



**PTF-PAC: CAC- Project Completion Report<sup>1</sup>**

**Name of the CSO: Centre for Advocacy and Research**

**Address: H2-B, First Floor, Kalkaji, New Delhi- 110019**

**Project name:** Monitoring Government Food Schemes and Schemes for Vulnerable Women through Community Participation and Action to Create Transparent Governance

**PTF code:** (IND(2009)GTF3(CFAR))

**1. Project Goal:**

- a. Scale-Up quantitatively and qualitatively community-led advocacy on urban poor issues with strong community leadership and volunteer base.
- b. Demonstrate a rights-based approach to social entitlements and partner with officials to ensure community-centred mechanisms and norms for delivery of basic services, government schemes and programmes.
- c. Strengthen use of lawful instruments like use of Right to Information (Act), proper functioning of Vigilance Committee (VC) on Public Distribution System (PDS), Anganwadi Development Committees (ADC) that have been mandated by the Karnataka Food and Civil Supplies Department (KFCS) and Department of Women and Child Development (DWCD) respectively. In the process enable the urban communities to impact and influence the quality of governance in vital areas and play an instrumental role in checking corruption in these areas.

**2. Project Objectives:**

<b>As specified in the Approved Project proposal</b>	<b>Status of achievement at completion</b>
<b>To consolidate the on-going efforts being made to strengthen transparency and pro-poor urban governance by Women's Forums and Community Advocates.</b>	Prior to receiving of the PTF grant we had initiated our work in four of the slum settlements, namely Sanjay Gandhi Nagar, Bassappan Katte, Lakshmi Devi Nagar and Hawadigara Colony. It was evident from community's response that the apathy of the administration and corruption had impeded the access to basic amenities for those living

<sup>1</sup> It is suggested that the Annexes be prepared first.

	<p>in slum settlements.</p> <p>The PTF grant acted as a catalyst to upscale our work, spread to new areas and address the issue of corruption concertededly, across systems of delivery.</p> <p>Over the past one year we have consolidated our efforts to create a more transparent governance mechanism, what with spread of the culture of fighting corruption on almost all aspects of everyday life. Addressing issues of corruption has gone beyond the proposed government food schemes to fighting fraudulent practices in health services and basic amenities such as sanitation, garbage disposal, water supply, allocation of housing, certificates. * <i>Case studies on use of information on maternal health in Annexure in this document.</i></p>
<p><b>To go beyond the four settlements we are currently working in, we need to systematically network with other civil society organizations including NGO, CBO to ensure that strategies are up-scaled to make the urban bodies sensitive and accountable to the entitlements of the community.</b></p>	<p>In keeping with our <b>objective of moving beyond only four slums</b>, over the past one year we have been able to consolidate women’s forums additionally in two new areas, namely, Kaveri Nagar and Hosabalunagar. In both areas, a strong forum with 5 members each was crystallized. It is noteworthy that while Hosabalunagar is a minority dominated slums with 90% of the residents being Muslims, Kaverin Nagar is a slum relocated by the Karnataka Slum Board.</p> <p><i>At the beginning of the intervention, there were 4 forums in four slum settlements of Sanjay Gandhi Nagar, Bassappan Katte, Hawadigara Colony and Laxmi Devi Nagar with 18 trained community advocates. Today there are 28 trained community advocates across 6 areas.</i></p> <p>We also partnered with several campaigns and networks both regionally and nationally to make the system more accountable. We are active partners of the Right to Food Campaign- wherein we have participated in rallies, demonstrations demanding proper entitlements to the rightful entitlement holders.</p> <p>We partnered with CIVIC Bangalore, Paraspara Trust, Grameen Mahila Okkutta and Right to Food Campaign on the issue of PDS and have been able to build a rapport with the KFCS. It has even agreed to publish the PDS learning tool which describes the entire PDS system both with text and pictures developed by us at its own cost for larger distribution and dissemination.</p>

	<p>On the issue of Integrated Child Development Scheme, we have been working closely with Action aid, Right to Food Campaign, identifying the gaps and lapses in the system, by collection of case studies. At present along with RFC we are planning to bring it to the notice of the Human Rights Commission and also have planned a Public Hearing.</p> <p>On the issue of urban homeless we have actively partnered with IGSSS and have undertaken survey of urban homeless in two zones of Dasarahalli and West Zone. 5 members were involved in carrying out the survey.</p>
<p><b>To strengthen mechanisms that legitimizes community participation and involvement.</b></p>	<p>We focused on strengthening the existing community monitoring structures mandated by the various government agencies. For instance the Vigilance Committee, under PDS system, Aaganwadi Development Committee under the ICDS, School Development and Management committee in government schools, Neighbourhood Groups, Neighbourhood Committees under SJSRY, Pressure Groups working on domestic violence, facilitated by the local Police Station.</p> <p>With this purpose our strategy was two-fold. On one hand, we interacted and held workshops with members of pre-existing committees- vigilance committees, anganwadi development committees, anganwadi teachers, supervisors, neighbourhood groups among others to share with them information about their roles and responsibilities. On the other efforts were made to include our trained community advocates into such government mandated committees.</p> <p>Both strategies bore fruition. Our trained community advocates of have been included in these committees- For instance, Shahtaj a community advocate of Hawadigara Colony, Mallamma, of Bassappan Katte are members of vigilance committees, SDMC and Neighbourhood groups as well. Similarly, in Hosabalunagar, Bibijan and Shahataj are members of Anganwadi Development Committee.</p> <p>Following interactions with aganwadi Development committee (ADC) members at two aaganwadi centres (60 children in each centre) of Sanjay Gandhi Nagar changes have been seen. Regular monthly meetings are being held, letters have been submitted with Child Development Project Officer for repair of the centre, and the slum board. The Bruhat Bangalore Mahanagar Palike (BBMP) for toy and</p>

