



The photograph shows a presentation at the National Election Committee (NEC) in Cambodia. A man in a white shirt is speaking into a microphone on a stage. Behind him is a large screen displaying a 3D pie chart and text in Khmer. The screen text includes "Promoting V...", "communes", and "N= ៩១ ខេត្ត" (N= 91 provinces). The pie chart shows three segments: 12.1%, 3.2%, and 84.7%. The audience is seated in front of the stage.

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I. Introduction

With finance support from EU, Comfrel conducted a workshop on voter's voice to set the priority needs in a hundred communes in 16 different provinces during 2010-2012.

The objective of the workshop was to empower voters and to demonstrate their rights and duties to participate effectively in local democracy. This also included giving voter's the opportunity to participate in discussions to set the local agenda or priority needs in their commune, with the results of the workshop to be accepted by elected official for the commune development plan CDP or political platform for the next election.

After the workshop, Comfrel conducted an evaluation of the fulfillment of elected officials response to the priority needs raised by voters. This evaluation was organized in order for citizens to participate in the monitoring and evaluation of the fulfillment of elected officials response to priority needs of voters, particularly the priority needs raised in workshop on voter's voice to set the local agenda in remote or indigenous communes. On the other hand Comfrel will disseminate and provide the report of this evaluation to political parties, NGOs, and relevant institutes.

II. Method of evaluation

The Citizen's Score Card (CSC) was used to evaluate the fulfillment of elected officials response to the priority needs of voters in remote and indigenous communes through interviewing voters who participated in the workshop on voter's voice to set local agenda in their remote or indigenous commune..

Short Message Services (SMS) is used for sending the data collected from field to Comfrel through volunteers.

100 workshops on voter's voice to set local agenda or priority needs were conducted in 2010-2012. Each commune workshops voters discussed and developed 5 main local agenda or priority needs for elected officials to consider for their commune development plan and political platform for the next election. In total, there were 21 priority needs developed and coded to make it easier for interviewing and sending the results through SMS as below:

III. Result

In late 2012, to promote voter's participation and enhance accountability of elected officials, especially voters in remote and indigenous communes in governance democracy, Comfrel sent back the priority needs raised in the workshop on voter's voice to set the local agenda or in 2010-2012 through volunteer activists in order to score the fulfillment of the priority needs by elected official.

15 voters in each commune who participated in the workshop were selected to score the response of elected officials in relation to the priority needs raised by voters as below:

- 1= (0-20%) for not responded at all
- 2= (21-40%) for moderately responded
- 3= (41-60%) for average responded

4= (61-80%) for largely responded

5= (81-100%) for almost or completely responded

Result of Voter Scoring of the elected official's performance of priority needs for remote and indigenous communes

After conducting the workshop on voter's voice to set the local agenda/ priority needs in remote and indigenous communes, there were 21 different priorities needs identified and coded in order to make it easier to conduct the evaluation process and send the results through SMS. Below are the priority codes and their meaning along with the number of communes which raised the local agenda items.

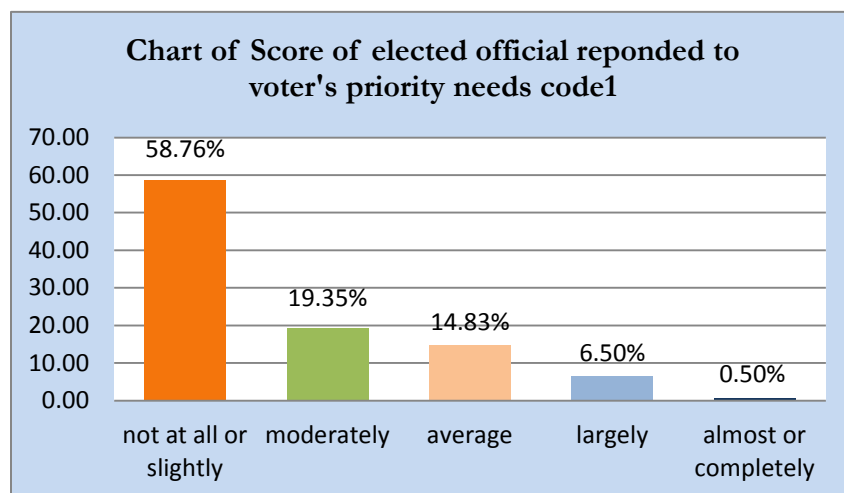
Priority Code	Local agenda/ Priority needs	#commune of Priority needs raised
1	Build commune health center and post, provide nurse, midwife and doctor, provide ambulance and three wheel motorcycle (Remork) to transport sick people to hospital, provide a well, and rural credit.	55
2	Build new road and maintain road, build new bridge	66
3	Provide Kubota's power tiller for agricultural works, provide agricultural technical training course for growing rice and provide rice seeds and agricultural materials.	10
4	Build school and provide teachers, build village meeting hall, buddhist temple and monastery eating hall.	43
5	Form rattan manufacturing group and provide training in handicraft skills	1
6	Build pump station, dig and repair canal and water gate, pond, dam and drainage	34
7	Educate about health and sanitation, build toilets, and provide water filter tank and pumping well.	36
8	Connect their commune to the electrical grid and ask for generator	11
9	Provide technical training for feeding of livestock	8
10	Solve or reconcile land dispute (land concession) and give land forest to the community	20
11	Create a fishery and forestry community and prevent Prey Chboss (Type of tree that villager extract resin)	6
12	Accelerate the process of citizen's ID and prohibit local authorities from overcharging of fees for making ID cards	8
13	Reduce the price of goods consumption such as gasoline, diesel and fertilizer	4
14	Enforce the implementation of village commune safety	7

