

PTF-PAC: CAC- Project Completion Report¹

Name of the CSO: Youth for Social Development (YSD)

Address: YSD, 6th Medical Bank Colony, Bapuji Nagar, Berhampur-760 004, Ganjam, Orissa, India

Project name & PTF code: Enabling Citizen Monitoring of Public Services, Preventing Bribery to Foster Effective Service Delivery in Brahmapur city of Orissa

Project Goal:

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

2. Project Objectives:

As specified in the Approved Project proposal	Status of achievement at completion
To promote citizen groups and civil society monitoring of basic services delivery (i.e. water supply, public distribution system and land record & administration)with set of monitoring check list;	<ul style="list-style-type: none">• Six citizens monitoring committees formed and trained to monitor service delivery (32 citizen monitors competently conducted social audit of PDS and Water service delivery)• Information on service delivery norms of six services particularly water, PDS and land record were collected and disseminated to communities. (More than 2000 HHs informed on service delivery norms and procedures)• Designed citizen monitoring tools to monitor service delivery and check corruption (citizen monitors used tools to check PDS and water service)• Citizen Monitors ably shared service delivery issues (corruption and lack of accountability) during the interface meeting with public officials.

¹ It is suggested that the Annexes be prepared first.

<p>To build capacity of the citizen groups, civil society on monitoring service delivery by utilizing right to information and to act upon those information to fight corruption/bribery;</p>	<ul style="list-style-type: none"> • Empowered citizen groups efficiently monitored PDS and water service delivery. (conducted social audit of Fair Price Shop and water services) • 161 Right to Information application filled by the CMCs and communities • Knowledge increased among citizen monitors and communities on fight against corruption through toolkit generated and shared. • 85 citizens supported on RTI and to fight corruption through the anti-corruption 'hotline'. • Information disseminated through various IEC materials (leaflets, posters, handbook and toolkit)
<p>To advocate for proactive disclosure of information, provision of grievance redressal and institutional reforms for reduction in bribe/petty corruption ensuring transparency and accountability</p>	<ul style="list-style-type: none"> • Design and dissemination of Proactive Information Disclosure (section-4 (1) (b) of RTI act, 2005) by six public service agencies. • Three public hearings conducted, citizens and public officials actively participated to discuss corruption and service delivery issues. • Service delivery norms and procedures disclosed and disseminated by the three govt. (service delivery) agencies. • 28% decrease in bribery/ corruption (findings urban corruption end line survey draft report)

3. Project Area location:

The proposed project focused to limited geographical areas covering 6 wards in Berhampur Municipal Corporation of Berhampur city of Ganjam district of Orissa, India

Sl.#	Ward No	Name of the Locality	Total HH
1	2	Raghupati Nagar	40
2	4	Ram Nagar	120
3	8	Pandav Nagar	220
4	13	Phulasundari Street	30
5	35	Ankuli Baurisahi	255
6	36	Khodasingi Baurisahi (Old)	35
7	36	Khodasingi Baurisahi (New)	80
8	37	Ambapua Baurisahi	125
Total Households			905

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

5. Project Budget **14, 32, 200.00 INR (31,850USD)**

6. Budget utilized as on (date) **14, 34,136.00 (31,869.68 USD)**

7. Project Completion Summary (maximum five pages).

((Summarize project implementation and results achieved. This should include achievement of objectives. It should include a brief description of: (i) the activities that were carried out and the outputs that were produced due to the activities; and (ii) the results that were achieved (referring to the log frame / results framework for the project) and how the outputs and activities from the project contributed to accomplishment of each result. . In particular explain what impact the project had on reducing corruption and provide quantitative and qualitative information in support of the impact described. End this section with a self assessment of achievement of project objectives, what main obstacles have been encountered, if any, and what actions have been taken to overcome them and project efforts and experience with constructive engagement.

Please note that PTF policy is to post the completion report on its website. So please take extra care to ensure that your report is properly edited and is ready for publication.)

7.1 Strategies used to achieve project goal and objectives

a. Community Engagement

Community engagement to fight bribery/corruption is one of the important strategies of the project. YSD identified existing communities and formed new community groups. Facilitated them to organize and meet regularly to discuss issues related to their rights and entitlements and also informed the service delivery norms and also 'how to' fight corruption.

b. Empowerment on rights and entitlements

The citizens in selected slum communities were empowered on their rights and entitlements (specifically on water, PDS and land record) to get services from the government in a corruption free manner. This is done through community level awareness meetings and IEC materials used.

c. Use of Right to Information

One of the most popular tools to fight against corruption i.e. Right to Information has been used extensively to fight against corruption. The communities were empowered on how to use RTI to get information and also act on this information. The training at the community level includes how to frame questions, how to file RTI application and thirdly the technique to follow the application to get the desired information from the government agencies. A citizen hand book on RTI prepared,

disseminated at the community level and hand holding support provided to the citizens through the hotline to file RTI.

d. Citizen Monitoring (social auditing)

Citizen Monitor's from the community groups selected (on the basis of knowledge on service delivery norms and understanding on community issues) and trained on social auditing of service delivery. Community monitoring tools on PDS and water service (checklist/inventory form-0 to form-7) developed to interview various stakeholders and check service delivery, prepared and trained citizen monitors to check corruption and demand accountability.