	<p>other play material for the children.</p> <p>Similarly, following interaction with Vigilance Committee members of three ration shops, Ranganath store (Shop no. 81), Surendra Gupta Fair Price Shop (Shop no. 70), Lokesh Depot (Shop no. 82) changes were evident. For instance having received contaminated foodgrains for the month of October 2010, the shop owner put forth the problem before the vigilance committee meeting, who then complained over phone, went to the Deputy Director's (DD) office along with the sample and asked him to change the stock. The DD instructed the Food Inspector to take the contaminated stock and replace with fresh stock to be adjusted in the next month's stock. The contaminated stock was not distributed to anyone.</p> <p>Additionally 5 members of our forums are part of Pressure Groups working on domestic violence, facilitated by the local Police Station, Rajagopal Nagar Police Station, covering two wards- Dassarahalli and Rajarajeshwari Nagar.</p> <p><i>(Refer to Annexure-XI for minutes of ADC, NHG meetings minutes sent with earlier version of the report)</i></p>
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**3. Project Area location:** 6 slum settlements in northern Part of the metropolis, Bangalore. These fall under the jurisdiction of Bruhat Bangalore Mahanagar Palike (the city municipality).

**4. Project period:** a) Original: 15<sup>th</sup> June 2009- 15<sup>th</sup> June 2010 b) Actual: 15<sup>th</sup> June 2009-15<sup>th</sup> July 2010

**5. Project Budget :** INR 6,22,000 = US \$ 13,850

**6. Budget utilized** as on (date): INR 6,24,826.80 = US \$ 13,235

**7. Project Completion Summary (maximum five pages).**

Over the past one year, we have had undertaken a number of activities- capacity building workshops, consultations, one to one negotiations, media interactions, public hearings, etc. The focus of these activities has ranged from capacitating the forum members to enabling them to negotiate and dialogue with stakeholders such as media government, network with other community based organizations and most importantly holding the government accountable on their service delivery. Every activity achieved the planned outcome.

## Capacity Buildings

Over the past year we held 3 formal and approximately 6 informal capacity building workshops on issues of Public Distribution System, maternal health, Right to Information Act and strengthening the role of the forum, RTI Act, and various social assistance schemes of the State government. Prior to organizing each capacity building exercise, in weekly meetings of our forums the need for training was discussed. Depending upon the felt need of our members a topic was finalized and workshop organized. In most of the workshops, attempt has been made to bring in an expert on the given subject as a resource person. In follow-up workshops, the project team itself facilitated. *(Refer to Annexure-IV sent earlier)*

### As an immediate outcome of the workshops we witnessed that:

- A total of **28 members of Daksha Samuha (community group)** have been trained from across the areas. They have the knowledge on usage of the RTI Act, are aware of their entitlements under various ration cards, social benefits, can negotiate with the government or any other stakeholder even engage with the media.
- The trained advocates and members of Daksha Samuha with support from CFAR, facilitated fresh application of BPL ration cards from across 6 areas. The total number of persons applied stands at approximately **1000 out of 1030 who did not have ration cards** and, **out the 1000 applications 371** have been issued new **BPL ration cards**.
- Through capacity building workshops we have directly **trained 207 members across the 9 workshops who in turn have reached out to 7 persons each and spread awareness to approximately 1449 households ( 47%) of the total 3059 households of 6 settlements**. The outreach has been also aided through creation of the peer to peer PDS learning tool.
- With information on availability and procedure for applying varied social assistance; Daksha Samuha members ensured those living in most marginal circumstances avail of the same. Resultantly, a total of **740 people from 6 areas** are availing of various social assistance schemes.
- Equipped and excited about how RTI Act could be used a legal weapon to fight corruption, we saw an intense use of the same, with a focus on the PDS system. Eventually, a **total of 37 RTIs were filed**, out of which as high as 31 were filed on PDS itself across 9 ration shops, and 6 on issues such as housing, community hall, basic amenities etc. **From our 102 Daksha Samuha members 39, i.e. 38% of members have filed RTI to access relevant information.**

Case studies have been documented where use of RTI has generated positive results from re-issuance of BPL card to renovation of a community centre beneficial for 240 members in an area (Laxmi Devi Nagar) (*Refer to Annexures-VIII&X sent earlier*)

## Public Hearing

More often than not the filing an RTI and gathering the needed evidence was followed by a Public Hearing, whereby the community members had direct interface with people and found responses to their queries directly. At 3 Public Hearings, **a total of 550 people** were reached out to, which stands at **67% of the total 820 households in 3 areas** of Kaveri Nagar, Laxmi Devi Nagar and Hosabalu Nagar.