	policy and maintain security and public order such as in response to gangsters, gambling and drugs...etc.	
15	Stop illegal fishing, flooded deforestation and preserve natural resources	10
16	Develop new market for agricultural products such as rice, bean, corn and cassava	1
17	Provide training courses and disseminate education on domestic violence, traffic law, land law and protecting indigenous peoples culture	1
18	Build crematorium and station for fish breeding	1
19	Build commune office and commune administration police post	1
20	Ask for reconciliation of villagers effected with hydro-electric dam construction	1
21	Provide scholarship for poor students and job opportunity	1

In what degree did local elected official respond to the priority needs raised by villagers in the workshop on voter's voice to set the local agenda or priority needs in your commune?

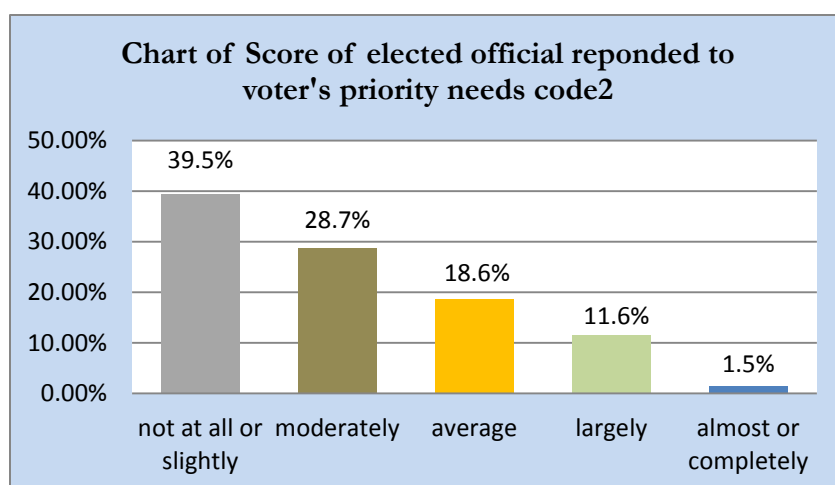
Priority Code1: Build commune health center and post, provide nurse, midwife and doctor, provide ambulance and three wheel motorcycle (Remork) for transporting sick people to the hospital, provide a well, and provide rural credit.

Out of 708 respondents from 55 remote and indigenous communes, 416, equal to 58.76% evaluated that the political representative at local level commune councils had not at all responded to the above priority needs raised. 137, equal to 19.35% replied that they responded moderately; 105, equal to 14.83% scored the response as average; 46, equal to 6.50% affirmed that they largely responded; 4, equal to 0.50% evaluated that local elected officials almost or completely responded.



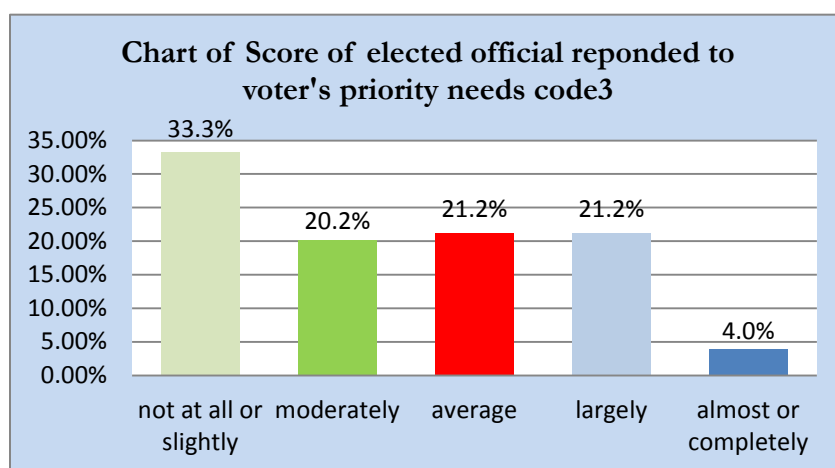
Priority Code2: Build new roads and conduct maintainance, build new bridge (bridge and drainage)

Out of 853 respondents from 64 remote and indigenous communes, 337, equal to 39.5% evaluated that local elected official had not at all responded to the above priority needs. 245, equal to 28.7% said they responded moderately; 159, equal to 18.6% scored the response as average; 99, equal to 11.6% affirmed that reponse had largely occurred; and 13, equal to 1.5% evaluated the response by local elected officials as almost or completed.



