



Social Audit of Public Services

People's Initiative to Make Public Systems Accountable

In the healthcare system in India, the government is responsible for providing health services to people. Though, there is a need to monitor the system and ensure accountability. The question is who will do the monitoring and how will they do it? The answer is simple - 'PEOPLE'. Being the primary beneficiaries, people can give an authentic feedback, as they have the best understanding of the quality of delivery of services and the gaps there in. This belief is the foundation of various community-based accountability processes, such as Community Based Monitoring and Planning of Health Services; Participatory Audits and Planning of Rogi Kalyan Samiti funds and Decentralized Planning of Health Services that are being implemented in Maharashtra since more than a decade.

In this context, a new and innovative process, Social Audit of Public Services, with community initiative, was conducted on a pilot basis in 30 villages in three blocks from Beed, Gadchiroli and Solapur districts in Maharashtra. This process was initiated and facilitated collaboratively by SATHI and local grassroots organizations Manavlok, Beed; Amhi Amachya Arogyasathi, Gadchiroli and Astitva, Solapur.



Background

The concept of 'Monitoring and Planning' is not new in Maharashtra. As mentioned above, the Community Based Monitoring and Planning (CBMP) process was first started in 2007 under the National Rural Health Mission for ensuring accountability of Public Health Services. This process not only contributed in establishing a forum for communities to raise their experiences and feedback related to gaps and grievances, but also contributed in evolving a participatory method of addressing them. In the CBMP process, SATHI is the State Nodal Agency and at every district level, this process is being implemented by district and block nodal organizations.

Combined with NRHM related improvements 'from above', CBMP processes have provided a matching yet critical 'pull from below' (demand generation) to help ensure that desired changes are actually implemented at the ground level. Due to such a synergy, these changes are seen in practically all those CBMP areas in Maharashtra where the process has been under way for a reasonable period. Though the collective experience of implementation of CBMP has remained a mixed one, it offers some valuable lessons for improving responsive functioning of services with community action. Drawing from this learning, SATHI started exploring the idea of multi-sectoral Monitoring or Social Audit with community initiative, by expanding the CBM approach to public services beyond health.

Hence, after rounds of discussions between SATHI and their potential field organizations, it was unanimously decided that 'People-led monitoring to ensure Government accountability' is the core of Community based monitoring, which needs to be expanded. It should not be limited only to health but even other public services should be brought under the ambit of CBM and out of this, the seed for 'Social Audit of Public Services (Multi-sectoral)' was sown.

Conceptual Framework

Social Audit of Public Services Why and How ?

- When more than one issue, based on people's needs and priorities, are focused on in monitoring process, it improves the participation and ownership of the community. Hence, not limiting Community-based monitoring only to Health Services, other social services such as education, nutrition, employment, water, cleanliness, agriculture were also included under its umbrella.
- The public services which were directly linked with the livelihood of people were selected and monitored. Also, attempt

was made to ensure accountability of local service providers and improving the delivery systems.

Who did the monitoring?

The responsibility of the monitoring was given to the 'Village Social Audit Group' (VSAG). This group was constituted involving active representatives from the existing committees established by State government in that particular village as well as other community members who were interested in this process.

The Government has incorporated within public services monitoring mechanisms of their own. For ex: Education- School Management Committee; Public Health-Village Health Nutrition Sanitation Committee; Food security- Dakshta Samiti etc. However, all the public services are interlinked to one another and effective delivery and implementation is possible when there is a convergence. However, in reality, every committee focusses only on the specific issue it is appointed for. The education committee does not look into issues related to health, neither the health committee looks into nutrition related issues of children and so on. Also, not all these existing committees are active and functional even for their specific areas. Hence, an attempt was made to converge these existing committees by selecting active members from these various committees and forming a "Village Social Audit Group (VSAG)". Along with these representatives, self-motivated individuals who are active and enthusiastic to do monitoring were identified and included in the VSAG.



To initiate the Social Audit process, VSAG group needed to have comprehensive knowledge regarding all public service schemes as well as skills and understanding of monitoring process. The responsibility of their capacity building was taken up by the partner organizations each district.

