

PTF-PAC: CAC- Project Completion Report¹

Name of the CSO: YOUTH FOR SOCIAL DEVELOPMENT (YSD)

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Project name & PTF code: Community Engagement in Fight Against Corruption and Improve Service Delivery in Brahmapur city of Orissa, India (Anti-corruption Phase-III)

1. Project Goal:

Minimize corruption and maximize citizen engagement in PDS, ICDS and Drinking Water services in Berhampur city of Orissa, India

2. Project Objectives:

As specified in the Approved Project proposal	Specific Objectives	Status of achievement at completion
<ul style="list-style-type: none">To engage citizen monitor and civil society to monitor public service delivery (PDS, ICDS and DW) with the knowledge acquired during phase-2	To include at least 60% of all eligible excluded families in 10 slums	<ul style="list-style-type: none">1404 no in 10 wards (206 in 13 slums) of (70%) of eligible excluded beneficiaries got poor left out (PLO) ration cards.
	To ensure stipulated quantity at stipulated price in time to all the card holders in 10 slums	<ul style="list-style-type: none">All ration card holders of the 13 slums have the stipulated quantities of ration items regularlyAll card holders pay only the stipulated price for the ration itemsAll the ration shops operating in the 13 slums are open at the accepted times (two times in a day)

¹ It is suggested that the following Annexes be prepared first.

1. Activities (Inputs) table (see the suggested format attached).
2. Outputs Table (Plan vs actual –see the suggested format attached).
3. Outcomes/Results (update log frame)
4. Financial Progress Report (see the suggested format attached)
5. Human Interest Success stories. include photos and names
6. Materials/reports/toolkits published/disseminated and/r posted on the website

<ul style="list-style-type: none"> To ensure qualitative and quantitative service delivery (PDS and ICDS) to the appropriate beneficiaries within the stipulated time 	<p>To empower communities in 10 slums to fight corruption in PDS</p>	<ul style="list-style-type: none"> People in 13 slums are oriented and empowered through training workshops. All grievances (31) and RTI applications (67) (as per identified numbers) filed by Community on PDS Most of issues (7) addressed and resolved based on people's demands Strong district level network of CSOs/CBOs established (CAC at the city level) to address PDS related issues
	<p>To promote good governance in PDS (improve quality and timely supply of ration items)</p>	<ul style="list-style-type: none"> All the government and ration shop owners (22 in 13 slums) share all related information on PDS with the community Government and ration shop owners respond to the genuine demands of the people All the ration shop owners follow the stipulated rules and procedures relating to PDS (59 in 10 wards) All the relevant cases of PDS documented and shared with wider audience in 13 slums
<ul style="list-style-type: none"> To promote good governance (transparency, accountability and participation) in Berhampur city of Orissa 	<p>To empower communities in 10 slums to fight corruption in ICDS</p>	<ul style="list-style-type: none"> Community participates actively in the whole management of the ICDS in 13 slums. All most all the entitlement holders receive stipulated nutritional food and services in time under ICDS in 13 slums.
	<p>To promote good governance in Water service (improved quantity, quality and regular & timely supply)</p>	<ul style="list-style-type: none"> People getting (78.4% of HHs) safe drinking water regularly and sufficiently in 13 slums

3. Project Area location: Brahmapur city of Odisha, India

Sl.#	Ward No	Name of the Locality	Total HH
1	2	Raghupati Nagar	40
2	4	Ram Nagar	120
3	8	Pandav Nagar	220
4	13	Phulasundari Street	30
5	35	Ankuli Baurisahi	255
6	36	Khodasingi Baurisahi (Old)	35
7	36	Khodasingi Baurisahi (New)	80
8	37	Ambapua Baurisahi	125
Phase-II Total			905
9	4	Gramadevati Street	110
10	3	Dhobabandhahuda	112
11	26	Khodasingi Tota Street	75
12	2	Jagabandhu Dandasi Street	120
13	16	Somonath Nagar	30
Phase-III Total			447
Total Households (in 10 wards)			1352

4. Project period: a) Original: **18 months** b) Actual: **19 months**

5. Project Budget **35,568 US\$**

6. Budget utilized as on **(March, 2013) 35,568 US\$**

7. Project Completion Summary (maximum five pages).

With the achievements of phase-II of the anti-corruption project, phase-III started with an aim to minimize corruption and maximize citizen engagement in three public programme i.e. Public Distribution System (PDS), Integrated Child Development Scheme (ICDS) and Drinking Water services in Berhampur city of Odisha, India. This phase started with the lessons learned and experiences gained in the past two projects with community engagement to fight corruption. Most of the activities were carried out with more strategic and robust manner. This report summarizes (i) the activities that were carried out and the outputs that were produced due to the activities; and (ii) the results that were achieved and how the outputs and activities from the project contributed to accomplishment of each result. It also explains the impact of the project had on reducing corruption and provides quantitative and qualitative information in support of the impact described. Finally a self assessment of achievement of project objectives, the main obstacles have been encountered and actions have been taken to mitigate those and project efforts and experience with constructive engagement.

7.1 Strategies used to achieve project goal and objectives

- **Community engagement:** engage of communities and citizens to monitor service delivery and fight corruption. Provision of training on tools (RTI), techniques of monitoring (Social Auditing) and advocate for transparency, accountability and improve service delivery.
- **Civil society networking:** networking with the other NGO's, intellectuals and media specifically with city level network (CAC) and district level network. Sharing best practices, knowledge and provide them training to advocate and continue engage with service providers also important method.
- **Constructive engagement with service agencies:** productive engagement with public officials, elected representative to share service delivery gaps and improve service delivery. Finding champions and promote them to improve transparency, accountability by providing them technical support, engagement with beneficiaries and other stakeholders are among others.
- **Peer learning and knowledge sharing:** sharing and disseminating of knowledge and cases to the peer groups is one of the important methods.

Tools Used

- **Right to Information:** The Right to Information Act, 2005 is being implemented since 2005 in India which assures/guarantees citizens right to access publicly held information. In this project we have trained citizens, citizen monitors and staff members to use RTI to access information and fight corruption in various sector. Citizen in the communities extensively used RTI to access information.
- **Social Audit:** A social audit is used to monitor the performance of public sector institutions. As its name might imply, a social audit collects information on resources, analyzes it, and shares it publicly. However, beyond an analysis of costs and finances, a social audit is most concerned with how resources are used to achieve social objectives. In this project three social audits conducted to monitor the corruption and efficiency of service delivery agencies through extensive training of citizen monitors and staff.
- **Public Hearing:** Public hearings are formal meetings at the community level where local officials and citizens have the opportunity to exchange information and opinions on community affairs. We have conducted more than 30 public hearings in 13 slums on PDS, ICDS and water supply. Training was provided to citizen monitors and communities to address their problems and suggest corrective action.
- **Citizen Report Card:** CRCs are a tool to engage citizens in assessing the delivery of priority public services, such as health care, water, schools and public transport. The survey can be used as an overall assessment of a public agency or to measure client satisfaction with specific services or issues, such as access, availability, quality, reliability, responsiveness or transparency of the service provider. When used periodically, CRCs can also serve to establish benchmarks and monitor change over time. They can serve to solicit practical suggestions for improving

services and, in some cases, identify and expose serious problems of mismanagement or corruption. In this project CRC has been used to assess the drinking water service delivery through providing training to citizen monitors and staff.

- **People centered and media advocacy:** People Centred Advocacy is an advocacy method for the empowerment of people and the realisation of their rights. By empowering people to advocate on their own behalf, People Centred Advocacy as an effective and sustainable approach to advocacy initiatives. On the other hand using various mediums, including film and dance, to use media as an alternative advocacy method to raise awareness concerning social justice issues. In this project both the advocacy tools were trained to the citizen monitors to advocate for transparent and improved service delivery.

7.2. Project activities (Include a summary here and attach details in Annex 1).

- Formation of Citizen Monitoring Committee in five (5) selected slums
- Community Empowerment through conducting Sensitization Meeting in 13 slums
- Design of set of standard inventory for citizen monitoring/social auditing (ICDS and drinking water)
- Training and capacity development of 54 (32 in phase-II and 22 in phase-III) citizen monitors on right to information and social auditing
- Conducting interface meeting (public hearing) in 13 slums
- Training and capacity development of 54 (32 in phase-II and 22 in phase-III) citizen monitors on media and people advocacy
- Training and capacity development of 54 (32 in phase-II and 22 in phase-III) citizen monitors on grievance writing and addressing in public hearing
- Constructive engagement with public officials of PDS, ICDS and water supply and the elected representatives (12 meetings) to improve transparency, accountability and service delivery.
- Training workshop of AWWs, of ICDS and shop owners of PDS services (6 meetings) on service delivery norms, accountability mechanism, information disclosure and on right to food
- Advocate for improved service delivery and reduce corruption through the Coalition Against Corruption (interface between CAC and public officials) (6 meetings)
- Citizen friendly Hotline to help people report corruption, use of RTI and other entitlements PDS, ICSD and drinking water
- Publication of hand book and IEC materials on citizens monitoring (PDS, ICSD and drinking water) and RTI
- Publication of report of social auditing to share knowledge (PDS, ICSD and drinking water).
- End line survey to oversee the changes and reduction in corruption in basic service delivery

7.3 Project outputs (Include a summary here and attach details in Annex 2)

Public Distribution System

- 206 households in 13 slums (1404 households in 10 intervention wards) get a ration card PLO (Poor Left Out cards)
- All most all (96.4%) the card holders in 13 slums get rationed items stipulated quantity in stipulated price
- All most all the card holders (95.5%) in 13 slums get their rationed items on time
- All most all the information related to PDS are disclosed by the Supply Department, Sub-collector, Berhampur and shop owners (in 59 PDS shops) including entitlements, stock position, quantity, quality and grievance readdress mechanism etc. to the communities and beneficiaries.
- Citizen monitors actively participated in monitoring Public Distribution System (22 ration shops) and used Right to Information as tool to fight corruption.
- Information on service provisions (items, price, stock position etc.), time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public in PDS outlets (59 PDS shops).
- Officials (ACSO, Supply Inspector) and shop owners participated in CAC meetings, public hearing to address different issues related to Public Distribution System service delivery.
- The Shop Owners Association join hands to YSD and CAC to discourse on issues related to transparent and corruption free service delivery specifically the issue of service with loss.
- Action taken by the ACSO on few corrupted (3 PDS outlets) PDS shop owners by threatening them and disciplinary action taken

Integrated Child Development Scheme

- Most of the eligible beneficiaries (95%) included under ICDS
- All most all (92.2%) beneficiaries in 13 slums get food items (THR and SNP) in stipulated quantity on time
- All most all the AWCs (48 in 10 wards) started preschool education for the children in 13 slums
- All most all the beneficiaries (92.5%) in 13 slums get health care services regularly from the AWCs.
- Two senior officials got transferred by the Commissioner of Women and Child Development Department due to poor accountability and corruption cases uncovered by the citizen monitors during social audit of ICDS
- All most all the information related to ICDS are disclosed by the CDPO and AWCs in Berhampur and AWWs including entitlements, stock position, quantity, quality and pre schooling, health care services and grievance readdress mechanism etc. to the communities and beneficiaries
- Officials (CDPO, Supervisors) and AWWs participated in CAC meetings, public hearing to address different issues related to ICDS service delivery.