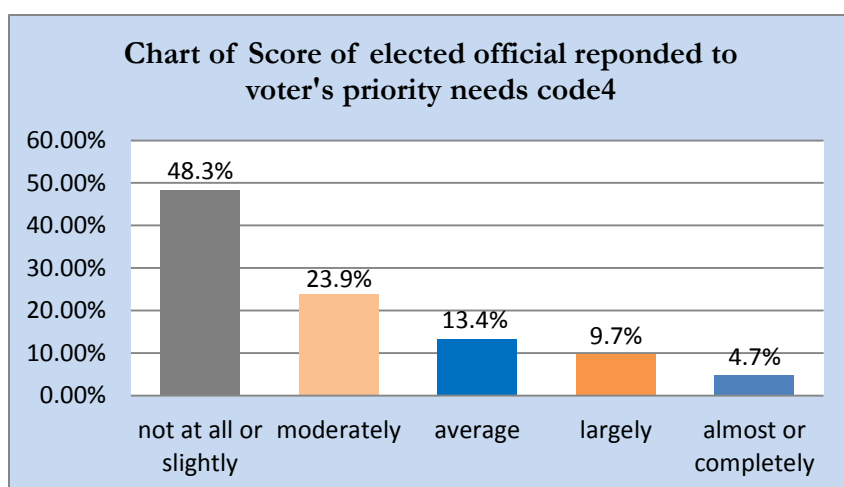
Priority code3: Provide Kubota's power tiller for agriculture works, provide agricultural technical training course for growing rice, and provide rice seeds and agriculture materials.

Out of 99 respondents from 10 remote and indigenous communes, 33 equal to 33.3% scored the response of political representatives at local level to have not at all responded to the priority needs raised in the workshop on voter's voice.; 20, equal to 20.2% evaluated that they had responded moderately; 21 equal to 21.2% scored the response as average and largely satisfactory; and only 4, equal to 4.0% evaluated the response to be almost near or completed.



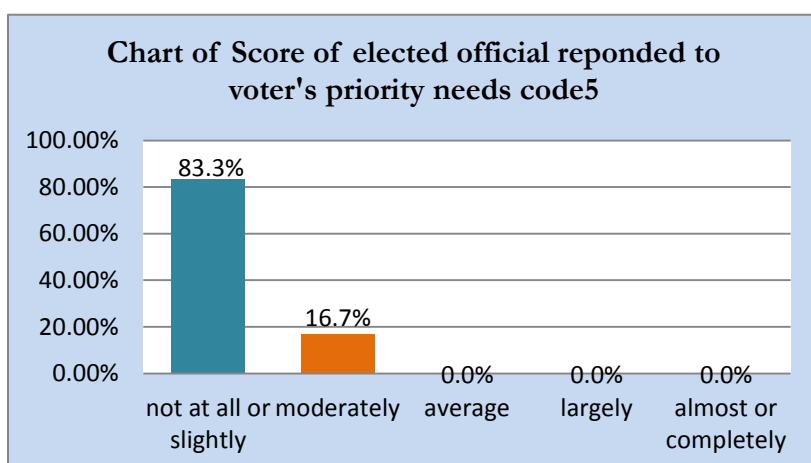
Priority Code4: Build school and provide a teacher, build the village meeting hall, build temple and monastery eating hall

Out of 569 respondents from 43 remote and indigenous communes, 275 respondents equal to 48.3% evaluated that the elected official at local level had not at all responded to the above mentioned priority needs.; 136 equal to 23.9% assessed that the response was moderate; 72, equal to 13.4% said that response was average; 49, equal to 9.7% said that they had responded largely ; and 27, equal to 4.7% scored the response as almost or completely.



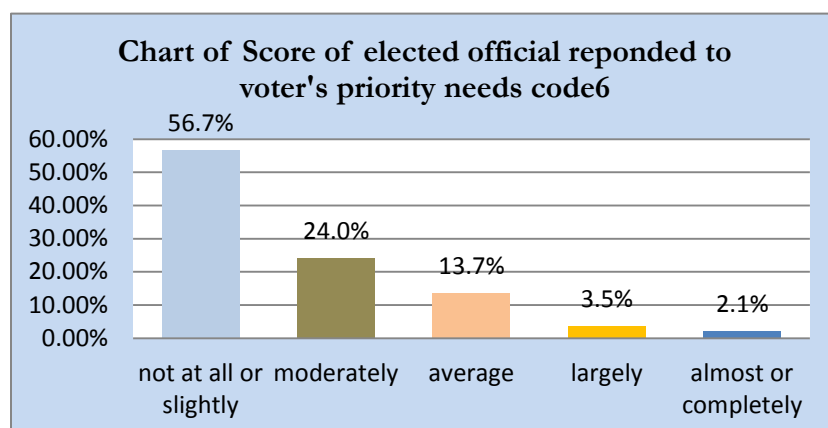
Priority Code5: Form rattan manufacturing group and training in handicraft skills

Out of 6 respondents from a remote or indigenous commune, 5 equal to 83.3% evaluated that commune councils or representative of political party at local level had not at all responded to the priority needs of villagers in relation to the above priorities and only 1 equal to 16.7% assessed that they moderately responded.



Priority Code6: Build pumps station, dig and repair canal and water gate, pond, dam and drainage

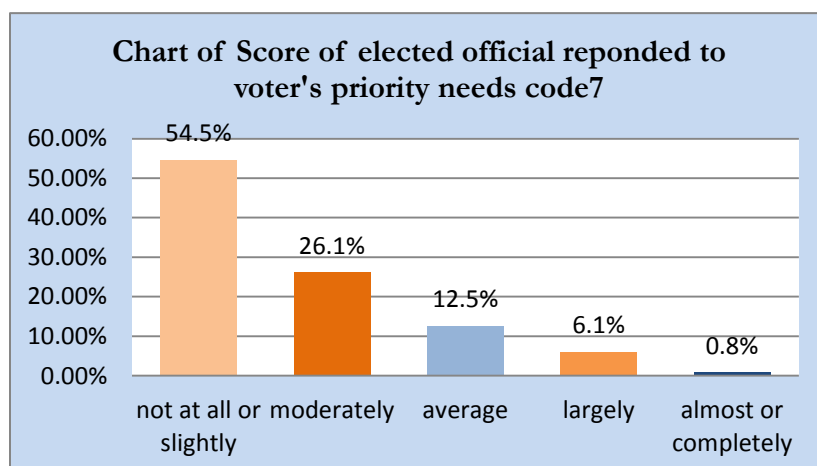
Out of 430 respondents from 34 remote and indigenous communes, 244 equal to 56.7% evaluated that commune councils or representative of political parties at local level had not at all to respond to their priority needs identified above. 103, equal to 24.0% evaluated the responded as moderate; 59, equal to 13.7%



assessed that response as average; 15, equal to 3.5% said that they had largely responded; and 9, equal to 2.1% affirmed that they almost or completely responded.

