Pathways to SDG: Macro to Micro Perspectives

November 20, 2016, New Delhi
Improving Consumer Voices and Accountability in Swachh Bharat Mission - Gramin

By
Public Affairs Centre, Bangalore

For
Pathways to SDG: Macro to Micro Perspectives
World Toilet Day Conference
Background – Work in Progress...

- Three-year project being carried out by Public Affairs Centre (not-for-profit independent think tank located in Bangalore) in Odisha and Tamil Nadu with funding from BMGF
- Partnership with WaterAid as sectoral experts and Public Affairs Foundation (PAF) as Citizen Report Card (CRC) experts
- Application of three Social Accountability Tools to help ‘close the loop’
  - Citizen Report Cards (CRCs) to collect user and provider feedback at the beginning and end of the project
  - CRC+ exercises to understand any discrepancies in internal fund flows and functional responsibilities within the system
  - Community Score Cards (CSCs) using scoring exercises to create platforms for communities and providers to work together
  - With inputs from continuous review of sanitation policies at the national/state level
Objectives and Steps...

- **Main objectives of the project**
  - Stimulating demand – Create platforms for consumers to voice/demand for toilets ➔ increase in applications for toilets ➔ building and usage of toilets
  - Augmenting supply – Assess/understand provider constraints ➔ advocate for improvement in systems to improve responsiveness (related to funds, grievance redress)

- **Steps towards achieving the project objectives**
  - Implementation of Citizen Report Cards (Sample size of 6000) * 2 rounds – 2014 and 2016 in 6 districts each of Odisha and Tamil Nadu
  - Implementation of CRC+ at the state and district level covering SBM-G providers * 2 rounds (2015 and 2016 – Dec)
  - Implementation of Community Score Cards in 1 Gram Panchayat / Block * 3 Blocks * 12 districts = 36 (1 round in Aug-Oct 2016, followed by advocacy activities to end with Round 2 in Dec 2016)
Geographic coverage and CRC1 sample size

<table>
<thead>
<tr>
<th>Districts</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angul</td>
<td>452</td>
</tr>
<tr>
<td>Baleshwar</td>
<td>445</td>
</tr>
<tr>
<td>Cuttack</td>
<td>441</td>
</tr>
<tr>
<td>Dhenkanal</td>
<td>444</td>
</tr>
<tr>
<td>Ganjam</td>
<td>441</td>
</tr>
<tr>
<td>Sambalpur</td>
<td>457</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2680</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Districts</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dharmapuri</td>
<td>456</td>
</tr>
<tr>
<td>Krishnagiri</td>
<td>445</td>
</tr>
<tr>
<td>Perambalur</td>
<td>452</td>
</tr>
<tr>
<td>Trichy</td>
<td>449</td>
</tr>
<tr>
<td>Tirunelveli</td>
<td>444</td>
</tr>
<tr>
<td>Kanyakumari</td>
<td>423</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2669</strong></td>
</tr>
</tbody>
</table>

N = 6000
500 users and providers per district
1: Users who build toilets, use them

If self-built toilets are used more, need to ensure that beneficiaries are given appropriate support…

<table>
<thead>
<tr>
<th>Usage of Toilet</th>
<th>Self/Mason hired by Self</th>
<th>NGO/Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, all members use all the time</td>
<td>89%</td>
<td>66%</td>
</tr>
<tr>
<td>Nobody uses the toilet</td>
<td>11%</td>
<td>34%</td>
</tr>
<tr>
<td><strong>Total (Tamil Nadu)</strong></td>
<td><strong>100% (n=2093)</strong></td>
<td><strong>100% (n=511)</strong></td>
</tr>
<tr>
<td>Yes, all members use all the time</td>
<td>78%</td>
<td>38%</td>
</tr>
<tr>
<td>Nobody uses the toilet</td>
<td>22%</td>
<td>62%</td>
</tr>
<tr>
<td><strong>Total (Odisha)</strong></td>
<td><strong>100% (n=842)</strong></td>
<td><strong>100% (n=1678)</strong></td>
</tr>
</tbody>
</table>

Who Built the Toilet
2: Users need information and access...

