

‘Crafting the market for social accountability approaches & tools in supply side constituencies through strategic communication and dissemination’

Divisional Level Advocacy Meeting

August 19, 2009, Kota, Rajasthan

Introduction

India has spent 60 years of welfare economy for equitable development of India and every government given the power to govern the country has tried to bring the policies for development of poor people. Thousands of crores of rupees have been spent for the development of poor and marginalized to bring them in to mainstream through various schemes and program in the years after independence. Most of these programs and schemes were designed and implemented in such a manner that excluded the participation of people in planning and implementation of the schemes. This exclusion of common mass from the program planning and implementation led the lower public expenditure outcomes. The policy makers today have understood the root cause behind this slow development and are trying to ensure maximum community participation in the implementation of schemes and so are in search of any method or technique which can ensure community participation.

CUTS Centre for Consumer Action, Research & Training (CUTS CART), in partnership with The World Bank, have piloted twice the social accountability tools in Rajasthan for conducting assessment, once in Mid-Day Meal Scheme and again in National Rural Employment Guarantee Scheme. Both the pilots triggered many operational and policy changes and GoR invited CUTS CART to do more such studies. These tools are specially designed to enhance the civic engagement. After implementing two pilot projects, CUTS CART in collaboration with the World Bank have implemented a project for creating the market in supply side constituencies by creating awareness about the social accountability tools through disseminating the impacts under the project titled ‘Crafting the market for social accountability approaches & tools in supply side constituencies through strategic communication and

dissemination'. This DLAM at Kota Division of Rajasthan is conducted for generating awareness among policy makers and service providers at the divisional level.

Background

Social Accountability refers to the broad range of actions and mechanisms that citizens, communities, civil society organizations (CSOs) and independent media can use to hold public officials and servants accountable. There are various tools of Social Accountability, like Citizen Report Card (CRC), Community Score Card (CSC) and Participatory Expenditure Tracking Survey (PETS) can be effectively used for rejuvenating the governance agenda. Government has already bought certain tools like social audit and has started using in few schemes and ready to accommodate other tools also. The government is very adaptive towards the techniques which can bring governance in the system. This strategic communication and dissemination is envisaged to help in the effort of government.

Objectives

The overall objective of this advocacy meeting was to propagate the effectiveness of Social Accountability tools and its potential to improve service delivery among policy makers through sharing the impact of the pilots so that a market for these tools can be created and government become ready to incorporate these tools in various schemes and programmes.

Participants

The event experienced participation of around 100 relevant stakeholders including Zila Pramukh, Smt Kamla Meena, Chief Executive Officer Mr. D R Meena, several Pradan and Block development officers, Program Officers of NREGS, Executive Engineers, technical assistants, Bank Officers, Panchayat Secretaries, Representatives of Civil Society Organizations, Representative from Panchayat Raj Institutions, media persons and others.



Details of the Proceeding

Welcome and Introduction

At the outset, **Om Prakash Arya, Project Coordinator, CUTS** welcomed the all the participants from various categories of stakeholders and mentioned the objectives of the DLAM and also stated the similar previous efforts of CUTS done in Jodhpur. He said that CUTS is working since last 10 years n the programmatic area of Good Governance and tools of social accountability are the approaches for bringing and maintaining the good governance.

Social Accountability approaches: CUTS Experiences

Om Prakash Arya described various tools of social accountability in detail and advocated about its incorporation in various schemes to enhance the participation of people to improve the public expenditure outcomes. Stating about Community Score Card tool, he told that this is the tool which gives an opportunity to the community to assess the performances of service providers



and also to prepare an action agenda to improve the services. He stated that this is a very effective tool to improve the accountability of frontline service providers. He also described about other tools like Citizen Report Card and Participation Expenditure Tracking Survey, which were utilized in these two pilots and illustrated their findings through presentation.

Key Findings

- Provided employment during lean season in own villages itself (97 percent).
- Improved facilities in the villages (94 percent).
- Helped in reducing migration (93 percent).
- Helped in increasing the monthly income (87 percent).
- Improvement of the status of women in the family (75 percent).
- People prefer NREGS work while work available outside (61 percent).
- Helped in creating assets, which will result in sustainable livelihoods (85 percent).
- Increased bargaining power of laborers.
- Lack of awareness about entitlements (63 percent)
- Lack of participation in the decision making process (42 percent) as people were not informed.
- Dissatisfaction on the process of measurement of work done (50 percent).
- No effective grievances redress mechanism available (39 percent)
- Low Satisfaction on the components like Transparency & Accountability (48 percent) and honesty in implementation (56 percent).
- Absence of social audit as per the provisions of NREGA.
- Shortage of implementing staffs at various levels.