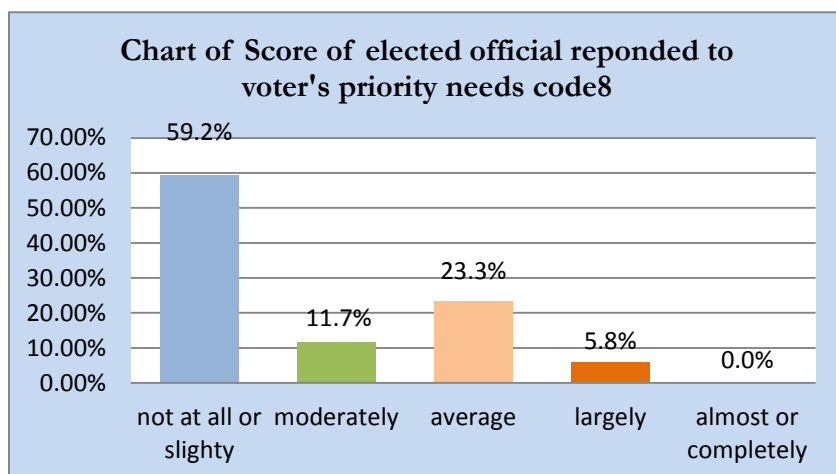
Priority Code7: Educate about health and sanitation, build toilets, and provide water filter tank and pumping well

Out of 495 respondents from 36 remote and indigenous communes, 270 equal to 54.5% evaluated that commune councils or the representative of political party had not at all all responded to the above identified priority needs. 129, equal to 26.1% reported that they moderately responded; 62, equal to 12.5% assessed that on average they responded; 30, equal to 6.1% said they largely responded; and only 4, equal to 0.8% affirmed the response was almost.



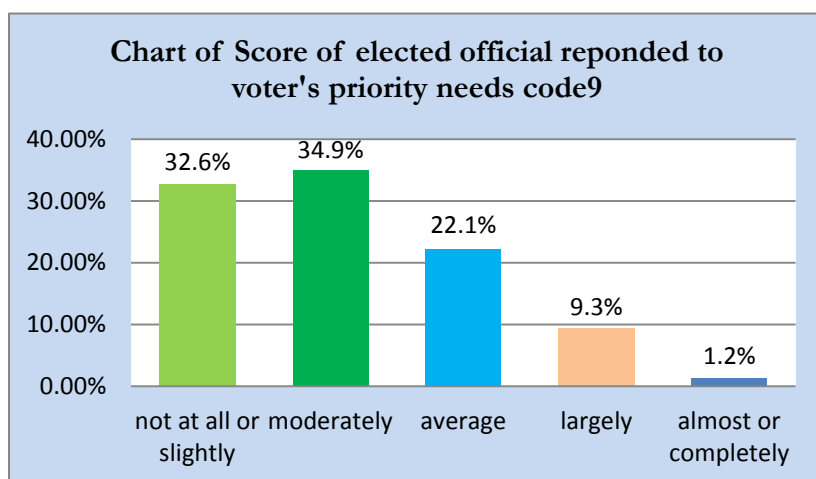
Priority Code8: Connect their commune to the electrical grid and ask for generator

Out of 103 respondents from 11 remote and indigenous communes, 61 equal to 59.2% evaluated that commune councils or the representative of political party had not all to responded to the priority needs raised by villagers as mentioned above. 12, equal to 11.7% responded that they moderately responded; 24, equal to 23.3% assessed that response was average; and 6, equal to 5.8% said that they almost or completely responded.



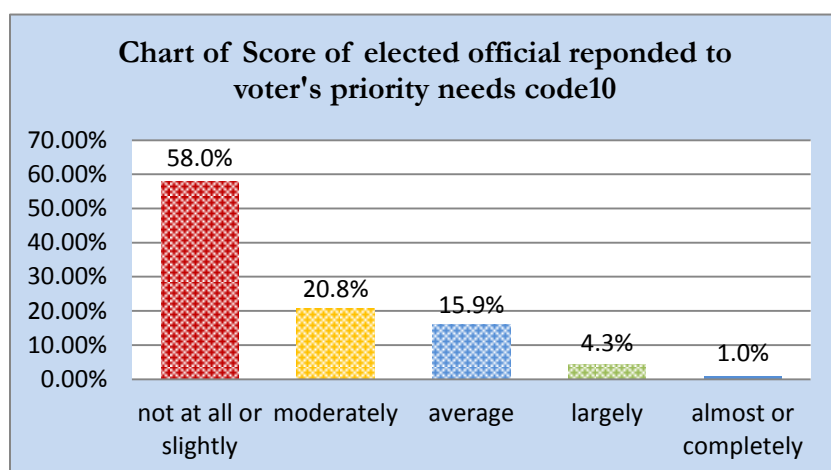
Priority Code9: Provide technical training for animal feeding and provide annual vaccines for animals.

