

**Name of the CSO:**

**Consumer Unity & Trust Society (CUTS International)**

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**Project name & PTF code:**

“Contributing towards Corruption Free and Transparent Service Delivery in ‘Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)’ through Civic Engagement in Jaipur and Tonk Districts of Rajasthan, India”

**1. Project Goal:**

“Selected 6 blocks of Jaipur (04) and Tonk (02) Districts of Rajasthan have corruption free Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)”

**2. Project Objectives:**

<b>As specified in the Approved Project proposal</b>	<b>Status of achievement at completion</b>
Inclusion of the targeted and identified eligible entitlement holders of selected blocks of Jaipur and Tonk	Under the project around 45,000-48,000 job cards coming from 17, 000 households belonging to 325 villages of 65 Gram Panchayats (hereafter GPs) were covered. Around 900 excluded households were identified and 726 households were included in the MGNREGS by issuing them new job cards. Remaining 274 excluded household had been helped to get new ration cards so that they can initiate the process of having new job cards since having ration card is precondition for issue new job card. Till project end almost all of them have applied to have new job cards to be issued to them so that they can get job under the scheme
The targeted and identified entitlement	<ul style="list-style-type: none"><li>• <b>Demands for the 100 days of employment:</b></li></ul> A total of 1100 job card holders demanded job under MGNREGS first time after filling

<sup>1</sup> It is suggested that the Annexes be prepared first.

holders of selected blocks of Jaipur and Tonk Districts are getting all the stipulated entitlements in MGNREGS – guaranteed days of employment, wages, allowances and facilities at the worksites.

up form number six and most of them around 950 job card holders got work within 15 days of demand while rest 150 also got job but after 20 to 25 days or so. It is noticed that if people demand job through form number six then they definitely get the job otherwise in absence of the awareness most of job card holders demand job orally and get only if work is sanctioned.



In above mentioned cases around in 35 reported cases special must rolls were sanctioned specially for the job seekers who demanded job through form number six. (Cases of Tyond, Khandel, Kazipura, Chanwandiya, Ganwar and Dabich Gram Panchayats)

- **Different Entitlements paid to the job card holders –Full wage rate, Payments on time and worksite facilities, etc.**

Full Wages:

It is noticed that in Rajasthan MGNREGS work is allotted to the group of five job seekers. Since these groups are not made as per the choice of the group members as a result out of five one or two members particularly male or elderly are there who do not finish their given task as a result groups is unable to get full wages of Rs. 133 per day per person. So during the intervention it was advocated to make the group of works as per workers choice. In the case of Phagi block, Block Development Officer instructed to all the concerned GPs for fixing up the groups for one year as per choices of entitlement holders. As per end level survey total 6% entitlement holder got their full wages against of the 0.6 at baseline.

Wage payments:

Delayed wage payment is usual phenomenon in MGNREGS. At the start of the project wage payments used to be done in 42 days but as per the endline data payments are still delayed up to 37 days. It is experienced that in some of the GPs wage payments are delayed up to five to six months. Wages which were on hold in such cases were targeted to be released and around Rs. 24 lakhs wage amount were successfully released and paid after complaining about the same at state level through MGNREGS helpline, through state authorities and filing round 10 RTI applications asking causes of delay and responsible person for the delay. (Cases of Kazipura, Jorpura, Dhandholi

*Gram Panchayats)*

- **Number/proportion of citizens participated at different stages in MGNREGS. Suggestions made and accepted by authorities**

In the MGNREGS the social audit process is almost inactive and Special Gram Sabhas (Village council meetings for social audits) are not taking place since one and half years so this option is almost closed for the job card holders. Though the social audit process has been activated in the month of January, 2013 again and new social audit committees are under formation. During the project period 65 GPs were covered and on an average around four Gram Sabhas were conducted in each GP and in each Gram Sabha on an average around 100 MGNREGS job card holders taken part so it was ensured that on an average 6500 job card holders taken part in the MGNREGS related discussions during the Gram Sabhas taken place during the project period. During these Gram Sabhas most of the suggestions were related to the works to be undertaken under MGNREGS in different villages. Though it very difficult to arrive at any number but as per the feedback of the CGCCs and being at the lowest side, in each Gram Sabha at least two suggestions were accepted given by the MGNREGS entitlements holders who were mobilized under the project so on an average 130 suggestions were accepted by the GP authorities. Further to this is not known that how much suggestions were accepted out of these 10 suggestions at block and district level. (*Case of Dhandholi and Madhorajpura GPs*).

- **The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS**

Under the project a total of 41 RTI applications were filed by the Job card holders themselves.

Around 20 RTI applications were related to the issues of corruption and On the basis of information gathered through RTI applications, in two corruption cases around Rs. 47,200 has been recovered from the Gram Panchayat officials, bogus entitlement holders, mates and Gram Rojgar Sahayaks and deposited back in government account. (*Case of Reshma wife of Shankar Yadav (recovery of Rs 26400) and Sajan Gurjar case in which recovery of Rs. 20800 was done*)

Around 10 RTI applications were related to the issues of delayed payments and less wage rate and in all the 10 cases wage payments were made immediately just after receiving the applications.

Around 5 RTI applications were related to complaint redressal processes in which it was asked that how many complaints are received at GP or block level and information about duration and disposal rate was sought so that complaint redressal process can be speedite. As a result of these applications all the pending complaints were disposed of quickly. (*Case of Dabich and Dholi GPs*).

The remaining RTI applications were related to the information of Gram Sabhas, social Audit and participation of entitlement holders in these meetings.

- **A sustainable enabling environment has been created in the project are for getting the stipulated entitlements by all eligible people under the scheme**

8 citizens groups with a total 120 community members, 15 social audit members and 8 CGCCs are there within the community. Towards end of the project some more community volunteers around 20 in number jointed with project activities and existing CGCCs and community volunteers.

- **Policy advocacy with the government for reforming the service delivery processes in MGNREGS**

86 interface meetings with GP officials, 12 meetings with Block officials, 8 with district level officials and 6 with state level officials were done under the project. During the meetings mostly MGNREGS issues were discussed and ground realities were shared with the officials. They also shared their perspectives on the issues being discussed with them. At GP level mostly the problems related to the MGNREGS were discussed and being sought the immediate remedy from those problems. In most of the problems service providers responded positively and taken some action as well.

*Note: The following number is an estimated average based on the direct feedback of the CGCCs.*

Meetings with/At	NO. of Meetings	Average No. of problems submitted	No. of cases: Action taken	Main issues/Problems	Methodology
<b>Community level</b>	150	1500	1500	<ul style="list-style-type: none"> <li>• Non-availability of work</li> <li>• Delayed payment</li> <li>• Less Wage rate</li> <li>• Corruption</li> </ul>	Empowered for how to deal with the problems with the help of CGCCs
<b>GP level</b>	86	860	200	Same as above	Job card holders were advised for writing, follow-up,

						using MGNREWGS helpline
	<b>Block</b>	12	120	30	Same as above	
	<b>District</b>	6	40	40	Same as above	Raised issues orally and responded positively
	<b>State</b>	5	30	30	Same as above	Raised issues orally and responded positively
	<b>Total</b>	<b>262</b>	<b>2550</b>	<b>1800</b>		
Effective Participation of the targeted and identified entitlement holders at all stages of MGNREGS – identification, planning, monitoring and evaluation – in the selected 6 blocks of the Jaipur and Tonk districts.	<p>Public participation of the entitlement holders in the identification, planning and monitoring is very poor because of so following key reasons; Lack of information about the Gram Sabhas, Poor consideration of the suggestions given by the people by GPs, Lack of trust among entitlement holders for service providers. But despite such situation around 6500 entitlement holders took part in the planning process in the targeted 65 GPs. On an average 50 to 60 proposals were given by the entitlement holders in each GP but out of those only 35 to 40 were considered fit for forwarding for sanction at Block level. The average number of works sanctioned in each GP was only 7 to 10 proposals out of 35 to 40 (Name of GP=proposals sent/proposals sanctioned; Khandel=24/9, Kazipura=72/10, Relana=58/12, Dhandholi=25/7, Gagraadu=45/13, Tordi=3/1, Dholi=2/1, Bichchi= 27/9, Dabich=29/11, Madhorajpura=23/9.)</p> <p>As far as community Monitoring of the MGNREGS works is concerned it is also very-very poor despite the provisions of social audit and others. It is general trend that hardly local community people bother to oversee the ongoing works. But under the project total 143-160 community members volunteered their services to oversee the MGNREGS works in their locality. These community people were part of the CGCC group at block level scattered in various GPs and vigilantly monitored the execution of the works, noted local issues and problems and helped them to solve the same as per complaint redressal mechanisms and processes.</p>					
Improvement of	As per baseline survey results the rate of corruption was around 23 percent which					

<p>the quality of governance and reducing corruption in MGNREGS in Rajasthan, especially in Jaipur and Tonk Districts.</p>	<p>came down up to 15 percent as came out of the end line survey. During the project the complaint redressal mechanism of the GPs and block level also improved as came of the interviews of the beneficiaries and time taken in the complaint redressal was reduced. Definitely the bribe experiences of the beneficiaries were also reduced due to usages of RTI, using state helpline of registering complaints related to poor service delivery and corruption etc. As per the baseline results the average bribe paid by a beneficiary was Rs. 123 for getting their entitlements and wages on time while the amount came down up to Rs. 96. Now People mainly bribing to the mates for getting work done by a machine or getting wages without working at worksites. The recovery of Rs. 47, 200 from the corrupt officials also given strong message in the project areas and discouraged for not siphoning off the money.</p>
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### **3. Project Area location:**

Project activities were implemented in the six blocks of Jaipur and Tonk districts of Rajasthan. In Jaipur, Phagi, Dudu, Sambhar and Govindgarh areas were covered and in Tonk district two blocks, Niwai and Malpura were selected.

### **4. Project period:**

- a) Original: April, 01, 2012 to March 31, 2013
- b) Actual: April, 01, 2012 to March 31, 2013

### **5. Project Budget**

USD 25, 000            INR: 12, 51, 000

### **6. Budget utilized** as on (March 31, 2013)

**Rs.    12, 51, 1, 90**

### **7. Project Completion Summary (maximum five pages)**

((Summarize project implementation and results achieved. This should include achievement of objectives. It should include a brief description of: (i) the activities that were carried out and the outputs that were produced due to the activities; and (ii) the results that were achieved (referring to the log frame / results framework for the project) and how the outputs and activities from the project contributed to accomplishment of each result. . In particular explain what impact the project had on reducing corruption and provide quantitative and qualitative information in support of the impact described. End this section with a self assessment of achievement of project objectives, what main

obstacles have been encountered, if any, and what actions have been taken to overcome them and project efforts and experience with constructive engagement.

Please note that PTF policy is to post the completion report on its website. So please take extra care to ensure that your report is properly edited and is ready for publication.)

## **7.1 Strategies used to achieve project goal and objectives**

### **7.1.1 CGCC model:**

Consortium of Groups for Combating Corruption (CGCCs): This informal group consisting proactive CSOs/NGOs representatives and vigilant common citizens and entitlement holders at block level. In this group total 128 community volunteers were selected from all the six blocks and trained in MGNREGS provisions, RTI and complaint redressal mechanisms to take up issues successfully related to MGNREGS, Corruption and other. These 128 community monitors were belonging from various villages of GPs in above six blocks. But towards end of the project around 20 more community volunteers joint on the way. So total 160 community monitors were in place.

