

**Project Title:**

Enabling Citizen Monitoring of Public Services, Preventing Bribery to Foster Effective Public Service Delivery in Brahmapur city of Orissa

**Services includes:** Drinking Water Supply (PHED), Public Distribution System (Civil Supply Dept.), Land record and Administration (Revenue Dept.)

**Project Goal:**

Promoting transparency and prevent bribery in basic public service delivery (e.g. water supply, public distribution system and land record) by enabling citizens & civil society monitoring and active participation, utilization of right to information and facilitating advocacy to reduce corruption and improve service delivery in Brahmapur city of Orissa.

**Project Objectives:**

- To promote citizen groups and civil society monitoring of basic services delivery (i.e. water supply, public distribution system and land record & administration)with set of monitoring check list;
- To build capacity of the citizen groups, civil society on monitoring service delivery by utilizing right to information and to act upon those information to fight corruption/bribery;
- To advocate for proactive disclosure of information, provision of grievance redressal and institutional reforms for reduction in bribe/petty corruption ensuring transparency and accountability

**The strategies to attain the project objectives:**

- Constructive engagement with the coalition against corruption (CAC) and public officials to draw ways to reduce corruption
- Creation and empowerment of Citizen Monitoring Committees (CMCs) to monitor public service delivery in three selected basic service agencies in Brahmapur city.
- Capacity building among citizens groups on monitoring inventory and use of Right to Information training and publication of IEC (information, education and communication) materials
- Conducting citizen and public officials interface through public hearings to address the corruption issues
- Capacity building of civil society organisations and public officials through training workshop and sensitization camps, and conferences. Also involves the capacity building of peer groups to attain the desired objectives.
- Promoting transparency & improved service delivery through regular debate and dialogue between the citizen's and state through an alliance
- Advising and helping citizen's to fight against corruption through the utilisation of monitoring tools and RTI with the help of anti-corruption 'hotline'.

**Proposed Selected Area**

The proposed project will focus to limited geographical areas covering **6 wards in Berhampur Municipal Corporation** (including the slum, non-slum and the rural areas recently included in the corporation) for this stage.

**Expected Results**

- Promotion of citizen monitoring committees (CMC) to monitor public service delivery and check corruption
- Empowered CMC on monitoring public service delivery and use of right to information and fight against corruption

## YSD Document

- Increased capacity among the CMCs and citizen groups to demand transparency and advocate for improved service delivery and reduce corruption
- 40% Reduction in bribe/petty corruption in basic public service delivery in Brahampur city
- IEC materials on citizen monitoring and right to information for the citizens and civil society organisations
- City level alliance (CAC) to advocate for reduction in bribe, effective implementation of RTI and proactive disclosure of information
- Hotline to help the common man on checking corruption and use of RTI and initial advice on their rights
- Publication of anti-corruption guidebook prepared and published (hard copy and web based)

## Targets

- Increased community monitoring and their capacity to fight against bribery to make the service delivery free of bribery
- Government response to check corruption improve basic service delivery in Brahampur city
- Empowered citizens groups and civil society and advocate for corruption free environment and improve service delivery.

## Indicators of target achievement

- 6 numbers of (CMC) citizen monitoring committees will be created and their capacity increased to monitor public service delivery and check bribery
- Discourse on those information/citizen monitoring (information on petty corruption at the public agencies) during the public hearings in the presence of public officials
- Action taken by the service agencies on the monitoring of public services by the CMC against corruption
- Case studies found during the citizen monitoring of service delivery
- Proactive disclosure of information (those information which can check the possibilities of corruption/bribery) by the public agencies
- 40 percent (Rupees 23.09 million i.e.40% of the total amount of bribe paid to public officials Rs.57.73 million) reduction in bribe payment for public service delivery by the households
- 30 percent increase in RTI applications filed by the citizens in three selected service agencies
- Increased number of cases of filling complaints against corruption by 20 percent in three selected services
- Citizens in the six selected wards (10,000 households i.e. 25% of the total households) will be able to obtain services without bribe
- Baseline survey conducted at the end of the phase-2 to oversee the reduction in corruption

## Budget Approved:

31,850 US\$

## Implementing Agency:

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