How was the Community Based Monitoring of Public Services (CBMPS) done?

‘Social Audit’ was used for CBMPS where ‘Social Audit of Public Services’ was evolved as a systematic and innovative method for ensuring accountability of various public services.

Because of the National Rural Employment Guarantee Act 2005, people are familiar with the concept of ‘Social Audit’. In this process, the data regarding the implementation of the scheme is obtained from the Government, the same is directly verified by meeting the beneficiaries in person, by visiting the institutions and verifying relevant documents and records. The gaps that emerge from the government data and physical verification are raised and addressed through a Public Dialogue between the community/beneficiaries and the service providers. Today, many State Governments are implementing the concept of ‘Social Audit’ in various ways, but mainly with a focus on the National Employment Guarantee Scheme. Although the Government has, in principle, agreed that all public services should be brought under the ambit of Social Audit, presently in India, only schemes such as National Food Security scheme, Prime Minister’s scheme for housing for rural poor, Pradhan Mantri Gram Sadak Yojana and Swachh Bharat Abhiyaan have Social Audit as part of their internal mechanism. From our experience till now, social audit process contributes in increasing government accountability, transparency, leads to reduction in corruption in service delivery. It also provides a platform to people for claiming their rights and entitlements.

Key processes - Social Audit of Public Services

After the meeting in May 2018, the partner organisations in all the three districts promptly initiated the work of selecting the intervention villages. Since the work of CBMPS was to be implemented on a pilot basis and the role of the VSAG was crucial, the following process and criteria were used for the selection of 10 villages in each district:

Process and Criteria for Selection of Villages

The organisations surveyed 12-15 villages within their network using questionnaires to understand issues related to the public services

Using the method called Participatory Rural Appraisal (PRA), local villagers and communities were mobilized and engaged in identifying and understanding the needs and issues they would want to prioritize.

CBMPS involves questioning local authorities as well as local elected representatives; also raising gaps and illegal practices. This would possibly entail the straining of relations between communities and local government authorities. Hence, the communities and villages who had the willingness to confront the government system were selected.

Villages that had at least 3-4 individuals who are active and willing to take responsibility for monitoring work as a team were selected.



Formation and Strengthening of Village-level Social Audit Group (VSAG)

Although the process of formation and strengthening of VSAG varied among partner organizations, it began by local field partner organizations regularly conducting village meetings with interested and active individuals. In these meetings they shared the concept of CBMPs and also facilitated formation of VSA group. In some villages, individuals who initially showed enthusiasm to join the group, later dropped out or became irregular and new people joined in. The partner organizations invested more energy in identifying, mobilizing and building capacities of interested individuals. During the formation process, the group members also discussed local issues that mattered to them. Over the time some of these issues got addressed and resolved because of their initiative. This increased confidence and enthusiasm of the group members.

Village-level Social Audit Group: Composition and Membership

Active and interested community members from various existing, government-constituted village committees must be included

The VSAG must involve individuals with diverse skills and capabilities

Retired government servants must be included, as they are well-versed with how the government system works which would prove helpful in the process of social audit

Involvement of beneficiaries especially women and deprived minorities is of utmost importance

Preferably, elected representatives and local government authorities must not be included in the VCM Group.

These VSAGs formed over the duration of 6 months; all the while discussing various local issues and being able to resolve many of them.

Issue's related to the transport of school students was resolved:

Aandhali (Soan) is a village situated in the forests of Kurkheda block in Gadchiroli district. It has school up to 7th standard and students have to go to the school in Bhagwanpur for further education. A road crossing a brook forms a shortcut (a walkable distance of 2-3 km), for these students to traverse except during rainy seasons. During rains, this road becomes unusable and the alternate long road is not of walkable distance. Because of this, students used to miss school. Many girls had to drop out of school altogether. Hence, bus service was needed on the Bhagwanpur-Vadhona route, which was the village's demand for a long time. This issue was discussed in the VSA Group meeting and the demand was placed in the village council i.e. Gram Sabha and at the block office. Within a month, the bus service was started.

