



UNNATI

Organisation for Development Education

ANNUAL REPORT 2018-2019





This is the twenty ninth Annual Report of UNNATI presented before the Executive Council and other stakeholders. UNNATI is a strategic issue-based social development institution strives to develop appropriate forums, methods and tools to articulate the voices from below and enable diverse duty bearers to respond to the needs and demands of the poor and vulnerable sections of the society. Issues of social exclusion and discrimination are articulated by empowering the poor and the marginalized. Social accountability and decentralized governance are promoted by enhancing the participation of civil society leaders and enabling the elected representatives of local governing institutions. The principles of social inclusion and people's participation guide all our interventions. The core activities are developing innovative strategies for social accountability and poverty reduction through field level interventions, knowledge building, training and advocacy.

Vision

Towards an inclusive and democratic society

Mission

Promotion of social inclusion and democratic governance so that the vulnerable sections of our society, particularly the dalits, adivasis, women

and persons with disabilities are empowered to effectively and decisively participate in mainstream development and the decision-making process.

Strategy

We work in partnership with local civil society and people's organizations, local decentralized governing institutions like Panchayati Raj Institutions (PRIs) and Nagar Palikas (Municipalities), government organizations, academic organizations and developmental initiatives of Corporate houses. The experience and learning gained from the grass root initiatives is systematically translated into knowledge building, training and articulation of agenda for advocacy. All initiatives are executed in a framework of collaboration and partnership to empower people for demanding their entitlements and enable the service providers, including the government, to deliver in a transparent and accountable manner. All our activities are guided by three thematic issues:

- 1. Social Inclusion and Empowerment,**
- 2. Civic Leadership, Social Accountability and Governance and**
- 3. Social Determinants of Disaster Risk Reduction**

From the last two years, we have taken a decision to present the Annual Report focusing on projects.

The European Union (EU) supported project on Access to Information on Public Programs came to an end in December 2018. The 14 projects supported by EU on the same theme demonstrated effective strategies and made substantial outcome in enabling public programs reach the last mile. It was felt necessary to document the strategies adopted and outcomes and hold a national consultation to advocate for replication and mainstreaming of some of the strategies. A six month extension was granted by EU.

UNNATI was granted another five year term project by EU on Ensuring Water Security and Combating Desertification (Marugarhmein Jal Swavlamban) from April 2018. The project is implemented in Western Rajasthan of Thar desert region which is ecologically fragile and is also facing the impact of climate change. The region is facing challenges of soil erosion, rapid shifting of sand dunes, desertification, moisture stress, and prolonged dry spells which can be attributed to climate change. Neglected management of common property resources (CPR) has also adversely impacted the fragile desert ecology leading to desertification, increasing wind velocity and heat wave. This has the potential of putting the agrarian economy at risk and exacerbating the problem of water and food insecurity. The project aims to enhance community action, particularly with the participation of women's groups (Jal Saheli Group) and Panchayati Raj Institutions (PRIs) to address water security. The project intensively covers 150 villages and 30,000 households in Sindhri and Patodi block. It intends to cover 750 villages of 10 districts through CSO engagement.

The project on Ensuring food security and strengthening community resilience against droughts is being implemented from October 2016 covering 50 villages of Patodi and Sindhri blocks of Barmer district of Western Rajasthan where the living conditions are harsh with water scarcity and recurrent droughts. The project seeks to reduce vulnerability in a semi-arid agro-ecology focusing on dalit community. The project contributes to strengthen resilience against hunger crisis and to improve food security of marginalized communities. The agency of woman farmers and adolescent girls is developed to facilitate change as they have faced the brunt of double discrimination and marginalization. The project is being supported by BMZ and Malteser International and continue till June 2020.

The project on Building a Platform for Social Accountability Practices to strengthening voices of the marginalized for assertion of entitlements is being implemented in Gujarat with the support of National Foundation for India from October 2017. The project will end in December 2020. The objective of the project is to develop and demonstrate social accountability tools that can be used by community and CSOs to improve accountability of public programs and contributing to improve delivery in terms of quality and quantity and reduce irregularities. This project is in the similar line of the EU supported project.

A new project is approved by Unicef in October 2028 for Promotion of an Enabling Eco-system for Promotion of Child Responsive Governance through Gram Panchayat Development Plan (GPDP) in Gujarat. This project is conceived to strengthen decentralized planning under

GPDP promoted by Ministry of Panchayati Raj in general and enabling gram Panchayats to respond to the needs of the children and women for making proper planning and utilization of funds in particular. The project has been initiated in 10 Gram Panchayats each in Bhachau and Poshina block as demonstration and the learning will be shared with the government of Gujarat for replication. It is a yearlong project with expectation of continuity.



American India Foundation (AIF) has been supporting a project on Improving Quality of Primary Education and Strengthening School Governance for the last five years in Gujarat. This year AIF extended support in Rajasthan. As the title indicates, the project aims to improve quality of education through reducing the extent of migration and ensure that all children of age group 6-14 years attend school for the entire academic year and to create an environment in the area that promotes education and encourages children to continue schooling.

On the issue of Disaster Risk Reduction (DRR), UNNATI is part of a Netherland based consortium support called Partners for Resilience (PFR). The PFR members are Red Cross, CARE, Wetland International and CARITAS. The major focus of the project is to develop grass roots level risk management practices and advocate for effective risk management strategies and policies at the state and national level. This project started in January 2018 and continue till December 2020.

UNNATI is engaged in the socio-technical facilitation in owner driven reconstruction in earthquake affected Gorkha district in Nepal. The reconstruction is a support by Govt. of India to Govt. of Nepal. The project on socio-technical facilitation is awarded by Govt. of India to UNDP Nepal. UNNATI is one among the four CSOs under Owner Driven Reconstruction Collaborate (ODRC) to provide support to house owners to access financial assistance, material procurement, appropriate technologies, skillful mason and labor and land resources for housing. It is a two-year long engagement from April 2018.



Strengthening Inclusive Civic Leadership of Social Accountability and Effective Delivery of Public Programs in Rajasthan and Gujarat, India

Supported by European Union

2018 was the last year of the EU supported project Strengthening Inclusive Civic Leadership of Social Accountability and Effective Delivery of Public Programs in Rajasthan and Gujarat, India. It was extended to June 2019 to take care of some consolidation and explore replication/mainstreaming of the strategies adopted in the project. It aimed to make 22 major public schemes and programs under Social Protection and Security, Health and Nutrition and Primary Education to effectively reach the last mile by creating an empowered demand of the most excluded groups and holding the delivery institutions accountable. It aimed to reach out to 18,000 households in 4 blocks of Barmer and Sabarkantha districts of Rajasthan and Gujarat. It was proposed that the average benefit from public program available to a poor household will be tripled in the duration of the project.

In Gujarat, the average household benefited in money terms increased from Rs. 6,342 to Rs. 56,181 and in Rajasthan, it increased from Rs. 41,966 to Rs. 150,549. The increase is evident in all three sectors – primary education, health and nutrition and social security and protection. In Gujarat, there is big shift in the benefits accrued from Social Security schemes. During the baseline people were getting almost no benefits from social security schemes. The results were also validated when a comparison was made between a project and control village in Patodi block of Rajasthan during December 2018. (Detail mentioned below in table)

In the five years of the project, information on public programs was provided to more than 35,000 households. 38,547 people were helped to get benefit of public

	Project village	Control village
Avg. HH benefit in social security	Rs. 25,14,883/70 HH = Rs.35,927	Rs. 3,69,173/69 HH= Rs. 5,350
Avg. HH benefit in health and nutrition	Rs. 270,850/70 HH = Rs.3,869	Rs. 97,260/69 HH = Rs. 1,410
Avg. HH benefit in education	Rs. 309,100/70 HH = Rs.4,416	Rs. 88,167/69 HH = Rs. 1,278
Avg. HH benefit in other schemes	Rs. 112,80,240/70 HH = Rs.161,146	Rs.34,98,320/69HH = Rs. 50,700
Overall avg. HH level benefit	Rs. 143,75,073/70 HH= Rs.205,358	Rs.40,52,920/69HH= Rs. 58,737

schemes directly and the grievances of 5,876 people were supported for redressal. Improved information disclosure was facilitated for gram panchayats and village institutions at 1346 locations.

A protocol on organizing disability certification camp was developed which was adopted and implemented by the Government in Gujarat by which the coverage increased by many folds all over the state. The eligibility of social security schemes extended from BPL cut-point of 16 to 20 which doubled the coverage. The amount of old age and widow pension and benefit in Palak Mata Pita scheme (foster care support for development and education of orphans) increased.

In Rajasthan too, glitches in Palanhar and Hitadhikari scheme implementation were ironed out and leakages in PDS was addressed.

The core strategy of the project was to strengthen community demand for public programs. The mechanisms for

IRCs	No. of Visitors at IRCs				
	2014	2015	2016	2017	2018
Patodi	121	479	610	655	926
Sindhri	175	1,185	1,278	1,440	1,534
Poshina	48	239	74	85	495
Vijaynagar	342	328	209	809	706
Total	686	2,231	2,171	2,989	3,661

strengthening community demand were information campaigns, participatory monitoring, citizen centric actions for social accountability, strengthening social accountability forums and support through Information Resource Centers (IRCs) at the block level.

Improved Access to information and services

In the five years of the project, 11,738 people came to the Information Resource Centers (IRC) that have served as ‘Information Clinics’ advising people who come there with different and unique problems. IRCs provide information to citizens and PRI representatives on government programs. Common Service Centers (CSCs) of the government



currently only help people to make applications. So, it is decided to provide training to CSCs of all the blocks in Barmer district as a pilot to enable them to take up additional roles for improving access to public programs for the people.

In Rajasthan web (IT) enabled mechanism (Rajasthan Sampark) has been extensively used for grievance redressal. In both states, there have been regular discussions on grievances with the authorities at Taluka, District and State level. 5,876 grievances have been supported for redressal. 68 percent of the grievances registered were redressed.

The citizen leaders are important village level resource in enabling people to access the public programs. 506 citizen leaders have undertaken more than 8000 actions for improving access to public programs, promoting citizen participation in Gramsabha and popularising social accountability through information disclosure and social audit. Citizen Leaders are backed by and accountable to Community Organisations. Efforts have been made to form and strengthen Gram Vikas Sangathans (GVS) with inclusive representation. These citizen leaders are not only being imparted updated information about the different public programs but also made skilled to fill up forms, write clearly worded applications and grievances, gather information from digital sources etc.

In Patodi and Sindhri blocks of Rajasthan, the Suchna Swabhiman Yatra (Information campaign on Public Programs) was repeated focusing on the schemes on which people had relatively low awareness. The schemes covered are Bhamashah Swasthya Bima Yojana (BSBY – health insurance for poor), Hitadhikari

Yojana (package of schemes for unorganized sector workers), Pradhan Mantri Awas Yojana, 'Apana Khet, Apanakaam' under MGNREGA (water and land work on individual land of SC, ST and BPL) and scholarships for students from SC, ST and minorities. Information was also provided on the provisions of the Public Services Guarantee Act, especially the time limit for making different schemes, certificates, or services available to citizens.

In Gujarat, information camps are organized at the village level - in Poshina, 25 information camps were conducted and eight in Vijaynagar in 2018 particularly to register demand under MGNREGA. Following this campaign, 918 Households got work in Poshina.

Participatory monitoring of public programs helps to engage citizens in strengthening village institutions and demanding accountability. People get exposed to different grievance redressal strategies. Seven rounds of campaigns were facilitated. Using pictorial chart, the community monitored the implementation of Anganwadi, primary school, health centers, MGNREGA, PDS and social security pensions.

During the year meetings of citizen leaders and members of Gram Vikas Samitis (GVS) were organized on Leadership and Sustainability of Strategies for Accessing Public Schemes. The objectives of these training were to:

- (i) Understand the role of Citizen Leaders in shaping the role of Gram Vikas Samitis,
- (ii) Enhance the skills of citizen leaders for strategically building and maintaining relations with stakeholders and
- (iii) Evolve strategies at the community level for effective delivery of public programs on

the long run beyond the project period. Apart from scheduled trainings, 10 citizen leaders in Rajasthan underwent a 5-day training on land related issues and use of law organized by Loktantrashala. In the 5 years, 229 block-level meetings of citizen leaders have been organized.

Efforts have been made to reform, educate and activate the School Management Committee (SMC), Village Health Sanitation and Nutrition Committee (VHSNC), Village Vigilance and Monitoring Committee (VVMC), etc. to make program delivery effective. The committees were either not formed or were not active. Members did not know that they were in the committees. This is primarily because of faulty selection of members by frontline government functionaries.

In 2018 in Poshina, all the committees under the 49 fair price shops (FPS) were reconstituted and the list was uploaded on the website of the Food and Civil Supplies Department. In Vijaynagar taluka the matrumandal samitis under the anganwadis were activated. Three cluster

wise sammelans of matrumandal samities were organized in which 76 women samiti members, over 100 other women from the community and 106 anganwadi workers participated. In these sammelans the role of the matrumandal members, relevance of anganwadis - benefits derived from the ICDS scheme and health department and the difficulties faced by anganwadi workers was also shared. At these sammelans, action plans to revive and strengthen the matrumandal samities were drawn up. The Child Development and Protection Officer (CDPO) and the supervisory staff also participated.