Three public hearings have been held, at Kaveri Nagar, Laxmi Devi Nagar and Hosabalu Nagar on issues basic amenities, PDS and Right to Housing. **As outcome we saw:**

- On two occasions, KFCS had on complaint from the Daksha Samuha, taken back the inedible quality of grain allotted to the FPS shops.
- On complaint from the Samuha members, a ration shop was seized.
- In Kaveri Nagar there was no basic amenities for the past one and half year, even after their relocation. **59% of the government tap users had said they had to pay for their drinking water.** Post Public hearing in Kaveri Nagar, two new bore-wells along with two additional water tanks were installed to ensure proper water supply for **the 242 odd residents.** Additionally **all of the households were given legal electric connection;** their **main road was concretized, proper drainage lines were laid down.** A **sweeper has been assigned** for cleaning the area thrice in a week.
- Hosabanulagar is being resurveyed by the Slum board for construction of more community toilets. (*Refer to Annexure-V sent with earlier version of report*)

## Consultations

The focus for all consultations were to deliberate and look for scope of negotiation on the concerns raised by the community members and eventually wherever possible establish a community government partnership in mechanisms of service delivery.

We had organized four consultations. Two on Food Security Bill, one with ration shop owners and one for declaration of two model ration shops. (*Refer to Annexure-VI sent with earlier version of report*)

### **As an outcome:**

- The consultations were also utilized to fight issues at a larger national forum. Intense sessions were organized with the Right to Food Campaign, on the proposed Food Security Bill, where voices of the marginal community- not only the urban poor but the sexual minorities were included and also the draft bill deliberated and criticized upon. At a follow-up press conference the community spoke to the media on their concerns. One of the questions raised was *“For the general population the government has provision of giving old age pension to senior citizens. But when people like us (sexual minorities) age there is no monetary support from the government. Why cannot the government do anything for us at least during our old age?”* After many follow-ups and movements by the minority groups the Karnataka government has made a policy change whereby it was declared by Shobha Karandlaje, Minister for Power, government of Karnataka that old age pensions will be given to sexual minorities (trans-genders) as well.
- Along with RFC Karnataka, we have also collaborated with HIV+ networks demanding ration cards for the positive community. The Supreme Court had ordered the government to issue BPL (Below Poverty Line) cards to HIV+ persons, but in reality very few had even ration cards. Through constant follow-ups and interaction with KFCS officials, the KFCS has issued a notice for issuing BPL ration cards to people living with HIV/AIDS.
- For the first time in Bangalore ration shop owners- the most despised section were invited on a common platform with the civil society organizations, government and even the ration card holders. While their helplessness was evident their connivance with authorities could not be ignored. Nevertheless, it was clear some of the shop-owners were open to negotiations, dialoguing and even setting an example. Resultantly, with follow-up interactions, capacity buildings, visits, two ration shops – 70 and 81 were declared as model ration shops.
- Such consultations also meant increased visibility of Daksha Samuha and a monitoring role for it on their own volition. As an outcome we saw the government reaching out to the community based group.
- Today- Forum member at Hawadigara Colony and Bassappan Katte are part of the Vigilance committee under PDS. Member at Hosabalunagar and Sanjay Gandhi Nagar are part of the Anganwadi Development Committee, under ICDS centres. Members at Bassappan Katte are part of Neighbourhood Group under BBMP looking after overall development of the area. Also are in the SDMC. One of the member's is a part of the Pressure Group, under the zonal Police Station- Rajagopal Nagar Police Station.

### **PDS and RTI Tools for peer to peer learning**

Having collected all relevant material from Supreme Court Orders to provisions as cited by the KFCS, all information was collated and given the shape of a narrative. Eventually, a learning tool was

created on PDS. A similar was planned for RTI Act, but has been limited to desk top version. (*Refer to Annexure-VII sent with earlier version of report*)

## **Overall Impact**

Intense capacity building workshops, public hearings, networking with other CSOs, negotiating and dialoguing with the stakeholders- government, ration shop owners, media through consultations, press briefings and one to one interactions had led to small but significant improvements in the service delivery mechanisms. There emerged strong signs of collective as well as individual actions to fight corruption at every level.

First and foremost we have been able to create a strong base of 28 community advocates across 6 slum settlements, who are now representing the community in every sense of the word, be it in liaising with the various government agencies, political leaders, local implementing bodies or in advocating for their rights on supportive platforms and forums, such as Right to Food Campaign, RTI Campaign, consortium on urban homeless, among others.

Secondly, we have witnessed an empowered group of members who have successfully used RTI, public hearings, consultations, press briefings to not only expose and contain corrupt practices, but also leverage concerns of the marginal communities.

For instance, with the use of RTI, Bassappan Katte Forum Members got proper quantity of ration for BPL Card holders after a month long Struggle; and were also successful in getting KFCS replace 25 kg of inedible sack of ration from shop no. 75 of their area. Intervention by members of Laxmi Devi Nagar led the KFCS to withdraw a APL card and re-issue a BPL card for single widowed woman. Thanks to the efforts of the members at Laxmi Devi Nagar, after their struggle, the community hall that was in a dilapidated state for almost two years was repaired and renovated for use of the residents.