Judicious use of funds from 14th Finance Commission by 'Kumbhephal':

'Kumbhephal' having a population of nearly 4000 is a village in Ambajogai block of Beed district. The funds available to the Gram Panchayat under the 14th Finance Commission were not being properly utilised to resolve the problems of the village. The partner organisation presented this problem to the chairperson of village i.e. Sarpanch following which a meeting was convened involving VSA Group members, Sarpanch, Gram Panchayat members and all related local government authorities. The problems of the villagers were discussed and prioritised. Certain required changes were done in the Gram Panchayat's yearly action plan. Long-pending work such as the compound wall of the sub-centre, repairing of the cooking gas in anganwadis, the supply of drinking water, etc started rolling its way to completion. In this way, 'Kumbhephal' is a truly replicable example of effective utilization of available resources to solve the problems through constructive, participatory dialogue.

Capacity Building of Village-level Social Audit Groups

The next phase in this process was the training of these VSAGs. Every partner organisation organised training programs according to the availability and convenience of the VSAG. Manavlok trained all the members of VSAG all together by organizing two training programs whereas Aamhi Aamchya Aarogyasaathi and Astitva organised day-long training programs for each VSAG in their village itself. Through these training programs, these VSAGs were explained all aspects of 'Social Audit of Public Services'. The topics covered in the training programs were as below:

VSA Group training topics

Social Audit of Public Services - Why and how should it be done?

Comprehensive training on the schemes selected for social audit, their purpose, provisions and responsible authorities.

Collection and compilation of scheme-related data from the Government

Physical Verification of Government information- purpose, who should do it and why it should be done

Conducting public hearing and its follow-up

How Social Audit Event was planned and organized- Key activities

1. Collection and compilation of public information from the concerned departments

This is the first important activity in the Social Audit process. People were made aware that it is their right to have access to all scheme related information. The Block Development Officers were sent letters to request them to inform the local service providers regarding the process of Social Audit.

To obtain detailed information regarding the schemes to be taken under Social audit, formats were prepared and given to the VCM Groups. The lists of all scheme beneficiaries and their details were obtained.

Preferably, the groups were asked to obtain this information directly from the concerned authorities/personnel.

Initially, information was obtained from the local authorities

In instances, where the village groups had difficulties, they took the help of partner organisations.

Initially, there was slight resistance from local authorities in sharing of the information but when they were properly explained the reason, they offered their full support. Rigorous follow up was needed but in the end, required information related to selected schemes were collected in all 30 villages.

The activists from the partner organisations and village group members first compiled and tried to do a primary analysis of the collected information and then planned for verification activities

Block level federation of village groups in Ambajogai:

To ensure that the process of social audit is led completely by the VSAGs in 10 villages of Ambajogai Block, Manavlok constituted a block level federation of these groups. A letterhead in the name of this federation was prepared. All correspondence between this federation and local government authorities for information-related queries, public hearings was conducted via this letterhead.



How Social Audit Event was planned and organized

2. Physical Verification:

The verification phase of the Social Audit process was very important and provided enriched experiences in the context of learning and lessons. In the process of verifying the data collected from government authorities, apart from the gaps, various other issues also emerged.

In verification, the village group members visited each listed beneficiary's house and noted their details. Ex: Beneficiaries under Matrutva Vandana Yojana were asked as to how much money and instalments they actually received and wherever possible, even checked passbook entries.

Information related to schools, anganwadis and health centre's was verified by visiting these places and interacting with the beneficiaries. Ex: Meeting with the school teachers and cross-verifying entries and attendance in school registers, checking the school kitchen, classrooms, water supply, conditions of toilets, speaking with the students regarding mid-day meals, etc.

While the beneficiaries were highly supportive, even the teachers, anganwadi workers, etc actively participated in the verification process as even they shared their problems and issues which they were facing during the delivery of services. Issues such as lack and delay of funds, non-provision of resources to them by the government despite repeated requests were seen to hamper their ability to provide services to the people.

Towards the end of this process, documentation was done of the data collected from the government, gaps that emerged during verification, issues raised by the beneficiaries and various newer issues that also came forth.

