



"IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICE SCHEMES IN REMOTE AND BACKWARD DISTRICTS OF NORTH EAST INDIA"

Community Score Card Report

ROUND 2 – NOVEMBER 2017

By Study teams of ACTED, NEICORD and PAC



Community Score Card Report



IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICES THROUGH E-GOV IN RURAL AND REMOTE AREAS OF NORTH EAST INDIA

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ABBREVIATIONS

ASHA	Accredited Social Health Activist
AWW	Anganwadi Worker
BDO	Block Development Officer
BPL	Below Poverty Line
CA/CAG	Chartered Accountant/Chartered Accountant General
CBO	Community Based Organisation
CRC	Citizen Report Card
CSC	Community Score Card
DAC	District Agriculture Corporation
DRDA	District Rural Development Agency
EU	European Union
FGD	Focus Group Discussion
GP	Gram Panchayat
HH	Households
HQ	Headquarter
IAY	Indira Awas Yojana (housing)
ICDS	Integrated Child Development Scheme
IEC/ BCC	Information Education Communication/Behavior Change Communication
IHHL	Individual Household Latrine
JSSK	Janani Shishu Suraksha Yojana (mother and child)
MDM	Mid Day Meal Scheme
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MWCD	Ministry of Women and Child Development
NBA	Nirmal Bharat Abhiyan (sanitation)
NEI	North East India
NEICORD	North East India Committee on Relief and Development
NGO	Non-Government Organisation
NSAP	National Social Assistance Programme
NSSO	National Sample Survey Organization
OBC	Other Backward Class
PAC	Public Affairs Centre
PDS	Public Distribution System
PRA	Participatory Rural Appraisal
PSE	Pre-School Education
PHED	Public Health Engineering Department
RGGVY	Rajiv Gandhi Grameen Vidyutikaran Yojana (rural electrification)
RKVY	Rashtriya Krishi Vikas Yojana (agricultural development)
SAT	Social Accountability Tools
SC	Scheduled Caste
SDO	Sub-Divisional Officer/Office
SHG	Self Help Group
ST	Scheduled Tribe
VC	Village Council
VWSC	Village Water and Sanitation Committee
VHSNC	Village Health Sanitation and Nutrition Committee



ACKNOWLEDGEMENT

The Community Score Card (CSC) approach has been a very effective social accountability tool in bringing communities of users and service providers together to bring about change in service delivery by working together at the local level. The tool has been used effectively in many countries in Africa and in many states of India as well.

We carried out two rounds of CSCs in all the study districts in the project and were able to facilitate the development of Joint Action Plans (JAPs) by the communities and providers with a commitment to implement them. This process involved many stakeholders without whose support we could not have successfully completed this project. Our sincere thanks to the following institutions and individuals –

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Most importantly, members of the communities of users who are our agents of change and who participated most enthusiastically in the CSC and post CSC exercises.

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Project teams from

ACTED

NEICORD

Public Affairs Centre (PAC)

1. INTRODUCTION

“Improving Access to Information and Delivery of Public Service Schemes in Remote and Backward Districts of North East India” is one among the 14 projects supported by European Union in India. The project was initially implemented in 7 districts of 5 NE States by ACTED along with its partners – NEICORD and Public Affairs Centre (PAC). This was then reduced to four districts towards the end of the third year in consultation with the European Union. The four-year project included the application of the whole cycle of research-to-advocacy-to-action approach for 10 national development programmes, and thus witnessed the implementation of various social accountability tools that included the Citizen Report Card¹ (CRC) approach, and the Community Score Card (CSC) approach. This was followed by corrective measures that included awareness and capacity building and use of media to highlight issues so that solutions could be identified and implemented.

In this project, two rounds of CRCs and two rounds of CSCs were carried out. The preparation for the first round of CSC exercises began in November 2014 when a two-day CSC training was carried out among the District Coordinators and members of partner CSOs. The actual CSCs were then conducted in selected villages in all the seven districts in June-July 2015, after which the report was brought out. The scoring exercises carried out among communities of users and among the service providers on various indicators of the 10 programmes revealed that there were big gaps between actual experience (by users) and reported implementation (by providers). The mutual understanding of each other’s constraints was the stepping stone towards joint action programmes by users and providers, and different levels of improvement was witnessed through movement of scores in various aspects of service delivery in the second round of CSCs carried out in four selected districts.

The following report gives an account of the second round of CSCs that were carried out in selected villages in the four districts, followed by changes observed in the scoring between the two rounds of the CSCs.

The Community Score Card approach

The Community Score Card (CSC) process is a community-based monitoring tool that is a hybrid of the techniques of social audit, community monitoring and citizen report cards. Like the Citizen Report Card, the CSC process is an instrument to exact social and public *accountability* and responsiveness from service providers. However, by including an *interface meeting* between service providers and the community that allows for immediate feedback, the process is also a strong instrument for *empowerment* as well².

¹ See www.citizenreportcard.com that is an e-learning toolkit

² <https://siteresources.worldbank.org/INTPCENG/1143333-116505690049/20509286/comscorecardsnote.pdf>

It is important to understand that service delivery systems are ineffective, when Government functionaries are not accountable, when there is no focus on performance, no proper system of incentives for good work, stagnation etc, there is rigid mindset, demotivated staff, lack of exposure to innovations, lack of effective monitoring and supervision, corruption and *lack of information for decision making*.

This is where the approach comes in. Community Score Card is a social accountability tool that helps the communities to:

- Assess the quality of service delivery; and
- Performance of the service provider.

As the name suggests, CSC is applicable at the local levels (field level units) where communities of users and unit-level service providers get an opportunity to work together to improve the efficiency of service delivery.

The key features of this community empowerment tool are as follows:

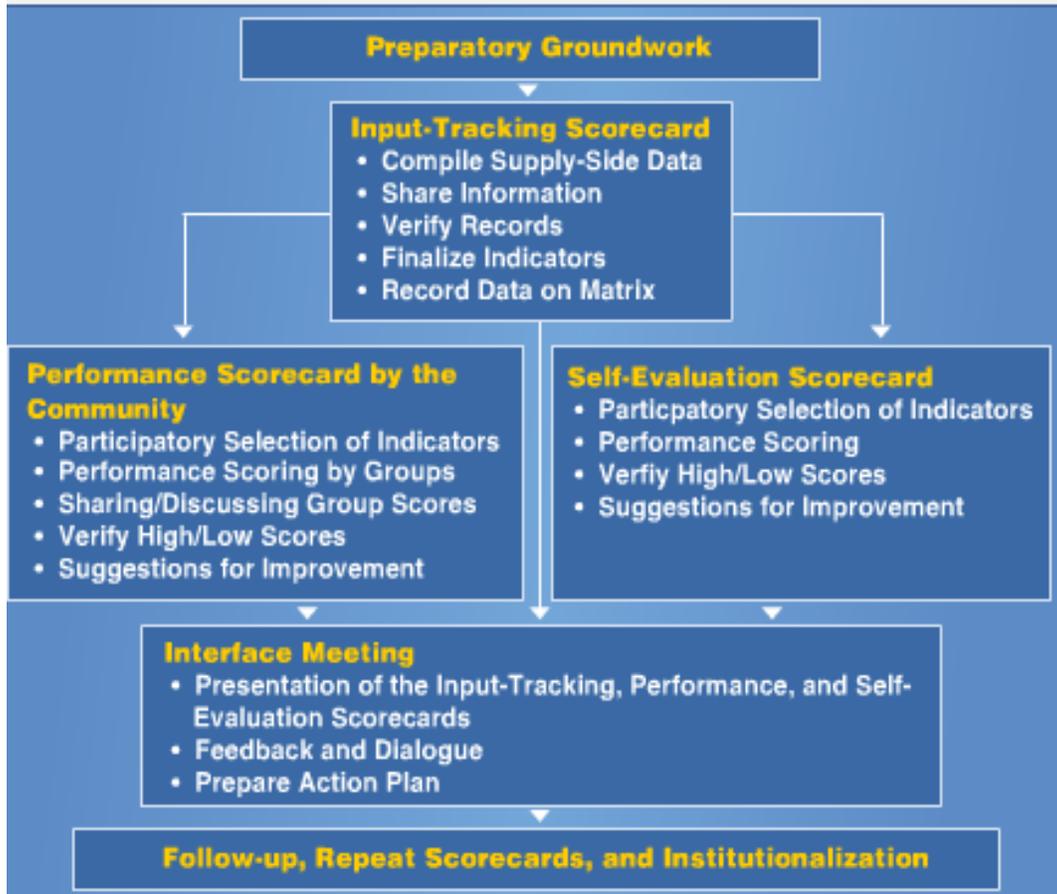
1. Provides a forum for direct and constructive engagement between the service user and the service provider;
2. Gives an opportunity for joint decision making;
3. Gives immediate feedback to the provider on areas for improvement;
4. Facilitates enhancement of quality, efficiency and effectiveness of service delivery.
5. Promotes good governance (accountability, transparency, participation) in the process of public service delivery.

The implementation of a CSC exercise comprises of six key steps:

1. Preparatory Groundwork
2. Input-Tracking Scorecard
3. Performance Scorecard by the Community
4. Self-Evaluation Scorecard
5. Interface Meeting
6. Institutionalization

A quick overview is as follows³:

³ Adapted from a previous presentation



Preparatory Ground Work: Stages

Identification of scope

- Identification of the service area, project, scheme, unit (district, mandal, taluk, etc.) for CSC implementation is a very critical factor, that includes identification of the service area with a lot of public interface, top management support, willingness to change, availability of information

Orientation Meeting of the Service Providers

- Orientation meetings with the service providers is required to make them aware of the process and its advantages. This meeting also helps in developing trust that the intention of the exercise is not fault finding but a joint effort to improve efficiency.

Meeting Community Representatives

It is important to meet with the community representatives (elected representatives, village leaders, influential members, key informants, SHG members, other CSOs) and explain to them the purpose (to work jointly towards improved service delivery) of the score card exercise and reason for engaging them in the exercise.



Identifying and Training of Facilitators

The Community Score Card is heavily dependent on the quality of the facilitation and mobilization undertaken. A good facilitator (having experience of conducting FGDs, knows the local language, and is comfortable with both users and providers) ensures that during scoring exercises there are no ‘dominant voices’ while arriving at a consensus on scores and providing reasons, either among the communities of users or among providers. S/he also ensures that the interface meeting between users and providers is conducted peacefully so that actionable conclusions can be arrived at.

Collecting Basic Data on Community

Before beginning the local engagement, some basic data on the community must be gathered like population data, services being provided to the communities, poverty profile, social profile etc., either through informal interviews by the facilitating team during scoping visits, or by using existing data.

Logistics Management

Logistics needs to be planned – venue, number of participants, training material, food, water etc., must be organized for the field work. Usually, this work is carried out by those CSOs already working with communities on the ground.

Input Tracking Matrix

Decide and Obtain Information on Inputs to be Tracked

Decide what inputs would be tracked and obtain adequate data on them. In this case, many of the indicators were taken from the Citizen Report Card exercise that was carried out before the CSCs in the selected districts.

Inform Communities on their Entitlements

The next step is that the community should be informed about what their entitlements are, what is the budget allocation for the PHC, what recorded infrastructure and facilities should be available, etc.

Record Data

The next step is recording the data collected about the receipt, use, or expenditure on inputs in the form of an input tracking matrix.

Performance Score Card by the Community of Users

- This is the second important step in CSC wherein the performance of a service/project is evaluated by the communities/users themselves.
- The community generated performance score card is a report on the quality of service delivery and reflects the general performance of the service provider as well.
- The performance assessment is based on indicators / criteria developed by the community on their own.



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- The reasons for giving the scores are also documented as feedback from community.

Self-evaluation Score Card

- **This evaluation is carried out by the service providers on their own performance.** It brings out their own perspective of their performance.
- The assessment is based on indicators / criteria developed by the provider. The reasons for these scores are documented and become the basis for obtaining suggestions for change through greater trust and partnership, which is the objective of the process.
- It is important to understand their perspective since they sometimes work under numerous constraints

Interaction meeting and joint action plan

It is a public forum or meeting where the service providers and users gather in order to present their respective scorecards and discuss ways to improve service delivery. It enables the service users to present their evaluation of the service performance, along with their concerns and priorities regarding the service.

