



EDITORIAL

PUBLIC OFFICIALS AND ANTI-CORRUPTION

Constructive Engagement is one of the important structural engagements in any anti-corruption initiative. Constructive Engagement being the significant parts in the Citizens Against Corruption, the role of the Public Officials who are the actors in delivering services are crucial in fighting corruption. Engaging meaningfully with the government has been a key feature, this involves developing links with interested and like-minded officials within government structures at all levels of public governance (panchayat/municipality, block, district, state, etc.) and encouraging dialogue. This is intended to minimise conflict and to generate an internal institutional response from those public agencies seen to be active in corrupt practices.

Finding a champion within in department/government is very important who can support to fight against corruption. This will help in finding the policy issues, implementation gaps, the points where corruption occurs and also the perpetrators of such malpractices. The next step towards this is to find out their problems in delivering corruption free services to the citizens. Are they under paid? Or they are paid as per the market price this also become an issue can be raised at the top level to solve corruption so that the public officials become transparent and accountable to the public. Overloading of jobs some times keep the officials to be responsible to the public and also in delivering time bound services. So the issues lie at the top level to appoint more staff to deliver effective services.

Capacity of the public officials in understanding their duties and responsibilities to deliver effective services be accountable to the public are very important. Some times due to lack of training they do not understand the process of service delivery for example implementation of Right to Information. So it is immense important for the departments at the top level to organise capacity building of public officials on norms of service delivery.

Voluntary disclosure of their assets to the public is one of the ethical practices to maintain integrity in their public life. They should voluntarily disclose their income, property and assets in a regular interval that brings them credibility and also sincerity in their job.

So it can be concluded that public officials play an important role in delivering effective services so their participation in such noble effort are praiseworthy so they should voluntarily come and support civil society efforts that ultimately help them and make them easy to deliver corruption free services.

Bibhu Prasad Sahu¹
Editor

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YOUTH FOR SOCIAL DEVELOPMENT

(A Social Research and Development Organization)

Plot No-15/182, G.D. Nagar, Basant Bihar, Ambapua, BRAHMAPUR-760 010,

Ganjam, Orissa, INDIA

Tel: +91-680-3205464/2404398

Email: info@ysdindia.org

Web: www.ysdindia.org

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ABOUT YOUTH FOR SOCIAL DEVELOPMENT

Youth for Social Development (YSD) is a not-for-profit independent social research and development organization established by a group of professionals devoted to improve the lives of the tribal, rural and urban poor in Orissa. YSD undertakes research & documentation, dissemination, public education, capacity building, people centered advocacy and participatory development action. Sustainable livelihood promotion, influencing public policy & finance, improving democratic governance for the betterment of the people and the state are the thrust areas of the organization.

1 - Working with YSD.

CORRUPTION IN PUBLIC DISTRIBUTION SYSTEM: BASELINE EXPERIENCES

Public Distribution System is one of most important poverty reduction/livelihood programme implemented by the state government which provides food grains at a subsidized price to the poor. Essential commodities like rice, wheat, sugar, kerosene are supplied to the people under the PDS at reasonable prices. PDS was proposed to be a boon to the people living below the poverty line. But a number of studies conducted in different states have often pointed the deficiencies of the system and the involvement of corruption at all levels.

The Brahmapur Urban Corruption Survey Report 2009 depicts Public Distribution System ranks 3rd among the six service agencies with a corruption index of 35.37. The team YSD has been working since October, 2009 with four slum communities in four different wards in Brahmapur city. Community engagement to fight corruption, ensure access to corruption free services and improve service delivery are the important components of the engagement. The team has been able to reach at least 10 households each having BPL/APL cards in four slum communities i.e. Raghupati Nagar, Phula Sundari Street, Pandav Nagar and Ram Nagar. The team also interacted with the households eligible to categorize under BPL but they are excluded. The field experiences shows a clear picture of kind of corruption occurs and their perpetrators in the delivery of PDS services. Some of the important areas where corruption happens in PDS are as follows

There are at least 12% of the HHs are eligible to be included under the BPL category are excluded. The reasons of such practice are

- ❑ Neglect of the government agencies during the BPL survey (faulty BPL survey)
- ❑ Favor of ward Corporator to the non-eligible families voted him (conflict of interest)
- ❑ No access to information on provision and no idea where to complaint against such practice (no reach to the government machinery)

There are very few beneficiaries in PDS included during their income was below the level fixed by the government at the time of BPL survey. However they continue to access the benefits even when they crossed the fixed income level. There is no such provision to revise those lists at regular time and include the actual beneficiary in the list. (until a new survey done by the government) This is more a systematic issues. It is mostly found, that many families who are eligible to include under PDS benefits are excluded.