This process brought to light the hidden, internal systemic and governance related issues that plagued what otherwise superficially seemed a smooth-running system.



Amrut Aahar Yojana- a scheme to fight malnutrition was itself fund-starved:

Kurkheda being a tribal dominated block, this scheme is being implemented in all its villages. This scheme is run by the collaboration of the Tribal Department and the Integrated Child Development Services. Major gaps were noticed during the verification of this scheme. While speaking with the pregnant women in Savargaon Pheri village, it was realised that the food being provided was not enough. The Aanganwadi worker reported that sometimes for 3 months they do not receive any funds because of which she is left with no option but to stop making meals. This issue was seen not only in this village. In every village, that this scheme was verified, Amrut Aahar meal was seen to have been stopped for at least one day and in some places even more days. Even the VCM Groups were unaware of the situation being this dire. When the same problem came up from all the villages, they realised the seriousness of this issue. Therefore, in order to resolve the issue of funds, the VSAG immediately communicated this issue to district level concerned officers and also decided to raise this issue at the Block level *Jansunwai* (Public hearing).



How Social Audit Event was planned and organized

Sugaon: Lack of planning not funds

A total population of 2800, with a mix of Hindu and Muslim population, Sugaon is a village in Ambajogai taluka. It has two Zilla Parishad schools – one Marathi and one Urdu medium. There are 3/three anganwadis and one well-provisioned health centre. The VSAG had obtained information regarding these 3 services as well as on the funds of 14th Finance commission from the Gram Panchayat. The verification process was started from the Urdu medium Zilla Parishad school. While noting down information as per the format, even the Principal of the school expressed his issues. There were many problems regarding the basic facilities in the school. The open space in front of the school which can be used as a playing field did not have a compound wall because of which many small, as well as big vehicles were being parked in this space. The school had classes up to Standard 8th but had lesser number of classrooms as per requirement since the construction work of two classrooms had been left halfway since 2012. No supply of water. The building of the English medium school was in a dilapidated state with no water supply here either. The toilets were non-functional. The Principals of both the schools reported that despite them repeatedly complaining to the Gram Panchayat, the repairs have not been made. The village group enquired with the Gram sevak and learned that funds amounting to 27 lakhs were still remaining with the Gram Panchayat. Despite that, the Gram Sevak had no answer to why the funds had not been used to solve the issues of the school. Hence, it was a lack of proper planning and not funds emerged from this verification process.



At times issues started to resolve during data collection and at times during verification-

In Pathanmandav village of Ambajogai, the VCM Group decided to conduct the audit taking the information on Public Distribution System I.e. Ration services. The village ration shopkeeper used to dispense only 50% of the food grains that the villagers were entitled to and made bills for 100% of the entitlement. He used to not provide the villagers with the bills. One of the members of the VSAG asked for the bill after taking ration. To this, the shopkeeper started avoiding the demand and by saying “*Don't I give you ration*”, tried to get the group member on his side. Online and offline ration cardholders were being dispensed ration in different ways. Bills were not being given. The VCM Group members complained about this to the Government officer i.e. Tehsildar. When the concerned authorities visited the village, the federation group assembled many villagers. The authorities were not adequately answering the villagers' questions. Some villagers started to record this on their mobile cameras. That was when the authorities got to work and resolved the issues. The shop keeper assured that here onwards everyone would be given 100% of their ration entitlement along with the bills. The news of this success spread to the other villages as well. Since the issues related to ration distribution is close to the hearts of many, villagers from all around started enquiring as to how this village had managed to crack the solution to it.

How Social Audit Event was planned and organized

3. Preparation and organisation of the village level public hearing:

Similar to other activities, the preparation of public hearing is also important. In this, work was done simultaneously at various levels. Publicity and awareness drives were conducted to increase local mobilization and participation; the mechanism for intensive follow-up with local authorities to ensure their attendance was decided upon and; systematic preparation of issues and content to present at the public hearing was done.