- The AWWs, Supervisor and CDPO join hands to YSD and CAC to discourse on issues related to transparent and corruption free service delivery in ICDS.

Drinking Water Services

- Most of the households (78.4%) are now access to safe drinking water in 13 slums
- Additional public taps has been set up in 5 slums in Berhampur city
- Proactive Information Disclosed done by Public Health and Engineer Department, Berhampur that includes the service provisions, grievance readdress mechanism.
- Citizen Monitoring Committees participated in monitoring water service delivery (48 water points in 13 slums) and used Right to Information as tool to fight corruption in 13 slums.
- Information on service provisions, time of services, accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public.
- Officials (Executive Engineer, Asst Engineer and Junior Engineers) participated in CAC meetings, public hearing to address different issues related to water service delivery including corruption and poor accountability.
- Details of service provision in drinking water and supply side information provided by the PHED and disclosed to public and CSOs.

7.4 Project Impact on Corruption (Outcomes /Results) (Include a summary here and attach details in Annex 3)

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.

- **Team Capacity and Contribution:** The citizens against corruption team of YSD competently engaged in the project since its inception. Mobilizing community and engage with the public officials are the two tuff tasks which has been handled carefully and consistently. Their understanding and implementation of anti-corruption activities are very effective and the impacts are praiseworthy. Even though there are enough threats to fight against corruption from the culprits the team ably tackled those conditions and brought many changes at the community level and benefits to the citizens.
- **Community Involvement and Support:** The community groups, leaders, champions and the citizen monitors supported our team, activities and actively participated in anti-corruption programmes are tremendous. Without any direct benefits, their consistent supports are very helpful for the team to achieve the results specifically in ICDS and PDS. Citizen monitors participated actively in the training on RTI and social audit of service delivery.

- **Impact:** That the impacts of the 18 month initiative are very supportive to the communities who suffered from corruption since a long time; they really find at least a support to fight the malady as per the views of the community members. The communities got benefitted on use of RTI can be used in any issues to get their work done and they have used this in other issues of their community. Now they are able to voice against any misappropriation and corruption in any scheme of the government. Few citizen monitors empowered by YSD is now become the members of the monitoring committee under ICDS.

Few vested interest groups (politicians and corrupted officials) created obstacle on the way to fight against corruption with non-cooperation. But the citizen monitors, community group's leaders and community members' consistence support helped us to get successful results.

The success we have seen in getting support from few senior public officials specifically in ICDS and drinking water are praiseworthy. On the other hand few elected representatives support us in getting information and spread the message and successfully advocate for improved and corruption free service delivery.

8. Lessons learnt and their replicability:

Difficulties faced and measures adopted to overcome the same:-

- **Community mobilization:** Community mobilization in anti-corruption project where results are delayed, sometimes invisible and difficult to measure, were quite challenging. On the other hand fear psychosis of losing services and not getting support from government officials and elected representative is very difficult for the team to mobilize communities in large scale. The same issue has been mitigated by mobilizing them through rights awareness and sensitization and engaging community leaders and elected representatives with the beneficiaries.
- **Engage with public officials:** Engaging public officials specifically the senior officials who can make decisions and frontline staff getting benefitted due to corruption, both are difficult to mobilize them and engage with them. Engaging champions, pressurizing through senior departmental officials at the state level and involving shop owners association in PDS and AWWs union in ICDS made the team easy to mobilize them and engage with them.
- **Handling political elite:** Political elites at the community level are most obstacles and challenging in the project implementation. This has been mitigated through engaging with the elected representatives and leaders of the oppositions in the wards.
- **Working with shop owners:** Shop owners of PDS and AWWs of ICDS services are very defensive due to many issues they are facing in day to day provision of services. They at a point of time didn't cooperate with the team. Engagement with the shop owners association and local MLA find us a way to

engage and involve them in our initiative to fight corruption.

- **Threat from elites:** There are many threats to our staff and community monitors not to engage anti-corruption initiative and even not to enter few slums and AWCs, PDS shops. But due to intervention and engagement of elected representatives help us in escaping threats from the elites.

Successes met:-

- Engaged community groups in monitoring service delivery and fighting corruption are commendable and exceptional.
- Engaged senior public officials and brought information disclosed and transparency in service delivery
- Involved elected representatives in demanding transparency and improve service delivery with communities.
- Knowledge achieved on right to information, social auditing and advocacy doubled the confidence of the citizens and a new hope created to get improved and corruption free services.
- Capably brought and influenced public officials and elected representatives to act in a transparent manner and improve service delivery.
- Most of the eligible excluded families served with a ration card and included in the list of AWC
- All the beneficiaries access to services as per the norms, on time and quality food items and other services.
- Information disclosed by the service delivery agencies helped monitoring service delivery and fight against corruption

Operational issues within the organization that were favorable / not so favorable :-

YSD provided full support in terms of technical training on understanding issues, tools, techniques and specifically mobilizing people against corruption. This includes training on RTI, community mobilization, rapport building with public officials and elected representatives, social auditing, advocacy, work with media etc.

YSD also stand on its way to fight corruption and remain with the staff members and other stakeholders of the initiative during the difficult times during threaten from political elites and few corrupted shop owner. Some time due to change in staff members and some administrative difficulties which made us little difficult to implement the project like staff turnover, logistic support etc.

Operational issues with other stakeholders like government, community, panchayat/municipality etc. and how were they resolved:-

The initial engagement with the staff is quite difficult due to the name corruption itself created lot of problems and fear among the officials. When it is clear to them that the engagement is constructive than confrontation they become very supportive.

Corruption is now a systematic issue, each and everybody thinks that everyone is involved in this. This also created a lot of confusion among the officials to engage with such kind of initiatives which may go against themselves. But when the senior officials become agreed the problem was solved a little.

Elected representative's plays a major role - had influence on policies and decisions. But their support to fight against corruption is there but they are not ready to accept that the system run by them are corrupt. Support from the higher level officials structures not favorable due to gap in state's policies and practices (compared to the lower level officials/structures the higher ones were not supportive)

Ration shop owners association is cooperative to become transparent and few shop owners have limited cooperation and they are able to influence others on their attitude.

Explain where and how your experiences can be replicated:-

- **Community Engagement:** The community engagement with the public officials in monitoring service delivery in there selected services is one of the important experiences that can be replicable anywhere in the world. This engagement included mobilization, training and engage with the service providers in public forums.
- **Training Module:** The training module in which the training of different stakeholders including service providers, officials and communities are efficient to train and make use of the tools to bring transparency and accountability in service delivery. The training module has potentials to replicate and very much successful in Berhampur.
- **Social Audit Tools:** The social accountability tools that are developed, piloted and used during the project period has tremendous power to monitor service delivery, it is use friendly and accepted by both the communities and service providers. The specific social audit tools in PDS, ICDS and drinking water are the examples. These tools have potential for replication and at the same time this type of tools can be designed for other public programmes.
- **Knowledge Materials:** The knowledge materials developed during the project period are user friendly by the communities, service providers and CSOs. This has been designed user friendly mostly for the communities who actually need this. Most of the materials contain the details of the programme, entitlements, process and grievance. The knowledge products have been design by looking at the beneficiaries need and how they can use the information and techniques. The knowledge products prepared are high probability of scaling up.

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.

- **Government Officials:** in this phase support from public officials remain unprecedented. Most of the senior officials of the particular sector offered their support to such kind of work. They agreed the process we followed, accepted the findings and take necessary action during the phase. More interestingly their involvement in anti-corruption work is more and they participated in many workshops,

dissemination meetings and training programmes. More interestingly their actions against any corrupt officials and improve services based on the grievance from the community and YSD was more efficient and effective. The following officials supported us most

Public Officials

- Mr. Purusottama Lenka, ACSO, Berhampur
- Mr. P.D.M Khosala, DCSO, Ganjam
- Mrs. S. Laxmi and P. Bhargavi Supply Inspector
- Mrs. Pramila Behera, CDPO, Urban1
- Dr. Bidhuprava Ratha, CDPO, Urban 2
- Mrs. Premabati Dash and Mrs. Srimati Panda, Supervisor, Urban-1, ICDS
- Mrs. Sunel Prabha Ratha and Mrs. Manjulata Tripathy, Supervisor, Urban-2, ICDS
- Mrs. Gitanjali Maharana, AWW, Jagabandhu Dandasi
- Er. Prasant Kumar Mahapatro, Executive Engineer, PHED, Berhampur
- Er. Jayaram Sahu SDO, PHED, Berhampur
- Mr. Akshaya Kumar Mohanty, Municipal Commissioner, BMC, Berhampur
- Mr. Sangram Sekhar Panda, Slum Development Officer, BMC, Berhampur

Anganwadi Workers

1. Mrs. Gitanjali Maharana, AWW, Jagabandhu Dandasi street
 2. Mrs. Sanjukta Mahapatro, AWW, Pichipichia Nagar
 3. Mrs. Ratnamala Rao, AWW, Pandav Nagar
 4. Mrs. Kamini Kumari Sahu, AWW, Gramdevati Street
 5. Mrs. Sasmita Nayak, AWW, Ankuli
 6. Mrs. Jyochana Panigrahi, AWW, Dhobabandha Huda
 7. Mrs. K. Sanjukta Patro, AWW, Phulasundari Street
 8. Mrs. Suprabha Panihrahi, AWW, Raghupati Nagar
 9. Mrs. Pramodini Jena, AWW, Khodasingi (new)
 10. Mrs. Satyabhama Dalei, AWW, Khodasingi(old)
 11. Mrs. Anita Nahak, AWW, Khodasingi Tota Street
 12. Mrs. Basanti Padhi, AWW, Ambapua
 13. Mrs. Bidulata Behera, AWW, Somanath Nagar
- **Elected Representatives:** Elected representatives of these slums were consulted on the service delivery and mobilized to participate in the monitoring process. Their support to the project is commendable and will help in sustain the project activities.
 - **Shop Owners Association:** Shop owners Association plays major role in designing model transparency ration shop and replicate the same model in all shops. The members specifically the Vice-president and the advisor helped a lot to understand the PDS process, their issues and lacunas in service delivery. They have also helped us in participating training on right to food and transparency and accountability.