Steps involved:

- Prepare both parties for the meeting
- Ensure adequate participation from both sides
- Presenting findings of both groups
- Brainstorming to come up with concrete changes/improvements
- Develop an Action Planning Matrix
- Divide roles and responsibilities for follow-up and monitoring

Repeat Community Score Cards

- The scorecard process is repeated after a mutually agreed upon period of time. The repeat process is usually easier and faster since everyone has prior experience.
- The main purpose of the repeat scorecard is to review progress and provide inputs for a revised action plan by:
 - Scoring the indicators again to reflect any changes in performance
 - Reviewing progress related to implementing the action plan
 - Discussing any changes experienced in service delivery.

Community Score Card Round 2 in selected study districts

The same procedure was followed in this project as well. Two rounds of Citizen Report Cards (CRCs) were followed by two rounds of Community Score Cards in the selected study districts of Ri Bhoi in Meghalaya, Goalpara and Cachar in Assam and Wokha in Nagaland. Each of the chapters comprises of the reports of the activities carried out and decisions taken thereafter, while the Annexure in this report includes the actual scores given by the communities and the service providers of the 10 programmes covered in this project -



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1. IAY Indira Awas Yojana (housing)
2. ICDS Integrated Child Development Scheme
3. JSSK Janani Shishu Suraksha Yojana (mother and child)
4. MDM Mid-Day Meal Scheme
5. MGNREGS Mahatma Gandhi National Rural Employment Guarantee Scheme
6. NBA Nirmal Bharat Abhiyan (now Swachh Bharat Mission-Gramin)
7. NSAP National Social Assistance Programme
8. PDS Public Distribution System
9. RGGVY Rajiv Gandhi Grameen Vidyutikaran Yojana (rural electrification)
10. RKVY Rashtriya Krishi Vikas Yojana (agricultural development)

The indicators selected for each of the programmes are as follows:

Programme / Theme	Indicators
MGNREGS	
Application Process	Availability of application form
	Completing the application form
	Submitting and forwarding the completed form
	Issue of Job Card
Usage and Service quality	Allocation of work/ Availability of work
	Total days for which work is available out of 100 days
	Use of Job card
Grievance Redress system	Frequency of payment
	Mode of payment
	Payment amount
PDS	
Application Process	Completing/Compiling supporting documents
	Selection of beneficiaries
	Getting the ration card: time taken
Usage and Service Quality	Regularity/Frequency of supply
	Quantity/Quality of supply
	Prices:Actual; Displayed
Grievance Redressal System	Presence of / activities by the Vigilance Committee
JSSK	
Registration Process	Payment of Fee
	ANC Card
	Role of ASHA
Quality and Services	Availability of Doctor
	Availability of Nurse and Lab technician
	Behaviour of doctor
	Behaviour of rest of the staff
	Transportation (Pick up and drop)
	Referral transport
	Infrastructure Facilities
	Diagnostic services
	Diet and nutrition
Consumables & Medicines	



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Programme / Theme	Indicators
	Blood transfusion at the referral level (wherever this has occurred)
Grievance Redressal	Response to helpline
	Response to complaint
RKVY	
Application Process	Collection of supporting documents
	Filling of application form
	Submission of application form
	Time taken for selection
Services	Items (agricultural inputs) - quality and quantity
	Activities (training, information sharing)
Monitoring and evaluation	Evaluation by government officials
ICDS	
Identification and Selection	Selection of beneficiaries under ICDS
Usage and Service	Quality of supplementary nutrition
	Quantity of supplementary nutrition
	Regularity of supply of supplementary nutrition
	Distribution of supplementary nutrition among beneficiaries
Grievance Redressal	Availability of complaint box in anganwadi centre
	Display of list of officials to be contacted for complaint
MDM	
Usage and quality of Services	Frequency of supply of midday meal
	Quantity of midday meal
	Quality of midday meal
	Items in the midday meal
	Cleanliness of cooking area
	Availability of and work by cook and helper
	Availability of drinking water
	Following of weekly menu
	Participation in the Mother Watch programme
	Monitoring by SBMC members
Grievance Redressal	Complaint lodging within Mother watch and SBMC meetings
IAY	
Application Process	Collection of supporting documents
	Filling and submission of application form
Selection Process	Method of selection of beneficiary
	Survey by concerned government department
	Time taken for selection
	Time taken for receipt of every instalment
Construction Process	Sharing of blueprint of IAY house
	Receipt of actual amounts
	Inspection during and after construction
	Submission of documentation of construction
	Presence of grievance redress mechanism
	Role of the Village Council committee
NSAP	
Identification and Selection	Application Process



Programme / Theme	Indicators
	Requirement for birth certificate, domicile, age proof certificate, voter id
	Selection process
Usage and Quality of service	Frequency of payment
	Mode of payment
	Amount received by beneficiary
Grievance Redressal	Co-operation by Zila Parishad officials/Anganwadi Worker
SBM-G (previously NBA)	
Identification and Beneficiary	HH Identification survey for beneficiary
	Identification of relevant beneficiary
Implementation/Construction	Collection & distribution of materials
	Items for construction of toilet
	Quality of materials/items
	Third party implementation agencies
Monitoring	Monitoring by VHSNC

The following chapters present the highlights of the CSC exercises in each district – a quick analysis of the implications of the difference in scores for each of the indicators between the two CSCs, details of the events of Round 2 of the CSCs, the composition of the participants, and the points discussed and the Joint Action Plan arrived at.



2. COMMUNITY SCORE CARD IN RI BHOI, MEGHALAYA

Background

Ri Bhoi carried out its first round of Community Score Card exercises in June-July 2015 and then in November 2017.

The following table presents the scores (between 0 and 5) given by the communities of users in Round 1 and Round 2 for the selected programmes:

Programme / Theme	Indicators	Round 1	Round 2
MGNREGS			
Application Process	Availability of application form	5	5
	Completing the application form	5	5
	Submitting and forwarding the completed form	5	5
	Issue of Job Card	5	5
Usage and Service quality	Allocation of work/ Availability of work	5	5
	Total days for which work is available out of 100 days	5	5
	Use of Job card	5	5
Grievance Redress system	Frequency of payment	2	3
	Mode of payment	1	5
	Payment amount	5	2
PDS			
Application Process	Completing/Compiling supporting documents	3	5
	Selection of beneficiaries	4	5
	Getting the ration card: time taken	2	3
Usage and Service Quality	Regularity/Frequency of supply	4	5
	Quantity/Quality of supply	3	2
	Prices: Actual; Displayed	1	0
Grievance Redressal System	Presence of / activities by the Vigilance Committee	4	0
JSSK			
Registration Process	Payment of Fee	4	5
	ANC Card	5	5
	Role of ASHA	1	5
Quality and Services	Availability of Doctor	4	4
	Availability of Nurse and Lab technician	5	4
	Behaviour of doctor	4	2
	Behaviour of rest of the staff	4	2
	Transportation (Pick up and drop)	0	3
	Referral transport	0	5
	Infrastructure Facilities	3	1
	Diagnostic services	3	0
Diet and nutrition	2	5	



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Programme / Theme	Indicators	Round 1	Round 2
	Consumables & Medicines	2	2
	Blood transfusion at the referral level (wherever this has occurred)	Na	0
Grievance Redressal	Response to helpline	0	5
	Response to complaint	1	1
RKVY			
Application Process	Collection of supporting documents	2	5
	Filling of application form	2	5
	Submission of application form	2	5
	Time taken for selection	2	5
Services	Items (agricultural inputs) - quality and quantity	2	2
	Activities (training, information sharing)	1	5
Monitoring and evaluation	Evaluation by government officials	2	0
ICDS			
Identification and Selection	Selection of beneficiaries under ICDS	5	3
Usage and Service	Quality of supplementary nutrition	4	2
	Quantity of supplementary nutrition	4	3
	Regularity of supply of supplementary nutrition	4	2
	Distribution of supplementary nutrition among beneficiaries	4	2
Grievance Redressal	Availability of complaint box in anganwadi centre	0	3
	Display of list of officials to be contacted for complaint	0	Na
MDM			
Usage and quality of Services	Frequency of supply of midday meal	2.5	2
	Quantity of midday meal	3.5	4
	Quality of midday meal	3	5
	Items in the midday meal	3	5
	Cleanliness of cooking area	2	5
	Availability of and work by cook and helper	5	5
	Availability of drinking water	4	5
	Following of weekly menu	2	5
	Participation in the Mother Watch programme	0	1
	Monitoring by SBMC members	2	5
Grievance Redressal	Complaint lodging within Mother watch and SBMC meetings	1	5
IAY			
Application Process	Collection of supporting documents	3	5
	Filling and submission of application form	3	5
Selection Process	Method of selection of beneficiary	0	2
	Survey by concerned government department	3	4
	Time taken for selection	2.5	4
	Time taken for receipt of every instalment	2	4



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Programme / Theme	Indicators	Round 1	Round 2
Construction Process	Sharing of blueprint of IAY house	0	Na
	Receipt of actual amounts	5	5
	Inspection during and after construction	3	4
	Submission of documentation of construction	3	0
	Presence of grievance redress mechanism	0	4
	Role of the Village Council committee	4	2
NSAP			
Identification and Selection	Application Process	5	5
	Requirement for birth certificate, domicile, age proof certificate, voter id	5	5
	Selection process	5	4
Usage and Quality of service	Frequency of payment	3	1
	Mode of payment	4	5
	Amount received by beneficiary	5	5
Grievance Redressal	Co-operation by Zila Parishad officials/Anganwadi Worker	4	Na
SBM-G (previously NBA)			
Identification and Beneficiary	HH Identification survey for beneficiary	0	3
	Identification of relevant beneficiary	0	3
Implementation/Construction	Collection & distribution of materials	3	3
	Items for construction of toilet	2.5	2
	Quality of materials/items	2.5	5
	Third party implementation agencies	na	5
Monitoring	Monitoring by VHSNC	4	3

Observation points -

1. **MGNREGS:** Delayed payment and mode of payment that were major concerns in Round 1 seem to have been addressed in Round 2 with an improvement of about 2 scoring points in both.
2. **PDS:** While there is slight improvement in getting a ration card, issues related to price display and activities of the vigilance committee continue to disappoint users due to which they have been given lesser scores in Round 2.
3. **JSSK:** A remarkable improvement is seen in the role of ASHA between the two Rounds (from 1 in Round 1 to 5 in Round 2). However, there are still some issues to be addressed – infrastructure and diagnostic facilities and response to complaints, though there has been a leap of improvement in response to the helpline (from 0 to 5).
4. **ICDS:** It is disturbing to note that quality of nutrition has come down from Round 1 to 2 (average of 4 to 2 in indicators related to usage and service quality) and needs to be addressed at the earliest.
5. **MDM:** While the quality of mid-day meal has improved marginally, the role of the Mother Watch group is still the same indicating the need to continue awareness and capacity-building among mothers whose children are going to school.



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6. **IAY:** There has been a major improvement in presence of a grievance mechanism between Rounds 1 and 2 (0 to 4). However, selection of beneficiaries seems to be still biased and submission of documentation needs a relook.
7. **NSAP:** While most of the indicators show consistency, lower scores in Round 2 regarding frequency of payment indicates the need for quick action.
8. **NBA or now SBM-G:** The process of identification of beneficiaries seems to have improved (from 0 to 3), though items given for construction of toilets are still a matter of concern and need to be addressed.
9. **RKVY:** There have been major improvements in scores on indicators related to application processes (average of 2 to 5) between the two Rounds. However quality and quantity of inputs continue to be consistently low which is a matter of concern since this is a critical factor measuring the success of this programme.

Round 2 of Community Score Cards

The second round Community Score Card Exercises which were held at Umling and Jirang Blocks were facilitated by Emeryncia Khonglah, District Co-ordinator PSP Ri-Bhoi. The details are here below:

Date	Venue	Blocks represented	Composition of Participants
16 November 2017	Science Hall	Umling C&RD Block	37 females + 5 males = 42 Users
17 November 2017	Umlakro Hall	Jirang C&RD Block	20 females + 12 males = 32 Users
21 November 2017	Science hall	District-level	34 females + 5 males = 39 (including 10 government officials, and SHG and PRI members)

The officials who participated in the CSCs were:

Sl.No	Department	Designation	Scheme
1	Umling C&RD Block	Sectional Officer	IAY/PMAY
2	Education Dept	B.R.C	MDM
3	Supply	Inspector of Supply	NFSA/TPDS
4	DMHO	Medical & Health officer	JSSK
5	DMHO	District Community Process Co-Ordinator	
6	Umling C&RD Block	Gram Sevika	NSAP



Sl.No	Department	Designation	Scheme
7	PHE Dept	SDO	NBA/TSC
8	Umling C&RD Block	A.P.O	MGNERGS
9	ICDS	AWW	ICDS
10	Agriculture Dept	Asst Director	RKVY

Joint Action Plan

A brief note on the Schemes that the users and the providers had scored on and the joint resolution that was made is as follows.