e. Constructive Engagement with public officials

Constructive engagement with public agencies specifically government officials with communities, CSO network is also one of the important strategies adopted in the anti-corruption process. This is done through building rapport (buying in champions) with public officials, training of public officials on information disclosure ('suo moto' information disclosure under section-4 (1) (b) of the RTI act, 2005). YSD also succeeded in conducting 'public hearing' (interface with communities) and public officials on issues related to transparency and accountability.

f. Networking with CSO's (local NGO's, media, intellectuals)

Networking with CSO's including local NGO's, intellectuals and media is also one of the most important engagements to fight against corruption. This done through regular interaction with the CAC (Coalition Against Corruption) partners and interface with the public officials. Sharing of information and discuss with the officials on issues of corruption.

g. Peer learning (knowledge sharing)

Sharing the information, field strategies and results achieved with the peer groups, partners are important to exchange learning and sharing information for collective action.

7.2. Project activities (Details in Annex 1).

1. Formation of Citizen Monitoring Committee
2. Design a set of standard information for citizen monitoring (development of Inventory)
3. Capacity building of the citizen groups to use Right to Information and citizen monitoring tools
4. Constructive engagement of CAC with public authorities
5. Conducting of public hearings on corruption in public service delivery
6. Training workshop of the public officials
7. Citizen friendly Hotline to help people report corruption, use of RTI and other entitlements
8. Advocate for improved service delivery and reduce corruption through the Coalition Against Corruption (interface between CAC and public officials)

9. Baseline survey to oversee the reduction in corruption in basic service delivery
10. Preparation of Corruption fighter Guidebook (toolkit)
11. Publication of a hand book (check list) on proactive information disclosure for public officials
12. Publication of hand book and IEC materials on citizens monitoring and RTI
13. Publication of quarterly newsletter on "Transparency and Development"
14. Publication of report of social auditing to share knowledge.

7.3 Project outputs (Details in Annex 2)

Water Services

1. Proactive Information Disclosed done by Public Health and Engineer Department, Berhampur that includes the service provisions, grievance readdress mechanism.
2. Citizen Monitoring Committees participated in monitoring water service delivery and used Right to Information as tool to fight corruption.
3. Information on service provisions, time of services, accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public.
4. Officials participated in CAC meetings, public hearing to address different issues related to water service delivery including corruption.

Public Distribution System

1. Proactive Information Disclosed done by Civil Supply Department, Sub-collector, Berhampur including entitlements, stock position, quantity, quality and grievance readdress mechanism etc.
2. CMC's participated in monitoring Public Distribution System (ration shops) and used Right to Information as tool to fight corruption.
3. Information on service provisions (items, price, stock position etc.), time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public in PDS outlets.
4. Officials participated in CAC meetings, public hearing to address different issues related to Public Distribution System service delivery.
5. The Shop Owners Association started discourse on issues related to transparent and corruption free service delivery specifically the issue of service with loss.

Land Record and Administration

1. Proactive Information Disclosed done by Tahasildar and Sub-registrar in Berhampur that includes the service provisions, grievance readdress mechanism.
2. CMC's participated in monitoring land record services by using Right to Information as tool to fight corruption.
3. Information on service provisions, time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public.
4. Land Record officials participated in CAC meetings and addressed different issues.

7.4 Project Impact on Corruption (Outcomes /Results) (Details in Annex 3)

1. Proactive information disclosure by the public agencies improved (those information which can check the possibilities of corruption/bribery)
2. Participation on citizen monitoring in transparency affairs increased through dialogue, advocacy and lobbying
3. Corruption case studies found during the citizen monitoring programme
4. Increased number of RTI applications by the ward community and most of the information are related to corruption/bribery (type of information are investigative and to check corruption).
5. Increased discourse among the civil society actors and public officials on petty corruption at the public agencies during the public hearings in the presence of public officials.
6. Citizens groups empowered to monitor service delivery, fight against corruption and advocate for systemic change to reduce opportunities for corruption
7. Four slums provided with public water taps after a long period against of lack of accountability in a corruption free manner.
8. Four communities provided rationed items in a corruption free manner.
9. Participation of public officials in CAC engagement meeting and public hearing conducted by CAC and YSD.
10. Twenty one general application filed (PDS), six (in water) in demanding services and complaints filed against corrupted officials.
11. 85 phone calls received (PDS, water. Land record) against corruption
12. 905 families aware of their entitlement from PDS (quantity and quality),
13. 905 families aware of RTI application procedures and 57 numbers who have filed a RTI application and 48% of those filing RTI that are satisfied with response
14. 12 vigilance committees active in the project area to monitor PDS shops operations
15. Two important actions taken by officials in response to project activities and a brief description of the actions(30 beneficiaries' cards were transferred to another shop due to corrupt shop owner in Phula Sundari slum)
16. Two shop owners noticed to provide full quota of kerosene in two slums in Berhampur city.
17. One shop owner suspended due to complaint from the beneficiaries.