Recommendations

- Exclusive Programme Officers with the responsibility of only NREGS with all required infrastructure and powers (related to executing agency at grassroots) at every block.
- Direct recruitment of staff (with reasonable salary and qualification) for NREGS at Gram Panchayat level on contract without involvement of any external agency.

- A proper mechanism to accomplish social audit (Andhra Model, where an independent social audit council works for ensuring social audit) as per the provisions of the act.
- A parallel set up to the existing administrative set up, hiring of qualified people from the market to support for the proper implementation of the NREGS, can be established (West Bengal has adopted this model & the payment is made to them from contingency).
- A public private partnership for GO-NGO collaboration in the field of NREGS as being done in the field of education.

Impact

National Rural Employment Guarantee Scheme:

- Task force to explore possibilities of convergence
- Payment through saving accounts
- Measurement of technical feasibility of work
- Removal of intermediary agencies in recruitment
- Large number of women supervisors deployed
- Capacity building of mates
- Form 6 made available
- Initiatives to accommodate social accountability tools by dept of planning, GoR
- Direct recruitment of Staff (with reasonable salary and qualification) for NREGS at GP level on contract without involvement of any external agency.
- A proper mechanism to accomplish social audit (Andhra Model, where an independent social audit council works for ensuring social audit) as per the provisions of the act
- A parallel set up to the existing administrative set up, hiring of qualified people from the market to support for the proper implementation of the NREGS, can be established [West Bengal has adopted this model & the payment is made to them from contingency]

- A public private partnership for GO-NGO collaboration in the field of NREGS as being done in the field of education.

Mid-day Meal Scheme

- Advance transfer of funds for cooking meals: Release of sufficient amount for three months in advance (from -3 months to + 3 months)
- Improvements in basic infrastructure: School Grant Facility extended to construct kitchens, food grain storage rooms
- Revision of Unit Conversion Costs: Conversion cost rates increased from Improvement in quality of food grains:
- Food grains supplied after thorough checking and proper weighing;
- Increase in number of inspections;
- Faster redressal of complaints
- Increased involvement of parent-teacher associations and PRIs:
- PTAs and PRI members have started to take active part in monitoring MDMS implementation
- INR 0.5 to INR 1.00

Screening of the Film

A film 'Social Accountability in Action: Experiences from Grassroots' showing the experiences from grassroots of using the tools of Social Accountability in getting better service delivery was shown to the participants. The screening of this film helped in providing the overview of the various social accountability tools. Several queries also emerged after showing the film which were answered during the open session.

Social Accountability: An Approach to Improve Good Governance

George Cheriyan, Director, CUTS started his address by welcoming the distinguished participants arrived there in the advocacy meeting from different govt departments, panchayat samiti and gram panchayat, civil society organizations and media. Giving the brief introduction about CUTS, he said that the organization was started with the zero budgets and expanded to state, national and international level. He said that now several countries are our clients and we are provided services to the countries in the area of policy development. He further stated that good governance is one of the best programmatic areas of the organization and we are working in this programmatic area for more than ten years.

Cheriyan stated that governance has started gaining momentum both out and inside our country. This has not happened overnight, he said. An incumbent government re-elected without any emotive issue and all the political and media analysis points out good governance as the reason. The governments which have provided governance in their region are given power again irrespective of the political parties. This gives a clear message that performance and governance are the key words in current scenario. He also mentioned the concerns of chief minister Shri Ashok Gahlot, who has given special emphasis on bringing good governance in the state.

He described briefly the effectiveness of the Social Accountability tools which are capable of raising client power and voice to demand accountability. He said that people in Rajasthan are familiar with Right to Information (RTI) & social audit but tools of accountability are new in terms of its impact.

He described the fundamental approach of these tools and demanded from the policy makers to institutionalize the use of the tools to improve various service deliveries and said that CUTS is ready and capable



enough to build the capacity of personnel from both Government & Non Government Organizations to use these effective tools. Finally he said that the purpose of this DLAM is to sensitize the government and he hoped that the same kind of meeting will continue to take place in future. Before leaving the podium he thanked the zila parishad and whole district administration for supporting CUTS in organizing the meeting.