Out of 86 respondents from 8 remote or indigenous communes, 28 equal to 32.6% evaluated that commune councils or the representative of political party had not at all to respond to the priority needs raised by villagers in the workshop as stated above. 30, equal to 34.9% reported they moderately responded; 19, equal to 22.1% assessed the response was average; 8, equal to 9.3% said they largely responded; and only 1, equal to 1.2% affirmed that they almost or completely responded.



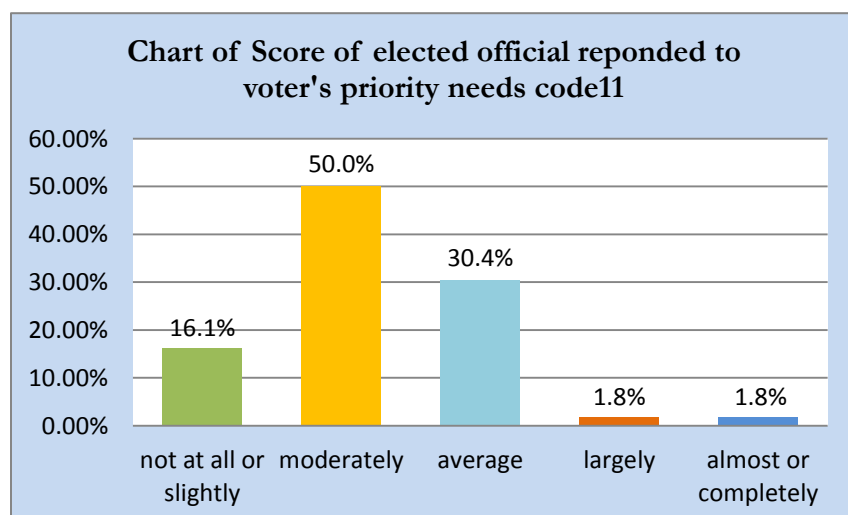
Priority Code10: Solve or reconcile land dispute (land concession) and give land forest to community

Out of 207 respondents from 20 remote and indigenous communes, 120 equal to 58.0% evaluated that commune councils or the representative of political party had not at all responded to the priority needs stated above.; 43, equal to 20.8% assessed response was moderate; 33, equal to 15.9% evaluated the response as average; 9, equal to 4.3% said they largely responded; and only 2, equal to 1.0% scored the response as almost.



Priority Code11: Create a fishery and forestry community and prevent Prey Chboss (Type of tree that villager extract resin from)

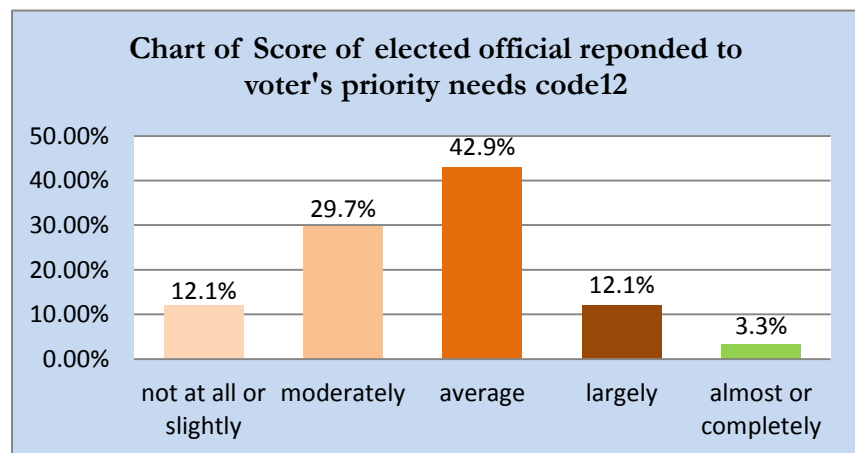
Out of 56 respondents from 6 remote or indigenous communes, 9 equal to 16.1% evaluated that commune councils or the representative of political party had not at all responded to the above priority needs raised by villagers as mentioned above; 26, equal to 50.0% stated that they moderately responded; 17, equal to 30.4% said the response was average; and only 1, equal to 1.8% evaluated that they had largely and completely responded.



Priority Code12: *Accelerate the process of citizen's ID and prohibit local authority from the overcharge of fees for making ID card*

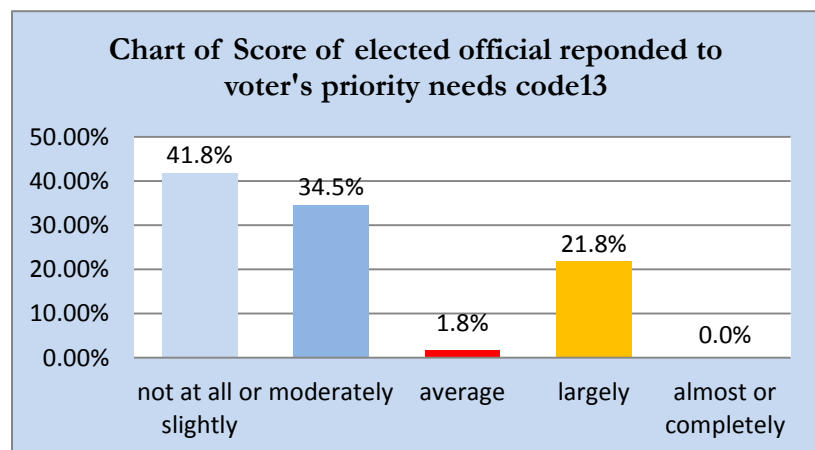
Out of 91 respondents from 8 remote or indigenous communes, 11 equal to 12.1% evaluated that commune councils or the representative of political parties at local level do had not at all responded to the priority needs raised by villagers in relation to the above.. 27, equal to 29.7% stated that they moderately responded;

39, equal to 42.9% assessed the response to be average; 11, equal to 12.1% said they largely responded; and only 3, equal to 3.3% said they had responded completely.