This informal group effectively worked as a local resource centre, which is resourceful, Knowledgeable, well informed and self-reliant. During the project intervention, 8 CGCC groups were formed and sensitized to be consistent with supplying all resources essentially required for effective utilization of RTI Act as a tool for combating corruption.

CGCCs are of the nature of following:

- Working as a Local Resource Centre for RTI & MGNREGS for facilitating entitlement holders
- Key for Community Awareness generation reading entitlements, RTI and complaint redressal
- Motivating for filing RTI applications if entitlements are not received and if they are victims of corruption
- Providing moral support and required handholding to RTI applicants, victims of corruption and excluded eligible entitlement holders and getting the entitlements in full and to fight with the corrupt network of service providers
- A watchdog against corruption at local level in the implementation of the scheme.
- Creating enabling environment at grassroots
- Providing sustainability to the war against corruption at local level
- Empowering grassroots CSOs/NGOs for combating corruption

### **7.1.2 Peer learning: RLEK, TII, CGCC and exposure visits and cluster workshops in Bhuvneshwar**

The strategy of peer learning was proved one of the success factors in the citizens against corruption therefore avenues for peer learning for the project team members, community volunteers, CGCCs and among PTF grantees in India and Asia was very critical in terms of sharing the experiences of success as well as failures for cross learning and adopting in their back home situations. Under the project, peer learning workshops for project team members were organised in Jaipur and Bhuvneshwar to know the technical aspects of the projects and developing technical tools for better management and capturing the

results and data from fields. (Please find attached the detailed report of the same: Annexure-7.1.2 & 7.1.2.1)

### 7.1.3 Story Telling and Writeshops:

It was learnt from the earlier phases that results and successful cases created at the ground must be captured for documentation and dissemination purposes therefore these story-telling and Writeshops were kept under the project. During the project period four such workshops were organised in which the participating CGCCs shared their field stories with the fellow CGCCs and other relevant experiences so that they can learn from each other's experiences for achieving the objectives. (Please find attached the detailed report of the same: Annexure-7.1.3)

### 7.1.4 Two way interface meetings of Entitlement holders and Service Providers:

Approximately 158 interface meetings were conducted at state (2), block (6) and GP (150) level so that the issues, problems and lacuna in service delivery can be discussed with both the parties of service recipient and service providers and mutually something can be done to solve the problems. There is an estimated



number given by the local CGCCs that around 112 interface meetings were organised during the project period from State to GP level which are mentioned in the table given above, and around 1050 problems, issues or complaints were put forward by the entitlement holders and action was taken on the 300 problems, issues or complaints by the concerned authorizes so that these issues are

addressed and rest of the problems are in the process of resolution. (All the CGCCs have record of all these submitted problems or issues or complaints with them). The issues which were presented and solved were mainly related with the non-availability of works when demand, not accepting filled in forms with dated receipts, delayed wage payments, wages are not full but much lower, no difference in the wages in group completing full task and partially completing, misbehavior of mates, lack of women mates, menfolk sit idly at worksites and instigate womenfolk for not doing work, poor worksite facilities, cases of excluded eligible people, corruption in wage payment, fake names in must rolls etc.

### 7.1.5 Awareness Generation through Posters, Pamphlets, Newsletters and wall writings:

Almost in all the community meetings and interface meetings this specific component of awareness generation regarding all the entitlements of the scheme and service delivery process was kept and delivered so that the level of awareness can be raised. Four newsletters (4000), one poster (1000) and one pamphlet (1000) were printed and distributed in all the 65 covered GPs, blocks, districts and at state level as well. Under the project wall writings related to





the MGNREGS entitlements, RTI and departmental mechanism of combating corruption were written on the walls of community building or places to reach out to unreached. In all the blocks at around 350 prominent places these wall writings were done. Web links of the published materials are given below.

<http://www.cuts-international.org/CART/images/Poster-RTI.jpg> Poster on RTI

<http://www.cuts-international.org/CART/images/Pumplate-RTI.jpg> pamphlets on RTI

<http://www.cuts-international.org/CART/pdf/CitizensUp-3-2012.pdf> Citizensup: issue no. 3

<http://www.cuts-international.org/CART/pdf/CitizensUp-2-2012.pdf> Citizensup: issue no. 2

<http://www.cuts-international.org/CART/pdf/CitizensUp-1-2012.pdf> Citizensup: issue no. 1

### **7.1.6 Use of LFA and Results Indicators:**

Under the project LFA tool was used so that the results, indicators, outcomes etc. can be tracked or monitored so that they can be achieved. Under the project a document called 'Results Indicators' was also developed to capture the important and critical data and progress made in that. Both the documents are attached with the report. (Please find attached the updated LFA: Annexure-7.1.6)

## **7.2 Project activities (Details in Annex 1).**

### **7.2.1 Output 1**

Demands/Applications (number after baseline) for new job cards from eligible families;  
New job cards issued to eligible families;

Activities:

- **Identifying the entitled people for getting job cards in all 6 blocks of the districts.**

Around 900 excluded eligible households were identified in all the targeted blocks hailing mainly from Bagariya, Kanjar and Sansi communities and other backward communities as well like Gurjar and Jats

- **Making a list of excluded eligible families interested in joining MGNREGS in all 6 blocks of two districts.**

A list of all the excluded but eligible households was prepared at CGCCs level in which relevant details of all the people has been mentioned for record and follow up purpose.

- **Application/demand made by the eligible excluded families for jobs cards under MGNREGS**

Out of total 900 excluded households around 726 households were included in the MGNREGS by issuing them new job cards. Remaining 274 excluded household had been helped to get new ration cards so that they can initiate the process of having new job cards since having ration card is precondition for issue new job card.

### **7.2.2 Output 2**

Demands for the (different) stipulated entitlements;  
(Different) Entitlements paid to the job card holders – days of employment, amount, number of beneficiaries, worksite facilities, etc.

Activities:

- **Identifying the gaps in the service delivery in different stipulated entitlements under MGNREGS through Survey, visiting MGNREGS worksites and interacting with community in villages**

Under the project a baseline survey at the start and an endline surveys at the end of the project was done. (Please find attached the detailed report of the same: Annexure-7.2.2).

- **Demanding for 100 days of jobs by the eligible excluded families and getting fuller wages for it.**

In the move for getting job for 100 days a total of 1100 job card holders demanded job under MGNREGS first time after filling up form number six so that service providers can't deny for giving job and surprisingly in most of the cases (around 950 job card holders) job was provided within 15 days of demand so that service providers are not forced to pay unemployment allowance from their own pocket. While in rest of the 150 cases job was provided after 20 to 25 days or so. It is noticed that if people demand job through form number six then they definitely get the job otherwise in absence of the awareness most of job card holders demand job orally and get only if work is sanctioned. In above mentioned cases around in 35 reported cases special must rolls were sanctioned specially for the job seekers who demanded job through form number six. (Cases of Tyond, Khandel, Kazipura, Chanwandiya, Ganwar and Dabich Gram Panchayats).

In the targeted beneficiaries of 45, 000-50, 000 around 2275 entitlement holders completed their 100 days of job as a result of CGCCs efforts in the concerned GPs. {Cases of GPs= Tyond=50, Khandel=35, Kazipura (48), Chanwandiya (50), Ganwar (25) and Dabich (45)}. Along with the demand of job these people demanded for the better worksite facilities as well and mostly demanded for safe drinking water, medicines and tent facility during scorching summer days through their respective mates to the GP officials.

- **Filing of at least 500 RTI applications or more after fixing areas of corruption at various levels. As a result, users are empowered to get information, exposing the corrupt system and share it with media, wider fellow citizens so that appropriate actions have been taken against the guilty officers. As a result problem of lack of transparency, lack of services for getting entitlements, lack of accountability and high rate of corruption is addressed.**

In comparison to the previous phase in which around 450 RTI applications were filed by the CGCCs, in this particular phase only 41 RTI applications are filed. The main reason for this was that entitlement holders chosen the tool of 'MGNREGS Helpline' for knowing about their entitlements, lodging their complaints and getting information related to wage payment details, demanding jobs and other purposes. Through 'MGNREGS Helpline' entitlement holders can get all sorts of information related to MGNREGS on individual basis free of cost over mobile phone simply sitting at home and village.

S. No.	Subject of the RTI Application	No. of Applications	Outcome of the RTI applications
1.	Corruption in MGNREGS: Fake names in Muster rolls, Job Cards on rent, <i>Apna Kam Apna Khet Yojana</i> (Farm levelling of SC/ST entitlement holders under MGNREGS), Dividing wages between Mate and job card holder in the ratio of 50:50 etc.	20	On the basis of the information received. In two corruption cases recovery of around Rs. 47,200 had been ordered and money was recovered from the Gram Panchayat officials, bogus entitlement holders, mates and Gram Rojgar Sahayaks. (Case of Reshma wife of Shankar Yadav (recovery of Rs 26400) and Sajan Gurjar case: Recovery of Rs. 20800 was done)
2.	Wage payments related issues	13	In 10 cases the due payment was paid to the entitlement holders without paying any bribe otherwise in all these 10 cases bribe was asked to pay to clear the long pending dues. (Cases of Pralad Meena, Guddhi Devi, Kamla Devi and others)
3.	Worksite Facilities, Participation of entitlement holders in the GP level planning process of MGNREGS.	08	Worksite Facilities especially water facility, medicines, availability of tents were ensured in more than 10 GPs. (Khandel, Dabich, Madhorajpura, Jaisinghpura, Jorpura etc.)

- **Filing of complaints (Individual or group) for lack of service delivery and denial of entitlements and knowing about the actions taken on it using RTI as a tool. At the same time using other newly formulated accountability tools as well like public service guarantee act etc. if required.**

As per the reply of a RTI application asking about the number of complaints being registered by the entitlement holders of the targeted blocks of in Jaipur and Tonk following are the official data provided by the Rural Employment Secretariat.

S. No.	Nature of complaints	Jaipur	Tonk	Action taken
1.	Entitlement holder enquired about the Provisions of MGNREGS on the state Helpline started from Sep. 2012.	19,500	11,800	31,300
2.	Registration of the total number of complaints related to the delayed payments, Non-acceptance of the filled form no. six and corruption and other matters.	46	36	All the cases

3.	Complaints related to the Delayed payments only.	12	16	All the cases
4.	Follow up of the old complaints done.	45	34	
5.	Entitlement holders demanded job through helpline in case of denial of the same by the Concerned GPs.	27	16	Job provided within 15 days to all

### 7.2.3 Output 3

#### Number/proportion of citizens participated at different stages in MGNREGS

#### Number and type of suggestions made by the citizens on MGNREGS; and suggestions of citizens accepted by the authorities

To achieve the above outputs following activities were done under the project

#### Activities:

- **Mobilising the MGNREGS entitlement holders to participate in identifying the works, in the planning and monitoring processes to be done under MGNREGS by putting requests.**

Under this project, around 150 community meetings were done for capturing the community issues and awareness generation in which nearly 14, 000 to 15, 000 entitlement holders taken part and shared their problems, issues and experiences related to MGNREGS. Out of the total participants mentioned before around 6500 entitlement holders took part in the planning process in the targeted 65 GPs. On an average 50 to 60 proposals were given by the entitlement holders in each GP but out of those only 35 to 40 were considered fit for forwarding for sanction at Block level. The average number of works sanctioned in each GP was only 7 to 10 proposals out of 35 to 40.