Participants' Viewpoint

Ram Ratan Mahavar, Pradhan, Sultanpur reasoned out the execution of all work at upper level for poor implementation of any scheme. The absence of planning at lower level and lack of civic engagement in the implementation of the scheme led to poor awareness and development.

Ram Prasad Nagar, Sarpanch, Dungsra said that the corruption is very much prevalent in the society nowadays and reason for it is absence of patriotic feeling among people. He mentioned the previous scenario when



various schemes were implemented through contribution of people. He said that absence of proper evaluation and monitoring by authorities are also bringing corruption. He also pointed out that certain guideline given under NREGS can not be maintained without increase in manpower.

Suresh Sharma, Executive Engineer, NREGS said that people are not aware about their rights because they are not attending the Gram Sabha, but implementation of NREGS is improving, he said

Jaswant Singh Shaktawat, Senior Manager, Hadoti Bank, Kota initiated with the problem of payment to the NREGS workers mainly due to the problems of illiteracy and their large numbers. We are unable to make them understand that the money will remain in your account safe unless you withdraw it. So you withdraw money, only when you need it. Stating about the RBI norms of 80 payment per day by an employee, he said there is huge workload on the staffs. He suggested the NREGS officials to provide the information of payment in a compact disc using software, which can be easily transferred to the accounts of beneficiaries.

Rajiv Singh, Block Development Officer, Itawa opposed the statement of 5 paise reaching to the poor people, he said that it is the vice-versa which is correct and 95 paise is reaching to the people under NREGS

One PRI representative told that absence of social accountability brings corruption. The money, which coming for poor people is siphoned off because the people either do not participate in the process or they don't possess information about various schemes. He said that this is the responsibility of community also that how it let the money be spent. He suggested that for more information and participation of people, 30% of the money under the scheme should be spent on information and communication activities.

Panel Remarks

Chief Executive Officer, Kota, Mr. D. R. Meena, started with saying that the focus of discussion of participant should have been the people's participation and bringing governance in the system through it, but NREGS have become the focus of discussion due to its vast nature. He said that it is a matter of discussion that social audit, RTI and other tools of social accountability can improve accountability in the system. He said there is a need that both government authorities and Panchayati Raj representatives work together so that the situation can be improved and the responsibility for this is more on the government officials as he is educationally forward and the society has

certain expectations from them. Further he mentioned that not only NREGS but all the government schemes should be given appropriate attention. The participation of community, more interaction of common mass with the government officials will certainly provide local solutions to improve the implementation of the scheme. He appreciated the CUTS work to enhance the civic engagement through the use of social accountability. He said that until and unless, there is information on the various aspects of implementation, we couldn't rectify, so such studies should be conducted regularly and it should be jointly done by the government, PRIs, People and CSOs.



Zila Pramukh, Kota, Smt Kamla Meena, started by saying that it is imperative that we understand our duties to be accountable to the people. She said that it is very unfortunate that only 15 people gather at a place and conduct social audit and I accept my duty to improve the accountability in the district but only I can do to a certain extent only. Stating about certain examples, she said that wherever the people are aware, *sarpanch* is educated and performs his duties, the progress is made in all sectors of education, health, NREGS.

Replying to the comment of Jaswant Singh, Bank Manager, She said the deposits of the Banks and post offices have increased and post offices are being revived due to deposit under NREGS. Mentioning about few problems of NREGS, she said measurement is not being done correctly due to lack of manpower. She told CUTS to recommend the separate offices for grievance redress under NREGS. She also told CUTS to

recommend central government to inverse the ration from 60:40 to 40:60 as the most of the *Kutch* work have been completed.

Conclusion and Vote of Thanks

Madhu Sudan Sharma, Project Officer, CUTS proposed the vote of thanks. He thanked all the distinguished guests and participants, who attended the Divisional Level Advocacy Meeting from various places and gave special thanks to Zila Pramukh and Chief Executive Officer for their presence and also to the District Collector and district administration for their support in organizing the meeting.