Self-Assessment of Project Progress:

Include aspects of your team's capacity and contributions, community involvement and support; any significant impact seen and external factors affecting project success – positively or negatively for the project period.

- **Team Capacity and Contribution:**

The citizens against corruption team of YSD competently engaged in the project since its beginning and efficiently engaged in community mobilization against corruption and constructive engagement

with the public officials. Their understanding and implementation of anti-corruption activities are very effective and the impacts are praiseworthy. Even though there are enough threats to fight against corruption from the culprits the team ably tackled those conditions and brought some changes at the community level and benefits to the individual consumers/citizens.

- **Community Involvement and Support:**

The community groups, leaders, champions and the citizen monitors supported our team, activities and active participation in those programmes are tremendous. Without any direct benefits, their consistent supports are very helpful for the team to achieve the results of the small programme. Specifically the citizen monitors participated actively in the training on RTI and social audit of service delivery.

- **Impact:**

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

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

8. Lessons learnt and their replicability:

Difficulties faced and measures adopted to overcome the same:-

Successes met:-

Operational issues within the organisation that were favourable / not so favourable :-

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

Explain where and how your experiences can be replicated:-

The first hand experiences in engaging communities in fighting corruption enabled the team and resulted to create continuous engagement of citizens against corruption was challenging, interesting and successful. The lessons learned during the phase-II are enriching and can be further utilized in next phases of fight against corruption anywhere in India similar situations.

- **Difficulties faced and measures adopted to overcome the same:-**

- Organize communities in critical issues like corruption where citizens have fear psychosis of losing services and not getting support from government officials, is very difficult for the team. To overcome these issues the team adopted by clicking the right to get corruption free services and organized communities on this head and also find few champions in the community.
 - Constructive engagement: invite and involve corrupt officials against their job is quite difficult for the team. This overcomes by involving senior officials, vigilance and finding the champions with in the government. And also involved few elected representatives to focus corruption in public service delivery.
 - Citizen Monitors at the community level needs support in terms of finance to engage them in monitoring service delivery and fight against corruption
 - Limited information available at the community level still creates problem for the citizens to know the service delivery norms in drinking water service.
 - Threatening of YSD staff by few corrupted ration shop owners not to apply RTI asking information of distribution of PDS items.
- **Successes met:-**
 - Exceptional engagement of community groups in monitoring service delivery and fighting corruption are commendable
 - Knowledge achieved on Right to Information doubled the confidence of the citizens and a new hope created to get improved and corruption free services.
 - Competently brought and influenced public officials and few elected representatives to become transparent and improve service delivery.
 - Most of the eligible excluded families (specifically those who are need or affected) were more interested in addressing corruption
 - Information disclosed by the service delivery agencies (service delivery norms and 'suo moto' information disclosure)helped monitor service delivery and fight against
 - Communities are interested in addressing corruption in other issues like ICDS, IHSDP and other civic issues–particularly through using RTI
- **Operational issues within the organization that were favorable / not so favorable :-**
 - Except few problems with regard to staff turn out there are absolutely very less operational issues occurred. It was bit difficult to engage staff to such a critical issue where most of the stakeholders except citizens are less interested to engage.
 - Understanding the method of engagement with communities and public officials is unclear till the end result due to pilot initiative and the engagement is most likely confrontation in nature at the end when result came out it is not so rather it is constructive felt by the staff.

- **Operational issues with other stakeholders like government, community, panchayat/municipality etc. and how were they resolved:-**
 - The initial engagement with the staff is quite difficult due to name corruption itself created lot of problems and fear among the officials. When it is clear to them that the engagement is constructive than confrontation they become very supportive.
 - Corruption is now a systematic issue, each and everybody thinks that everyone is involved in this. This also created a lot of confusion among the officials to engage with such kind of initiatives which may go against themselves. But when the senior officials become agreed the problem was solved a little.
 - Elected representative's plays a major role - had influence on policies and decisions. But their support to fight against corruption is there but they are not ready to accept that the system run by them are corrupt.
 - Support from the higher level officials structures not favorable due to gap in state's policies and practices (compared to the lower level officials/structures the higher ones were not supportive)
 - Ration shop owners association is cooperative to become transparent and few shop owners have limited cooperation and they are able to influence others on their attitude.

- **Explain where and how your experiences can be replicated:-**

- **Community Engagement and Empowerment**

Community engagement to fight bribery/corruption is one of the important area where scaling up is possible. The process of training to the communities on use of RTI and service delivery monitoring (social auditing) as tools to fight corruption, find out the leaders, champions and the citizen monitors, their activities and active participation in interface (public hearing) with the service providers is also an important area of replication. Specifically the citizen monitors participated actively in the training on RTI and social audit of service delivery and independently used these tools to fight corruption and solve their issues (improved service delivery).

- **Constructive Engagement and Support**

On the other side constructive engagement with the service delivery agencies (government) specifically with public officials is also important. The CBO's and CSO's (Coalition Against Corruption) pressurized and the use RTI and other monitoring tools and disseminate them through media made it possible to the engagement of public officials with communities to reduce corruption and improve service delivery.