Sl.No	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
1	JSSK	Transportation, Medicines, diagnostic/test, behavior of staff/doctors.	People in rural areas do not get the benefit of pick up and drop by hospital ambulance, they have to hire a vehicle and the amount for hiring is not reimbursed. Most of the medicines are not available in the hospital and they have to buy from pharmacy. For test and other diagnostics, they have to go to a private hospital and even the behavior of doctors and staff are very rude and bad.	If the beneficiary not able to use the ambulance, they can tie up with any vehicle that is available in their village and later they can give the account no. of the driver and amount will be reimbursed in his account. Any medicine which is not available in the hospital or if they have to go to private hospital for any test they can always write a request to the DMHO telling him that they are unable to buy the medicines or do the test in private hospitals. In case if any beneficiary is facing any rude behavior of any doctor or staff, they can complain directly to the DMHO or can drop a letter in a complaint box.
2	MDM	Lack of regular meals, less quantity	Once/twice a week meal is given, less quantity	To approach the Director of Education for regular supply of MDM.
3	NFSA/TP DS	Many BPL are not included	Beneficiaries were selected through census which was conducted during 2013.	To approach Census Board and request for re-survey of BPL house.



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Sl.No	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
4	IAY/PMAY	Poor family, partiality of village headman	Being a BPL, they cannot contribute any amount to start the construction because as per PMAY norms, the family has to spend from their end and when the construction is started the amount will be reimbursed. But the problem is they cannot fund the initial amount for that. Sometimes partiality is there - only headman relatives or close friends will be selected.	In case of PMAY, meeting will be conducted on how to respond to beneficiary ailments. But if any partiality is there, any beneficiary can visit the Block Office in person.
5	NSAP	Difficulty in getting death certificate, disable certificate and difference in voter ID age of old people, and sometimes partiality in selection	There are some widows who did not know how and from where to get death certificate because nobody was there to guide or help at the time when their husbands died but now it has been very difficult to get the certificate as some of the widows have lost their husbands for about a year or two.	Death certificate can be issued by a village headman or they can avail from hospital. In case of infirm who cannot apply for old age pension due to less age in voter ID, they can now change their ID in Electoral Roll office. If there is any partiality the beneficiary can visit the block office in person.
6	NBA/TS C/SBM	Less funds	Many of the areas that are targeted in the project have fallen into urban areas for which they can only get Rs. 4000 to construct a toilet which is not possible for a BPL.	To approach Census Board and request for re-survey of BPL households.



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Sl.No	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
7	MGNER GS	Delay in payment	Payment is usually delayed for about one to three months which is difficult for the beneficiary because some of them depend on the wages to run their family.	If the beneficiary will complete their submission of documents on time to the bank there will not be any delay.
8	ICDS	Irregular supply, poor quality	The ICDS Centre usually opens only once /twice a week because of less stock and mainly because the honorarium of AWW is very less that she cannot give her time daily on Anganwadi centre. There are times when quality of foodgrains they receive in the centre is poor and is not good to be cooked for the beneficiary.	To approach the State Director to increase the honorarium as well as regular supply and to distribute good quality material.
9	RKVY	Less funds from govt.	Funds for RKVY Scheme is very less and is not regular sometimes it flows once in a year or quarterly therefore it is not possible to give the scheme to every individual; instead the scheme is more preferable for group of farmers or SHG'S	To keep application beforehand and whenever the funds are available the beneficiary will be contacted/informed. Also, any beneficiary can visit the deptt personally for more details.

3. COMMUNITY SCORE CARD IN GOALPARA, ASSAM

Goalpara carried out its first round of Community Score Card exercises in June-July 2015 and then in November 2017.

The following table presents the scores (between 0 and 5) given by the communities of users in Round 1 and Round 2 for the selected services:

Programme / Theme	Indicators	Round 1	Round 2
MGNREGS			
Application Process	Availability of application form	4	3
	Completing the application form	4	5
	Submitting and forwarding the completed form	4	5
	Issue of Job Card	3	4
Usage and Service quality	Allocation of work/ Availability of work	1.5	1
	Total days for which work is available out of 100 days	2	2
	Use of Job card	3	5
Grievance Redress system	Frequency of payment	2	1
	Mode of payment	3	4
	Payment amount	3	4
PDS			
Application Process	Completing/Compiling supporting documents	3.5	2
	Selection of beneficiaries	1	3
	Getting the ration card: time taken	3.5	3
Usage and Service Quality	Regularity/Frequency of supply	1	5
	Quantity/Quality of supply	2	5
	Prices:Actual; Displayed	1	5
Grievance Redressal System	Presence of / activities by the Vigilance Committee	1	5
JSSK			
Registration Process	Payment of Fee	4	5
	ANC Card	5	5
	Role of ASHA	4	4
Quality and Services	Availability of Doctor	2.5	4
	Availability of Nurse and Lab technician	4	5
	Behaviour of doctor	2	5
	Behaviour of rest of the staff	1	0
	Transportation (Pick up and drop)	2	3
	Referral transport	1.5	4
	Infrastructure Facilities	4	4
	Diagnostic services	3	3
	Diet and nutrition	3	4
	Consumables & Medicines	3	4
	Blood transfusion at the referral level	2	5



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	(wherever this has occurred)		
Grievance Redressal	Response to helpline	0	4
	Response to complaint	Na	4
RKVY			
Application Process	Collection of supporting documents	1	5
	Filling of application form	2	5
	Submission of application form	3	5
	Time taken for selection	2	2
Services	Items (agricultural inputs) - quality and quantity	2	4
	Activities (training, information sharing)	1	2
Monitoring and evaluation	Evaluation by government officials	1	2
ICDS			
Identification and Selection	Selection of beneficiaries under ICDS	4	5
Usage and Service	Quality of supplementary nutrition	2	5
	Quantity of supplementary nutrition	2	3
	Regularity of supply of supplementary nutrition	2	3
	Distribution of supplementary nutrition among beneficiaries	1	5
Grievance Redressal	Availability of complaint box in anganwadi centre	0	0
	Display of list of officials to be contacted for complaint	0	0
MDM			
Usage and quality of Services	Frequency of supply of midday meal	3	5
	Quantity of midday meal	2	5
	Quality of midday meal	1.5	5
	Items in the midday meal	2	5
	Cleanliness of cooking area	4	5
	Availability of and work by cook and helper	4	5
	Availability of drinking water	4	3
	Following of weekly menu	2.5	5
	Participation in the Mother Watch programme	2	2
	Monitoring by SBMC members	2	0
Grievance Redressal	Complaint lodging within Mother watch and SBMC meetings	2	0
IAY			
Application Process	Collection of supporting documents	4	0
	Filling and submission of application form	4	5
Selection Process	Method of selection of beneficiary	3	0
	Survey by concerned government department	4	4
	Time taken for selection	1	1
	Time taken for receipt of every instalment	2.5	5
Construction Process	Sharing of blueprint of IAY house	0	5
	Receipt of actual amounts	4	4



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	Inspection during and after construction	4	5
	Submission of documentation of construction	4	5
	Presence of grievance redress mechanism	1	0
	Role of the Village Council committee	4	5
NSAP			
Identification and Selection	Application Process	4	5
	Requirement for birth certificate, domicile, age proof certificate, voter id	4	5
	Selection process	3	1
Usage and Quality of service	Frequency of payment	1	4
	Mode of payment	5	5
	Amount received by beneficiary	5	2
Grievance Redressal	Co-operation by Zila Parishad officials / Anganwadi Worker	2	0
SBM-G (previously NBA)			
Identification and Beneficiary	HH Identification survey for beneficiary	2	4
	Identification of relevant beneficiary	3	3
Implementation/Construction	Collection & distribution of materials	2	5
	Items for construction of toilet	3	1
	Quality of materials/items	3	0
	Third party implementation agencies	2	3
Monitoring	Monitoring by VHSNC	1	2

Main observations -

1. **MGNREGS:** There has been overall improvement across indicators related to application process and service quality parameters between the two Rounds except in the case of allocation of work and delayed payment.
2. **PDS:** Usage and service quality as well as grievance redress have shown very good progress from Round 1 which had an average score of 1 to 4 and 5 in Round 2. Measures to ease the burden of supporting documents can lead to better scores still.
3. **JSSK:** Behaviour of the doctor and the staff seemed to have been a major area of concern for users in Round 1. Round 2 has shown remarkable improvement in the behavior of the doctor while that of the staff seems to have gone down further which needs to be addressed. Response to the helpline has gone up from 0 to 4.
4. **ICDS:** Overall progress has been noticed between Round 1 and Round 2 regarding indicators of usage and service quality, while both indicators on grievance redressal remain at 0 in both Rounds. The need for a Mother Watch programme as in schools cannot be ignored any more.
5. **MDM:** While the quality of mid-day meal has improved substantially (from 1.5 to 4), the role of the Mother Watch group is still the same while the role of SDMC members has gone down in Round 2, which indicates the need to build capacities on community ownership of schools.

6. **IAY:** Selection process of beneficiaries is a matter of major concern with no visible improvement in scores. There is no improvement in scores related to grievance redressal as well, pointing towards the need for intensive corrective measures.
7. **NSAP:** While scores regarding frequency of payment has gone up, there is a concern regarding amounts received by the beneficiaries against which scores have gone down in Round 2, indicating a long struggle ahead to increase pensions.
8. **NBA or now SBM-G:** The quality of material for construction of toilets have actually gone down in Round 2 while bias in selection of beneficiaries continues to be consistently low, both which need to be addressed.
9. **RKVY:** Getting supporting documents to avail this programme no longer seems to be a problem, though low scores on activities carried out and time taken for selection are matters of concern.

Round 2 of Community Score Cards

Community Score Card exercises were carried out thrice with different groups and at the district level. In the Score Card Exercise the Community Leaders and Self Help Group Leaders participated in both the blocks of Rangjuli and Balijana Block respectively. The District Level community scoring exercise was done in the presence of service providers and PRI Council members and in the presence of the media. Whereas at the District level community exercise, very few service providers or line department officials were present but service implementers like Gram Panchayat Ward Members, Executive members of Autonomous Councils who are the grassroot implementers of the ten schemes were present and participated in the scoring exercise like through suggestions and providing information on the schemes and the official structure in implementing the scheme.

In the District Forum only few scheme scoring exercises were done specially JSSK scheme whereas others schemes were done department-wise, i.e., through visiting and by following up with the scheme in-charge and field level service implementers like Department, PRI and Council Member. During visiting departments Like Zilla Parishad, District Social Welfare Department, Panchayat Office etc. many lessons and inputs and clarification were done by the scheme in-charge and experts. It is learned that in each and every Block there is an allotted in-charge for the specific scheme and most of the schemes Like RKVY, DDUGJY, TPDS (FSA), SBM, PMAY-G, MGNREGA, NSAP, are implemented by the Gram Panchayat and Zilla Parishad. It is learned that for access to any scheme, Gram Panchayat plays a vital role especially in selection of beneficiaries, survey, verification of beneficiaries, setting a target as per the population head for scheme implementation etc.

The main details are as follows:

Blocks represented	Composition of Participants
Rangjuli	Community Leaders and Self-Help Group Leaders



Blocks represented	Composition of Participants
Balijana	Community Leaders and Self-Help Group Leaders
District-level	Service implementers like Gram Panchayat Ward Members, Executive members of Autonomous Councils

Joint Action Plan

During the Scoring exercise, by visiting and following up in the department and Gram Panchayat, many issues were discussed scheme-wise and many clarifications were given which led to the formation of joint Action points and planning with the community leaders.