- **Civil Society Organizations:** CSOs like local NGOs, CBOs and intellectuals supported our agenda. This anti-corruption work also gained momentum due to the anti-corruption wave running inside India. Our work has been supported by many CSOs like India Against Corruption, IAC Odisha, Ganjam Zilla Bikas Mancha and many others.
- **Media:** The role of media in this phase remains at more supporting mode this is due to the evidence collected from the field on corruption issues, competition among the media houses and their support to anti-corruption work. They highlighted specific cases of corruption and information in the daily news and their continuous coverage in this issue keep the anti-corruption agenda burning during the entire project period and even continue till now. The following print and broad cast media supported our initiative.
 - The Hindu
 - The Indian Express
 - The Business and Political Daily
 - The Eenadu
 - The Sambad
 - The Samaj
 - The Dharitri
 - The Sarvasadharana
 - The Khabar
 - The Sakshi
 - The UTV
 - The OTV and
 - The ETV
 - The MBC TV
 - The NAXATRA TV
- **Coalition Against Corruption:** The Coalition Against Corruption (CAC) become more active in Berhampur and persistently raising the issues of corruption and exploitation. Many citizens and other organizations are now joining and supporting this initiative. CAC now conduct training on RTI, social audit and advocacy.
- **Right to Food Campaign, Odisha Chapter:** Right to Food Campaign, Odisha Chapter supported our initiative by providing technical support on right to food, various guidelines of Supreme Court, state and central government. They also supported us in advocacy with the state government to improve service delivery and institutionalize the social audit process in ICDS and PDS. They also give us a platform to advocate at the state level to improve transparency in PDS and ICDS with other CSOs and network.

10. Community Empowerment:

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

Engage with communities:

Identification of existing community groups and creating new groups with using tools like community mobilization and right based approach are the strategy adopted to select community organizations to engage in fighting corruption. The group mostly consists of female members, youth groups are active in these localities. YSD formed five new community groups to fight against corruption during phase-III.

Community Empowerment:

- **Training on use of Right to Information:** Training programme conducted to frame questions, file RTI application, and follow up with government department and also to use these information to get the entitlements in a corruption free manner
- **Sensitization on PDS and ICDS:** Sensitization meeting conducted in partnership with the service delivery agencies to sensitize communities on various rights and entitlements of different schemes like PDS, ICDS and drinking water services. Awareness on service delivery norms and government guidelines was created on PDS, ICDS and water.
- **Training on Social Auditing:** Training of the citizens monitor's on monitoring PDS, ICDS and water service like checking of service delivery, beneficiary interaction, checking PDS shop, ICDS centres, compare with daily sales register and receipt, stock verification etc. with a set of citizens monitoring tools are another important aspects of training.
- **Training on advocacy:** Community empowerment on their rights to get corruption free services, rights and entitlements are one of the important components of the skill improvement. And also delivered the skills and capacity to advocate for better and corruption free service delivery. .

- **Quality and contribution of CBO's**
 - Active participation of CBO's in all training programmes conducted
 - Competent on diagnosis corruption issues
 - Actively participated in social auditing
 - Use of Right to Information and action
 - Actively participated in public hearing and demand entitlement
 - Regular meeting and interaction
 - Use of knowledge and skills on fight corruption
 - Financial contribution to sustain the activities

11. Peer learning:

Please comment on the peer learning experiences in terms of:

1. Your organisation under review and

- Assess our work and got many inputs on the current work
- Specifically few techniques of assess our work and get feedback and change accordingly to get accurate results
- Sharing knowledge and experiences and exchange ideas that work
- Share challenges and get support and ideas to mitigate/ handle critical situations
- Enhance knowledge and increase in skill of the field staff and project manager
- Broadens the knowledge on anti-corruption in different settings, locations and cross cutting issues

2. You reviewing other organisations and

- Learning for both the sided helped solve problems
- New ideas and challenge mitigation strategy
- Learned more techniques of community mobilization on anti-corruption front
- Improved documentation and presentation skills

3. comment on the quality of such exercise and contribution to success of CAC project

- Exchange ideas and share best practices on different contexts
- Innovative ideas to fight corruption in two states Karnataka and Odisha (e.g. ICDS centre visit, training of AWWs and other officials, training citizen monitors and engage with the right to food campaign)
- Building network of CSO's to fight corruption at the state and national level and also sector specific

12. Project sustainability:

Technical:	<ul style="list-style-type: none">• <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>• 54 citizen monitors trained in 13 slums and 13 community groups (CBOs) also empowered on various aspects of transparency and accountability and the rights and entitlements under PDS, ICDS and drinking water• Skill and knowledge on conducting social audit, organized public hearing and use of right to information and how to advocate with public officials, as tools of fighting corruption transferred to the citizen monitors and community organizations• Technical and other support to regular meet at the community level to discuss
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	<p>current issues and take measures by engaging senior officials and corporator to solve those.</p>
	<ul style="list-style-type: none"> • What plans for upcoming initiatives to ensure sustainability of project outcomes? • Mainstream anti-corruption activities in other programmes of community groups and continued technical support • Sharing case history and success of the last project with the communities to sustain their efforts • Continued engagement with the stakeholders like ACSO, Shop owners and CDPO, AWWs and corporators to maintain transparency and accountability in service delivery. • Support community groups and citizen monitors to raise finance for their activities and update on various knowledge, rule and regulations of government on various schemes.
Social:	<ul style="list-style-type: none"> • How much ownership does the community have of the process? • Communities were mobilized on the issues of corruption and on their rights and entitlements as their own issue • The results of the phase-III made happy and brought smile to many victims of corruption and their happiness and persistent engagement in the process bring more ownership • This has created more ownership than the phase-II which added many value to the ownership of the initiative and its success
	<ul style="list-style-type: none"> • How far the community is independent in dealing with the corruption issues on their own? • The trained 54 citizen monitors are fully skilled on various tools like writing grievances, file RTI applications, monitor public programme and advocate with public officials and elected representatives made them independent in fighting corruption • Their engagement with other public programmes made double their strength of fighting corruption
	<ul style="list-style-type: none"> • How far the community can independently organize the road shows or protests for their rights and curbing corruption? • The community groups now fighting various other issues like housing and other basic services through using rally, dharana and meeting with their elected representatives and senior officials proved their potentials of independently organize various advocacy events to fighting corruption
Institutional:	<ul style="list-style-type: none"> • What are the organizational plans to continue the project on your own? • Sharing new updates and information with the community groups and provide

	<p>updated skill and knowledge</p> <ul style="list-style-type: none"> • Further build their capacity on managing CBOs and advocate for transparency and accountability • Help them in raising funds from different sources to run their activities.
	<ul style="list-style-type: none"> • <i>How far the CBOs formed/strengthened can work on their own?</i> • The community leaders and trained citizen monitors can lead their groups and work on their own with the skill acquired during the project period. • Continue follow up with the groups and engage them with other project activities will make them engaged
Financial:	<ul style="list-style-type: none"> • Does the community financially contribute to the project? • The community groups already contributing financially to their groups and run their activities of their own • They also trying to raise fund from other external sources to run their activities and strengthen their groups
	<ul style="list-style-type: none"> • <i>How much financial support can your organisation mobilize on its own from other donors?</i> • Our organization can run the follow up activities of its own due to other project support • There two other governance programmes currently in operation will contribute and engage the communities to fight corruption as a part of their activities
	<ul style="list-style-type: none"> • <i>Have any other donors expressed interest in supporting such initiatives?</i> • We have approached few donors are searching new donors for getting support

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)
4. Financial Progress Report (see the suggested format below)
5. Human Interest 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:

<u>Project Activities Planned</u>	<u>Actual Project Activities.</u>	<u>Status of completion² and</u> (Description of any major
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² C= fully completed, NC = very limited or no completion, D= Deferred to Phase 2, IP=In progress.