Media Clippings

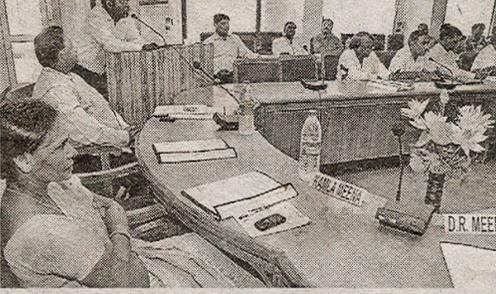
दैनिक भास्कर
कोटा : गुरुवार 20 अगस्त, 2009

कार्यशाला | सरकारी योजनाओं का अपेक्षित लाभ नहीं मिलने पर चर्चा नरेगा में जवाबदेही की कमी

भास्कर न्यूज़ | कोटा

राष्ट्रीय ग्रामीण रोजगार गारंटी योजना (नरेगा) पर हुई कार्यशाला में वक्ताओं ने कहा कि इस महती योजना में पारदर्शिता और जवाबदेहिता की कमी के कारण जरूरतमंदों को अपेक्षित लाभ नहीं मिल पाता।

जिला परिषद के विकास हॉल में बुधवार को कट्स इन्टरनेशनल संस्था की ओर से 'नरेगा में सामाजिक जवाबदेहिता के उपकरणों के उपयोग' विषय पर रखी गई कार्यशाला में जिला प्रमुख कमला मीणा ने कहा कि पारदर्शिता एवं



नरेगा पर बुधवार को आयोजित सेमिनार में उपस्थित जिला प्रमुख व अधिकारी।

जवाबदेही के अभाव में नरेगा, जननी सुरक्षा योजना और इंदिरा आवास जैसी ग्रामीण विकास की योजनाओं का लाभ जनता को नहीं मिल पाता। कट्स संस्था के समन्वयक ओमप्रकाश आर्य ने राज्य के सिरोही

जिले में कराए गए सर्वे का हवाला देते हुए कहा कि 52 फीसदी लोगों ने नरेगा योजना में पारदर्शिता नहीं होने की बात कही है। साथ ही शिकायतों का उपयुक्त तरीके से निबटारा नहीं हो पाता। जिला परिषद के मुख्य कार्यकारी अधिकारी डीआर मीणा ने कहा कि नरेगा के क्रियान्वयन में सुधार के प्रयासों के वांछित नतीजे सामने आए हैं। योजना के वास्तविक मकसद को हासिल करने के लिए जनप्रतिनिधियों को शिक्षित करने की जरूरत है। कार्यशाला में मौजूद अधिकारियों, जनप्रतिनिधियों एवं स्वयंसेवी संगठनों के प्रतिनिधियों ने भी विचार व्यक्त किए।

राजस्थान पत्रिका

20 अगस्त 2009

नरेगा में जवाबदेही को प्रभावी बनाया जाए

कोटा। जिला प्रमुख कमला मीणा ने कहा कि नरेगा में जनसहभागिता व जवाबदेही की व्यवस्था को प्रभावी बनाने की जरूरत है। नरेगा की शिकायतों के निबटारे के लिए अलग से कार्यालय बनाए जाने चाहिए। मीणा बुधवार को कट्स इंटरनेशनल की ओर से जिला परिषद के विकास हॉल में आयोजित कार्यशाला में बोल रही थी। नरेगा में सामाजिक जवाबदेहिता विषय पर आयोजित इस कार्यशाला में मीणा ने कहा कि पारदर्शिता एवं जवाबदेही के अभाव में नरेगा, जननी सुरक्षा योजना, इंदिरा आवास जैसी ग्रामीण विकास की योजनाओं का पूरा लाभ जनता को नहीं मिल पा रहा।

दैनिक नवज्योति

कोटा, गुरुवार 20 अगस्त 2009

नरेगा की सफलता के लिए जन सहभागिता व जवाबदेही आवश्यक

नगर संवाददाता

कोटा, 19 अगस्त। जन सहभागिता व जवाबदेही के बिना नरेगा योजना सफल नहीं हो सकती। ग्राम सभाओं के जरिए सामाजिक अंकेक्षण एवं जवाबदेही की व्यवस्था को प्रभावी बनाना होगा तभी राष्ट्रीय ग्रामीण रोजगार गारंटी योजना के उद्देश्यों की प्राप्ति हो पाएगी।

यह तथ्य बुधवार को जिला परिषद के विकास हाल में कट्स इंटरनेशनल संस्था की ओर से नरेगा योजना में सामाजिक जवाबदेहिता के उपकरणों के उपयोग विषय को लेकर आयोजित की गई कार्यशाला में उभरकर आए।

