

# ‘Combating Corruption in Rajasthan state, India by Applying RTI Act as a Tool’

“Power of Information in empowering the people”



## Final Report



CUTS-CART



CUTS Centre for Consumer Action, Research & Training, Jaipur  
In partnership with  
Partnership for Transparency Fund, Washington DC, USA

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## List of Abbreviations

### A

AA	Appellate Authority
ANM	Auxiliary Nurse Midwife
APIO	Assistant Public Information Officer
AWW	Anganwadi Worker

### B

BDO	Block Development Officer
BEO	Block Education Officer BPL
BLC	Block Level Consultation

### C

CA	Critical Analysis
CBO	Community Based Organization
CEO	Chief Executive Officer
CGCC	Consortium for Combating Corruption
CHRI	Commonwealth Human Rights Initiative
CIC	Chief Information Commissioner
CQ	Comprehensive Questionnaire
CS	Case Study
CSO	Civil Society Organisation
CUTS	Consumer Unity & Trust Society

### D

DAO	District Ayurveda Officer
DLW	Divisional Level Workshop

### F

FD	Final Document
FDM	Final Dissemination Meeting
FGD	Focused Group Discussion
FOI	Freedom of Information
FS	Field Survey

### G

GP	Gram Panchayat
GS	Gram Sachiv

### H

HM	Health and medical
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### I

ICDS	Integrated Child Development Scheme
IEC	Information, Education and Communication

<b>M</b>	
MDM	Mid term Dissemination Meeting
MKSS	Majdoor Kisan Shakti Sangthan
MP	Member of Parliament
<b>N</b>	
NAC	National Advisory Committee
NGO	Non Governmental Organization
<b>O</b>	
OW	Orientation Workshop
<b>P</b>	
PIO	Public Information Officer
PMT	Project Management Team
PR	Panchayati Raj
PRIs	Panchayati Raj Institutions
PS	Panchayat Samiti
PTF	Partnership for Transparency Fund
<b>R</b>	
RD	Rural Development
RSEB	Rajasthan State Electricity Board
RTIA	Right to Information Act
<b>S</b>	
SAA	Soochana Adhikar Abhiyan
SDM	Sub Divisional Magistrate
SIC	State Information Commissioner
SDP	Service Delivery Process
SLLM	State Level Launch Meeting
SoS	Selection of Surveyor
SP	Service Providers
<b>T</b>	
TI	Transparency International
<b>U</b>	
UPA	United Progressive Alliance
<b>W</b>	
WB	World Bank

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## Chapter-1

### 1. Executive Summary

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#### 1.1 Introduction

The great historian, writer and philosopher Edward Gibbon, when after completing his famous book '*The Decline of Roman Empire*' was confronted to reply in one word the reason for the decline of Roman Empire, he remarked –“Corruption”. To combat corruption Swedish Government had passed in 1766 the first ever freedom of information (FOI) law nearly 248 years ago. And today, 75 countries have passed FOI laws. In principle, FOI is a fundamental human right and a touchstone of all the freedoms.

In India, the need to enact a law on right to information (RTI) was recognised unanimously in the Chief Ministers Conference on “Effective and Responsive Government”, held on May 24, 1997 in New Delhi. In response to the pressure of the grassroots movements as well as to satisfy the international money lending institutions to borrow the loans some sincere efforts were made to enact a FOI law; and hence RTI Act came in to force in Rajasthan (in the year 2000) and India (in the year 2005).

On May 10, 2005, the Right to Information (Amendment) Bill 2005 was tabled in the Lok Sabha. The Bill was passed by Lok Sabha on May 11, 2005 and by the Rajya Sabha on May 12, 2005. On June 15, 2005, President APJ Abdul Kalam gave his assent to the national RTI Act, 2005. With Presidential assent, the Central Government and State Governments had 120 days to implement the provisions of the Bill in its entirety. The Act formally came into force on October 12, 2005 (see [Annexure 1](#)).

After enactment of any law or act its effective implementation at grassroots becomes a million dollar question before the enforcement agencies since the poor implementation loses its actual spirit. So advocating for it at one side and empowering the common citizens for utilising the RTI Act 2005 as a tool to combat corruption are the main triggers behind conceptualising this project.

To advocate with the policy makers to sharpen further specific tools a critical analysis of laws and acts of corruption handling mechanism, i.e. the RTI Act, the Citizen Charters and the *Lokayukta* Act was done to ensure good governance and accountability in order to address the deep-rooted corruption in the state (see [Annexure 2](#))

The prime objective of the project entitled, ‘Combating Corruption in Rajasthan state, India by Applying RTI Act as a Tool’ was to empower common citizenry, vulnerable sections at the grassroots, civil society organisation/non-governmental organisations (CSOs/NGOs) and informally formed Consortium Group for Combating Corruption (CGCC) by generating awareness and sensitising/encouraging them to file applications under RTI Act, making it a tool in addressing corrupt practices in *Panchayati Raj & Rural Development* (PR & RD) in particular and rest of others in general.

Towards completion of the project, a vibrant informal structure in the form of CGCC has taken place in Ajmer and Jaipur divisional head quarters of the state. These CGCC had been enough empowered with resources in terms of knowledge, information, active support from functional network of CSOs/NGOs, constant cooperation from the vigilant citizens, support from the proactive and committed government officials and access to corruption defeating agencies/mechanism.

## 1.2 Strategy Adopted

- At the outset, critical analysis of state and central RTI Acts, the Citizen Charters (Five departments) and the *Lokayukta Act* was done to have a stock of their current status and made a documentation for advocacy at initial stage of the project.
- For awareness generation and getting feedback and first hand grassroots information, workshops were organised at State Level and at selected Divisional and Block Level. A resourceful, informative and effective Information, Education and Communication (IEC) material and quarterly Newsletters were developed to assist the awareness generation campaign for advocacy at National and sub-National Level.
- Expert consultants/resource persons were invited to develop Comprehensive Questionnaire (CQs), training module for surveyors and imparting a two-day residential intensive orientation-cum-training programme at State Level so that maximum output can be drawn during field survey, data analysis and documentation level.
- Project officials, stakeholders and subject experts actualised brainstorming on received primary as well as secondary data on the issue.
- Formation of resourceful, knowledgeable and vibrant CGCC at Divisional Level for backstopping and uninterrupted support to corruption combating attempters at grassroots level was done.
- Organising mid and end level dissemination meetings at State Level to share the findings and advocating the issue before service providers and policy makers were ensured.
- Conducting assessment of project impact at grassroots and corruption level in a deeper way so that success stories can be replicated in India and at global level.
- Preparing a set of recommendations to put before policy makers and service providers for application of these recommendations at National and sub-National level.

## 1.3 Key Research Findings

- The project intervention created a good impact upon demand and supply side. At starting level, the awareness about RTI Act among surveyed common citizenry was 40 percent but at end level it scaled up to 85.3 percent. The awareness level of RTI Act for government employees (supply side) rose from 78 percent (starting level) to 100 percent (end level). At start level, nearly 26 percent common citizenry were aware of RTI Act but at end level the raised figure was 76.5 percent. On the other side, among government employees it was 92 percent (start level) and 94 percent (end level) respectively.

- During start level, 30 percent common citizens voiced the opinion that RTI Act has potential to combat corruption but at end level 70.5 percent respondents admitted that corruption level has come down in various departments in the last one-year.
- The knowledge about filing process of RTI application has enhanced from 12 percent to 20.6 percent in common citizens during project period, and it was 41.2 percent among government employee.