In Patodi and Sindhri blocks of Rajasthan, VHSNCs were helped to open bank accounts and receive the untied funds mandated for them. The meetings of VHSNCs have been forums to demonstrate and discuss on important issues such as hand washing, diet diversity, under-nourishment and promotion of institutional delivery. SMC, VHSNC and anganwadi monitoring committees are made in all intervention villages and citizen leaders have taken over the



Citizen Leaders Demand Accountability Using Diverse Mechanisms

Pending compensation under SC and ST (Prevention of Atrocities) Act

The Act stipulates compensation for victims of atrocities at different stages of accessing the legal system. Citizen leaders Jiyaram from village Khardi and Pokarram from village Khanoda held community meetings in 15 nearby villages and gave information to the people on the main provisions of the Act. In the process, they identified 8 cases of non-payment. They lodged a grievance with the Director, Social Justice and Empowerment Department with details and finally on March 7, 2018, payment of Rs. 5,50,000 was made.

Activating MGNREGA works

Work of MGNREGA were stalled in Poshina Taluka since a couple of years following a major report of malpractice. Savjibhai Dabhi, a citizen leader from Lakhiya village tirelessly followed the Gram Panchayat, Sarpanch, Talati, APO etc. and demanded for work continuously. He gave many applications in writing to the panchayat at both gram and taluka level, met TDO and asked for the work. By his efforts after 3-4 years, MGNREGA work started in Poshina Taluka. People did not have job card. He helped the villagers who were willing to work for Adhar Card, job card and opening bank account. In his village 1015 laborers got work for 94 days as a result of this effort.

Mobilising the community to demand entitlements under NFSA

People of Sembaliya village in Poshina taluka were not getting ration according to the entitlements, and Rs. 10 was being charged for the coupon and the bill was not issued to the customer. All the citizen leaders from Poshina taluka made an application to the Mamlatdar, DSO and the Collector. Because of which Village Vigilance and Monitoring Samiti under the FPS as part of NFSA was reconstituted in all the 49 Fair Price Shops (FPS) in the taluka. Jayantibhai Chunabhai Gamar, a Citizen Leader, from Sembaliya village was provided with a laptop by the FPS shop holder to issue coupons to the villagers. Jayantibhai, visits all the falias in the village, takes the finger reading and informs the households about their entitlements.

Demanding Accountability from Health Service Delivery institutions

In Poshina taluka mothers of newly delivered children were not able to avail the benefits of Janani Suraksha Yojana (JSY) and Kasturba Poshan Sahay Yojana (KPSY).

Raman Solanki, member of GVS, Tebda village filed an RTI for the pending payment of JSY and KPSY installments as well as started regularly visiting the CHC, Lambadiya. Receiving no reply to the RTI within the stipulated time limit of 30 days he made an appeal to the appellate authority. The Medical Officer answered all the questions satisfactorily and assured that money will be released soon to all the beneficiaries. After some weeks, the pending payment of JSY and KPSY was released. This incident has left a positive impact on the working of the CHC. The Medical Officer now listens to the grievance of people and specially those raised by citizen leaders and tries to resolve them. People are getting the benefits of all the services offered by the CHC and have access to medicines too.

Regularizing the functioning of schools to enhance learning levels

A GVS member of Ambamahuda named Gulabbhai Parmar faced great difficulties in admitting his daughter to a high school after the 8th standard as her learning levels were not up to the mark. After this Gulabbhai called a meeting of GVS and discussed the issue of level of education in their village school. GVS started monitoring the school everyday. In Poshina the primary school teachers do not come regularly and teach properly. Most of the time the teachers are busy with their mobiles. Some educated people also went to the school and started teaching the children. With the pressure from the community, the teachers also started coming to school regularly and on time. Teaching standard also improved.

Types of Information Disclosure and locations in 2018

S.no	Type of Information	Patodi	Sindhri	Poshina	Vijaynagar
1	Basic Village Information			32	5
2	Services provided		3	32	
3	Program level committees	36	3		1
4	Enrollment and attendance of children	2	2		
5	Works undertaken with expenditure		4		
6	Category wise beneficiary list	132	4	32	
7	MGNREGA Annual Plan	26			
8	GP approved plan	42			
9	Affiliated hospitals in RSBY/ BSBY	22			1
	Total Locations - 379	260	16	96	7

responsibility of conducting regular meetings. When the committees are activated and have regular meetings, many local issues like provision of drinking water in the school, repair of class rooms,

appointment of teachers, regularization of home visit of ANMs, attendance in school and anganwadi centers, supply of ration in the PDS as per the entitlement are addressed.



255 government programs and events were supported in 2018. In the five years of the project, 546 government camps were supported ranging from disability registration and certification camps, distribution of aids and appliances to persons with disabilities, Mother and Child Health and Nutrition, government campaign on protection of girl children under 'BetiBachao, BetiPadhao' and the like.

Practices of Local Governing Institutions Strengthened

All 62 gram panchayats have taken some actions for improving service delivery, social accountability and participatory planning. Improved information disclosure was facilitated at 610 locations. All disclosures have been on demand of people and have been used by them for accessing public programs. Through advocacy efforts, Government Orders were generated for information disclosure at anganwadis, wall-writing of list of affiliated private hospitals under Bhamashah Swasthya Bima Yojana (Health Insurance Scheme) and Rate charts were painted at all E-mitra outlets.

Gram sabha has a very important role in ensuring people's voice in the local development planning and social accountability of service providers and government functionaries. However, information about gram sabha is not provided to people. A perfunctory gram sabha happens with the participation of a few powerful people. Gram sabha mobilization is thus an important agenda in our proposal to improve the participation of people in their development.

In year 2018, 40 gram sabhas were supported. In the five years of the project,

537 gramsabhas have been mobilized and facilitated. Gramsabha also has a very important role in beneficiary selection. Unnati informed people through voice messages on mobile phones and specially prepared the citizen leaders to inform people to attend the Gramsabha. Gram Panchayats have been supported for improved information disclosure at 379 locations. In total, 1346 improved information disclosures were made by panchayats.

Four model panchayat level Information Resource Centers called Nagrik Suvidha Kendra (NKS) have been set up in Gujarat. Two centers were set up in Vijaynagar taluka in Kanadar and Navabhaga panchayat and at Poshina two other centers were set up at Sembaliya and Ganva panchayat. With each of the panchayats a tri-party contract was drawn up between – the panchayat, Gram Vikas Samiti and UNNATI defining the role and responsibility of each on a stamp paper of Rs 100. Equipment comprising of one computer, printer cum copier cum scanner and a universal dongle to access internet with any SIM card was provided. The centers are run by the member of the GVS nominated at a location near the panchayat or at the panchayat premises as appropriate. The main role of the NSK is to reach out to vulnerable families and make government schemes accessible. Information related to three major program can be accessed online in Gujarat – MGNREGA, NFSA and Pension.

Demonstration of best service delivery practices and making implementing mechanism responsive

Information Resource Centers (IRCs) were an integral component of the project implemented in the five years. 11,738

people had visited the Information Resource Centers in all the four blocks with specific problems concerning access to public schemes and were guided towards resolution. IRCs also identified eligible people currently left out of the public program net and helped them to make applications. IRCs also interfaced with line departments for pro-active disclosure and grievance redressal. All applications and grievances that were supported were tracked till satisfactorily addressed. Every morning 'information clinics' were organised which advised people on their specific problems regarding their entitlements and helped to redress individual grievances related to the public scheme by examining web-based information available on the government websites and portals. It was felt imperative that such a unique and important service should be available for the citizens in the government system. The Common Service Centers of the government that were already helping people to make applications for their entitlements could play this role effectively. They would however need to deeply understand the provisions of the

different public programs, problems and issues usually faced by citizens and strategies for redressal.

As suggested by the EU Mission visit by the Program Officer in October 2018 the above mentioned idea was presented to the Government of Rajasthan and with the sponsorship of DoIT, the CSC operators in Badmer district (in the 17 blocks) were trained on the modalities of 'information clinic' to expand their role and improve the access of public programs for the poor.

The trainings focused on how to navigate the government websites and portals to provide satisfactory answers to the queries on the status of public programs they are entitled to and register grievances if any. There were 447 participants in the 17 one day trainings at the different block headquarters.

Three issues of the four-monthly bulletins Vichar was disseminated to 1250 readers in Gujarat and 900 readers in Hindi. Six leaflets on specific schemes were re-printed for dissemination in Gujarati



Baseline and end-line comparison in Gujarat

Sr. No.	Services	Coverage		Benefit in terms entitlements		
		Baseline (400HH)	End-line (400HH)	Baseline	End-line	
1	Mid day Meal	93.75%	100 %	40.25%	100%	
2	Ann Triveni Yojana	0%	100%	0 %	100 %	
3	Janani Suraksha Yojana	48%	55%	55%	68.5%	
4	Expense in Private Hospital	60.25%	13.75%	Average HH exp. Rs.4751	Average HH exp. Rs.828	
5	Old Age Pension	0.72%	45.32%	50%	80.32%	
6	Awas Yojana	23 HH	108 HH	Average HH receipt Rs. 20000	Average HH receipt Rs. 94620	
7	MGNREGA	7HH (1.75%)	155HH (38.75%)	Average HH wage Rs. 1128	Average HH wage Rs. 4045	
8	PDS/NFSA	232 HH	351 HH	Average HH benefit Rs.1280	Average HH benefit Rs.8437	
9	Attendance of children in Anganwadi against enrolled (Derived from the CBM)	6.8%	56.67%			
10	Attendance of students in primary school against enrolled (Derived from the CBM)		28%			62.78%
11	Palak Mata Pita scheme (no. accessing against no. eligible - Derived from the CBM)		2/24			31/39

during 2018. The public scheme book was reprinted (1000 copies) in Gujarati in collaboration with AKRSP (I). The schemes related to education, health and social protection including NFSA, MGNREGA were updated and an additional section on schemes related to livelihood and agriculture was included. All the government resolutions, circulars, notifications and Acts related to the schemes printed in the book were compiled as soft copies with a few hard copies (photocopy). All the materials produced were circulated in the project end workshop held on December 1, 2019 at Ahmedabad to all the participants. A set of these materials have were handed



Baseline and end-line comparison in Rajasthan

Sr. No.	Services	Scheme Coverage		Benefit vs. entitlements	
		Baseline (400HH)	End-line (400HH)	Baseline	End-line
I Social Security and Protection					
1.	Old Age Pension	87.6%	93%	59.4%	92%
2.	Pension for widows/ single women	79.4%	94%	56.5%	72%
3.	Pension for persons with disabilities	82.6%	77%	49.6%	76%
4.	Palanhar yojana (for orphans and vulnerable children)	36.4%	100%	20%	100%
5.	PannadhayJiwan Amrit Yojana (life and disability insurance for BPL)	50%	66.7%	0	50%
6.	PDS/ NFSA	85%	100%	51%	92%
II Public Health and Nutrition					
7.	ICDS (services of anganwadi)	21.6%	89%	17.5%	88%
8.	Average attendance of children in anganwadi against enrolment (Derived from the CBM)	5%	54%		
9.	Observation of Mother and Child Health and Nutrition (MCHN) Day/ MamtaDiwasin anganwadis (Derived from the CBM)	47%	88%		
10.	Maternity entitlements (Janani suraksha Yojana and Subhlaxmi/ Rajshree yojana)	76%	94.5%	79.7%	82%
11.	RSBY/ BSBY coverage	9.5%	96%	0	97%
12.	Public health services	15.8%	100%	32%	99.7%
13.	Average HH expenditure in private hospital	Rs. 2,555	Rs.376		
14.	Immunization	67.9%	98%	38.9%	99%
III Primary Education					
15.	Mid-day Meal Scheme	100%	100%	99%	100%
16.	Student scholarship	28%	94%	33.7%	54%
17.	Attendance in primary school against enrolment	68.5%	88%	Derived from CBM	
IV Others					
18.	Individual land development works	74%	98%	53.6%	91%
19.	Housing support	64%	100%	80.5%	85%

over to relevant government departments at the State, district an, taluka and panchayat levels for reference.

During the year 2018 more than 20 kinds of different voice messages were

transmitted to 2508 contacts in Gujarat and Rajasthan to the contacts at the four blocks like the citizen leaders, members of the various samities, elected representatives and service providers and officials of various government line departments.

Networking on education, health and social security for sustained advocacy on policy and operational changes to improve quality of delivery of public services

UNNATI has partnership with the state and national level organizations/ networks, educational institutions and government authorities (Pension Parishad, RTE Network, Jan Swasthya Abhiyan, National Campaign on Dalit Human Rights, Gujarat Mahiti Pahel; academic institutions like Indian Institute of Management, Ahmedabad (IIMA) working on RTE and strengthening School Management Committee and government authorities like State Institute of Rural Development and State Information Commission in both Gujarat and Rajasthan. More than 10 issue notes are prepared and used for advocacy at the district and the State.

