

Process of Good Governance Practice in Development Activities of Union Parishad and
Community Based Organisations

Dialogue Session

Guideline for Dialogue Session between UP and Community to ensure good governance

DASCOH

DEVELOPMENT ASSOCIATION FOR SELFRELIANCE COMMUNICATION AND HEALTH (DASCOH)
WPP: SUSTAINABLE SOLUTION FOR THE DELIVERY OF SAFE DRINKING WATER (SDSD) PROJECT

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DASCOH is a non-profit international development organisation. The organisation assists like-minded international development associates, non-government organisations and Union Parishads. The Head Quarter of DASCOH is situated in Switzerland. Areas where DASCOH is interested to assist through self-reliant participatory development process are: training, workshops, implementation of pilot projects, development of communication materials, research and systematic methodological consultation.

DASCOH was registered as an international NGO in Bangladesh on 17th May 1995. The organisation has its own employees, and it conducts its development programmes through international consultants and Bangladeshi associates.

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Introduction

SDSD Project has been working for establishing good governance since April 2004. Objective of the project is to make the Local Government transparent and accountable and to regain the people's confidence in the governance simultaneously. The SDSD project is going forward efficiently with some practical programmes to achieve the proposed goal. "Dialogue Session" is one of the significant programmes that have been playing an important role towards achieving that goal. The "Dialogue Session" is held between UP and the community on the Union's development. The implementation of the plan moves forward smoothly through coordination of all opinions and active participation of all stakeholders.

Development plan of the local government or UP is prepared in a participatory manner. The process starts from village level and ends with the implementation and evaluation of a coordinated development plan prepared at the Union level. Partner NGOs (PNGOs) help the Community Based Organisations (CBOs) in developing the community plan that finally changes into the Ward Plan through compilation with the help of the Ward Members. Then the Ward Plan is added to the 'Union Development Plan' and makes a significant contribution to the development of the area. The method is termed as 'participatory development process' in this project. Notably, CBOs identify their own needs during the primary stage of the development plan. As a result, villagers become able to contribute to the development of their villages actively. It can be safely said that the village and ward plan are the reflections of the needs of the villagers.

However, "Dialogue Session" has been implemented since the inception of the project and it has been reviewed over the time to meet the contemporary demands. This is the 3rd edition of the 'Dialogue Session'. Continuous changes in the activities bear the evidence of dynamism. The approach of the dialogue session has been changed. Now it is done more spontaneously. The steps followed while editing this version, as done with the 1st and 2nd edition, are: 1) Study of old and relevant documents; 2) Organise sharing meetings with the involved staff; 3) Develop the draft of the dialogue session; 4) Field testing; 5) Dry run after incorporating the findings from the field test; 6) Organise sharing meeting with staff and prepare the final draft manual. Through this process, the dialogue session is made effective to contribute significantly in ensuring good governance in the local System. The local government is also supposed to make every process participatory to ensure transparency and accountability.

Session Related Information

Title: Dialogue Session

Objectives: General Objective

- Assess the progress of activities as per the development plan at the Union level and define duties through participatory process.

Specific Objectives

- Assess the progress of the Union development plan including the WatSan activities;
- Identify problems (if any) during implementation as per the plan;
- Discussion solutions to problems and come to a consensus;
- Coordination of the next work plan, developed based on the recommendations.

Participants: In total 96 individuals

Numbers:

- President and Secretary of CBOs. If none of the presidents or secretaries is a woman, one general female member should participate at the session (2x4x9 = 72 individuals)
- Members of the UP - Chairman, Secretary and all relevant Ward Members (14 individuals)
- One CRP representative from each Ward (1 x 9 = 9 individuals)
- PNGO staff (1 individual)

Duration: 2 hours and 30 minutes

Methods: Participation methods that will be applied to facilitate the session are- demonstration, presentation, question-answer, sharing experiences, open discussion, discussion, lecture etc.

Resources: Necessary aid materials for facilitating the session are - brown papers, markers, clip, masking tape, board and supplementary document is the format for action plan (drawn on the poster paper).

Frequency

Of sessions: The dialogue session will be organised on a previously scheduled day after an interval of 3 months.

Place and Facilities:

- Union Parishad Office or any suitable place in the village;
- The setting should accommodate the female participants to actively partake and learn;
- Need to arrange chairs or mats for where the participants can sit.

The dialogue session will be conducted in two steps:

Step-1:

- A preparatory meeting/session will be held before the dialogue session. PNGO staff who used to facilitate the dialogue session earlier will prepare the new facilitators of the session (one UP Member and community member) in this meeting following this guideline.
- To be careful about the consistency of facilitation of the sessions.
- The relevant staff will provide with comprehensive guidelines regarding facilitation of the session. Note that participation of Union Parishad and community people is the active objective of the facilitation process, role of facilitators is passive.
- Assist to prepare timetable matrix of implementation plan at Ward and village level prior to the session.

