**Concept note for the implementation of the**

**Institutional Performance Management System (PMCS)**

**Date:** Nov. 26, 2024

Title: ***Rolling out the Service Delivery Charter (SDC) 2024 implementation for the National Water Sanitation and Hygiene Commission (NWASHC) in Liberia.***

**Background**

The Performance Management and Compliance System (PMCS) was launched by H.E. Joseph N. Boakai Sr, President of the Republic of Liberia on November 1, 2024 at the ESJ Ministerial Complex in Congo Town, where The National Water Sanitation and Hygiene Commission Chief Executive Officer (CEO), Hon. George W.K. Yarngo participated. On November 4-5, 2024, three key staff (Philip M. Mckay, Queennella K. Gilayeneh and Audrey Bryant) were trained as focal persons at the NWASHC.

The PMCS is a comprehensive framework to monitor and evaluate Public Sector performance across all public institutions in Liberia. The Service Delivery Charter (SDC) is a component of the PMCS set up to specifically monitor institutional implementation starting with this 4th quarter (November and December), in 2024 Budget Year.

**The Performance Management and Compliance System (PMCS) Strategic objectives at all levels of Government**:

1. *The Performance Contracts: All heads of Government Institutions are required to sign performance contracts with the Office of the President, outlining specific objectives, targets, and deliverables aligned with national priorities and their mandates.*
2. *Performance Monitoring and Evaluation: Regular assessments track progress on set targets, ensuring that MACs deliver on their commitments.*

1. *Stakeholder Engagement: Through workshops, training, and collaborative efforts, the PMCS strengthens the capacities of MACs staff and encourages active participation in achieving Liberia's development goals.*
2. *Citizen Feedback Mechanism: The PMCS connects directly with Liberia's Citizen Feedback Mechanism (CFM), empowering citizens to voice their experiences and provide input on Public Services.*
3. *Data-Driven Decision Making: The PMCS utilizes real-time data to inform decisions, improve accountability, and guide policy adjustments that best serve the public.*

**Outputs of the PMCS at The Commission as a Public Institution**:

* *Establishes clear targets, improves resource allocation, and increases the operational efficiency of the Commission.*
* *Public Servants: Provides structure, sets expectations, and enhances professional development of staff capacities and competency in performance.*
* *Citizens: Promotes transparency and accountability, offering citizens a direct role in shaping the Commission mandates as Government actions through feedbacks.*
* *Alignment with ARREST Agenda: reburning the WASH Sector into the AAID Sanitation Pillar that assure accountable, efficient, and focused on serving the public effectively​.*
* *Revised, update or develop standards and policies and training of staff and Senior Management Team (SMT) members on Performance Target Setting and implementation; (e.g. Administration, Directors, Procurement, Finance staff, and Managers, Supervisors, Coordinators, Monitors, Inspectors).*

**Key deliverables and Timeline of the PMCS:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Activities***  | ***Time Frame (Due Date)*** | ***Outcomes***  | ***Inputs/Resources***  | ***Lead/ Responsible Team*** |
| Formal Launch and capacity building training sessions with MACs to develop SDC.  | Nov. 1-13, 2024  | *The Cabinet Secretariat has trained MACs staff and issued standard format for the SDC.*  | *Expertise* *Consultancy, logistics*  | *Cabinet Secretariat* |
| Development of 2024 Q4 Performance Targets | Nov. 6-13, 2024  | *WASH Commission approved Targets submitted and draft Copy of SDC.*  | *Personnel and logistics*  | *Philip and Team* |
| Signing of Performance Contracts with His Excellency | Nov. 20, 2024  | His Excellency, The President of Liberia  | *Expertise* *Consultancy, logistics* | *Cabinet Secretariat* |
| Service Delivery Charter (SDC) implementation and Monitoring,  | Nov.16 – Dec. 30, 2024  | Service Delivery Charter (SDC) developed and published on 2 bill boards at WASH Commission HQ, and other areas, using active multimedia.WASH Commission staff trained on SDC implementation. | *Personnel, logistics, Transportation,**Funding*  | *NWASHC Management* *(Philip and Team)* |
| SDC Performance Appraisals  | November 2024– February, 2025 | Strengthened internal systems to implement the Service.Delivery Charter and delivering active citizen-centered and responsive public services. | *Expertise* *Consultancy, logistics* | *Cabinet Secretariat**and* *NWASHC Management*  |

**NB***: Resources for the PMCS implementation is the responsibility of the Ministry of Finance and Development Planning (MFDP) through the National Budget, and there are two objectives in the last (4th) Quarter in 2024, and activities to achieving or meeting the indicators are in the below log frame:*