#### **1.4 Impact on Reducing Corruption and its Sustainability**

- An enabling and conducive environment has been created at the grassroots making the governance more transparent and accountable. The legal provisions of RTI Act, Citizen Charter and certain other codes and manuals are no longer remain merely on papers; rather the common citizens by effectively exercising such provisions in accessing information and getting their legitimate entitlement have made it a concrete reality. This fact can be further endorsed by the success stories of the project intervention. This entire process of combating corruption has been able to put pressure on the government to take timely and effective punitive measures against erring officials and discouraging corrupt practices. The entire process will ultimately help in facilitating the development growth of the state and reducing the poverty in the long run.
- At end level of the project, a vibrant, informal structure in the form of CGCC has taken place in Ajmer and Jaipur Divisional Headquarters of the state. The CGCC were empowered enough with resources in terms of knowledge, information, active support from functional network of 42 CSOs/NGOs, constant cooperation from the vigilant citizens, support from the proactive and committed government officials in corruption defeating agencies/mechanism and working as a local resource centers on RTI Act. Each CGCC was assigned the target of filing 250 RTI applications through common citizens. Thus, as against a targeted 500 RTI applications in the Ajmer and Jaipur Divisions, 779 applications were filed by the common citizens with the help of CGCC members, asking for specific information related to their grievances and in public interest in entire duration of the project. These filed RTI applications (maximum in the PR & RD department) had substantially helped reduce the corrupt practices in these departments, discouraged the corrupt officials and improved transparency, accountability and people's participation in service delivery process.
- The project had also created a synergy in various actions/movements from demand and supply side in combating corruption at National and sub-National Level. The production of the QN and FD had been an effective tool of advocacy for the CGCC and generating awareness in the society at large on corruption issues.

#### **1.5 Overall Assessment**

- The findings and experiences of this project vividly indicates that if serious but unbreakable effort is made at grassroots for any of the widely and deeply rampant issue

like corruption with the participation of common citizenry the myth of ineradicability of corruption can be broken.

- The concept of forming CGCC at Divisional Level was very much effective and needs to be formed at District and even at Block Level to make the effect of RTI Act multifold.
- States as well as Central Government should economically fund such novel and innovative project because they are cost effective in larger perspective.
- Single window system that exists in Bhilwara needs to be established in other districts also.
- Proactive disclosure under Section 4 (1 b) should be strictly followed and as much information should proactively be disclosed as can be from all the government departments.
- Capacity of government officials needs to be built on the RTI Act 2005 on priority basis and colonial hangover of officials for Official Secrete 1923 needs to be overcome at the earliest.

## Chapter-2

### 2. Background, Rationale and Objectives

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#### 2.1 Project Background

CUTS Center for Consumer Action, Research & Training (CUTS CART), Jaipur in active partnership with the Partnership for Transparency Fund (PTF), Washington DC has conceptualised a unique project entitled, 'Combating Corruption in Rajasthan State, India, by Applying RTI Act as a Tool'. The one-year pilot project, started in March 2007, is being implemented with a focus on Rural Development and *Panchayati Raj Institutions* (PRIs) of the Tonk and Jaipur districts under the Ajmer and Jaipur administrative divisions respectively. After completion of all the proposed activities of first phase it was decided by external evaluator of PTF to extend the project period for five months to assess the impact of pilot project in a better way and the Extension Phase started on May 01,08.

#### 2.2 Rationale of the Project

If any one sees the national scenario of corruption in India it can be assumed that it is rampant in every department and establishment. Although some measures have been taken to curb it there has always been a big question mark on effective implementation of these measures. Hence, there is an urgent and dire need of adding some more teeth to tackle the menace of corruption: RTI Act, 2005 and Social Accountability methods are two important tools.

##### 2.2.1 Current Scenario of Corruption in India

In a recent report of the World Bank, the India's rank is 47 amongst the most corrupt countries. The report is based upon six indicators in which the "good governance" is the prime indicator. In the list of 200 countries, China is ranked at 31. The report says: "both countries are weak in enforcing the rules and regulations". The India Corruption Study 2005, the large study ever undertaken in the country by the Transparency International (TI) with a sample of 14,405 spread across 20 states reveals that "common citizens of the country pay bribes totaling Rs. 21,068 crore (US\$4.73bn) availing of one or more of 11 public services annually".

Though the RTI Act is only two year old (Passed on June 21, 2005 by the Indian Parliament), it had already started exhibiting its potential in various states/sectors. It is considered as a powerful weapon to change the corrupt work culture of the Government. India is perceived to be marginally less corrupted than in 2005, climbing to 70 by improving its position from 88 among 183 countries. As per the report, India has made "a significant improvement in perceived levels of corruption". The improvement in India is attributed to the RTI Act, which is a big step towards countering corruption and the untiring efforts of civil society groups. However, much more needs to be done in the years ahead, says the TI.

It is not an exaggeration to talk about corruption in terms of a crisis or a cancer endangering India's society, polity and economy. There has been a distinct increase in transactions in Central and State Governments, where the presence of corruption has been substantiated. Evidence points to an increase of corruption in higher bureaucracy and elected functionaries, often in collusion or nexus with criminal elements. In India, the corruption is rampant in administration of welfare schemes meant for the poor, public distribution system, police, revenue and irrigation departments and several other sectors, where people come into contact daily with administration. Corruption at lower levels takes the form of speed money for expediting approvals or providing legitimate services, or bribes for twisting rules.

If any one sees the report of corruption on India for 2008 by TI, India is placed at the 74<sup>th</sup> spot among 180 countries in the world, which is two places up from last count. It clearly means that corruption is on increase again in India only because of poor implementation of RTI Act in rural areas in general and urban in particular. Concerned State Government is not making adequate provisions of trainings for government officials, PRIs, CSOs/NGOs and common citizenries.

A matter of grave concern is the vertical integration of corruption at various levels of government officials and politicians and the inability of top functionaries to check the prevalence and growth of corruption. In fact, corruption in public life is of course part of the malaise of black money and erosion of the moral fibre of Indian society. The affect of corruption on the economy and public administration in terms of waste, distorted resource allocation, reduced revenues, unfavourable perceptions of foreign investors etc., is obvious.

More insidious from the point of view of responsive government and the welfare of the poor is the diluted standards of services, construction, safety of the public from spurious goods, leakage of benefits, subsidised mean for the poor and the denial of fair treatment and justice to people other than those who are able to access money and influence. That is why there is a strong demand emerging from the public for effective punitive and corrective measures to tackle the problem.

Open, responsive and effective governance requires a significant amount of citizen trust in government and in each other. Corruption undermines this trust and destroys it. Some citizens may conclude that it is futile to deal with government through official channels; others often approach through bribery and influences. Corruption cannot be minimised unless political actions receive some scrutiny as administrative actions and people are empowered against the redressal mechanism and make aware of its ill effects on the public life and hindrance in the economic growth of the nation as well other developing areas of the "human upliftment".

### **2.2.2 Perceived Role of RTI Act in Addressing Corruption**

The perceived role of RTI Act in addressing corruption is very promising because of the strengths of this Act itself. Its can be seen in the low corruption rank in the year 2005 according to TI. With The RTI coming into force on October 12, 2005, it opened up the transparency in the governance processes of India. RTI Act is part of the fundamental right to freedom of speech and expression, as mentioned in Article 19(1) of the constitution, and is a key enabler of good governance and an effective tool to ensure transparency and accountability in the government. It

also provides an advantage to ensure greater participation of public in governance, eliminate corruption and empower the people. It gives the citizen the right to seek information and makes it binding on officials to store and make the information easily available to the public, with the exception only when withholding the information is in public interest.