In the last two years UNNATI has continued to work closely with SIRD on capacity building on GPDP in both the states. UNNATI hosted several consultations between CSOs of Rajasthan and the State Government for facilitating reforms in public programs and pro-active information disclosure.

Two CSOs in Gujarat and seven in Rajasthan were supported to enable communities from 20 panchayats access the benefits of public schemes. In Rajasthan, the CSOs conducted two awareness campaigns during January – February 2018 and October – December 2018. In the campaigns, eligible persons were identified for availing benefits. Forms were filled and submitted. SMCs, VHSNCs, PDS and the monitoring committees of anganwadis etc were reconstituted and proactive disclosure of

the same was done on the walls of the panchayats.

Feedback to the National Child Protection Policy was provided from a disability perspective along with a coalition of CSOs led by Equals, Chennai. In 2019 the India country report on implementation of the convention on Rights of persons with Disabilities (UNCPRD) shall be presented to the UN Committee. We participated to prepare the shadow report and have shared our feedback to the coalition led by Bapu Trust, Pune and NCPEDP, New Delhi. Separate report has been prepared on Article 6: Girls and Women with disabilities to be presented at the UN in 2019 by an informal group of Women with disabilities (Women with Disabilities India – WWDIN) based at SMRC, Bhubaneshwar.

A participatory project evaluation was done by Samarthan- Centre for Development Support, Bhopal. The evaluation study recommended regarding sustainability of GVS, developing the information clinics into viable social enterprise, anchor in local panchayats to ensure that GPs continue responding to social issues, and facilitate higher levels of disclosure.

Reaching the last mile: Project End Workshops in Gujarat and Rajasthan

The project end workshop for Gujarat on the lessons drawn from the EU supported project on 'Improving Access to Information on Public Schemes' in Gujarat was conducted on December 1, 2018 at Ahmedabad. In this workshop, there were around 100 participants from 33 CSOs, 30 citizen leaders and four academic institutions participated along with staff members.

The project end workshop in Rajasthan on enabling mechanisms for access to public programs was held on November 17-18, 2018 in Jodhpur. Citizen leaders were also invited from other parts of the state for sharing on strategies, methods and impact of working for improving access to public programs. A short compilation of the efforts of 20 selected citizen leaders from Patodi and Sindhri 'Badhte Kadam' was released. Songs in between the sessions and cultural program in the evening of the first day were arranged to give a festive feeling and impart information in an easy and light manner. A comparison of the baseline and end-line survey data and information generated through CBM process, was shared in the workshops.

Documentation of best practices of the 14 Projects implemented on Improving Access to Information on Public Schemes

In the various project partners meeting, it was felt that each of the project partner has developed significant strategy in improving access to public programs. On the interventions of each of the 14

partners two-page summary outcome document was prepared. A 120 page dossiers of best practices with case studies was prepared with an analytical summary of the strategies for accessing public programs. Broadly, the 14 partners developed strategies on four broad areas: (i) Targeting and Access to Information for Improved Delivery of Public Programs/ Schemes Reaching the Last Mile: Use of technology and e-portals, strengthening the Common Service Centers, community owned information Centre and Social Enterprise. (ii) Social Accountability: Use of social accountability methods (Community based monitoring, social audit and pro-active disclosure), (iii) PRI – SHG linkage to improve demand for service delivery and (iv) Interface with government, partnership and research for mainstreaming of strategies.

National Consultation on Mainstreaming and Upscaling the Strategies to improve Access to Public Programs

A national consultation was organised on June 27, 2019 at India international



Centre, New Delhi. All the 14 partners and external organisations explored the possibility of mainstreaming and upscaling some of the strategies.

The Technical Session – 1 was on 'Strategies in Targeting and Access to Information for Improved Delivery of Public Programs/ Schemes Reaching the Last Mile: Use of technology and e-portals, strengthening the Common Service Centres, community owned information Centre and Social Enterprise'. The session chair was Dr. Sanjeeb Patjoshi, Joint Secretary, MoPR, Gol. Two presentations were made by Project partners on Targeting the Vulnerable Groups: Community Based Organisations and Federations through Demeaned Generation and ii. Access to information: Use of technology and e-portals to enable access to schemes, strengthening the Common Service Centres, community owned information Centre and Social Enterprise

Dr. Namrata Jaitley – Save the Children India and Mr. Subramanian Pattabiraman – EU made the observations on the strategies adopted. Dr. Namrata remarked that it is unique to have a program going back to basics like community collective, mobilisation for improving demand generation for access to public programs. Information campaigns should not be undermined. In terms of information centres, it is important to have human interface along with physical infrastructure. Government has brilliant schemes but the barriers need to be addressed. Mr Subramanian stated that a clear social enterprise model has been established. Community owned and cost-effective model has been established and it is a simplified version that can be easily scaled up. People need facilitation – one of the learning's, one need to go beyond

in accessing the schemes. Information centre model gives us the scope for social enterprise. It is time to understand how technology can lead to access to information and how it can be an enabler for accountability. Dr Sanjeeb Patjoshi concluded by stating that the we have to design the system to foresee the needs of the people. Artificial barriers still exist for people to access to information and benefits. Unless we remove such artificial barriers, benefits will not reach the deserving people. When the poor has to go for self-selection, in our system it is very difficult to prove eligibility. Hence, in facilitation, respect for poor is much more important. He gave examples of facilitating benefits for the street children. Accessing entitlements by the poor is very challenging and it will require intermediation and pleaded for support for such kind of work.

The Technical Session – 2 was on Social Accountability and PRI-SHG linkage and Interface. The Session Chair was Ms. Ranu Bhogal, Oxfam. Three presentations were made by Project Partners on: i. Use of social accountability methods (Community based monitoring, social audit and pro-active disclosure) in improving the performance of public schemes and institutions, ii. PRI – SHG linkage to improve demand for service delivery and iii. Importance of interface with government, partnership and research for mainstreaming of strategies. The Expert comments were provided by Ms. Jashodhara Dasgupta – NFI, Mr. Sudhir Sinha, representing the Corporate sector and Ms. Anasuya Gupta – EU. Ms Jashodhara Dasgupta emphasised that more research can be done with the amount of knowledge accumulated by all the partners, to dig more on the issues why certain groups were excluded. There is a deeper question

around the reason of marginalization. Information is power, information about resources is more power and resources are contested. We need to bring out some of the challenges faced by the exclusion and marginalization of these groups. Power equation has been changed by the project, the fact that the actors of the state, as gatekeepers are keeping the people away from their benefits. In terms of the outcome, outcomes related to social development were highlighted but credit needs to be given to deeper outcomes - Political change and political capability has been built of the communities/ marginalised/ excluded. Mr Sudhir Sinha stated that there is a need to facilitate and utilise the information so that action can happen, which is essential. People are denied to have access to information and it is politically designed not to give the information. Those who have information are not using that information for their entitlements and rights. Social accountability will only be effective if people are made responsible. Ms. Ansuya Gupta stress on the role of CSOs as being

extremely crucial as people's participation in the governance system can only transform the situation. People need to be empowered as CSOs needs to collectively prove their contribution.

Ms. Ranu Bhogal concluded that we have stopped talking about institution building of panchayati raj institutions. The challenge that we need to grapple with is that CSOs are very small and we have to convince the Department of Panchayati Raj or state to pay for it. We have to identify people and start having such conversations. Idea of community needs to be strengthened. The cost angle needs to be integrated for selling these ideas to the government. In the final concluding remarks Ms. Mashqura Fareedi from Azim Premji Philanthropic Initiatives stated that It is a lifetime of work of the CSOs that has been achieved and it is not just five years of work that is projected. There is a need to widen the coalition involving all 14 partners to mainstream the strategy.



Building a Platform for Social Accountability Practices

(Strengthening voices of the marginalized for assertion of entitlements in Gujarat)

Supported by National Foundation for India

Social accountability mechanisms provide opportunity to ordinary citizens to access information, voice their entitlements and demand accountability. Information on individual entitlements on public programs like Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), National Food Security Act (NFSA), Prime Minister Awas Yojana (PMAY), National Social Assistance Program (NSAP) which includes all pension programs is available in the official websites and portals. These programs have provision for mandatory social audit, use of RTI Act including proactive disclosure, grievance registration under PG portal and other state level redressal mechanisms. However, the vested interest groups do not allow the social accountability process to become a wider people's agenda. It has been observed that the fair price shopowners in PDS or government officials managing MGNREGA or pension programs prefer that the individual grievances are presented before them and they will make the redressal of those cases. They actively resist for publishing or sharing the irregularities in broader platforms. Often the service providers at the grass root level defame the facilitating agencies saying "these NGOs are spreading wrong information in the community", they also come in direct confrontation by putting force to stop such mobilization and social accountability work. UNNATI has mostly received support from the district higher

officials and State Departments. In one case of complaint about irregularities in PDS, the Secretary, Civil Supplies ordered an enquiry and punished the fair price shop dealers. UNNATI has the credibility at the higher level of officials as authentic information on irregularities or poor performance of the schemes is presented with the aim of making the public programs reach the last mile. In many cases, the authorities remember the work of UNNATI with the government in operationalizing social audit which was done during 2010 - 14.

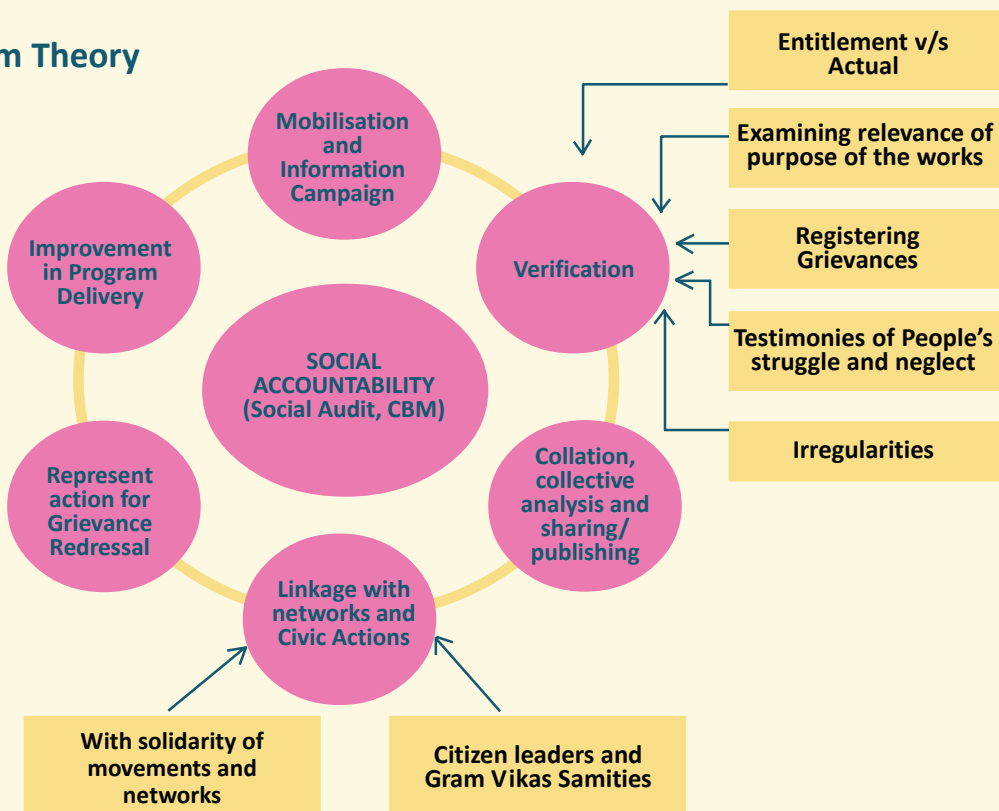
Section 4 (1)(b) of RTI Act prescribes for comprehensive proactive disclosure under 17 categories of information which has to be displayed proactively by all public authorities. Under this section hard information like budget and expenditure on different works, beneficiary lists, availability of stocks like ration, medicines are not physically displayed. IN NFSA if a household does not off-take the monthly ration for a prolonged time, the name is removed from the list of the shop and shifted to abeyance list. In many states this list is under the administrative password by which it is not accessible to public. In Rajasthan the administrative password of the abeyance list is removed after representation by people's organisations. The Grievance Redressal System (SWAGAT) is very weak in Gujarat. In Rajasthan, the grievance redressal system is very satisfactory providing the

information about status of each stage of application/grievances are updated. (This is irrespective of which party is in power)

Public programs are being implemented and also reported about its success on the basis of the data generated by the departments. In this process, people’s view on the status of the schemes are not solicited for improving the quality and changing the program delivery process. If the guidelines developed for different programs are assessed against actual implementation the gaps can be clearly noticed. In every program there is big gap between what is mentioned in the guidelines - ‘de jure’ and actual process of program implementation - ‘de facto’. The glaring difference between ‘de jure’ and ‘de facto’ demands corrective action to reduce transactional cost and irritants faced by the people. UNNATI has been practicing Community Based Monitoring (CBM) and Social Audit for different public programs. In any form of social accounta-

bility (SA) the major focus has been on developing appropriate format to verify the various entitlements due under a program. For example, in MGNREGA the verification process includes (i) registration of job demand, (ii) provision of work within 15 days – timely availability of work, (iii) payment of wage within 15 days of work – delayed payment, (iv) Job card and passbooks not in the custody of workers and no entry, (v) Ghost workers in the muster roll, (vi) Use of machine in place of manual work, (vii) relevance and quality of work, and (viii) work undertaken in the land who was not eligible. These parameters are developed in consistent with the guideline and in consultation with the people for whom the program is developed. Similarly, in the Awas Yojana- Urban, the parameters are (i) choice of the beneficiary, (ii) the variance between the elements mentioned in the tender document and the actual construction, (iii) any irregularity in the allotment, etc. However,

Program Theory



the most important is the testimony of the beneficiaries. The testimonies bring in many issues which can not even ordinarily imagined. The people will only participate and give testimony freely when they feel that they are part of the empowered collective and develop a belief that their voices will bring changes. Hence, community mobilization and education about the SA is an important process. It must be noted that the common people live under a 'culture of silence' and they know that any voicing may jeopardies their existence as they have lots of dependence with the local authorities and people in power. The program broadly follows the following framework the practicing Social Accountability.