कार्यशाला में उपस्थित संभागियों को सम्बोधित करते हुए जिला प्रमुख श्रीमती कमला मीणा ने कहा कि अधिकारी, जन प्रतिनिधि एवं आमजन जागरूक होकर अपनी जिम्मेदारी समझेंगे तो इस योजना का लाभ जरूरतमंदों तक पहुंचाया जा सकता है। उन्होंने कहा कि सामाजिक अंकेक्षण की व्यवस्था को प्रभावी बनाने की दरकार है। पारदर्शिता एवं जवाबदेही के अभाव में नरेगा, जननी सुरक्षा योजना, इंदिरा आवास जैसी ग्रामीण विकास की योजनाओं का लाभ जनता को नहीं मिल पाएगा। कार्यशाला को सम्बोधित करते हुए जिला परिषद के मुख्य कार्यकारी

अधिकारी डी.आर. मीणा ने कहा कि नरेगा के प्रारंभिक उद्देश्य की प्राप्ति में हम सफल रहे हैं। उन्होंने योजना के वास्तविक उद्देश्यों की प्राप्ति के लिए जन प्रतिनिधियों को शिक्षित करने पर जोर दिया। मुख्य कार्यकारी अधिकारी ने कहा कि नरेगा के क्रियान्वयन में सुधार के प्रयासों के भी वांछित परिणाम सामने आए हैं। कार्यशाला में कार्यक्रम अधिकारियों, विकास अधिकारियों, जन प्रतिनिधियों एवं स्वयं सेवी संगठनों के प्रतिनिधियों ने नरेगा को लाभकारी बनाने एवं योजना के प्रभावी क्रियान्वयन के सुझाव दिए।

नरेगा में 'शिकायतों' के लिए अलग कार्यालय बने

कोटा, 19 अगस्त। नरेगा में शिकायतों के निबटारे के लिए अलग कार्यालय बना जाने चाहिए। जिला प्रमुख श्रीमती कमला मीणा ने कट्स इन्टरनेशनल की ओर से आयोजित संभाग स्तरीय पैरवी बैठक में बोल रही थी। यह कार्यशाला सामाजिक जवाबदेहिता के संदर्भ में रखी गयी थी।

जिला प्रमुख ने कहा कि यह योजना महिलाओं को प्रशक्त करने में सफल रही है, परन्तु अधिकारियों एवं कर्मचारियों पर बहुत भार बढ़ाया है। खुशी इस बात से है कि जैसा गरीबों के हाथ में जा रहा है। उन्होंने कहा कि गांव में पक्के कार्यों को बढ़ावा देने के लिए 60.40 के अनुपात को घटा कर 50-50 कर देना चाहिए। ताकि परिसम्पत्तियों का विकास हो सके।

इसी कार्यशाला में जिला के मुख्य कार्यकारी अधिकारी ने कहा कि जनप्रतिनिधि और



कट्स की बैठक को संबोधित करती जिला प्रमुख श्रीमती कमला मीणा।

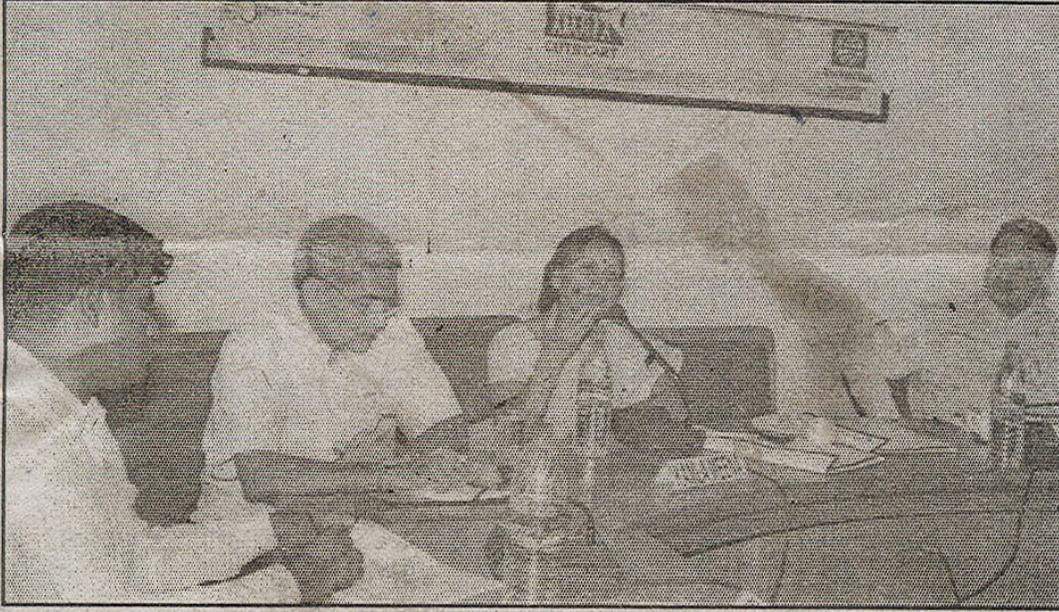
सरकारी कर्मचारी जब मिलकर कार्य करते हैं तो कार्य अच्छा होता है। उन्होंने कहा कि थोड़ी कमियां हैं पर उनसे डरने के बजाए उनसे कैसे निबटा जाये यह महत्वपूर्ण है। उन्होंने कहा कि नरेगा के अन्तर्गत 95 फीसदी पैसा लोगों के पास जा रहा है।