Even after completion of two year of the RTI Act, the general level of awareness about the Act is very low among the common people especially the village population. There is, therefore, a greater need to take the RTI Act to the grassroots level. For this, there is a need for awareness generation and training for the information seekers for effectively utilising the Act. One of the recommendations of the National Convention on one year of RTI Act (CUTS was part of the convention) held in New Delhi on October 13-15, 2006 was to raise the impact of the Act in rural areas. The Convention was inaugurated by the President of India, concluded with the address by the Prime Minister of India, and attended by a cross section of the society including bureaucracy, academia, members of legal fraternity, representatives of media, CSOs, citizens groups and the general public.

Corruption poses fundamental questions about the relationship and boundaries between “public” and “personal interests”. It directs our attention to the ways officials and institutions perform in government mechanism, and the age-old issue of “who gets what”. It also poses questions about the ways citizens participate in public life to influence their government and responsiveness of government itself. If we look at the global scenario, it is apparent that by and large every country is facing this menace severely. Everyday newspapers carry news on corruption in governance as well in public life.

Due to corruption, every one suffers directly or indirectly but still very few dares to stand against this abominable behaviour of corrupt people. This certainly does not mean people cannot distinguish between right and wrong. However, the concern is the low rate of awareness rate about RTI Act and its use as a tool to combat corruption in rural areas in India including Rajasthan.

### **2.3 Potential Role of RTI Act As a Tool in Combating Corruption**

Rajasthan has a poor record of enforcing the enacted legal provisions at grassroots level especially in rural areas where poor and uneducated common citizens are becoming preyed to government service providers since time immemorial. On the growing corruption in Rajasthan, a news briefs in Indian leading daily newspapers can be seen which read: that “nefarious corruptness is decomposing the government mechanism as well other areas of administration”.



## 2.4 Project Objectives

- Generating awareness and provoking/encouraging the common citizens towards application of RTI Act as a tool in addressing corrupt practices in the governance;
- Empowering the CSOs and the vulnerable sections at the grassroots in curbing the corrupt practices by improving functioning of the existing accountability mechanisms and legal measures;
- Advocating with the policy makers to sharpen further specific tools, i.e. the RTI Act, the Citizen Charters and the *Lokayukta Act* ensuring good governance and accountability in order to address the deep-rooted corruption in the state;
- Revealing the corrupt practices and exposing corrupt officials of some selected departments, i.e. Panchayati Raj & Rural Development (PR & RD) in general and rest of others in particular; and
- Assessing the project outcomes in a much deeper way to showcase the success stories for wider dissemination and replicating the model in Rajasthan and elsewhere.

Towards completion of the project, a vibrant informal structure in the form of CGCC will take place in Ajmer and Jaipur Divisional Headquarters of the state. The CGCC has been empowered enough with resources in terms of knowledge, information, active support from functional network of CSOs/CBOs, constant cooperation from the vigilant citizens, support from the proactive and committed government officials and access to corruption defeating agencies/mechanism. The CGCC has been able to support corruption-combating attempts by the common citizens especially the poor rural citizens. Hence, CGCC will perform the role of a “watchdog” as well as local resource center for application filing under the RTI Act.

## Chapter-3

### **3. Actions Taken and Achievements *vis-à-vis* Problems Encountered**

#### **3.1 Scope**

The first phase of project activities was focused on two administrative divisions of Rajasthan namely, Ajmer and Jaipur. One district from each of the divisions, viz. Tonk and Jaipur, was selected for full-fledged project activities. In Tonk district, all six blocks are covered and 11 out of 13 blocks are covered from Jaipur district excluding two urban blocks names, e.g. Sanganer and Jhotwara. Since corruption is rampant in all the government departments and common citizenry are victims of all of these, no particular department is selected for intervention. Since in rural areas Rural Development and Panchayati Raj Departments implement most of the welfare and development programmes, these two departments are focused though other government departments are also included. The assigned minimum target of filing 250 RTI applications for each the CGCC was fixed to keep them motivated for taking corruption-combating attempts in rural areas.

#### **3.2 Actions Taken and Achievements**

Formation of the Project Management Team (PMT) was an important component for smooth functioning and effective implementation of project activities from state to grassroots level throughout the project period. A daylong State Level Launch Meeting (SLLM) was organised in order to seek active cooperation of different stakeholders in project implementation.



The Chief Information Commissioner (CIC) of India Wajahat Habibullah and State Information Commissioner (SIC) of Andhra Pradesh C D Arah were key participants at the launch meeting. Other participants were authorities of the Union and State Government, CSOs, social activists, researchers working on good governance, institutions working on corruption related issues and vigilant citizens etc. The participants were introduced about the project objectives and their inputs were consolidated for effective interventions in achieving project objectives. The focused theme of the event was the RTI Act and Citizen's Charters ([see Annexure 3](#))

The process for formation of CGCC was started in Ajmer and Jaipur Divisional Headquarters, which were an intensified and careful action under the project. In each consortium at Divisional Level, the numbers of CGCC members varied from 15 to 20. Being an informal body, CGCC performed a vigilant and proactive role in their respective divisions, and its members were trained and empowered through District Level Workshops (DLWs) to deal with the corrupt practices by ensuring more and more initiation from the public by filing applications under RTI Act in their respective areas.

All above process facilitated in combating corruption through an active involvement of relevant stakeholders and introducing a positive change in their attitude. The process also helped in identifying real factors and players responsible for corrupt practices, reviewing corruption controlling measures and formulating suitable strategies to get rid of this dangerous evil, which has withered the whole progressive roots of the society. The field survey also facilitated the formation process of the CGCC.

Under the project, an effective agenda was developed in a participatory manner through organisation of two DLWs. The selected divisional headquarters (cluster of districts) were Jaipur and Ajmer. The two DLWs were organised on two consecutive days at Jaipur and Tonk district headquarters. The participants for proposed DLWs were representatives from relevant departments including the PRIs, district level CSOs and community based organisations (CBOs), social activists, researchers, larger civil society groups and selected citizens of various locations from their respective divisions.

**Table 1: Details of Action Taken Exercise under the Project**

S. No.	Actions Taken	Date	Venue/Place
1.	State Level (Project) Launce Meeting	April 18, 2007	HCM-RIPA, Jaipur
2.	Orientation Workshop for Surveyors (two Divisions)	June 28-29, 2007	Jaipur
3.	Formation of CGCC members	June, 2007	Jaipur & Ajmer
4.	Field Survey	July, 2007	Jaipur & Tonk
5.	Divisional Level Workshop for Jaipur Division	July 27-28, 2007	RICEM, Jaipur
6.	Divisional Level Workshop for Ajmer Division	Aug.06-07, 2007	SIAM, Tonk
7.	BLCs	Sep.20-Oct.18, 2007	Jaipur and Tonk
8.	Mid-Term Dissemination Meeting	Oct.10, 2007	RICEM, Jaipur
9.	RTI Facilitation Stall	Nov.17-24, 2007	Pushkar, Ajmer
10.	Final Dissemination Meeting	Feb.15, 2007	HCM-RIPA, Jaipur
11	FGDs	June, 2008	Jaipur & Ajmer Divisions
12	Phone Survey	July, 2008	Jaipur & Tonk

In order to develop a sense of ownership for the project and RTI Act amongst a larger group of citizens of Jaipur and Tonk districts, a series of Block Level Consultations (BLCs) were conducted in 11 blocks of Jaipur and 6 blocks of Tonk. BLCs provided an opportunity for close interaction with the non-urban citizens for consulting upon the RTI Act and findings of the field survey

This also helped in receiving their inputs in terms of knowing ground realities in detail and assessing their level of negotiation skill with the grassroots level government functionaries under the purview of the RTI Act application. The inputs that were assembled in these BLCs from the non-urban population added value to the findings of the field survey and organising the Mid-term Dissemination Meeting (MDM).