(Please reproduce what was in the Approved Proposal).	(Please Describe what was actually done	change in the activity with explanation as needed.)
<ul style="list-style-type: none"> • Objective-1: To engage citizen monitor and civil society to monitor public service delivery (PDS, ICDS and DW) with the knowledge acquired during phase-2 		
<ul style="list-style-type: none"> • Objective-2: To ensure qualitative and quantitative service delivery (PDS and ICDS) to the appropriate beneficiaries within the stipulated time 		
<ul style="list-style-type: none"> • Objective-3: To promote good governance (transparency, accountability and participation) in Berhampur city of Orissa 		
<p>Specific Objective-1: To include at least 60% of all eligible excluded families in 10 slums</p>		
<p>1. Prepare list the eligible excluded families: Preparation of a list of eligible BPL families with participation of communities and citizen monitors</p>	<ul style="list-style-type: none"> • List of eligible BPL families in 6 slums • Government norms of selection of BPL families followed • Participatory method adopted engaging communities and citizens • List of eligible BPL families and report of the selection process 	<p>NC = very limited or no completion <i>Note: Selection of BPL families now days is purely a political affair due to intervention of local elected representative made it difficult to do the selection process in all 13 slums. On the other hand due to increased benefits under BPL scheme communities in many slums are not prepared to give the actual information of poverty. There is also fear of getting exempted from the BPL list.</i></p>
<p>2. Support the families to apply for the ration cards: Handholding supports to all eligible the families to apply and submit their poverty situation to the BMC for inclusion</p>	<ul style="list-style-type: none"> • Training provided to file applications and disclose information required for BPL to corporators in 13 slums • Community meeting, training to citizen monitors and handholding support • Report of the training and copy of applications 	<p>NC = very limited or no completion</p>
<p>3. Following up and Lobbying with the Municipal Corporation to issue the ration cards: Follow up with BMC on adding of all eligible HHs in the list of BPL during the survey</p>	<ul style="list-style-type: none"> • Three follow up meetings done with the corporators of BMC • Visits to corporators and BMC officials in a regular gap, writing letters and file RTI applications • Copy letters and RTI applications 	<p>NC = very limited or no completion</p>
<p>4. Organize Interface with the stakeholders through Public hearing: Conduct of interface with the authority and the</p>	<ul style="list-style-type: none"> • 3 Interface meeting held with corporator and BMC officials • Special request through writing application (3) and following 	<p>C=fully completed</p>

eligible BPL families on their poverty.	<p>through RTI application made (4 RTI)</p> <ul style="list-style-type: none"> • Report and photographs of the meeting and copy of application and RTI request 	
Specific Objective:2 To ensure stipulated quantity at stipulated price in time to all the card holders in 10 slums		
1. Orientation and training to the community/cardholders on PDS: organize community level training programme on service delivery norm like quality, quantity and the other entitlements.	<ul style="list-style-type: none"> • 13 sensitization meetings in 13 slums conducted to train and orient cardholders on service delivery norms and accountability mechanism • Meeting at community level with participatory method • Report of the sensitization meeting and photographs 	C=fully completed
2. Orienting and strengthening Community monitoring groups: Organize training programme of the citizen monitors to monitor compliance of guidelines (actual practice) by the shop owners.	<ul style="list-style-type: none"> • One training programme of community groups (54 citizen monitors) organized • Both classroom and on sight training provided to check PDS shops and interview with various stakeholders, filling inventory etc. • Report and photographs of the training programme 	C=fully completed
3. Support the monitoring mechanisms at the community level: Support citizen monitoring of PDS shops and service delivery by the citizen monitors	<ul style="list-style-type: none"> • 54 citizen monitors trained and supported to conduct social audit of PDS • Interviewing various stakeholders including beneficiaries and checking PDS shops and filling inventory • Report and photographs of the training and social audit of PDS 	C=fully completed
4. Use of RTI and grievance redressal system: Handholding support to use right to information (frame question, file application and follow up) and grievance system to fight corruption and lack of accountability.	<ul style="list-style-type: none"> • Five (5) RTI training programme organized in 13 slums • 18 no of RTI applications filled with handholding support from YSD staff • Participatory method used, practical training provided to file RTI application and frame question and group work conducted to frame questions • Report and photographs of training programme and copy of RTI 	C=fully completed

	applications	
5. Orientation and training to the community/cardholders on PDS: Training programme will be organized on ration items, its quantity and price.	<ul style="list-style-type: none"> • 13 sensitization meetings in 13 slums conducted to train and orient cardholders on ration items, its quantity and price • Meeting at community level with participatory method and demonstration of rationed items, price and quantity • Report of the sensitization meeting and photographs 	C=fully completed
6. Orienting and strengthening Community monitoring groups: Training programme will be organized to strengthen the monitoring capacity of the citizen monitor on quantity and price.	<ul style="list-style-type: none"> • 54 citizen monitors trained and supported to conduct social audit of PDS (quantity and price) • Interviewing various stakeholders including beneficiaries and checking PDS shops and filling inventory • Report and photographs of the training and social audit of PDS 	C=fully completed
7. Support the monitoring mechanisms at the community level: conducting citizen monitoring on price and quantity of the rationed items.	<ul style="list-style-type: none"> • 54 citizen monitors supported to conduct social audit of PDS • Interviewing various stakeholders including beneficiaries and checking price and quantity of rationed items • Report and photographs of the social audit of PDS 	C=fully completed
8. Use of RTI and grievance redressal system: Handholding support to use right to information (frame question, file application and follow up) and grievance system to fight corruption and lack of accountability.	<ul style="list-style-type: none"> • Five (5) RTI training programme organized in 8 slums • 16 no of RTI applications filled with handholding support from YSD staff • Participatory method used, practical training provided to file RTI application and frame question and group work conducted to frame questions • Report and photographs of training programme and copy of RTI applications 	C=fully completed
9. Orientation and training to the community/cardholders on PDS: Training programme of the communities will be 19organize19 on timing, regularity of opening.	<ul style="list-style-type: none"> • 13 sensitization meetings in 13 slums conducted to train and orient cardholders on shop opening days and dates, timing • Meeting at community level with participatory method and demonstration of official orders on 	C=fully completed

	<p>dates of shop opening and timing</p> <ul style="list-style-type: none"> • Report of the sensitization meeting and photographs 	
10. Orienting and strengthening Community monitoring groups: conducting citizen monitoring on regular opening of the shops and timing as prescribed	<ul style="list-style-type: none"> • 54 citizen monitors trained and supported to conduct social audit of PDS (regular opening of the shops and timing as prescribed) • Checking PDS shops opening and timing and filling inventory • Report and photographs of the training and social audit of PDS 	C=fully completed
11. Support the monitoring mechanisms at the community level: conducting citizen monitor on price and quantity of the rationed items.	<ul style="list-style-type: none"> • 54 citizen monitors supported to conduct social audit of PDS • Interviewing various stakeholders including beneficiaries and checking price and quantity of rationed items • Report and photographs of the social audit of PDS 	C=fully completed
12. Use of RTI and grievance redressal system: Handholding support to use right to information (frame question, file application and follow up) and grievance system to fight corruption and lack of accountability.	<ul style="list-style-type: none"> • Five (5) RTI training programme organized in 8 slums • 14 no of RTI applications filled with handholding support from YSD staff • Participatory method used, practical training provided to file RTI application and frame question and group work conducted to frame questions • Report and photographs of training programme and copy of RTI applications 	C=fully completed
13. Interface between cardholders, PDS shop owner and supply inspector on timings; one public hearing will be organized to interface between the beneficiaries and service providers.	<ul style="list-style-type: none"> • 13 Interface meeting held with PDS shop owner and card holders • Question answer session, participatory method where official like supply inspector, PDS shop owner and corporators were present • Report and photographs of the interface meeting 	C=fully completed
Specific Objective:3 To empower communities in 10 slums to fight corruption in PDS		
1. Orientation and training to the community/cardholders	<ul style="list-style-type: none"> • 13 sensitization meetings in 13 slums conducted to train and orient 	C=fully completed

<p>on PDS: Training programme of the communities will be organize to fight corruption within the PDS through the use of various tools.</p>	<p>cardholders on fight corruption in PDS through use of RTI and social auditing</p> <ul style="list-style-type: none"> ● Meeting at community level with participatory method on RTI and social audit ● Report of the sensitization meeting and photographs 	
<p>2. Orienting and strengthening Community monitoring groups: conducting citizen monitors training on checking corruption within the PDS.</p>	<ul style="list-style-type: none"> ● 54 citizen monitors trained and supported to conduct social audit of PDS and check corruption ● Interviewing various stakeholders including beneficiaries and checking PDS shops and filling inventory ● Report and photographs of the training and social audit of PDS 	C=fully completed
<p>3. Identifying and listing out the grievances in PDS: Identifying the issues of communities through FGD and other methods.</p>	<ul style="list-style-type: none"> ● List of issues collected through FGD at community level ● FGD and discussion method ● List of issues and problems, report and photographs of FGD 	C=fully completed
<p>4. Facilitate and support filing of grievances by the community: Provisioning of handholding support to the communities to file complaints on PDS</p>	<ul style="list-style-type: none"> ● 28 complaints from 13 slums on various issues including corruption at PDS has been made by the communities ● Handholding support to write and file complaint ● Copy of complaint applications 	C=fully completed
<p>5. Filing of RTI applications on identified issues within PDS: Provisioning of handholding support to the communities to file RTI applications on PDS</p>	<ul style="list-style-type: none"> ● 15 no of RTI applications filled by the communities ● Handholding support to file RTI, frame questions ● Copy of RTI applications 	C=fully completed
<p>6. Follow up on grievances and RTI applications filed: continuous follow up with the complaints and action taken also on RTI applications.</p>	<ul style="list-style-type: none"> ● Response to RTI applications and filing appeal to the next authority ● 55 RTI responded and 12 no appealed to next authority due to incomplete information ● Handholding support to appeal ● Copy of appeals and information under RTI 	C=fully completed
<p>7. Identifying various issues: Identifying issues related on</p>	<ul style="list-style-type: none"> ● List of issues collected through FGD at community level 	C=fully completed

<p>PDS and 22organize them for further advocacy.</p>	<ul style="list-style-type: none"> • Presented before the CAC and citizen monitors and agenda prepared • FGD and discussion method, demystifying issues and type of corruption • List of issues and problems, report and photographs of FGD and advocacy meeting 	
<p>8. Taking up the issues with the concerned government agencies: Continue follow up with PDS issues with all the government departments (CSO, sub-collector and BMC)</p>	<ul style="list-style-type: none"> • One dissemination meetings on issues and findings of social audit to ACSO, DCSO, Sub-collector and PDS shop owner's association members • Sharing of findings, case studies and issues among officials • Reports and photographs 	<p>C=fully completed</p>
<p>9. Follow up on various issues identified to resolve them on PDS</p>	<ul style="list-style-type: none"> • 4 follow up meeting with ACSO, supply inspector and PDS shop owner's association members • Meetings and personal visits • Letters, action taken reports 	<p>C=fully completed</p>
<p>10. Orientation and consultation of CSOs/CBOs: Organise and orient them on networking and advocacy for better implementation and provision of entitlements.</p>	<ul style="list-style-type: none"> • 2 trainings of community groups on advocacy meeting with the community based organization and CAC • Participatory method, sharing case studies, train on advocacy tools • Report of the meeting and photographs 	<p>C=fully completed</p>