- Various media such as street plays, posters, distribution of pamphlets were used to spread awareness among people regarding Social audit and Public hearing.
- Rigorous follow up was done to ensure that authorities from the concerned departments attended the hearing. In Ambajogai, the Block level federation and even the Sarpanch wrote to the concerned authorities as well as followed up with each one of them personally.
- Efforts were made to ensure that the event was an inclusive one where men and women from all ages and groups attended it.
- News articles regarding Social Audit were published in the local newspapers both before and after the Audit so that awareness regarding it would spread to other villages as well.
- A report was prepared on the outcomes of the Social Audit. Based on this, a poster was prepared on the demands of the VSAG and gaps between the information obtained from the government and actual physical verification. This poster was displayed and presented at the public hearing.

- A poster regarding issues from the village and the demands emerging from them was displayed at the village level public hearing.
- Information on constitutional as well as citizens' rights and responsibilities was given.
- At the public hearing, many people were able to raise their concerns and many expressed their dissatisfaction towards the functioning of public system. In each village, the process of Social audit and public hearing was documented.

- Planning for follow-up of decisions taken during Public Hearing was done.

• Block level public hearing:

The VSAG will then follow-up and accordingly plan a block level public hearing to address the issues that could not be resolved at the local level.

विविध मागण्यांसाठी अस्तित्व सामाजिक संस्थेच्या वतीने निवेदन सादर

संगोला/प्रतिनिधी: मागणी केलेल्या गावामध्ये तातडीने रोजगार हमीची कामे सुरु करावीत, रेशनिंग दुकानातून गव्हाबरोबर ज्वारी देण्यात यावी, सुशिक्षित बेरोजगारांना रोजगार हमी योजनेतून माती कामाऐवजी इतर कामे देण्यात यावेत तसेच, बेरोजगार भक्ता देण्यात यावा, ग्रामरोजगार सेवकांना सरकारी सेवेत समाविष्ट करून त्यांना किमान १० हजार रुपये मानधन द्यावे, सरकारी दवाखान्यातील डॉक्टर व कर्मचा-यांच्या रिक्त जागा तातडीने भरण्यात याव्यात यांसह इतर मागण्यांसाठी अस्तित्व सामाजिक व संशोधन संस्थेच्या वतीने सोमवार दि. ३१ डिसेंबर रोजी संगोला तहसील येथे निवेदन सादर करण्यात आले.

संगोला, तालुक्यामध्ये सध्या जनसंख्या १२५ हजार आहे.

तसेच अनेक प्रश्न देखील मोठ्या प्रमाणावर उभे राहिले आहेत त्यामुळे तालुक्यातील मागणी केलेल्या गावामध्ये तातडीने रोजगार हमीची कामे सुरु करावीत, रेशनिंग दुकानातून गव्हाबरोबर ज्वारी देण्यात यावी, सुशिक्षित बेरोजगारांना रोजगार हमी योजनेतून माती कामाऐवजी इतर कामे देण्यात यावेत तसेच, बेरोजगार भक्ता देण्यात यावा, ग्रामरोजगार सेवकांना सरकारी सेवेत समाविष्ट करून त्यांना किमान १०००० रुपये मानधन द्यावे, सरकारी दवाखान्यातील डॉक्टर व कर्मचा-यांच्या रिक्त जागा तातडीने भरण्यात याव्यात ग्रामीण रुग्णालयात सोनोग्राफी व सीझरची व्यवस्था करा. त्यासाठी लागणारी आवश्यक सर्व यंत्रणा तात्काळ उभी कर, आशावकेंद्रांना आरोग्य कर्मचारी म्हणून नियुक्त करा व त्यांना दर महाने किमान १८००० रुपये वेतन द्या. विविध पेन्शन योजने अंतर्गत मिळणारी पेन्शनची रक्कम हि अतिशय तुटपुंजी असून ती सरसकट किमान ५००० रुपये करावी, गावोगावी रक्तदाब व मधुमेही रुग्णांची संख्या दिवसेंदिवस वाढत आहे. रक्तदाब व मधुमेहीच्या गोळ्यांसाठी मोठ्या प्रमाणात पैसे लागत आहेत बहुतांशी गरीब कुटुंबांना गोळ्या खरेदी करणे आर्थिकदृष्ट्या परवडत नाही म्हणून प्राथमिक आरोग्य केंद्रातून या गोळ्या मोफत देण्याची व्यवस्था शासनाने करावी, मागासवर्गीय विध्यार्थींना शिष्यवृत्तीची रक्कम दरमहा विनाशिलंब देण्यात यावी, अल्प अच्युत भूधारक शेतक-यांना किमान २५ हजार रुपये दुष्काळी मदत द्यावी या मागण्यांचा सदर् निवेदनामध्ये समावेश करण्यात आला आहे.