Following the BLCs, in mid-duration of the project, a day-long MDM was organised at the State Level. The purpose of MDM was to debrief key findings of the field survey and outcomes through an analysis. The members of the CGCC along with key officials of corruption defeating agencies were invited for participation in MDM. The MDM exercise helped in making further update of the key findings and suitable changes in the strategy being adopted for project implementation.

On completion of the project, a day-long Final Dissemination Meeting (FDM) was organised at the state capital with an aim to disseminate the final outcomes of the project (results through the RTI Act application) and recommending collectively to the government at National and sub-National Level to curb corruption in the governance and public life and make the corruption handling laws/acts/codes more effective at the grassroots level and improve the implementation of all these laws/acts/codes so that its purpose could be solved. The FDM had again provided an opportunity to obtain suggestions on corruption handling from a wide range of participants. Also, it provided a clear agenda to all CGCC members to work intensively on corruption issues in their respective division.



In extension phase, there were two major activities of the project: formation of Focused Group Discussion (FGD) especially with RTI applicants who filed applications in different regions in various departments, selecting some highly successful case as a Case Studies for wider dissemination and Phone Survey of First Round survey respondents who were part during 1<sup>st</sup> phase project and second one was classification, analysis and documentation of all 779 RTI applications.

Total six FGDs were conducted in various districts of Jaipur and Ajmer Divisions. The selection of places for FGDs was done on the basis of maximum number of filed RTI applications in the area. In all the areas where FGDs took place, the number of RTI applications was maximum. The places for FGDs were Viratnagar and Dudu blocks of Jaipur district, Bansur of Alwar district – both in Jaipur Division – and Tonk, Bhilwara and Masuda, Ajmer in Ajmer division. The FGDs were conducted for various purposes. It was for the shake of experiences of RTI applicants related to filing process and outcomes of all of these applications and to know the current status of RTI applications. During FGDs, 28 successful stories were also identified and documented for wider dissemination.



Phone survey was conducted in all the blocks of Tonk and Jaipur districts. It was conducted to assess the current awareness level of first phase surveyed respondents about RTI Act, its filing process and level of corruption then and now. The sample size was one fourth of total respondents of first phase survey in which 33 (22 common citizens +11 government employees) from Jaipur and 18 (12 common citizens + 06 government employees) were from Tonk.

Classification, analysis and documentation of all 779 RTI applications, which were filed during project intervention in both the divisions and their respective districts were done. All the RTI applications in record are well catalogued in file and documented in hard copy as well.

### 3.3 Field Survey Outputs

The action and participatory research methodology, besides review of literature, qualitative and quantitative research tools, is adopted in this project intervention. Initially, a document was prepared after reviewing the key provisions of RTI Act, 2005 and selected five Citizen Charters for wider dissemination and advocacy with the government officials at different levels. The key provisions of these Act and rules were discussed thoroughly in DLWs. Also, the views of participants on the effectiveness of Acts were analysed and consolidated in a document form for wider dissemination and advocacy with the government at different level.

For field survey, Comprehensive Questionnaires (CQs) were developed to gather perceptions, views and opinion on corruption and information level about RTI Act from both demand and supply side. From demand side, the common citizens, CSOs, CBOs and from supply side government officials were contacted. The consolidation of survey findings had been done for directing the intervention to combat corruption in an effective manner. The field survey was conducted in selected 11 blocks of Jaipur and 6 blocks of Tonk district.

Next was selection of Surveyors, which was done carefully by taking into account their general understanding on corruption issues, willingness to work on issue, academic qualification, and basic knowledge/information about various government service providing departments/agencies in their respective localities. In order to conduct the field survey in an organised, scientific and objective manner, a residential Orientation Workshop (OW) of all the selected surveyors from both the districts, viz. Jaipur and Tonk was conducted at Jaipur to nurture and sharpen the research skills of surveyor. The OW was two-day exercise and 14 selected surveyors (six from Tonk and eight from Jaipur) were invited to participate in this.

**Table 2: Project Activities in Jaipur Division**

First Phase Activities				Extension Phase Activities		
Districts	CGCC members	Surveyed Questionnaires	BLCs	FGDs	Phone Survey Questionnaires	Documented Success Studies
<b>-Jaipur*</b> -Alwar -Dausa -Sikar -Jhunjhunu	20	125	11	03 (Jaipur & Alwar)	1/4 <sup>th</sup> of first phase survey	16

The surveyors were oriented thoroughly in order to assemble the responses of the common citizens and govt. workers on the issues mentioned in respective questionnaires in an appropriate manner (see [Annexure 4](#)).

**Table 3: Project Activities in Ajmer Division**

First Phase Activities				Extension Phase Activities		
Districts	CGCC members	Survey Size (Common citizens & Govt. Employees.)	BLCs	FGDs	Phone Survey Size	Documented Success Studies
-Ajmer -Bhilwara -Nagaur -Tonk*	19	125	06	03 (Ajmer, Bhilwara & Tonk)	1/4 <sup>th</sup> of first phase survey	12

The surveyors were also oriented and trained for drawing out unbiased and objective responses from respondents of demand and supply sides on corruption issues. They all were also trained to fill up the answers in a legible manner.

Under the field survey, minimums of 125 questionnaires were filled each at Jaipur and Tonk districts. Thus, the total numbers of surveyed questionnaires were 250 in both the selected districts of the state and the findings were analysed. Selected cases/interventions on defeating corruption from each division as a result of citizens' initiatives and their pursuance in combating the corruption by applying the RTI Act, as a result of this project intervention were also documented and disseminated widely at National and sub-National Level through a bi-lingual (English and Hindi) quarterly Newsletter, which was focused exclusively on corruption issues.

### **3.4 Problems Encountered**

Lack of awareness among common citizens as well as government officials on RTI Act at grassroots level is poor; so it was very difficult to explain the nitty-gritty of RTI Act during various levels of meetings and workshops. In one of the block of the Jaipur district during the BLC one question raised to the women participants that in which year India got freedom. They replied that they did not know. Then CUTS CART representative asked them whether India has got freedom or not. Again they replied that they did not know. Against appalling ignorance in rural India, State Government has taken no effective measures to popularise this Act.

It is very difficult to reach up to Public Information Officer/Assistant Public Information Officer (PIO/APIO) in the department because there is no board as such indicating the name and post of PIO/APIO in their department. No format for filing an RTI application is readily and openly available in government offices and with government officials; hence, applicants have to write it up in their own way and this becomes a reason of finding faults in these applications by APIOs/PIOs. Even some of the officials have not yet seen the prevailing format of RTI application!

Many times PIO/APIO refuses to take application from common citizens and says that they do not know about such acts. Many government officials do not know about the RTI Act and even about Citizen Charters of their own department as well.