- **Establishing dialogue process with Govt. Officials at block, for systemic changes, enhancing transparency and accountability in various forms of corruption so that these forms of corruption can be converted in to corruption free areas or reforms in the corrupt processes means processes will be more transparent, accountable and less corrupt.**
- **'Block Interface on Systemic Reforms (BISR)' in all the 6 blocks.**
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#### Block Interface on 'Systemic Reforms in MGNREGS'

Under the project 'Block Level Advocacy cum Dissemination Meeting' were organised in Dudu, Sambhar, Phagi, Niwai and Malpura blocks in the month of March, 2013 at block headquarters. The objectives of the meeting were to have serious discussions on the issues of MGNREGS gathering feedback of the entitlement holders and NGOs on the issues so that services of the scheme can be improved. In the meeting baseline survey findings and experiences of entitlement holders, service providers, current position

of the MGNREGS in the respective block, status of entitlement holders regarding the awareness and implementation level of various entitlements of MGNREGS like total number of days of employment, full wages, duration of wage payments, worksite facilities, corruption in the scheme at various stages, use of RTI as a tool in getting entitlements etc. was also shared with the block & GP level service providers, NGO representatives and entitlement holders.

In the meeting total 14 block level (*Pradhans*, BDOs, Additional BDOs, MGNREGS Engineers, PROs) and 37 GP level service providers (*Sarpanchas*, *Gram Sachiv*, *Rojgaar Sachivs* and JTAs) taken part actively in the meeting. In the block meetings total 210 workers, 30 mates, 32 ward members, 30 local NGO, 12 media representatives and CGCC (*Consortium of Groups for Combating Corruption*) members also actively taken part in the meetings. In the meeting participants of more than 45 Gram Panchayats were present including people of marginalised, excluded and nomadic communities of the block representing various communities and sections of society including the communities were also taken part in the discussions.

*MGNREGS Entitlement holders rose following issues related to them;*

- Work is not available at Gram Panchayat level when it is demanded
- Filled in form number six are not accepted by the GP officials or if accepted than not dated receipt of the same is not given.
- The measurement process is faulty and solely depends on the mate and rechecking process by the JTA is very week.
- Worksite management is very poor therefore there is no deference in the performing and non-performing
- Wages are not on time therefore there is less interest of people in giving full output during the day, thinking that they are not getting money when they require it most.
- There are several fake names in the must rolls who gets wages sitting at home.
- Groups are not made by the entitlement holders themselves but formed at the GP or block level. In groups several non-performing elements are entered as a result their wage rate is very low.

*Following were the Outcome of the Block Interface happened in all the selected blocks*

- Great opportunity provided to the MGNREGS entitlement holders and service providers who sat together, discussed each other's concerns and made way forward
- The thinking of the service providers was changed a bit that all the entitlement holders are non-performing but they are few of them who are instigating rest of the performers.
- Agreement that there is an immediate need of tightening the service delivery system for effective ness of the MGNREGS service and steps has to be taken tomorrow onwards.
- Betterment in the worksite management is required and cross checking process of the work done by the JTA has to be strengthened and reformed,
- Strong need of feeling responsibility of community towards doing the work honestly rather than sitting idly at worksites.
- Good representation of media and press overage.

**(Please find attached the detailed report of the same: Annexure-7.2.3)**

- **‘Compendium of Transparency and Accountability Orders’ and checking their Compliance status at Selected GP level. This compendium will include all the transparency, accountability and RTI related official orders passed so far by the department to implement and poor compliance of all of these is leading towards corrupt service delivery.**

A compendium of said orders was compiled from the website of the state MGNREGS portal and same was published. The published compendium was given to all the CGCCs, local media persons and key officials of the selected blocks. This compendium was used as tool by the CGCCs to show the local service providers about the provisions of the scheme so that they can't deny with the fact and services for ensuring the full execution of the entitlements. In the compendium total 67 orders passed by the State Govt. were included.

A brief assessment was done of the local media representatives to know the awareness level of the media persons about the Govt. orders saying that public grievances and issues related to MGNREGS published in local media reports must be taken on priority by the block and district administration and immediate steps has to be taken to redress the problems and resolve the issues. Only 10 percent of the media persons were aware about the orders but now all of them are aware about the same.

#### **7.2.4 Output 4**

***The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS***

Activities:

- *CGCCs are helping to the MGNREGS entitlement holders about using RTI*
- *Project team will visit the MGNREGS sights and advice accordingly*
- *Publishing newsletters and posters mentioning use of RTI*

Following newsletters, posters and pamphlets were published

<http://www.cuts-international.org/CART/images/Poster-RTI.jpg> Poster on RTI

<http://www.cuts-international.org/CART/images/Pumplate-RTI.jpg> pamphlets on RTI

<http://www.cuts-international.org/CART/pdf/CitizensUp-3-2012.pdf> Citizensup: issue no. 3

<http://www.cuts-international.org/CART/pdf/CitizensUp-2-2012.pdf> Citizensup: issue no. 2

<http://www.cuts-international.org/CART/pdf/CitizensUp-1-2012.pdf> Citizensup: issue no. 1

#### **7.2.5 Output 5**

***A sustainable enabling environment has been created in the project are for getting the stipulated entitlements by all eligible people under the scheme***

Activities:

- **Institutionalising self –sustainable networks of CGCCs, proactive citizenries, local CBOs and local networks through creating an online ‘community of practice’ in the area.**

An E-group of the CGCCs, proactive citizenries, local CBOs and key service providers and policy makers was formed and activated in which MGREGS related issues, research work, media reports, transparency and accountability related orders, laws are posted regularly and group discussions are ongoing on the E Group forum. This has been helpful for the group members to know about the all the posted things and sharing experiences with each other. So far 97 people from Rajasthan have been made part of the e group.

The address of the E Group is as follows. [cutsgovraforum@cuts.org](mailto:cutsgovraforum@cuts.org)

- **Orientation of CGCCs on gender perspectives of MGNREGS and doing gender analysis to identify the factors working against women entitlement holders to get 100 days of job and full wages on time.**

A Kick Start cum Orientation Workshop for CGCCs was organised under the project on May 4<sup>th</sup>, 2012 in Jaipur. The objective of the workshop was to



provide a common platform to all CGCCs members to get orientated about the project goals, objectives, outputs, activities and their role, responsibilities for achieving desired outcomes. It also provided an opportunity for participants to share their experiences with team members and concerned officials. In the workshop key officials of State Govt. including T. Srinivasan, State Chief Information Commissioner; R C Gupta, Additional District

Programme Coordinator (MGNREGS), Jaipur; P R Sharma, Adviser to Rural Development Minister, Government of Rajasthan also taken part.

The event was resulted in to reuniting all the CGCCs and bringing all the key stakeholders of MGNREGS at a platform to discuss about systemic issues and governance problems in the MGNREGS scheme. The project goals were also shared with all the participants. This particular meeting proved helpful in building relationships with service providers for future advocacy purpose. (Please find attached the detailed report of the same: Annexure-7.2.5)

- **Power analysis of key stakeholders in the MRGPs so that most powerful people can be involved in the activities as well as advocacy work at various levels.**

Power analysis exercise was done in three GPs of Phagi block. The experiences of this power analysis proved very helpful in terms of ensuring involvement of power holder in the project activities which resulted in to positive response of the local service providers at GP and Block level. This exercise also proved helpful in ensuring entitlements of MGNREGS for job card holders. In the selected GPs it was noticed that the former political leaders and Jat Community leaders are very influential so stake of such leaders proved key for project success. In the Madhorajpura GP the former MLA who resides nearby and one local Cooperative Dairy president both are very influencing, in Dabich GP, the former Sarpanch and husband of the present Sarpanchs are very influential so participation was ensured. It was also noticed that local

community health workers are also very influential among MGNREGS women entitlement holders so such three community workers were also involved in the project activities in the three GPs.

### **7.2.6 Output 06**

#### ***Policy advocacy with the government for reforming the service delivery processes in MGNREGS***

Activities:

- Engaging in policy advocacy together with the coalition partners, CGCCs, MGNREGS entitlement holders and community in general.

Since advocacy is an important activity under the project so design of its methodology is essential. As per the planned strategy and methodology, the advocacy with the policy makers was done at two levels. One is at district to block and GP level with the district to GP authorities and another is at state level. It is important to mention that at state level one forum (*MGNREGS Sanwad* or MGNREG Dialogue Forum) has been institutionalized in which most of the policy makers and top level service providers, MGNREGS Workers, NGOs working on MGNREGS take part regularly. It is open dialogue platform for all as above and concerns, issues, problems are raised by participants and solution/answered are provided or action is taken by policy makers or service providers. So this open dialogue forum was used for two times in which project team members taken part and shared the ground realities and most pressing issues of non-availability of work on demand within 15 days and not giving dated receipt of the filled in form number six, delayed payments and corruption in the scheme referring two cases of corruption in Phagi block in which later recovery of money was ordered. Other than this forum individual dialogue with concerned authorities mostly at GP level, submission of memorandums or advocacy documents to the authorities covering the field data and realities was also done.

- **Formulating systemic reforms recommendations for policy advocacy with government based on the emerged out issues during implementation**

**Following are some of the recommendations for reforming the service delivery system in MGNREGS**

- There has to be some agency to capture the demand of job under MGNREGS at district level so that 100 percent demand can be captured (Demand of jobs is not captured properly at GP level and people are not aware about the MGNREGS Helpline which is capturing demand of jobs)
- The measurement process of the completed tasks has to be online so that measurement of the task can be done on time and accurately. Because presently it is solely depends on the mate and rechecking process by the JTA is very week.
- For payment of ways, banking correspondents has to be introduced with electronic transfer of money so that entitlement holders can get money on time and in full without paying any bribe
- To avoid the fake names and ghost entries in the muster rolls, the process shall be done online with the use of any electronic device as done in Andhra Pradesh.
- Formation of Groups has to be done as per the choice of the entitlement holders and shall be fixed for one year so that tasks can be completed on time and in full.

### **7.2.7 Other Complimentary activities:**



**7.2.7.1 Continuation of ‘RTI Advisory & Information Cell (RAIC)’ to advice and provide necessary information on RTI Act. By this project team will be able to reach out to the entitlement holders within and beyond project areas to ensure the timely advice and help against corruption.**

During the year on an average 85 phone calls were received. Most of the callers were facing a situation in which service providers were demanding bribes. About 21 percent callers/visitors filed RTI applications in various departments (12 percent of them received the demanded information) and used it as a tool which helped these people to get the required services, which were denied earlier, without paying any bribes.