Those who are access to PDS services mostly BPL/APL families have faced serious corruption and violation of government guidelines mostly at the shop level.

- ❑ Shops are not opening as per the time fixed by the government. They only open twice or thrice in a month and this differs shop to shop in different wards.

- ❑ Timing of opening of the ration shop is very limited to two to three hours in the morning this also differs from shop to shop in different wards.
- ❑ There is difference in quantity supplied by the dealer. There is gap in measurement of food grains supplied by the shop owner to the extent of one to one & half kilograms in rice, up to 200 grams difference in sugar and 200ml difference in kerosene oil.
- ❑ Delayed quotas are denied (for example quotas of March are not supplied on April) by the dealers at almost all the shops in different wards.
- ❑ Few cases of excess price charged by the dealer have been found during interaction with the beneficiaries.
- ❑ Misbehavior of the shop keeper to the family members is also one of the issues raised by the households.
- ❑ Mandatory present of the owner of the ration card at the time of delivery of food grains are forced by the dealer even though there is absence of such provision.
- ❑ Offering of money (in the name poor quality) without supplying food grains by the shop keeper to the beneficiary leads to black market of such food grains.
- ❑ Sometimes poor quality of food grains are supplied to the beneficiaries. (i.e. stone mixed rice and wheat, low quality rice)

Information Dissemination at the shop level is poor. YSD team visited 12 PDS shops attached to the above mentioned slums.

- ❑ Most of the shops do not have any citizen's informative board containing information on list of beneficiaries, commodities supplied, their quantity and price, scale of issue, timing of opening and closing of shop, stock received of each commodity on daily basis, opening and closing stock on daily basis and also authority for redressal of grievance.
- ❑ Some shops have citizen's information boards but there is no information on stock and other updated information.

Violations of different guidelines of the government issued from time to time are serious and corruption practices are at high at the shop level and the entire process lacks transparency and accountability among different stakeholders. And on the other side lack of citizen's awareness and participation in the process are poor. This issue can be taken seriously by the service delivery agency to deliver corruption free and effective services to the urban poor specifically the ACSO and DCSO will be active enough to take remedial steps/action and to compliance with the government guidelines and orders.

COMMUNITY ENGAGEMENT IN FIGHTING CORRUPTION: AN EXPERIMENT IN SLUM**Kiran Kumar Mahanty²**

Citizens Against Corruption has throughout stressed the importance of project sustainability and the need for civic engagement and community ownership of project processes. Through this we hope to build lasting civic action movements against corruption which constantly pressure and work with the government to this end in order to create a non-corrupt and responsive system of service delivery. Through this approach, partners have been encouraged to use existing community-based organisational structures (such as SHGs, RWAs, youth clubs) wherever possible, or to establish new coalitions of local organisations

Community engagement is one of the most important areas of fight against corruption. Understanding the process of service delivery and check according to the government guidelines of any scheme/act are important. Any law will become effective and beneficial when its citizens will become aware and capable to understand the technicalities and its use. Team YSD has been continuously working with slum dwellers in Brahmapur city to ensure corruption free basic services to the urban poor. Two of the most important services that effects mostly to the urban poor are Drinking Water and Public Distribution System are the focus areas of YSD. There are four major important components in empowering citizens/communities those are sensitization of service delivery process and accountability arrangements, empowering citizens on corruption check points and use of anti-corruption tools like right to information, and finally empower them to engage with the government officials to demand corruption free services and entitlements.

Identifying/Formation of Community Groups

As a ground work YSD interacted citizens in various slum communities in Brahmapur with regard to service provisions and issues faced by the citizens specifically on corruption and lack of accountability. The result of the Urban Corruption Survey has been disseminated to the communities and a sense of thinking on corruption issues has been created among the community groups. Initially it is difficult to mobilize the community on issues of corruption due to psychosis of fear among citizens, fear of harassment by the public officials and loosing service delivery. Later few community groups mobilized to take part in the fight against corruption.

Sensitization on Service Delivery Norms

Citizens sensitized on the process of service delivery, government norms and guidelines in which the services specifically drinking water supply, public distribution system and services on land record etc are delivered. Technically the corruption check points were highlighted among the communities so that they can alert on those points (for example details of documents/fees required for water supply, repair and maintenance of water supply, proper quality and quantity of food grains supplied at the ration shop, shop opening date and time etc.).

