

Event Report

‘Divisional Level Training On Community Score Card (CSC)’

SWARAJ, CECOEDECON, Jaipur, Rajasthan
1-4 December 2010

Under the Project

‘Developing a culture of good governance and accountability in the state of Rajasthan, India through involving CSOs and building their capacity with a focus on improving the public expenditure outcomes’



Organised by

CUTS Centre for Consumer Action, Research & Training (CUTS CART)
277, Sindhi Colony, Bhaskar Marg, Bani Park,
Jaipur – 302 016, INDIA
Telephone: 91-141-513 3259/228 2821
Email: cart@cuts.org
Web: www.cuts-international.org/cart

Background

To develop a culture of good governance, there is need for a cadre of people, who are deep rooted in society, having enough capacity and are ready to bear flag of good governance. After testing the potential of Community Score Card (CSC) in improving public expenditure outcome, the need was felt for a cadre of people, who can further use and implement the CSC in various service deliveries to improve outcomes. CUTS has taken this initiative and implementing a project *'Developing a Culture of Good Governance and Accountability in the State of Rajasthan, India through Involving CSOs and Building their Capacity with a Focus on Improving the Public Expenditure Outcomes'*, with the support of Affiliated Network of Social Accountability in South Asia Region (ANSA-SAR).



Under the project a four-day divisional level training programme was organised by CUTS on December 1-4, 2010 at Swaraj, CECOEDECON, Jaipur.

Participation

Two representatives from each of the district in 3 divisions namely Ajmer, Bharatpur and Jaipur of Rajasthan state have been imparted training on Community Score Card. Total 21 participants, who are mainly representatives from different partner organizations based in districts were covered in these three divisions got trained in the divisional level training.

Om Prakash Arya, Amar Deep Singh of CUTS, Shobha Chouhan and Deepak Yogi, who were trained during State Level ToT, acted as resource person for the training. George Cheriyan, Director, CUTS International provided necessary guidance and attended the last day of the training and the valedictory session.

Training

Before starting the training, participants were asked about their expectations from the training workshop. The participants were mainly interested to learn the CSC process and use of social accountability tools for improving governance. They were briefed about the governance issues and concept of the accountability in present scenario. They were also informed that CSC is an instrument or tool for all stakeholders of any project to ensure accountability, transparency and responsiveness from service providers at the local level. Participants were provided the training manual prepared in Hindi language and some other publications related to the governance.



First two days, participants learned about the objective of CSC, process and six major steps of CSC. These steps are mentioned as below:

- Preparatory groundwork and organisation of community gathering
- Input-tracking scorecard
- Performance scorecard by community
- Self-Evaluation scorecard by service providers
- Interface meeting and action planning

Field Exercise

Out of the 4 days training programme, one day participants were taken for field exercise to use their learning in practical. The field exercise was done in *Dehlala* and *Bapugaon* Gram Panchayat of Chaksu block of Jaipur district. Ground level preparatory work for conducting the field exercise was done prior to the training programme. All the participants were divided into two groups A & B and each group was taken in a gram panchayat and assigned an MGNREGS work to conduct CSC exercise. The participants were also given cases prepared on the basis of information collected from two *Gram Panchayats*, for making them familiar with the context. The ground level preparatory work for both the exercises was done earlier by the team of CUTS.

During the CSC exercise, each participant was assigned responsibility according to their learning to perform. The necessary background information regarding the Gram Panchayat and selected NREGA work was also provided to the participants as mentioned below.



Details of the work taken for CSC exercise

Group A-Gram Panchayat: Bapugaon, Chaksu, Jaipur

Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) is being implemented in all the districts of the country. Under this scheme, village council takes decision regarding various development activities in the Gram Panchayat and which is further approved by various NREGA officials at the block and district level. **Plantation work** at Bapugaon under NREGA is one of the development work under implementation, has been taken for assessing the components of service delivery and entitlements under NREGA in Gram Panchayat of Bapugaon, Chaksu.

There are 13 blocks in the Jaipur district. Bapugaon is Gram Panchayat in one of the block named Chaksu which is about 40 Kms away from Jaipur city. This Gram Panchayat is having 9 ward members (5 male & 4 female) from 9 different wards and one Sarpanch. Besides this, Panchayat Secretary and Asst. Secretary are two people appointed by Government to look after various activities at the village Panchayat level. All these 12 members act as service providers. Bapugaon is having about 1300 households with the population of around 5000. Out of these only 839 have Job Cards, which is precondition to get work under NREGA. **Bajranglal Choudhary** is **Sarpanch** and **Ramphool Saini** is **Panchayat Secretary** of the Bapugaon Gram Panchayat.

