

## Event Report

Stat Level Get-together  
cum Orientation on Community Score Card (CSC)

RICEM, Jhalana Institutional Area, Jaipur, Rajasthan  
April 18-19, 2011

### *Under the Project*

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



Organised by

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## Background

CUTS is implementing a project 'Developing a Culture of Good Governance and Accountability in the State of Rajasthan, India through Involving CSOs and Building their Capacity with a Focus on Improving the Public Expenditure Outcomes' supported by Affiliated Network of Social Accountability in South Asia Region (ANSA-SAR). Civil society organisations (CSOs), those were having enough capacity and were ready to bear flag of good governance have been gathered and formed a network on governance. Under the network, 66 CSOs were selected to enhance their capacity on governance and accountability. A series of training workshops were organised for these selected CSOs by CUTS on one of the social accountability tool 'Community Score Card (CSC)'.



The training workshops were organised during October 2010 to March 2011 in various parts of Rajasthan covering all the divisions. After getting training, each CSO partner will further use and implement the CSC in one of the *Gram Panchayat* in their districts.

After completing the training workshops in different parts of Rajasthan, need was felt to bring all governance network partners at one platform where they can share their learnings of CSC trainings and their experiences at the grassroots. There was also a need to discuss the strategies to implement CSC on Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) at *Gram Panchayat* level. Keeping in mind these aspects, a state level get together cum orientation workshop was organised at RICEM, Jhalana Institutional Area, Jaipur on April 18-19, 2011.

## Participation

All partner organisations, those were given training on CSC were invited to the workshop. More than 60 participants including representatives of partner organisation from all over Rajasthan, other CSOs working on governance issues, representatives of *Panchayati Raj* Institutions (PRI) and media attended the workshop.



## Proceedings

The workshop began with a formal welcome of participants by Om Prakash Arya, CUTS. He further took a session on MGNREGS in which he shed light on the scheme and its entitlements. He stated the

responsibilities of service providers at *Gram Panchayat* which they are supposed to deliver under the MGNREGS as well as rights of beneficiaries (community) which they are entitled.

Next session was on the CSC and its process. Amar Deep Singh and Om Prakash Arya revised the process of CSC in which participants learned the objective of CSC process and its six major steps as mentioned below:

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

Further the discussion was held on how to utilise CSC tool in MGNREGS. In this session participants discussed the local environment at *gram panchayats*, which is not in support of CSOs. All queries/concerns of participants were suitably answered by the facilitators. Participants were taught that role of CSOs are very important in creating a positive environment before initiating CSC process at *gram panchayats*.



Madhu Sudan Sharma, CUTS facilitated a session on Right to Information (RTI) in which he emphasised on the potential of RTI Act as a tool of social accountability (SAc) which brings transparency and accountability in service deliveries. He informed participants about RTI information cell running by CUTS Centre for Consumer Action, Research & Training (CUTS CART), which is providing information as well as helping people and CSOs to fill RTI applications. He also invited all partner organisations to visit RTI Cell and seek help regarding RTI.



Randheer Singh, *Sarpanch, Singbonia Gram Panchayat, Jhunjhunu District* interacted with participants and informed them about various aspects of MGNREGS. He also explained role of *gram panchayats* to implement this scheme. He said such tools of SAc are good for bringing transparency and accountability in the delivery of services as well as to bring positive changes in the relationship between beneficiaries and service providers.

### Valedictory Session

In the valedictory session, George Cheriyan, Director, CUTS International presented his view on the status of governance and accountability in the country. He said that there is no dearth of funds in India but the absence of proper public financial management lead towards inefficiency and ineffectiveness which hampers growth of the nation. This further widens the gap between the rich and the poor. Further, he talked about the prevalence of corruption in Rajasthan due to which there is a need of strong movement of good governance, which can ensure that common masses can get what they are entitled to.



He further added that the culture of corruption is fast extending to all aspects of life and has become a way of life in India. 37 percentage of total plan outlay during 2010-11 goes to social sector but the resources are not reaching the intended beneficiaries. He said that according to an estimate, only 15 percent of the expenditure reaches to the people it meant for and 85 percent is diverted.

He mentioned that SAc tools are very effective and can create a plethora of changes, if implementation and packaging of messages is done properly. He said that formation of network on governance could only be possible with the support of all partner organisations. 66 CSOs from all districts of Rajasthan are now part of this network. He congratulated the network partners on getting trained on CSC process.

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## **Second get together cum orientation of partners May 02, 2011 at CUTS, Jaipur**

After successfully completion of first get together of network partner, second get together cum orientation was conducted at CUTS CART Conference Hall, Jaipur on May 02, 2011. Those network partners who were trained on CSC process, could not participate in first get together cum orientation workshop held on April 18-19, 2011 at Jaipur were invited to attend the second workshop.

Out of them 08 network partners from different districts of Rajasthan attended the programme. Om Prakash Arya and Amar Deep Singh, CUTS facilitated the workshop in which the process of CSC card was revised. A detailed discussion was held on future strategy for implementing CSC on MGNREGS under the project. Participants were also given basis information about MGNREGS which will be helpful for them to implement the project. In valedictory session, George Cheriyan interacted with participants and delivered vote of thanks.

## **Third Orientation on Community Score Card August 18, 2011 at CUTS CART, Jaipur**

While implementation of CSC by partners organisations, it was observed that the persons of few network partners, who were trained on CSC process, were not working with the same partner organisation. Hence, these organisations were facing difficulties to conduct CSC in MGNREGS at their *gram panchayats*.

Taking this aspect into consideration, an orientation workshop on CSC was conducted on August 18, 2011 in CART Conference hall for selected partner organisations. More than 13 participants attended the workshop. Om Prakash Arya and Amar Deep Singh, CUTS facilitated the orientation. The CSC process, its steps and strategy to conduct it in MGNREGS; and other concerns of partner organisations were discussed in the workshop.

## **Results of Orientation on CSC**

After receiving training on CSC, partner organisations were more concerned about its implementation in MGNREGS. All trained CSOs attended the orientation workshop and provided feedback of their *gram panchayats* and shared the same with CUTS. As per feedback of partner organisations, *gram panchayats* are not in support of CSOs to evaluate their services. CSOs were facing difficulties to sort out the problem.

All these concerns were discussed during the orientation workshop which finally reached at the level of satisfaction. The sessions on MGNREGS helped participants to understand its weaker points of implementation, where the need of such tools of accountability was required. After the orientations, participants were confident enough to conduct CSCs in MGNREGS.

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