कट्स इन्टरनेशनल के निदेशक जार्ज चेरियन ने सुशासन को आज के समय का एक महत्वपूर्ण मुद्दा बताया और कहा कि हाल में

हुए लोक सभा के चुनाव परिणाम साफ इशारा करते हैं कि जो सरकारें अच्छा शासन देंगी, वहीं सरकारें बची रह पाएंगी। कट्स इन्टरनेशनल के परियोजना समन्वयक ओम प्रकाश आर्य ने शुरुआत में सामाजिक जवाबदेहिता के उपकरणों के बारे में विस्तार से बताया और कहा कि इनके प्रयोग से सामुदायिक भागीदारी बढ़ाकर योजनाओं को सफल बनाया जा सकता है।

नरेगा में शिकायतों के निपटारे के लिए अलग कार्यालय बनाए जाएं

कट्स इंटरनेशनल द्वारा सामाजिक जवाब देहिता पर कार्यशाला सम्पन्न



कोटा 19 अगस्त। नरेगा में शिकायतों के निपटारे के लिए अलग कार्यालय बनाए जाएं। उक्त बात जिला प्रमुख श्रीमती कमला मीणा ने कट्स इंटरनेशनल द्वारा आयोजित संभाग स्तरीय पैरवी बैठक को संबोधित करते हुए कही। यह कार्यशाला सामाजिक जबाबदेहिता के संदर्भ में रखी गयी थी। जिला प्रमुख ने कहा कि यह योजना महिलाओं को सशक्त करने में सफल रही है पर अधिकारियों एवं कर्मचारियों पर बहुत भार बढ़ गया है पर खुशी इस बात से है कि पैसा गरीबों के हाथ में जा रहा है उन्होंने कहा कि गांव में पक्के कार्यों को बढ़ावा देने के लिए 60:40 के अनुपात को घटा कर

50:50 कर देना चाहिए ताकि परि सम्पतियों का विकास हो सके।

इसी कार्यशाला में जिला के मुख्य कार्यकारी अधिकारी ने कहा कि जन प्रतिनिधी और सरकारी कर्मचारी जब मिल कर कार्य करते हैं तो कार्य अच्छा होता है उन्होंने कहा कि थोड़ी कमियां हैं पर उनसे डरने के बजाए उनसे कैसे निबटा जाये, यह महत्वपूर्ण है। उन्होंने कहा कि नरेगा के अंतर्गत 95 फीसदी पैसा लोगों के पास जा रहा है।

कट्स इंटरनेशनल के निदेशक जार्ज चेरियन ने सुशासन को आज के समय का एक महत्वपूर्ण मुद्दा बताया और कहा कि हाल में हुए लोक सभा के

चुनाव परिणाम ये साफ इशारा करते हैं कि जो सरकारें अच्छा शासन देंगी वही सरकारें बची रह पायेगी। कट्स इंटरनेशनल के परियोजना समन्वयक ओम प्रकाश आर्य ने शुरूआत में सामाजिक जबाबदेहिता के उपकरणों के बारे में विस्तार से बताया। और कहा कि इनके प्रयोग से सामुदायिक भागीदारी बढ़ाकर योजनाओं को सफल बनाया जा सकता है। कार्यशाला में जिला प्रमुख एवं मुख्य कार्यकारी अधिकारी के अलावा जिले के प्रधान विकास अधिकारी, कार्यक्रम अधिकारी, अभियंता गण, बैंक अधिकारी, ग्राम सेवक गण आदि कुल मिला कर 100 प्रतिभागियों ने भाग लिया।