Social Audit, CBM and simple verification of entitlements due v/s actual, aim to enable the community to get informed about various provisions of public programs/ schemes and empower them to check and assess the actual implementation against the claim. The emphasis is on recording the struggle of the entitlement holders/ beneficiaries in accessing the benefits and their report about the difference between due and actual benefits after verification and assessment of the program/scheme being implemented.

The citizen leaders are trained to facilitate the following critical steps:

- i. In the beginning, the citizen leaders and the staff undergo a training about the principles and practices of social accountability. The training has a strong component of field level exercise in which they not only learn about tools and techniques of social accountability, but sensitised on attitude and behavior change where they have to live with the villagers and give respect to the people and their experiences for whom the program is designed.
- ii. Information collection on the actual implementation of the schemes in terms of processed followed, how people accessed the benefits and difficulties faces is a critical activity. The facilitators collect information from the website – for example in case of MGNREGA, the information on work done, muster roll, payment order are collected from the official website; in case of NFSA, the entitlement of all the card holders are down loaded from the website.
- iii. In many cases information leaflets are prepared in simple language to inform the villagers about the key features and implementation procedure of the schemes. The helpline number are prominently displayed in the leaflet so that people can directly get involved in registering their grievances.
- iv. A calendar of activities for SA is prepared and implemented for the mobilization, information campaign and verification of various schemes. Usually one basti/ hamlet/ tole / vand is covered in one day which has about 80 to 120 families. Each team consists of male and female members from among the citizen leaders and the facilitating organization. The community exactly knows about the gaps they experience in accessing basic services and reasons for their non-availability. A collective understanding on various schemes and programs particularly about the rights and entitlements is created in the community. The community is asked to list out the public programs that are important for them and out of those which programs are reaching out effectively and which are not. This makes the community to start looking

at the schemes in a comparative perspective. They also start exploring that if some programs are reaching effectively why others are not doing so well. In the village meeting the provisions of all the schemes are explained. A separate kiosk is also set up where individual questions and queries are explained. At the kiosk, web enabled information is also made available with regard to individual entitlements.

- v. Prior to the campaign, information kiosks are set up at the market places where hundreds of people come to know about the schemes as well as the schedule of the SA. Leaflets and pamphlets were distributed to those who were interested to know more. Special activities like 'Jan SamvadRath', cycle based 'SoochnaSeva', 'MahitiSeva'. RTI camps are also organised.
- vi. Followed by information campaign, the verification process is initiated. At the village level priority public schemes are listed and the community is engaged to develop a common list that are to be monitored for which data collection,

analysis, sharing and learning is carried out. While the facilitating agency (UNNATI) suggest some of the indicators, finally the community has the right include or reject. In our experience some of the programs that the community mostly listed as priority are:

- i. delivery of ration under PDS,
- ii. release of instalments under PM Awas,
- iii. access to social security programs like widow, old-age and disability pension,
- iv. timely availability of work and wage under MGNREGA,
- v. selection and release of Palanhar Yojana for foster care support to orphan or children without parental care,
- vi. access to free medicine and health insurance,
- vii. mandatory ANC diagnosis and services,
- viii. services for institutional delivery and benefits under Janani Surakha Yojana,
- ix. release of support under PM Matruvanndan Yojana and Kasturba



- Poshan Sahaya Yojana,
- x. anganwadi level services like growth monitoring of infants, nutritional supplement provided through to pregnant women, lactating mothers, children and adolescent girls,
- xi. enrolment and attendance in the primary school and associated entitlements like scholarships, free textbooks, mid-day meal, etc.

Through a participatory assessment, communities are encouraged to define monitoring indicators to measure status of various services. As the village men and women have no prior experience of interacting with service providers and assessing the standard of services, they find it difficult to develop indicators. Women leaders were taken for exposure visits to local Community Health Centers, PHCs, PDS outlets, anganwadis and primary schools and they interact with service providers as well as service receivers. Prior to the visits, they were prepared for these interactions through simulation. Citizen leaders develop understanding on very simple monitoring indicators like eligible people not accessing the program, those not receiving full entitlements, facilities and basic amenities available at the service point, proactive disclosure of information, functioning of program committees, etc.. Initial field level survey has been done through the use of IT enabled survey tool 'KoboCollect', to understand the status of public programs and schemes related to three thematic areas- Health, Education and Social Security. The study also tried to understand the grievance redressal mechanism and its effectiveness through people point of view. The survey was carried out in 15 villages of Bhachau and Poshina block covering 517 HHs in the project area.

Developing and Demonstrating Social Accountability tools

Community Based Monitoring (CBM) was initiated in Bhachau and Poshina block for Improving Public Services. Regular consultation in form of monthly meetings is held with the Citizen Leaders for sharing of the action initiated by them which contributes for their learning and follows up action plan. The process involved information dissemination on schemes mentioned above. 15 Gram Panchayats have been covered in each of both the blocks.

Training of Citizen Leaders

A group of Citizen Leaders are identified from the community for mobilization and building people's voice on local issues affecting their rights and entitlements. Regular consultations and meetings are held for sharing, learning and follow-up of action-plan. One round of block level training has been conducted on 'Social Accountability and Governance'. The objective of the training was to develop an understanding on local issues and understanding the concept of accountability in relation to quality and accessibility of public programs and schemes and on the role of CL in formation and strengthening of Gram Vikas Samitis(GVS), enhancing the skills for strategically building and maintaining relations with stakeholders.

The CLs have been taking actions on: community meetings for information on schemes, support to access scheme, support to open bank account, AADHAR, renewable of JC under MGNREGA, registering grievances regarding non-access of schemes and services, mobilization of work demand in MGNREGA, support in government camps and programs, gram sabha

mobilization, strengthening village level programmatic committees, verification of entitlement of beneficiaries, monitoring visit to institution and support in participatory panchayat development plan.

Gram Vikas Samiti (GVS) has been formed in 15 GPs each in Poshina and Bhachau block. Support and guidance were extended to people who were not able to access their entitlements due to lack of information about the eligibility criteria, documents required and the application process. Regular information camps are organised at village level for dissemination of information and support for availing the benefits. In the camps, application forms of various schemes and government resolutions are shared with people. The CLs of Poshina area took up a special awareness campaign on quality education in government primary schools. In Charvada village in Bhachau, around 80 families from Koli community migrated to salt farm to work as wage laborers along with the children. Due to these more than hundred children were out of school. The CLs and the GVS members demanded for

opening of seasonal hostel which is a formal provision under Sarva Siksha Abhiyan (SSA) for the children of migrant families. In one of the settlements in Ner Village which is a habitation of a vulnerable group was facing water scarcity even though it has a pipe line. After many community level consultations, the CLs took up the matter with the Taluka Development Officer (TDO) in Bhachau. A formal technical examination was initiated on the water pipe line. It was found that there is no clogging in the pipe line but the water pressure is low as that settlement is at the end of the village and corrective measure was taken up a water supply issue. It has built the confidence of the villagers particularly among the women who did not have any confidence on the ability of the community and the CLs. This is a major shift from the state of complete dejection to hope. These small struggles built the confidence of people on their own action.

The citizen collectives (VDCs) and the CLs are getting familiarised with the social accountability action like participation in Gram Sabha, pro-active disclosure,



community based monitoring to understand the status of the public programs and making direct representation before the authority. However, it is increasingly clearer to the community that there is no formal mechanism for registering grievances. The formal grievance registration is taken up by the government in a campaign mode through village level SEWA-SETU programs. These events are very sporadically held and the community cannot wait for such campaigns to redress their issues. The other mechanism is SWAGAT program which is not viewed as a positive means of grievance registration. The administration prefers that the cases of irregularity should be brought to the attention of the taluka and district and state level officials for redressal. However, the community and CLs find it intimidating and time consuming.

A campaign was organised in Bhachau block on awareness on National Food Security Act (NFSA). It was observed that there are many ambiguities around the implementation of the program - non-clarity over fixing the eligibility, the process of preparation of the priority household list, irregularities in receiving entitlements, etc. In majority of the cases the PDS shop dealers, who are influential members in the village, do not explain the eligibility and the entitlements to people. Although information campaign was targeted towards awareness generation but large number of issues and grievances emerged.

During the campaign all the Gram Panchayats/Sarpanch were informed and invited to be part of the campaign in their individual GPs, campaign schedule was shared with Block administration and Food & Civil supply department, online details of ration card holders under

priority household were downloaded and printed village wise, relevant GRs are displayed, village wise names of the PDS committee member was downloaded and displayed on chart papers, IEC material are developed on NFSA and information regarding the campaign and schedule/road map was shared with Citizen Leader.

During the campaign (30th Oct. to 3rd Nov.) people were asked to carry their ration cards for online verification of their entitlement. People took more interest in getting their entitlement verified and knowing about it first time. Many young men using smartphones contacted the team to learn how to use the portal themselves. Many women took the pamphlets and said they would show it to their PDS shop owner and demand correct quantity of ration. Although issues around Anganwadi also emerged in all the villages during community consultation but people took less interest. PM Matrutwa Vandan Yojana was found to be in place from all the 9 villages covered in the first round. However, there were cases of delayed payments to Janani Suraksha Yojana and Kasturba Poshan Sahaya Yojana. In the 9 villages 315 women, 375 men including 12 persons with disability participated in the NFSA entitlement verification campaign. About 90% of the people whose ration card was verified online were found to be receiving less amount than the entitlement. In all the outlets the ration sold at higher price rice @ Rs.20/kg for rice and Rs.12/kg for wheat and the card holders had no idea about the subsidized price.

The PDS shop owners actively resisted the campaign and threatened with dire consequences. The credibility of UNNATI delegitimized the resistance of the shop owners. The block and district administration supported the social

accountability action as it is a genuine step in improving access to public programs.

Training of PRI representatives

Decentralised planning is an opportunity to put up the local issues in the planning process. The PRI representatives have a bigger role in preparation of plans based on local needs. A workshop was organized in both the blocks for PRI representatives on the preparation of Gram Panchayat Development Plan (GPDP). The main objective of the workshop was to orient the members about the component of GPDP, the tools and methods to be used, and the administrative process and concerns for the approval of GPDP.

Training on Social Accountability Practices

A training was organised for mid-level development professionals and social accountability practitioners on Social Accountability Concepts, Tools and Techniques'. The objective of the training was to orient the professional on different tools of SA such as Social Audit, Community Based Monitoring (CBM),

Citizen Boards, Pro-active Disclosure, data/ record verification process. It also included the theories and concepts of Governance and Social Accountability; adding the concept of social exclusion and inclusive policy. Online use of government portals for information dissemination and grievance redressal mechanisms was the practical orientation of the participants which they will be using in their work area benefiting people as a whole.

The Director, UNNATI is in the governing board of the State Social Audit Society set up by Department of Rural Development. The staffs of the Social Audit Society are provided input on making the operating mechanism effective. A Western region consultation is being planned in collaboration with SETU-Abhiyan on making of the Gram Panchayat Development Plan (GPDP) effective. Consultations are held with the State level officials to improve the capacity development framework for preparation effective GPDP and its implementation.



Building an Enabling Eco-system for Promotion of Child Responsive Governance through GPDP

Supported by Unicef – Gujarat Office

The project focuses on building an enabling eco-system for promotion of child responsive governance through GPDP in Gujarat. It aims to strengthen decentralize planning process responding to the needs of the children and women with utilization of funds in a convergence framework. The planning process started with the engagement of children in articulating their needs and communicating with the gram panchayats. UNICEF celebrates World Children's Day every year to commemorate UNCRC under the tagline of Children Take over Panchayats. This event was celebrated by organizing Baal Sabhas where the PRI members, village front-line workers, Block Resource Persons and Taluka Development Officer reported their work to the children. The following activities are undertaken to demonstrate the child friendly GPDPs.