Similarly, post public hearing in Kaveri Nagar, the area was assigned two new bore-wells was installed, along with two additional water tanks to ensure proper water supply for the 242 odd residents of Kaveri Nagar; all of the households were given legal electric connection; their main road has been concretized, proper drainage lines were laid down. A sweeper has been assigned for cleaning the area thrice in a week.

Simultaneously declaration of two model ration shop has meant that a total of 1941 card holders of the two ration shops (70- 1185 card holders and 81-756 card holders), are not being cheated of their entitlements. Thanks to persistent follow-up of the members, a third ration shop, shop number 82 too is functioning properly.

In the same league following interactions with ADC members at three aaganwadi centres (60 children each in two centres of Sanjay Gandhi Nagar) in Sanjay Gandhi Nagar and Hosabalunagar (17



children) changes have been seen. Regular monthly meetings are being held, have submitted letters with CDPO for repair of the centre and also have approached the slum board. They also have approached the BBMP for toy and other play material for the children.

Most importantly models of service delivery in community-government partnerships mode has been established. Opportunities in form of decentralization programmes such as Neighbourhood Groups under SJSRY, vigilance committees, under Public Distribution System, anganwadi development committee under Integrated Child Development Programme, School Development Committee, under Department of Education, among others have been leveraged to strengthen community participation.

The rapport built by the field personnel with the communities has ensured that we get an insight into the concerns that the communities raise. More importantly, given that the team has already established a rapport with the intervention area, some of the community representatives themselves help us to identify the local challenges with which we have to deal while mobilizing the women of the community.

### **Challenges**

Political interference has been the greatest challenge for us in implementation in the field. Illiteracy of the community is also a challenge, since they always need a support for any kind of applications, complaints, documentation etc. Additionally, more often than not, such slum settlements are demolished by the authorities without any prior information or notice. This brings our work to a standstill with focus shifting to put a stay on demolition or fight to right to housing.

As far as politicians and government is concerned we have been negotiating and dialoguing with them exploring best possible options favourable for the community. In order to deal with illiteracy we have been clubbing literate with those illiterate. Also are trying to involve their college going children, husbands to support them with reading and writing.

Despite political interference in couple of places like Bassappan Katte, and Laxmi Devi nagar, the MLA and the councilor has supported the forum and its work. For instance, in the recently held programme on declaration of model ration shops, the councilor himself felicitated the shop-owners, thus lending his support to the forum.

### **7.1 Strategies used to achieve project goal and objectives**

Based on our prior experience of working with urban poor communities we adopted a twin-strategy of:

- Strengthening community linkages with different stakeholders - government, non-government, media and key opinion makers to ensure that the community is an integral part of the service delivery systems.

- Through capacitating community members develop a core group of 30 community advocates to leverage the existing community or consumer centred mechanisms as mandated by the various government departments.

## **7.2. Project activities (Details in Annex 1).**

## **7.3 Project outputs (Details in Annex 2)**

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

## **7.5 Self-Assessment of Project Progress:**

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

The team has qualitatively contributed to initiation of the programme and has been revisiting its strategy to adapt to any challenges in the field.

The team associated with the project has past experience of working with vulnerable communities and other aspects of community development programmes.

The rapport build by the field personnel with the communities has ensured that we get an in-depth insight into the concerns that the communities raise. More importantly, given that the team has already established a rapport with the intervention area, some of the community representatives themselves help us to identify the local challenges with which we have to deal while mobilising the women of the community.

One of the greatest challenges for us while working on the field is in the form of political interference. Keeping this in mind the strategy that we have adopted is that of initiating a series of dialogues with the concerned local political representatives- local counsellor, MLA, its cadres, etc.

## **8. Lessons learnt and their replicability:**

*Difficulties faced and measures adopted to overcome the same:* Political interference has been the greatest challenge for us in implementation in the field. Illiteracy of the community is also a challenge, since they always need a support for any kind of applications, complaints, documentation etc. Additionally, more often than not, such slum settlements are demolished by the authorities without any prior information, notice. This brings our work to a standstill with focus shifting to put a stay on demolition or fight to right to housing.

As far as politicians and government is concerned we have been negotiating and dialoguing with them exploring best possible options favourable for the community. In order to deal with illiteracy we have been clubbing literate with those illiterate. Also are trying to involve their college going children, husbands to support them with reading and writing.

*Successes met:* :- Despite political interference in couple of places like Bassappan Katte, and Laxmi Devi nagar, the MLA and the councilor has supported the forum and its work. For instance, in the recently held programme on declaration of model ration shops, the councilor himself felicitated the shop-owners, thus lending his support to the forum.

*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:* The greatest challenge for us is as mentioned earlier, political interference and frequent transfer of officials from the various departments. By the time rapport is established with one official and work progresses on transfer of the concerned person our work experiences a setback. Consequently, we have to start from scratch to establish a working relation with the newly appointed official.

*Explain where and how your experiences can be replicated:* We feel the concept of model ration shop can be replicated in fields of some of our partners across states. For replicating of the concept, first and foremost along with the community, vigilance committee members need to be capacitated. Secondly, the ration shop owner is to be sensitized about his role and responsibility. This is to be followed by establishing a rapport with the food and civil supplies department, political representatives and ration shop owners.