**Activities Plan for NWASHC 4th Quarter, 2024:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Objectives**  | **Outcomes 1.1** | **Activities** | **Needed resources or supports**  | **Cost** | **Due Date and Lead** |
| Obj. 1.0Develop and publish NWASHC Service Delivery Charter (SDC) by November 30 2024.  | NWASHC Service Delivery Charter (SDC) is approved by the WASH Board and published.  | *Conduct orientation meeting with 12 members of the NWASHC-SMT on PMCS processes, deliverables and deadlines.*  | *Computer/projector* | *NA* | *Nov. 6, 2024, PMCs Team* |
| *Set up a technical team to develop and submit SDC draft to PMCS Secretariat after review for finalizations* | *Skilled staff, tools and time* | *$50.00* | *7-11, Nov. 24. Technical Team* |
| *Conduct validation session with 12 members of NWASHC -SMT* | *Computer/projector, staff, tools and time* | *NA* | *12th Nov. 24. Technical Team* |
| *Submit draft copy of the NWASHC Service Delivery Charter (SDC) and the approved copy of the 4th Quarter Performance Targets*  | *Computer, internet*  | *NA* | *13th Nov. 24. Focal prs, CEO* |
| *Make follow ups through phone calls, WhatsApp room and emails to gather feedbacks and next steps.*  | *Computer, internet* | *NA* | *16th Nov. 24. Focal prs, CEO* |
| Outcomes 1.2 |  |  |  |  |
| Increased in WASH compliance and regulatory education activities and visibility through multimedia. | *Update the existing NWASHC compliance and regulatory requirements and mandates for visibility and public education*  | *Skilled staff, tools and time* | *NA* | *26th Nov. 24. Technical Team* |
| *Identify and acquire spaces, and hire contractor to produce and erect The NWASHC bill boards.*  | *selected vendor, firm, funding*  | *$???*  | *21-26th Nov. 24. Technical Team* |
| *Stage an event/ceremony for NWASHC bill boards erection at HQs* | *Funding, Completed bill boards,* | *$???*  | *29th Nov. 24. Technical Team* |
| *Print, disseminate and conduct NWASHC mandates and services awareness brochures, MSM, Radio jingoes, TV, Social media tips*  | *Skilled staff, tools and time, funding*  | *$???* | *Dec.\_\_ 24. Focal prs,Admin* |
| *Conduct monthly radio/television live discussion about NWASHC mandates and services.* | *Funding,*  | *$???* | *TBA., CEO or Team*  |
| *Identify and acquire spaces, and erect designed NWASHC bill boards at other selected locations (region site)*  | *Funding,* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |
| Obj. 2.0 |  Outcomes 2.1 |  |  |  |  |
| Build the capacity of NWASHC staff to implement internal control and management system on SDC by Dec. 30, 2024 | 68 NWASHC staff trained and implementing the SDC activities and reporting.  | *Conduct capacity building and awareness trainings with 68 staff*  | *Funding,* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |
| *Review, update tools for conducting integrated regulatory and compliance monitoring supervision*  | *Transportation and tools* | *$???* | *Regulators, Routine monthly* |
| *Establish Citizens’ feedback and customers service Center*  | *Skilled staff, tools and time, funding* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |
| Outcomes 2.2 |  |  |  |  |
| Compliance survey conducted for new and existing service providers in Montserrado County. | *Develop, validate and deploy survey tools for mapping new and existing service providers*  | *Skilled staff, tools and time, funding* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |
| *Conduct Service Providers Survey in Montserrado County*  | *Skilled staff, tools and time, funding* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |
| *Conduct routine monitoring, verification and reporting*  | *Skilled staff, tools and time, funding* | *$???* | *Dec.\_\_ 24. Focal prs, admin* |

*(it should be revised and updated based on changing realities)*

**NWASHC Sample Bill Board.**



**REPUBLIC OF LIBERIA**

**NATIONAL WATER SANITATION AND HYGIENE COMMISSION**
**Old LIBTELCO Building**

**18th Street, Sinkor, 1000 Monrovia, 10 Liberia**

**The NWASHC is a Public Institution mandated “to promote and regulate the development, management of Water, Sanitation and Hygiene Services and serve as the principal government entity Coordinating Water, Sanitation, and Hygiene (WASH) Sector throughout the Republic of Liberia”.**

**SERVICES:**

1. **Water Sanitation & Hygiene (WASH) Education**

1. **Annual Accreditation and WASH Clearance**
* *International NGOs*
* *National & Local NGOs*
* *WASH Construction Companies*
1. **Water Sanitation & Hygiene (WASH) Compliance License**
* *Water Companies*
1. **Water Sanitation & Hygiene (WASH) Compliance certificate**
* *Businesses*
* *Etc…*

Photos/Illustrations of hand washing or good sanitation practices