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| SERVICE DELIVERY CHAPTER (SDC/PMCS) ORIENTATION PLAN |
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| OVERVIEW |
| **Duration**: One Day  **Date**: January 27, 2025 **Location**: NWASHC Office, 18th Street Sinkor, Monrovia.  **Venue:** ED Office  **Time:** 90:00 AM to 4:00 PM.  **Participants:** NWASHC Senior Management and Technical Team Members - 35 |
| **BACKGROUND** |
| The National Water, Sanitation, and Hygiene Commission (NWASHC) was established under the National Water, Sanitation, and Hygiene Commission Act of 2012, which was approved in 2017. This Commission serves as the primary governmental body responsible for overseeing water, sanitation, and hygiene services in Liberia. Acting as a regulatory arm of the Government of Liberia (GOL), the NWASHC is mandated to promote and regulate the development and management of WASH services across the country.  On November 1, 2024, H.E. Joseph N. Boakai Sr., the President of the Republic of Liberia, officially launched the Performance Management and Compliance System (PMCS) at the ESJ Ministerial Complex in Congo Town. The CEO of NWASHC, Hon. George W.K. Yarngo, also participated in this significant event. Following the launch, on November 4-5, 2024, three key staff members—Philip M. Mckay, Queennella K. Gilayeneh, and Audrey Bryant—were trained as focal persons within the NWASHC to facilitate the implementation of the PMCS.  The PMCS serves as a comprehensive framework aimed at monitoring and evaluating the performance of public sector institutions in Liberia. A critical component of this system is the Service Delivery Charter (SDC), which focuses specifically on tracking service implementation within these institutions. This initiative began during the fourth quarter of the fiscal year 2024, particularly in November and December, marking an important step toward enhancing accountability, transparency, and efficiency in public service delivery.  The SDC represents a social contract between the NWASHC, WASH Service Delivery Institutions, and the citizens of Liberia. It outlines the responsibilities and commitments of the Commission to continuously improve the quality of services provided to the public. Once the targets are established along with performance standards and evaluation methods, the SDC aims to address common criticisms regarding inefficiency in public service and to foster a culture of accountability and responsiveness within the WASH sector. |
| **RATIONALE** |
| The Service Delivery Charter (SDC) is anchored in the need for enhanced accountability and efficiency within Liberia's public sector. A crucial element of the PMCS is the establishment of Performance Contracts, which require heads of government institutions to align objectives, targets, and deliverables with national priorities.  To ensure commitments are met, the PMCS features a robust Performance Monitoring and Evaluation system that regularly assesses progress. This oversight guarantees that Ministries, Agencies, and Commissions (MACs) fulfill their obligations and deliver quality services to the public.  The PMCS also emphasizes stakeholder engagement through workshops and training sessions, enhancing MAC staff capabilities and promoting active participation essential for achieving Liberia's development goals. Additionally, the Citizen Feedback Mechanism (CFM) empowers citizens to share experiences and provide input on public services, ensuring a responsive approach to service delivery.  Hosting an orientation for the PMCS is a vital step in reinforcing our commitment to transparency, accountability, and responsiveness in public service. This orientation will equip participants with the necessary tools and knowledge to effectively implement the PMCS, enhancing the quality of services provided to all Liberians. |
| **OBJECTIVES OF THE PMCS ORIENTATION** |
| * **Familiarization with PMCS**: Provide participants with a comprehensive understanding of the PMCS framework, its purpose, and alignment with national priorities in the WASH sector. * **Training on Performance Contracts**: Educate participants on the importance of Performance Contracts, detailing how to set specific objectives, targets, and deliverables reflecting institutional mandates. * **Enhancing Monitoring and Evaluation Skills**: Equip participants with skills for effective performance monitoring and evaluation, enabling them to track progress against established targets. * **Promoting Stakeholder Engagement**: Highlight the significance of stakeholder engagement and collaboration, offering strategies for effective communication and partnerships. * **Empowering Citizen Feedback Mechanisms**: Train participants on implementing the Citizen Feedback Mechanism (CFM) to ensure citizen input is integrated into service delivery processes. |
| **OUTPUTS OF THE PMCS OREINTATION TRAINING** |
| * **Informed Participants:** Attendees will gain a clear understanding of the SDC and PMCS frameworks, including their purposes and relevance to the NWASHC's service delivery. * **Draft Service Delivery Charter (SDC):** Participants will have a comprehensive overview of the draft SDC, ensuring clarity on its components and commitments. * **Defined PMCS Objectives:** Clear articulation of the objectives of the SDC and PMCS will be established, emphasizing accountability and performance targets. * **Established Performance Targets:** Participants will leave with a framework for setting measurable PMCS performance targets that align with their institutional mandates. * **Awareness of Gender Inclusion:** Attendees will recognize the importance of gender inclusion in service delivery, fostering a more equitable approach within the NWASHC. * **Monitoring and Reporting Framework:** Participants will be equipped with knowledge of monitoring and reporting mechanisms for SDC performance targets, promoting accountability and transparency. * **Commitment to Implementation:** A renewed commitment to actively implement the PMCS and SDC within the NWASHC, ensuring enhancements in service quality and accountability. |
| **LOGISTICS** |
| * Sign-in Sheets * Flipcharts * Projector * Markers * Internet Access/Credits * Computers * Meals (Lunch) |
| **DOCUMENT TO BE PRINTED** |
| * Draft revised SDC copy * PMCS Targets Tools * Monitoring and Evaluation Tracker System tool * NWASHC Annual Strategic Plan and Copy AAID/WASH Intervention Objectives |
| **PROPOSED AGENDA** |
| |  |  |  | | --- | --- | --- | | Time | Activity | Facilitator | | 9:00 - 9:30 AM | Arrival and Registration | HR/SDC Team | | 10:30 - 10:40 AM | Welcome Remarks | Administration | | 10:40 - 11:00 AM | Overview of the SDC/PMCS | CEO Hon. George W.K Yarngo | | 11:00 - 11:30 AM | Objectives of the SDC/PMCS | SDC Team | | 11:30 - 12:00 AM | Presentation: The Draft NWASHC Service Delivery Charter (SDC) | SDC Team/TA | | 12:00 - 12:30 PM | Presentation: PMCS Targets Setting | SDC Team/TA (Group work) | | 12:30 - 1:00 PM | SDC/PMCS financing and Procurement process | NWASHC Finance/Procurement Team | | 1:00 - 1:10 PM | Questions and Answers | Participants | | 10:10 - 2:10 PM | Lunch Break, | Participants | | 2:10 - 2:30 PM | Presentation on NWASHC Gender Inclusion Awareness | Gender Unit | | 2:30 - 3:30 PM | Presentation: SDC Performance Targets Monitoring and Reporting | SDC Team/TA | | 3:30 - 3:40 PM | Questions & Answers | Secretariat/Consultants | | 3:40 - 4:00 PM | Wrap-up and closing | Participants | |