

Social Accountability in India

Moving from Mechanisms to Outcomes and Institutionalization in Large Scale Public Programs

December 16-17, 2009

Country Inn Suites, Jaipur

PROGRAMME SCHEDULE

Social accountability interventions – the strengthening of citizen voice and capacity to directly demand greater accountability and responsiveness from public officials and service providers – now have an established role in public service delivery in India. To date, a number of these initiatives have been carried out but with limited evidence of their impacts on service delivery and development outcomes.

This workshop will feature four social accountability interventions that were introduced in large scale public programs through engagement with different levels of government and in various sectors. These interventions represent a small but strategic investment with respect to the budgets of these public programs but have hastened a series of impacts and development outcomes within a period of just one year.

Through engagement with a wide range of stakeholders; these interventions first initiated behavior change in service users, service providers and government functionaries alike. Service users developed a sense of ownership over the outcomes of service delivery and later, exhibited accountability seeking behavior. In turn, service providers and local government functionaries developed strengthened bureaucratic will and responsive management systems and processes. These behavior changes, iterated over time, became established as institutional norms and facilitated institutional changes. In some instances, these interventions have created a platform for continuous dialogue between community, local government and frontline service providers to solve service delivery problems. Some of these accountability interventions have yielded outlier development outcomes within a period of just one year, including a 46 percent increase in normal nutritional grade children, a 16 percent increase in immunized children and a 10 percent drop in teachers' absenteeism.

Development practitioners who have implemented these interventions will present the impacts and outcomes of their work followed by discussions to inform the scale-up and institutionalization of these social accountability interventions in large public programs.

Tuesday, December 15, 2009

12.00 noon onwards	Arrival of out station participants
6.00-6.30 pm	Meeting of Presenters/Moderators/Discussants (Board Room, Second Floor)
7.30-9.30 pm	Reception & Dinner

Wednesday, December 16, 2009

9.00-10.00 am	Registration
10.00-11.30	Inaugural Session Welcome & Introductory Remarks: Mr. George Cheriyan, Director, Consumer Unity & Trust Society (CUTS) International Opening Remarks: Mr. Parmesh Shah, Lead Rural Development Specialist, The World Bank Release of Documentary Film by the Chief Guest and Screening Special Address: Mr. Saladuddin Ahmed, Additional Chief Secretary (Development), Government of Rajasthan Keynote Address: Ms. Giovanna Prennushi, Economic Advisor, The World Bank Inaugural Address by the Chief Guest: Shri Bharat Singh, Hon'ble Minister for Rural Development & Panchayati Raj, Government of Rajasthan

11.30-12.00 **Tea Break**

	Setting the Context: Mr. Parmesh Shah, Lead Rural Development Specialist, The World Bank
12.00-1.00 Session 1	<ul style="list-style-type: none">Investing in a social accountability ecosystemAssessing social accountability impacts on service delivery and development outcomes: methodology and results

1.00-2.00 **Lunch**

Achieving Service Delivery and Health Development Outcomes Through Social Accountability Interventions

Satara District, Maharashtra, India

Summary: In Satara District, Maharashtra; a structured, iterative process of micro-planning and feedback between citizens, government and service providers has produced clear development outcomes in terms of child nutrition, maternal health and water and sanitation. Within the one year period of the accountability initiative, Satara District has seen a 46 percent increase in normal nutritional grade children, a 16 percent increase in immunized children, and total sanitation with a significant decrease in waterborne diseases in 178 villages.

2.00-4.00

Session 2

Presenters

- Mr. Sambhaji Kadu-Patil, Joint Commissioner of Sales Tax, Government of Maharashtra and Former CEO of Satara District
- Mr. Sumedh Gurjar, Director of Research & Documentation Centre, Yashwantrao Chavan Academy of Development Administration (YASHADA)

Moderator: Dr. Santosh Kumar, Entrepreneurship Development Institute of India (EDI), Gujarat

Discussants

- Mr. Gopi Menon, Former Maharashtra State Representative, UNICEF, Maharashtra
- Ms. Lakshmi Durga, Society for Elimination of Rural Poverty (SERP), Andhra Pradesh

4.00-4.15

Tea Break

**Improving Student Enrollment and Teacher Absenteeism
Outcomes Through Social Accountability Interventions**

Nalgonda & Adilabad Districts, Andhra Pradesh

Summary: In Andhra Pradesh, mobilization of parents combined with monitoring through a community scorecard and feedback to service providers has galvanized public investment, public action and social capital to improve the quality of education. This accountability intervention created an institutionalized platform for continuous dialogue between teachers, school committees, and parents to solve basic problems around quality of education, school dropouts, and teacher's absenteeism. Both districts have seen a 10 percent drop in teacher absenteeism, a significant decrease in school dropouts and 100 percent enrollment of children in eight villages in both districts.