<p>11. Identifying issues of common interest and share among network members and advocate</p>	<ul style="list-style-type: none"> • List of issues collected through FGD at community level • Presented before the CAC and citizen monitors and agenda prepared • FGD and discussion method, demystifying issues and type of corruption • List of issues and problems, report and photographs of FGD and advocacy meeting 	<p>C=fully completed</p>
<p>12. Formulate collective action: design collective action strategy and start advocacy</p>	<ul style="list-style-type: none"> • 2 demonstration organized and memorandum submitted to sub-collector • Community monitors meet ACSO and shop owner's association president • Copy of memorandum, report of demonstration and photographs. 	<p>C=fully completed</p>
<p>13. Organise and conduct collective action: conduct network activities as per the plan.</p>	<ul style="list-style-type: none"> • 6 quarterly meeting with CAC members • 3 press meet on corruption issues by CAC members • 4 meeting on PDS and ICDS issues organized • Participatory method and group work on strategy and advocacy done • Report and photographs of the meeting 	<p>C=fully completed</p>
<p>Specific Objective: 4 To promote good governance in PDS (improve quality and timely supply of ration items)</p>		
<p>1. Identifying various issues: identifying governance issues within PDS with all the stakeholders</p>	<ul style="list-style-type: none"> • 13 focus group discussion with communities, shop owners, supply inspector and ACSO and DCSO • Participatory method with specific questions and tools • List of issues, reports and photographs of FGD 	<p>C=fully completed</p>
<p>2. Facilitating and supporting to declare information under 4(1)(b) of RTI Act 2005: hand holding support to design and disclosure of 17 point information</p>	<ul style="list-style-type: none"> • 1 training programme organized on section 4(1)(b) of RTI Act 2005 • Participatory method, expert sessions from RTI coalition Odisha and I&PR department GoO • Reports, photographs and 	<p>C=fully completed</p>

	departmental proactive disclosure under section 4(1)(b) of RTI Act 2005	
3. Monitoring of display boards at the PDS level: citizen monitoring of display of informative boards at the shop level	<ul style="list-style-type: none"> • 54 citizen monitors trained and supported to conduct social audit of PDS and check information board and its content, daily updating etc. • Field visit to see PDS shop board, expert session by ACSO and PDS shop owner and participatory method. • Report and photographs of the training and social audit of PDS 	C=fully completed
4. Campaigning of the available information at the community level: share of information with the communities	<ul style="list-style-type: none"> • 13 campaign meeting held in 13 slums to share and demystify information on PDS • Campaign at community level and demonstration of information and distribution of IEC materials and • Report of the sensitization meeting and photographs 	C=fully completed
5. Identifying various issues: identify and share of the issues among the public officials.	<ul style="list-style-type: none"> • 13 focus group discussion with communities, shop owners, supply inspector and ACSO and DCSSO • Participatory method with specific questions and tools • List of issues, reports and photographs of FGD 	C=fully completed

<p>6. Addressing and resolving the issues: follow up action to address those issues with the public officials</p>	<ul style="list-style-type: none"> • 2 advocacy meetings and 4 visits by community monitors and 12 personal visits made to follow up resolving issues • Building rapport, sharing information and case studies 	<p>C=fully completed</p>
<p>7. Orientation and training to the PDS shop owners: organise training of PDS shop owners on government and Supreme Court guidelines on right to food (RTF) and RTI.</p>	<ul style="list-style-type: none"> • 2 training programme organized of the PDS shop owners on government orders, Supreme Court guidelines on right to food and RTI • Participatory method, sharing of govt. and Supreme Court guideline involving Right to Food campaign members at the state level • Report of the meeting and photographs 	<p>C=fully completed</p>
<p>8. Mobilise and organise communities for public action: organising communities for public action against corruption and misappropriation.</p>	<ul style="list-style-type: none"> • Sensitization meeting organized against corruption and misappropriation in 13 slums • Community meeting, participatory method, community mobilization and sharing rights • Report and photographs of community meeting and copy of grievance applications 	<p>C=fully completed</p>
<p>9. Identifying various issues of the PDS shop owners to follow with the rules and procedures relating to the PDS</p>	<ul style="list-style-type: none"> • 2 focus group discussion (FGD) with shop owners, and discussion with shop owners association done on rules and procedures relating to the PDS • Participatory method with specific questions and tools • List of issues, reports and photographs of FGD 	<p>C=fully completed</p>

<p>10. Orientation of the shop owners: Training programme of the shop owners on PDS rules</p>	<ul style="list-style-type: none"> • 1 training programme of shop owners in association with the shop owners association done on rules regulations and right to food • Participatory method, sharing of rules and guidelines of Food Supply and Consumer Welfare (FSCW) department and Supreme Court, engage with the RTF campaign Odisha • Report, photographs and training register 	<p>C=fully completed</p>
<p>11. Demonstration of Model PDS shops through video and other documentation and field trip</p>	<ul style="list-style-type: none"> • One participation of PDS shop owners association and citizen monitors in demonstration of case studies (video) and 4 field visits to PDS shops • Field visit, demonstration of video and sharing of case studies • Reports and photographs 	<p>C=fully completed</p>
<p>12. Identification of cases for documentation: printing of reports and documents at the community and stakeholders level.</p>	<ul style="list-style-type: none"> • Design and printing of 500 copies of PDS social audit report and sharing with community and stakeholders • Mailing and personal visits • Copy of published report 	<p>C=fully completed</p>

<p>13. Documenting the cases: documentation of the cases of deprived and victims</p>	<ul style="list-style-type: none"> • Design publish of case studies of deprived and victim of corruption • Field visit, interaction with victims, record, photographs and video and documentation • Copy of the case studies 	<p>C=fully completed</p>
<p>14. Sharing of documents and reports among stakes, communities and other CSO's and media</p>	<ul style="list-style-type: none"> • Design and printing of 500 copies of PDS social audit report and sharing with community and stakeholders • Mailing and personal visits • Copy of published report 	<p>C=fully completed</p>
<p>15. Involvement of media: organised media release of corruption cases and other issues.</p>	<ul style="list-style-type: none"> • One media release (print and broadcast media) of corruption cases and other issues organized • Providing information, cases of corruption facts and data and dissemination of findings of social audit and media interaction • Report and photographs of the media release, copy of press note and paper cutting 	<p>C=fully completed</p>
<p>Specific Objective: 5 To empower communities in 10 slums to fight corruption in ICDS</p>		
<p>1. Orientation and training of community about ICDS: entitlement and service delivery norms</p>	<ul style="list-style-type: none"> • 13 community sensitization meeting organized in 13 slums on ICDS entitlements and accountability • Participatory method followed and involved RTF, Odisha experts and senior officials invited as resource person • Report and photographs of the meeting and signature of the participants 	<p>C=fully completed</p>

<p>2. Training of citizen monitors on ICDS to check the perfect implementation of ICDS</p>	<ul style="list-style-type: none"> • One training programme of citizen monitors organized to monitor ICDS • Both classroom and on sight training provided and participatory method followed and group exercise conducted • Report and photographs of the training programme 	<p>C=fully completed</p>
<p>3. Identification of issues surrounding ICDS entitlements and service delivery practices</p>	<ul style="list-style-type: none"> • Identified issues of poor infrastructure, weak accountability and corruption in 13 slums • Field visits, FGD with beneficiaries and AWWs • Report of the issues submitted to public officials 	<p>C=fully completed</p>
<p>4. Focus group discussions and public hearing on issues under ICDS involving communities.</p>	<ul style="list-style-type: none"> • 13 focus group discussions, and 13 public hearings organized in 13 slums • Priority given to beneficiaries, participatory method followed and cases gathered • Report and photographs of FGD and public hearing 	<p>C=fully completed</p>
<p>5. Follow up on the issues emerged in FGDs and Public Hearing with the service providers.</p>	<ul style="list-style-type: none"> • 6 follow up meetings organized and 2 meeting with service providers organized • Discussion with CDPO and supervisor, case by case basis • Report and photographs of the follow up meetings and public hearing 	<p>C=fully completed</p>
<p>6. Orientation and training ICDS workers: Organise training programme on ICDS and provisions and their obligations</p>	<ul style="list-style-type: none"> • 4 orientation and training programme of ICDS, AWWs organized in partnership with CDPO-I & II and RTF(Odisha) • Participatory method, expert sessions with senior officials and member to RTF campaign • Report and photographs of the orientation and training programme 	<p>C=fully completed</p>

7. Promoting display of citizen charters and information in ICDS centres at different communities	<ul style="list-style-type: none"> • One training and orientation programme of ICDS, AWWs organized in partnership with CDPO-I & II and RTF(Odisha) on informative boards and information disclosure as per government guideline • Participatory method, expert sessions with senior officials and member to RTF campaign • Report and photographs of the orientation and training programme • 42 RTI application filled and 12 grievances filled by the communities 	C=fully completed
8. Constructively engaging the higher officials to check service delivery gaps and corruption issues	<ul style="list-style-type: none"> • 6 meeting with senior officials (CDPO-1 & 2 and Supervisors) held in ICDS and shared the gaps and corruption in service delivery in ICDS • Discussion with CDPO and supervisor, case by case basis • Report of the meetings and photographs 	C=fully completed
9. Documenting and sharing of experiences under ICDS to various stakeholders.	<ul style="list-style-type: none"> • IEC materials on ICDS in Odiya (5000 leaflets, 500 posters) language prepared and shared information on service delivery norms and accountability • A social audit toolkit (ICDS monitoring inventory) also prepared shared with citizen monitors, CSOs and public officials • 10 best case studies on ICDS prepared and shared with CSOs, communities and public officials • Copy of IEC materials, toolkit and case studies 	C=fully completed
Specific Objective: 6 To promote good governance in Water service (improved quantity, quality and regular & timely supply)		
1. Assessing and identifying water needs of the community: finding the issues	<ul style="list-style-type: none"> • An assessment on quality of drinking water service delivery done 	C=fully completed

related to water service delivery	by using the citizen report card method in 13 slums <ul style="list-style-type: none">• Major issues highlighted and shared among communities, CSOs and public officials• Copy of the citizen report card on water service delivery	
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<p>2. Water supply situation from the PHED side will be analysed by collecting various information on number of taps, tube wells, quantity of water supply, availability of staff, budgets etc.</p>	<ul style="list-style-type: none"> • Water supply in Brahmapur city analyzed comprehensively by collecting secondary information from PHED and BMC • A report on drinking water supply in Berhampur prepared and shared with communities, CSOs and public officials • Report of the water supply situation in Berhampur city • 33 RTI applications filled by the communities and project staff. 	<p>C=fully completed</p>
<p>3. Orienting people for demanding better services vis-à-vis water</p>	<ul style="list-style-type: none"> • Sensitized communities on service standards of water supply (PHED) through public meeting in 13 slums • Report, photographs and signature of participants of the sensitization meeting 	<p>C=fully completed</p>
<p>4. Constructively engaging government officials to improve water service delivery</p>	<ul style="list-style-type: none"> • One dissemination workshop on social audit of drinking water service delivery organized • One meeting of public officials and CAC organized to address people's demand and water related issues • Report and photographs of the meetings held with officials and the dissemination workshop 	<p>C=fully completed</p>
<p>5. Monitoring quality of water through sample scientific tests involving citizen monitors</p>	<ul style="list-style-type: none"> • Monitored the water service delivery (48 public tap) in 13 slums through a structured inventory to check infrastructure, timing, quality and quantity of water and accountability of govt. staff, information available etc. • A social audit of drinking water service delivery conducted in 13 slums • Visits to public taps during water supply time and collected evidences of • Report and photographs of the social audit of drinking water service delivery 	<p>NC=very limited or no completion</p> <p><i>Note: Checked service delivery standard rather quality through scientific test</i></p>