Scoping Study of performance and outcome of GPDP

A scoping study on performance and outcome of GPDP has been conducted in 100 GPs covering 5 GPs each from 20 Talukas in 10 Districts across five regions of Gujarat. The study examined the effectiveness of the capacity development and support mechanisms available to the Gram Panchayats in preparation and implementation of GPDP; level of mix of activities focusing on physical infrastructure development and social issues like literacy, malnutrition, violence

against women, social justice issues and others and extent of convergence of resources made for implementation of the plan. Extent of people's participation, particularly of women and children in the preparation of the plan was also examined. The study was conducted with the support of ten NGO partners.

Engagement of various standing committees under the GP is an indicator of preliminary participation in the planning of GPDP. With regard to participation the Committees, 47% of GPs have organised meetings with Pani Samiti and 30% with Social Justice Committees. It is lower in Kutch and Saurashtra region. On participation of village level program committees 8 GPs held consultation with School Management Committees (SMC), 6 GPs with Village Health Sanitation and Nutrition Committee (VHSNC), 6 GPs with Matrumandal Committee and 6 GPs with PDS Committees' and 6 GPs held meeting with Village Child Protection Committee (VCPC).

As per the guideline of GPDP 2018, GP Plan Facilitation Team (GPPFT) is expected to be formed in each GP who will facilitate the planning process. The study data illustrates that 28 GPs have formed the team whereas 56 GPs stated that they have not formed the team and 16 GPs have no response to the question. Out of the 28 GPPFTs, only 4 GPPFTs received training. The training of GPPFTs could have

done in a campaign mode to create a trained group of facilitators for conducting the planning process. Capacity building training sessions have been organised by SIRD for different stakeholders at different intervals. Gujarat SIRD is one of the leading institutions in conducting the trainings on GPDP and received an award from the Ministry. Out of 100 GPs, it was reported that 45 Sarpanches received training. To a question of support received in terms of trainings, IEC materials, departmental camps and information on government schemes, etc, 56 GPs reported that they received support from the government and 29 GPs reported that they support from CSOs.

The study shows that 66 GPs have conducted Gram Sabhas on GPDP where the average participation was calculated to be 218 people. In 62 GPs GPDP was shared with the Gram Sabha, in 20 cases the Gram Sabha recommended changes in the plan. 73% GPs focussed on schemes related to drinking water facility and the second priority area, 63% is on road

construction. 7 GPs planned activities like awareness program for malnutrition, drinking water facility, toilets at Anaganwadi, renovation of AWC premises by converging with ICDS. They also planned activities like providing free tuition and sports activities. 3 GPs held awareness programs and street plays to sensitize citizens regarding the ill practices like child marriage. 4 GPs planned activities like awareness programs regarding sex-ratio. 68 GPs stated that they made pro-active disclosure of their respective plans and 2 GPs held camp to address citizens' grievances at GP level. For 93 GPs the main source of fund is the Fourteenth Finance Commission (FFC), where 93 GPs have acquired fund, 46 GPs raised own fund, 47 GPs raised from MP and MLA area fund 33 GPs used fund from MGNREGA and 18 GPs converged with other departmental schemes.

Based on the study a presentation was prepared on the status of preparation of GPDP and shared in state and regional level consultations.



Preparation of model Child centric GPDP to Demonstrate the Methodology and Template for Reporting;

The process was initiated with organizing a workshop with the GP representatives in the intervention block of Bhachau and Poshina. The themes covered are importance and background of GPDP, listing down of development activities undertaken in last 10 years and the gaps, clarification of no-cost development activities, the steps are process for preparation of GPDP and people's participation in the planning process. Subsequent to it in GPs the actual planning was initiated and the process and outcome was documented.

The GP representatives are oriented on carrying out no cost development activities like improvement in school attendance, functioning of anganwadis, and other government schemes. Every month meetings are organized between the GP representatives, in particular the Sarpanch with the anganwadi workers, primary school principals, ASHAs and VCPC members to discuss about the status of implementation of the programs. The local level issues are directly redressed by the GP on the spot. Discussion usually held on the children who are absent for more than 15 days and how to bring them back to the school, presence in the anganwadi, Anti Natal Care (ANC) being extended to all pregnant mothers, etc. To support this process the respective program committee members have been asked by the GP to visit the schools and anganwadis and report to the GP.

Facilitation of Baal Sabha to empower children to participate in GP planning process

The GPDP guideline recommend to conduct Baal Sabhas by the GPs to promote and empower children/ adolescents to participate in planning and decision-making processes, involve them as part of Panchayat agenda and providing a space to voice their issues. Baal Sabhas are envisaged as an integral part of the GPDP and other planning processes. Bal Sabha were demonstrated before the GP representatives. The steps are: i. prior to the event, selected children hold discussions with GP members, village level front-line workers (ASHA, ANM, AWC worker), teachers, and if possible with block level officers like BRC and TDO, ii. focus group discussions are held among the children and adolescent with a separate group of girlsto develop the agenda of the Bal Sabha, iii. on the day of the event, a rally isorganised by the children using slogans and placards, iii. children hold Bal Sabha in the same manner of Gram Sabha and ask questions to all the village level government service providers including teachers and GP representatives and demonstrate child friendly issues.

Different government department representatives such as teachers, BRC representative, SMC members, ANM, ASHA, Anganwadi member, SHG members participate in the Bal Sabha. The GPs found the process new and promising and understood that many activities that are not linked to any budgetary provision can be included in the GPDP.

The process and outcome of the child friendly GPDPs are shared with SIRD and in different state level consultations for adoption and mainstreaming.





Improving Quality of Primary Education and Strengthening School Governance

Supported by American India Foundation (AIF)

The project aims to improve quality of education through ensuring regular attendance of students, particularly of the children whose parents have been making seasonal migration. It also aims to strengthen school governance through community engagement in enrolment, retention, enhancing motivation of the teachers towards quality teaching. The program is implemented Learning Resource Centers (LRC) set up at the community level, direct outreach to schools around the LRC (spoke schools) and direct intervention in the school through special agreement with the government. In Bhachau 277 students are covered through 4 LRCs and in Sindhri 284 students through 2 LRCs. In Bhachau 16 primary schools are covered through spoke school reaching out to 635 students and 8 schools in Sindhri covering 288 students. In addition to it and 8 schools of eight blocks in Badmer district is covered where the retention and learning outcomes are very low as per the government record. These schools are in the blocks of Sindhri, Samdari, Kalyanpur, Patodi, Baytu, Balotra, Siwana and Gudamalani in Barmer district covering 535 children. For these 8 schools AIF has entered an agreement with Department of Education, Govt. of Rajasthan. In this program 2019 primary school children are covered for improving their learning outcomes.

The program is being implemented

engaging citizen educators/volunteers, SMCs members and PRI representatives. They are provided training on legal aspects and provisions of Right to Education Act, stakeholders' roles and responsibilities, process and importance of preparation of School Development Plan (SDP), and conduct of learning audits in school to measure the learning outcome of children during the year. They have been trained to initiate community action to achieve 100% enrolment and increase in attendance rate.

Migration has been a major issue towards ensuring continued attendance. Children often migrate with their parents leaving behind the studies. Parents also do not feel secure to retain their children in their homes as there is no one to take care of them. To address the issue, the community-based support mechanism is being promoted to retain children, resulting in continuing their studies. Efforts such as interaction and focus group discussions were initiated with teachers, parents and guardians as a result of which children are retained in the village as well as in the school. In all the schools the students are tracked for their attendance through monthly monitoring tracking. Providing enabling environment through Community Learning Resource Centres (LRC) is one of the activities implemented to equip the children to learn the adequate level. This builds confidence of children to learn and reduces the fear

towards learning. Six LRCs have been functioning in both the field areas. The teachers of the schools are regularly contacted and activity-based learning methods are demonstrated to them. The teachers and community members are regularly interacted and discussed about the pedagogy to be used for attaining appropriate learning levels. School governance and pedagogy go hand in hand for achieving effective results of improved quality of education. Programs with the teachers are organized where they share the pedagogy and training learning methods (TLMs) they use to attain quality learning outcome. These programs motivate the teachers to prepare and develop more TLMs taking support of their colleagues. These are not teacher trainings, rather peer level sharing and learning for which the project provides space and opportunity.

At the LRC level the facilitators and students develop various learning models and periodically display before the parents and teachers which creates

an enabling environment for appreciation towards the learning outcomes. In an annual event these posters and models are displayed for wider viewing.

Special efforts were made to help the children observe the World Environment Day, Independence day, Raksha bandhan, Teachers' Day, Hindi Diwas, Gandhi Jayanti, Global Hand Wash Day, Bal Diwas and Samvidhandiwas in the schools in which the parents and other community members were also invited. These served as forums to engage the community with the schools. On the World Environment Day, sessions were taken for children on the importance of the environment, need for observing a special day and ways to conserve our environment. Students planted trees and participated in poster making competition. All these celebrations have also focused on the negative sex ratio in the state and district as a common theme.



Ensuring food security and Strengthening Resilience against Droughts

Supported by Malteser International

This project started in October 2016. It is implemented in 50 villages of Patodi and Sindhri blocks of Barmer district of Western Rajasthan. The district is part of the Thar desert. Living conditions are harsh with water scarcity and recurrent droughts. During drought periods, the availability of water, fodder and food is extremely limited. Dalit families, especially who do not own land and work as daily laborer in agriculture, who live from goat rearing or who cultivate marginal farms, are regularly forced to migrate. Agriculture is mostly rain-fed and even in normal times the marginal farmers can hardly derive their subsistence from the yield. The project seeks to reduce vulnerability of the dalit community in a semi-arid agro-ecology. The project contributes to strengthen resilience against drought. The agency of woman farmers and adolescent girls is strategically strengthened to facilitate change as they have faced the brunt of double discrimination and marginalization. Women face structural barriers to their land rights and are not recognised as farmers.

A midline survey was done in 2018 to compare against the baseline and check if the interventions were showing results. As per baseline, 82% women of reproductive age had low diet diversity (1 – 4). As per midline survey, the percentage of women with low diet diversity reduced to 63%. Women with medium diet diversity (5-6)

increased from 17 to 34% and those with high diet diversity (6%) increased from 1 to 3% at midline. Households reporting food scarcity months reduced from 100 percent at baseline to 64 percent at midline. Diet diversity is measured using the framework of FAO. A comparison has been made between project and control villages to measure the improvement in the agriculture production. It was found that production of millet is doubled (40 kgs in control village and 85 kgs in project village per bigha), and production of pulses was 140 kgs per bigha in project village against 40 kgs in control village. This is despite the fact that 2018 is the third consecutive year of drought in the area.

Demonstration of horti-pasture plots and kitchen gardens

46 households have developed horti-pasture plots as demonstration in seven villages. All plots are supported with a traditional rain water harvesting tank of 30,000 liters capacity. In each plot average of 76 saplings of ten varieties of drought-tolerant fruit-plants are planted. Plants are monitored in terms of growth and insect attack. In Patodi, two households have developed new horti-pasture plots on their own planting 40 saplings each.

Kitchen gardens have been developed for 200 most poor households to support household use of vegetables. 77 new households developed kitchen gardens

after seeing the intervention. The area under plantation has increased from 40,000 to 52,100 sq. feet.

Para agriculture extension workers

Two 2-day trainings have been organized for 100 women para agriculture workers developed in the project. The second two-day training for the agriculture extension volunteers (Kheti Sathans) was held on April 23-24 for Sindhri and April 24-25, 2018 for Patodi. The training focused on the need for attaining self-sufficiency in seed production. (produced by Central Arid Zone Research Institute, CAZRI, the seed varieties are locally adapted and were selected by women farmers after comparing and examining the rates of germination, growth, flowering and fruiting) A package of climate adapted sustainable (discarding use of hybrid seeds and non-organic inputs) agriculture practices for the entire crop cycle emerged from the training. Monthly meetings are conducted with the Kheti Sathans at the block level for regular learning and support in planning and action at the village level.

Agriculture Implements Lending Libraries

Crop productivity is compromised when dalit marginal farmers are not able to access agricultural implements on time. The project has supported to develop a community-based mechanism for lending agricultural implements through libraries managed by women farmers in both the blocks. 1271 households are currently benefiting from the services of the agriculture implements libraries.

Support to marginal farmers to access agriculture extension services

1000 dalit marginal women farmers have joined in the demonstration of improved, sustainable, climate smart agricultural practices for improving productivity. The following practices are being promoted:

- (i) Making compost. Farmers earlier used manure that was not decomposed.
- (ii) Soil selection for crop plantation.
- (iii) Deep tilling to improve aeration and preparing the field before the start of rainy season.