4.15-6.15

Session 3

Presenter: Ms. Seshu Kumari, Regional Director, Education, Society for Elimination of Rural Poverty (SERP), Andhra Pradesh

Moderator: Mr. Rajendra Prasad, Mamidipudi Venkatarangaiya Foundation (MVF), Andhra Pradesh

Discussants

- Mr. Mohammad Ali Rafath, State Project Director, Sarva Shiksha Abhiyan (SSA), Andhra Pradesh
- Ms. Venita Kaul, Independent Consultant, Education Specialist, World Bank
- Ms. Josyula Lakshmi, Knowledge Manager, Centre for Good Governance, Andhra Pradesh
- Ms. Yamini Aiyar, Executive Director, Accountability Initiatives, New Delhi

6.30-10.30 Dinner at Chouki Dhani (Ethnic Village Resort) Only for participants from outstation

Thursday, December 17, 2009

9.30-10.00 **First Day Summary of Key Observations**
Mr. George Cheriyan & Mr. Om Prakash Arya, CUTS International

**Improving the Public Expenditure Outcomes of the
National Rural Employment Guarantee Scheme (NREGS)
Through Social Accountability Interventions**

Sirohi District, Rajasthan

Summary: In Rajasthan, a process of feedback through community scorecards and citizen report cards has triggered a series of behavioral changes in NREGS wage seekers including a dramatic rise in awareness on key entitlements under NREGS and a deepened capacity to monitor NREGS implementation. These behavior changes, in turn, have led to a series of institutional changes that have informed NREGS implementation in the District. Specifically, government initiatives to improve work measurement standards and recruit more women as field supervisors have been introduced.

10.00-12.30 **Presenter**
Session 4

- Mr. Om Prakash Arya, CUTS International
- Mr. George Cheriyan, CUTS International

Tea Break **Moderator:** Mr. Dilip Ghosh, Special Secretary, Panchayati Raj and Rural
(11-11.30) Development Department, Government of West Bengal

Discussants

- Mr. Siddharth Mahajan, District Collector, Sawai Mahopur, Government of Rajasthan
- Mr. Santhanu Sinha, National Consortium of Civil Society Organizations on NREGA and Foundation for Ecological Security (FES), Rajasthan
- Mr. T.R. Raghunandan, Principal Secretary, Department of Rural Development & Panchayathi Raj, Government of Karnataka

12.30-1.30 **Lunch**

Wage Seekers as Monitors and Government as Facilitators

Social Audits of NREGS in Andhra Pradesh

Summary: The social audit program in Andhra Pradesh is an institutionalized social accountability process to assess NREGS implementation in the state. Through intensive capacity building efforts of a dedicated government agency, this social audit program has trained a

cadre of over 44,000 NREGS age seekers to be certified village social auditors and audit Rs. 2,345 crore in NREGA expenditure. Even a single iteration of this social audit process has created a strong deterrent impact on rent-seeking officials. As a result, Rs. 40 million stolen funds have been returned and 2,082 functionaries have been removed or disciplined. This social audit program has paved the way for the institutionalization of demand side accountability approaches in other State Government programs to improve service delivery, governance and accountability. This session will highlight the sequence of interventions that have made the institutionalization of social audits possible in order inform similar initiatives in India.

**1.30-3.30
Session 5**

Presenter: Mr. B. Rajsekhar, Director, Society for Social Audit, Accountability and Transparency (SSAAT), Government of Andhra Pradesh

Moderator: Mr. D.B. Gupta, Principal Secretary, Planning, Government of Rajasthan

Discussants

- Mr. Jaydeep Biswas, Governance Advisor, UK Department for International Development (DFID), New Delhi
- Prof. Ashwani Kumar, Central Employment Guarantee Council (CEGC) and Tata Institute for Social Sciences (TISS), Maharashtra
- Ms. Anupama Jha, Executive Director, Transparency International India, New Delhi

3.30-4.00

Tea Break

4.00-5.00

Valedictory Session

Chief Guest: Shri. Bharat Singh, Minister, Panchayati Raj and Rural Development Department, Government of Rajasthan

Special Guest: Mr. C.D. Arha, Chief Information Commissioner, Andhra Pradesh

Concluding Remarks: Mr. Parmesh Shah

Address by the Chief Guest and Special Guest and Distribution of Mementos

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