### **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.*

Interaction with ration shop owners across the city during the consultation of ration shop owners was fruitful whereby we were able to reach out to shop owners.

Associating with the Right to Food Campaign and RTI campaign has also been most effective with community members being exposed to the magnitude of the concern and gaining confidence in fighting for their rights.

Interaction with erstwhile Karnataka Food and Civil Supplies, Commissioner Mr. Srinivas was fruitful. He not only contributed to the PDS tool creation but also personally spoke to each community leader encouraging them to complaint against any erring shop keeper even official on duty.

Interaction with media at press briefing also added to the confidence of the forum members.

Interaction with Advocate Jayanna, High Court also associated with Karnataka Legal Services Authority has been meaningful for the women who capacitated the women and also encouraged them to fight corruption even in the local police stations. He made it clear to the women that it was their right, to ask if any of their relatives/ known persons cannot be put behind the bars without any real case.

Slum Board Junior Engineer Mr. Nagbhusan, has also been very supportive towards any initiative of the forum.

### **10. Community Empowerment:**

Explain the specific interventions that led to community empowerment

The most important intervention has been creating a forum and capacitating the women. Earlier they were unaware of their entitlements and did not believe in collective action. However, having gained information on their entitlements, we trained the members to act collectively. The first instance was that of Sanjay Gandhi Nagar, where they got their drains cleared and dustbins installed through collective action.

Also explain Community Organisations Developed or Supported through this Project. *Please list and comment on quality of CBO contribution to the objectives of CAC. - NA*

## **11. Peer learning:**

Please comment on the peer learning experiences in terms of:

1. **Your organization under review:** It is good to be reviewed by other organizations and getting feedback on the work done. This helps us to identify the gaps in our work processes and improve on the same.
2. **You reviewing other organizations:** It has been a learning experience for us with other partners working in varied issues.

For instance our visit to Youth for Social Development, Orissa made it clear that good linkages with the government, makes any intervention easier. Also partners are working under working in most un-favourable conditions both in terms of socio-political scenario such as maoist interference, experienced by PREM, Orissa, even geographical terrain and inaccessibility of the area.

3. **Comment on the quality of such exercise and contribution to success of CAC project:** The peer review system is worthwhile since it gives all the partners to not only get to know about each other's work better, but also offers scope in replicating best practices from one another, thus enriching the entire process of community led initiatives to fight corruption.

Suggestions made by peers during the visit helps the reviewed organizations to identify any gaps that the working team may have overlooked and thus improve itself.

Since such visits include field trips as well, it is an opportunity of exposure for the community to communicate with varied audience, in the process gaining confidence.

## **12. Project sustainability:**

<p>Technical:</p>	<ul style="list-style-type: none"> <li>• <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></li> </ul> <p>We have brought all the forums in different slum settlements under one umbrella of 'Daksha Samuha'. Members of the Samuha are now capable enough and approach departments, political representatives on their own to address everyday concerns.</p> <ul style="list-style-type: none"> <li>• <i>What plans for upcoming initiatives to ensure sustainability of project outcomes?</i></li> </ul> <p>First and foremost, members now are aware of their entitlements. Secondly a link between the Samuha and various departments and political leaders has been established. Hence this ensures that irrespective of presence of CFAR, the members are</p>
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	<p>most likely to continue their struggle for corruption free service delivery.</p> <p>Also in some cases members of the Samuha are part of the delivery mechanism, thus ensuring sustainability of fight against corruption.</p>
Social:	<ul style="list-style-type: none"> <li>• <i>How much ownership does the community have of the process?</i></li> </ul> <p>We can say that there almost 50% ownership of the work that is being done, if we take into consideration the general population of the settlement. In case of community advocates it is 85%-90%.</p> <ul style="list-style-type: none"> <li>• <i>How far the community is independent in dealing with the corruption issues on their own?</i></li> </ul> <p>Again, as far as forum advocates of Daksha Samuha are concerned we feel about 40-45% are determined to deal with corruption on their own.</p> <ul style="list-style-type: none"> <li>• <i>How far the community can independently organize the road shows or protests for their rights and curbing corruption?</i></li> </ul> <p>While we have always seen a high percentage of participation of our members in rallies, demonstrations, etc, organizing it entirely on their own still seems to be challenging for themselves. They would require support for the same. However mobilizing the larger community for participation in such programmes is not a challenge for them.</p>
Institutional:	<ul style="list-style-type: none"> <li>• <i>What are the organisational plans to continue the project on your own?</i></li> </ul> <p>The organization works entirely on project basis, hence for continuation of the programme the option for us is to approach other donors.</p> <ul style="list-style-type: none"> <li>• <i>How far the CBOs formed/strengthened can work on their own?</i></li> </ul> <p>We have not formed any CBO as of now.</p>

Financial:	<ul style="list-style-type: none"> <li>• <i>Does the community financially contribute to the project?</i>  As of now the community members do not contribute anything to the project. However, they do keep a fund amongst themselves for miscellaneous expenses such as travel, food, etc.</li> <li>• <i>How much financial support can your organisation mobilize on its own from other donors?</i>  In order to ensure continuity of the initiative, other donors will be approached for support.</li> <li>• <i>Have any other donors expressed interest in supporting such initiatives?</i>  NA</li> </ul>
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### **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
6. Materials/reports/toolkits published/disseminated and/r posted on the website