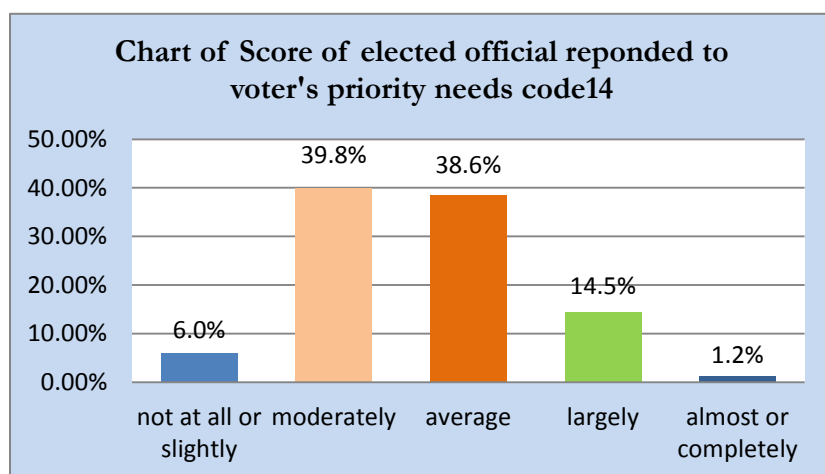
Priority Code13: *Reduce the price of goods consumption such as gasoline, diesel and fertilizer*

Out of 55 respondents from 4 remote and indigenous communes, 23, equal to 41.8% evaluated that commune councils or the representative of political party at local level had not at all responded to the villager's priority needs raised in workshop on voter's voice as stated above. 19, equal to 34.5% stated they responded moderately; only 1, equal to 1.8% said the response was average; and 12, equal to 21.8% assessed that they had largely responded.



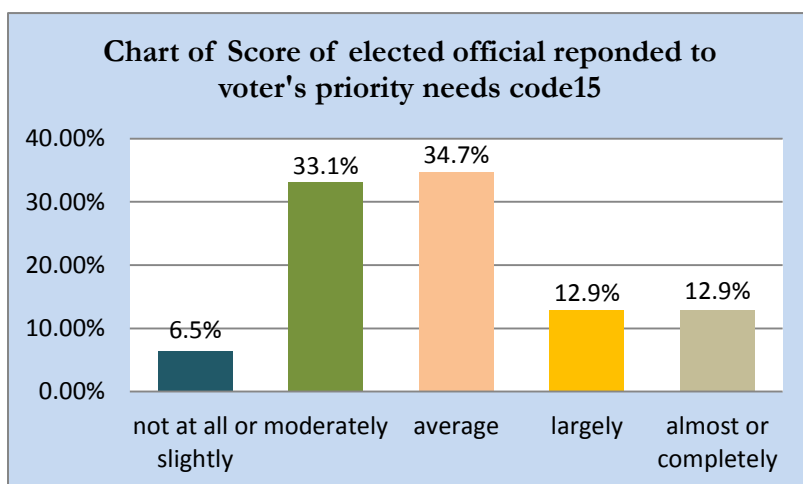
Priority Code14: *Enforce the implementation of village commune safety policy and maintain security and public order such as in response to gangsters, gambling and drug...etc.*

Out of 83 respondents from 7 remote and indigenous communes, 5 equal to 6.0% evaluated that commune councils or representative of political party at local level had not at all responded to the above priority needs raised by villagers.; 33, equal to 39.8% assessed the response as average; 12, equal to 14.5% said they had largely responded; and only 1, equal to 1.2% said they had completely responded.



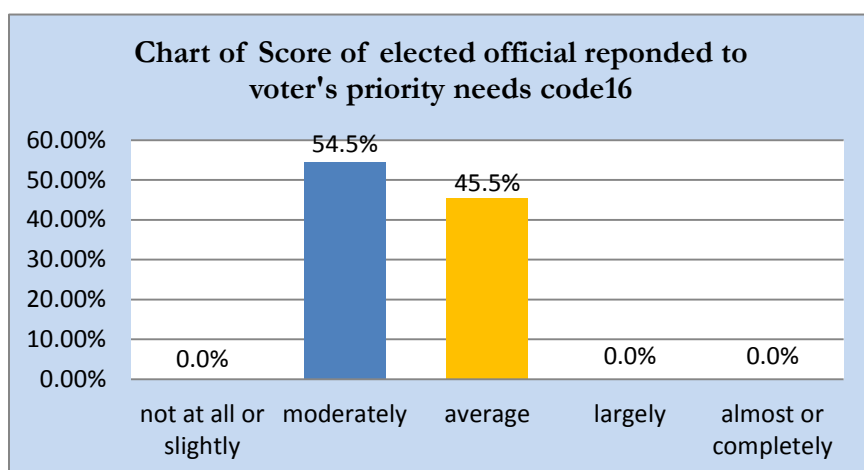
Priority Code15: *Stop illegal fishing, flooded deforestation, and preserve natural resources*

Out of 124 respondents from 10 remote and indigenous communes, 8, equal to 6.5% evaluated that commune councils or representative of political parties at local level had not at all responded to the priority needs mentioned above. 41, equal to 33.1% said that they had moderately responded; 40, equal to 34.7% assessed that the response was average ; and the same 16, equal to 12.9% scored that the response as largely, and almost or completely.