Most of the people who benefited from RAIC were from rural areas only and were having problems with the local service providers related to Rural Development Department (20), Local Civic Bodies (15), Water (12) and Electricity Departments (13) and District Administration (25).

Under the project two MGNREGS & RTI Information and facilitation Centres were opened in Sambhar and Dudu blocks mainly to facilitate to the local entitlement holder of MGNREGS so that they can get their full entitlements in full. During the year total 300 people took services of the Dudu facilitation centre while around 150 people were facilitated in the Sambhar facilitation centre. Most of the visitors were either having some grievance regarding the scheme or wanted information for the scheme for getting job, wages, worksite facilities and other entitlements in a bribe free manner.

**7.2.7.2 Formation of ‘District RTI Media Groups (DRMGs)’ in both the districts to publicize and control the corrupt processes. As a result sensitized media groups also become part of the intervention and help in to advocacy and mobilizing entitlement holders.**

Under the project two ‘District Media RTI Groups’ were formed in Tonk and Jaipur including the key newspaper media representatives.



Total media person who are part of this group are 25 correspondents coming from Rajasthan Patrika, Dainik Bhashkarm Nvjyoti, Rashtrador etc. which leading newspapers in the selected districts and blocks. A media consultation was also organised for all these Media Group members in which these were trained for RTI and

MGNREGS provisions as well as official orders passed by the state authority related to media. In Rajasthan there are mainly two official orders saying that it duty of the block and district authorities to take prompt action in the media news related to MGNREGS problems and issues. Copies of these orders were given to all the suggested that media persons can file RTI applications to know the status of action taken on the news covered by them related to any MGNREGS sides with the problems, issues and grievances. All the media persons were happy to have and assured to use the same to ensure accountability and transparency in the scheme in their areas. **(Please find attached the detailed report of the same: Annexure-7.2.7.2)**

**7.2.7.3 Conducting Baseline surveys as follows; STAP (Status of Transparency And Participatory mechanisms) for service providers and SCPM (Status of Corruption Vulnerability and Participatory mechanisms in MGNREGS) Survey for common citizens and entitlement holders. Base line and target values of the project will also be re-set after survey findings.**

**7.2.7.3.1 Highlights of baseline survey:**

The rate of awareness among job card holders of MGNREGS is very less and only 17 percent of the job card holders know about the form number six which is mandatory to fill to get the job. Only 16 percent know that there is provision of providing job within 15 days of job demand and only 12 percent were able to tell that job shall be provided within the radius of 5 km of the village. Only 7 percent of the workers know about the unemployment allowance which is given in case Govt. fails in to providing job 15 days of demand. It was also revealed that only 71 percent of them know about the provision of 100 days of job. Only 57 percent workers know about the full wage rate of scheme while 52 percent know about the worksite facilities. These were the surprising facts came out of a survey conducted under the below mentioned project.

It was also noticed during the survey that majority of workers (62 percent) demand job orally and 85 percent of workers denied filling any form before getting job. The average numbers of working days were around 54 and the average wage rate was Rs. 94 per person per day which is too less than the then wage rate of Rs. 119 therefore 38 percent of the workers were dissatisfied with this.

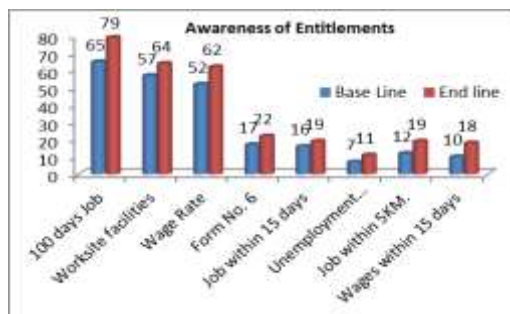
MGNREGS is having several provisions of Transparency and accountability and provision of RTI is running through the act but as far as the actual implementation of the same as above is concerned none of the provisions are working well. Only 11 percent of the people attend the Gram Panchayat activities and 4 percent of them take part in the planning process of MGNREG. About the social audit processes only 4% workers are aware and only 0.3 percent out of the 4 percent had taken part in the process at any point of time. While 24 percent of the job seekers shared in confident they have paid bribes to the service providers for getting wages without work, selling job cards to service providers, getting wages on time at workplace itself and hiring the JCB machine to complete the given task instead of doing by themselves.

Only 8 percent of the workers of MGNREGS have heard about RTI and out of them only 4 percent know little bit about the application process and only 2 percent out of it know about the Public Information Officer, Application form and Required fees etc. while nobody knows about the process of appeal. **(Please find attached the detailed report of the same: Annexure-7.2.2.1)**

**7.2.7.3.2 Endline survey Highlights:**

**Awareness regarding the entitlements:**

Awareness regarding the entitlements

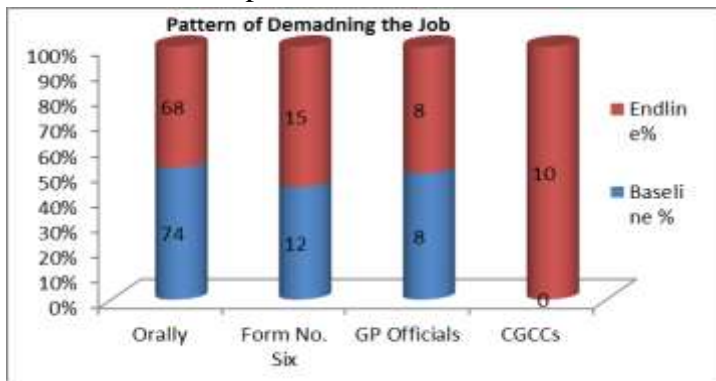


of the MGNREGS is concerned 65 percent of the MGNREGS entitlement holders were aware about 100 days of employment at start but by the end of the project the no. increased to 79 percent, 57 percent of people know about the worksite facilities like potable water, first aid box, tent and crèche facility it has

increased to 64 percent, around 52 percent of people know about the wages in 2011 now 62 percent of the people know about the revised wage rate i.e. 133, 17 percent of the MGNREGS entitlement holders know about the form number six the awareness level had increased to 22 percent, around 16 percent know about providing employment within 15 days of demand this number has now increased to 19 percent, around 12 percent people know earlier about the availability of work within the radius of 5 kilometers of the residence now 19 percent of people look into this, around 10 percent of people know about ensuring payment of the wages within 15 days of completing the must-roll this no has now become 18 percent and only 7 percent of the MGNREGS workers are aware about the employment allowance given if executing agency has failed in providing employment within 15 days of demanding the job under the scheme now 11 percent of the people are taking interest in learning the details.

**Way of demanding the job:**

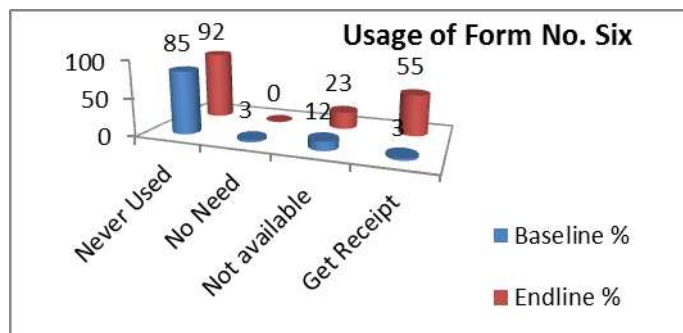
Now around 68 percent entitlement holders demand job under the scheme orally at Gram Panchayat or before mate instead of filling up form number six, while 15 percent of the people demand for job by filling up the form number six, though in most of the cases this form number six is filled out by the GP staff or mate. In the case of 8 percent entitlement holders, the job cards are either at GP level or with mate so when the work is available they get job. In 9 percent of the cases the CSO volunteers



also helped them in getting jobs.

**Reasons of not using form number six:**

Most of the entitlements holders of MGNREGS almost 85 percent never filled out or used the form number six for demanding job because of lack of awareness about the same, while 3 percent of the respondents opined that there is no need of filling up the form number six since job is available to them even without ever filling it to this. 4 percent of the people don't know how to fill the form number six. As per the survey, around 55 percent of said that they got receipt of form no. six while it is the 23 percent entitlements number six is not made to them by GP level service

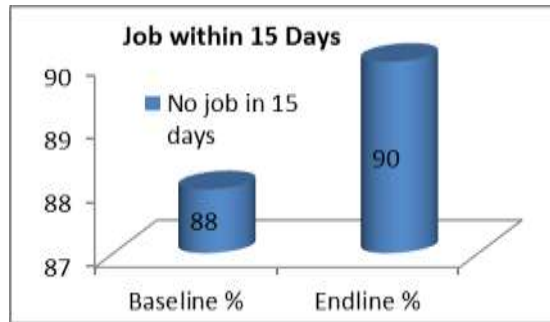


without percent of to fill the people the filled said by that form available providers.

In most of the cases it is reported that receipt is not given to them by Panchayat officials and they always discourage them for filling-up form no.6.

**Providing job within 15 days of demand:**

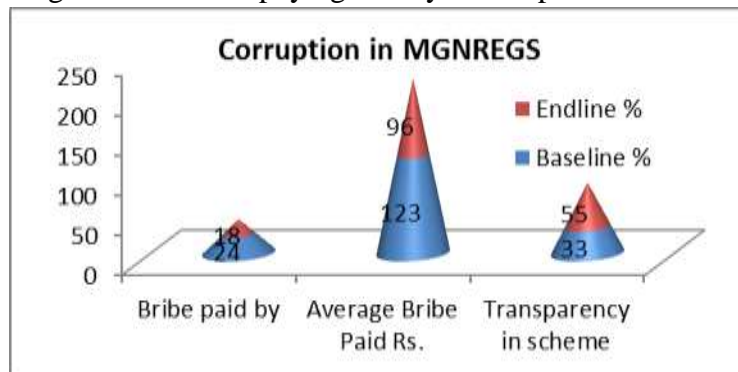
As per MGNREGS Act it is mandatory to provide job under the scheme within 15 days of demand of the job. Most of the entitlement holders, around 88 percent said that they do not get



job within 15 days after demand of the job under the MGNREGS. Remaining 12 percent of people accepted that they get job under the scheme within 15 days of demand. After the endline survey, 89 percent of the entitlement holders are not getting job within 15 days of job demand. And only 12 gets within time. Since 11 % entitlement holders are aware about the process of getting unemployment allowances therefore in case of non-receipt of the

job within stipulated time period therefore they do not demand for it. Since most of the job seekers do not have any evidence of job demand so they are not able to demand for unemployment allowance. It seems that the service providers do not give receipt of the filled in form 06 in any case so that no body is able to demand the unemployment allowances. This is a fact that unemployment allowance has to be paid from the pocket of the officials who have failed in to providing job within 15 days as a penalty of non-action therefor service providers adopt all the ways and give all sort of excuses for not giving receipt of the either form number 06 or other means of job seeking.

Around 24 percent of the MGNREGS entitlements holders earlier paid bribe now 18 percent accepted that they have paid bribe to the MGNREGS officials for various purposes like getting wages without working in MGNREGS, selling out job card to the MGNREGS officials, getting wages on time and paying money to complete the task with any hired machine or other purposes.