### **Annex 1: Accomplishment of Activities:**

<b><u>Project</u></b>	<b><u>Activities</u></b>	<b><u>Actual Project Activities.</u></b>	<b><u>Status of completion<sup>2</sup></u></b> and (Description of any major change in the activity with explanation as needed.)
<b><u>Planned</u></b>	(Please reproduce what was in the Approved Proposal).	(Please Describe what was actually done)	
<b>Objective – 1: Consolidate forums&amp; community advocates to create responsive pro-poor governance (Give: quantitative figures, qualitative information, process followed to achieve each activity and evidence to verify the same)</b>			

<p>1. Needs Assessment of new areas - 6 FGDs in 3 new areas</p>	<p>In July 2009 having identified 3 new areas intensive focused group discussions (6) were held. These were followed by several follow-up meetings whereby issues were identified and prioritized by the community members themselves. Based on the felt need of the community we initiated our work in the new areas. <i>(Refer to Annexure-I, sent with earlier version of report)</i></p>	<p>Completed</p>
<p>2. Printing of peer to peer learning kit on PDS</p>	<p>Having collected all relevant material from Supreme Court Orders to provisions as cited by the KFCS, all information was collated and given the shape of a narrative. Eventually, a learning tool was created on PDS, containing informal both in textual and pictorial form for use of both the literate and illiterate population. 1000 copies have been printed which have been placed in information and dialogue centres that have been created in the slums.</p>	<p>Completed</p>
<p>3. CB of community, anganwadi development committee members, vigilance committee members, - PDS, ICDS, Schemes,</p>	<p>A <b>total of 9 workshops</b> (6 of community and 3 of ADC and VC members) were held. Once the issue was identified the members were briefed about the purpose of the workshop and organized. Minutes of workshops have been shared. <b>Across the 9 workshops the total number of members capacitated amounts to 207.</b> These <b>207 participants in turn have reached out to 7 persons each amounting to a total of 1449 (47%) out to 3029 total households across 6 areas.</b></p>	<p>Completed</p>
<p><b>Objective – 2: Go beyond four settlements, network with other CSOs</b></p>		



<ul style="list-style-type: none"> <li>• Networking with government departments and like-minded CSOs</li> <li>• Creation of score card in association with PAC</li> </ul>	<ul style="list-style-type: none"> <li>• Have networked with RFC, CIVIC Bangalore, Actionaid, on the issue of PDS, ICDS; with IGSSS on urban homeless, with HIV+ and Sexual Minorities networks on social assistance for them.</li> <li>• Not initiated</li> </ul>	Completed
<p><b>Objective – 3: Strengthen mechanisms that legitimises community participation&amp;involvement</b></p>		
<p>1. Consultation with stakeholders-Food Schemes</p>	<p>The focus for all consultations were to deliberate and look for scope of negotiation on the concerns raised by the community members and eventually wherever possible establish a community government partnership in mechanisms of service delivery. We had organized four consultations. Two on Food Security Bill, one with ration shop owners and yet another one for declaration of two model ration shops. We had a total of 148 participants across the consultations.</p>	Completed
<p>2. Public Hearing-PDS/ICDS/Schemes (survey on ration shops of new areas. liason with govt., preparing community, consolidation of data, other evidences-case studies.</p>	<p>A total of 3 public hearings have been held, at Kaveri Nagar, Laxmi Devi Nagar and Hosabalu Nagar on issues basic amenities, PDS and Right to Housing. At 3 Public Hearings, a total of 550 people were reached out to, which stands at 67% of the total 820 households in 3 areas.</p>	Completed

**Annex 2: Planned and Actual Outputs**

<u>Outputs Planned</u> (Please reproduce what was in the Approved Proposal).	<u>Actual Project Outputs</u>	<u>Status of completion</u> <sup>3</sup> (Description of any major change in the outputs with explanation as needed. )
One publication- PDS tool for peer to peer learning	Completed PDS tool	Fully Completed
Media reports on active community role	7 media coverage ( <i>Refer to Annexure-XIII, sent with earlier version of report</i> )	Fully Completed
10 community members developed as community advocates who can independently monitor and advocate for programs.	28 community advocates across 6 areas.	Fully Completed
Identification of beneficiaries- 30-50 from 4 areas	1111 (740 schemes+ 371 ration cards) people are availing of various social assistance schemes, i.e. 36% of the total number of households across 6 areas.	Fully Completed
One model ration shop	Two shops declared as model	Fully Completed
One model anganwadi centre	We had initiated the process by training the members and meeting with CDPO but formal declaration is yet to be made	In Progress