There is no any cash collection window for depositing the fee for filing the application under RTI Act in rural areas and applicants have to keep on taking rounds of offices from pillar to post. No proactive disclosure of information is there in government departments especially in rural areas and no attempts have been made so far to publicise it.

The CGCC members are not accredited by government functionaries and are targeted by service providers because they think that this is the only group, which is mobilising the people and assisting them for demanding information; so it is better to target the group from various fronts. If informal group like CGCC is of any CSO/NGO, then they start to find some wrongdoings or they deliberately do not approve any project proposal of government department to that CSO/NGO.

PIOs/APIOs also try to solve the problem for which the RTI application is filed rather than providing information so in other way it can be said that PIOs/APIOs treat RTI application as a complaint. Rural citizenries are using RTI Act as a tool but they are lowly motivated and after taking two three rounds of offices they try to get solution of the problem rather than getting the information. Their satisfaction level is very low and get satisfied if a piece of information is provided.

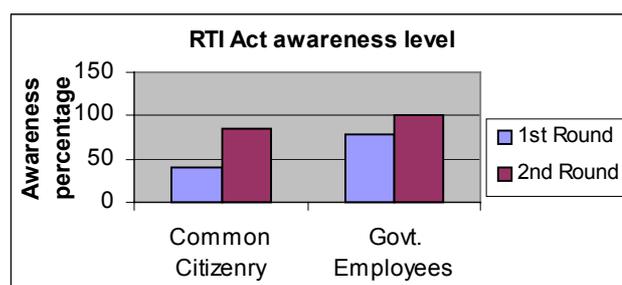
## Chapter-4

### 4. Impact of Reducing Corruption and its Sustainability

#### 4.1 Impact on Government Departments and Citizens

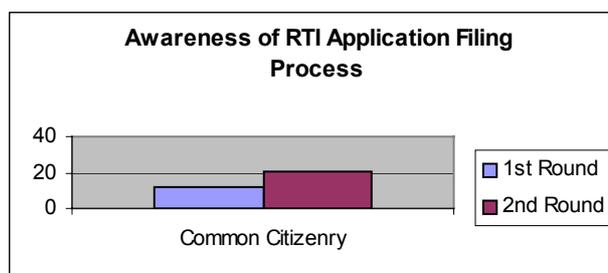
The project intervention created a deep and wide impact on various government departments and the poor citizenry of rural areas in project area. An enabling environment at grassroots was created and a vibrant informal group of CGCC was formed for supporting community to make corruption-combating attempts more sustainable and long lasting. Various level consultation meetings, publishing quarterly newsletters and dissemination workshops helped into generating awareness about RTI Act. Two round of surveys were done to collect first hand field information regarding the issue. First round of survey was conducted in the starting of project and second round was after its completion. The impact assessment of the project was done by frequently used research methods as FGD, Phone Survey and case study and findings were disseminated through State Level Mid and End Term dissemination meetings among stakeholders

**Figure 2: RTI Awareness Level**



The progress in awareness level among citizenry respondents regarding application-filing process under RTI Act was 12 percent to 20 percent during intervention period (see Figure 2). In the application filing process knowledge of RTI application format, payable fee, PIO, appeal process if information is not provided in to stipulated time and duration in which sought information must be provided by PIO is important to be known by applicant.

**Figure 3: Awareness of RTI Application Filing Process**

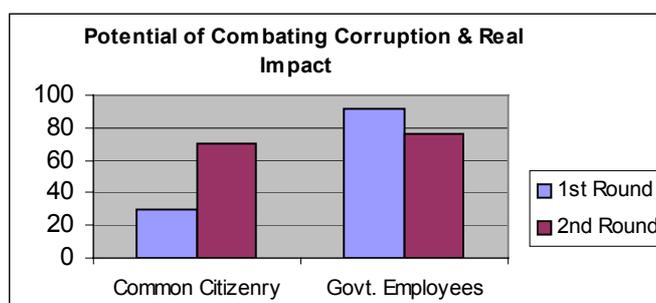


According to common citizen respondents awareness level regarding RTI Act among those peoples who are residing in the proximity or close neighbourhood around them is not at satisfactory level and only 26 percent people are aware of it although the awareness regarding RTI Act is increasing every year due to sustained awareness campaign. Regarding awareness of government employees, situation is quite contrary but hopeful and high majority of departmental colleagues of government employee respondents are found to be aware of RTI Act. The progress of awareness level from first round (92 percent) to second round (94 percent) is not much because most of government employees already know the RTI Act, 2005.

**Table 4: Field Survey Findings of Entire Rajasthan (Common Citizens)**

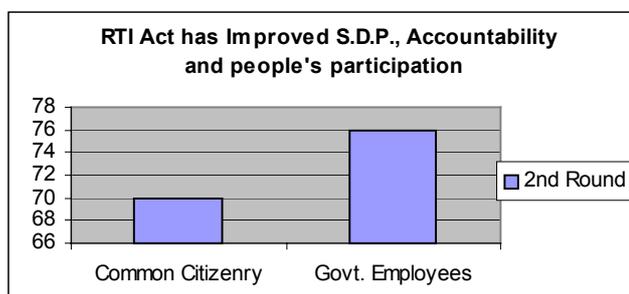
Sex Ratio of Respondents		Corruption Involvement Rate of Common men		Common men paid bribe for solving their purpose		Complaint Rate against Corruption		Heard about act and laws for Corruption control		
Male	Female	Yes	No	Yes	No	Yes	No	Yes	No	
79%	21%	79%	21%	29%	71%	10%	90%	22%	78%	
Awareness of Citizen's Charter		Respondents who read any Citizen's Charters.		Any Monitoring Committee for Ration Shops		Heard about Lokayukta legislation		Publishing Citizens Charters benefits whom		
Yes	No	Yes	No	Yes	No	Yes	No	Public	Govt.	Both
22%	78%	08%	92%	3%	70%	00%	100%	53%	35%	12%

**Figure 4: Potential of Combating Corruption & Real Impact**



During first round of survey 30 percent common citizens had the opinion that RTI Act has potential to combat corruption but in 2<sup>nd</sup> round 70.5 percent admitted that corruption level has come down in various departments during the year. On the other side, 92 percent government employee respondents said that RTI Act has potential to combat corruption and 76.4 percent said that in reality RTI Act has succeeded in curbing corruption in various departments (see Figure 3)

**Figure 5: RTI Has Improved Accountability and People's Participation**



During first round of survey which was in 1<sup>st</sup> phase almost 71 percent citizenry and nearly 82 percent government employee respondents who were working in various departments were agreed that RTI Act has successfully improved the quality and process of service delivery, transparency, accountability and people's participation in decision-making (see Figure 4). But the quantum of improvement is not up to the mark and a lot more is required to realise improvement in these sectors. For wider and deeper effect, such effort to combat corruption as applying RTI Act as a tool is required to be a long-term intervention in Rajasthan.

#### 4.2 Impact on Governance

An enabling and conducive environment has been created at the grassroots making the governance more transparent and accountable. The legal provisions of RTI Act, Citizen Charter and certain other codes and manuals are no longer remain merely on papers; rather the common citizens are effectively exercising such provisions in accessing information and getting their legitimate entitlement (see Table 5).