Annex 2: Planned and Actual Outputs

<u>Outputs Planned</u> (Please reproduce what was in the Approved Proposal).	<u>Actual Project Outputs</u>	<u>Status of completion³</u> (Description of any major change in the outputs with explanation as needed.)
<p>Objective-1: To engage citizen monitor and civil society to monitor public service delivery (PDS, ICDS and DW) with the knowledge acquired during phase-2</p> <p>Objective-2: To ensure qualitative and quantitative service delivery (PDS and ICDS) to the appropriate beneficiaries within the stipulated time</p> <p>Objective-3: To promote good governance (transparency, accountability and participation) in Berhampur city of Orissa</p>		
<p>Specific Objective-1: To include at least 60% of all eligible excluded families in 10 slums</p>		
<ul style="list-style-type: none"> By September 2012, 1200 excluded eligible families will get ration cards 	<ul style="list-style-type: none"> 206 (1404 in 10 wards) no of eligible households in 13 Slums get rations cards (PLO cards) by end of the project 	NC = very limited or no completion
<p>Specific Objective-2: To ensure stipulated quantity at stipulated price in time to all the card holders in 10 slum</p>		
<ul style="list-style-type: none"> All ration card holders of the 10 slums have the stipulated quantities of ration items regularly 	<ul style="list-style-type: none"> All ration card holders in 13 slums have the stipulated quantities and ration items regularly 	C= fully completed
<ul style="list-style-type: none"> All card holders pay only the stipulated price for the ration items 	<ul style="list-style-type: none"> All card holders pay only the stipulated price for the rationed items 	C= fully completed
<ul style="list-style-type: none"> All the ration shops operating in the 10 slums are open at the accepted times 	<ul style="list-style-type: none"> All most all the ration shops in 13 slums are open in the accepted time except very few (with government guideline) (two times in a day) 	C= fully completed
<p>Specific Objective-3: To empower communities in 10 slums to fight corruption in PDS</p>		

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

<ul style="list-style-type: none"> People in 10 slums are oriented and empowered through training workshops 	<ul style="list-style-type: none"> Communities empowered on their rights and entitlements through training and sensitization in 13 slums (timing, quality, quantity, price and grievance mechanism) 	C= fully completed
<ul style="list-style-type: none"> All grievances and RTI applications (as per identified numbers) filed by Community on PDS 	<ul style="list-style-type: none"> Communities filled 67 RTI applications and 31 grievances on PDS 	C= fully completed
<ul style="list-style-type: none"> Most of issues addressed and resolved based on people's demands 	<ul style="list-style-type: none"> All most all the issues (5 major) addressed except few like more quantity of rationed items, ration card to all eligible families etc. 	NC = very limited or no completion
<ul style="list-style-type: none"> Strong district level network of CSOs/CBOs established to address PDS related issues 	<ul style="list-style-type: none"> City level network (CAC) of CSOs and CBOs established and successfully addressed PDS issues District level network of CSOs/CBOs established but not addressed the issues as per expectation 	C= fully completed NC = very limited or no completion (Dist network met twice but not sub tried due to lack of co ordinary between partners & support from anchor PAC)
Specific Objective-4: To promote good governance in PDS (improve quality and timely supply of ration items)		
<ul style="list-style-type: none"> All the government and ration shop owners share all related information on PDS with the community 	<ul style="list-style-type: none"> All most all the ration shop owners (22 PDS shops) in 13 slums (59 PDS shops in 10 wards) disclose information on PDS with the communities 	C= fully completed
<ul style="list-style-type: none"> Government and ration shop owners respond to the genuine demands of the people 	<ul style="list-style-type: none"> All most all the ration shop owners (22 PDS shop) in 13 slums (59 PDS shops in 10 wards) respond to the genuine demands of the people with the government guidelines 	C= fully completed
<ul style="list-style-type: none"> All the ration shop owners follow the stipulated rules and procedures relating to PDS 	<ul style="list-style-type: none"> All most all the ration shop owners (22 PDS shops)) (59 PDS shops in 10 wards) follow the stipulated rules and procedures relating to PDS 	C= fully completed
<ul style="list-style-type: none"> All the relevant cases of PDS documented and shared with wider audience 	<ul style="list-style-type: none"> All the relevant cases (7 issues) of PDS documented and shared with wider audience and all stakeholders 	C= fully completed
Specific Objective-5: To empower communities in 10 slums to fight corruption in ICDS		

<ul style="list-style-type: none"> Community participates actively in the whole management of the ICDS in 10 slums. 	<ul style="list-style-type: none"> Communities and citizen monitors participated in the whole management of ICDS in 10 AWCs in 13 slums (48 AWCs in 10 wards) 	C= fully completed
<ul style="list-style-type: none"> All most all the entitlement holders receive stipulated nutritional food and services in time under ICDS in 10 slums. 	<ul style="list-style-type: none"> All most all the beneficiaries receive nutritional food, pre-school education and health care referral services on time under ICDS in 10 AWCs in 13 slums (48 AWCs in 10 wards) 	C= fully completed
Specific Objective-6: To promote good governance in Water service (improved quantity, quality and regular & timely supply)		
<ul style="list-style-type: none"> People getting safe drinking water regularly and sufficiently in 10 slums 	<ul style="list-style-type: none"> All most all the people (78.4%) in 13 slums are access to safe drinking water regularly 	C= fully completed

Annex 3: Project Outcomes/Impact

Project Impact Indicators	Baseline Value	End of project Value	Sources and evidence to verify the results
Purpose-1. To include in the PDS at least 60% of the 2000 eligible excluded families in 10 slums of Brahmapur city by the end of the Project Phase II	2000 Eligible excluded families in PDS in 10 slums	206 (18%) of eligible families will get new ration cards in 10 wards	<ul style="list-style-type: none"> Government records End line survey Interactions with people
Output 1.1. All eligible excluded families in the 10 slums of Brahmapur city are known by June 2011	Approx 2000 eligible excluded families	1404 (206 in 13 slums) excluded eligible families at the end of the project	<ul style="list-style-type: none"> Government records End line survey Interactions with people
Output 1.2. By September 2012, at least 60% (approximately 1200) excluded eligible families of the 10 slums of Brahmapur city have ration cards	Eligible excluded families in PDS in the 10 slums: approx 2000 Total ration card holders in the 10 slums: 480	Eligible excluded families getting new ration cards during June 2011 to Sept.2012: 1,404 Total number of ration card holders in the 13 slums : 686	<ul style="list-style-type: none"> List of eligible families Government records Baseline survey End line survey Interactions with people through field visit Verification of records of the ration shops
Purpose 2: To ensure supply of	Stipulated items of ration (average per month):	Items of ration demanded by the	<ul style="list-style-type: none"> Ration records, (receipt books, ration

<p>stipulated quantity of ration items at stipulated price in time, consistently, to all the card holders in 10 slums</p>	<p>Rice: 25 kg/month Sugar: 2kg/month Kerosene: 4litres/month Wheat: 10kg/month Demanded items (average) per month by the families: Rice: increase in 10 kgs Sugar: increase in 2kgs Kerosene: increase in 2 litres Wheat: increase in 5 kgs</p> <p>Actual supply of items by the ration shops to the families (average per month): Rice: 25 kgs Sugar: 2 kgs Kerosene: 4 litres Wheat: 10 kgs</p> <p>Stipulated and actual price charged by the ration shops for the different items (average per month) Rice: Rs.2/kg Sugar: Rs. 13.50/per kg Kerosene: Rs.13.52/litre Wheat: Rs.7/kg</p> <p>Stipulated, Accepted and Actual time of operation of the ration shops of the 10 slums at the beginning of the Project. Morning 10 to 12 and evening 5 to 7 (usually in the evening)</p>	<p>families during the Project period: Rice: increase in 10 kgs Sugar: increase in 2kgs Kerosene: increase in 2 litres Wheat: increase in 5 kgs</p> <p>Items of ration supplied by the shops, based on their demands, during the project period: Rice: 35 kgs Sugar: 2 kgs Kerosene: 4 litres Wheat: 10 kgs</p> <p>Stipulated and actual price charged by the ration shops for the different items (average per month) (as per government price during the project end period) Rice: Rs.2/kg Sugar: Rs. 13.50/per kg Kerosene: Rs.13.52/litre Wheat: Rs.7/kg</p> <p>Stipulated, Accepted and Actual time of operation of the ration shops of the 10 slums during the Project period : two times in a day i.e. 7am to 12 and 4pm to 8pm</p>	<p>cards)</p> <ul style="list-style-type: none"> • Display boards, weighing machines at PDS shops, • Reports of vigilance committees, • Interactions& FGDs with community. • Field visit and physical verification reports
<p>Output 2.1: Stipulated quantity of ration of all items are available in the PDS shops in the 10</p>	<p>Stipulated items of ration (average per month): Rice: 25 kg/month</p>	<p>Increase in supply of rice (10 kgs per HH) from 25 kgs to 35 kgs. Remaining the quantity</p>	<ul style="list-style-type: none"> • Ration records, (receipt books, ration cards) • Display boards,