Sl.No	Scheme Name	Discussion/Issue	Reasons	Joint Resolution/Action
1	JSSK	Non-response during medical emergencies and delay in the transportation during emergency, ill behavior of the staff of the Hospital, and non-hygienic toilets and bathroom;	There are limited number of ambulance/vehicles, and also there are very bad road (not black topped) where it is not so easy to drive vehicle and it takes time, and road construction is not concerned with medical department. Sometimes due to overload in work, staffs especially the staff nurse do react not in a very friendly way.	Request by the community Leaders to the Joint Director of District Health and Family Welfare Department; for the setting up of the new small model Hospital and improving the complaint lodging mechanism.
2	NSAP	Irregularities in selection process for the Old age, Widow and disability pensions; delay in payments	Non-availability of fund with department as it is not released from State does lead to delay in payment. There are also issue such as favoritism in selection of beneficiaries at village level by village authority.	To regularize fund transfer and Rs. 500/- increment citizens more than 80 years



Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue	Reasons	Joint Resolution/Action
3	RGGVY	Non-availability of meter for the connection and service charge taken by the line man; frequent disconnection of the power	<p>It depends on the availability of fund and supply from State. When there is lack of fund, his issue happens which is not actually in our hand.</p> <p>We do not have any reported cases of charges taken by lineman, if it happens, please contact/complaint the department.</p> <p>Frequent power cut is an issue in many places which is due to lack of power availability of electric power supply, and sometime due to ongoing construction works the power has to be cut off for some time during the work, and later it is supplied done work is over</p>	<p>Issue a prior notice and announcement in case of the power cut specially to the villages through a mode of calling the village Headman or Leader; regular monitoring of the electrical equipment; replace the equipment which is not in good condition</p>
4	MDM	Water filter not properly used in the school; non-participation of the school managing committee in implementing the Mid-Day Meal;	<p>This is just carelessness of the school authority, we may not be able to give reasons for this.</p> <p>The member of the managing committee in many school has their own work and due to their own engagements it becomes difficult to always participate.</p>	<p>tested the Water through PHED; hold a meeting with regard to Mother Watch Group and SMC empowerment to spread the information to the community</p> <p>Selection of right member in school management committee (who can give time)</p>
5	RKVY	Biased selection of beneficiaries for the scheme, quality and quantities of the	There is favoritism especially in village level.	Department has not come across with such issue. If such issue happens, it



Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue	Reasons	Joint Resolution/Action
		inputs in terms of seeds		needs to be complaint to the department at Sub Division and District
6	IAY	Irregularities in selection of beneficiaries, taking bribe by the G.P members,	This is due to local political influences and due to favoritism by GP/PRI members.	Public selection of beneficiaries, ensure direct beneficiaries transfer, better grievance redress.
7	SBM-G (NBA)	Bad quality of the construction materials, irregularities in the implementation by third parties	We are not aware of this. This may be done by Third party implementing organization for more profit	Department too look into this matter
8	MGNRE GS	Delayed issuing of Job card, delayed payment to the wage worker, less allotment of work	This is due to non-availability of stock of job card and also delay in fund release from the State	Will address upon receipt of funds
9	TPDS	Asking lots supporting documents, selection process of beneficiaries is not as per the guidelines	Documents are asked as per the need of guidelines. There do exist favoritism at local level due to local political influences.	Introduction to new card that is MASSY Card
10	ICDS	Quantity availed is not sufficient, lack of display and complaint box, regular supply of nutrition.	Quantity as per guidelines, and it cannot be increased just as per our wish. At times, when there is no stock of materials with District due to non or late release by State, then delay does happen	Display the Complaint Box in each AWC.



IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICE SCHEMES IN REMOTE AND DECHANGED DISTRICTS OF NORTH EAST INDIA
 The service providers who gave their commitment included:

Community Score Card Report

Name of the scheme	Designations	Department
JSSK	District Accounts Manger	N.H.M
NSAP	Junior Asst.	Zilla Parishad
RKVY	District Information Officer	District Agriculture Office
I.A.Y	Project officer (Technical)	DRDA
TPDS	S.I	DCFS&CA
MDM	H.T	Rangagora School
ICDS	AWW	AWC Domoni Saldekri
SBM	Executive Member	RHAC Goalpara
RGGVY	J.E	APDCEL Sub div-Bhalukdubi
MGNREGA	President	G.P Kalapani Chandamari

4. COMMUNITY SCORE CARD IN CACHAR, ASSAM

Cachar carried out its first round of Community Score Card exercises in June-July 2015 and then in November 2017.

The following table presents the scores (between 0 and 5) given by the communities of users in Round 1 and Round 2 for the selected services:

Programme / Theme	Indicators	Round 1	Round 2
MGNREGS			
Application Process	Availability of application form	0	3
	Completing the application form	0	4
	Submitting and forwarding the completed form	0	5
	Issue of Job Card	3	2
Usage and Service quality	Allocation of work/ Availability of work	2	2
	Total days for which work is available out of 100 days	0	2
	Use of Job card	0	3
Grievance Redress system	Frequency of payment	0	4
	Mode of payment	0	5
	Payment amount	0	4
PDS			
Application Process	Completing/Compiling supporting documents	3	5
	Selection of beneficiaries	3	4
	Getting the ration card: time taken	2	2
Usage and Service Quality	Regularity/Frequency of supply	2	5
	Quantity/Quality of supply	2	3
	Prices:Actual; Displayed	1	3
Grievance Redressal System	Presence of / activities by the Vigilance Committee	0	0
JSSK			
Registration Process	Payment of Fee	5	5
	ANC Card	5	5
	Role of ASHA	3	4
Quality and Services	Availability of Doctor	4	4
	Availability of Nurse and Lab technician	5	5
	Behaviour of doctor	4	4
	Behaviour of rest of the staff	2	4
	Transportation (Pick up and drop)	3	3
	Referral transport	0	2
	Infrastructure Facilities	2	3
	Diagnostic services	1	3
	Diet and nutrition	1	2
	Consumables & Medicines	2	4
	Blood transfusion at the referral level	0	2



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	(wherever this has occurred)		
Grievance Redressal	Response to helpline	0	2
	Response to complaint	Na	5
RKVY			
Application Process	Collection of supporting documents	3	4
	Filling of application form	3	4
	Submission of application form	4	5
	Time taken for selection	3	5
Services	Items (agricultural inputs) - quality and quantity	3	4
	Activities (training, information sharing)	4	2
Monitoring and evaluation	Evaluation by government officials	3	3
ICDS			
Identification and Selection	Selection of beneficiaries under ICDS	3.5	5
Usage and Service	Quality of supplementary nutrition	3	4
	Quantity of supplementary nutrition	3	2
	Regularity of supply of supplementary nutrition	2	3
	Distribution of supplementary nutrition among beneficiaries	2	3
Grievance Redressal	Availability of complaint box in anganwadi centre	0	0
	Display of list of officials to be contacted for complaint	0	3
MDM			
Usage and quality of Services	Frequency of supply of midday meal	3	3
	Quantity of midday meal	3	5
	Quality of midday meal	2.5	3
	Items in the midday meal	3	3
	Cleanliness of cooking area	4	2
	Availability of and work by cook and helper	5	4
	Availability of drinking water	5	3
	Following of weekly menu	2	3
	Participation in the Mother Watch programme	0	2
	Monitoring by SBMC members	0	2
Grievance Redressal	Complaint lodging within Mother watch and SBMC meetings	Na	2
IAY			
Application Process	Collection of supporting documents	3	5
	Filling and submission of application form	3	5
Selection Process	Method of selection of beneficiary	3	3
	Survey by concerned government department	3	3
	Time taken for selection	1	3
	Time taken for receipt of every instalment	2	2
Construction Process	Sharing of blueprint of IAY house	0	5
	Receipt of actual amounts	4	5



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	Inspection during and after construction	3	4
	Submission of documentation of construction	4	5
	Presence of grievance redress mechanism	1	5
	Role of the Village Council committee	4	0
NSAP			
Identification and Selection	Application Process	3	4
	Requirement for birth certificate, domicile, age proof certificate, voter id	3	3
	Selection process	2	3
Usage and Quality of service	Frequency of payment	2	2
	Mode of payment	5	5
	Amount received by beneficiary	5	5
Grievance Redressal	Co-operation by Zila Parishad officials/Anganwadi Worker	3.5	3
SBM-G (previously NBA)			
Identification and Beneficiary	HH Identification survey for beneficiary	2	4
	Identification of relevant beneficiary	4	2
Implementation/Construction	Collection & distribution of materials	2	4
	Items for construction of toilet	3	2
	Quality of materials/items	3	2
	Third party implementation agencies	2	2
Monitoring	Monitoring by VHSNC	1	2

Main observations:

1. **MGNREGS:** While there has been major improvement in indicators related to application process, only marginal progress has been seen in use of job card and allotment of work (0 to 2) between the 2 Rounds. The need to ask job card holders to demand work needs to be emphasized.
2. **PDS:** Getting a ration card seems to be concern among users in Round 2 while there has been improvement in the display of prices in the ration shops as seen in the increase in scores between the two Rounds.
3. **JSSK:** Some of the service quality indicators have such as infrastructure, diagnostic equipment, etc. have seen marginal improvement but there none with regard to behaviour among the staff.
4. **ICDS:** Very moderate progress is observed between Round 1 and Round 2 regarding indicators of usage and service quality, as is the care with both indicators on grievance redressal as well indicating the need to improve response mechanisms.
5. **MDM:** While the role of the Mother Watch group has improved, it is disturbing to see that the some of the critical indicators such as availability of water and quality of food has come down in Round 2 – SDMC members do need to understand their roles better.
6. **IAY:** Selection process of beneficiaries have recorded some visible improvement in scores along with very good scores in the application process.

7. **NSAP:** The low scores regarding frequency of payment and the selection process remains consistent between the two Rounds, once again indicating a long struggle ahead to increase pensions.
8. **NBA or now SBM-G:** The quality of material for construction of toilets continue to be low even in Round 2 while there is bias in selection of beneficiaries as well, both which need to be addressed.
9. **RKVY:** Getting supporting documents to avail this programme has improved, though low scores on activities carried out and time taken for selection are matters of concern.

Round 2 of Community Score Cards:

Community Score Card Exercise at Cachar District was convened on 21st, 22nd & 29th November 2017 from 10:30am to 03:00pm. District Coordinator NEICORD Cachar District invited different Beneficiaries/community and SHGs members too to attend first phase Community Score Card Exercise on 21st November 2017 and 2nd phase Community Score Card Exercise on 22nd November 2017 and Invited PRI & Govt. Officials for Score Card Exercise jointly on 29th November 2017.

The details are as follows:

Date	Venue	Blocks represented	Composition of Participants
21 November 2017	BDO Training Hall, Joypur	Rajabazar Development	4 males + 35 females = 39 (Community leaders, Village leaders, SHGs leaders, NGO leaders, Beneficiaries/community and SHG members)
22 November 2017	RPC-NEI Training Hall, Fulertal	Lakhipur Development	3 males + 31 females = 34 (Community leaders, Village leaders, SHG leaders, NGO leaders)
29 November 2017	RPC-NEI Training Hall, Fulertal	Cachar	PRI & Govt. Officials for self-evaluation, followed by interface meeting - 60 persons (23 males + 37 females) including govt. department officials, PRI/GP, community member/beneficiaries, SHG members

Joint Action Plan

	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
1	JSSK	Transportation.	People in rural areas do not get the benefit of pick up from home to hospital by 102 or	If anyone call 102 to pick pregnant women for delivery, vehicle is available.



