



..Enable - Empower - Include...

Centre for Youth and Social Development

Celebrating 40 years of Committed Partnership with the Communities in Need

Participatory Governance - Social Watch: CYSD Way

Background/Context

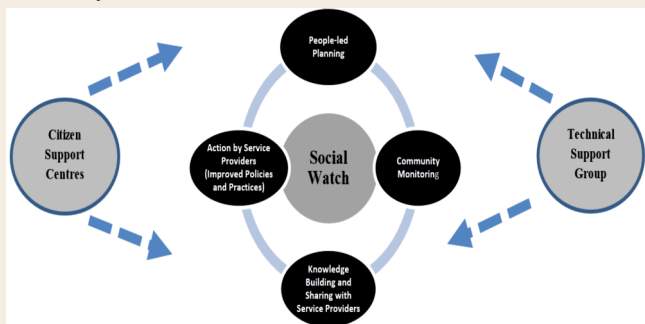
A number of development schemes and programmes are being implemented in the state. However, lack of people's participation at various levels of programme planning and implementation, lack of transparency in the operation of the schemes, and inadequate monitoring mechanisms have not been able to demonstrate desired outcomes and impact. The ultimate aim of good governance and inclusive development is to monitor how effectively the processes and institutions of governance are fulfilling their commitments to the citizens, and ensuring delivery of public services right up to the excluded and marginalized sections of society. For every programme, there is a structured monitoring system in place. But, that is part of the government mechanism and the community members are hardly part of this process, and the monitored findings are not shared among them. This results in exclusion of community opinion and voices in the development initiatives undertaken by the government. Thus, the need for citizens to engage with the Government's service delivery processes and mechanisms, particularly on the issues of quality of these services and whether they are reaching those for whom they are intended, was realized.

In recent years, increased opportunities to use participatory data collection and analysis tools combined with enhanced space and opportunity for citizen engagement with the state, widened the scope to incorporate social watch or social accountability practices right from the community level to higher-ups – through establishment of solid evidence bases and direct dialoguing and negotiations with government office holders. These include; participatory planning, citizen-led monitoring and evaluation of public services through Social Audit (SA), Citizen Report Card (CRC), Community Score Card (CSC), Participatory Expenditure Tracking (PET) and many others.

The Journey of CYSD in facilitating Social Watch

CYSD believes that participatory governance becomes a reality only when strong, aware, responsible, and vibrant citizens and citizen groups come forward and actively participate in decision-making processes. With this premise, CYSD has been striving hard to build the capacity of the citizens on how to exact transparency and accountability in various processes and institutions of governance at all levels. Developing and promoting different kinds

of social accountability tools and processes for empowering people to undertake citizen-led monitoring in governance schemes and programmes constitute the key pursuit of the centre. The social watch processes have been useful in contributing effectively to more informed policy designs and effective service delivery.



Steps

1. Developing Citizen Leaders
2. Formation of People's Watch Groups and their capacity development
3. Establishment of Citizen Assistance Bureaus at the community/GP level
4. Development of People-led Plans
5. Roll out of the Tools and Processes of Community-Led Monitoring (CLM)
6. Periodic interface and reflection between the service users and the service providers
7. Development and dissemination of knowledge products

Achievements/ Milestones

CYSD has promoted and demonstrated the use of a number of Social Watch tools and processes, some of which stand mentioned as follows.

Year	Domain & Area	Tools used	Key Activities
1997 - 2004	Seeding the concept of Social Watch in CYSD	Performance Tracking	Literature review, development of monographs and concept papers, examining the performance of key institutions of governance in relation to social development
2005	Citizen-led Monitoring of Public Services	Citizen Report Card (CRC)	Assessing the state of major public services from users' perspective in Bhubaneswar city
2006- 2011	Education Watch	Structured Questionnaire & Interview Schedule	Facilitating citizenry processes for improving the quality of primary education in the state
2007 - 2011	Budget Watch (with focus on the social sector)	Budget Analysis & Expenditure Tracking	Facilitating discourse on state budget and people's priorities, sector specific (health, education, tribal development) budget monitoring & expenditure tracking, district budget analysis

2012-2015	Community-led Monitoring of Maternal and Child Health (MCH)	Guidelines & checklists to monitor VHND; Facility Survey and service delivery at the Sub-Centre, PHC and CHC level	Capacity building of frontline health workers (ASHA, ANM, AWW, community volunteers); activating community institutions (Gaon Kalyan Samitis, Kishori Kalyan Samitis etc.) facilitating village level planning & monitoring
	Community-led Monitoring of PDS (85 villages from 6 GPs of Koraput and Kandhamal)	Community Score Card (CSC)	Development of pictorial tool on measuring entitlements and keep records/evidences; training and handholding support to Food Security Committees on performance tracking of the fair price shops and roll out of the CSC
	Social Audit of MGNREGS (Keonjhar, Koraput and Sundargarh districts)	Toolkits, field guides and training manuals on social audit in MGNREGS	Development of social audit tool kit, capacity building of the CSOs, facilitating the social audit process on the ground and sharing of the report with the authorities concerned.
	Piloting Social Audit of Pradhan Mantri Gram Sadak Yojana in nine blocks of Odisha	tool kit on Social Audit	