वाढोणा गावात पहिल्यांदाच पोहोचली महामंडळाची बस

विद्यार्थ्यांसाठी सोय | गावकऱ्यांकडून जल्लोषात स्वागत

लोकमत न्यूज नेटवर्क

पुलाभभावी २० किमीचा फेरा

वाढोणा येथे अनेक सोयीसुविधांचा अभाव आहे. येथील विद्यार्थ्यांसाठी सुविधांकरिता सध्याच्या संध्याकाळी गावात पहिल्यांदाच महामंडळाची बस पोहोचली आहे. या बसने गावातून पुलाभभावी पर्यंत २० किमीचा फेरा पार पाडण्यात येईल. या बसने गावातून पुलाभभावी पर्यंत २० किमीचा फेरा पार पाडण्यात येईल. या बसने गावातून पुलाभभावी पर्यंत २० किमीचा फेरा पार पाडण्यात येईल. या बसने गावातून पुलाभभावी पर्यंत २० किमीचा फेरा पार पाडण्यात येईल.

जगरुकता • जनसंवाद कार्यक्रम में अनिकेत लोहिया ने दी आवश्यक जानकारी

भ्रष्टाचार पर नियंत्रण के लिए ऑडिट होना जरूरी

अनिकेत लोहिया ने 24 जुलै रोजी देवा गावातून जनसंवाद कार्यक्रम आयोजित केला. यावेळी लोहिया यांनी गावातून जनसंवाद कार्यक्रम आयोजित केला. यावेळी लोहिया यांनी गावातून जनसंवाद कार्यक्रम आयोजित केला.

जनसंवाद कार्यक्रम में अनिकेत लोहिया ने दी आवश्यक जानकारी

भ्रष्टाचार पर नियंत्रण के लिए ऑडिट होना जरूरी

How Social Audit Event was planned and organized

4. Follow-up: :

The decisions taken at the block level public hearing are followed up by the VSAG in the manner given below-

Name of sector or public services	Issues emerged from Social Audit processes
Agriculture and Animal Husbandry Department	<ul style="list-style-type: none"> • Agriculture assistant should visit the villages regularly and give schemes-related information • Repairing the electricity meter in the animal hospital
Public Education Department	<ul style="list-style-type: none"> • Repairing the doors and windows of the classrooms, bathrooms, providing water for drinking as well as other uses and separate bathrooms for boys and girls. • Increasing the funds available to the school under Sarva Shiksha Abhiyaan and conducting regular School Management Committee meetings
Integrated Child Development Department	<ul style="list-style-type: none"> • Constructing an independent Anganwadi building in the village and tribal settlements • Making provisions for toilets, separate kitchen space, cooking gas, storage space for grains, repairing or buying a new weighing machine, first aid kit in Anganwadis
Public Distribution System	<ul style="list-style-type: none"> • Timely availability of food grains from the ration shop and ensuring widows are able to avail benefits under Antyodaya scheme.
Tribal Development Department	<ul style="list-style-type: none"> • Follow up of regular availability of Amrut Aahar Yojana and ensuring the meals are wholesome, containing roti, curry, dals, rice, egg and peanut ladoos • Disbursement of salaries of Amrut Aahar (under PESA scheme) cooks that haven't been paid since 6 months • Training beneficiaries and Amrut Aahar Scheme committee regarding the scheme.
Public Health Department	<ul style="list-style-type: none"> • Proper planning of the funds of the Village Health, Sanitation and Nutrition Committees • Making available the benefits of JSY and PMMVY to those women who have been deprived of those benefits • Repairing of the doors, windows, lights, paintwork, road leading to the sub centre • Repair of the residential facility for the service provider at the Primary Health Centre and basic amenities for their stay • Filling up of vacant posts of security guards and Pharmacist and repair of ambulance • Medical officer should visit the sub centre at least once a week
Village Development Department	<ul style="list-style-type: none"> • Construction of houses and toilets for needy people in the village • Installing garbage bins in the village and conducting cleanliness awareness campaigns • Utilization of funds remaining under various schemes for village development and ensuring that the Gram Sevak regularly visits the villages