Public official's participation in the meetings, workshops and training programmes organized by YSD and CAC is also methods of replication. YSD trained public officials on RTI and design and disclosure of 17 point information is also a scalable method.

- **Systematic Challenges and Change**

There are two important types of systematic change has been seen during the entire project period have the potential for replication. One is the information disclosure at the official's level on service delivery norms at their office premises and secondly 17 point information disclosures under section-4 (1) (b) of the RTI act, 2005. Information at the community level through informative boards by YSD at various slums helped communities to get information and use.

"Model Transparency PDS Shop" with compliance to all government guidelines is one of the important achievements of this project and has much potential for replication which discloses all related information in the citizen's informative board, government guideline, beneficiary list, sample display, use of electronic weighing machine etc.

Among the major challenges the real support from the senior official side due more policy level issues. Reluctant of junior level staff and shop owners due to no-cooperation form the upper level officials and government policies.

9. Constructive engagement:

Please include instances of useful interactions and constructive engagements with other stakeholders (government officials, media, CSOs, NGOs including other CAC partners etc.) and how they have helped further project success. Please name specific officials, offices that you have interacted with.

- **Government officials**

Government official's support in providing all related information on service delivery norms and their active participation in meetings with CAC and community groups, active participation in public hearing, and intensive participation in training programmes are the major support from government official's side.

- **Officials closely associate with this project**

List of officials

1. Satrughna Kar, Tahsildar, Berhampur
2. PDN. Khosla, DCSO, Chatrapur
3. M.S. Roy, ACSO, Berhampur
4. Deba Sundar Mahapatro, Executive Engineer, PHED
5. Bhaskar Sahu, Vice-president, Dealer's Association, Berhampur

- **Civil society organizations (Coalition Against Corruption)**

The coalition against corruption is an alliance of civil society organizations a citizen led campaign against corruption in public service delivery in Berhampur city launched in 2009. The main purpose of the initiative is to offer a help to the citizens willing to fight corruption in public agencies

in Berahmpur city. The anti-corruption coalition initiated under the aegis of six local NGO's YSD, ARUNA, JEEVANDHARA, GPSS, APEX GUIDELINE and ISARA.

Objectives of the Coalition against Corruption

The objective of the CAC is to reduce the burden of corruption faced by ordinary citizens in their day-to-day transactions with various government departments. The sole intention of addressing the issue of corruption at the lower end of the system is to give some relief to the common man who otherwise doesn't seem to have any helping hand in corruption cases. CAC addresses corruption in public departments and service providers by bringing social and moral pressure on the impugned agencies and corrupt officials through an established citizen-friendly process.

Process of Functioning

The CAC members assemble at least once in three months to discuss the issues of petty corruption. The members discuss the issues of petty corruption and interface the public officials at a regular gap. Interface meeting with the public officials and by addressing through the media and also by sending memorandum to the public agencies on the issues of corruption and public service delivery.

- **Media**

Coverage of important events, results of citizen monitoring, training programmes, community level corruption issues by the local print and electronic media are praiseworthy. Their involvement particularly in social auditing of PDS and water service is very interesting.

List of popular media houses closely connected to our work

- The Hindu
- The Eenadu
- The Sambad
- The Samaj
- The Dharitri
- The UTV
- The OTV and
- The ETV

10. Community Empowerment:

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

- **Community Engagement**

Identification of existing community groups and forming new groups are the strategy adopted to select community organizations to engage in fighting corruption. The groups mostly consists of female members and active in these localities. YSD formed three new community groups and identified five new community groups to fight against corruption.

- **Community Empowerment**

Training on use of Right to Information:

Training programme conducted to frame questions, file RTI application, and follow up with government department and also to use these information to get the entitlements in a corruption free manner.

Awareness on their service delivery norms:

Awareness on service delivery norms and government guidelines was created on PDS, water and land record and administration.

Capacity building to fight for their rights and entitlements:

Community empowerment on their rights to get corruption free services, rights and entitlements are one of the important components of the skill improvement.

Training of Citizen Monitor's to conduct Social Audit:

Training of the citizens monitor's on monitoring PDS and water service like checking of service delivery, beneficiary interaction, checking PDS shop, compare with daily sales register and receipt, stock verification etc. with a set of citizens monitoring tools are another important aspects of training.

- **Quality and contribution of CBO's**

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

11. Peer learning:

Please comment on the peer learning experiences in terms of:

1. your organisation under review and
2. you reviewing other organisations and
3. comment on the quality of such exercise and contribution to success of CAC project

- ***Your organization under review and***
 - Getting inputs on the current work
 - External review feedbacks the way of work
 - Sharing of experiences support handle critical situations
 - Knowledge gain of the field staff and manager
 - Broadens the knowledge on anti-corruption in different settings, locations and cross cutting issues.
- ***You reviewing other organizations and***
 - Both sided learning helped solve problems
 - Generated new ideas of fighting corruption
 - Improved documentation and field work skills
- ***Comment on the quality of such exercise and contribution to success of CAC project***
 - Potential to learn and share experiences
 - Helps build network and fight corruption
 - New skills and ideas on fighting corruption
 - Build a network of CSO's to fight corruption at the state and national level and also sector specific
 - Generated lot of innovative ideas to fight corruption in two states Karnataka and Orissa. (e.g. model ration shop, capacity building of govt. officials, 17 point information disclosure etc.)