- (iv) Planting of improved seed variety
- (v) Seed treatment by indigenous method before plantation
- (vi) Systematic plantation in straight rows with appropriate distance between plants
- (vii) Prevent mixing of seeds as was the usual practice
- (viii) Use of bio-fertilizers and organic pesticide

Farmers have made 4263 quintals compost, 68000 litres of organic insecticide and 24700 litres of 'jivamrit' or bio-fertilizers. 634 farmers of Patodi and 413 farmers of Sindhri were supported for soil testing by the government. The visit of Assistant Agriculture Officers was facilitated for some farm interventions. 12 women farmers from Patodi and Sindhri along with Unnati staff participated in Kisan Mela (Farmer convention) on March 25, 2018 in Danta, Barmer organised by the Agriculture Department. They received information on agriculture related government schemes. In March 2018, 10 agriculture extension volunteers from Patodi and Sindhri were trained by CAZRI on injecting Gum inducer injection in 'Kumat' trees. This additional skill is a source of income for them as they cater to the demand in the villages. 200 farmers have benefited from their services increasing their income from selling gum. Kumat tree releases gum during April-June particularly in the peak summers. The Gum has medicinal value and is used in making certain types of sweets. It is sold at Rupees 500 per kilogram. 17 women farmers of Sindhri were supported to receive guar seeds at subsidized rates from the government program. During July to September 2018, 10 farmers were supported to apply to the Agriculture Department for support in making Azolla

pits and vermi-composting. Two farmers from Patodi were awarded by the government as 'Progressive Farmers' for their horti-pasture plots. Mobile based voice messages advising on crop insurance, kisan credit card, organic seed treatment, crop cycle, organic pesticides, crop production assessment and advice on protecting the plants from extreme cold have been sent out to 1183 farmers in Patodi and Sindhri.

Conventions of women farmers

Conventions of women farmers was organized in Patodi on March 25 and in Sindhri on March 31, 2019. The convention saw the enthusiastic participation of more than 1000 women farmers. The women participants came from far off and the most interior of villages. In the voice of the participants and the speakers, the conventions successfully highlighted the need for recognition of women as farmers and ensuring their rights as farmers including ownership of land and resources. Representatives from civil society organizations and social activists addressed the gathering. Participants finalised the agenda of action for the coming year.

Engaging PRIs for improvement in land and water management

30 gram panchayats are supported to identify works for land and water resource development and include them in Gram Panchayat Development Plan (GPDP) and Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA). Till December 2018, 222 farmers in Sindhri and 190 farmers in Patodi have been supported to apply for construction of rain water harvesting tanks and other land development works on their farm land under MGNREGA.

Improve access to public health, nutrition, social security and food security programs

Comparing the midline survey to the baseline, it was found that the access to anganwadi centres improved from 11% (baseline) to 55% (midline). Access of PDS is 92% and people get nearly their full entitlement. At the time of baseline, it was 50%. Access to Janani Suraksha Yojana (JSY) improved from 76 to 83 percent and the access to old age pension increased from 47 to 96 percent.

Engagement of women and girls for monitoring public programs

Regular meetings of the Village Health Sanitation Nutrition Committees (VHSNCs) and the anganwadi monitoring committees are facilitated to engage the community with these public programs addressing health and nutrition. During 2018, 105 meetings of VHSNC were facilitated with the participation of 1735 people. Women and girls were engaged in participatory monitoring of public programs in 50 villages during July 2018. 66 local accountability actions were taken

for regular services at anganwadis, health centers and the PDS.

Improving ANC outreach and nutrition support to pregnant women

Unnati supported the Rajsangam initiative that focuses on coordinated efforts of three key village level outreach workers for health and nutrition services – the auxiliary nurse midwife (ANM), accredited social health activist (ASHA) and anganwadi worker (AWW) so that appropriate care and referral could be ensured for high-risk pregnancies and under nourished children. At the request of the district administration, Unnati provided training to the service providers from Balotra, Patodi and Kalyanpur blocks of Barmer district on March 20, 2018 and then supported to make catchment maps of the anganwadi centres in the 25 intervention villages of Patodi block that could be displayed and used by people and service providers for monitoring of services. During August – September 2018, the government program on ‘beti panchayat’ was supported by mobilizing



Schemes/ Programs		Till Dec 2017		2018	
		Benefit redressed	Grievance	Benefit redressed	Grievance
1	Old age pension	131	120	385	447
2	Disability pension	43	15	80	51
3	Widow pension	13	7	37	95
4	Palanhar yojana (for orphans)	31	9	102	46
5	Janani Suraksha Yojana (institutional delivery and safe motherhood)	243	11	594	53
6	Rajshree yojana (for girl children)	112	14	232	33
9	Bhamashah Swasthya Bima Yojana (health insurance for poor)	11	02	11	17
10	MGNREGA (unskilled employment)	170	170	4498	197
	Total	596	348	5939	939

village people and facilitating sessions on female feticide, importance of educating girls, negative sex ratio, diet diversity and the like.

Anganwadi (child care center) of Maylonkidhani in Sindhri block was awarded the best anganwadi award by the government based on the parameters of attendance of children and community engagement. This center did not even open till a year ago. Constant meetings, community engagement and monitoring facilitated by Unnati has brought about a change in the functioning of not only this but other anganwadis too. Now many of the anganwadi workers (village level government functionaries) take photograph of children attending and share with the organization on a daily basis.

Support communities in accessing food, nutrition, health and social security programs

Till December 2017, 596 people were supported to access different social

security, health and nutrition related programs and the grievances of 348 people were supported for redressal. During 2018, 5939 people were supported to access different public programs and the grievances of 939 people were supported for redressal. This increase is primarily related to access to MGNREGA which is important for wage earning and directly linked to food security in a drought year. Regular meetings were held with various state departments on issues of program implementation and information disclosure. During March 2018, support was provided to the block administration of Sindhri for distribution of aids and appliances to persons with disabilities and the Chief Medical and Health Officer (CMHO) and the Block Development Officer (BDO) in Sindhri and Patodi were supported to plan for observing Nutrition Day, Balika Divas (Girl Child Day) and KishoriDiwas (Adolescent Girl Day) programs.

Promoting healthy nutrition and WASH behavior among women and girls

Two adolescent girls in each village are developed as volunteers for Nutrition and

WASH. Third round of trainings of the Nutrition and WASH Volunteers of Sindhri and Patodi were done during May 21-23 and June 21-23, 2018 with a participation of 78 adolescent girls. A 3-day training of women leaders was organized on November 20-22 for Patodi and November 22-24 for Sindhri block. 81 women leaders (35 from Patodi and 46 from Sindhri) participated in the training. The training was on organizing, leadership development, effective communication, participatory decision making, records and transparency and accountability mechanisms. The women leaders support the volunteers in conducting the communication in the village on nutrition and WASH. The village volunteers from among the adolescent girls and the women leaders are trained to conduct

group discussions on nutrition and WASH behavior. The volunteers also accompany with those who do not follow the recommended behavior. This is an intensive village level behavior change intervention. The volunteers in all the 50 intervention villages are actively involved in spreading the message and awareness on diet diversity, hygienic storage and use of drinking water, washing of hands with soap, sun drying of menstrual cloth/ use of sanitary napkin and use of toilets. During 2018, 212 village level meetings were held on nutrition and WASH in which 775 pregnant women, 1371 lactating women and 1140 adolescent girls participated. For the volunteers 24 meetings are held sharing of experiences and for peer level learning, review and planning of activities. Comparing the



results of the midline survey with the baseline, it was found that hand washing with soap/ sand/ ash that was 0 at baseline became 100 percent. Hygienic storage and use of drinking water improved from 59% (baseline) and 99% (midline). Now efforts need to focus on use of ladle with handle for drawing out water which is still below 5%. Sun drying of menstrual cloth improved from 8% (baseline) to 46% (midline). At the time of baseline, only 4% used sanitary napkins. Women/ girls using sanitary napkins increased to 45%. Children provided supplementary nutrition after 6 months increased from 51% (baseline) to 72% (midline) and there is also some improvement in the preparation of food in a hygienic manner.

As a result of the village level Nutrition and WASH education events and peer learning meetings, the women and

adolescent girls are engaged in the organizing of Mother and Child Health and Nutrition Days in their respective villages every month. They are also supporting the immunization drive for pregnant women and infants. Women and girls have started participating in the monthly meeting of the anganwadi monitoring committee. Nutrition and WASH volunteers are demonstrating key behavior changes in (i) water pot kept elevated from the ground (ii) used of ladles for drawing water (iii) washing hands with soap (iv) toilet use and (v) demanding sanitary napkins from anganwadi/ health center. Village level meetings have been organised with the identified pregnant and lactating women for registering for ANC services and nutrition support in all villages with the help of the volunteers on Mother and Child Health and Nutrition (MCHN) day.



Marugarhmein Jal Swavlamban Ensuring Water Security and Combating Desertification

Supported by European Union

This is a European Union supported project started in April 2018 for five-years. The project aims to enhance community action, particularly with the participation of women's groups (Jal Saheli Group) and Panchayati Raj Institutions (PRIs) to address water security in the Thar Desert region of Western Rajasthan. The project intensively covers 150 villages and 30,000 households in Sindhri and Patodi block of Badmer district and in partnership with 25 CSOs intends to cover 750 villages of 10 districts. The project is implemented in Western Rajasthan of Thar desert region which is ecologically fragile and facing the impact of climate change. The region has high level of soil erosion, rapid shifting of sand dunes, desertification, moisture

stress, and prolonged dry spells. The local traditional wisdom for water harvesting and management of water resources which has been developed in the scarce rainfall region is slowly dying. Neglected management of common property resources (CPR) has also adversely impacted the fragile desert ecology leading to desertification, increasing wind velocity and heat wave. This has the potential of putting the agrarian economy at risk and exacerbating the problem of water and food insecurity. Dalits have been historically subjected to poor access to common services including water. Women and girls spend a quarter of their day in meeting the minimum water needs of the family. At the time of prolonged



drought, the dalit community faces increasing hardship to access water and loses its coping mechanism resulting in distressed migration, abandonment of cattle and indebtedness.

An Inception workshop was organised for the project in Jodhpur on June 8, 2018. There were 46 participants from different CSOs, government departments and research organisations like CAZRI, AFRI, and ISRO. The workshop introduced the project to the different stakeholders and started a deliberation on possibilities of cooperation and collaboration. A brochure has been printed for the project. It was also shared during the inception workshop.

Baseline survey was planned to gather relevant information at the level of the gram panchayats, villages and the households. A methodology note and questionnaire was developed and tested. Finally, data was collected from 20 gram panchayats, 50 villages covering 1000 households in both the intensive blocks. Baseline study for other districts will be undertaken when the CSOs are engaged with the project through the Small Grant Program. A monitoring format has been developed for tracking the project progress. An Advisory Committee is also made to guide the project intermittently and also select the beneficiaries of the Small Grant Program. The committee has eminent experts and practitioners from the area of water governance and gender. Preparatory activities like project brief, application format and selection procedures have been developed are made for launching the Small Grant Program.

Citizen awareness and mobilization on water conservation, bio-diversity, efficient water use, climate change adaptation and mitigation

The project staff was suitably oriented by making relevant literature on desert ecology, water conservation techniques, traditional water management. A training was organized for the staff to consolidate the learning and operationalizing the project strategy. The team undertook an exposure visit to learn from the community climate resilience schools promoted by Center for Environment Education in Halwad taluka and the bio-diversity mapping exercise undertaken by SETU in Bhachau taluka of Gujarat.

Three rounds of initial meetings have been conducted in all 150 project villages to develop strategies for effective management of water resources through public resources and engagement of the panchayats. In all the villages Jal Saheli Groups have been formed to take up action on water resource management.

The groups are oriented on:

- i. how to examine the status of CPRs,
- ii. understanding the local bio-diversity by developing bio-diversity register,
- iii. identification of practices w.r.t climate change adaptation and mitigation in agriculture,
- iv. systems for management of common resources, v. water conservation and water use norms, and
- vi. potential people centered water governance practices.

During the year with the engagement of gram panchayats 8 common property resources have been taken up in Patodi and 30 in Sindhari for improvement in its management. 191 individual households (95 in Sindhri and 96 in Patodi) have been supported for developing rain water harvesting tanks using public programs like MGNREGA. 52 applications of Ujjwala yojana for LPG connection have also been supported. Meetings have been held with

the supplier of LPG gas so that the women do not have to face uncertainty in refilling the gas bottles.

Planning and budgeting for revival of common property resources have been made and presented at Koduka and Surajbera gram panchayat in Patodi and Karna and Adel at Sindhari by Jal Saheli Group. These plans are included in the Gram panchayat Development Plans.



Building Community Resilience against Disaster Risks

Supported by Partners for Resilience (PfR)

The project aims to develop and promote community resilience practices by an integrated approach blending Disaster Risk Reduction (DRR), Ecosystem Management and Restoration (EMR) and Climate Change Adaptation (CCA) to address the multi-faceted dimensions of vulnerability reduction and building community resilience against disasters. The major focus has been on facilitation of risk informed plan at the gram panchayat level. The interventions have been at different levels from Gram Panchayat to the national level.

Gram Panchyat Level

A workshop was held in Bhachau block of Kutch district with the representatives of Gram Panchayats on risk informed planning. The main objectives of the workshop are: i. orient the PRI members about the components of the Gram Panchayat Development Plan (GPDP), ii. how to integrate the hazard and vulnerability analysis in the articulation of development issues, iii. develop understanding on the process and tools for preparation of GPDPs, iv. Develop clarity on the administrative processes for approval of the GPDPs. Subsequent to it, the ecological profile based community assessments on status of wetlands and its services, along with the flora and fauna and livelihood practices, through HVCA and ESSVA tools have been prepared. Community assessment of climate risks has also been completed which are

integrated in the Gram Panchayat Development Plan. The plans are ready for Morgar, Ner, Kanthkot, Kadol and Baniyari GPs.