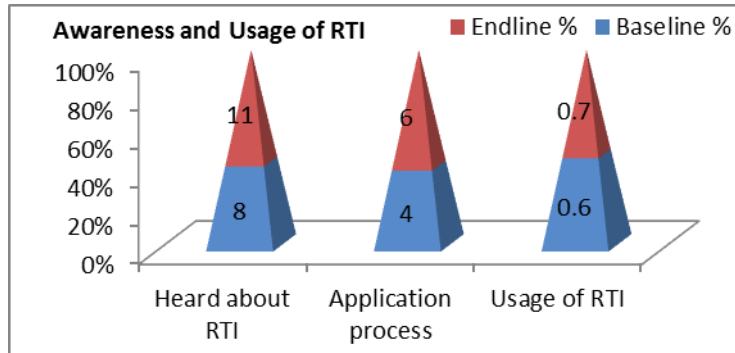


The entire service delivery chain is corrupt. Most of the respondents were unable to comment about the corruption since they were unaware about the forms in which corruption in MGNREGS is prevailing. Most of the people were able to share their experiences only related to corruption if any and did not comment on the overall corruption scenario in the Scheme. As the responses got from

the MGNREGS entitlement holders, the average amount of bribe which was paid to the MGNREGS service providers was Rs. 96 which was around Rs. 123 at baseline stage. Satisfaction level of beneficiaries in MGNREGS from Governance processes was around 55 percent while around 33 percent of the entitlement holders of MGNREGS have responded at baseline stage that MGREGS is implemented in a transparent and accountable manner.

## Usage of RTI Act, 2005

8 percent of the respondents were earlier aware about the RTI Act, 2005, now 11 percent of the people were made aware about the powerful act rest are having absolutely no idea at all about



this much empowering and progressive legislation. Earlier 4 percent of the respondents were aware about the information seeking processes now 6 percent of the people learn about this. Earlier 2 percent now 3 percent of the people are aware about the RTI Application form, Public Information Officer and required fees but only one percent of

the respondents know about the appeal process in the RTI Act, 2005. As far as usage of the RTI Act is concerned only 0.6 percent of the MGNREGS entitlement holders have ever used RTI for accessing any information from the public authorities of MGNREGS there is 0.1 percent increase in this now 0.7 percent people used this act. The response shows that there is not much awareness as well as usage of RTI Act, 2005 in the MGNREGS in rural areas. One of its main reasons is that in MGNREGS most of the entitlement holders are women and most of them are not highly educated so they are unaware about such laws. Rate of Answerability to the RTI applications was 68 percent only and in case of 32 percent RTI applications information was not provided at all. The satisfaction rate of the entitlement holders in terms of the quality of the information was 40 percent only. (Please find attached the detailed report of the same: Annexure-7.2.2.2)

**7.2.7.4 Exposure Visit to Andhra Pradesh: As part of 'peer learning', Selected Service providers of project areas, CGCCs, CBOs representatives and project staff will be sent to Andhra Pradesh which is known for the successful implementation of Social audit and other transparency and Accountability mechanisms provisioned under MGNRES to share the experiences, good practices and governance aspects at Gram Panchayat level. The generated knowledge will be used in the respective field areas of the visitors.**

Under the project an exposure visit of nine members to Hyderabad was arranged during December 16-21, 2012, for witnessing the existing service delivery pattern, best practices in MGNREGS and the functioning of Social Audit at Hyderabad, Andhra Pradesh. This nine member group visited Society for Social Audit, Accountability; Transparency based at Hyderabad and learnt the theoretical aspects of social audit and best practices in MGNREGS. On day two the group visited the *Nyalkal mandal of Medak district* and seen the social audit process in practice. Following are the key learnings of the exposure. (Please find attached the detailed report of the same: Annexure-7.2.7.4)

- Learning all the steps of the social audit process and overall enabling environment in support of it;
- The convergence of the line departments of the MGNREGS for effective implementation of the social audit findings, recommendations and work;

- The vigilance office set up under the MGNREGS which is responsible for the recovery of the misuse or penalties;
- The delegates from GPs, Government and NGOs enlightened a bit about the good practices which are being practiced within the system of MGNREGS and political level in the state;
- All the delegates are more recharged for their fight and action against corruption in MGNREGS which will motivate them to work more rigorously;
- The learning acquired by the delegates during the visit will be implemented in the field, the Government officials are of the opinion that process and technology used by the Andhra Pradesh Government for MGNREGS can also be followed here and for other things delegates will give their recommendation to higher authorities.

**7.2.7.5 Quarterly ‘Story Telling and Writeshops’ in both the districts. As a result of this CGCCs and other key stakeholders will share their experiences with each other and they themselves will write the success stories.**

Total three story-telling and Writeshops were organised during the project and in the workshops discussions reading the implementation of the project activities, follow of the same, documenting the results and success stories, sharing the good as well bad experiences of implementing the project activities with the fellow CGCCs to learn from each other’s experiences and build the capacity and all the CGCCs taken part actively in all the Writeshops. During the event CGCCs used to deposit their monthly progress reports along with the tentative plan of action for the next month. The event was useful in documenting the results from the group at time to time and peer learning purposes and also helpful in planning the activities for next months as well. The activity was adopted in other programmatic areas as well in the CUTS after seeing its usefulness. (Please find attached the detailed report of the same: Annexure-7.1.3)

**7.2.7.6 Final Dissemination cum Advocacy Meeting. Though dissemination cum advocacy will a continued activity but this will include the final advocacy issues before policy makers and service providers to take actions on these.**

The meetings was called to discuss about the ground realities and systemic issues related to the MGNREGS and ponder upon the survey objectives keeping the survey facts in mind and discuss about taking appropriate actions for the reforming the service delivery processes. It was also intended to discuss the inclusion of the eligible entitlement holders, entitlement holders are getting all the stipulated entitlements in MGNREGS – guaranteed days of employment, wages, allowances and facilities at the worksites, Effective Participation of the entitlement holders at all stages of MGNREGS – identification, planning, monitoring and evaluation processes and improvement of the quality of governance and reduction of corruption in MGNREGS in Jaipur and Tonk district of Rajasthan and take views of the key stakeholder who are present in them meeting. Following were the outcome of the meeting.

- All the advocacy issues came out of the survey and field experiences had been put forward in front of top level service providers
- Need of having such dialogue with the participation of sort of stakeholders was manually expressed
- All the service providers accepted most of the findings and issues assured to take action on all the issues on priority basis
- All the top level officials present in the meeting agreed to use the survey data if required in the planning process in days to come

- Grassroots level of community activists and entitlement holder successfully put forward their burning issues directly up to the top level officials who noted their problems assured immediate solutions
- Media coverage of the event at national, state, district and block level spread the key findings and issues up from bottom to top. (Please find attached the detailed report of the same: Annexure-7.2.7.6)

**7.2.7.7 Publishing periodic Newsletters and Posters. This will include success stories, project events, activities and other relevant information to share with CGCCs, key stakeholders and service providers to keep them all updated and involved in the project activities.**

Following newspapers, posters and pamphlets were published. Web links are given below for reference.

Poster

<http://www.cuts-international.org/CART/images/Poster-RTI.jpg> Poster on RTI

Pamphlets

<http://www.cuts-international.org/CART/images/Pumplate-RTI.jpg> pamphlets on RTI

Citizensup Newsletters

<http://www.cuts-international.org/CART/pdf/CitizensUp-3-2012.pdf> Citizensup: issue no. 3

<http://www.cuts-international.org/CART/pdf/CitizensUp-2-2012.pdf> Citizensup: issue no. 2

<http://www.cuts-international.org/CART/pdf/CitizensUp-1-2012.pdf> Citizensup: issue no. 1

### **7.3 Project outputs (Details in Annex 2)**

**7.3.1** To support and ensure inclusion of the targeted and identified excluded eligible families of the 6 blocks of Jaipur and Tonk districts by end of the Project period.

**7.3.2** To ensure that the targeted and identified job-card holders of the 6 selected blocks get their stipulated entitlements during the Project period

**7.3.3** To promote and ensure participation of the targeted and identified citizens/job card holders at all stages of MNREGS in Jaipur and Tonk districts.

**7.3.4** To ensure better governance of the MGNREGS in Rajasthan

**7.3.5** Policy advocacy with the government for reforming the service delivery processes in MGNREGS.

*Detailed report is annexed as annex-2 with the report herewith below*

## 7.4 Project Impact on Corruption (Outcomes /Results) (Details in Annex 3)

*Detailed report is annexed as annex-3 with the report below*

### 7.5 Self-Assessment of Project Progress:

*Include aspects of your team's capacity and contributions, community involvement and support; any significant impact seen and external factors affecting project success – positively or negatively for the project period.*

Over the period of time till phase-III project team was having enough capacity of carrying out the project activities efficiently. The critical skills related to the power analysis of the targeted areas, gender mainstreaming, focused usage of RTI Act, research and networking were key success factors which resulted in to achieving the objectives. Project team's capacity and contributions;

In this particular phase, involvement of MGNREGS entitlement holders in particular and local community in general was quite high and encouraging. Around 20, 000 entitlement holders taken part in the project activities at GP level during the project period and 6,500 people taken part in the planning and other meetings related to the MGNREGS as GP level as a result of the efforts of local CGCCs in the concerned areas. Total 128 community activists, proactive citizens, CGCCs worked as watchdog of the scheme in their areas which show the mass mobilisation of the local communities in the project areas.

But even after involvement of the community at mass level and some of the elected public representatives, Attitude support of the block officials and authorities was not very encouraging. In this phase one new type of problem was noticed very prominently that majority of the service providers from GP level to, block, district and state were repeatedly allocated entitlement holders for not completing the given task under MGNREGS and demanding wages without doing work. While checked at ground and as per survey findings it was proved that big chunk of entitlement holders do not complete their given task and creates pressure upon mate to mention full task in muster rolls and in some cases uses machines for doing work.

In one extreme case, community attacked state monitoring team which gone for checking the worksites when they started marking absent of the absentee people and trying to the workers for completing their work fully honestly. Such sorts of hard realities give enough courage to the service providers to fighting back in the advocacy meetings and defend them. Here the logic of accusing service providers for all the malpractices mentioned above does fit because there is shortage of staff in GP and block level and corruption in entitlement holders as well. This reality puts slight burden upon the project team discouraged to the team for fighting for such nonperforming and corrupt entitlement holders in some of the areas.