The key outcomes of these piloting include:

- Greater awareness and ownership of programmes/ projects by the people
- Increased opportunity for people to reflect on their own roles and responsibilities
- Increased demand generation for basic services
- Optimal and balanced utilization of resources
- Minimization of leakages and pilferages
- Improved quality in the delivery of schemes/ services
- Synergetic planning, implementation and monitoring at multiple levels
- Enhanced returns on mainstream investment on development

Knowledge Products Developed and Disseminated

Monographs

- Productive Employment and Sustainable Livelihood: The Indian Situation - Social Watch Monograph Series 1 (1997)
- Poverty and the Poor: The Indian Scenario - Social Watch Monograph Series 2 (1997)
- A Beacon, Shadowed Within: The Problem of Equity in India: A Situational Canvas: Social Watch Monograph Series 3 (1998)

Social Watch

- Social Watch India (2003)
- Social Watch India (2004)
- Citizens' Report on Governance and Development: Social Watch India (2009)
- Citizens' Report on Governance and Development: Social Watch India (2010)

Education Watch

- Education Watch: Citizens' Report on Quality Elementary Education in Odisha (2006)
- Education Watch: Citizens' Report on Status of Elementary Education in Odisha (2011)

Budget Watch

- Budget Watch: The Basics of Budget Making: A Primer (2006)
- Gosthi Jojana O Budget Prastuti: Juang Janajatira Bikash Lakshare (Community Planning & Budget Making for the Development of Juang Tribes) (2011)
- Budget for National Rural Health Mission in Odisha (2012)
- An Analysis of Odisha State Budget 2012-13 (2013)
- Budget Tracking for a cross-section of seven districts in Odisha (2013)
- Budget Watch on Early Childhood Care and Development in Odisha (2014)

Citizen Report Card (CRC)

- Setting a Benchmark: Citizen Report Card on Public Services in Bhubaneswar (2005)
- Services of Gram Panchayats in Koraput, Odisha: A Citizen Report Card (2009)
- Assessment of Anganwadi Services in Odisha: A Citizen Report Card (2015)

Community Score Card (CSC)

- Road to better Pre-School Education Improving the status of Pre-school education services through Community Score Cards (2015)
- Community Scoring on Maternal and Child Health (2019)
- Community Score Card: The Process (CYSD's experience in facilitating dialogue with the key stakeholders for improving the quality of services) (2019)

Entitlement Tracking/ Monitoring

- Public Distribution System in Odisha: An Empirical Study in Four Tribal Districts (2009)
- Citizens Report on Access to Government Entitlements in KBK districts of Odisha (2011)
- Gana Sahajogare Sadharana Bantana Byabasthara Unnati Sadhana Paien

Margadarshika (Community Participation in PDS), 2014

- Public Expenditure on Maternal Health in Odisha: A Benefit Incidence Analysis (2015)
- Impact of Community Monitoring on PDS: An empirical Assessment (2016)

Training Modules and IEC Materials

- Prashikhyana Margadarshika: Trainers' Manual on MGNREGA Inclusive Planning (2014)
- Khetra Karmacharinka Paien Margadarshika: Field guide on MGNREGA (2014)
- Sadharana Bantana Byabasthara Samuhika Tadarakah(2015)
- Sadharana Bantana Byabasthara Goshti Mulyayana (2015)
- Upadestha Committee ku Sakriya Karibare Samuhika Tadarakara Aabasyakata (2015)

Way Forward

The larger vision is to institutionalize the process of Social Watch as a collaborative means of improving people's participation in the governance processes and institutions, enhancing transparency, accountability and responsiveness within the same and improving the quality and reach of public services and schemes. Based on the above-portrayed rich repertoire of expertise and experiences in promoting active citizenship and social watch tools and processes, CYSD envisages a pivotal role for developing a full-fledged action framework and institutional mechanisms to roll out Social Watch in the State.

CYSD has a dedicated Technical Support Group (TSG), adequately equipped to provide technical support to all kinds of community level processes starting from people-led planning to citizen-led monitoring, audit and other ancillary watch processes. The unit has the necessary competence in developing need-based IEC materials, training modules, field level guidebooks, and learning documents. The unit can build an enabling environment of mutual trust and sharing between the service users and the service providers, provide necessary training and orientation to the identified Citizen Monitors/ Social Watch Facilitators, develop user-friendly resource materials, and provide hand-holding support at the ground level in this process.