Outcomes of the Social Audit conducted by Partner organisations: Issues and their analysis

Scheme	As per data received from Health Department			As per Social audit verification	
	Total number of women	Women received benefit	Percentage women who received benefits	Women received benefit	Percentage women who received benefits
Pradhan Mantri Matrutva Vandana Yojana					
First installment received	234	99	42.3%	76	32.5%

According to the information from the Government records, out of 234 eligible women, 99 and 98 women have received their first and second installment respectively. But on physically verifying this information, this number turned out to be 76 and 65 respectively. Therefore, even if the Government claims that the benefit of this scheme is given promptly, there seem to be major gaps.

Department wise issues	Total present issues	No. of issues resolved	Issues under follow-up
Agriculture department	3	0	3
Public Health Department	55	18	37
Public Education Department	54	24	30
Integrated Child Development Department	29	11	18
Tribal Development Department	25	21	4
Village Development Department	23	0	23
Public justice department	4	0	4
MNREGA	3	00	3
Public Health Department	3	0	3
Animal Husbandry Department	1	0	1
Telecom Department	1	0	1
Public infrastructure department	1	0	1
Total issues	202	74	128

On analysis of the issues emerging from the Social audit process underway in 30 villages, it is seen that these issues are related to a total of 12 public service departments. Majority of these are related to Education, ICDS and Village Development Departments. The follow up of these issues is being done at the Village and Block level. Many of these issues are progressing towards getting resolved but many will still need to be raised at the block and district levels.



Positive changes at the village level after Social audit-

Service providers started becoming regular (Less absenteeism)

Many villages complained of high absenteeism among service providers and officers. A direct and visible positive effect of Social audit and the environment created by it was that the authorities started coming to work regularly.

- In Pathan Maandva village of Ambejogai block in Beed district, the agricultural assistant never visited because of which the farmers were not able to get information related to various farming schemes on time. At the public hearing, the farmers raised this issue directly to the agriculture assistant who accepted his mistake and promised that he will visit the village regularly.
- The Sugaon village in Ambejogai block of Beed district has a well-built sub centre with functional residential facility for the nurse. Even despite orders from the Gram Panchayat, she would not stay there. This issue was raised by villagers and now the nurse lives in the village to provide 24X7 services to the people.
- The villages in Kurkheda block are small and scattered. All villagers complained that the Gram sevak hardly ever visited the villages. After the Social audit, the Gram sevak shared his problem that due to the vacant post of gram sevak allocated to the villages, he has to cater to more villages. After understanding this issue, the villagers requested the gram sevak to visit their village at least once a week which then he agreed upon.

The benefit of the schemes is being distributed more systematically:

In the Social audit, many gaps had emerged regarding individual benefit schemes. Ex: Pregnant women beneficiaries under the Pradhan Mantri Matrutva Vandana Yojana did not receive all the installments or sometimes did not receive any benefit at all. After raising these issues at the public hearing, the beneficiaries started receiving the benefits.

Gaudwaadi village from Sangola block of Solapur district depriving its beneficiaries of receiving the benefit:

In Gaudwaadi village of Saangola block in Solapur district, when the verification team was visiting the beneficiaries' houses, the nearby villagers came to know about the social audit process and began interacting with them. Villagers from other villages told the verification team about some pregnant women in their village that had not received benefits. The team noticed that these women were not listed as beneficiaries in government records that they had received. They decided to visit these women. They found out that these women were eligible but not listed.