## 8. Lessons learnt and their replicability:

*Difficulties faced and measures adopted to overcome the same:-*

***Operational issues with other stakeholders like Government, Community, Gram Panchayat etc. and how were they resolved:-***



- **Non-availability of work:** In some of the GPs all the sanctioned works under MGNREGS are disputed due to one reason or other but mainly because of encroachment of the public lands where works are sanctioned. This happens because GP officials hardly visit the proposed worksites before proposing. This was the issue rose on the final advocacy meeting as well and taken up by the state authority for action. Because of the disputes vested interest groups do not allow for happening the MGNREGS work. As a result new sanction for works also does not take place. During the project period in several GPs new proposals were sent mentioning about the old disputed ones to close the work and sanction new ones. This process taken continuous follow up and community support and demand of the work.
- **Use of machine instead of man:** In some of the incidents it was noticed that entitlements holders themselves use machines to complete the given task which is serious violation of the act. And importantly service providers were not involved in this practice at any level. After taking up similar issues, it was suggested to the entitlement holders for not violating the act but do the work manually. As a result in some of the GPs the practice was stopped.
- **Not completing the given tasks by the entitlement holders:** Now-a-days this practice of not completing the given tasks is growing day by day and resulting in to no assets creation at ground. Taking the message from the ground and on the appeal of the service providers, project team along with the community activists and CGCCs keep this issue in the community meetings to make the community understood that work has to be competed manually so that village level assets can be created. Entitlement holders taken this call and in some of the villages, number of entitlements put their full effort and completed the tasks regularly and still doing good work without using machines.
- At organisational level there is supportive environment for carrying out anti-corruption programmes so as such there is not any operational issue at the organisational level in the CUTS. At organisational level there is complete freedom to implement such programmes as per the policies of organisation which has constructive engagement approach rather than confrontational approach and coming on the streets and demonstrating against the Government.
- There are some champions within the system who supports the civic society's more against corruption so mapping such champions is crucial during the intervention
- Media is critical ally in the war against corruption at any level.
- Peer learning brings activist, vibrancy and widens the horizon of thinking, experiences and innovations.
- Community involvement at the project planning and implementation stage ensures ownership of the initiatives and creates critical skills among them which helps in the sustainability of the

programmes and results.

- During the project implementation, several activities are done as result several visible outputs, outcome and impact is created but capturing those results on time in an appropriate and efficient manner is a big challenge. But under the project a Story Telling cum Writeshops were organised of the CGCCs and community workers just to hear their success and failure stories and document them in the Writeshop itself.
- It is highly rewarding if there is a network of all the relevant and proactive stakeholders and the online network formed under the project proved fruitful. cutsgovrajforum@cuts.org.

*Explain where and how your experiences can be replicated:-*

The experiences mentioned above and the approach adopted to counter the allegations of the service providers that many of the entitlement holders in the community are corrupt and do not work, the campaign with works started which resulted positively. So wherever such issues are coming up, same approaches can be adopted.

Other experiences mentioned above can also be easily be replicated after adopting the best practices of the area.

### **9. Constructive engagement:**

*Please include instances of useful interactions and constructive engagements with other stakeholders (government officials, media, CSOs, NGOs including other CAC partners etc.) and how they have helped further project success. Please name specific officials, offices that you have interacted with.*

Under the MGNREGS so far around 100 official orders or circulars have been passed (which have been compiled in a compendium form for reference) for ensuring transparency. Accountability and good governance and now the only concern is to implement all these orders and MGNREGS Act in its letter and spirit. Therefore on this particular phase emphasis was laid on constructive engagement at GP and block level. So throughout the project period regular dialogues were had with the service providers at GP and block level to discuss the systemic issues, problems and service delivery lacunas to sort out and fortunately efforts resulted in to positive actions by these officials in the targeted areas. During the above mentioned constructive engagement, power analysis also played a critical role in terms of ensuring the participation of locally powerful leaders for taking positive decisions.

### **10. Community Empowerment:**

Explain the specific interventions that led to community empowerment. Also explain Community Organisations Developed or Supported through this Project. *Please list and comment on quality of CBO contribution to the objectives of CAC.*

The role played by the community workers and CGCCs was importantly very critical in terms of ensuring the participation of the local entitlement community, powerful leaders, and locally elected leaders in the project activities. Initially 128 community representatives were directly trained and empowered to take the objectives of the project in a sustainable manner and the entitlement holders around 20, 000 in number also got empowered after getting information related to their entitlements and hopefully they will fight for their rights with the handholding of the 128 community facilitators in future and take efforts for enhancing transparency, accountability and quality of the services in their respective areas. During the project implementation role of local community organisations and local small NGOs had been very crucial as well as effective in this intervention and remarkable in terms of community mobilisation, sensitising the community against the issue of corruption in governments and entitlements. It is important to mention that without support of the local community representatives' interventions against corruption cannot be implemented.

#### **11. Peer learning:**

Please comment on the peer learning experiences in terms of:

##### **1. your organisation under review and you reviewing other organisations and**

Under this activity representatives from PAC, Bangalore and RLEK, Dehradun visited the CUTS project areas for two days and through reviews the activities, progress made so far and strategies adopted and innovations done during implementation. Visiting representatives met with the CGCCs, community workers, women volunteers, and service providers at GP level and in last given their feedback to the team for taking up in future. Team suggested filing a RTI and knowing the status of complaints and redressal about the much talked and successful MGNREGS helpline and in compliance a RTI was filed and information related to the current status was obtained which is mentioned above. Second suggestions was to include more women Self Help Group (SHGs) members as community volunteers since most of the entitlements are women and in compliance three women community volunteers were put on job in Phagi block which proved very fruitful. As suggested to document the produced results of the intervention in the form of some video, it is decided to make a brief video covering some activities, results and success stories of the project.

Intern, CUTS and PAC representatives visited the RLEK field areas and learnt so many new things like involving members of local SHGs and participation of self-sustained community volunteers and contribution which have been adopted by CUTS in practice as a result of the said peer visits.

The technical support of the PAC team had been proved helpful in terms of capturing the results and

producing the aimed goals and results and stays networked with the CAC partners of India.

**2. Comment on the quality of such exercise and contribution to success of CAC project**

The cross learnings get out of such peer learning providers huge opportunity of not only learning the contexts of the visiting organisations but also throw opportunity of adopting the best practices as well and adopting the same as per the back home situations. The experience got during such peer learning visits creates lifelong critical skills of better implementation of CAC programmes. Peer learning and peer review always provides opportunities for wider multilateral exposure of experience sharing and networking as well.

**12. Project sustainability:**

<p>Technical:</p>	<ul style="list-style-type: none"> <li>• <i>What measures have been taken to ensure sustainability of project processes like knowledge generation, constructive engagement and community empowerment adopted in the project?</i></li> </ul> <p><b>Sustainability Plans for knowledge Generation for community empowerment:</b></p> <p>During the project period lots of knowledge related to the service delivery processes, participatory processes in decision making at GP level, transparency and accountability mechanisms built in the MGNREGA etc. and usage of RTI and other pro people acts, peer learning experiences etc. to CGCCs, community groups around the CGCCs which are 120 in number, entitlement holders who joined in the programme activities, service providers of the MGNREGS especially at GP level was created. Now when project is over, these 8 CGCCs having a group of 15 community proactive people especially youths will play key role in the sustainability. This group of youths is in touch with the CGCCs on day to day basis and getting new knowledge and inspiration and further disseminating among the community regularly. The CGCCs are working in the field on several issues with the help of same community youth volunteers year round and community interface is an ongoing activity for them for awareness generation purposed so these CGCCs will take the MGNREGS a permanent point on their agenda. At two places two MGNREGS information and facilitation centres are running and these centres also will be playing key role in sustainability of the created knowledge.</p> <p><b>Sustainability Plans for constructive engagement:</b></p> <p>In the current phase most of the constructive engagement was happened at GP level since most of the service delivery issues are at GP and block level. These issues based attempts of dialogue was mainly taken up at grassroots by community representatives like CGCCs and community volunteers with the least monitoring support of the project team. These attempts taken place year round proactively in the leadership of CGGCs and</p>
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	<p>these CGCCs will proactively work on the livelihood issues including MGNREGS so it for sure that such an initiative will be continued. The follow up action of the project team on time to time will also motivate these CGGCs and others to keep continue their work.</p>
<p>Social:</p>	<ul style="list-style-type: none"> <li>• <b><i>How much ownership does the community have of the process?</i></b></li> </ul> <p>The ownership of the community of the adopted processes is very high since they get direct benefits out of these and give them an opportunity to engage with local governments in a continued and constructive manner. Most of the processes adopted to ascertain the entitlements and combating with Corruption are simple to understand for most of the community members especially the entitlement holders. Most of the Processes are institutionalised in nature so community can take part in the same regularly with full authority to them and these are monthly meetings, social audit, state helpline, MGNREGS Sanwad at state and district level, Gram Sabhas etc. The type of enthusiasm shown by the entitlement holders in the community meetings further proves to the fact that the processes adopted have huge potential of community ownership because of their inclusive, participatory and responsive nature itself.</p> <ul style="list-style-type: none"> <li>• <b><i>How far the community is independent in dealing with the corruption issues on their own?</i></b></li> </ul> <p>The most preferred way chosen by the community people was using state helpline for registering such corruption cases at this portal and then following it up. So community is well versed in dealing corruption cases their own without any body's guidance and assistance but usage of RTI for getting documentary evidences in corruption cases was taken on second priority by community and for that assistance and guidance of the local CGCCs and community volunteers was required even after end of the project but interestingly all these community facilitators are capable enough in motivating and facilitating larger community in a sustainable manner.</p>
<p>Institutional:</p>	<ul style="list-style-type: none"> <li>• <b><i>What are the organisational plans to continue the project on your own?</i></b></li> </ul> <p>The key activities of the project like constructive engagement with the policy makers at the platforms like MGNREGS Dialogue Forum, GP level meetings and Gram Sabhas etc. will continue to flag the policy issues based on ground realities. The RTI Advisory Cells opened up at CUTS office will continue to run by project team while similar community centres will be continued run the local CGCCs and community volunteers in Sambhar and Dudu blocks of Jaipur district.</p> <p>CUTS will continue to run the <a href="mailto:CUTSGOVRAJFORUM@cuts.org">CUTSGOVRAJFORUM@cuts.org</a> e group formed as per the project objectives of the current phase in the state to give a platform to the advocacy groups and grassroots proactive activities to share each other's experiences and posting the relevant and latest issues, news and views on the network.</p>

	<p>CUTS will also do the short quick surveys to capture the ground realities of the MGNREGS in the selected districts and put before the policy makers to taking up the same for reforming and redressing and making the scheme for effective and beneficial for the entitlement holders.</p> <ul style="list-style-type: none"> <li>• <b><i>How far the CBOs formed/strengthened can work on their own?</i></b></li> </ul> <p>Over the period of last five years the project CGCCs who are self-motivated and based in community itself have learnt and developed enough critical skills for combating corruption in most of the government driven programmes and have proved that they can take up such issues and initiatives their own with any external support. These CGCCs and community volunteers have their reach up the GP and block level and they have raising advocacy issues at these levels mainly at GP level so these not problem at these level but if community has certain issue and it has to be advocated or taken up state level than they are dependent at the state level NGO or CBO like CUTS to support them but most of the issues and problems are related to the local level so their efforts bring fruits and successes time to time.</p>
Financial:	<ul style="list-style-type: none"> <li>• <b><i>Does the community financially contribute to the project?</i></b></li> </ul> <p>Most of the NGOs/CBOs involved in the project are already working on the issue of livelihood and it is part of their organisation’s agenda so they will continue to work on this. They always try to get funding for sustaining their livelihood initiatives and some of NGOs/CBOs/CGCCs have already partnered with some donor agencies working in the state like CASA based in Udaipur. Some of the CBOs have integrated the project activities with other ongoing activities and when they conduct the funded activity among community after finishing that they raise the issue of MGNREGS as well and talk about getting entitlements in full and on time in a bribe free manner.</p> <ul style="list-style-type: none"> <li>• <b><i>How much financial support can your organisation mobilize on its own from other donors?</i></b></li> </ul> <p>So far not organisation is part of such networks who can financially support the project activities in future.</p> <ul style="list-style-type: none"> <li>• <b><i>Have any other donors expressed interest in supporting such initiatives?</i></b></li> </ul> <p>So far not and there may be some donors who can express their interest in future</p>

**Annexes to be attached to the Completion Report**

1. Activities (Inputs) table (see the suggested format below).
2. Outputs Table (Plan vs actual –see the suggested format below).