Empowering on Right to Information

At the outset general applications were signed and filled by the communities on their various issues like provision of drinking water, repair and set up of stand post, provision of food grains at the ration shop (specific issues of corruption and lack of accountability) addressed through the applications. Capacity building of community groups to use the anti-corruption tool like right to information was organized and hand holding support provided to the citizens to seek information on various issues of service delivery by filling RTI applications. Community groups trained on framing specific questions to seek information and check corruption and enhance accountability.

Engagement between Community Groups and Public Officials

Establishing communication with the community and public official's one of the important job in taking the issues of the communities to the service delivery agencies specifically in fighting corruption in service delivery and mostly the public officials are agents of such malpractice. General applications resolved by the community groups in their meetings are forwarded to the public officials and follow up done with the community volunteers. Responses from those officials demanded through filling RTI applications. Community volunteers then follow up using RTI and getting a response. Face to face interactions are also organized to resolve the problems effective corruption free service delivery. The team is now preparing to organize 'Public Hearing' by inviting public officials and citizens.

This approach helps the community in demanding corruption free services and entitlements from the service agencies and also make their efforts sustainable when they able to see some changes and able to access results out of their efforts.

² - Working with YSD.

CAC Team Visit YSD field area

Citizen Against Corruption team led by PAC Director Mr. R. Suresh, Programme Manager Ravi Prakash and all other CAC partners from Orissa and Karnataka visited one of the field area of YSD i.e. Raghupati Nagar slum in Brahmapur during 1st week March 2010. They interacted with the community on various issues of corruption and their interest on join the fight against corruption with the mandate of CAC. They also visited YSD office and interacted with the field staff on various challenges of fight against corruption.



Review of Phase-1 Programme by Prem Garg, PTF

Mr. Prem Garg, Advisor PTF (formerly with the World Bank) visited YSD to review the Urban Corruption Survey (Phase-1 anti-corruption project) during 2nd week of March 2010. He visited two of the field area to review the phase-1, to look the current programme (phase-2) and interacted with the community on bribe related issues found in the UCS survey report. He interacted with two public officials they are the Brahmapur Tahasildar Mr. Satrugna Kar and the Sub-collector Dr. Ajit Ku. Mishra on corruption issues and how to tackle them. He interacted with few field staff of YSD and also advised on many aspects of community engagement and praised on the arrangements of internal governance of YSD.



Citizen Against Corruption: Success Stories

Finally two stand posts set up in two slum regions i.e. in Raghupati Nagar and Ram Nagar after a long period of wait. There were no stand posts for the communities living since last 12 years. Lack of accountability of PHED staff and demand of bribe by the public officials were the two main reasons of no access to drinking water by the slum dwellers. The community groups formed under the CAC programme demanded stand post through general application to the department and continuous follow up done and use of Right to Information brought success for the communities.

Ten households in two communities got their entitlements like handicapped certificate, income certificate, railway pass from various agencies including Tahasildar and CDMO in a corruption free manner from the service agencies.

Meeting with the CAC partners

The 3rd follow up meeting of the Coalition Against Corruption were organized on 22nd March 2010 at GPSS office. Five partner's of CAC participated and two important decisions made to how the CAC 'helpline' reach a large number of population so that people use the helpline to fight against corruption.

Advertisements in the local TV news channel will be done to reach a large number of households. Another important resolution made to call the meeting of all retailers to dialogue on issues related to corruption in PDS.

Constructive Engagement with Public Officials

YSD organized a 2nd meeting of the senior public officials and CAC partners on 27th March 2010. The officials shared some information and informed on the 17 point disclosure by their departments. They advised to organize a training programme on design of 17 point disclosure of the official's in charge of RTI implementation. The public officials assured to give any information to the public without any RTI application. Tahasildar, Brahmapur, Executive Engineer, PHED, Sub-registrar, Brahmapur, Civil Supply Officer, Ganjam and two of the CAC partners were present in the meeting.

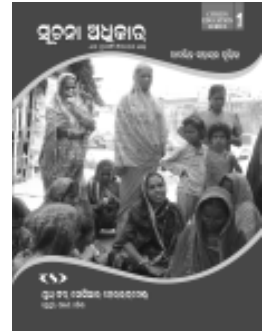
Right to Information Citizen Empowerment Programme

YSD organized "RTI Citizen Empowerment Programme" to aware and sensitize rural citizens to use RTI and demand transparency and accountability in two more panchayats of Rangeilunda block of Ganajm district. NREGA becomes an important issue in these localities. Among other issues ICDS, NRHM, PDS, SSA raised by the people. YSD provides hand holding support to the citizens willing to file RTI and demand accountability. YSD continued its "Citizen Empowerment Programme" in other blocks of Ganjam district.



