water), office supplies, petrol, maintenance			
■ Provincial Treasury Tax	587,050	0%	
1% of the user fees (which are paid to the Provincial Treasury)			
Is the spending for your Health Center increasing?		Is your Health Center spending what was planned?	
✗ No, not yet		✗ No, not yet	
In 2013 your health center spent	214,567,008	In 2014 expected spending was	295,000,000
In 2014 your health center spent	263,010,258	In 2014 your health center spent	263,010,258
The decrease was	23 %	The % of the budget spent was	88 %

It also shows you how much was spent for:

- **Staff Salaries and Incentives** — spending on basic salaries, overnight shifts, and incentives
- **Additional Drugs and Supplies:** money spent to purchase — drugs and supplies in addition to that provided by the government
- **Patient and Outreach Support:** — transport for health workers and patients and meals provided to patients
- **Operating Costs:** money spent on on utilities (electricity, water), office supplies, petrol and maintenance
- **Provincial Treasury Tax** — 1% of the user fees paid to the Provincial Treasury

Is the Health Center spending increasing?

This shows how much money was spent by the Health Center for the past two years. It also shows you whether the spending is increasing or decreasing by percentage.

Is the Health Center spending what was planned?

This shows you what the Health Center expected to spend last year and what was actually spent. It also shows you whether the amount spent was more or less than what was expected by percentage.



Information for Citizens Health Center Budget & Performance

DO YOU KNOW YOUR HEALTH CENTER BUDGET?

Health Center Revenue

Health Center Spending

1

HEALTH CENTER REVENUE
Display in this space

2

HEALTH CENTER SPENDING
Display in this space

HOW IS YOUR HEALTH CENTER PERFORMING?

Check Your Health Center Performance

3

HEALTH CENTER PERFORMANCE RESULTS
Display in this space

4

HEALTH CENTER PERFORMANCE RESULTS
Display in this space

DISPLAY ALL HEALTH SERVICE INFORMATION
Inform you clearly of all services, hours, fees, and services free of charge; help you understand.

This Information for Citizens poster displays information about your Health Center's Performance. You can check how your Health Center is performing and you can provide feedback to help improve the services they provide.

Information for Citizens

Health Center Budget & Performance

DO YOU KNOW YOUR HEALTH CENTER BUDGET?

Health Center Revenue

Health Center Spending

1




HEALTH CENTER REVENUE
Display in this space

2

HEALTH CENTER SPENDING
Display in this space

HOW IS YOUR HEALTH CENTER PERFORMING?

Check Your Health Center Performance








3

HEALTH CENTER PERFORMANCE RESULTS
Display in this space

4

HEALTH CENTER PERFORMANCE RESULTS
Display in this space

DISPLAY ALL HEALTH SERVICE INFORMATION

Inform you clearly of all services, hours, fees, and services free of charge; help you understand.

Do you understand the Health Center Performance?

Each health center will publicly display its performance in relation to National Standards and National Targets. The Information for Citizens will track 6 pieces of information, that are important for you to understand.

WHAT ARE PERFORMANCE STANDARDS?

Your health center is meant to perform according to the national standards set by the Ministry of Health for all health centers. Here are 3 of them.

1. **8 to 11 staff on duty** during working hours to provide you with the care that meets your needs.
2. **24 hour standby duty** for emergencies with publicly posted contact information and schedule.
3. **12 drug deliveries** to your health center ensure you have enough medicine for treatment.

CHECK YOUR HEALTH CENTER'S PERFORMANCE COMPARED WITH NATIONAL STANDARDS

Does your Health Center provide the required service?

Does your Health Center have enough staff on duty?

- What is the required number of staff (8, 9, 10 or 11 staff) for your health center? (This number should be displayed).
- Last year, how many staff did your Health Center employ during working hours?
- Last year, did your health center employ the required number of staff? YES/NO
- Were they always present? YES /NO (This information is kept on the timesheets).

Does your Health Center have 24hr standby duty?

- Your Health Center should have 24 hour standby duty for emergencies with publicly posted contact information and schedule
- Last year, did your health center ensure there were staff on call to provide you with care?
- Last year, did your health center have the required 24 hour standby duty? YES/NO

Does your health center have enough medicines?

Your Health Center should receive 12 drug deliveries each year, about one time per month, from the Operational District.

- Last year, how many drug deliveries did your health center receive?
- Last year, did your health center receive the planned drug deliveries? YES/NO

WHAT ARE NATIONAL TARGETS?

Your health center is aiming to meet national "targets" to improve the quality and coverage of good health care. Here are 3 of the targets your health center aims to achieve.

1. **At least 4 antenatal care visits** to ensure growth and monitoring of a healthy baby.
2. **Safe deliveries at health facilities with trained birth attendants** because health facilities are equipped and have skilled staff to handle unexpected complications.
3. Children are protected from diseases by **immunizing children under age 1 with DPT3**.

CHECK YOUR HEALTH CENTER'S PERFORMANCE COMPARED WITH NATIONAL TARGETS

Does your Health Center perform well?

Did your health center provide the required antenatal care visits for pregnant women?

- To ensure growth and monitoring of a healthy baby, at least 80% of all pregnant women should have 4 antenatal care examinations at the health center.
- Last year, what percentage of pregnant women received 4 antenatal care examinations? (Find out how many pregnant women there were going to the health center and how many of those women saw a skilled professional 4 times.)
- Last year, did your health center reach the target of 80%? YES/NO

Does your Health Center provide the required safe deliveries at health facilities?

- Pregnant women should deliver their babies at a health center, because health facilities have skilled staff and equipment to handle unexpected complications. It is safer to have a baby at a health center than at home.
- Last year, what percentage of pregnant women gave birth at the health center? (Find out how many pregnant women there were in the area, and how many gave birth at the health center or another qualified facility.)
- Last year, did your health center reach the target of 66% births/deliveries at health centers? YES/NO

Does your Health Center provide the required immunization for your babies?

- Babies under the age of 1 should receive DPT3 vaccinations to be protected from diseases. It is expected that at least 97% of all children will be immunized in this way.
- Last year, how many babies were vaccinated at your Health Center? (Find out how many babies there are under the age of 1, and how many were vaccinated).
- Last year, did your health center vaccinate 97% of all babies?

DISPLAY ALL HEALTH SERVICE INFORMATION

The Health Center will display publicly and inform you clearly about all services, services free of charge, working hours, fees, 24-hr standby schedule and contact information, and budgets.

Do you have comments or suggestions on your Health Center performance or budgets?

There are 4 options for you to provide feedback.

- You can discuss with your Community Accountability Facilitator and include feedback in the Community Scorecard.
- You can talk to the Health Center Management Committee, Village Health Support Group, or Health Center staff.
- You can talk to your Commune Councilor
- You can make a complaint or suggestion in the Health

For more information please contact your community Accountability Facilitator,
School Principal, Health Center Chief, or Commune Chief