



Capacity Building Training Workshop on Citizen Report Cards (CRCs) for Trainers in the Arab World - Amman, Jordan: 23rd to 27th November 2014

Public Affairs Foundation (PAF), Bangalore, India, held a regional workshop in Amman, Jordan, for public officials and civic leaders from seven countries in the Middle East and North Africa in November, 2014 on the theme of social accountability and citizen report cards (CRCs). It was for the first time that a workshop of this kind was conducted in the region with a special focus on CRCs. PAF is a sister organisation of Public Affairs Centre in Bangalore, known for its work on social accountability both in India and many other countries. PAF has held similar workshops in other regions and also provides advisory services on social accountability tools to civic groups as well as governments.

PAF's Role:

PAF was invited by **CARE International in Egypt** to conduct, for Trainers of **ANSA - Arab World (ANSA-AW)** member countries, a five-day Capacity Building Training Workshop on how to carry out Citizen Report Card (CRC) studies and make grant proposals.

Thirty key officials representing civil society / non-government organisations (CSOs / NGOs), media, and government attended from ANSA-AW's seven member countries: **Egypt, Jordan, Lebanon, Morocco, Tunisia, West Bank & Gaza, and Yemen.**

PAF's Lead Trainer who has national and international experience, conducted the Workshop. Participants were taken through interactive lectures/discussions and hands-on practical exercises backed by real life experiences. This enabled them to

- (a) enhance their knowledge of the concept, approach, and methodology of CRCs
- (b) understand how CRCs can help in the improvement of public service delivery
- (c) learn about the best practices regionally and globally
- (d) be exposed to a practical demonstration in the field, and
- (e) learn to develop strong CRC proposals, relevant to their respective countries, and pitch for funds from grantors

Take-a-ways for Participants / CARE / ANSA-AW

The workshop helped CARE and ANSA-AW to develop a pool of practitioners. With shared knowledge and focused learning, participants gained exposure to the technical nuances of robust CRCs, as well as the capability to not only execute them in their own countries but to also train others to carry out CRCs and help improve service delivery.

Future Opportunities for Collaboration

PAF agreed to collaborate with CARE to conduct CRCs in each of the member countries, provide onsite and offsite technical support, build capacity through training workshops in the member countries and/or in Bangalore, and in general work together in any other areas where PAF can add value to their efforts to improve governance and delivery of public services.

Public Affairs Foundation

15 KIADB Industrial Area, Jigani - Bommasandra Link Road, Bangalore 560105, India
T: +91 80 27839918 / 19 / 20 W: www.pafglobal.org E: director@pafglobal.org