**Table 5: Field Survey Findings of Entire Rajasthan (Government Employees)**

Sex Ratio of respondents		Training on RTI act into respondent's department		Advertisement of RTI act by govt. departments is being done?		Awareness about departmental PIO		Faced non-cooperation within dept. getting information lying with others?	
Male	Female	Yes	No	Yes	No	Yes	No	Yes	No
97%	03%	34%	66%	78%	22%	98%	02%	08%	92%
Can common citizens access file noting?		Is there any need to be advertised this RTI act?		Any direction by dept. for providing information easily?		Do NGOs come under the ambit of RTI act 2005?		Have you ever heard about Citizen's Charter?	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
70%	30%	80%	20%	82%	18%	42%	58%	80%	20%
Citizen's Charters are Beneficial for Public		Is it compulsory for every dept. to publish Citizen's Charters?		Do you have citizen's Charters published by your dept. with you?		Is there any RTI application format in your dept.?		Is there any fee to get the RTI application format from your department?	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

80%	20%	88%	12%	78%	22%	58%	42%	28%	72%
<b>Do you know about corruption controlling acts/laws?</b>		<b>Have you ever forced/encouraged for corruption by any one?</b>		<b>Do you know about Lokayukta legislation?</b>		<b>Had any case registered your dept. under act of Lokayukta?</b>		<b>Have you ever participated in any Gram Sabha for RTI act campaign?</b>	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
60%	40%	00%	100%	44%	56%	00%	100%	64%	36%

This fact can be further endorsed by the findings received (see Table 6) after conducting 6 FGD at various districts from two divisions of Ajmer and Jaipur. During these FGDs, 28 success stories were documented which can be widely disseminated for replication of the adopted model during project implementation period and to showcase the existing enabling environment at grassroots for the poor, vulnerable common citizenry RTI applicants with CGCC members. Nearly 28 success stories related to various departments especially Rural Development and Panchayati Raj Departments from selected districts of both of the divisions are worth to be mentioned (see [Annexure 5](#)).

The enabling environment that has been created at the grassroots has enhanced the transparency and accountability in the governance process and contributing towards addressing corruption.

**Table 6: FGDs of Jaipur and Ajmer divisions**

<b>Sex Ratio</b>		<b>Marital Status</b>		<b>Locality</b>		<b>Education</b>					
Male	Female	Married	Unmarried	Urban	Rural	8th	12th	Graduate	PG		
38	03	41	00	13	28	18	09	13		01	
<b>Cases went into appeal</b>		<b>Time taken to give information (Days)</b>			<b>Source of knowledge of RTI act</b>		<b>Age Group (Years)</b>				
1 <sup>st</sup> appeal	SIC appeal	>30	31-40	41<	CUT	Others	21-30	31-40	41-50	51-60	60<
03	02	05	28	08	34	07	05	12	16	03	05
<b>Profession</b>					<b>Satisfaction from received information</b>						
Govt. Job	Private	Agriculture	NGO worker	Others	<b>Satisfied</b>		<b>Partially satisfied</b>		<b>Not satisfied at all</b>		
05	08	09	13	06	17		11		13		

This entire process of combating corruption has been putting pressure on the government to take timely and effective punitive measures discouraging the corrupt practices. The entire process will ultimately help in facilitating the development growth of the state and reducing the poverty.

### 4.3 Formation of CGCC

Towards completion of the project, a vibrant informal structure in the form of CGCC has taken place in Ajmer and Jaipur Divisional Headquarters of the state. These CGCC are empowered enough with resources in terms of knowledge, information, active support from functional

network of 42 CSOs/NGOs, constant cooperation from the vigilant citizens, support from the proactive and committed government officials and access to corruption defeating agencies/mechanism and working as a local resource centers on RTI act.

The CGCC members were equipped with a clear agenda on “effective/maximum application of the RTI Act” had ensured sustainability of themselves in their respective divisions/locality extending relief to the common citizens by combating the corruption effectively. Each CGCC acted as a resource agency at the local area and were empowered enough with the resources so that they can help the poor and needy people at the one end and maintain the records on the other. The CGCC members were able to support corruption-combating attempts by the common citizens especially the poor. Hence, the CGCC performed the role of a “watchdog” as well as local resource centre for filing application under RTI Act.

Each CGCC was assigned the target of filing 250 RTI applications through common citizens. Thus, in against of targeted 500 RTI applications in the Ajmer and Jaipur Divisions 779 applications were filed by the common citizens with the help of CGCC members, asking for specific information, related to their grievances and in public interest in entire duration of the project. These filed RTI applications (maximum in the PR & RD department) substantially reduced the corrupt practices in these departments, discouraged the corrupt officials and improved transparency, accountability, people’s participation in service delivery process.

The project had also created a synergy in various actions/movements combating corruption at national and sub-national level. The production of the quarterly newsletter and final document (FD) had been an effective tool of advocacy for the CGCC and generating awareness in the society at large on corruption issues. From both of the Ajmer and Jaipur Divisions total 42 CSOs were empowered as resource centre for working as a supportive and knowledge group at local level to combat corruption even after completion of the intervention so that corruption combating attempts can be made sustainable.

## Chapter-5

### 5. Lessons Learnt

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#### 5.1 State Information Commission (SIC)

- Infrastructure facilities at State CIC office and for proactive disclosure of information in government departments, resources are not allocated by government and the SIC are not appointed in all the states of India as yet.
- Linkages between grassroots to SIC and Appellate Authorities are almost lacking.
- RTI Act 2005 is not clear when someone is not satisfied with the decision taken in Second Appeal at SIC then where one has to go and what is the further possible remedy.
- The Central CIC and the State CIC's verdicts are not compiled and disseminated in regional languages regularly.
- Enforcement of anti corruption mechanism is not effectively done and RTI Act also has become a prey of poor implementation.

#### 5.2 CGCC Model

- Although CGCC has created an enabling environment at grassroots but still more is to be done to motivate CSOs/ vigilant citizens to join this informal group and strengthened it.
- In CGCC, members from CSOs/NGOs play more effective role than common citizen.
- A live and active network of different CSOs/NGOs and informal groups like CGCC is need to be formed at district, divisional and state level so that they can support and share their experiences with each other on regular basis and sustain the effort up to long period.

#### 5.3 Supply Side

- Every department is interpreting some of the clauses of RTI Act, 2005 in their own way so it is creating confusion in general.
- Colonial hangover of 'Official Secret act 1923' among officialdom still exists, which makes difficult to change the mindset and attitude.
- Merely filing of RTI application in any department, triggers officials to take necessary actions.
- Though all the government departments have training provision of their staff on a regular basis they are not including RTI act into the training curriculum in detail so that government employees are still unaware of the Act itself.
- Additional fee of Rs. 2 for per page is too high and PIOs are enforcing to pay even to below poverty line (BPL) applicants also.
- Effective implementation of RTI Act is nowhere in the priorities of government departments and state offices at all especially in rural areas. So mechanism to implement the RTI Act effectively is lacking in Rajasthan.
- Physical harassment, abuse, mental torture, intimidation and victimisation by the officials are very much in vogue at grassroots and PIOs are either denying or deferring the acceptance of RTI applications.

- PIOs are deliberately providing misleading with inadequate and inappropriate information in order to hide the facts and asking unwanted questions and reasons to applicants very often.
- The provision of penalty of Rs. 250 and maximum Rs. 25,000 to guilty officials is not being effectively implemented; therefore, PIOs are fearless.
- Information, which is to be provided to applicants, is not readily available with PIOs and they have to collect it from various sources internally thereby delaying into furnishing the desired information.