<p>slums throughout the Project period</p>	<p>Sugar: 2kg/month Kerosene: 4litres/month Wheat: 10kg/month Demanded items (average) per month by the families: Rice: increase in 10 kgs Sugar: increase in 2kgs Kerosene: increase in 2 litres Wheat: increase in 5 kgs</p>	<p>of all other items same.</p>	<p>weighing machines at PDS shops,</p> <ul style="list-style-type: none"> • Reports of vigilance committees, • Interactions& FGDs with community. • Field visit and physical verification reports
<p>Output 2.2: All cardholders in the 10 slums demand supply of the stipulated items according to their requirements</p>	<p>Cardholders' demand for the different items from the ration shops of the 10 slums during the Project period Items of ration demanded by the families during the Project period: Rice: increase in 10 kgs Sugar: increase in 2kgs Kerosene: increase in 2 litres Wheat: increase in 5 kgs</p>	<p>Increase in supply of rice (10 kgs per HH) from 25 kgs to 35 kgs. Remaining the quantity of all other items same.</p>	<ul style="list-style-type: none"> • Ration records, (receipt books, ration cards) • Display boards, weighing machines at PDS shops, • Reports of vigilance committees, • Interactions& FGDs with community. • Field visit and physical verification reports
<p>Output 2.3: All cardholders of the 10 slums get the stipulated items demanded by them from the ration shops</p>	<p>Supply of the different items of ration to the cardholders, based on their demand, in the 10 slums during the Project period. Stipulated items of ration (average per month): Rice: 25 kg/month Sugar: 2kg/month Kerosene: 4litres/month Wheat: 10kg/month</p>	<p>Increase in supply of rice (10 kgs per HH) from 25 kgs to 35 kgs. Remaining the quantity of all other items same.</p>	<ul style="list-style-type: none"> • Ration records, (receipt books, ration cards) • Display boards, weighing machines at PDS shops, • Reports of vigilance committees, • Interactions& FGDs with community. • Field visit and physical verification reports
<p>Output 2.4: All cardholders of the 10 slums pay only the stipulated price for the items purchased by them during the period</p>	<p>Cardholders know and pay only the stipulated price for the items of ration purchased from the shops of the 10 slums during the project period Stipulated and actual price charged by the ration shops for the different items (average per month)</p>	<p>Stipulated and actual price charged by the ration shops for the different items (average per month) (as per government price during the project end period) Rice: Rs.2/kg</p>	<ul style="list-style-type: none"> • Ration records, (receipt books, ration cards) • Display boards, weighing machines at PDS shops, • Reports of vigilance committees, • Interactions& FGDs with community.

	Rice: Rs.2/kg Sugar: Rs. 13.50/per kg Kerosene: Rs.13.52/litre Wheat: Rs.7/kg	Sugar: Rs. 13.50/per kg Kerosene: Rs.13.52/litre Wheat: Rs.7/kg	<ul style="list-style-type: none"> Field visit and physical verification reports
Output 2.5: All ration shops in the 10 slums are open at times accepted by the card holders during the Project period	Stipulated, accepted and actual time of working of the ration shops in the 10 slums during the Project period Stipulated, Accepted and Actual time of operation of the ration shops of the 10 slums at the beginning of the Project. Morning 10 to 12 and evening 5 to 7 (usually in the evening)	Stipulated, Accepted and Actual time of operation of the ration shops of the 13 slums during the Project period : two times in a day i.e. 7am to 12 and 4pm to 8pm	<ul style="list-style-type: none"> Ration records, (receipt books, ration cards) Display boards, weighing machines at PDS shops, Reports of vigilance committees, Interactions& FGDs with community. Field visit and physical verification reports
Purpose-3: To capacitate communities in 10 slums to fight corruption	Level of awareness of the citizens of the 10 slums on PDS entitlements: 45% of the total HHs Participation of citizens in corruption related issues in PDS: 30%of the citizens participated in anti-corruption activities Monitoring and reporting of corruption in PDS: Only 32 Citizen Monitors participated in monitoring Engagement of the citizens with the PDS shop-owners and government agencies: 22% of the beneficiaries engaged with govt. and shop owners	All citizens (92%) of the 13 slums are fully aware of the PDS entitlements. 49% of the citizens in the 13 slums participate in different activities to reduce corruption in PDS 54 citizens monitors systematically monitor corruption in PDS in the 13 slums 49% citizens of the 13 slums report/ share corrupt practices in PDS promptly with the key stakeholders 49% citizens of the 13 slums engage with the PDS shop owners and government agencies regularly, also using different instruments like RTI, on issues of corruption in PDS	<ul style="list-style-type: none"> Monitoring reports of the community based organizations; Monitoring reports of the project staff Interaction with the community groups and citizen monitors Interaction with the consumers/card holders Baseline and end line survey reports
Output 3.1:	Corruption in PDS in the	Corruption in PDS in	<ul style="list-style-type: none"> Monitoring reports of

<p>Corruption, if any, in PDS in the 10 slums are monitored and identified regularly by the community</p>	<p>13 slums by type and incidences in the beginning of the Project</p> <ul style="list-style-type: none"> • FPS opens 15 days in a month-59% • No instalment buying facility-100% • Quality of foods dissatisfactory-23.9% • Variation found in quality-91.8% • No informative board at FPS-50% • Stock position and price displayed-14.2% • No information on where to complain-89.6% • No beneficiary list displayed-72.4% • Never seen any visit of VMC-63.4% • Mismanagement and misappropriation at FPS-98.5% 	<p>the 13 slums by type and incidences at the end of the Project</p> <ul style="list-style-type: none"> • FPS opens 15 days in a month-19% • No instalment buying facility-30% • Quality of foods dissatisfactory-7.4% • Variation found in quality-31.2% • No informative board at FPS-21% • Stock position and price displayed-64.2% • No information on where to complain-29.6% • No beneficiary list displayed-42% • Never seen any visit of VMC-33.5% • Mismanagement and misappropriation at FPS-58.5% 	<p>the community based organisations;</p> <ul style="list-style-type: none"> • Monitoring reports of the project staff • Interaction with the ration shop owners • Interaction with the consumers/card holders
<p>Output 3.2: Communities in the 10 slums effectively contribute to reduce corruption in PDS</p>	<p>Types and incidences of corruption at the beginning of the Project</p> <ul style="list-style-type: none"> • FPS opens 15 days in a month-59% • No instalment buying facility-100% • Quality of foods dissatisfactory-23.9% • Variation found in quality-91.8% • No informative board at FPS-50% • Stock position and price displayed-14.2% • No information on where to complain-89.6% • No beneficiary list 	<ul style="list-style-type: none"> • FPS opens 15 days in a month-19% • No instalment buying facility-30% • Quality of foods dissatisfactory-7.4% • Variation found in quality-31.2% • No informative board at FPS-21% • Stock position and price displayed-64.2% • No information on where to complain-29.6% • No beneficiary list 	<ul style="list-style-type: none"> • Monitoring reports of the community based organisations; • Monitoring reports of the project staff • Interaction with the ration shop owners • Interaction with the consumers/card holders

	<p>displayed-72.4%</p> <ul style="list-style-type: none"> • Never seen any visit of VMC-63.4% • Mismanagement and misappropriation at FPS-98.5% • Poor information dissemination (service delivery and grievances) • Poor grievance readdressal • Poor participation and engagement with the civil society and community meeting 	<p>displayed-42%</p> <ul style="list-style-type: none"> • Never seen any visit of VMC-33.5% • Mismanagement and misappropriation at FPS-58.5% • Information dissemination by service delivery agencies and shop owners (entitlements, service delivery process and grievances) • Grievance readdressal improved • Participation of the public officials and engagement with the civil society and community meeting enhanced • 206 households in 13 slums (1404 households in 10 intervention wards) get a ration card PLO (Poor Left Out cards) • All most all (96.4%) the card holders in 13 slums get rationed items stipulated quantity in stipulated price • All most all the card holders (95.5%) in 13 slums get their rationed items on time 	
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<p>Output 3.3: Strong district level network of CSOs/CBOs established to address PDS related issues</p>	<p>No effective network exists now</p>	<ul style="list-style-type: none"> • All active and interested CSOs/CBOs of Ganjam/Gajapati districts on participate twice in the network to address PDS related issues. • No follow up meetings done • No issues raised 	<ul style="list-style-type: none"> • Minutes of the network meeting • Resolution made in two meetings
<p>Purpose 4: To promote good governance in PDS – in terms in enhanced transparency, accountability, responsiveness and practise of the rules</p>	<ul style="list-style-type: none"> • PDS Shops, ACSO and DCSO share limited information and delayed information on PDS with the citizens in the 10 slums throughout the Project period • PDS Shops and government agencies respond positively and timely to the genuine demands and suggestions of the citizens in the 10 slums throughout the Project period are limited and mostly delayed • Government and PDS shop owners are not followed the stipulated rules and procedures in PDS at least in the 10 slums throughout the Project period. • Good governance in terms of transparency, accountability, responsiveness and practice of the rules are not followed by most PDS related institutions at present 	<ul style="list-style-type: none"> • All PDS shops in the 10 slums fully and timely share all the relevant information on PDS to the citizens • All PDS shops in the 13 slums respond positively and timely to the genuine demands and suggestions of the citizens on PDS related issues (PDS shop opens two times in a day i.e. 7am to 12 and 4pm to 8pm and increase in supply of rice (10 kgs per HH) from 25 kgs to 35 kgs.) • All the PDS Shop owners at least in the 13 slums and PDS related officers follow strictly the PDS rules and guidelines of the Government 	<ul style="list-style-type: none"> • End line survey reports • Visiting PDS shops • Interaction with the ration shop owners • Interaction with the consumers/card holders • Checking all govt. records
<p>Output 4.1: All PDS Shops and related institutions of the 10 slums are fully transparent with the citizens on PDS related</p>	<ul style="list-style-type: none"> • Transparency of the PDS shops and PDS related institutions at present: Very low 	<ul style="list-style-type: none"> • All PDS shops and related institutions share PDS related information, both in response to 	<ul style="list-style-type: none"> • Information disclosed by PDS shops and ACSO department • All RTI applications • All grievance