3. Outcomes/Results (update log frame – **with the newly worked out and agreed indicators from Bhubaneswar workshop**)
4. Financial Progress Report (see the suggested format below)
5. Success stories (include photos if possible) and case studies
6. Materials/reports/toolkits published/disseminated and/r posted on the website

### **Annex 1: Accomplishment of Activities:**

<b>Project Activities Planned</b>	<b>Actual Project Activities.</b> (Please Describe what was actually done)	<b><u>Status of completion</u><sup>2</sup></b>
<p><b>Output 1</b> Demands/Applications for new job cards from eligible families; New job cards issued to eligible families;</p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Identifying the entitled people for getting job cards.</li> <li>• Making a list of excluded eligible families.</li> <li>• Starting ‘Model RTI Gram Panchayats’ Activities: ‘Dialogue with Entitlement Holders on MGNREGS’ (DEM), wall writing.</li> </ul>	<p>Activities:</p> <ul style="list-style-type: none"> <li>• Identifying the entitled people for getting job cards.</li> <li>• Making a list of excluded eligible families.</li> <li>• Starting ‘Model RTI Gram Panchayats’ Activities: ‘Dialogue with Entitlement Holders on MGNREGS’ (DEM), wall writing.</li> </ul>	<p>C</p> <p>C</p> <p>IP</p>
<p><b>Output 2</b> Demands for the stipulated entitlements; Days of employment, amount, number of beneficiaries, worksite facilities, etc.</p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Identifying the gaps in the service delivery in different stipulated entitlements under MGNREGS</li> </ul>	<p>Activities:</p> <ul style="list-style-type: none"> <li>• Identifying the gaps in the service delivery in different stipulated entitlements under MGNREGS</li> <li>• Demanding for 100 days of jobs.</li> </ul>	<p>C</p> <p>IP</p>

<sup>2</sup> C= fully completed, NC = very limited or no completion, D= Deferred to Phase 2, IP=In progress.

<ul style="list-style-type: none"> <li>• Demanding for 100 days of jobs.</li> <li>• Demanding for the unemployment allowances in case if not getting jobs after demand.</li> <li>• Demanding for the worksite facilities like water, tent, crèche &amp; medicine.</li> <li>• Filing of 500 RTI applications after fixing areas of corruption.</li> <li>• Filing of complaints (Individual or group) for lack of service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Demanding for the unemployment allowances in case if not getting jobs after demand.</li> <li>• Demanding for the worksite facilities like water, tent, crèche &amp; medicine.</li> <li>• Filing of 500 RTI applications after fixing areas of corruption.</li> <li>• Filing of complaints (Individual or group) for lack of service delivery.</li> </ul>	<p><i>IP</i></p> <p><i>IP</i></p> <p><i>IP</i></p> <p><i>IP</i></p>
<p><b>Output 3</b> Number/proportion of citizens participated, suggestions made and accepted by the authorities.</p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Mobilising the MGNREGS entitlement holders to participate in identifying the works, in the planning process and monitoring through social audits.</li> <li>• Establishing dialogue process with Govt. Officials at block &amp; GP level.</li> <li>• ‘Block Interface on Systemic Reforms (BISR)’ in selected 6 blocks.</li> <li>• Publishing ‘Compendium of Transparency &amp; Accountability Orders’ and checking their Compliance status at Selected GP level.</li> <li>• Strengthening the participatory mechanisms routine meetings a GP level on 5<sup>th</sup>, 12<sup>th</sup>, 20<sup>th</sup> and 27<sup>th</sup> of the month.</li> </ul>	<p>Activities:</p> <ul style="list-style-type: none"> <li>• Mobilising the MGNREGS entitlement holders to participate in identifying the works, in the planning process and monitoring through social audits.</li> <li>• Establishing dialogue process with Govt. Officials at block &amp; GP level.</li> <li>• ‘Block Interface on Systemic Reforms (BISR)’ in selected 6 blocks.</li> <li>• Publishing ‘Compendium of Transparency &amp; Accountability Orders’ and checking their Compliance status at Selected GP level.</li> <li>• Strengthening the participatory mechanisms routine meetings a GP level on 5<sup>th</sup>, 12<sup>th</sup>, 20<sup>th</sup> and 27<sup>th</sup> of the month.</li> </ul>	<p><i>C</i></p> <p><i>C</i></p> <p><i>C</i></p> <p><i>C</i></p> <p><i>IP</i></p>
<p><b>Output 4</b></p>		



<p><i>The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS</i></p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• <i>CGCCs are helping to the MGNREGS entitlement holders about using RTI</i></li> <li>• <i>Project team will visit the MGNREGS sights and advice accordingly</i></li> <li>• <i>Publishing newsletters and posters mentioning use of RTI</i></li> </ul> <p><b>Output 5</b> <i>A sustainable enabling environment has been created in the project area for getting the stipulated entitlements.</i></p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Institutionalising of CGCCs model.</li> <li>• Power analysis of key stakeholders in the MRGPs.</li> </ul> <p><b>Output 06</b> <i>Policy advocacy with the government for reforming the identified corrupt service delivery processes in MGNREGS</i></p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Analyzing the extent with reasons of which the anti-corruption measures in design of MGNREGS are working or not working.</li> <li>• Analyzing the successful approached used and resulted in to reducing corruption in MGNREGS.</li> <li>• Engaging in policy advocacy</li> </ul>	<p>Activities:</p> <ul style="list-style-type: none"> <li>• <i>CGCCs are helping to the MGNREGS entitlement holders about using RTI</i></li> <li>• <i>Project team will visit the MGNREGS sights and advice accordingly</i></li> <li>• <i>Publishing newsletters and posters mentioning use of RTI</i></li> </ul> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Institutionalising of CGCCs model.</li> <li>• Power analysis of key stakeholders in the MRGPs.</li> </ul> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Analyzing the extent with reasons of which the anti-corruption measures in design of MGNREGS are working or not working.</li> <li>• Analyzing the successful approached used and resulted in to reducing corruption in MGNREGS.</li> <li>• Engaging in policy advocacy together with the CGCCs, MGNREGS entitlement holders and community for recommendations.</li> </ul> <p>Activities:</p>	<p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p>
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<p>together with the CGCCs, MGNREGS entitlement holders and community for recommendations.</p> <p><b>Other Complimentary activities:</b></p> <ul style="list-style-type: none"> <li>• Continuation of 'RTI Advisory &amp; Information Cell (RAIC)'.</li> <li>• Regrouping and widening the base of 'Consortium of Groups Combating Corruption (CGCCs).</li> <li>• Starting a virtual network of CGCCs.</li> <li>• Formation of 'District RTI Media Groups (DRMGs)'.</li> <li>• 'Kick Start and CGCCs' Orientation Workshop.</li> <li>• Conducting Baseline and endline surveys.</li> <li>• Exposure Visit to Andhra Pradesh.</li> <li>• Quarterly 'Story Telling and Writeshops'.</li> <li>• Final Dissemination cum Advocacy Meeting.</li> <li>• Publishing periodic Newsletters and Posters.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuation of 'RTI Advisory &amp; Information Cell (RAIC)'.</li> <li>• Regrouping and widening the base of 'Consortium of Groups Combating Corruption (CGCCs).</li> <li>• Starting a virtual network of CGCCs.</li> <li>• Formation of 'District RTI Media Groups (DRMGs)'.</li> <li>• 'Kick Start and CGCCs' Orientation Workshop.</li> <li>• Conducting Baseline and endline surveys.</li> <li>• Exposure Visit to Andhra Pradesh.</li> <li>• Quarterly 'Story Telling and Writeshops'.</li> <li>• Final Dissemination cum Advocacy Meeting.</li> <li>• Publishing periodic Newsletters and Posters.</li> </ul>	<p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p> <p>C</p>
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**Annex 2: Planned and Actual Outputs**

<u>Outputs Planned</u>	<u>Actual Project Outputs</u>	<u>Status of completion<sup>3</sup></u>
<p><i>Output 1</i> Demands/Applications (number after baseline) for new job cards from eligible</p>	<p><i>Output 1</i> Demands/Applications (number after baseline) for new job cards from eligible</p>	

<sup>3</sup> C= fully completed, NC = very limited or no completion, D= Deferred to Phase 2, IP=In progress.

<p>families; New job cards issued to eligible families;</p> <p><i>Output 2</i> Demands for the (different) stipulated entitlements; (Different) Entitlements paid to the job card holders – days of employment, amount, number of beneficiaries, worksite facilities, etc.</p> <p><i>Output 3</i> Number/proportion of citizens participated at different stages in MGNREGS Number and type of suggestions made by the citizens on MGNREGS; and suggestions of citizens accepted by the authorities</p> <p><i>Output 4</i> <i>The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS</i></p> <p><i>Output 5</i> <i>A sustainable enabling environment has been created in the project area for getting the stipulated entitlements by targeted and identified eligible people under the scheme</i></p> <p><i>Output 06</i> <i>Policy advocacy with the government for reforming the identified corrupt service delivery processes in MGNREGS</i></p>	<p>families; New job cards issued to eligible families;</p> <p><i>Output 2</i> Demands for the (different) stipulated entitlements; (Different) Entitlements paid to the job card holders – days of employment, amount, number of beneficiaries, worksite facilities, etc.</p> <p><i>Output 3</i> Number/proportion of citizens participated at different stages in MGNREGS Number and type of suggestions made by the citizens on MGNREGS; and suggestions of citizens accepted by the authorities</p> <p><i>Output 4</i> <i>The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS</i></p> <p><i>Output 5</i> <i>A sustainable enabling environment has been created in the project area for getting the stipulated entitlements by tarted and identified eligible people under the scheme</i></p> <p><i>Output 06</i> <i>Policy advocacy with the government for reforming the identified corrupt service delivery processes in MGNREGS</i></p>	<p>C</p> <p>IP</p> <p>IP</p> <p>IP</p> <p>C</p> <p>IP</p>
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**Annex 3: Project Outcomes/Impact**

