



Citizen Report Cards Module 4, Topic 2

Summary

This presentation introduces one of the most commonly-used performance monitoring tools: the Citizen Report Card. It defines and introduces the seven key stages of designing and implementing a Citizen Report Card: scoping and planning, the selection of implementing partners, survey design, survey execution, data collection, analysis and findings, dissemination of results, and institutionalization. Beyond methodology, the presentation covers some global applications of this tool, its outcomes, and some of the most common challenges involved.