Community Score Card Report

	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
		Referral transport Diet and nutrition	<p>108 ambulance, they have to hire a vehicle and the amount for hiring is not reimbursed.</p> <p>Referral transport needs to pay fuel cost which is difficult for beneficiaries to spend out of their pocket.</p> <p>There is no proper diet and nutrition for beneficiaries during delivery in the hospital.</p>	<p>There are some cases that they came by their own vehicle or hired vehicle from neighbour as such hospital does not have any facility to reimburse the amount.</p> <p>District Medical Hospital is more than 50 km from Sub-Divisional or Block Hospital for which beneficiaries need to bear additional fuel cost.</p> <p>As there is no supply for diet and nutrition since 1 year back. When supply is available Hospital will issue diet and nutrition again.</p>
2	MDM	Cleanliness of cooking area Participation in the Mother Watch programme.	<p>Most of the schools which are located in remote villages find it difficult to maintain cleanliness as water facility is not available regularly.</p> <p>Most of the mothers are not available at home during school hours</p>	<p>Need to approach PHE Department for Water supply and BDO/GP for the construction Ringwell inside the school campus</p> <p>If mothers are willing to participate in MDM they are always welcome to test MDM.</p>
3	TPDS	Quantity of Supply Price of rice	<p>There are some villages where dealer supply only 4.5kg of rice per head per month.</p> <p>There are some villages where dealer charge Rs. 4/- per kg of rice where other villages are purchasing @ Rs. 3/- per kg.</p>	<p>To collect name and signature of beneficiaries who need only 4.5kg of rice per head per month and submit a petition letter to Deputy Director, FCS&FA, Cachar.</p> <p>To collect name and signature of beneficiaries who purchased per kg of rice @ Rs. 4/- and submit a petition letter to Deputy Director, FCS&FA, Cachar.</p>



Community Score Card Report

	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
4	PMAY	Time taken for receipt of every installment	Installment is usually delayed for about two to three months which is difficult for the beneficiaries to continue construction of PMAY house.	Beneficiaries need to construct as soon as installment is received to get next installment, Once document submitted next installment is issued within 21 days.
5	NSAP	Requirement for birth certificate, domicile, age proof certificate, voter id. Difficulty to obtain death certificate for widows	To obtain age proof certificate need to pay Rs. 200/- There are some widows who did not know how to apply death certificate from the doctor and for widow it's not possible to get INWPS without husband's death certificate.	Beneficiaries or old age citizens need to visit nearest hospital to obtain age proof certificate free of cost. Within 25 days widows can approach ASHA to apply and obtain Death certificate.
6	NBA/TSC/SBM	Items for construction of toilet and Quality of materials/items	Items for construction of SBM toilet was poor quality. As constructed by Bright India NGO as a contractor and There are some SBM Toilets which were dismantled after 6 to 10 months of construction.	Beneficiaries need to write a complaint letter to PHE Department mentioning that Items for construction of toilet and Quality of materials/items are poor.
7	MGNREGS	Total days for which work is available out of 100 days Delay in payment	Work allotment in a year for Job Card Holders under MGNREGS is 30 days. Payment is usually delayed for about one to two months which is difficult for the beneficiaries to maintain their family needs.	During GPDP and Gaon Saba meeting Job card holders and G.P. member need to present a work proposal. If the beneficiary and G.P. member submit documents on time to Development Block Office there will not be any delay.
8	ICDS	Quantity of supplementary nutrition Regularity of supply of supplementary	Quantity of supplementary nutrition supply usually less, compared with the number of children in the village. The ICDS Centre usually opens only once /twice a week because of less stock and	There are times that children above 6 years of age (who are not beneficiaries) attended during distribution of supplementary nutrition supply. To approached the DSW



Community Score Card Report

	Scheme Name	Discussion/Issue	Reason	Joint Resolution/Action
		nutrition	mainly because the honorarium of AWW is very less that she cannot give her time daily on Anganwadi centre.	Office to increase the honorarium as well as to increase quantity of supplementary nutrition
9	RKVY	Activities (training, information sharing) Less funds from govt.	People in rural areas do not get proper information in time, which make few farmers benefit from schemes. Funds for RKVY Scheme is very less and is not regular; sometimes it flows once in a year or every quarterly, therefore it is not possible to give the scheme to every individual. Instead the scheme is more preferable for group of farmers or SHGs	Less no. of staff hinders dissemination of information to every village. Information will be disseminated through NGOs, G.P. member & SHGs in the village. Beneficiary can also visit the dept office personally at any time.
10	RGGVY	Frequency / duration of Supply	Power supply was given only 13 hours in a day and it is difficult for students to study without current.	Limitation of Transformers and more no. of consumers without connection. Village Authority and Department staff need to jointly visit villages at night.

A comparison in scores between CSC Rounds 1 and 2:



5. COMMUNITY SCORE CARD IN WOKHA, NAGALAND

Wokha carried out its first round of Community Score Card exercises in June-July 2015 and then in November 2017.

The following table presents the scores (between 0 and 5) given by the communities of users in Round 1 and Round 2 for the selected services:

Programme / Theme	Indicators	Round 1	Round 2
MGNREGS			
Application Process	Availability of application form	5	5
	Completing the application form	5	5
	Submitting and forwarding the completed form	5	5
	Issue of Job Card	4	4
Usage and Service quality	Allocation of work/ Availability of work	1	3
	Total days for which work is available out of 100 days	1	5
	Use of Job card	4	3
Grievance Redress system	Frequency of payment	1	3
	Mode of payment	1	2
	Payment amount	1	5
PDS			
Application Process	Completing/Compiling supporting documents	3	5
	Selection of beneficiaries	5	5
	Getting the ration card: time taken	0	4
Usage and Service Quality	Regularity/Frequency of supply	0	5
	Quantity/Quality of supply	3	4
	Prices:Actual; Displayed	0	4
Grievance Redressal System	Presence of / activities by the Vigilance Committee	0	3
JSSK			
Registration Process	Payment of Fee	5	5
	ANC Card	5	5
	Role of ASHA	4	4
Quality and Services	Availability of Doctor	5	5
	Availability of Nurse and Lab technician	5	5
	Behaviour of doctor	5	5
	Behaviour of rest of the staff	5	5
	Transportation (Pick up and drop)	4	3
	Referral transport	Na	4
	Infrastructure Facilities	3	4
	Diagnostic services	5	5
	Diet and nutrition	3	4
	Consumables & Medicines	0	3
	Blood transfusion at the referral level	0	0



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	(wherever this has occurred)		
Grievance Redressal	Response to helpline	0	5
	Response to complaint	0	5
RKVY			
Application Process	Collection of supporting documents	2	5
	Filling of application form	2	5
	Submission of application form	4	5
	Time taken for selection	2	3
Services	Items (agricultural inputs) - quality and quantity	3	4
	Activities (training, information sharing)	3	4
Monitoring and evaluation	Evaluation by government officials	2	4
ICDS			
Identification and Selection	Selection of beneficiaries under ICDS	4	5
Usage and Service	Quality of supplementary nutrition	4	5
	Quantity of supplementary nutrition	4	3
	Regularity of supply of supplementary nutrition	3	3
	Distribution of supplementary nutrition among beneficiaries	3	3
Grievance Redressal	Availability of complaint box in anganwadi centre	0	0
	Display of list of officials to be contacted for complaint	0	0
MDM			
Usage and quality of Services	Frequency of supply of midday meal	2	3
	Quantity of midday meal	4	3
	Quality of midday meal	4	4
	Items in the midday meal	4	4
	Cleanliness of cooking area	4	5
	Availability of and work by cook and helper	4	5
	Availability of drinking water	4	4
	Following of weekly menu	0	3
	Participation in the Mother Watch programme	0	3
	Monitoring by SBMC members	3	3
Grievance Redressal	Complaint lodging within Mother watch and SBMC meetings	3	3
IAY			
Application Process	Collection of supporting documents	4	5
	Filling and submission of application form	4	4
Selection Process	Method of selection of beneficiary	4	3
	Survey by concerned government department	5	3
	Time taken for selection	3	3
	Time taken for receipt of every instalment	3	3
Construction Process	Sharing of blueprint of IAY house	0	1
	Receipt of actual amounts	2	0



Community Score Card Report

Programme / Theme	Indicators	Round 1	Round 2
	Inspection during and after construction	4	2
	Submission of documentation of construction	4	2
	Presence of grievance redress mechanism	0	2
	Role of the Village Council committee	0	5
NSAP			
Identification and Selection	Application Process	0	5
	Requirement for birth certificate, domicile, age proof certificate, voter id	2	5
	Selection process	0	4
Usage and Quality of service	Frequency of payment	1	3
	Mode of payment	1	3
	Amount received by beneficiary	1	4
Grievance Redressal	Co-operation by Zila Parishad officials/Anganwadi Worker	Na	4
SBM-G (previously NBA)			
Identification and Beneficiary	HH Identification survey for beneficiary	0	5
	Identification of relevant beneficiary	2	5
Implementation/Construction	Collection & distribution of materials	3	3
	Items for construction of toilet	2	3
	Quality of materials/items	1	4
	Third party implementation agencies	Na	0
Monitoring	Monitoring by VHSNC	1	5

Main observations:

1. **MGNREGS:** Grievance redress process have shown tangible improvements in Round 2 in Wokha while allocation of work has shown only marginal improvement.
2. **PDS:** Regularity of supply and display of prices have shown remarkable improvement – from 0 to 4 and 5 respectively. Even vigilance committees have become more active as seen from the higher scores received in Round 2.
3. **JSSK:** Most of the indicators have shown major improvement in Round 2 especially in case of provision of infrastructural facilities. Unlike the other districts, the district does not seem to face behavior problems from the doctor or staff as observed from the high scores between Rounds 1 and 2.
4. **ICDS:** Grievance Redress mechanisms continue to be 0 in both Rounds showing the need to put in corrective mechanisms in place at the earliest.
5. **MDM:** There is marginal improvement in frequency of supply of meals and with the improvement in role of the Mother Watch group, there is an improvement in following of the weekly charts as well, which is a good example to be followed in other districts as well.
6. **IAY:** There is major improvement in the roles of village council members in the selection process of beneficiaries and also in grievance redress mechanisms, while other indicators have shown consistently high scores.

7. **NSAP:** Major improvements have been observed across all indicators in this programme which also a pathbreaker unlike the other districts.
8. **NBA or now SBM-G:** The identification process for beneficiaries seems to have reaped benefits leading to a perfect 5 from the 0 that this indicator received in Round 1. Other indicators have also shown remarkable improvements.
9. **RKVY:** Another programme that has also shown remarkable improvement between the two Rounds which shows the overall commitment of the district to perform outstandingly in the welfare sector.

Round 2 of Community Score Cards:

Score card exercise with community was conducted in two sites attended by community/people and SHG members (one at Chukitong and other at Wokha Sadar). It was conducted on 21st & 22nd Nov. 2017. The total participants in both sides was 54 participants (31 males and 23 females)

The exercise began with meeting with participants explaining to them about what CSC is and how they have to provide scores. Discussion was also held in relation to the 10 schemes covered by the project including the issues faced by people as well as the benefits received by the people so far. Thereafter, the community gave scores to each of the parameter in each of the 10 scheme (one by one), and also wherever relevant- the community also gave reason for giving a specific score – which all were noted in the score sheet (excel sheet).

The other details are as follows:

Date	Venue	Blocks represented	Composition of Participants
21 November 2017		Chukitong	31 males + 23 females = 54 (community/people and SHG members)
22 November 2017		Wokha Sadar	
30 November 2017		Wokha	27 females + 10 males = 37 (service providers from different govt. departments, VC/PRI members, Community representative). Service providers includes representative from <ul style="list-style-type: none"> • National health Mission in the district • Public Health Engineering Dept. • Nagaland Cooperative Society • Sericulture Department • Village Council members • Village Development board

Joint Action Plan



IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICE SCHEMES IN REMOTE AND DECHANGED DISTRICTS OF NORTH EAST INDIA

Community Score Card Report

During the exercise, score was given to each of the scheme in the given parameters/indicators. Thereafter the score given by community and the service providers was compared and discussed, about possible joint actions and measures.