12. Project sustainability:

Technical:	<ul style="list-style-type: none">• <i>What measures have been taken to ensure sustainability of project processes like knowledge generation, constructive engagement and community empowerment adopted in the project?</i><ul style="list-style-type: none">> Created strong community groups and increase their capacity to fight corruption through the use of RTI.> Generated information base which can be used for further use and demand better services> Constructive engagement with the service agencies (government) that will be
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	<p>further used to demand accountability</p> <ul style="list-style-type: none"> > Capacity of the citizens monitor's to use RTI and Social Audit tools will further help to monitor any programme and fight corruption. <ul style="list-style-type: none"> • What plans for upcoming initiatives to ensure sustainability of project outcomes? <ul style="list-style-type: none"> > Continue support to the community groups and citizen monitor's to use new knowledge and tools to fight corruption > Experience sharing and exposure visit to the citizen monitor's to further engage with anti-corruption works > Updates on new programmes and service delivery norms to fight for their rights and community development > Help them to generate financial resources from their community to carry out anti-corruption work independently.
Social:	<ul style="list-style-type: none"> • How much ownership does the community have of the process? <ul style="list-style-type: none"> > Community's experiences more easy when they unanimously fight corruption and find result oriented helped them to feel this initiative of their own and thus bring ownership among themselves. > They all think this initiative is for the community benefits as whole, rather for individual benefit. • How far the community is independent in dealing with the corruption issues on their own? <ul style="list-style-type: none"> > Mostly the citizen monitor's empowered during this project are well aware of the techniques and tools specifically RTI > They have the potential to deal independently with corruption related issues. • How far the community can independently organize the road shows or protests for their rights and curbing corruption? <ul style="list-style-type: none"> > The community independently organized one rally in demanding water tap in their slum and the work is in process. The groups have enough potential to organize a rally and dharna (strike).
Institutional:	<ul style="list-style-type: none"> • What are the organizational plans to continue the project on your own? <ul style="list-style-type: none"> > Continue engagement with the CBO's > Knowledge and experience sharing > Continue learning and capacity building > Further fundraising to continue the activities

	<ul style="list-style-type: none"> • <i>How far the CBOs formed/strengthened can work on their own?</i> <ul style="list-style-type: none"> > Regular meetings conducted by the CBO's > Financial Sustainability through regular contribution > Constructive engagement with government supports CBO's indirectly
Financial:	<ul style="list-style-type: none"> • <i>Does the community financially contribute to the project?</i> <ul style="list-style-type: none"> > The communities started contributing financially to their efforts and sustain their works. > The existing communities have financial contribution and strengthen to the sustainability of their work and fight corruption. • <i>How much financial support can your organisation mobilize on its own from other donors?</i> <ul style="list-style-type: none"> > Demonstration of success of the work > Fundraising events at local level > Dissemination of the anti-corruption model to other similar mission organizations and donor agencies including bilateral and multilateral agencies. • <i>Have any other donors expressed interest in supporting such initiatives?</i> <ul style="list-style-type: none"> > Results for Development > ANSA-SAR > Transparency International > The World Bank

Annexes to be attached to the Completion Report

1. Activities (Inputs) table (see the suggested format below).
2. Outputs Table (Plan vs actual –see the suggested format below).
3. Outcomes/Results (update log frame)
4. Financial Progress Report (see the suggested format below)
5. Success stories (include photos if possible) and case studies (a CD couriered)
6. Materials/reports/toolkits published/disseminated and/r posted on the website (Attached and sent through courier)

Annex 1: Accomplishment of Activities:

<p align="center"><u>Project Activities Planned</u></p> <p align="center">(Please reproduce what was in the Approved Proposal).</p>	<p align="center">Actual Project Activities.</p> <p align="center">(Please Describe what was actually done</p>	<p align="center"><u>Status of completion²</u> and (Description of any major change in the activity with explanation as needed.)</p>
<p>Objective – 1: To promote citizen groups and civil society monitoring of basic services delivery (i.e. water supply, public distribution system and land record & administration)with set of monitoring check list</p>		
<ul style="list-style-type: none"> • Formation of Citizen Monitoring Committee Six Citizen Monitoring Committees formed in six selected slums in Berhampur city among them three committees are newly formed and three are the existing and two additional committees are formed as per the interest of the community. • Design a set of standard information for citizen monitoring (development of Inventory) A set citizen monitoring tools (form-1 to form-7) to interview with various stakeholders, check PDS shops with the government guideline. Similarly to check the water services delivery (form-0 to form-7) developed, experimented and enabled the citizens monitoring committee to check the service delivery. 	<p>Give:</p> <ol style="list-style-type: none"> 1. Eight Citizen Monitoring Committees formed in seven selected wards in Berhampur 2. A set of monitoring tools (social audit) to check service delivery and petty corruption in PDS and water service delivery prepared, piloted and used (form-0 to form-7) 3. Social/community mobilization to engage in fighting corruption, awareness meeting to inform their rights and entitlements, community group formation and regular meeting on various other issues discussed. Information collected on service delivery norms and accountability mechanisms, government guidelines to prepare the inventory. 4. Minutes of the Citizen Group meetings, Community group profile, citizen monitoring tools (for-0 to form-7), report of 	<ul style="list-style-type: none"> • C=fully completed • C=fully completed