## **5.4 Demand Side**

- A big chunk of common people at grassroots are quite unable to understand the main purpose of RTI Act and instead of filing RTI applications strategically as a corruption-combating attempt, some of them use it as a compliant redressal mechanism or to seek useless information of long-long years
- RTI applicants in rural areas are more interested into getting the solution of the individual problem rather than trying to change the system by way of improved service delivery, transparency and accountability in system itself in general.
- Participation of rural women in utilising RTI act as tool is too less although they are eager enough to be empowered for this.
- There is a strong need of analysing local social dynamics as well as political factors which are affecting effective implementation of RTI Act.
- Since the Social Audits are mandatory in rural development schemes so common citizens are need to be empowered to catch the corruption issues during Social Audits in to rural areas and then utilize RTI act as a tool to combat it.
- The CGCC model has been very successful in myriad ways and has potential to curb the corruption after strategic RTI application filing, generating awareness among masses, and providing moral support to applicants is necessary for handholding the sustainability of corruption combating effort.
- The rate of first and second appalling is very poor among RTI applicants.

## **5.5 RTI Act, 2005**

- RTI act itself has a great potential to combat corruption, improving service delivery, transparency and accountability in government departments provided that such informal support groups like CGCC are formed at grassroots level for handholding the common citizens.
- RTI Act could be an effective tool for women empowerment in rural areas in particular and planned RTI filings for the cause of women welfare can be basis for it.
- In the absence of a good complaint redressal mechanism in state government departments it is working for sorting out the problems of RTI applicants in particular and citizens in general though RTI Act is not a grievance redressal mechanism at all. This also makes the citizens to think that this Act is a grievance redressal mechanism.

## Chapter-6

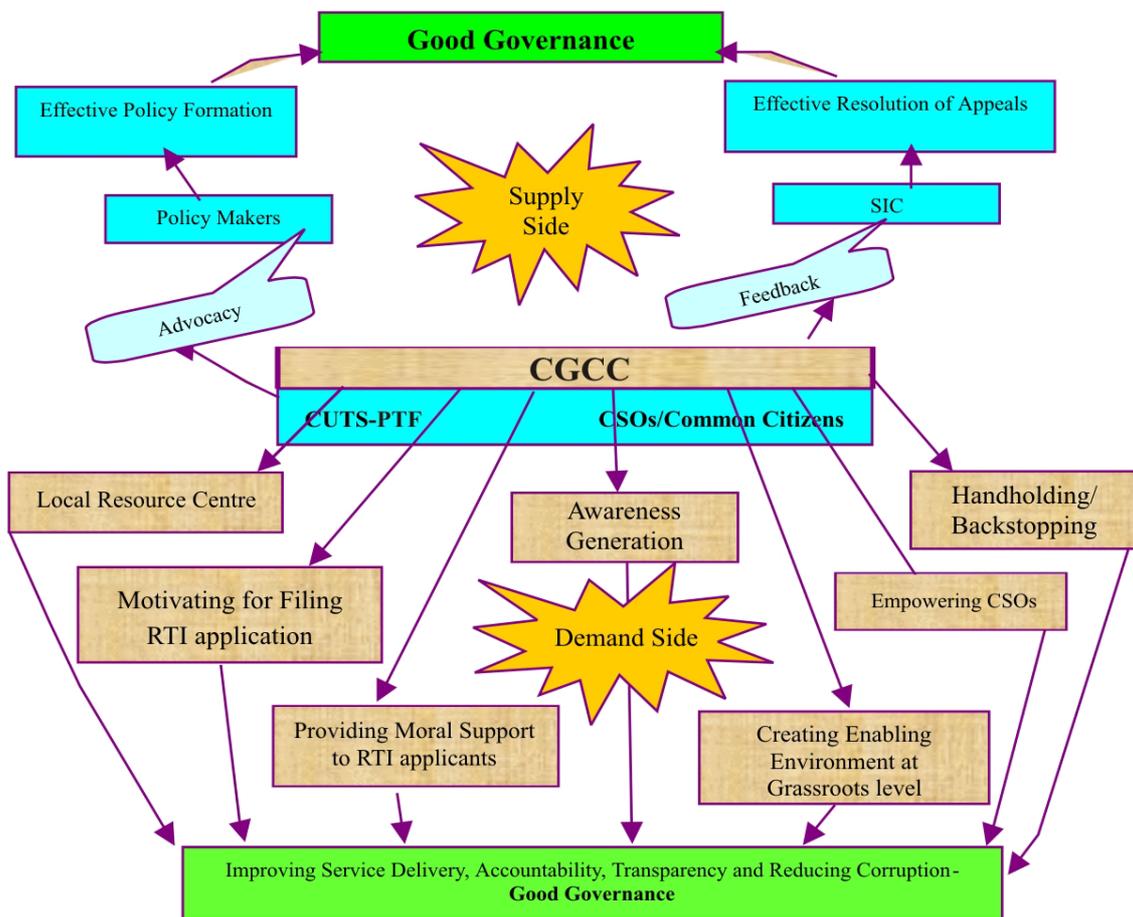
### 6. Proposed Follow up Actions for Replication

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#### 6.1 CGCC Model for Replication: A Conceptual Layout

This informal group consisting CSOs/NGOs and vigilant common citizens was successfully practiced and implemented during project intervention at divisional level and there is a need for such a group at grassroots level. Hence, it needs to be replicated elsewhere in the country because of following pioneering specialties of this unique model.

Figure-06 Illustration CGCC Model



##### 6.1.1 Working as a Local Resource Centre for RTI

This informal group effectively worked as a local resource centre, which is resourceful, knowledgeable, well informed and self-reliant. During the project intervention, two vibrant CGCC groups were formed and sensitised to be consistent with supplying all resources

essentially required for effective utilisation of RTI Act as a tool for combating corruption. Resources utilized by CGCC were CQs, application formats, IEC material and quarterly newsletter. After participating in various level meetings and workshops at State, Divisional and Block levels, provisioned under project, CGCC were educated enough to work as resource centre at the grassroots.

### **6.1.2 Awareness generation**

Under this project, massive awareness generation was done through organising various level of meetings in which nearly 1350 participants were participated from both demand as well as supply side. The 250 surveyed respondents were also made aware of RTI Act during field survey. With the help of 779 RTI applications that were filed in various government departments means 779 families were made aware of the Act. In totality, it can be said that roughly more than 2400 people were directly became aware of it. This awareness generation created a ripple effect in rural vicinity and a chain system was automatically formed and the effect of the awareness generation still echoes in the villages.

### **6.1.3 Motivating for filing RTI application**

As mentioned earlier that rural RTI applicants are noticed to be having low satisfaction and motivation level and having stereotype that no one can defeat the corrupt system because most of the service providers and policy makers are corrupt and have a hidden nexus. Hence, even after being aware of RTI Act, illiterate people always are in need of getting motivational support form some informal groups like CGCC to initiate the exercise like filing application and proper following up the matter till reaching up to a successful end.

### **6.1.4 Providing moral support to RTI applicants to fight with corrupt network**

It is very difficult as an individual to make a corruption combating attempt when all the corrupts are directly or indirectly in support of each other. Some sort of a strong group support, therefore, is must for initiating fight against corrupt officials. And CGCC played a crucial role in successful intervention that resulted into getting the required information and success stories. The case studies of Vikram Singh (Case Study-10) and Mohammad Salim (Case Study-26) are worth to be referred here.

### **6.1.5 A watchdog against corruption and in support of good governance**

Corruption is as much visible as the belly of a pregnant woman but the only requirement is to watch it and to catch it. As there is no such watchdog at the grassroots from demand side; that is why the corrupt practices keep on occurring before the naked eyes of every citizen. In order to fill this gap, CGCC played a vital role as a watchdog against corrupt practices and filed RTI applications to eradicate them.