Step 2:

- DASCOH/PNGO staff will work as the shadow facilitator during the day of dialogue session, i.e, if the main facilitators (UP Member or community member) are anyhow derailed which can create obstacle to achieve objectives of the session, DASCOH staff only then will prompt them to come on track. Please note that, your attractive and long presence can fail to achieve the main objective of the session. Therefore, always be careful and assist the facilitators though your shadow presence.

Session Schedule

Session No.	Time	Activities
01	10:00-10:15	Inaugural Session
02	10:15-11:30	Presentation and review of progress of UP Development Plan
03	11:30-12:00	Coordination of recommendations for next plan
04	12:00-12:30	Closing Session

Session 01: Inaugural Session

Objectives: Specific objectives of this session are-

- Formal inauguration of dialogue session;
- Document presence of all participants;
- Ice breaking though introduce each other organisationally;
- Create enabling environment for discussion.

Time: 15 Minutes

Materials: Registration Sheet and Pen

Method: Lecture and filling up format

Process:

Exercise 1.1 Lecture & filling up format

Step 1: The Facilitators (nominated from UP and community) will start the session though welcoming the participants.

One Facilitator will build rapport with the participants through asking their experience of joining the session, health etc. and take initiatives to introduce participants with each other by organisation.

Other Facilitator will request the participants to write their names and designations in the supplied registration sheet. The person will assist participants to fill up the registration sheet.

Note for the Facilitators:

- Two facilitators jointly will facilitate the session.
- One should start facilitation when the other is finished.
- Fix who is going to facilitate which part prior to the session.

Step 2: Invite the pre-selected special guest from the community to deliver brief speech on necessity of dialogue session. After the speech of the special guest, request the Chairman to inaugurate the session formally. (If the Chairman is absent in the session, then request relevant Ward Member or the UP Secretary to inaugurate the session.) Wait until the speech is finished. When speech is finished, thank all participants and tell them the title of next session and request them for active participation.

Note for the Facilitators:

- Help Chairman to prepare the brief speech before the session;
- Any one of the facilitators will facilitate this step solely.

Session 02: Presentation and review of progress of UP development plan

Objectives: Specific objectives of this session are-

- Inform about the progress of Union development plan;
- To make more aware about their responsibilities;
- Capacity building to assess own position through participating the supplementary discussion;
- Enable participants to explain the necessity of joint work;
- Make them habituated for accountability.

Time: 1 hour and 15 minutes

Method: Presentation, question-answer and open discussion

Materials: Brown poster papers, markers with different colours, masking tape or clip.

Process:

Exercise 2.1 Presentation

Step 1: The Facilitator nominated from UP will present the activities part of UP. Read loudly with clear pronunciation. When finish reading of one activity, tell the ward basis target and ask the progress by time in clear and communicating language.

Exercise 2.2 Question-Answers

Step 2: Wait and listen to the questions of the participants. Request them to ask questions one by one. If any activity is not completed on time, or done partially, or have other complexity, then ask the relevant ward member (general and reserve seat) to respond. Listen to Chairman's opinion where necessary.

Step 3: Finally discuss when the left over activity would be done in the next quarter and coordinate in the time-binding format through discussion. To come to a satisfactory solution, take decision by coordinating both discussions and write the decision in the comments column of the report format or tell to keep notes on the register book.

Step 4: Read the activities one by one and take decisions through question-answers and discussion. Give importance on the active participation of women and create enabling environment for learning. Move forward keeping consistency.

Note for the Facilitators:

1. The UP Facilitator can use different colours or marks or numbers in the format to keep record of the progress of activities. E.g., Use of different colours to mark the status of the activity- a) use green colour to mean the complete implementation of the activity, b) blue colour to mean half the way and c) red colour for not done activity or d) black colour for other category than the above three. Alternatively you can use different code signs. All these depend on the opinions for understanding of the participants.
2. During discussion regarding progress of activities, request any responsible person of UP or UP Secretary to keep record/notes of the important decisions and reasons for problems of activities' quality in the register book. DASCOH/PNGO staff will assist them in this regards if necessary. Because these decisions/opinions are very important for the development of next plan. Moreover, these information/decisions are helpful for review and accountability during the next dialogue session.

Note for the Facilitators:

1. Everybody like UP, CBO, CRP, User groups, Service providing organisations and DASCOH staff to be prepared for accountability for their given responsibilities. Response your own parts only, this will make the discussion effective supplementary.
2. If the Facilitators fail to response correctly or give incorrect answers, assist them to provide with correct answers with their permission.
3. Request the service providing organisations to response only the questions related to their responsible areas. To make their (service providing organisations) presence important, request one of their senior people to deliver a brief speech (for 2/3 minutes) at the beginning or end of the session.