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

	citizen monitoring on PDS and water service	
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Objective – 2: To build capacity of the citizen groups, civil society on monitoring service delivery by utilizing right to information and to act upon those information to fight corruption/bribery		
<ul style="list-style-type: none"> • Capacity building of the citizen groups to use Right to Information and citizen monitoring tools Three community level training programmes each conducted on Right to Information and how to monitor& audit of water and PDS services delivery. This includes how to frame questions, file RTI applications and follow until information received. On the other hand how to use the monitoring tools to check service delivery and find the gaps in service delivery. • Publication of hand book and IEC materials on citizens monitoring and RTI Citizen friendly ‘hand book on right to information” designed, published in local (Oriya) language and distributed among citizens to gain knowledge on RTI. This helped citizens to file RTI independently (without training) with the help of the hand book. • Conducting of public hearings on corruption in public service delivery Three separate public hearings held to interface community and service providers on issues related to petty corruption and problems and accountability in water, PDS and land record administration • Capacity building workshop of local NGO’s on Right to Information Capacity building workshop of local NGO’s organized. 18 participants from 10 local 	<p>Give:</p> <ol style="list-style-type: none"> 1. Eight community meeting on Right to Information organized in eight slums in Berhampur 2. Selected 32 members of CMC trained on frame questions and file RTI. 3. More than 905 HHs gained knowledge on right to information and 161 RTI application filled by the CMCs and communities 4. 500 copies of citizen handbook on Right to Information designed, published and distributed. 5. IEC materials on PDS, water and land record services developed and disseminated to the communities. 6. Three public hearing on PDS, water and land record services conducted to interface public officials and citizens. 7. Minutes and proceedings of RTI training 8. Profile of CMC’s 9. Photocopies of RTI applications 10. Copy of RTI citizen handbook 11. Copy of IEC materials 12. Minutes and proceedings of the public hearings conducted and action taken. 	<ul style="list-style-type: none"> • C=fully completed • C=fully completed • C=fully completed • C=fully completed

<p>NGO's in Berhampur trained on how to use RTI to fight corruption a day long intensive training programme.</p>	<p>13. Report of the NGO workshop.</p>	
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<p>Objective – 3: To advocate for proactive disclosure of information, provision of grievance redressal and institutional reforms for reduction in bribe/petty corruption ensuring transparency and accountability.</p>		
<ul style="list-style-type: none"> • Advocate for improved service delivery and reduce corruption through the Coalition Against Corruption (interface between CAC and public officials) Four meeting held with the Coalition Against Corruption partners on issues related to corruption in service delivery specifically on information dissemination and accountability of officials. • Constructive engagement of CAC with public authorities Three separate meetings held with public officials of Public Health and Engineering Department, Civil Supply Department and Tahasildar/Sub-registrar on information dissemination and anti-corruption measures. • Training workshop of the public officials Training of public officials (PIO's) on Right to information specifically on "Proactive Information Disclosure" section-4(1) (b) of the Right to Information Act, 2005 organized. • Publication of a hand book (check list) on proactive information disclosure for public officials A hand book on proactive information disclosure (checklist of information) for public officials designed, published in consultation with the senior public 	<p>Give:</p> <ol style="list-style-type: none"> 1. Four meeting held with the Coalition Against Corruption partners on issues related to corruption 2. Memorandum submitted by the CAC to each department for anti-corruption measures 3. Three constructive engagement meeting held on service delivery issues with PHED, PDS and Tahasildar 4. One training workshop of public officials on 17 point disclosure done (16 officials/PIOs participated in the intensive training) 5. 100 copies of Toolkit on proactive information disclosure designed and published 6. Functioning of anti-corruption hotline (85 citizens supported on RTI and to fight corruption) 7. End line urban corruption survey conducted (28% decrease in bribe as per draft report) 8. Minutes of the meeting held with the Coalition Against 	<ul style="list-style-type: none"> • C=fully completed • C=fully completed • C=fully completed • C=fully completed • C=fully completed • C=fully completed

<p>officials and the State Information Commissioner. This helped public officials in designing 17 point information and to become accountable and transparent to the citizen and improve service delivery.</p> <ul style="list-style-type: none"> • Citizen friendly Hotline to help people report corruption, use of RTI and other entitlements Hotline to help and guide citizens to fight corruption, report corruption, how to file RTI and provide information about various service delivery norms • Baseline survey to oversee the reduction in corruption in basic service delivery End line survey conducted to check the reduction in petty corruption and see the impact of YSD anti-corruption initiative in phase-II. • Preparation of Corruption fighter Guidebook (toolkit) A toolkit to fight against corruption (a guide book how to urban corruption survey) by the civil society organizations and government departments prepared • Publication of quarterly newsletter 300 copies of quarterly newsletter on "Transparency and Development" published and disseminated to all the stakeholders 	<p>Corruption partners</p> <ol style="list-style-type: none"> 9. Copy of Memorandum submitted by the CAC 10. Proceedings of the constructive engagement meeting held 11. Report of the training workshop of public officials on 17 point disclosure 12. Copy of the Toolkit on proactive information disclosure 13. Cases registered and citizens supported through the hotline 14. Report of the end line urban corruption survey 	
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Annex 2: Planned and Actual Outputs

