

*Laying the seeds for a sustainable citizen - government partnership for quality healthcare in Khyber Pakhtunkhwa.....remarkable improvements in family planning & reproductive healthcare services through citizens' involvement using social accountability tools.....*

Ms. Sanga Gul, 39 years old is the wife of Mr. Akhtar Gul, a middle-aged man who works as a laborer in a village of Chamkani in District Peshawar. She and her family are dependent for healthcare services on the nearby Basic Health Unit (BHU). In her own words, “my husband and I wanted to adopt effective birth control methods as we had completed our family having been blessed with 6 children, but after a few visits to the Family Welfare Center (FWC) that is housed within the BHU Chamkaai, I was totally disillusioned. The facility did not have any equipment in working order, nor was there any privacy for counselling”. Adding on she lamented; “the attitude of the in-charge of the FWC was also unfriendly as she was always seen knitting and talking on her cell phone. I never felt safe as the BHU/FWC did not have a boundary wall”

The Community Uplift Program (CUP), a national NGO also working in Khyber Pakhtunkhwa since 2001 was awarded a project, which in its pilot phase, is using the Community Score Card (CSC) as a Social Accountability Tool. This 10-month pilot project started in April 2015 ends on February 2016. The project started with mobilizing communities in the catchment areas of service facilities.

The activists mobilized, chose lead activists who were trained in the CSC application in addition to the staff of the service facilities. These activists and the facilities staff independently scored against various agreed performance indicators and thus during the interface meetings, agreed joint action plans were developed as well as Joint Citizen Monitoring Committees (JCMCs) were established. These CMCs monitored the implementation of these agreed action plans. Almost 90% of the agreed action plans have been implemented in addition to a strong government commitment. The project led to improvement in the family planning services of the BHU.



Joint Citizen-Government Monitoring  
Community Meeting in BHU Chamkani

Ms. Mussarat Begum, one of the Lead Activists, kept Ms. Sanga Gul informed regularly about the results of the CSC application and how they planned to improve health services. Ms. Sanga told CUP Team; “what a change in so short a time period ...the same BHU seems to have come alive; the in-charge is welcoming and now she has advised me to have an IUCD insertion as she has received a new IUCD kit. She provides regular counselling sessions & check-up. And it is unbelievable that the boundary wall of the BHU/FWC has been repaired so quickly. I would like to thank CUP, as communities now have a voice that is being heard by the health authorities in Peshawar”.



**Post Community Score Card BHU  
Chamkani**