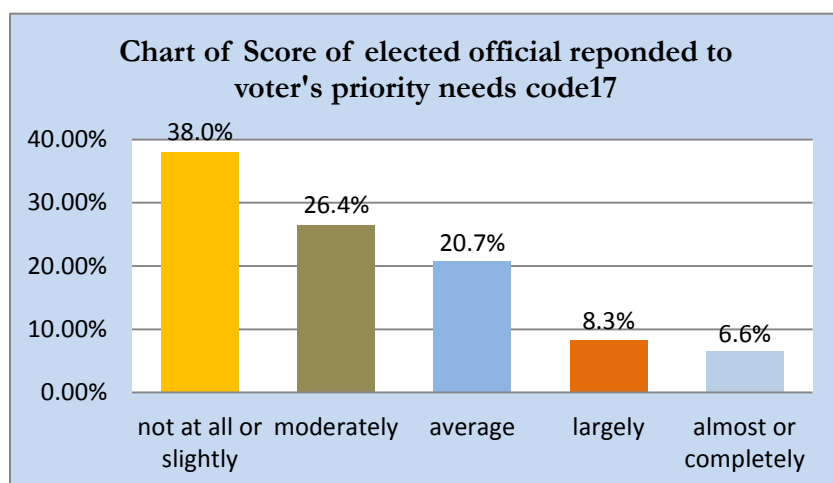
Priority Code16: *Develop new market for agricultural products such as rice, bean, corn and cassava*

Out of 11 respondents from 1 remote commune, 6, equal to 54.5% evaluated that commune councils or representative of the political party at local level has not at all responded to the priority needs raised by villagers mentioned above. 5 others, equal to 45.5% scored the responses made had been average.



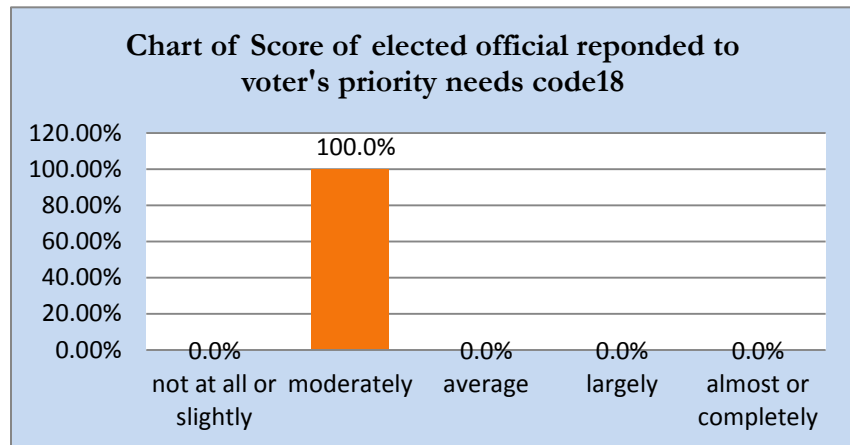
Priority Code17: *Provide training courses and disseminate education on domestic violence, traffic law, land law and protecting indigenous people's culture*

Out of 121 respondents from 10 remote and indigenous communes, 46 equal to 38.0% evaluated that commune councils or the representative of political party at local level had not responded at all to the above priority needs raised by villagers. 32, equal to 26.4% said that they had moderately responded; 25, equal to 20.7% assessed that the response was average; 10, equal to 8.3% said they had largely responded; and 8, equal to 6.6% indicated that they had completely responded.



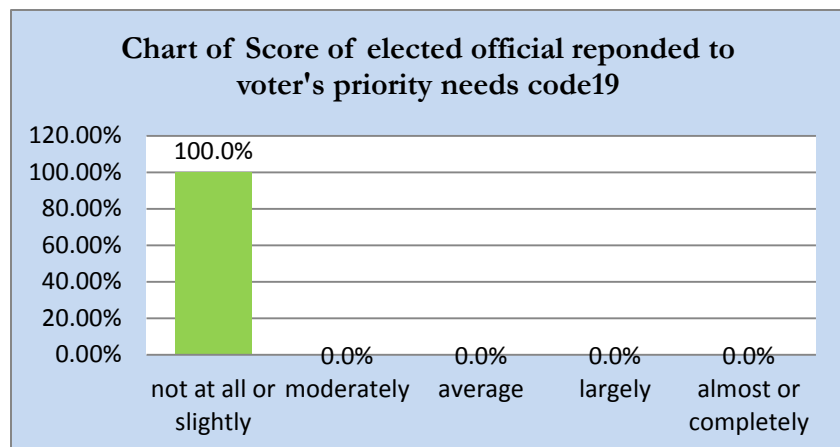
Priority Code18: *Build crematorium and station for fish breeding*

Of 15 respondents from 1 remote commune, all of them said that commune councils or representative of political party at local level had not at all responded to the priority needs raised by villagers to build crematorium and build station for fish breeding.