- **Swachhta Doot** as information providers
  - Major role played by GP members and officials in Tamil Nadu in creating awareness of SBM including Swachhta Doot (23%); latter yet to play a major role in Odisha with only 1% reporting awareness creation by Swachhta Doot
  - Need to recruit, train, provide financial security (through IEC funds if possible) to Swachhta Doot

- **Rural Sanitary Marts (RSMs)** as material providers
  - Less than 1% users in Tamil Nadu aware of RSMs; contrary to Odisha reporting 12% awareness with two districts reporting 25% each
  - However, usage still low with only 12% of those aware actually purchasing material from RSMs having to travel an average of 6kms to the RSMs
  - Need to have RSMs with construction material, equipments and models of toilet options for beneficiaries to choose from and decide
3: Toilets need repair and maintenance...

Condition of TSC/NBA toilets in Odisha

- In Odisha, more than 40% toilets built from 2010 are already ‘dysfunctional’, resulting in continuation of OD practices
- SBM-G currently does not include support to ‘early adaptors’, but mentions support through SHGs and microfinance options for those not eligible under SBM
- Need to explore soft loans/support options to them through planned strategies
4&5: Need for efficiency and equity...

- **Need for in-house water supply**
  - In-house water supply plays an influencing role in usage of toilets
  - Fetching of water from outside sources → less priority to usage of water for toilets → non-usage of toilets

- **Transparency in selection process required**
  - Incidences of extra payment directly by beneficiaries (13% in Odisha with 38% in Baleshwar and 7% in TN and 25% in Dharmapuri) was mainly to be selected as a beneficiary
  - Confusion between ‘beneficiary contribution’ and ‘extra payment’ since there are no receipts/acknowledgments of money given/received
  - Indirect corruption more pervasive → contractors taking money and leaving behind incomplete toilets or no toilets at all

- **Need to address differential experiences of social groups**
  - Awareness on incentives lesser among the vulnerable groups (17% among SCs as against 26% among GC in Odisha)
  - Complete and usable toilets lesser among SC HHs (49% in Odisha and 63% in TN) than among GC HHs (62% in Odisha and 88% in TN)
  - More SC HHs (17% in Odisha and 12% in TN) had to pay extra for toilet construction than GC HHs (14% in Odisha and 5% in TN)
Using CRC findings to advocate...

1. **Case Studies in selected Gram Panchayats in each district**
   - included talking to various stakeholders that included beneficiaries; GP, Block and District level officials; GP level elected officials and local programme implementers
   - Odisha – each district had developed its own way to build SBM toilets and disbursement of subsidy to the beneficiaries
   - Tamil Nadu – the process of implementing the programme was more or less quite similar with each of the districts following the state guidelines very religiously

2. **Validating findings through CRC+**
   - Effort to enhance the diagnostic power of CRCs by going deeper into the factors that underline the problems, by using *internal data from governments*
   - Two tracks of analysis
     - Selected Expenditure Tracking (SET)
       - To trace the flows of expenditure associated with the activities of a service or programme
     - Function Market Analysis (FMA)
       - To trace the chain of functions that are to be performed in the course of service delivery or programme implementation
   - Odisha - launching, bringing out of PIP and AIP, the IEC programme which dwells mainly on IPC (Inter-personal communication) method, even the training aspects, hardware procurement and data updating are almost similar across the districts
   - Tamil Nadu - Block level officials were carrying out a lot of duties relating to administrative matters, one of which included implementing the SBM programme
Using CRC findings to advocate...(contd.)

**Community Score Cards**

- Steps for Implementation
  - Preparatory Groundwork – collection of secondary data, orientation meetings with providers and users, select indicators
  - Input-Tracking Scorecard – Inform communities about their entitlements, finalisation of indicators, deciding on inputs to be tracked
  - Performance Scorecard by the Community – scoring by the community against indicators and reasons for doing so
  - Self-Evaluation Scorecard by Providers – scoring by providers and reasons for doing so
  - Interface Meeting – Presentation of respective scores, feedback and dialogue, preparation of action plan
  - Institutionalization – follow up and monitoring
An example of a CSC in Tamil Nadu...

- Note: All CSC exercises carried out with CBOs identified by PAC with information from WaterAid
- Documentation of CSC and post CSC activities carried out by Annai Trust, Krishnagiri district -
Current activities...

- Post CSC in Odisha – Media Mix activities in consultation with SBM-G officials, local partners and JAP implementation committee members
- Post CSC in Tamil Nadu – Two-day training programme of VPRC/PLF/SHG members at Block level in all selected districts
- Analysis of data of CRC 2 completed in Odisha and Tamil Nadu
- Working towards wind-up of project by February 2017...
- Post project – a toolkit or implementation manual???
THANK YOU!

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