A “training of village level task forces was held on rescue, first aid and risk management in Bhachau block. After the class room sessions on the first day, the task force members practiced some of the methods and techniques in the field with the presence of two GP level representatives (Kanthkot and Chhadwada). 36 participants from 10 GPs participated in the training.

District Level

Preparation of District Disaster Management Plan (DDMP) is one of the major interventions during the year. In Gujarat, Anand district has been identified as multi hazard district and has recently witnessed severe flood submerging 14 villages for a longer duration. District authorities requested UNNATI to help in improving the District Disaster Management Plan (DDMP). Revision process includes community consultations, meeting with different departments and also revised the implementation strategy of the DDMP. Following are key aspects that have been included in revised DDMP:

- HRVC assessment including hazard, vulnerability and risk mapping
- Revise village level DRR Plan and Identification of capacities in and

around village

- Challenges faced and actions taken during earlier disasters to revise early warning dissemination system, response and recovery plan
- Action plan with timeline for mitigation actions for various disasters
- Integration with frameworks such as Sendai framework, SDG and COP 21 and IRM

The DDMP has been revised with using secondary data made available from the district office, meeting with district authorities and community consultation with the most vulnerable groups affected in the recent floods, revision in disaster management and mitigation actions are identified by the local community and concern departments. DM plan also focus on addressing the issues of social inclusion and inequality, resilient communities, water and sanitation, climate change, partnership prospects, disaster governance, etc. It identifies the major risks in the region and consequently, suggests action points with regard to structural and non- structural investment

measures. On June 4 2018, the Anand District Authorities, Gujarat, endorsed for implementation the updated District Disaster Management Plan (DDMP).

State Level

The major engagement has been with Gujarat Institute of Disaster Management in facilitating trainings. A meeting with the Director General of GIDM and his team was held on October 3, 2018 on Disaster Risk Reduction Planning. It was decided that UNNATI will lend its support to GIDM with regard to DRR Planning and designing training modules. Another meeting earlier in August was held at GIDM on preparation of training module on Integrated Risk Management. Different trainings have also been facilitated by UNNATI at GIDM, like one on HRVC tools and school safety (January, 2018), Community participation in Cyclone Risk Management (May, 2018). Recently, Post Disaster Needs Assessment (March 15-16, 2019).

A two-day State level workshop on “Understanding Integrated Risk



Management and Mainstreaming Global Frameworks in Local Development Planning” was held on November 20-21, 2018 in Ahmedabad. The main objectives of this training workshop are: i. build an understanding of the linkages between development initiatives by CSOs with the IRM approach, ii. understand the concept of IRM including SFDRR, SDGs and COP21 with reference to development planning and iii. understand the process of preparation of Gram Panchayat Development Plan with an IRM approach. A total of 39 participants from 27 organisations representing 23 district of Gujarat were a part of this workshop.

National Level

Subsequent to our engagement in the preparation of National Disaster Management Plan (NDMP) by the National Disaster Management Authority (NDMA) which was released in June 2016, there was a call to revise it. UNNATI was invited to participate the official consultation on revision of NDMP held on April 12 – 13, 2017. The agenda for this meeting was to incorporate the PM’s Ten Point Agenda, the inclusion of vulnerable and marginalized groups and develop alignment with SFDRR, Sustainable

Development Goals and COP21. Based on the observations and inputs of NDMA and different ministries and departments the final draft for the National Disaster Management Plan (NDMP) has been prepared and the final draft of the National Disaster Management Plan has been submitted to the National Disaster Management Authority (NDMA) on October 17, 2018.

Other Activities, Documentation and Preparation of Knowledge Products

- The template and guidelines for preparation of Gram Panchayat Development Plans is prepared and revised according to the gaps identified after preparation of GPDPs in Bhachau.
- The template for the preparation of District Disaster Management Plan prepared.
- The process for Disaster Risk Reduction planning has been documented.
- A case study on the process of GPDP preparation has been documented.
- An introductory orientation workshop was conducted for UNNATI staff for familiarizing with the QGIS software in development planning with the support of FES.





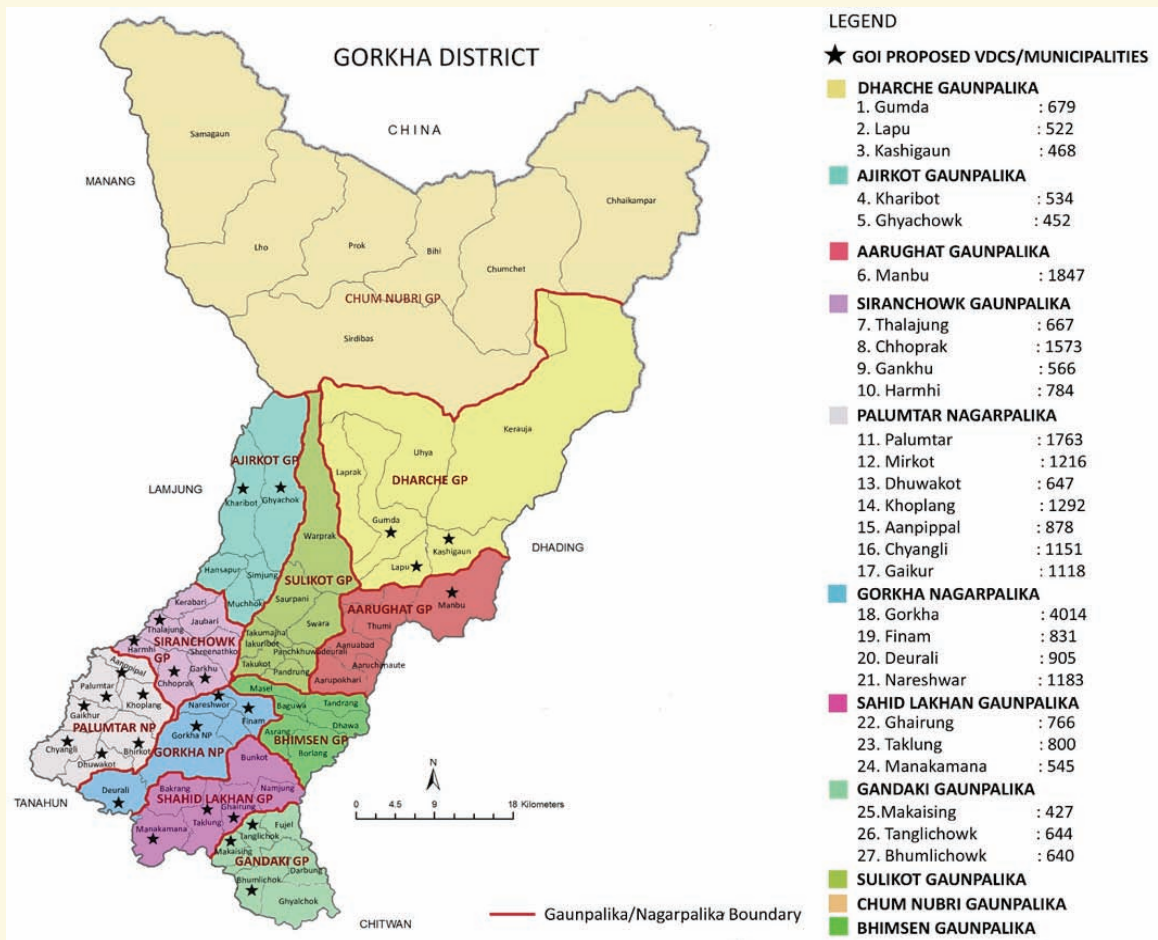
Socio-Technical Facilitation in Government of India Supported Housing Reconstruction Project in Earthquake Affected Gorkha District, Nepal

Supported by UNDP - Nepal

The devastating earthquake of 2015 in Nepal resulted in large-scale destruction of 700,000 houses and damage to another 250,000 houses, apart from claiming lives and adversely affecting livelihood, critical services and infrastructure across 31 districts. 14 of these districts were declared as “severely affected”. After the earthquake, the Government of Nepal (GoN) adopted Owner-Driven Reconstruction (ODR) approach for reconstruction of houses. For this, the

National Reconstruction Authority (NRA) was established by the GoN which is the overall lead and coordinating body for reconstruction and recovery.

The Nepal Government framed technical guidelines for earthquake safe construction and provided grant of 300,000 NPR (US\$ 3000) to each house owner, to be released in three tranches: i. 50,000 NPR at the beginning, ii. 150,000 NPR on reaching plinth level and



iii. 100,000 NPR on completing the house. The National Reconstruction Authority (NRA), the apex institution for reconstruction, appointed engineers for inspection and approval. The Government of India (GoI) is supporting reconstruction of 50,000 houses and partnered with UNDP to provide socio-technical facilitation to 26,912 households in Gorkha district. UNDP is collaborating with ODR Collaborative of India in which UNNATI is a partner. UNNATI is one of the four institutions from India having long experience of facilitating owner driven reconstruction, as part of the Owner Driven Reconstruction Collaborative (ODRC) joined in this project. The implementation of the project in the field started from April, 2018. UNNATI has been responsible for the social facilitation throughout the reconstruction process.

The socio-technical facilitation involves providing support to house owners to access financial assistance, material procurement, appropriate technologies, skillful mason and labor and land resources for housing. The project interventions on providing facilitation

support encompass six major components. They are as follows:

Facilitating administrative procedures regarding inclusion, tranche release and certification

The house owners are being supported on administrative procedures, and in complying with the government norms and objectives to mitigate disaster risks.

On-site technical guidance and support on construction technology, design options, disaster resistant features, government norms, material procurement and construction management

Onsite technical advice on construction technology, design options, disaster resistant features, government norms, material procurement and construction management are being provided to the house owners through the trained masons to ensure quality construction and improving performance of the buildings in disasters. The technical advice builds upon local knowledge, wisdom, skills and



practices of construction, and improve them further by combining modern scientific understanding in a way that solutions are affordable, environment friendly and people-centred;

Technical services of design drawings, preparation for building permit process in municipalities

Facilitation support have been provided to the owners in the two municipalities- Gorkha and Palungtar (with 14,701 beneficiary households) to prepare designs/drawings of their houses for submission and approval from municipality;

Capacity building of all project participants, particularly house owners and masons: Capacity of the project teams are being enhanced through IEC, awareness and skill training activities at all levels providing them both technical, social orientation and programmatic and management skills to ensure that they can provide high quality socio-technical facilitation to house owners;

Concurrent monitoring and quality assurance: Concurrent monitoring and quality assurance audit is a part of a periodic monitoring system set up by UNDP for reconstruction work, thereby helping the project team to take timely remedial actions on quality and safety as per GON's technical guidelines; and **Facilitating use of appropriate disaster resistant technologies:** Facilitation support is provided in accordance to the NRA guidelines and wide range of approve designs by NRA on reconstruction, in context of the locally available material and ideas and use these for disaster resistant housing construction.

In June, 2018, as per the baseline status, 12,116 houses were completed out of the 26,912 houses and 9,944 houses were

partly constructed, while 4,773 houses were yet to start the construction. Since then, the project has come a long way, with various achievements and challenges. At present, 21,060 houses have been completed; 3,960 houses are under construction and 1,892 houses are yet to start the reconstruction process. UNNATI has provided social facilitation in various aspects of the reconstruction process which is discussed in the following sections.

Capacity building of project staff: Skill training programs and social orientation to the Community Facilitators (CF) and Awas Nirman Saathis (ANS) were provided. By doing this, systems were created for socio-technical facilitation by the staff to the homeowners and masons. The CFs and ANS have facilitated homeowners with regard to the administrative procedures, banking services, as well as technical specifications for disaster safe features in housing reconstruction. They have specially reached out the most vulnerable households and facilitated the above procedures, while trying to resolve the different complications of each case. The identified vulnerable households generally include old-age persons, persons with disabilities and single homeowners who are women, widowed women, landless and others who do not have any form of support. The Tole/Ward/GP/NP level meetings are used as a platform for homeowners to raise issues collectively, discuss on the probable solutions and come out with action points on the part of the officials as well as for themselves. It also enhances the feeling of solidarity among the community members to voice their needs more confidently. The facilitation entails assistance to the house owners with regard to the following services:

i. Participation Agreement (PA) registration, ii. Release of tranches, iii. Facilitating with banks for easy withdraw, iv. Building permit for Nagar Palika house owners, v. Support in selection of typology of houses, vi. Design of the house, vii. Computation of estimate and costing, viii. Availing trained masons, ix. Material procurement, x. Onsite support on technical compliance for seismic safety features, xi. Support to avail 2 lakh Nepali rupees for landless, xii. Land record and mapping related issues, xiii. Material and other resource mobilization for construction, and xiv. Creation and availing of Revolving Fund

One of the major tools of social facilitation has been the production of IEC materials for spreading awareness amongst the houseowners and masons to adopt disaster resilient features in their new houses, the IEC materials also focus on several challenges that the community might be facing with regard to the administrative procedures, banking services, other challenges with regard to land and alternative financial support. UNNATI supported the project team with

regard to the identification of issues and methods, and develop various IEC materials for Radio and Print mediums, including thematic inputs along with content and design. As part of the social facilitation, radio listeners' clubs have been formed where the radio programs where the houseowners with the facilitation team sits and actively discusses the content in a group and decide on ways to put it into practice. With the coordination with Radio Gorkha our program "mero gharkopunarnirman mero netritwo ma" disseminates information to the houseowners who are reconstructing their houses.