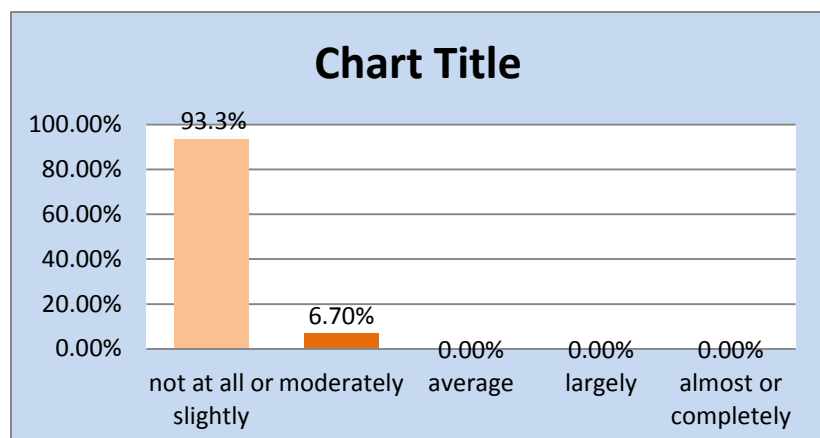
Priority Code19: *Build commune office and commune administration police post*

Of 6 respondents from a remote commune, all of them said that commune councils or representative of political party at local level were yet to respond at all to the priority needs raised by villagers to build commune office and commune administration police post.



Priority Code20: *Ask for reconciliation for villagers effected with hydro-electric dam construction*

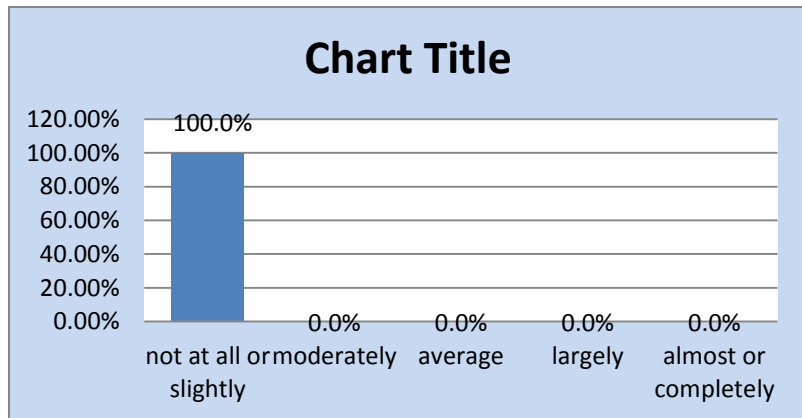
Of 15 respondents from a remote commune, almost all of them with 14, equal to 93.3% said that commune councils or representative of political party at local level had not at all responded to the their priority needs raised by the villagers to reconcile villagers effected with hydro-



electric dam construction; and only 1, equal to 6.7% indicated that they had moderately responded.

Priority Code21: Provide scholarship for poor students and job opportunity

Of 10 respondents from a remote commune, most of them evaluated that commune councils or representative of political party at local level had not at all responded to the priority needs raised by the villagers to provide scholarship for poor students and job opportunity.



Annex:

Check-list of Citizen's Score Card (CSC)

Interviewer		Interviewer's Signature	
Location of interview/ villager		Commune/ commune code/.....
District		Province	
Date of interview/...../.....	Date of SMS/...../.....

The following are CSC on elected official to respond to the priority needs, especially, 5 priority needs raised in your communes. Your are encouraged to participate in this evaluation through scoring by tick (✓) box (□) with your satisfy.

Build new road and maintain road, build new bridge (Code2)				
<input type="checkbox"/> 1=not at all or slightly	<input type="checkbox"/> 2=moderately	<input type="checkbox"/> 3=average	<input type="checkbox"/> 4=largely	<input type="checkbox"/> 5=almost or completely
Build pump station, dig and repair canal and water gate, pond, dam and drainage (code6)				
<input type="checkbox"/> 1=not at all or slightly	<input type="checkbox"/> 2=moderately	<input type="checkbox"/> 3=average	<input type="checkbox"/> 4=largely	<input type="checkbox"/> 5=almost or completely
Educate about health and sanitation, build toilets, and provide water filter tank and pumping well (code7)				
<input type="checkbox"/> 1=not at all or slightly	<input type="checkbox"/> 2=moderately	<input type="checkbox"/> 3=average	<input type="checkbox"/> 4=largely	<input type="checkbox"/> 5=almost or completely
Provide Kubota's power tiller for agricultural works, provide agricultural technical training course for growing rice and provide rice seeds and agricultural materials(code3)				
<input type="checkbox"/> 1=not at all or slightly	<input type="checkbox"/> 2=moderately	<input type="checkbox"/> 3=average	<input type="checkbox"/> 4=largely	<input type="checkbox"/> 5=almost or completely
Enforce the implementation of village commune safety policy and maintain security and public order such as in response to gangsters, gambling and drugs...etc (code14)				
<input type="checkbox"/> 1=not at all or slightly	<input type="checkbox"/> 2=moderately	<input type="checkbox"/> 3=average	<input type="checkbox"/> 4=largely	<input type="checkbox"/> 5=almost or completely