Sl.No	Scheme Name	Discussion/Issue from Community	Reasons	Joint Discussion for Resolution/Action
1	JSSK	<p>Overall performance of the scheme was found to be really improved over the period of time, and people are mostly very much satisfied. However, there is need for better infrastructure and hygiene was discussed.</p> <p>The non- availability of Blood Transfusion facility was also discussed</p>	<p>The blood bank has been sanctioned, however, there is need for 24 hr electric supply for its operation, which is not there in the district.</p> <p>There is a plan to buy generator, however, there is fund constraint. This is on discussion with State.</p>	<p>The Health Officials/ representative agreed with the score that community has given, and also will look to improved infrastructure and cleanliness.</p> <p>As far as blood transfusion is concerned, it was told that, there is no blood bank in the district, and district is really helpless if it is not there. They have been requesting State for blood bank in the district, and will follow up again.</p>
2	MDM	<p>Issues identified and discussed included non-availability of menu, weak participation of parent/mother, weak monitoring by SBMC</p>	<p>Most villagers are poor and go for daily wage work to field, forest etc. Even mothers also go out for work, and many a times it's is difficult for them participate as they would lost their wages.</p> <p>To have menu is really difficult as what we can provide in MDM is very basic as the budget provided by govt. is very limited. We can hardly</p>	<p>The authority especially the Village Authority and others present discussed about the same and expressed that implementing a menu as such may be difficult as they given whatever is available (provided to school by higher authority), but the mother participation and monitoring by SBMC need to be ensured, and for the purpose, the concerned schools in</p>



Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue from Community	Reasons	Joint Discussion for Resolution/Action
			provide rice and dal.	their respective area will be asked to do the needful
3	NFSA/TP DS	Over all it has improved and people are satisfied. However, it was informed that, the price of items is not displayed and joint vigilance committee is handled by only village council members and no other community members	<p>The reason for non-display of price may be due to the fact that, the price as per guideline is not charged and the shop owner charges a bit more for have more profit.</p> <p>Village council wants to have total and full contron without involving of community members so that they can do whatever manipulation they want.</p>	<p>It was agreed that prices need to be displayed, and village council will ask their respective ration shop in their village for the same.</p> <p>The VC also agreed to include few community members also in the vigilance committee.</p>
4	IAY/PMAY	<p>People overall are still not satisfied with the implementation mechanism of the scheme.</p> <p>People are not satisfied with selection mechanism. There is no system of giving fund/money, rather construction materials are provided by department. Vigilance committee is weak.</p>	<p>This scheme is still most politically influence scheme as it provides housing facility to poor, and there is favoritism and local political influence in selection of beneficiaries.</p>	<p>It was felt that there is need for improvement and at the same time justified that the selection is based on RHH and one cannot select every eligible household and has to be turn by turn.</p> <p>As far as fund transfer is concerned, it is true that construction material is provided instead of fund, and the same would continue. If there is issue in quality of materials provided, they may look at possibilities to improve it.</p>



Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue from Community	Reasons	Joint Discussion for Resolution/Action
5	NSAP	Overall it has improved. However, still there is cash payment (not through e-/account transfer), and also pensions are given once in a year (people get amount of whole year at one time). Beneficiaries also felt that the pension amount is less and there is a need to increase.	<p>Cash payment are still preferred by many beneficiaries still as the amount of pension is less, and instead of going to bank, they want cash in hand.</p> <p>Due to lack of fund availability (due to delay in fund release from State to District), there is delay in payment, and also sometime payment of 6 months or 12 months are paid at once. However, full amount is paid.</p>	<p>E-Transfer of pension is currently in discussion and will be implemented soon.</p> <p>It is true that amount of 12 months is given together at one time, and district is really helpless and fund is released once a year.</p> <p>It was informed that district cannot decide to increase the pension amount as it has been decided at State/National level.</p>
6	NBA/TSC/SBM	<p>Overall people are satisfied but felt that not all the required materials are supplied.</p> <p>Need for improvement in collection & distribution of materials was also expressed by community.</p>	<p>This may be due to lack of fund, and will be looked into.</p>	<p>It was informed and discussed that, the material given is based on what is actually to be supplied and required for toilet and as per the guidelines.</p> <p>It was further informed to all, if any materials to be received/supplied is not actually given/received, they need to lodge a complaint to the department</p>
7	MGNERG S	<p>The issues expressed and discussed for this scheme included - need for improvement in work allocation/availability as less than 100days work, delay in payment, cash payment (not e-/bank transfer).</p>	<p>When there is lack of fund with the District and delay in fund release from State this exist, and this will continue to exist if the delay in fund release from</p>	<p>It was further discussed that, this is due to less fund available/transfer from higher authority and thus unable to allocate work properly and achieve 100 days,</p>



Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue from Community	Reasons	Joint Discussion for Resolution/Action
			State continue.	and delay in fund transfer leading to delay in payment. However, the same is being taken up with the District and State for further improvement. As far as payment mode is concerned, it was informed/discussed that the bank account transfer will begin ASAP- and is currently under process/discussion.
8	ICDS	Issue expressed and discussed includes less quantity and quality of nutritional supplement as well as irregular supply. Need for improvement in grievance redressal including complaint mechanism, list officials at AWC etc. has to be there.	Quantity and quality as per guidelines and fund available. Regularity also depends on fund availability. Grievances are addressed of complaint is received, and if there is problem faced by community, then community have to complaint to the higher authority.	The quality as quantity is as per guidelines as expressed by service provider though they agreed to look into the matter and take necessary corrective measures. As far as regularity is concerned, it is based on availability with the district which again depends on supply from State, however, they will look into the matter. They will also look at improving grievance/complaint mechanism with listing of officials at AWC, which they will initiate immediately.
9	RKVY	Community is overall satisfied with the scheme, however, it is felt that, it took too much time in	In order to select the right beneficiaries and for verification purpose, it	It informed /discussed/agreed that, it is a lengthy process



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Community Score Card Report

Sl.No	Scheme Name	Discussion/Issue from Community	Reasons	Joint Discussion for Resolution/Action
		beneficiary selection. It was also expressed that more training and information from dept. is needed by community.	<p>takes time, however, attempt will be made to fasten it.</p> <p>Due to limited manpower resources, to conduct many training is difficult, however, department will try best.</p>	<p>and takes time in selection of beneficiary and it is as per guidelines.</p> <p>For training need, service provider requested the community to visit the department/office and have discussion with official and they are ready to extend all possible support.</p>
10	RGGVY/D DUGJY	People are satisfied with scheme		

CONCLUSION

Two rounds of Community Score Cards were carried out in the project 'Improving Access to Information and Delivery of Public Service Schemes in Remote and Backward Districts of North East India' by ACTED along with its partners – NEICORD and Public Affairs Centre (PAC) in the study districts of North East India. The scoring exercises carried out among communities of users and among the service providers on various indicators of the 10 programmes in Round 1 revealed that there were big gaps between actual experience (by users) and reported implementation (by providers). The mutual understanding of each other's constraints was the stepping stone towards joint action programmes by users and providers, and different levels of improvement were witnessed through movement of scores in various aspects of service delivery in the second round of CSCs carried out in four selected districts.

The difference in scoring between the two rounds of CSCs and the Joint Action Plans from the second round of CSCs in the study districts lead to the following conclusions –

Improvement in infrastructure and human resources – Between the two rounds some of the indicators that received improved scoring was in the area of better infrastructural facilities and providers who have been working towards implementing the selected programmes. The latter has been seen in the case of the ICDS programme where the ASHA workers are contributing better to the system, the staff providing services of JSSK especially the doctors who are behaving better with patients and in some districts even related staff as well. However, there are still programmes where the service quality needs to be improved – quality of meals given under the MDM programme, frequency and amount of pensions given under the NSAP programme.

Need for institutionalisation of grievance redress mechanisms – One aspect of service delivery that was consistently seen across programmes to be on the weaker side has been the grievance redress mechanism. While Round 1 saw a consistent score of 0 on indicators related to grievance redress and helplines, there was a slight improvement in the scores in Round 2 but only for a few programmes. The need for a space for users or beneficiaries to share their problems is of utmost significance that this gives the providers the opportunity to improve their service delivery.

Better community involvement and mobilisation to demand efficient service delivery – While the post CSC exercises such as the creation of joint action plans and their implementation was successful, it is very important to continue this momentum and continue to have community involvement. This requires institutionalisation that can be pushed by the local CBOs who partnered with the project teams, with the outputs that were generated from this project.

ANNEXURE – Scores from Round 2 of the Community Score Card (CSC) exercises

1.1 RI BHOI - MGNREGS

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Availability of application form	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	4	Application process is explained to the village headman	To make the people aware of the application process by educating them and by giving all the details on the different processes of the scheme which is required for application
Completing the application form	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	4	Application process is explained to the village headman	To make the people aware of the application process by educating them and by giving all the details on the different processes of the scheme which is required for application
Submitting and forwarding the completed form	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	4	Application process is explained to the village headman	To make the people aware of the application process by educating them and by giving all the details on the different processes of the scheme which is required for application
Issue of Job Card	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	5	the job card is issued to every individual who need=s work	If the people do not get their job card they can go to block office to complain or they can complain verbally over the phone.
Usage and Service Quality					
Allocation of work/ Availability of work	5	Getting 100 days' work	5	good	
Total days for which work is available out of 100 days	5	100 days	5	good	
Use of Job card	5	Using job card	5	good	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process	3	Delay in payment (2 week to 1 months)	4	sometimes it is delayed due to late receipt of funds	
Grievance Redressal System					
Mode of payment	5	Credited in the Bank	5	good	
Payment amount	2	Rs. 169/day which is very less.	5	wages have been sanctioned according to the govt .	

1.2 RI BHOI - PDS

Features(PDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Completing/Compiling supporting documents	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	5	Beneficiaries are selected through census. According to that Ration card are provided.	To approach for a re-survey and inform the villagers about the survey in advance so that they can participate in the survey
Selection of beneficiaries	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	5	do -	do



Community Score Card Report

Features(PDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process	3	Took 10 months to get ration card. And very few of them have Ration card	5	Ration cards are issued after the socio-economic census	do
Getting the ration card: time taken; actual document; APL/BPL/AAY?	3	Took 10 months to get ration card. And very few of them have Ration card	5	Ration cards are issued after the socio-economic census	do
Usage and Service Quality					
Regularity/Frequency of supply	5	getting every month	5	good	
Quantity/Quality of supply	2	variation in quantity and price (rice some 3kg and some 4kg) Sugar -2kg @35 kg. Atta- 2kgs@ Rs. 15	5	5 kg /head and is of good quality	quantity and price to be fixed as per the decision taken in the community meeting
Prices: Actual; Displayed	0	no display and there is no Ration shop	5		to approach the dealer who is not displaying the price and ask to display
Grievance Redressal System					
Presence of / activities by the Vigilance Committee	0	no presence	5		to request the village members to introduce the vigilance committee to the community. And to display the name and contact no. of the vigilance committee members

1.3 RI BHOI - JSSK

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Payment of Fee	5	payment is only Rs. 10	5		
ANC Card	5	available	5		



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Role of ASHA	5	functioning- doing good work	5		
Quality and Services					
Availability of Doctor	4	not available only on few days otherwise they are there	5	visit the sub centres as per the cases	
Availability of Nurse and Lab technician	4	not available only on few days otherwise they are there	4	only in PHC and CHC	
Behaviour of doctor	2	they are not treating the patients well all the time	3	due to work pressure and less staff	drop a letter in the complaint box or complain directly to the hospital management committee
Behaviour of rest of the staff	2	they are not treating the patients well all the time	3		
Transportation (Pick up and drop)	3	it happens only in the towns, but not available in far off village	5	if there is no ambulance also the amount for hiring the vehicle are reimbursed to the patients if they provide the account no.	
Referral transport	5	it's there	5		
Infrastructure Facilities	1	don't have good facility	5		
Diagnostic services	0	don't have	5	all the basic tests are done in PHC/CHC	
Diet and nutrition	5	good			
Consumables & Medicines	2	most of the medicine has to be bought from outside	4	there are times when there is shortage of medicine in the health facility	the patients are informed to ask the doctor and nurse before buying from outside but they simply buy it from outside before informing the doctor or nurse when they are told that the medicines are not available



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process	0	not available	5	there is no free blood transfusion. They have to replace the blood	
Blood transfusion at the referral level (wherever this has occurred)					
Grievance Redressal					
Response to helpline	5	they got response	5	No. 108	
Response to complaint	1	they complained but no response	5		

1.4 RI BHOI - RKVY

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	5	No Idea. Application process is done by the village head	5	good	
Filling of application form	5	No Idea. Application process is done by the village head	5	good	
Submission of application form	5	No Idea. done by the village head	5	good	
Time taken for selection	5	3-4 months (usual process)	5	good	
Services					
Items (agricultural inputs) - quality and quantity	2	seeds only	4		others items/materials like tractors, power tiller only farmers/SHGs can apply
Activities (training, information sharing)	5	done by the staff of agriculture dept.	5	good	
Monitoring and evaluation					



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Evaluation by government officials	0	no evaluation	4	It was done from agriculture dept.	Monitoring evaluation is always done if any assistant is provided from the dept.

1.5 RI BHOI - ICDS

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Selection of beneficiaries under ICDS	3	there is no specific selection procedure. only few villages are availing that also services only for children	5	no selection procedure	whoever is entitled to get this scheme can get it without any application or selection
Usage and Service					
Quality of supplementary nutrition	2	not good. Only some 'channa' which is not good and the milk is also of not of good quality (Received cooked food)	4	before disbursing to every village the food items are checked from ICDS office in case there is any bad quality; it is not supplied and new items are being provided	Request to AWW not to cook the food items if they are found of bad quality, instead they should complain and return the goods to ICDS for replacement.
Quantity of supplementary nutrition	3	They got very less quantity	5	food is provided as per the requirement of the consumer	To request the AWW to provide as per instructions
Regularity of supply of supplementary nutrition	2	only once in a week	3	due to less supply/stock	State govt have to take actions for this cause.