### **6.1.6 Creating enabling environment at grassroots**

By performing above-mentioned tasks, CGCC are creating an enabling environment for rural common citizens otherwise no one is there to support and help them.

### **6.1.7 Handholding, backstopping and sustainability of impact created**

Every effort needs some mechanism for its sustainability and getting support on long lasting basis and CGCC is the only answer and ray of hope for maintaining the sustainability of tempo of the impacts created during first phase of the intervention of this project. CGCC has the knowledge and potential of providing support to grassroots people even after the completion of such projects as this.

## **6.2 Empowering grassroots CSOs/NGOs**

In order to have a wholesome approach it was envisioned in this project to empower the grassroots CSOs/NGOs to create a wider and deeper impact and ensuring inroads into wider range of geographical areas in the country to develop proactive mechanism against corruption. Having similar spirit and thought 42 CSOs/NGOs of various regions were empowered to act as an anti corruption workforce to cut down the rate of corruption in the state.

## Chapter-7

### 7. Conceptual Framework of Impact-Log Frame Analysis

**Table 7: Log Frame Analysis (LFA)**

Sl. No.	Input/Activity	Output	Outcome/Impact
1.	<b>Meetings and Workshops-</b> State Level Launch Meeting (SLLM), Two Divisional level Workshops (DLWs) and 17 Block Level Consultation (BLCs) meetings	<ul style="list-style-type: none"> <li>• Provided a common platform to more than 1350 stakeholders (policy makers, govt. officials, CSOs, Common citizenries) to build a synergy with them and a tentative road map was emerged out for future.</li> <li>• Participation of CIC, India in SLLM attracted media, entire administration and motivated state information Commission machinery and in DLWs and BLCs high rank officials initiated a public debate regarding the potential of the act in combating corruption.</li> <li>• The event provided an adequate forum to propagate projects' aims and objectives among relevant stakeholders and also discussing related issues with RTI Act technicalities.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness generation about RTI Act through wide media coverage.</li> <li>• Feedback and experience sharing</li> <li>• Rapport building with key stakeholders.</li> <li>• Participation of CIC, India pulled attention of policy makers on the issue.</li> </ul>
2.	<b>Critical Analysis (CA)</b> of the RTI Act, five Citizen Charters.	<ul style="list-style-type: none"> <li>• Exploration of RTI act, five citizen's charters (namely - Public Health &amp; Engineering; Police; Food, Civil Supply &amp; Consumers Affairs; Revenue and <i>Panchayati Raj &amp; Rural Development</i>), Rajasthan Lokayukta Act and anti-corruption code.</li> <li>• Contacts were established with subject experts, govt. officials during visits and discussions to get their views.</li> <li>• Lastly CA was documented.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancement of knowledge and capacity of PMT on the subject.</li> <li>• Documented CA helped in advocating with policy makers.</li> </ul>
3.	<b>Base line survey</b>	<ul style="list-style-type: none"> <li>• Development of Comprehensive Questionnaire (CQ) with focus on the RTI Act-Field tested CQs in local language were developed.</li> <li>• Selection of Surveyors (SoS)- Qualified, locals, gender balances and energetic youths and middle-aged surveyors were selected from respective districts.</li> <li>• Orientation Workshop (OW) for 12 Surveyors- the two days residential OW was done for selected surveyors for project and survey objectives thoroughly, research skills, techniques of data collection in an</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness generation among respondents.</li> <li>• Unbiased and objective primary data collection.</li> <li>• Ground realities emerged out</li> <li>• On the bases of findings further course of action was decided.</li> </ul>

		<ul style="list-style-type: none"> <li>unbiased manner were discussed.</li> <li>Field Survey (FS) &amp; Analysis of findings of 250 CQs- perception, First hand data of intervention.</li> </ul>	
4.	<b>Formation of the Consortium of Groups Combating Corruption (CGCC) &amp; Development of an Action Agenda for CGCCs.</b>	<ul style="list-style-type: none"> <li>An informal group name as CGCC was formed which consisting members form CSOs/NGOs/ CBOs and common citizenry at divisional level.</li> <li>CGCC were trained, oriented and empowered through knowledge and resource, information, active support from functional network of CSOs/CBOs and the access to the proactive and committed government officials and the corruption defeating agencies to act as a local resource centre at divisional level.</li> <li>CGCC is a permanent informal group in nature.</li> <li>CGCC will perform the role of a watchdog against corrupt practices.</li> <li>A target oriented action plan for CGCC members was chalked out to keep the actions of CGCC on track during with a minimum target of 500 RTI applications for both CGCCs.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation among masses.</li> <li>Common citizens got moral support</li> <li>779 RTI applications were filed.</li> <li>Corrupt practices came under watch.</li> <li>Handholding and Sustainability of impact.</li> <li>Created an enabling and conducive environment at grassroot, which improved service delivery, transparency and accountability.</li> <li>Corruption level was reduced.</li> </ul>
05.	<b>Empowering CSOs at the grassroots level.</b>	<ul style="list-style-type: none"> <li>42 CSOs working at grassroots with community were invited in to various level of meetings and workshops to empower them to act unitedly against mighty giant of corruption and motivate them to provide support to CGCCs.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation.</li> <li>Moral support to CGCC.</li> <li>Collective action for combating corruption.</li> </ul>
06.	<b>Developing RTI IEC material.</b>	<ul style="list-style-type: none"> <li>Charts on RTI Act were developed and distributes among masses and stakeholders to educate them.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation.</li> </ul>
07.	<b>'RTI Advisory &amp; Facilitation Stall' at Pushkar fair, Ajmer.</b>	<ul style="list-style-type: none"> <li>An initiative was taken under project to reach out to rural masses and take benefit of huge conglomeration of common citizens to make them awared and motivate them to be vigilant of corruption and use RTI act as a tool.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation among masses.</li> <li>Exposure of CGCC.</li> <li>RTI applications were filed.</li> </ul>
08.	<b>Publication of Bi-lingual Quarterly Newsletter (QN)</b>	<ul style="list-style-type: none"> <li>The quarterly news letters especially in RTI Act and corruption issues were printed every quarter of the project year in both the languages as Hindi and English to reach out to masses and stakeholders and policy makers.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation.</li> <li>Advocacy to government</li> <li>Disseminated success stories and project outcomes.</li> </ul>

09	<b>Filing of RTI Applications</b>	<ul style="list-style-type: none"> <li>Filing 779 RTI applications in various departments.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced level of Corruption and Improved level of Service Delivery, Transparency and Accountability</li> </ul>
10.	<b>Dissemination Meeting.</b>	<ul style="list-style-type: none"> <li>Concerned policy makers and stakeholders were invited to share the leanings, findings emerged out of project and advocating before them to and suggest new measures if any and adopt the suggested measures to make the RTI Act as an effectively exercisable Act at the grassroots.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness generation.</li> <li>Advocacy with policy makers.</li> </ul>
11.	<b>Extension Phase Activities.</b>	<ul style="list-style-type: none"> <li>FGDs</li> <li>Phone survey</li> <li>Analysis and classification of filed RTI applications.</li> </ul>	<ul style="list-style-type: none"> <li>Deeper and better analysis of the impact of the project activities</li> <li>Success Stories were documented.</li> <li>Reduced level of corruption can be defended.</li> </ul>