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

### **Annex 3: Project Outcomes/Impact**

<b>Project Impact Indicators</b>	<b>Baseline Value</b>	<b>End of project Value</b>	<b>Sources and evidence to verify the results</b>
<ul style="list-style-type: none"> <li>Number of community representatives getting access to schemes and entitlements during the project period</li> </ul>	<p>In most of the areas, since they were unaware of any social assistance schemes apart from their ration card, none of the community members had made any written application to any of the departments.</p>	<p>A total of 1111 people from 6 areas are availing of various social assistance schemes. That is to say 36% of the total population of 6 areas is availing of schemes free of corruption.</p> <p>The break-up is as follows:</p> <ul style="list-style-type: none"> <li>- Old Age Pension: 170 members are availing</li> <li>- Widow Pension: 165 members are availing remaining have applied.</li> <li>- Disability Pension: 7 are availing</li> <li>- Janani Suraksha Yojana (Maternity Benefit Scheme): 25 members are availing</li> <li>- Bhagyalakshmi Yojana (Karnataka State government scheme for encouraging girl child): 25 members are availing</li> <li>- Madilu Yojana (Scheme for post-partum mothers): 25 members are availing</li> <li>- Mid-day meal for Senior Citizens: 400 senior citizens are availing of the scheme.,</li> <li>- Housing loan under BBMP: 15</li> </ul>	<p>Break-up list scanned copies of the applications and orders issued by respective departments.</p>

		<p>members have availed of it.</p> <ul style="list-style-type: none"> <li>- Petty business loan under BBMP: 10 members have availed of it.</li> <li>- 371 new BPL ration cards</li> </ul>	
<ul style="list-style-type: none"> <li>• Number of complaints/ concerns responded to by the government departments during the project period</li> </ul>	<p>A vast majority of the slum settlement population being illiterate, they had never submitted any complaint or request in written. More often than not, they would approach the zonal office and make a verbal request.</p>	<p>41 total number of complaints</p> <p>( 3- Child Development Project Officer for Anganwadi Centre, 2 -KFCS, 2 to MLA, 2 to councilors, 2 to Police stations, Karnataka Slum Clearance Board- 12 , Bruhat Bangalore Mahanagar Palike- 10, Bangalore Water Supply and Sewerage Board-8.</p> <p>Out of total of <b>41 complaints and letter, on 39 we got responses.</b></p>	<p>Break-up list and scanned copies of some of the applications</p>
<ul style="list-style-type: none"> <li>• Number of instances of interactions/ dialoguing that the community members have engaged in with the various representatives of various government departments, agencies, statutory bodies</li> </ul>	<p>The community members had very limited approach to departments, with their interaction mostly with the person in the lowest rung- sweeper and mostly the middlemen.</p>	<ul style="list-style-type: none"> <li>• BBMP Commissioner, Mr. Siddaiah on the status of basic amenities.</li> <li>• Deputy Director, Karnataka Food Civil Supplies department, Bangalore Rural, Mr. C. Muni Krishnappa.</li> <li>• Commissioner, KFCS Mr. Shivaram</li> <li>• Joint Director, KFCS Mr. Narender.</li> <li>• Mr. Krishnappa, President of ration shop owners Association</li> <li>• 35 Vigilance Committee</li> </ul>	<p>Applications, minutes of the meeting, photographs, reports</p>

		<p>members of four ration shops.</p> <ul style="list-style-type: none"> <li>• Mr. Suresh, Assistant Executive Engineer, BWSSB.</li> <li>• Mr. VedaMurthy, BBMP Additional Commissioner,</li> <li>• Mr. Bore Gowda, Slum Board Commissioner,</li> <li>• Ms. Paly, CDPO, Bangalore, Yelahandka Zone. Health Officer, Mr. Krishnappa Gowda, Rajarajeshwari Ward, Yeswanthpur</li> <li>• Mr. Gurushanth, Welfare Officer, BBMP, Rajarajeshwari zone</li> <li>• Slum Board AEE, Mr. Nagabhushan</li> <li>• MLA, Mr. Muniraju, Dassarahalli Ward</li> <li>• MLA, Mr. Srinivas, Ra Rajarajeshwari Ward</li> <li>• Councilor Mr. Thimaraju, Rajarajeshwari Ward</li> <li>• Mr. Shantha Kumar, Welfare Officer, BBMP, Raja Rajeshwari Nagar</li> <li>• Mr. Shivaraj, Tahsildar North Taluk office, for pensions, income certificates</li> </ul> <p>It is to be noted that on an average each official mentioned above have been met at least 8 times and more.</p>	
<ul style="list-style-type: none"> <li>• Participation in interactions and response of the government departments to</li> </ul>	<p>At the time of entering into the slums, the members had made it clear to</p>	<p>Over the past year, the community members on various instances have called upon the authorities and have got a favourable response from the</p>	<p>For the all the instances mentioned in the adjacent columns, separate case studies have been annexed, in Annexure- VI</p>

<p>the concerns of the community will be a key indicator to track the success of our strategies.</p>	<p>us that the administration treated them with much apathy.</p>	<p>latter.</p> <p>For instance, post public hearing at Kaveri Nagar, follow-up by the community had ensured restoration of basic amenities in the area.</p> <p>On complaint from the members, KFCS officials have seized a ration shop, taken back inedible quantity of ration in two shops, even have made it mandatory for ration shop owner to carry minutes of VC member meeting.</p>	
<ul style="list-style-type: none"> <li>Media reports on active community role</li> </ul>	<p>None</p>	<p>While there have been 7 media coverage on the issues advocated by the community. In 2 initiatives of the forum has been covered.</p>	<p>Scanned media reports (Refer to Annexure-XIII)</p>
<ul style="list-style-type: none"> <li>The number of concerns being addressed and resolved by the community itself over a period of time.</li> </ul>	<p>None</p>	<p>The concerns addressed and resolved by the forum members include:</p> <ul style="list-style-type: none"> <li>Corruption in Public distribution system ( ration)</li> <li>Checking corruption in care and nutrition of children in between 0-6 years through monitoring of ICDS centre</li> <li>Availability and access to basic amenities ( drinking water, drainage, electricity, toilet sanitation, garbage, roads, etc)</li> <li>Availing of social assistance</li> </ul>	

