



**The Citizen Report Card (CRC)  
vs.  
The Community Score Card  
(CSC)**



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# CRC vs. CSC - Summary

Citizen Report Card	Community Score Card
Survey instrument – data collected through questionnaires	Participatory process – data collected through focus group discussions
Unit – household/individual	Unit – community
Macro level (e.g., city)	Local level (e.g., village)
Emphasis on monitoring demand-side data on performance and actual scores	Emphasis on immediate feedback and accountability, less on actual data
Implementation time is long (3-6 months)	Implementation time is short (3-6 weeks)
Feedback later, through media	Immediate feedback through Interface Meeting (between community & local government)
Requires strong technical skills	Requires strong facilitation skills (minimal technical skills required)

# CRC vs. CSC - Summary

Citizen Report Card	Community Score Card
Assumes skills of survey and advocacy within the implementing organization	Quality of facilitation is critical to getting appropriate and comprehensive feedback
Scientific survey approach ensures unbiased information	Facilitates active and direct participation from communities
Sampling ensures generalization of larger trends in the population	Qualitatively richer data – captures details of local context better
Baseline data ensures power of benchmarking and comparisons across services, population group, geographical area, etc.	Facilitates immediate local actions on implementation issues
Survey costs can limit the number of times it can be implemented	Integrates available government budget information with demand-side feedback (from community)

# CRC vs. CSC - Summary

Citizen Report Card	Community Score Card
Technical steps of the survey process are critical to the credibility of the findings	Emphasis on community empowerment
Reforms and changes take time	Input tracking dependent on availability of supply-side data (government budget information)
Weak engagement with the community (no interface meetings)	Interface meetings can get confrontational
	Difficult to aggregate individual scorecards
	Small sample size can bias findings