Name of Work: Plantation at Bapugaon
Starting Date: 01/07/.2010
Technical Sanction Date: 07/06/2010
Sanctioned Amount: 16.38 Lac (Labour: 9.58 Lac; Material: 6.80 Lac)
Expected Labour: 100; Almost 80% completed

Group B- Gram Panchayat: Dehlala, Chaksu, Jaipur

Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) is being implemented in all the districts of the country. Under this scheme, village council takes decision regarding various development activities in the Gram Panchayat and which is further approved by various NREGA officials at the block and district level. **Gravel Road** (From Bawanpura to Basara) under NREGA, is one of the development work under implementation, has been taken for assessing the components of service delivery and entitlements under NREGA in Gram Panchayat *Dehlala, Chaksu*.



There are 13 blocks in the Jaipur district. *Dehlala* is Gram Panchayat in one of the block named Chaksu, which is about 40 Kms away from Jaipur city. This Gram Panchayat is having 11 ward members (6 male & 5 female) from 11 different wards and one Sarpanch. Besides this, Panchayat Secretary and Asst. Secretary are two people appointed by Government to look after various activities at the village Panchayat level. All these 14 members act as service providers. *Dehlala* is having about 900 households with the

population of around 4000. Out of these 875 have Job Cards, which is precondition to get work under NREGA. Murli Devi Meena is Sarpanch and Narnarayan Tiwari is Panchayat Secretary of the *Dehlala* Gram Panchayat.

Name of Work: Gravel Road (From Bawanpura to Basara)
Work Code: 271201303710815691
Starting Date: 01/10/.2009; Completion Date: 30/04/2010;
Technical Sanction Date: 25/08/2009
Sanctioned Amount: 15.95 Lac (Labour: 10.81Lac; Material: 5.14 Lac)
Amount spent: Labour: 5,54,315 Material: 65,670

Valedictory Session

Last day of the training, participants were asked to share their experience of conducting CSC exercise in actual work of NREGA. Resource persons of the training shared their observation of CSC exercise.

In valedictory session, the participants were asked to provide their feedback about the training. The participants provided positive responses and stated that this training would be very helpful in their work on governance. All participants were also awarded with the certificate of participation.



Results

The concept of social accountability and methodology of CSC have been started to percolate down to the level of *Gram Panchayats* (Village Councils). The participants were found confident enough to conduct CSC not only in NREGS but in other schemes also. Few of the participants were very enthusiastic about the tool and promised to use the tools in other areas of development and will empower the community, build the relations and improve the service delivery in their areas of operation.

Problems encountered

- Against 26 participants from 13 districts, only 20 could attend the training programme due to last minute inconvenience on the part of the participants
- Several participants, who were parts of Capacity Gap Analysis did not attend the training programme and sent some other persons in place of themselves.

Problems anticipated

- As name of Social Accountability is similar to Social Audit to some extent, the Panchayati Raj Institutions (PRIs) will be fearful to be part of the exercise on CSC.
- It would also prove to be difficult to convince the officials to provide necessary ground information for conducting CSC exercise.

List of Participants
DLT on CSC in Jaipur, Rajasthan

S.No.	Participant	Organisation	District
<i>Jaipur Division</i>			
1.	Mr. M. L. Sharma	Shree Shyam Sanskriti Seva Samiti	Jaipur
2.	Mr. Suresh Kumar Saini	SAJAG Sansthan	Jaipur
3.	Mr. Ganpat Choudhary	Pragati Sansthan	Sikar
4.	Ms. Bhavana Sharma	Labour & Entrepreneurship Development Institute (LEDI)	Jaipur
5.	Mr. Pradeep Dixit	Shikshit Rojgar Kendra Prabandhak Samiti	Jhunjhunu
6.	Mr. Ajay Singh	Gramin Vigyan Seva Sansthan	Dausa
7.	Smt. Sushila Devi	Shubham Mahila Prashikshan Sansthan,	Alwar
8.	Mr. Kishan Snehi	Rajasthan Utopia Sansthan,	Alwar
9.	Mr. Manish Prasad	CECOEDECON	Jaipur
<i>Ajmer Division</i>			
10.	Mr. Kalu Singh	Magra Mewar Vikas Sansthan,	Ajmer
11.	Mr. Mohan Meena	Shri Kalyan Seva Sansthan,	Tonk
12.	Mr. Kishan Gurjar	New Saraswati Welfare Society,	Tonk
13.	Mr. Istekhar Usmani	Suksham Vigyan Samiti,	Nagaur
14.	Mr. Anil Rajpurohit	Social Action & Mobilization Participatory Rural Community Sansthan (SAMPARC),	Nagaur
15.	Mr. Pallav Pancholi	Parakram Sansthan	Bhilwara
<i>Bharatpur Division</i>			
16.	Deepak Goyal	Women & Child Development Society	Bharatpur

17.	Mr. Rahul Singh	Manav Mangal Seva Sansthan	Bharatpur
18.	Mr. Rakesh Kumar Parmar	Samajik Vikas Samiti	Dholpur
19.	Mr. Ramdas Tarun	Yuva Chetna Samiti,	Dholpur
20.	Mr. Brijbhushan Sharma	Daang Vikas Sansthan,	Karauli
21.	Ms. Satisha Choudhary	Indira Gandhi Mahila Bal Vikas Seva Sansthan,	Karauli