<p>issues</p>		<p>people's requests and spontaneously as per the rules – accurately, timely and fully – with the citizens in the 13 slums during the Project period.</p> <ul style="list-style-type: none"> • 67 no of RTI applications responded • 31 no of grievances addressed • 3 no of action taken by the DCSSO 	<p>application</p> <ul style="list-style-type: none"> • Government office orders
<p>Output 4.2: All PDS shops and related institutions of the 10 slums respond positively and timely to the genuine needs, demands and suggestions of the citizens on PDS related issues</p>	<ul style="list-style-type: none"> • Citizens in the 10 slums are not bringing out PDS related issues to the attention of the PDS shops and related institutions in a timely, systematic and effective manner. • Responsiveness of the PDS shops and related institutions are very low at present 	<ul style="list-style-type: none"> • All PDS shops in the 13 slums respond positively and timely to the genuine demands and suggestions of the citizens on PDS related issues (PDS shop opens two times in a day i.e. 7am to 12 and 4pm to 8pm and increase in supply of rice (10 kgs per HH) from 25 kgs to 35 kgs.) • 31 no of grievances addressed • 3 no of action taken by the DCSSO 	<ul style="list-style-type: none"> • All grievance application • Government office orders
<p>Output 4.3: All PDS shops and related institutions in the 10 slums follow fully the stipulated rules, regulations and procedures of the Government on PDS related issues</p>	<ul style="list-style-type: none"> • 12 PDS outlets in 13 slums violated rules and procedures relating to PDS • No FPS has displayed the stock position and only very few displayed the official price list • No FPS has displayed total number of beneficiaries and sample of different commodities. 	<ul style="list-style-type: none"> • All the 59 PDS shops in (22 in 13 slums) in 10 wards followed the rules and procedures relating to PDS • Display boards in front of their shops • Displayed the stock position • Displayed total number of beneficiaries and 	<ul style="list-style-type: none"> • Monitoring committee reports; • Complaints register at the PDS shop level; • Physical verification, • Feedback from cardholders

	<ul style="list-style-type: none"> • No FPS has displayed the complaint book/register and also not mentioned the name and address of the (RLC) vigilance committee members. • 4 PDS shops have used the electronic weighing machine. • 6 PDS shops maintained the receipt book maintained properly (date, amount, quantity, card number) • 6 PDS shop owners have maintained the stock register properly and regularly. 	<p>sample of different commodities</p> <ul style="list-style-type: none"> • Displayed the complaint book/register and also mentioned the name and address of the (RLC) vigilance committee members • Used the electronic weighing machine • Receipt book maintained properly (date, amount, quantity, card number) • All PDS shop owners have maintained the stock register properly and regularly 	
<p>Purpose-5: To empower communities in 10 slums to fight corruption in ICDS</p>	<ul style="list-style-type: none"> • 65% of the have lack of knowledge on ICDS entitlements 	<ul style="list-style-type: none"> • All the HHs (95%) have knowledge on RTI and provisions of ICDS and entitlements • Decreased number of complaint to 50% • 60% increase in RTI applications 	<ul style="list-style-type: none"> • Reports of the training workshops, • Photographs, case studies, documentation • Issues addressed in grievances and • RTI applications filed
<p>Output 5.1: Community participates actively in the whole management of the ICDS in 10 slums.</p>	<ul style="list-style-type: none"> • No community participation at all by the communities before the intervention • Few members of the community were selected formally as VMC 	<ul style="list-style-type: none"> • 54 citizen monitors participated in monitoring 10 AWCs in 13 slums • 32 RTI applications filled by the communities in 13 slums • 12 grievance application filed by the communities in 13 slums • 44 VMC members 	<ul style="list-style-type: none"> • Reports of the social audit • Report of the community meeting • Photographs, case studies, documentation • Issues addressed in grievances and • RTI applications filed

		<p>actively participated in monitoring of AWCs</p> <ul style="list-style-type: none"> All major issue (5nos) identified and solved with the service providers 	
<p>Output 5.2 Entitlement holders receive stipulated nutritional food and services in time under ICDS in 10 slums.</p>	<ul style="list-style-type: none"> 68% of the beneficiaries have faced problems in ICDS in the slum communities 29% beneficiaries find irregularities in opening of the AWCs More than half responded AWCs open only 15 days in a month. 56.6% of the pregnant women/lactating mother get SNP once in 15 days from AWC. 45.8% of the pregnant women/lactating mother get iron and folic acid tablets from AWCs. 26.6% complained they were never weighted in the AWC. 61.4% rated the quality of the food items are average by the lactating mother. 	<ul style="list-style-type: none"> All beneficiaries (92.2%) get stipulated nutritional food and services as per the guideline 6% beneficiaries find irregularities in opening of the AWCs 72% of the beneficiaries responded AWCs open regularly. 69% of the pregnant women/lactating mother get SNP once in 15 days from AWC. 68% of the pregnant women/lactating mother get iron and folic acid tablets from AWCs. 60% rated the quality of the food items are good by the lactating mother. 	<ul style="list-style-type: none"> Records at the ICDS centres; Photographs and other documents; Interactions with the community; Project reports
<p>Purpose 6: To promote good governance in Water (improved quantity, quality and regular & timely supply</p>	<ul style="list-style-type: none"> 5 slums still no access to drinking water services. 	<ul style="list-style-type: none"> All HHs have access to sufficient and regular drinking water (expect few issues on timing) 	<ul style="list-style-type: none"> Interactions with the community; Scientific tests; Monitoring reports; Memorandums submitted to the water department.
<p>Output 6.1: People getting safe drinking water regularly and</p>	<ul style="list-style-type: none"> 5 slums still no access to drinking water services. 	<ul style="list-style-type: none"> 78% of the hhs in 10 slums have access to sufficient 	<ul style="list-style-type: none"> End line survey report Reports of PHED Interactions& FGDs

<p>sufficiently in 10 slums.</p>	<ul style="list-style-type: none"> • Poor Response of water department to the demands of the people. • 56% of the hhs in 10 slums have access to sufficient and regular drinking water • 30.7% responded water they get are insufficient • 44.5% one hour and 31% get two hours water supply in a day • Only 4% no taste, foul smell, 12% colour muddy • 29.2% paid bribe to access tap at home from PHED 	<p>and regular drinking water</p> <ul style="list-style-type: none"> • Only 12% responded water they get are insufficient • 66% get two hours water supply in a day • All most all hhs water is sweet and only 4% reported color muddy • Quality of drinking water supplied to the HHS has been improved by the PHED (through quality checking measures) • 9.8% paid bribe to access tap at home from PHED • Public tap has been set up in 5 slums and hhs have access to drinking water services. • Setting up of 'helpline' by the PHED • Grievance readdressal in every weekend by the PHED 	<p>with community.</p> <ul style="list-style-type: none"> • Field visit and physical verification reports
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Annex 4: Financial Progress Report

					(USD)#	INR	
Total budget of the project:					35,568	16,00,600	
Total expenses incurred:					39,767	17,89,608	
PTF Grant Received so far:					31,000	16,05,608	
PTF Grant Spent so far:					35,000	16,00,600	
Last tranche amount receivable from PTF:					4,000	-	
Budget Category*			Budget (Currency)** (INR)	Actual Expenses (Currency) (INR)	Sources of Funding Used		
					PTF		CSO
					(currency) (INR)	(USD)#	(currency) (INR)
A	Personnel Cost						
	1	Project Manager	216000	233000	233000	15177	-
	2	Field Coordinator	144000	160000	160000	3555	-
	3	Slum Coordinator	252000	279118	279118	6202	-
		Total A	6,012,000				-
B	Programme Cost						-
	1	Community Meetings (PDS-6)+(ICDS-1)	42000	42302	42302	940	-
	2	Training of Citizen Monitors	40000	39847	39847	885	-
	3	Training Programme of PDS shop Owners	15000	15350	15350	341	-
	4	Training Programme of ICDS workers	15000	28140	28140	625	-
	5	Sensitization Workshop on PDS and ICDS	40000	39046	39046	867	-
	6	Public Hearing (PDS,ICDS and Water)	70000	68423	68423	1520	-
	7	Workshop Senior level officials	14000	15971	15971	354	-
	8	Workshop Senior level officials on 17	14000	13295	13295	295	-

		Point					
	9	Citizen Monitoring of ICDS and PDS	28000	27017	27017	600	-
	10	Monitoring Water Quality	20000	27178	27178	603	-
	11	Workshop of ER's (PDS and ICDS)	28000	26297	26297	584	-
	12	Working with Media	10000	10439	10439	231	-
	13	CAC Anti-corruption Helpline	21600	22506	22506	500	-
	14	Quarterly Meeting with City level CAC	18000	16122	16122	358	-
	15	District Level Networking With CAC Partners	10000	9870	9870	219	-
	16	Citizen Monitoring Hand book on ICDS	15000	15000	15000	333	-
	17	Printing of Citizen Monitoring Reports	25000	25000	25000	555	25,000
	18	Campaign Materials (PDS)	15000	15000	15000	333	-
	19	Campaign Materials (ICDS)	15000	30000	30000	666	-
	20	Quarterly Newsletter	36000	0	0	-	-
	21	PAC Consultancy Fee	25000	0	0	-	-
	22	Peer Review	25000	26154	26154	581	-
		Endline Survey					-
	1	Printing of questioner		11700	11700	260	-
	2	Salary to field surveyor		99500	99500	2211	-
	3	Data Entry		33000	33000	733	-
		Total B	5,61,600				
C		Administrative Cost					
	1	Printing and Stationary	27000	33877	33877	752	-
	2	Communication (tel, internet, postage)	45000	47877	47877	1063	-
	3	Office Maintenance	27000	43342	43342	963	-
	4	Photography and Translation	18000	17844	17844	396	-

	5	Local Travel	72000	77324	77324	1718	-
	6	Audit	16000	16000	16000	355	-
	7	Part Salary to Accountant	72000	74000	74000	1644	-
		Total C	2,77,000				-
		Institutional Overhead @ 10%	1,50,000	150000	150000	3333	-
		Total D	1,50,000				
		Total (A+B+C)	16,00,600	17,89,539.5	17,89,539.5	39,767	25,000
* These categories are reproduced from the original project budget.							
** Use data from the original budget.							
# 1 USD = INR 45 (as per the conversion rates used at the time of project approval & as per the agreement signed)							

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