<p><u>Outputs Planned</u> (Please reproduce what was in the Approved Proposal).</p>	<p><u>Actual Project Outputs</u></p>	<p><u>Status of completion³</u> (Description of any major change in the outputs with</p>
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³ C= fully completed, NC = very limited or no completion, D= Deferred to Phase 2, IP=In progress.

		explanation as needed.)
<ul style="list-style-type: none"> • Proactive information disclosure by the public agencies improved (those information which can check the possibilities of corruption/bribery) • Participation on citizen monitoring in transparency affairs increased through dialogue, advocacy and lobbying • Corruption case studies found during the citizen monitoring programme • Increased number of RTI applications by the ward community and most of the information are related to corruption/bribery (type of information are investigative and to check corruption). • Increased discourse among the civil society actors and public officials on petty corruption at the public agencies during the public hearings in the presence of public officials. • Citizens groups empowered to monitor service delivery, fight against corruption and advocate for systemic change to reduce opportunities for corruption 	<p>Water Services</p> <ul style="list-style-type: none"> • Proactive Information Disclosed done by Public Health and Engineer Department, Berhampur that includes the service provisions, grievance readdress mechanism. • Citizen Monitoring Committees participated in monitoring water service delivery and used Right to Information as tool to fight corruption. • Information on service provisions, time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public. • Officials participated in CAC meetings, public hearing to address different issues related to water service delivery and corruption. <p>Public Distribution System</p> <ul style="list-style-type: none"> • Proactive Information Disclosed done by Civil Supply Department, Sub-collector, Berhampur including entitlements, stock position, quantity, quality and grievance readdress mechanism. • CMC's participated in monitoring Public Distribution System (ration shops) and used Right to Information as tool to fight corruption. • Information on service provisions (items, price, stock position etc.), time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public in PDS outlets. • Officials participated in CAC meetings, 	<ul style="list-style-type: none"> • C=fully completed • C=fully completed • C=fully completed • C=fully completed • C=fully completed • C=fully completed

	<p>public hearing to address different issues related to Public Distribution System service delivery.</p> <ul style="list-style-type: none"> • The Shop Owners Association started discourse on issues related to transparent and corruption free service delivery specifically the issue of service with loss. <p>Land Record and Administration</p> <ul style="list-style-type: none"> • Proactive Information Disclosed done by Tahasildar and Sub-registrar in Berhampur that includes the service provisions, grievance readdress mechanism. • CMC's participated in monitoring land record services by using Right to Information as tool to fight corruption. • Information on service provisions, time of services and accountability of officials and grievance mechanism etc. disclosed and disseminated to the general public. • Land Record officials participated in CAC meetings and addressed different issues. 	
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Annex 3: Project Outcomes/Impact

Project Impact Indicators	Baseline Value	End of project Value	Sources and evidence to verify the results
<ul style="list-style-type: none"> • Proactive information disclosure by the public agencies improved (those information which can check the possibilities of corruption/bribery) • Participation on 	<ul style="list-style-type: none"> • 82% of the households paid bribe to get the work done • No disclosure of 17 point Information under section-4(1) (b) of RTI act • Low level of RTI 	<ul style="list-style-type: none"> • 54% of the households paid bribe to get their work done • Six government departments designed and disclosed 17 point Information under section-4(1) (b) of RTI 	<ul style="list-style-type: none"> • Draft report of the end line urban corruption survey 2011 • 17 point Information disclosure sheet of PHED, CSD, Tahasildar, Sub-registrar