<b>Project Impact Indicators</b>	<b>Baseline Value</b>	<b>End of project Value</b>	<b>Sources of verify the</b>
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			<b>results</b>
<ul style="list-style-type: none"> <li>Inclusion of the targeted and identified eligible entitlement holders</li> <li>The targeted and identified entitlement holders are getting all the stipulated entitlements in MGNREGS – guaranteed days of employment, wages, allowances and facilities at the worksites.</li> <li>Effective Participation of</li> </ul>	<p>Around 45,000-48,000 job cards coming from 17, 000 households belonging to 325 villages of 65 Gram Panchayats (hereafter GPs) were covered. Around 900 excluded households were identified.</p> <ul style="list-style-type: none"> <li><b>Different Entitlements paid to the job card holders –Full wage rate, Payments on time and worksite facilities, etc.</b></li> </ul> <p><b>100 days of employment:</b></p> <p>Around 950 job card holders mentioned above got work within 15 days of demand While rest 150 also got job but after 20 to 25 days of demand.</p> <p><b>Full Wages:</b></p> <p>At the baseline only 0.6 percent of the entitlement holders were able to get full wages under the scheme</p> <p><b>Wage payments:</b></p> <p>Delayed wage payment is usual phenomenon in MGNREGS. At the start of the project wage payments used to be done in 42 days.</p>	<p>726 households were issued new job cards and remaining 274 excluded household had been put in the process of obtaining the same.</p> <p>This process helped around 11 % entitlement holder to get their 100 days of job during project period</p> <p>Around 6 percent of the targeted and identified entitlement holders of the MGNREGS got their full wages during the project period and improved by 5.4 percentage points.</p> <p>But as per the endline data payments are still delayed up to 37 days. Around 10 RTI applications related to delay wage payments.</p>	<p>-Govt. MGNREGS website and endline survey.</p> <p>-Project documents.</p> <p>-Success stories.</p> <p>-Records of the CGCCs.</p>

<p>the targeted and identified entitlement holders at all stages of MGNREGS – identification, planning, monitoring and evaluation – in the selected 6 blocks of the Jaipur and Tonk districts.</p> <ul style="list-style-type: none"> <li>Improvement of the quality of governance and reduction of corruption in MGNREGS in Rajasthan, especially in Jaipur and Tonk Districts.</li> </ul>	<ul style="list-style-type: none"> <li><b>Number/proportion of citizens participated at different stages in MGNREGS. Suggestions made and accepted by authorities</b>  During the project period in 65 GPs on an average around 100 (65X100=6500) entitlement holders taken part in the MGNREGS related discussions. As per the feedback of the CGCCs in each Gram Sabha at least 10 suggestions were made (most of them were related to new works to be sanctioned) and on an average two suggestions were accepted given by the MGNREGS entitlements holders. (Case of Dhandholi and Madhorajpura GPs).</li> <li><b>The victims of corruption are using RTI as a tool against paying bribes for getting the stipulated entitlements under MGNREGS</b>  Under the project a total of 41 RTI applications were filed by the Job card holders themselves.   Around 10 RTI applications (delayed payments and less wage rate) and 5 RTI applications (complaint redressal processes) As a result of these applications the wage payments to all the 10 cases were made immediately and all the pending complaints were disposed of quickly. (Case of Dabich and Dholi GPs). The remaining RTI applications were related to the information of Gram Sabhas, social Audit and participation of entitlement</li> </ul>	<p>Despite the poor participation history at GPs, around 6500 entitlement holders took part in the planning process in the targeted 65 GPs and on an average 50 to 60 proposals were submitted by them in each GP but only 35 to 40 were considered fit for forwarding for sanction at Block level. The average number of works sanctioned in each GP was only 7 to 10 proposals.</p> <p>Around 20 RTI applications were related to the issues of corruption and On the basis of information gathered through RTI applications, in two corruption cases around Rs. 47,200 has been recovered from the Gram Panchayat officials, bogus entitlement holders, mates and Gram Rojgar Sahayaks and deposited back in government account. (Case of Reshma wife of Shankar Yadav (recovery of Rs 26400) and Sajan Gurjar case in which recovery of Rs. 20800 was done).</p>
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	<p>holders in these meetings.</p> <ul style="list-style-type: none"> <li>• <b>A sustainable enabling environment has been created in the project are for getting the stipulated entitlements by all eligible people under the scheme</b></li> </ul> <p>8 citizens groups with a total 120 community members, 15 social audit members and 8 CGCCs are there within the community.</p> <ul style="list-style-type: none"> <li>• <b>Policy advocacy with the government for reforming the service delivery processes in MGNREGS</b></li> </ul> <p>Interface meetings: 86 at GP level, 12 at Block level, 8 at district level and 6 with state level officials to discuss ground realities related to MGNREGS and corruption.</p> <p>For the purpose of community Monitoring of the MGNREGS works around 143-160 community members volunteered their services and still doing their job.</p> <p>As per baseline survey results the rate of corruption was around 23 percent which came down up to 15 percent as came out of the end line survey and improved 8 percentage points. During the project the complaint redressal mechanism of the GPs and block level also improved. The bribe experiences</p>	<p>Towards end of the project some more community volunteers around 20 in number jointed with project activities and existing CGCCs and community volunteers and the total number reached around 150 to 160.</p> <p>As per the baseline results the average bribe paid by a beneficiary was Rs. 123 for getting their entitlements and wages on time while the amount came down up to Rs. 96. Now People mainly bribing to the mates for getting work done by a machine or getting wages without working at worksites. The recovery of Rs. 47, 200 from the above mentioned corrupt officials also given strong message in the project areas and discouraged for not siphoning off the money.</p> <p><b>Note: The following number is an estimated average based on the direct feedback of the CGCCs.</b></p>
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	of the beneficiaries were also reduced due to usages of RTI, using state helpline of registering complaints related to poor service delivery and corruption etc.		
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#### Annex 4: Financial progress report

S.N.	Item	Total Budget (12 months)	Expense s (April-June 12)	Expenses (July-September 12)	Expenses (October - December 12)	Expense s (January to March'13)	Total Expenses (April'12 -March '13)	Balance
I.	<b>Personnel Costs</b>							
	[No .X Months X Salary/Honorarium per Month X Time]	<b>540,000</b>	<b>135,000</b>	<b>135,000</b>	<b>135,000</b>	<b>135,000</b>	<b>540,000</b>	-
1.1	Project Director [1 X 12 X 75,000 X 10%]	84,000	21,000	21,000	21,000	21,000	84,000	-
1.2	Project Coordinator [1 X 12 X 28,000 X 100%]	336,000	84,000	84,000	84,000	84,000	336,000	-
1.3	Assistant Project Coordinator [1 X 12 X 20,000 X 50%]	120,000	30,000	30,000	30,000	30,000	120,000	-
II.	<b>Programme Cost</b>	<b>655,000</b>	<b>98,576</b>	<b>106,830</b>	<b>128,623</b>	<b>321,236</b>	<b>655,265</b>	<b>-265</b>
2.1	Continuation of ' RTI Advisory & Information Cell (RAIC)' at CUTS CART (Nominal cost)	6,000	6,000	-	-	-	6,000	-
2.2	Support Fund for CGCC members (50,000 X2 Districts)	100,000	-	37,000	17,000	46,000	100,000	-
2.3	Advocacy: Establishing dialogue process with Govt. Officials	12,000	-	-	-	1,500	1,500	10,500

	for advocacy							
2.4	Revitalizing 6 Block level 'Consortium of Groups Combating Corruption (CGCCs) and introducing new actors.	5,000	8,169	-	-		8,169	(3,169)
2.5	Formation of 'District RTI Media Groups (DRMGs)' in both the districts and media engagement	10,000	-	-	-	12,691	12,691	(2,691)
2.6	'Kick Start and Future Steps' Workshops for CGCCs (01X40,000)	40,000	48,106	-	-		48,106	(8,106)
2.7	Conducting Baseline surveys as follows; STAR and SCOR	40,000	23,301	16,524	-		39,825	175
2.8	Advocacy: 'Block Interface on Systemic Reforms (BISR)' in all the 6 blocks (6X7,000)	42,000	-	-	-	42,370	42,370	(370)
2.9	'Compendium of Transparency and Accountability Orders' and checking their Compliance status at Selected GP level	5,000	-	-	-	1,127	1,127	3,873
2.10	Quarterly 'Story Telling and Writeshops' in both the districts (3X15,000)	45,000	-	16,902	3,113	13,632	33,647	11,353
2.11	Exposure Visit to Andhra Pradesh	85,000	-	-	89,740		89,740	(4,740)
2.12	Filing of 500 RTI applications (50X9)	10,000	-	-	-		-	10,000
2.13	Final Dissemination cum Advocacy						61,795	(16,795)



	Meeting	45,000	-	-	-	61,795		
2.14	MRGP Activities (2X30,000)	60,000	-	3,205	5,770	50,603	59,578	422
2.15	Publishing periodic Newsletters and Posters	65,000	13,000	13,000	13,000	26,420	65,420	(420)

**Financial Statement for the Period April'2012 to March'2013**

**(Amount In INR)**

S.N.	Item	Total Budget (12 months)	Expenses (April-June 12)	Expenses (July-September 12)	Expenses(October - December 12)	Expenses(January to March'13)	Total Expenses(April'12 -March '13)	Balance
2.16	End level Impact assessment survey and Focus Group Discussions (1X55,000)	55,000	-	-	-	55,098	55,098	(98)
2.17	External Evaluation (In case if unused than can be used for peer learning)	20,000		20,199	-	-	20,199	(199)
2.18	Audit Fees	10,000	-	-	-	10,000	10,000	-
	<b>Total</b>	<b>1,195,000</b>	<b>233,576</b>	<b>241,830</b>	<b>263,623</b>	<b>456,236</b>	<b>1,195,265</b>	<b>(265)</b>
2.19	Overheads	56,000	9,500	14,000	23,500	9,000	56,000	-
	<b>Grand Total</b>	<b>1,251,000</b>	<b>243,076</b>	<b>255,830</b>	<b>287,123</b>	<b>465,236</b>	<b>1,251,265</b>	<b>(265)</b>
	<b>Grant received(507,617+675,456)</b>	<b>1,183,073</b>					<b>1,251,265</b>	<b>(68,192)</b>

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1. Certification of the above by the Financial Officer of your organization.

2. Please attach the latest available audited statement and certification of accuracy of project accounts from the External Auditor

### **Annexure 5. Project Success Stories:**

*Getting the job within 15 days of demand by the entitlement holders in addition with worksite facilities*

In Rajasthan, it a common practice that entitlement holders neither demand job by filling up form number



six nor service providers give them the receipt of form number six if somebody came with filled in form number six. In such a situation, an entitlement holder is either able to get the job within 15 days since there is no filling in form number six nor able to demand unemployment allowance. So filling up form number six and getting the receipt of it is the only solution of ensuring most of the entitlements of MGNREGS. Under the project a total of 260

entitlement holders in four Gram Panchayats (GPs) filled up form no. 6 and deposited in their respective Gram Panchayats and taken receipt of all these. It was the first time that all these 260 people filled up form number six and got proper receipt of the same in five to six years since than they are working in MGNREGS on one side and all above Gram Panchayats also got such a large number of people coming up with filled in form no. 6 and got receipts as well. As a result of the above exercise, six special musters had been sanctioned by GP officials and work was given to all within 15 days of demand. It is important to note that the concerned areas as history of poor worksite facilities as well so as a result of the local CGCC the tent in photo was put in place to provide some respite from scorching heat to the entitlement holders.

*Outcome:*

*All the entitlement holders first time filled in form six, got proper receipt of the same and got work within 15 days due to special musters sanctioned for all the job seekers. (More success stories can be found in Annexure-5)*