

PRIVACY NOTICE: This survey is administered by the CLA Case Competition. The information will be used to further the understanding of CLA Case Competition participants and allow staff to follow-up with participants, in limited cases. The information from this survey will be available to USAID staff and contractors supporting the Case Competition and associated learning events and analyses. Email contact information is being collected for follow-up communication, in limited circumstances. Completion of this survey is a mandatory component of the Case Competition submission package. Questions? Email [submissions@usaidlearninglab.org](mailto:submissions@usaidlearninglab.org)



**Case Title:**

**Name:**

**Organization:**

**Summary:**



*Kusum Shahi, MPH Nepal Program Officer (right) and Bal Kumari Rakhil Magar, service provider and owner of Private SDP/ Tripti Polyclinic (left) going through the client feedback dashboard to identify action plan for areas of improvement highlighted by clients. Credit: Pramin Manandhar/ MPH Nepal.*

1. **WHAT:** What is the general context in which the case takes place? What organizational or development challenge(s) or opportunities prompted you to collaborate, learn, and/or adapt?

2. What two CLA Sub-Components are most clearly reflected in your case?



**3. HOW: What steps did you take to apply CLA approaches to address the challenge or opportunity described above?**

**4. RESULTS: Choose one of the following questions to answer.**

*We know you may have answers in mind for both questions; However please choose one to highlight as part of this case story*

- 5. ENABLING CONDITIONS:** How have enabling conditions - resources (time/money/staff), organizational culture, or business/work processes - influenced your results? How would you advise others to navigate any challenges you may have faced?

**Photo Caption & Credit:** Upload a photo, including a description and photo credit, to the Web Form. You do NOT need to upload a photo to this submission case form.

**If you are submitting a case on behalf of an Implementing Partner, please inform the country Mission of your intent to submit a case. If the country Mission plans to submit a case, please work on a joint case submission.**

*The CLA Case Competition is managed by USAID's CLA Practice in the Bureau for Planning, Learning and Resource Management (PLR) and by the Program Cycle Mechanism (PCM), a PLR mechanism implemented by Environmental Incentives and Bixal.*