There are 2 ASHAs in Gaudwadi village and they worked in 2 specific areas because of which other parts of the village were neglected. The families in these areas did not know and did not receive benefits of any schemes. The team analysed the data since 2017 and found 67 women who had received partial or no benefit at all. Since the verification, awareness regarding this issue spread across the village and slowly, beneficiaries who had received the partial benefit, began getting the rest of their instalments. Even then this issue was raised during the public hearing. The women receiving partial benefit and those who did not receive benefits despite being eligible were present at the hearing. After the hearing, this issue started getting resolved. 47 out of the 67 women received benefit and follow-up for the rest is ongoing.

As a result of this rigorous door-to-door follow up of beneficiaries, Manavlok Sanstha, the implementing field organization has observed that the number of beneficiaries this year has increased as compared to last year.



Positive changes at the village level after Social audit-

Increase in demand for training and usage of collected information

- The villages in Kurkheda block from Gadchiroli district come under the PESA (Provisions of the Panchayats Extension to Scheduled Areas) Act. These villages are small and have Group Gram Panchayats. But each Gram Sabha (village council) has decision-making rights. In Korchi block of Gadchiroli district, nearly 100 Gram Sabha came together to form one Maha Gram Sabha. (federation of the village councils) Because of this organization, people are able to exercise their PESA and forest rights.
- Aamhi Aamchya Arogyasaathi organised a study tour for the VSAG of Kurkheda and acquainted them with the process of the Maha gram sabha. Because of this, people of Kurkheda have become empowered and are able to exercise their rights. The work of erecting an electricity tower was started through the forests of Yedapur and Aandhali with the permission of the Collector. But permissions for the same were not taken from the concerned Gram Sabhas. Therefore, these Gram Sabhas raised this issue with the concerned authorities and have asked to be compensated for the losses resulting because of it.
- After the public hearing in Sangola block of Solapur district, the School Management Committees (as part of Sarva Shiksha Abhiyaan) of certain villages have themselves asked for training to be able to function effectively.

Realising the importance of Monitoring

In Sugaon village of Ambajogai, the Gram Sabha, without consulting with the people, decided to cut down old trees in the village. Upon learning of the Social Audit process, the VSAG objected to it and wrote to the Gram Sabha demanding an explanation. After this, the Gram Panchayat revoked cutting down of the trees.

१२ गावांमध्ये सामाजिक ऑडिट

मानवलोकाचा पुढाकार: शासकीय योजनांबाबत जनजागृती

About the Partner Organisations:

1. Aamhi Aamchya Arogyasaathi Kurkheda, Gadchiroli

'Aamhi Aamchya Arogyasaathi' works in Gadchiroli and various districts of Vidarbha since past three decades. Through women and tribal empowerment, the organization works on various issues such as forest, health, farming, environment and rights of the disabled. AAA is also a part of various national networks.

Since Gadchiroli is a tribal dominated district, AAA prioritises work on PESA and Forest Rights Act and works towards empowering the local communities to claim their rights and entitlements.

2. Manavlok, Ambajogai, Beed

'Manavlok' organisation works in Ambajogai since past three decades. It has created a cadre of social activists in almost every village and built their network thus connecting numerous villages in the process. Manavlok has special expertise in acquiring local participation from the people of these villages to address various problems and solving local administrative problems by collaborating with the government as well.

The organisation continues its work by focusing on issues related to farming, water, women's rights and health.

3. Astitva, Sangola, Solapur

'Astitva' works in Sangola block of Solapur district since the past 15 years. This area being drought-prone, seasonal migration of local migration is high. The organization works on finding alternative solutions to issues regarding employment, water, farming.

The organisation also focuses on promoting community collectives of women, adolescents and deprived communities and their training.

4. SATHI, Pune

SATHI originated in 1998 as a part of CEHAT and after 2005 started its work as an independent body. SATHI's work is focussed upon health rights and public health services strengthening through advocacy.

As the State Nodal Agency for Community based Monitoring and Planning of health services, SATHI has a collaborative partnership with local partner organizations and provides training, strategic support to them. It also publishes resource material on various issues, policy briefs, training manuals and guidebooks.