Citizen handbook on "Right to Information" Published

A citizen handbook on Right to Information containing how to use RTI to fight against corruption published. Focus has been given how to frame questions on corruption and accountability issues. There are 162 questions on various Govt. programmes designed to provide handholding support to the common man to file RTI application.



YSD IN MEDIA

ଅଧିକାରୀଙ୍କୁ ଅଧିକାର..!

ପେରୁଗୁଡ଼ାକୁ ବିଜିଲେନ୍ସ 'ଟ୍ରାପ୍' କେసులు

ଅନୁପମ କା-କେ ଲେଖକଙ୍କ ଦ୍ଵାରା ପ୍ରକାଶିତ ଏହି ପୁସ୍ତକଟି ପଢ଼ିବାକୁ ଯେଉଁମାନେ ଯାଆନ୍ତେ ସେମାନେ ଯେଉଁମାନେ ଯାଆନ୍ତେ ସେମାନେ ଯାଆନ୍ତେ...

ପିଲାଙ୍କୁ କେମିତି

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ସଂଖ୍ୟା	କ୍ଷେତ୍ର	ମୂଲ୍ୟ
2006	67	1,90,89,722
2007	64	2,26,28,721
2008	62	2,20,38,052
2009	63	1,82,29,454
2010	15	48,29,304

ସଂଖ୍ୟା	କ୍ଷେତ୍ର	ମୂଲ୍ୟ
2006	18	3,85,000
2007	20	4,07,105
2008	16	4,80,000
2009	12	3,38,000
2010	08	4,80,000

ଗଣ କର୍ମରେ ଥିବା ବିଭାଗର ସମସ୍ତ କର୍ମଚାରୀଙ୍କୁ ସମାପ୍ତ କରାଯାଇଛି

ସଂଖ୍ୟା	ମୁକ୍ତ	ଦିନ	ଫୁଲ	କର୍ମ	କର୍ମ
2006	30	05	11	11	03
2007	31	04	12	15	-
2008	40	06	15	16	02
2009	53	07	23	22	01
2010(31-3-10)	12	02	08	02	-

COALITION AGAINST CORRUPTION "HELPLINE": HOW CITIZENS USAGE?

Coalition Against Corruption "Helpline" proved one of the citizen friendly helpline to complaint against corruption. 42 corruption cases registered during the last two quarters (Nov.'09 to Mar'10). On the other hand 38 RTI applicants seek hand holding support from CAC helpline to file RTI during the last quarter. The details of the cases of corruption and RTI queries are given in the table as follows.



Table: Number of Corruption Cases and RTI Applicant Registered through 'helpline'

Sl.#	Department/office involved	Number of Cases Registered		Type of Corruption Case
		Nov'09-Dec'09	Jan'10- Mar'10	
1	Office of the Tahsildar, Bramhapur	7	9	Demand of bribe for mutation certificate, caste certificate and income certificate, demand of bribe by the RI for land measurement
2	Brahmapur Development Authority	2	2	Demand of bribe to avoid delay in construction approval, for granting construction approval
3	Public Distribution System	3	4	Shops are not opening it is supposed to be, kerosene quota for the month of December 2009 not given, Quota not given on time
4	Public Health Care	2	3	Demand of bribe for x-ray reports, and for treatment by the support staff at MKCG
5	Brahmapur Municipal Corporation	3	3	Not functioning of Public Toilets but reported as functioning, demand of bribe for birth certificate, demand bribe for drain clearance
6	Public health and Engineering Department, Brahmapur	1	3	Demand of bribe for repair of tap at home, repair of public tap
	Total	18	24	Grand total-42 Corruption Cases
	RTI applicants	29	38	For RTI applications, regarding fees and forms frame question, appellate regarding,

ହେଲ୍ପଲାଇନ୍‌କୁ କିପରି ବ୍ୟବହାର କରିବେ ?

