

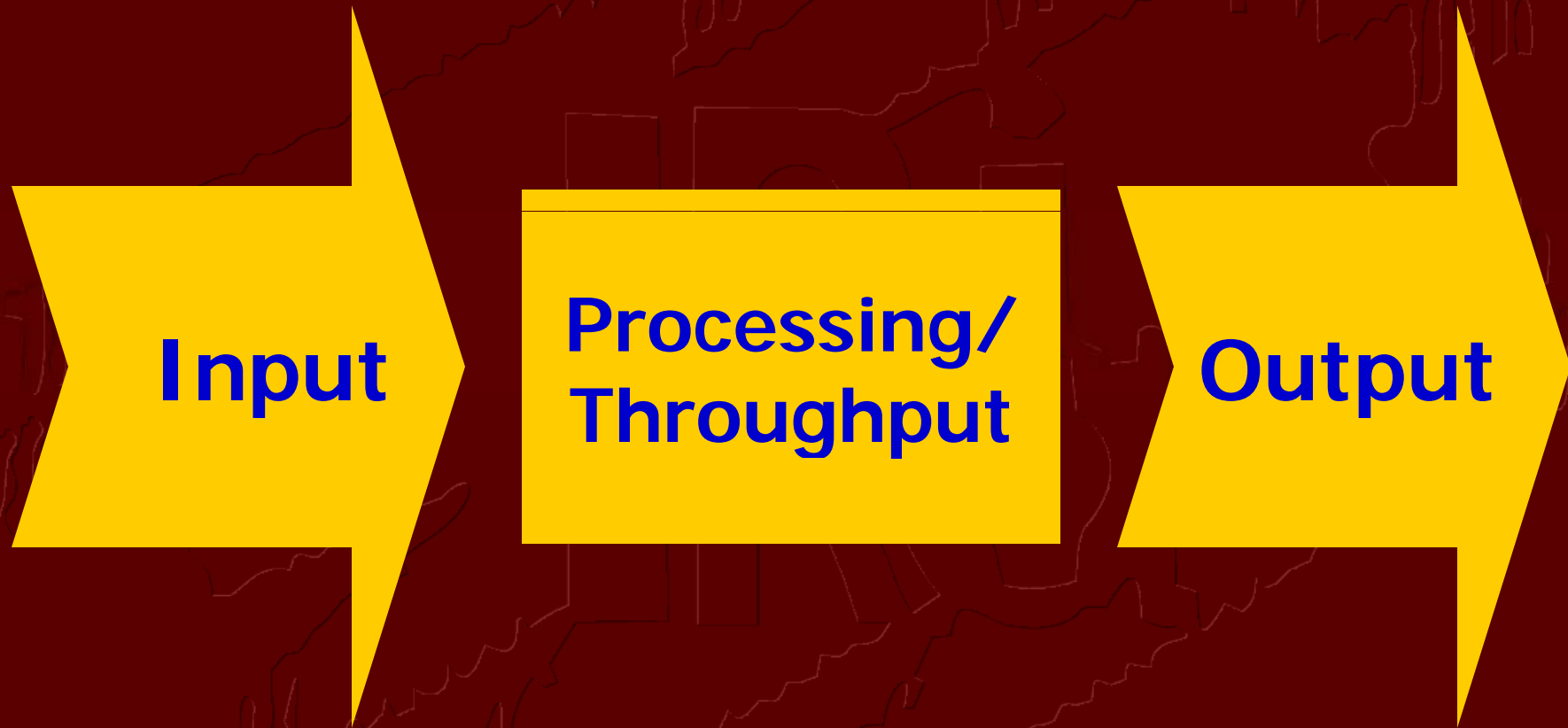
Performance Monitoring of Democratic Governance Institutions

A Proposed Framework

Performance Monitoring: Why?

- Measures the efficiency and effectiveness of governance institutions
- Strengthens accountability of governance institutions to citizens
- Monitors ongoing performance
- Evaluates past performance
- Produces information that governance institutions can use to make decisions to improve services
- Provides information for planning for the future
- Encourages governance institutions to share best practices

Performance could be measured at:



Input includes:

- **Mandates**
 - Legislation
 - Policy
- **Resources**
 - Budgets
 - Staff
 - Leadership appointments
- **Design of Institutions**
 - Access
 - Efficiency
 - Transparency

Throughput includes:

- **Citizen Inputs**

- Participation
- Prioritisation
- Contribution

- **Staff Sensitivity**

- Capacity to receive citizen inputs

- **Accountability Mechanisms**

- Citizen charters
- Freedom of Information
- Self-disclosures

Output includes:

- **Service delivery to all**
- **Fulfilment of democratic rights**
- **Impacts on quality of life – change in poverty**

Performance Measurement Indicators: Water Supply Service

- *Service Level*
 - Water supplied per capita per day
 - Average house supply per day
 - Number of supply days in a week
 - Treatment plant capacity as percentage of water supply from surface water resources
 - Storage Capacity Adequacy

Performance Measurement: Water Supply Service

- *Service Coverage*
 - Ratio of Slum Population to Public Stand Post
 - Percentages HH Covered by Water Supply Connections
 - Percentages Pipe Length to Total Road Length
- *Service Cost and Efficiency*
 - Cost of Supply
 - Establishment Cost Per Capita
 - Cost Recovery
 - Amount of Unaccounted for Water
 - Staff per MLD Supplied