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Distribution of supplementary nutrition among beneficiaries	2	distribute very less supplementary nutrition	5	food is provided as per the requirement of the consumer	To request the AWW to provide as per instruction
Grievance Redressal					
Availability of complaint box in anganwadi centre	3	No complaint box but they will complain verbally to the AWW	3		the beneficiary can complain to the village headman or to the ICDS office
Display of list of officials to be contacted for complaint	NA		4	have instructed the AWW to display	Request AWW to display the list of officials on a board

1.6 RI BHOI - MDM

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Frequency of supply of midday meal	2	twice a week	4	Delay/Irregular supply	Regular Supply of Materials and increase in honorarium of cook and helper (to Approach the Director)
Quantity of midday meal	4	it's ok but not up to the mark	4	School authority not aware of timing	
Quality of midday meal	5	children say the taste is good	5	Good	
Items in the midday meal	5	chicken, pork, neutrela, egg, mixed vegetable, dal and rice are provided	4	Depending upon school's decision to provide	
Cleanliness of cooking area	5	clean	4	not sure	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Availability of and work by cook and helper	5	available	5	Available	
Availability of drinking water	5	available	3	Most of the schools do not have drinking water facility	
Following of weekly menu	5	following	3	Do not follow	
Participation in the Mother Watch programme	1	heard of it but have not seen (no participation)	0		Service provider wants to implement it; for this there is need to approach the SDSO from NEICORD side for implementation of Mother Watch programme
Monitoring by SBMC members	5	monitoring done	2	not sure	
Grievance Redressal					
Complaint lodging within Mother watch and SBMC meetings	5	they know	0		will complain to the school authority

1.7 RI BHOI - IAY

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	4	most of them are aware	Awareness building
Filling and submission of application form	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	4	they know how to fill the application form	Awareness building



Community Score Card Report

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Selection Process					
Method of selection of beneficiary	2	selection process is under the control of the headman (Partiality issue)	4	selection is done through census	proper prior information about the survey to all the villagers
Survey by concerned government department	4	done by the official from the block office	5		
Time taken for selection	4	took 3-4 months (usual process)	4		
Time taken for receipt of every instalment	4	after 2-3 months received the 2nd instalment	4		the beneficiary should finish the first stage of construction during the stipulated time so that the next instalment could be sanctioned
Construction process					
Sharing of blueprint of IAY house	NA	not shared	4		beneficiary should contact the Gram Sabha. Blue print are to be shared with Gram Sabha
Receipt of actual amounts	5	Received only Rs. 35000 (long time ago) (the amount entitlement that time)	5	actual Amount is received	The beneficiary should finish the first stage of construction during the stipulated time so that the next instalment could be sanctioned
Inspection during and after construction	4	done by the official from the block office	5	done	
Submission of documentation of construction	0	don't submit any documents	5		
Presence of grievance redress mechanism	4	they complain directly to the head man	5		
Role of the Village Council committee	2	they are not doing their role well/ even some are not functional	5	now people are aware about the village council	more awareness generation



Community Score Card Report

1.8 RI BHOI - NSAP

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process	NA or 5 or 0	No Idea. Application process is done by the village head (As everything is done by headman, this maybe either be not applicable or given 5 out of 5)	5	the application process is directed to the village headman	Awareness and capacity building for the community needed
Requirement for birth certificate, domicile, age proof certificate, voter id	5	all the documents are required, they know about it.	5		
Selection process	4	Sometimes the Head man does not select some eligible person	5	does not depend only on the headman, the villagers can apply directly or through NEICORD	
Usage and Quality of service					
Frequency of payment	1	only once in a year (problem in delay and frequency)	4	2-3 times a year	the beneficiaries have to come and verify their names as per the name in the bank account and not to delay the payment
Mode of payment	5	through bank account	5		
Amount received by beneficiary	5	received Rs. 4000	5		
Grievance Redressal					



Community Score Card Report

Co-operation by Zila Parishad officials/Anganwadi Worker	NA	NA	4	first they complain to the village head man then when they don't receive any response the complain to block office	
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1.9 RI BHOI – SBM-G (previously NBA)

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					
HH Identification survey for beneficiary	3	the headman chooses the beneficiary of his own choice (most are good/right, but partiality does exist)	5	Identification is done as per BPL census list	If there is any partiality the beneficiary can apply directly from block /PHE office provided his/her name is in BPL list
Identification of relevant beneficiary	3	partiality	5	Beneficiary is identified as per his/her BPL no.	If there is any partiality the beneficiary can apply directly from block /PHE office provided his/her name is in BPL list
Implementation/Construction					
Collection & distribution of materials	3	have to collect from PHE office or from Head man house	4	the beneficiary should collect from PHE office	
Items for construction of toilet	2	Commode, pipe and 2 tin sheets	4	items are given as per sanction from govt	Materials will be increase only if more sanction is provided from govt
Quality of materials/items	5	quality fine	5	good	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary	5	no third party involved	5	good	
Monitoring					
Monitoring by VHSNC	3	done only by the headman	4	good	



Community Score Card Report

2.1 GOALPARA – MGNREGS

Features MGNREGS	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process					
Availability of application form	3	sometimes the application needs to be collected from third person	5	Its available in Panchayat office	The village committee has taken an initiative to give awareness to the community in this regard. Besides they plan to request the department to disseminate the information through field workers and at the Panchayat level.
Completing the application form	5	they need to submit only the subscribed documents	5	It is as per as the guideline accepting the applications and fill the mandatory places	
Submitting and forwarding the completed form	5	the completed application needs to be submitted to the secretary of GP directly	5	the application will need to be submitted to the concerned officer in charge of the G.P or the secretary	
Issue of Job Card	4	it takes 20 to 30 days sometimes	4	It takes time sometimes and there is delay in issuing the Job card in printing work etc	The village leaders or community leaders have decided to meet the District Joint Director of DRDA in this regard to accelerate the process of the issues of the Job card and to issue the Job card after the 15 day of registration for the Job card
Usage and Service Quality					



Community Score Card Report

Features MGNREGS		USER		SERVICE PROVIDERS	
Application Process	Score (0-5)	Reason	Score (0-5)	Reason	Solutions/Joint action points
Allocation of work/ Availability of work	1	only seven to ten days work available	4	The works are allotted unit wise or area wise to the job card holders and only allottable for two or three works provided there is availability of the work	The Village community leaders are planning to make a request in this regard to increase and allot more works to the specific areas accordingly. The Community will highlight the issues of the non-availability of the works which is supposed be to receive 100 days of work.
Total days for which work is available out of 100 days	2	only seven to ten days work available within a year	4	sufficient fund is not available in the Gaon Panchayat and District Accounts.	The community leaders have planned to visit the office and to make a request from the Gram Panchayat level to District Rural Development Agency to make a request to regularise the flow of funds and to make necessary arrangements to access 100 days of work to the job card holder.
Use of Job card	5	used for the accessing the different schemes	5	It is used for the accessing govt facilities and for the purpose of account opening, to access the PMGAY household, latrine etc.	
Greviance Redressal System					



Community Score Card Report

Features MGNREGS	USER		SERVICE PROVIDERS		
Application Process	Score (0-5)	Reason	Score (0-5)	Reason	Solutions/Joint action points
Delayed payment	1	delayed for 6 to 7 months	4	It depends on the nature of the work as some works need many officials procedures to file or for release of the payment like preparing demand of work and after that need to preparation of demand for payment by submitting Muster roll copy of the worker etc.	The Community leaders are planning to request to make a special arrangement to release the fund at the earliest to the worker or to the labourer. The Community has discussed and suggested to the service provider to make a direct entry of the muster roll through the electronic devices etc.
Mode of payment	4	sometimes the finger print does not match which creates trouble during withdrawal of cash	4	The mode of payment is through bank account of the job card holder and sometimes the account is locked due to non-operation of the account and most of the time the finger print does not match with the beneficiaries account	The Bank has already taken an initiative to issue the ATM Card to each and every one of the Bank account holder to the beneficiaries.
Payment amount	4	It should be increased the daily wages	5	The payment amount is reasonable comparing to previous amount. It is reasonable as it should take the work for the welfare of the family	The Community Leaders have planned to make a special request to to the DRDA increase amount of daily wages.



2.2 GOALPARA – PDS

Community Score Card Report

Features(PDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Completing/Compiling supporting documents	2	Asking lots supporting documents needs to submit like Account Pass Book, Birth certificate, Voter Id, Family passport photo etc	4	It is mandatory to submit documents like Voter Id, and Voter list of the 2013, Family Passport Photo, Bank Account and Birth certificate for the under the age of 10 years.	The Community Leaders have planned to make a request to the Department to reduce the necessary documents.
Selection of beneficiaries	3	the new selection process of beneficiaries is not as per the guidelines, no information in this regards from the department	4	It is as per the target - we are selecting the beneficiaries only. based on out of 100 population only 86 are selected for the scheme and the left out eligible persons are also selected in the term wise.	The community Leaders have planned to request the Department to increase the target to the area or as per the total population
Getting the ration card: time taken; actual document; APL/BPL/AAY?	3	the time taken is 6 months to issue the Ration Card	3	It takes lots of time for issue for officials due to the process or works but the department has alternatively instructed to use the old ration card until the receive the new Ration card and department has introduced new card that is MASSY Card.	The Community Leaders have planned to make a special request to issue the Card at earliest or by means of alternatives mechanism if it is delayed in the issueing of the Card to the Card holder.
Usage and Service Quality					
Regularity/Frequency of supply	5	It is regular in supply	5	The department is providing regularly	
Quantity/Quality of supply	5	It is as per as the guidelines	5	The supply of quantity is good as for APL, BPL and Massy Card holder they are accessing 5 kg of quantity of rice and 35 Kg for AAY card per month per card.	



Community Score Card Report

Features(PDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process Prices: Actual; Displayed	5	its charging as per the rate	5	The price is fixed for Rs 3 for each and every category of card holder per Kilogram	
Grievance Redressal System					
Presence of / activities by the Vigilance Committee	5	they are doing good in monitoring and helping the beneficiaries in facing the issues.	5	Village Vigilance Committee are present in the Gaon panchayats and do monitoring at the Field Level	

2.3 GOALPARA - JSSK

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process Payment of Fee	5	No fee is charged for the scheme	5	Free	
ANC Card	5	Every beneficiary is getting ANC	5	available for all pregnant women	



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
Registration Process	Score (0-5)	Reasons	Score (0-5)	Reasons	
Role of ASHA	4	They are supportive except sometimes they are not in a position to facilitate or accompany to the hospital due to the big area they need to cover	5	ASHA are providing door to door home service	During discussion the Community has highlighted that the ASHA cannot cover all the big areas, needs to be looked into. In this regard the Service provider that is DAM of NHM has informed that the department has already given a new extension of the ASHA into the big areas to help the patients and give the health service door to door. For that purpose, the community leaders welcome the initiative taken by the department.
Quality and Services					
Availability of Doctor	4	The doctor is always available except sometimes at night they are not available	5	Doctors are available in all the institution except sub-centre	The community members will form a group who will in turn request the department or Joint Director of Health Department and Family welfare to give or provide the strict rules to follow the duty timing strictly specially during night duty.
Availability of Nurse and Lab technician	5	Always available	5	Nurses are also available. Providing services like home visits	
Behaviour of doctor	5	Good as they are very informative on the scheme and health	4	Work load and the communities' behaviour	