୧. ସହାୟତା ପାଇଁ ହେଲ୍ପଲାଇନ୍, **୦୬୮୦-୬୪୫୦୮୦୪ (0680-6450804)** ଡାଏଲ୍ କରନ୍ତୁ । (ପ୍ରତି କଲ୍ ସ୍ଥାନୀୟ ଦର ହିସାବରେ) (ସମୟ - ସକାଳ ୧୦ ଠାରୁ ସନ୍ଧ୍ୟା ୫ ପର୍ଯ୍ୟନ୍ତ) କିମ୍ବା ଅନଲାଇନ୍‌ରେ ଅଭିଯୋଗ କରିବା ପାଇଁ (www.ysdindia.org/cac) ବ୍ୟବହାର କରନ୍ତୁ । ଆପଣଙ୍କ ଅଭିଯୋଗ ଇମେଲ୍ ଯୋଗେ ମଧ୍ୟ ଦାଖଲ କରିପାରିବେ । ଇମେଲ୍ ଠିକଣା ହେଲା cacbam@gmail.com
 ୨. ଆପଣଙ୍କ ନାମ ଓ ଠିକଣା କୁହନ୍ତୁ ।
 ୩. କେଉଁ ବିଭାଗ ବା କାର୍ଯ୍ୟାଳୟକୁ ସାକ୍ଷାତ କରିଛନ୍ତି ?
 ୪. କେଉଁ ପ୍ରକାର ସେବା ପାଇଁ କେଉଁ ତାରିଖରେ ସାକ୍ଷାତ କରିଥିଲେ ?
 ୫. ଆପଣ ଲାଞ୍ଜ ପ୍ରତ୍ୟକ୍ଷଭାବେ ନା କୌଣସି ମଧ୍ୟସ୍ଥିକ କରିଆରେ ଦେଇଥିଲେ । ଯେଉଁ ଅଧିକାରୀ ବିରୁଦ୍ଧରେ ଆପଣ ଅଭିଯୋଗ କରୁଛନ୍ତି ତାଙ୍କର ନାମ, ପଦବୀ ଏବଂ କୌଣସି ଘଟଣା କୁହନ୍ତୁ ।
 ୬. ବର୍ତ୍ତମାନ କେତେଥର ସାକ୍ଷାତ କଲେଣି ?
 ୭. କେତେ ଦିନ ପର୍ଯ୍ୟନ୍ତ ଅନୁରୋଧଟି ଅମିମାଂସିତ ହୋଇ ରହିଛି ?
- ଏ ସବୁ ପ୍ରଶ୍ନର ଉତ୍ତର ଦେବାକୁ ପଡ଼ିବ । ଯଦି ଆପଣ ଉକ୍ତ କାର୍ଯ୍ୟ ପଦ୍ଧତି ଅନୁକରଣ କରିପାରୁ ନାହାନ୍ତି । ତେବେ ଆପଣ ଆମର ହେଲ୍ପଲାଇନ୍ ପରିଚାଳିତ ବ୍ୟକ୍ତିଙ୍କର ସମସ୍ତ ପ୍ରଶ୍ନର ଉତ୍ତର ଦିଅନ୍ତୁ ।
- ଯଦି ଆପଣ ସୂଚନା ଆଇନକୁ ବ୍ୟବହାର କରି ସରକାରୀ କାର୍ଯ୍ୟାଳୟମାନଙ୍କଠାରୁ କୌଣସି ତଥ୍ୟ ବା ଆପଣଙ୍କ କାର୍ଯ୍ୟସାଧନ କରିବା ପାଇଁ ଚାହୁଁଛନ୍ତି ଆପଣ ଆମ ହେଲ୍ପଲାଇନ୍ ସହଯୋଗ ନେଇ ପାରିବେ । ହେଲ୍ପଲାଇନ୍‌ରେ ଉପଲବ୍ଧ ସେବାଗୁଡ଼ିକ ହେଲା -
- ଦୁର୍ନୀତି ବିରୋଧରେ ଅଭିଯୋଗ କରିବା ଓ ବିରୋଧ କରିବା ।
 - ସୂଚନା ଆଇନ ବ୍ୟବହାର ସମ୍ପର୍କିତ ପ୍ରଶ୍ନର ସମାଧାନ ଓ ସାହାଯ୍ୟ ପାଇବା
 - କିପରି ପ୍ରଶ୍ନ ଡିଆରି କରିବେ ଏବଂ କେଉଁଠି, କିପରି ଦରଖାସ୍ତ ଦାଖଲ କରିବେ, କେତେ ଫି ଦାଖଲ କରିବେ, କେତେ ଦିନରେ ସୂଚନା ପାଇବେ ଇତ୍ୟାଦି ଇତ୍ୟାଦି ।

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