<p>citizen monitoring in transparency affairs increased through dialogue, advocacy and lobbying</p> <ul style="list-style-type: none"> • Corruption case studies found during the citizen monitoring programme • Increased number of RTI applications by the ward community and most of the information are related to corruption/bribery (type of information are investigative and to check corruption). • Increased discourse among the civil society actors and public officials on petty corruption at the public agencies during the public hearings in the presence of public officials. • Citizens groups empowered to monitor service delivery, fight against corruption and advocate for systemic change to reduce opportunities for corruption • Four slums provided with public water taps after a long period against of lack of accountability in a corruption free 	<p>applications</p> <ul style="list-style-type: none"> • No shop owners disclosed information in the display boards • 3-5 kilograms differences in BPL rice • Shop opening time is limited to 5-8 pm and also irregular • Low level of awareness on PDS entitlements • Low quality of the rationed items • Lack of knowledge of the vigilance monitoring committee members (retail level committee) • No citizen monitoring of the PDS and water services • No interaction of public officials of PDS, PHED and land record 	<p>act</p> <ul style="list-style-type: none"> • Communities file more than 161 RTI applications • 10 PDS shops disclosed all information in the "Citizen Informative Boards" • No differences found in the quantity of rationed items at the end of the project • Regular opening of PDS shop two times in a day i.e. 8-10am and 5-8pm • All most all households in the operational area are aware of PDS entitlements • Quality checked by the PDS shop owners at the time of delivery • Activeness of retail level committee members in checking PDS shops • 32 citizen monitors actively participated in social audit if PDS and water services and able to file RTI applications independently. • Public officials of PDS, PHED and land record actively 	<ul style="list-style-type: none"> • Copies of RTI application and information from govt. departments on number RTI application filled • Physical verification of PDS shops • End line survey report
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<p>manner.</p> <ul style="list-style-type: none"> • Four communities provided rationed items in a corruption free manner. • Participation of public officials in CAC engagement meeting and public hearing conducted by CAC and YSD. • Twenty one general application filed (PDS), six (in water) in demanding services and complaints filed against corrupted officials. • 85 phone calls received (PDS, water. Land record) against corruption • 905 families aware of their entitlement from PDS (quantity and quality), • 905 families aware of RTI application procedures and 57 numbers who have filed a RTI application and 48% of those filing RTI that are satisfied with response • 12 vigilance committees active in the project area to 		<p>participated in public hearing, CAC meetings and training conducted by YSD.</p>	
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<p>monitor PDS shops operations</p> <ul style="list-style-type: none"> • Two important actions taken by officials in response to project activities and a brief description of the actions(30 beneficiaries' cards were transferred to another shop due to corrupt shop owner in Phula Sundari slum) • Two shop owners noticed to provide full quota of kerosene in two slums in Berhampur city. • One shop owner suspended due to complaint from the beneficiaries. 			
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Annex 4: Financial Progress Report

				(USD)#	INR		
Total budget of the project:				31,850	14,32,200		
Total expenses incurred:							
PTF Grant Received so far:				24,850	11,63,502		
PTF Grant Spent so far:				31,869.68	14,34,136		
Last tranche amount receivable from PTF:				7,000			
Budget Category*			Budget (Currency)** (INR)	Actual Expenses (Currency) (INR)	Sources of Funding Used		
					PTF		CSO
					(currency) (INR)	(USD)#	(currency) (INR)
A	Personnel Cost						
	1	Project Officer	1,80,000	1,80,000	1,80,000	4000	
	2	Field Coordinator	1,44,000	1,44,000	1,44,000	3200	
	3	Slum Coordinator	2,52,000	2,52,000	2,52,000	5600	
		Total A	5,76,000	5,76,000	5,76,000	12,800	
B	Administrative Cost						
	1	Communication (tel., internet, postage)	27,000	38701	38701	860.02	
	2	Printing and Stationary	18,000	12163.25	12163.25	270.294	
	3	Office Maintenance	18,000	19166	19166	425.91	
	4	Local Travel	36,000	41636	41636	925.24	
	5	Accounts and Audit	18,000	18000	18000	400	
	6	Photography and Translation	18,000	15550	15550	345.5	
		Total B	1,35,000	1,45,216.25	1,45,216.25	3227.02	
C	Programme Cost						
	1	Collection of Materials and Documents	5,000	4692	4692	104.26	
	2	Constructive Engagement (CAC,PO's)	30,000	30321	30321	673.8	

3	Formation of CMC's	24,000	22628	22628	502.84
4	Training Programme of CMC's	53,600	56437	56437	1254.15
5	Workshop of Public Officials	26,400	25557	25557	567.93
6	Capacity Building of NGO's	28,000	16142	16142	358.71
7	Workshop of Public Officials on (H&I)	17,500	21357	21357	4746
8	Consultation with CAC Partners	30,000	27409	27409	609.08
9	Public Hearing	41,700	35958	35958	799.06
10	Quarterly Newsletter	36,000	36000	36000	800
11	Handbook on Citizen Monitoring	30,000	25000	25000	555.5
12	Campaign Materials	15,000	15000	15000	333.3
13	Guidebook on Proactive Disclosure RTI	15,000	15000	15000	333.3
14	CAC anti-corruption helpline	36,000	17533	17533	389.62
15	CAC helpline poster	8,000	7800	7800	173.3
16	Baseline Survey	1,00,000	118074	118074	2623.86
17	Publication of Anti-corruption Toolkit (hard)	40,000	38600	38600	857.7
18	Publication of Anti-corruption Toolkit (web)	10,000	10000	10000	222.2
19	Peer Learning CAC Partners	25,000	40814.72	40814.72	906.99
20	Credibility Alliance Accreditation	20,000	18597	18597	413.26
	Total C	5,91,200.00	5,82,919.72	5,82,919.72	12,953.77
D	Institutional Overhead (10%)				
	Total D	130000	130000	130000	2888.8
	Total (A+B+C+D)	14,32,200	14,34,136	14,34,136	31,869.68
* These categories are reproduced from the original project budget.					
** Use data from the original budget.					
# 1 USD = INR 45 (as per the conversion rates used at the time of project approval & as per the agreement signed)					

1. Certification of the above by the Financial Officer of your organization.
2. Please attach the latest available audited statement and certification of accuracy of project accounts from the External Auditor