Exercise 2.3 Presentation and Question-Answers

Step 3: In this stage, Facilitator nominated from the community will present the development activities of the community part. Facilitate the session with efficiency as of UP Facilitator facilitated the former session. Request the relevant Ward Member or Village Representatives to response the questions. The UP Members also can be involved with the process.

Exercise 2.3 Open Discussion

Step 4: Finally, ask the participants whether they have more questions to be answered. If not then thank all the participants for their active participation and invite them to join the next session.

Note for the Facilitators:

1. Give importance on the quality of activities, process and reasons behind the problems;
2. Encourage to accept the positive learning of any Ward or Union;
3. This information will be useful for reviewing and accountability during the next session.
4. Request to keep record/notes of the important decisions (if any) in the register book that will be required for the development of next plan;

Session 03: Coordination of recommendations in the next action plan

- Objectives: Specific objectives of this session are-
- Will be able to implement the activities carried out from the last quarter along with the defined activities of the current quarter;
 - Bring the participants in consensus to re-assess and implement the activities planned for next quarter;
 - Can explain the necessity of work jointly.

Time: 30 Minutes

Method: Demonstration, question-answer and discussion

Materials: Report/flipchart for assessment of progress of development plan by time or planning format, markers with different colours, masking tape or clip.

Process:

Exercise 3.1 Demonstration and Reading of matrix

Step 1: Hang the planning format in such place so that all participants can see it. Now the Facilitator will read out loudly the carried out activities from the last quarter those need to be implemented simultaneously with the planned activities of the quarter. First Response the questions of the participants and then move forward to the next step. (Remind them that the target can not be reduced at any circumstances because the left over activities will be carried out to the next quarter plan if it happens regularly that will create more complexity). Apart from this, it should be noticed that inception of some activities are depends on the completion of other activities. Therefore, the Facilitators should not be agreed to change the target or timetable at the time moment.

Exercise 3.2 Question-Answers and Discussion

Step 2: Now invite the participants for exercise the progress assessment of development plan by time. At first Facilitator will read out the defined activities of next quarter by Ward-based target and timeframe. Listen further opinions of the responsible organisers/persons for the activities and then to other partisans. Ensure enabling environment for dialogue and participation of all participants.

Step 3: Facilitator will assist cordially to coordinate all opinions for reorganising the plan. Sum up the session with consensus of all participants at the end of the exercise of the flipchart.

Session 04: Closing Session

Objectives: Specific objectives of this session are-

- Enable participants to review the summary of the progress of UP development plan;
- Get the reactions of the participants regarding the sessions;
- Close the dialogue session formally.

Time: 30 Minutes

Method: Discussion and lecture.

Materials: Report/flipchart for assessment of progress of development plan by time or planning format of UP, markers with different colours, masking tape or clip.

Process:

Exercise 4.1 Discussions and Lecture

Step 1: Request one or two participants to describe the decisions or summary of the discussions. Thank them when they are finished.

Step 2: Ask the participants to fix date and time for the next dialogue session and finalise it with consensus.

Step 3: Thank the participants for their active participation in the dialogue session. Invite all to show the cooperative attitude for the development of the area and request the Chairman to close the dialogue session through his/her closing lecture.

Assessment of Progress and Timeframe Matrix as per the Development Plan of UP

Defined Activities	Responsible Organisations or Persons	Target									Timeframe (Quarterly)												Comments
		9 Wards									Jan-March			April-June			July Sept.			Oct-December			
		1	2	3	4	5	6	7	8	9													
For the source of safe Water																							
1. Sign contract with UP for fund allocation to implement UP WatSan Development Plan																							
2. Collection of donation from the users																							
3. Deposit donation to the UP Bank Account																							
4. Implementation of construction work (of main option)																							
5. Selection of Caretakers																							
6. Train Caretakers																							
7. Testing source of water and provide completion certificates																							
8. Final handover the facilities to CBOs																							
9. Send the bills attested by the Chairman to SDSD project for receiving funds																							
10. Check bills and release fund in DASCOH-SDSD																							
Screening of Options of Water																							
11. Selection of Arsenic Screening Team																							
12. Train Arsenic Screening Team																							
13. Sign contract between Arsenic Screening Team and Union Parishad																							
14. Take allocation of funds from DASCOH for purchasing test kits																							

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		9 Wards									Jan-March			April-June			July Sept.			Oct-December			
		1	2	3	4	5	6	7	8	9													
and chemicals																							
15. Define proper time for screening by the villagers																							
16. Identify Arsenic patients																							
17. Discuss the results with the villagers																							
18. Take completion certificate from CBO/DPHE																							
19. Selection of Village Doctors																							
20. Train Village Doctors																							
21. Send the bills attested by the Chairman to DASCOH for receiving funds																							
22. Check bills and release fund in DASCOH-SDSD																							
Others																							
23.																							
24.																							
25.																							
26.																							
27.																							