

Consumer Unity & Trust Society (CUTS International), Jaipur, India

‘Ensuring Service Delivery through Community Monitoring in 30 Health Centers in Tonk district of Rajasthan, India’

Evidence-Based Action Plan

Please fill out the table below for your Evidence-Based Action plan. Each proposed activity or product in your plan should have its own row in the table. You are welcome to use as many or as few rows as you would like; however please include enough activities and products to produce what you would consider a comprehensive Action plan. Be specific.

Activity or Product	Brief Description	Target Audience	What are you hoping to achieve with this activity/product?	How will you measure your success in achieving these goals?
Project Scoping	Visits to the target district	All kinds of stakeholders in the project area	Exposure of the target area, initial rapport with stakeholders and identification of 30 target PHCs	Rapport with concerned stakeholders, familiarity with the area and about the functioning of PHCs and a finalized list of 30 target PHCs
Constitution of Monitoring Cell	A monitoring cell will be constituted including unemployed educated youth with support of PRIs and other community organizations (SHGs) from the jurisdiction of each identified PHCs.	Unemployed educated youth, Members of SHGs and elected representatives	Formation of 30 teams in the jurisdiction of every PHC	Existence of 30 monitoring cells, one in each catchments area.

Sampling	Collection of list and identification of key staff in each of the 30 target PHCs as sample for monitoring absenteeism and selection of sample beneficiaries for CRC through scientific sampling process	All rural health centers and beneficiaries in the jurisdiction of the PHCs	Completion of selection of key staff in each of the identified 30 rural health centers for monitoring absenteeism and beneficiaries for CRC.	A list of identified staff, whose absenteeism will be monitored in 30 rural health centers and list of beneficiaries for CRC
District Level Launch Meeting	Informing the relevant stakeholders about the essence of the project and its activities	All concerned stakeholders in the district level and key officials from the state Dept. of Health	Stakeholders will be informed about the project and will be brought on board through the launch meeting.	Participation of stakeholders in launch meeting, their feedback and their cooperation during the project implementation
Developing & Printing Community Monitoring Card (CMC) & Citizen Report Card (CRC)	Developing CMC and questionnaires for conducting CRC, executing field testing and finally printing CMC & CRC after incorporating the experiences from the field.	The identified sample of staff/beneficiaries	Necessary tools/questionnaires in place to do the required monitoring of absenteeism and the CRC	Finally developed CMC & CRC
Orientation of the members for conducting CMC & CRC	The members of monitoring cell identified for the purpose and data collectors through the use of CRC will be oriented for conduction CMC & CRC process	Identified youths, Community Based Organizations and their members etc in the catchments area of the PHCs	Members of monitoring cell for CMC & CRC will be fully equipped with the understanding of the process of CMC and CRC.	Successful conduction of CMC and CRC
CMC & CRC	Team members will visit the	The health	Completed CMC and	Crude data obtained

Process	public health Centers for spot observation according to the design of CMC and visit households for filling CRC forms	professionals and the beneficiaries from the identified 30 rural health centers	CRC	
Secondary Data Collection	Employee under the project will keep eye on the newspapers, websites etc and keep visiting the government offices for collection of secondary data.	Websites, newspapers and key officials of government department.	Data collection from secondary sources	Secondary data gathered
Interviews and Focus Group Discussion	Data/information will be collected through direct interview and few focus group discussions to reason out the problems	The health professionals & beneficiaries in the catchments.	Data/ Information on the views of service providers about their absence from service delivery	Collection of data/ information
Interface Meeting	An interface meeting between service providers and service recipients will be organized	Health Service Providers from the identified health centers and the service recipients	This interface meeting will make the participants understand the problem of each other	Reduction in conflict will strengthen the bond between service providers and recipients
Compilation and analysis of data collected through various methods of data collection	All the data collected will be compiled and analyzed to produce meaningful information		Production of authentic information about the status of service deliveries and reasons & gaps behind it	Availability of produced information
Civic Engagement Process	Engagement of the community members from the jurisdiction of each identified	Community members of the catchments area of the project	Engagement of the citizens in the continuous process of monitoring	Continuous monitoring through engaged citizens

	health centers to sustain the process of monitoring through community mobilization.		through their empowerment	
Publication of communiqué	A communiqué will be published and distributed for the purpose of awareness generation and dissemination of findings among the relevant stakeholders in the project area and beyond.	All the relevant stakeholders	Generation of awareness and dissemination of the important findings of the project among all kinds of stakeholders.	Increased level of awareness can be measured through the end evaluation.
District Level Dissemination Meeting	It will be an opportunity to present the finding of the analysis of the monitoring and presenting the community based model of monitoring absenteeism in presence of various stakeholders	District level decision making authorities and other concerned stakeholders including media, other civil society organizations	Dissemination of findings of the whole study and decisions by the authorities to make the service delivery better	More informed service providers and policy influencers.
State Level Dissemination Meeting	Presentation of the project findings for wider outreach and for helping the state's policy makers to get actual status of the service delivery at grassroots level.	State level policy makers, decision making authorities and other concerned stakeholders including media, other civil society organizations	Some policy decisions for improving service delivery.	Policy changes for ensuring more effective service delivery in place
Printing & Distribution of Final Document	The final findings in a report form will be printed in sufficient number and distributed to significant stakeholders and agencies	Significant stakeholders	Wider dissemination of the project findings	Accumulated pressure generation for change and improvement in service delivery from all side