Inputs have been provided on the contents and methods of the socio-cultural events. It was aimed that the safe housing construction technology shall form the daily level of conversation. A process is required where the housing engineering knowledge is demystified and it is in the domain of people. A community process was initiated where ordinary people talk about housing technology in street theatre. After initial rounds of community theatre, it has



received wider acceptance. The theatre covers issues like: i. clarification for houseowners on ODR approach and understanding on owner driven reconstruction, ii. administrative procedures regarding inclusion, grant release and certification, iii. motivation and encouragement to houseowners for timely completion, iv. communicating use of local materials and adoption of appropriate disaster resilient technology certified by NRA, v. address the community issues and propose probable solutions or action points.

A mobile IEC unit mounted with posters, brochures, pamphlets, videos, design catalogues describing aspects of quake-resistant houses has been developed by UNDP so that quality and uniform information on the reconstruction process reach the entire area under the project. It also carries a small-scaled model house

for proper demonstration of safe techniques to local people, which is more effective in conveying the message. One engineer/architect leads the campaign and one driver also helps in organizing the IEC campaign. Support is being provided to make the interaction with people more effective and promote peoples' participation in the campaign.

Overall the social facilitation process empowered the community to accept and adopt the housing technology and interact with engineers and experts with confidence. It is realized by the project staff and community at large that in vernacular rural housing people are the driver and the technical persons can support to adopt new technology, improve and modify to create a safe dwelling. It is an enriching co-travel with our ODRC technical experts.



The year ahead

As we move to the next year, we need to ask about the strategies and processes that can be most effective to achieve impactful contributions in poverty and vulnerability reduction. UNNATI has very limited field interventions and it is a conscious decision not to keep adding projects. The overall purpose is to draw lessons from our own field interventions and from the partner organisations and articulate methods and strategies that can be mainstreamed or replicated.

The experience of five year long European Union supported project on improving access to public programs by us and other partners across India has clearly established that public programs in a country like India contributes significantly for the sustenance and development of ordinary people. However, despite such importance the programs do not reach the last mile due to administrative inefficiency coupled with leakage. When the village level front line public program delivery personnel are held accountable to the local governing institutions (Gram Panchayats) there is quantum improvement in the quality of public programs. It has been observed that local governing institutions perform their governing role when local people's

organisations like Self Help Groups interface and create public opinion in favor of them. In addition to it citizen led social accountability measures improves the performance of public programs. With this learning, UNNATI has decided that in all future programs, whether it is education, health care, reproductive health, water and sanitation, natural resource development the improving delivery of public programs. There is so much resources available under public programs, it is not at all advantageous to create parallel services. We have also observed that when information on public programs is made available to people, particularly on entitlement under National Food Security Act, the fair price shop dealers and local vested interest groups actively resisted it, even to the extent of threatening the local staff. This it self speaks volumes about importance of working on improving the public program delivery.

The second learning that emerged from most of our field interventions that the process and methods of doing activities to achieve the outcome, whether it is a meeting in a community, conducting a social accountability exercise, developing a plan for gram panchayat or facilitating a

training program must be documented as every experience contributes to the body of knowledge. We will continue the learning process in all our programs and build knowledge through practice.

The third learning which we would like to actively pursue is building partnership across sectors. The digital technology can contribute in making programs impactful. As an institution, we do not have much capacity to use in program monitoring, online dialogue and training with citizen leaders and volunteers. We have also

realized that the program implementation is a journey and an external accompaniment, preferably sensitive academicians can provide continued feedback to improve the quality of programs.

In the coming years, these three lessons will guide us in developing our program design and formulation of the projects. We look forward to the continued support and solidarity of our diverse partners and collaborators in the year ahead.



FINANCES

Balance Sheet as on 31.03.2019

(Rs.in thousands) (CONSOLIDATED)

Source of Funds	31.03.19	%	31.03.18	%	Application of Funds	31.3.19	%	31.3.18	%
Capital Fund					Fixed Assets	13198	14	12180	14
Corpus	5000	5	5000	6					
Capital Account	73352	81	61381	71	Balance in hand and in bank				
	78352	86	66381	77	Saving Bank Account	6416	1	3093	4
					Fixed Deposits	65705	79	66311	77
Current Liabilities						72121	80	69404	81
Project Liabilities									
Unutilised Fund	11248		15078		Advances				
Duties and Taxes	76		0		Tax Deducted at Source	3260		2845	
	11324	12	15078	17	Deposits	2444		27	
					Others	0		1749	
						5704	6	4621	5
Funds									
Inst. Dev. Fund	67		1371						
Staff Welfare Fund	282	1	273						
	349	0	1644	2					
Others(Provision Exp.)	898	1	3102	4					
Total	90923	100	86205	100	Total	90923	100	86205	100

Capital Fund

In the current year the capital account is Rs 7,83,52,637/- which is an increase of Rs. 1,19,72,064/- to the previous year. This is on account of revenue generated and surplus of closed projects.

Current Liabilities

Unutilised Funds

Unutilised fund is 1,12,48,286/-. There is a decrease on account of increased expenses.

Fixed Assets

There is an addition of fixed assets amounting to Rs. 22,40,454/- (Four wheel vehicle and office equipments) The net fixed assets before depreciation is Rs.1,44,15,514.

Bank Balances

The current year fixed deposits and saving bank account balance is Rs. 7,21,21,099/- which is an increase of Rs. 27,16,507/- to the last year.

Advances

Total advances are Rs. 57,03,833/- which is mainly consist of TDS (Income Tax) of Rs. 32,60,261/- and Rs. 16,78,962 from CFT project.

Income and Expenditure Account for the Year ended 31.03.2019

(Rs.in thousands) (CONSOLIDATED)

Expenditure	31.3.19	%	31.3.18	%	Income	31.3.19	%	31.3.18	%
Direct Project Exp.					Grant Received (Net)	35146	77	25477	57
Rural Development	30517	66	18363	41					
Research & Training	0	0	0	0	Contribution				
Education Material	0	0	1	0	Use of Infrastructure and Assets	6165	13	2216	5
Training and Workshop	40	0	119	0	Honorarium	414	1	2404	5
Disaster Preparedness	0	0	3657	8					
	30557	65	22140	49		41725	91	4620	67
Salary and Honorarium	2159	5	2356	5	Interest				
Administrative Exp.	2212	5	2382	6	On saving bank account	214	0	205	0
Donation	0	0	100	0	On fixed deposit account	4262	9	3302	7
Loss on sale of vehicle	0	0	58	0	On I.T. refund	0	0	7	0
	4371	10	4896	10		4476	9	3514	7
Expenditure	34928	75	27036	59	Profit on sale of asset	0	0	11575	26
Depreciation	1317	3	1190	3					
Excess of Income over Expenditure	9956	22	16960	38					
Total	46201	100	45186	100	Total	46201	100	45186	100

Grant

During the year, the main donors have been:

American India Foundation Trust for Learning & Migration Programe Rs. 9,43,593 for Gujarat.

American India Foundation Trust for Learning & Migration Programe Rs. 14,79,150 for Rajasthan

European Union - Improving access to information of public schemes in backward districts in India - Rs. 1,07,69,956.00

Maltesar International - Ensuring Food Security and Strengthening Resilence against Droughts in the Thar Desert in Rajasthan -Rs. 86,63,842.

UNDP-Socio Technical Facilitation Service for Government of India Supported Housing Reconstruction in Gorkha District of Nepal - Rs. 52,41,265.

UNICEF - Building an Enabling ECO system for promotion of Child Responsive Governance in Gujarat - Rs.11,75,500.

Wetland International - Disastere Risk Reduction and Community Resilence Building - Rs.15,58,390.

Total grant for the current year is Rs.3,02,36,442. compared to the last year's grant of Rs. 3,26,30,643.

Contribution

Contribution consist mainly of honorarium for services offered. For the current year, the total income is Rs. 65,79,207 against Rs. 46,20,838 for the previous year.

Interest

During the year, interest earned is Rs. 44,45,744 against Rs. 35,14,812 for the previous year.

Expenses

The total expenses for the year are Rs. 3,49,27,895 compared to Rs. 2,82,27,261 of the previous year.

OTHER TRANSPARENCY COMPLIANCES GOVERNANCE

Members of Governing Council

Name	Gender	Position in the Board	Meetings Held and Attended
Prof. Debi Prasad Mishra	M	Chairperson	2/2
Mr. Binoy Acharya	M	Member Secretary	2/2
Ms. Sophia Khan	F	Member	2/2
Ms. Lata Kachwaha	F	Member	2/1
Ms. Mona C. Anand	F	Member	2/2
Mr. Ashok Kumar Singh	M	Treasurer	2/2
Mr. Prabhat Failbus	M	Member	2/2
Dr. Rajesh Tandon	M	President (Emeritus)	2/1

Accountability and Transparency

Distribution of Staff according to Salary (C to C)*

Salary plus benefits paid to staff	Male	Female	Total
10001-25000	8	4	12
25001-50000	8	4	12
50001->	2	1	3
Total	18	9	27

Remuneration of three highest paid staff members per month - Rs. 77,000/-, Rs. 75,000/- and Rs. 73,300/-.

Remuneration of lowest paid staff member per month - Rs. 12,200/-.

* This does not include personnel under stipend/fellowship.

Gender Disaggregate Data of Staff Members including Fellow

Gender	Paid Full Time	On Fellowship	Paid Consultants
Male	18	24	2
Female	9	15	1
Total	27	39	3

International Travel by Staff during the Year

Besides travel of staff to Nepal on Government of India supported project to UNDP on Socio-technical Facilitation for owner driven reconstruction, no other travel has been made.

Legal Identity

Registered under the Societies Registration Act 1860, Delhi (Registered on 31.05.1990 vide no.S/21030).

Auditors

Charnalia Bhatia & Gandhi
G-22 Basement, Lajpatnagar-3
New Delhi -110024
Email: cbgcpa@gmail.com

FCRA Registered Office

G1/200, Azad Society, Ambawadi
Ahmedabad-380015

Bankers

Bank of Baroda, Ambawadi branch
Ahmedabad-380006
S/B A/c No. 03200100004141
IFSC Code: BARBOAMBAWA

FCRA Registration (13.07.1992
No. 041910161, renewed on 10.05.2016 from
01.11.2016 for 5 years)

GST No. : 24AAATU0094N1Z8

Bank of India, Paldi branch
Ahmedabad-380006
S/B A/c No. 201110100022417
IFSC Code: BKID0002011

Rule 13 of FCRA Act provides that if the contributions received during the year exceed Rs.1 crore, than the organisation has to keep in the public domain all data of receipts and utilisation during the year.

FCRA ACCOUNTS

Receipts and Payments for the year ended 31.3.2019			
Receipts		Amount (Rs.)	
Opening Balance as on 1-4-2018		3,18,77,321	
Grant Received		2,24,71,338	
Interest Received		20,25,540	
Total		5,63,74,198	
Payments		Amount (Rs.)	
Purchase of Assets		16,98,654	
Project Expenses:			
Rural Development		2,19,31,950	
Relief and Rehabilitation		-	
Training and Workshop		-	
Salaray and Honorarium		22,52,573	
Administrative Expenses		5,04,070	
Closing Balance as on 31-3-2019		2,99,86,951	
Total		5,63,74,198	
Resource Providers for the year ended 31.3.2019			
Resource Providers	Purpose	Foreign Contri. A/c (Rs.)	Total as on 31.03.2019 (Rs.)
European Union	Social	1,07,69,956	1,07,69,956
Maltesar International	Social	86,63,842	86,63,842
Wetland International	Social	15,58,390	15,58,390
The American India Foundation	Educational	14,79,150	14,79,150
Total		2,24,71,338	2,24,71,338

Forming part of FC-4
As per our report of even date

For, Charnalia Bhatia & Gandhi
Chartered Accountants

s/d

(Arun Bhatia)
Partner

Place : Ahmedabad,
Date : 22.09.2019

For, UNNATI - Organisation for Development Education

s/d

(Binoy Acharya)
Director

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Rural Training Centre
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216, Azad Society,
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Tel: +91-79-26746145, 26733296
Email: psu_unnati@unnati.org



Co-ordinating Office,
Ahmedabad



Gujarat Programme Office,
Ahmedabad



Rajasthan Programme Office,
Jodhpur



Rural Training Centre,
Bhachau, Kutch

Website: www.unnati.org



UNNATI
Organisation for Development Education