		<p>schemes</p> <ul style="list-style-type: none"> <li>• Domestic Violence</li> </ul>	
<ul style="list-style-type: none"> <li>• Instances of community government partnership in mechanisms of service delivery.</li> </ul>	None	<p>Forum member at Hawadigara Colony and Bassappan Katte are part of the Vigilance committee under PDS.</p> <p>Member at Hosabalunagar and Sanjay Gandhi Nagar are part of the Anganwadi Development Committee, under ICDS centres</p> <p>Members at Bassappan Katte are part of Neighbourhood Group under BBMP looking after overall development of the area. Also are in the SDMC. One of the member's is a part of the Pressure Group, under the zonal Police Station- Rajagopal Nagar Police Station.</p>	Minutes of meetings
<ul style="list-style-type: none"> <li>• Identification of 8-10 community advocates</li> </ul>		Across the 6 areas we have identified 28 community advocates.	Area-wise list of community advocates attached in Annexure-XIV
<ul style="list-style-type: none"> <li>• Publication- Information kit on PDS entitlements &amp; RTI</li> </ul>	None	A1000 copies of both the publications have been printed and have been circulated among the community members.	Scanned copy of the tool.
<ul style="list-style-type: none"> <li>• Proper functioning of Vigilance Committees in 2 areas</li> </ul>	None	In two areas of Laxmi Devi Nagar and Sanjay Gandhi Nagar, the two ration shops numbers 70 and 81 have been declared as model ration shops. Thus establishing proper functioning of Vigilance Committees in these	Detailed report on declaration

		two shops.	
<ul style="list-style-type: none"> <li>• Creation of Women's forums in two of the new areas</li> </ul>	4 forums in older areas	In two new areas of Hosabalu Nagar and Kaveri Nagar forums have been created with 5 community advocates in each area	Detailed list of the advocates
<ul style="list-style-type: none"> <li>• Two model ration shops</li> </ul>	None	Have been created as already mentioned above.	Detailed report on declaration of the shop
<ul style="list-style-type: none"> <li>• One model anganwadi centre</li> </ul>	None	The anganwadi centre at Sanjay Gandhi Nagar is functioning properly.	
<ul style="list-style-type: none"> <li>• CB of community, vigilance committee members</li> </ul>		Total of 9 Capacity Building workshops were organized on issues of RTF, Maternal Health with Aaganwadi Dvelopment Committee, Vigilance Committee. A total of 207 participants were trained directly.	Detailed report on the capacity building workshop.



## **ANNEXURE-IV**

### **Ruksana**

Ruksana aged 20 is a resident of Sanjay Gandhi Nagar. At the time of delivery she was alone and called upon Ms. Haseena one of our forum members. The situation being critical, Haseena used the helpline number 108 and called the ambulance and took Ruksana to Vani Vilas hospital. Ruksana's grandmother also accompanied them.

While Haseena was taking care of formalities for Ruksana's admission; the ambulance driver asked Ruksana's grandmother for Rs.200 for using the ambulance. Without any knowledge she paid Rs.200 to him. Once she came inside the hospital Haseena asked what you were talking to driver then she replied that she had to pay Rs. 200 to the ambulance driver.

Knowing that it was a free service Haseena rushed outside and confronted the driver on why had he taken money when the service was free of cost. The driver immediately said it was for the nurse not for him. Haseena said, being a member of Daksha Samuha she knew all about how much and where money was to be paid for services, if he is unwilling to return the money he should be ready to face consequences.

Saying this she inched towards the police station. The driver was frightened came back to Haseena and requested not to give complaint and returned the money. Haseena let him go with a warning that he should not even dream of repeating the mistake.

### **Mala**

Mala, 22yrs of age and a resident of Sanjay Gandhi nagar, was pregnant with her 3<sup>rd</sup> child. She had taken treatment in the near area Jaibhuvaneshwari nagar at the Government maternity home. In this hospital there is no delivery facility. They recommended to referral hospital at Hosakere maternity home. But this hospital is far-away from this area. Meanwhile she delivered her child at home. At a later date she went to the Yeshwanthpura government maternity home for collecting the Madilu kit. But the hospital staff refused to give her the kit saying, since she was not admitted in the hospital and did not deliver she was not eligible, so she was not a registered member hence could not be given a kit.



Mala came back and shared the same with Daksha Samuha members, who then went to the hospital and spoke to the doctor directly and showed the treatment card, adding that we also know the rules and regulation for this scheme. Since there was no vehicle facility we could not bring Mala to the hospital that does not mean we cannot get the kit or the money. Fearing backlash from the members, the doctors, immediately, instructed the staff to give Mala the kit and was also given Janani Suraksha Yojana amount of Rs.600.