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Registration Process	Score (0-5)	Reasons	Score (0-5)	
Behaviour of rest of the staff	0	They are not supportive unless beneficiaries pay some kind of consideration in terms of money	4	all are not perfect; some behaviour might not be very satisfactory	The community members will form a group who will in turn request the department to help in the matter and to respond to the complaints filed by Complainants verbally and by writing and will request the department to improve the staff behaviour specially with the village patients or with the women patients.
Transportation (Pick up and drop)	3	In some areas they could not reach to the door step which force the beneficiaries to walk in serious conditions to reach the Ambulance	4	108 is available but cannot provide to all the villagers due to distance	The community will approach in this regards to the DRDA, Panchayat etc as per as the concerned departments
Referral transport	4	They do referred but sometimes the ambulance is not available which makes beneficiaries to wait for long times	4	available but could not provide all the villages due to distance	The community will approach in this regard to the DRDA, Panchayat etc as per the concerned departments
Infrastructure Facilities	4	Good but sometimes PHCs do not have sufficient beds, and clean toilets	5	it's fine	The community members will form a group who will in turn request the department to help in the matter
Diagnostic services	3	All diagnostic services are not available therefore need to travel to the District Hospital for Sonography, scanning etc.	5	diagnostic facilities are provided (ANC services) to pregnant women	The community members will form a group who will in turn request the Health department to help in the matter (make diagnostic facilities available even in the PHCs)
Diet and nutrition	4	They are providing but not tasty	2	diet is available only in Civil hospitals	The community members will form a group who will in turn request the Director Health service to improve the quality of nutrition provided



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Registration Process	Score (0-5)	Reasons	Score (0-5)	
Consumables & Medicines	4	Sometimes all the medicines are not available in the hospital due to which the beneficiaries need to purchase from the private pharmacies shop	5	available in all the health facilities	The community members will form a group who will in turn request the Director of Health service to make avail the required medicines and to update the medicine available in the stock, and to regularly display in the open board or display board.
Blood transfusion at the referral level (wherever this has occurred)	5	Good	4	bloods need to be replaced	The Community Leaders will request the District Joint Director of Health Welfare Dept. to update and to make sure to make available blood in the stock or in the blood bank for emergency cases.
Grievance Redressal					
Response to helpline	4	they do respond but delay in terms of sending ambulance etc.	4	all calls are responded to	Community will approach the District Programme Manager to request a quick response team to any call specially in sending the doctor or quickly make alternative arrangement of transportation or ambulance.
Response to complaint	4	They do respond but no action was taken against the complaint and no information was provided for action taken to the concerned department.	4	if somebody complains responses are given	Community will approach the District Programme Manager in this regard to discuss the issues of non-transparency of the actions taken by the concerned department and will request the department to notify or inform to the complainant the departmental actions taken.

2.4 GOALPARA - RKVY



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	5	good as we only need certified documents from the Panchayat office, and personal relevant documents etc.	5	The required supporting documents are Voter ID, Bank Account Pass Book, Passport Photo. If it is in the group name they will need to submit the group registration certificate, Joint Pass Book Account and Group Photo	
Filling of application form	5	It's easy and sometimes field officers help out the beneficiaries to fill up the application	5	It is simple format only to fill up the details of the applicants and the field officers facilitate in this regard	
Submission of application form	5	As they can forward the application form to Panchayat member and sometimes Panchayat member accompanies the beneficiaries to submit the application to the concerned office or Block	5	The Gram Sevak or field officer is allotted to each block to look after in this regard	
Time taken for selection	2	In some Scheme like Subsidy for Tractor and machinery it takes lot of months to get selected in the beneficiaries list	3	It takes two or three months to select the beneficiaries as many internal officials' procedure are there to selecting the beneficiaries.	The Community Leaders have planned to meet the D.A.O to reduce the days and to accelerate the works at the earliest especially on issues of subsidy and Loan to the farmers
Services					
Items (agricultural inputs) - quality and quantity	4	Some inputs in terms of seeds are good quality but some seeds are not suitable for cultivation in the specific areas	5	The quality and quantity is good but for some agricultural inputs is necessary to do soil testing prior to cultivation	The community has planned to approach the D.A.O in this regard to issue the Seeds as per as the suitability of the place and weather and to conduct a village level training to the farmer



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process	2	No field level training was provided under the scheme and no proper information was provided except some Panchayat member sharing the information	5	The training is provided only to a group leaders and federation leaders those who are the beneficiaries of the scheme	The Community Leaders have planned to request special meeting to be organised in the Panchayat level for the farmers and for the SHGs of the specific areas.
Monitoring and evaluation					
Evaluation by government officials	2	Only for few beneficiaries they are doing evaluation as some beneficiaries are not working or implementing at all after the sanction of the scheme which is not done any evaluation by the department in this regard	5	The Evaluation is done by the field officers and the evaluation is done through Panchayat wise to some of the small beneficiaries.	The Community has planned to approach the D.A.O to request to visit and to send the evaluator to look into the agriculture farming process, fishery etc. They have also discussed that if they could not send the evaluator to the field, it will be helpful even if they send the Gram sevak during the implementation.

2.5 GOALPARA - ICDS

Features ICDS	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection	5	The selection of beneficiaries is as per as the guidelines.	5	The selection of beneficiaries is done by the survey and through registering of the Pregnant women at the Village level.	
Usage and Service					
Quality of supplementary nutrition	5	the quality is good	5	Providing good quality of cooked meal and others nutrition materials	



Community Score Card Report

Features ICDS	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Quantity of supplementary nutrition	3	the quantity that availed is not sufficient as they only provide 2kg of rice, 100 gm of mustard oil, 250 gm of Dal within 6 months only	5	We are providing as per as the quantity of stock is available	The community has planned to approach the CDPO and DSO for regular supply of the nutrition to the AWC
Regularity of supply of supplementary nutrition	3	Distributing the items but sometimes there are long gaps in continuation of the service	4	We are supplying the Nutrition regularly specially for the duration of three months but sometimes the amount received is delayed due to official process.	The community has planned to approach the CDPO and DSO to regular supply of the nutrition to the AWC
Distribution of supplementary nutrition among beneficiaries	5	all the beneficiaries are given the nutrition as per the list	5	We do distribute the nutrition to all the beneficiaries	
Grievance Redressal					
Availability of complaint box in anganwadi centre	0	there is no complaint box in the AWC	4	we have complaining mechanism but we do not kept the complaint box , the beneficiaries can complain orally and can file a complaint to the higher authority through complaining mechanism	The community has planned to meet the CDPO and to make a request to issue an order to all AWW to display the Complaint Box in each AWC .
Display of list of officials to be contacted for complaint	0	there is no complaint box and list in AWC	4	We do have list of monitoring committee and list of officials that is displayed on the Wall within the AWC.	The community has planned to meet the CDPO and to make a request to issue an order to all AWW to display the Complaint Box in each AWC in front of the AWC or on the outside of the AWC building wall.



2.6 GOALPARA – MDM

Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Frequency of supply of midday meal	5	Its regularly providing	5	We are Providing Mid-Day Meal 6 days in a week	
Quantity of midday meal	5	they are providing sufficiently the amount of cooked food with curry.	5	We are providing the Mid-Day Meal as per as the requirements or as per the guidelines	
Quality of midday meal	5	Looks tasty and children also take without complaint	5	We are providing cooked meal and with a veg curry	
Items in the midday meal	5	The items that are provided under MDM are all cooked and giving as per the menu as they are providing an egg every Wednesday per week	5	We are providing cooked items like Rice, Vegetables, Dal fry, Egg sometimes even meat as per the convenience of the budget that is received in the school	
Cleanliness of cooking area	5	they are providing sufficiently the amount of cooked food with curry.	5	The Kitchen is always cleaned the by cook before preparing a meal and even after the meal	
Availability of and work by cook and helper	5	They are always available during working days	5	The cooks are available during working hours.	
Availability of drinking water	3	The water is available but the filter has not been repaired	4	The Water is 24 hours available and it's clean water which has been tested by PHE and declared as hygienic and free of arsenic.	The Community is planning to meet the Program Manager to request to issue New water Filter or to instruct the same the concerned school
Following of weekly menu	5	They are following the weekly menu chart	5	We are providing MDM items as per the weekly menu but sometimes we are doing it as per the convenience like providing the Meat instead of egg.	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Participation in the Mother Watch programme	2	No participation and never heard of such programem	4	We have mother Watch Group as we have selected the Mother group from among the women whose child is studying in Our school and they do participate in the many programmes of the schools and events	The community and SMC is planning to hold a meeting in this regard to disseminate information to the community
Monitoring by SBMC members	0	Does not go for monitoring	4	We do have SMC and other vigilance committees who do monitoring in MDM	The community and SMC is planning to hold a meeting in this regards to disseminate information to the community
Greviance Redressal					
Complaint lodging within Mother watch and SBMC meetings	0	Does not know they are empowered to deal with the Mid Day Meal scheme implementation.	4	We have formed SMC and we have other Vigilance Committees from the Gram Panchayat where a complaint can be lodged if there is any issue in MDM.	The community and SMC is planning to hold a meeting in this regards to disseminate information to the community

2.7 GOALPARA - IAY

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	0	Asking lots of documents like land documents, Pan card which is very difficult to access; and the land patta to poor family	4	The requirement documents are Land documents, Bank Pass Book, Job card, Ration Card, Voter Id, Passport Photo, Affidavit for land.	The community is planning to help out the needy and to the landless family to access the land through approaching the District or Revenue Circle to allot the Land less family.
Filling and submission of application form	5	Easy process to fill up	5	The application filling up is facilitated by Unit Member and the application can be filled up by beneficiaries by themselves which is very simple and can submit the same in the G.P	



Community Score Card Report

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process				office.	
Selection Process					
Method of selection of beneficiary	0	the eligible family or person are not selected for the scheme	5	The information was given to the community prior to selecting beneficiaries by make an announcement publicly in Gram sabhas	The Community is Planning to meet the District Selection Committee to increase the number of selection to the scheme
Survey by concerned government department	4	Eligible person is included in the survey	5	The survey is done by the department; once the beneficiaries list is approved, it is announced in Grama sabha for the scheme	
Time taken for selection	1	it takes around 6 to 12 months in selecting the beneficiaries	3	The selection is taking more than 6 to 12 months due to officials work and verification etc.	The community is planning to meet the DRDA in this regard to accelerate the process of selection
Time taken for receipt of every installment	5	it takes only 2 to 3 months	5	Once the fund is received, the installment is released to the beneficiaries provided the land documents is filled in by the applicant	
Construction process					
Sharing of blueprint of IAY house	5	the beneficiaries are getting the blue prints right after their selection for the scheme	5	The Guideline printed in local language is provided to every beneficiary	
Receipt of actual amounts	4	the GP members asking money from the beneficiaries - an amount of Rs.2000 as a charge for helping	5	Now it is direct beneficiaries transfer of the amount of 1st installment Rs. 32,500/-.	The Community is planning to meet each Panchayat office Secretary and President in this regard.



Community Score Card Report

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Inspection during and after construction	5	they go for the inspection of the construction building	5	The field officer or Engineer inspect regularly during construction.	
Submission of documentation of construction	5	they come for the documentation which makes it easy for the beneficiaries	5	the field officer or engineer visit the beneficiaries for collecting the documents and for documentation purposes.	
Presence of grievance redress mechanism	0	they don't have any information in this regard	5	There is grievance redress where the beneficiaries can complain at the District level in DRDA and Block Level in BDO office and Gram Panchayat in the Secretary and President of GP.	The community leaders are planning to visit G.P office and to make a request to disseminate the information by holding a public meeting.
Role of the Village Council committee	5	they are helpful and informative to the beneficiaries	5	The role of VCC is good work sincerely like providing information guidance etc.	

2.8 GOALPARA - RGGVY

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Selection of village/beneficiary					
Identification of beneficiary	5	the selection is as per as the guidelines, no demand of money from the BPL family	5	Departmentally survey is done for the scheme	
Supporting documents	5	only they need to submit Voter Id card and Copy of BPL certificate	5	Supporting documents are Voter Id, BPL card or Ration Card	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Selection of village/beneficiary					
Time taken to get electricity connection	5	it only takes 2 to 3 months after submitting of the documents	5	It takes 2 to 3 months	
Usage and Quality of service	5	the meter boxes provided are of good quality	5	The Quality of the Service in terms of power voltage is good and the meter box is of good quality	
Connection Quality	5	good	5	We try to provide as per our capabilities	
Prior information regarding power cuts	0	no prior information is provided regarding power cuts	5	We provide information if the power cut is for more than an hour to the field officer and to the village monitoring committee	The Community is planning to request the Asst. General Manager of the APDCL to issue a prior notice and announcement in case of the power cut specially to the villages through a mode of calling to the village Headman or Leaders.
Frequency / duration of Supply	3	during rainy season the power supply is cut for 3 to 4 hours	4	The power supply needs to be cut due to various reasons in terms of repairing and replacement etc.	The Community Leaders are planning to meet the APDCL in this regard to regular monitoring of the electrical equipment at the villages level and to clear and cutting down the trees which are touching the electrical wire etc.
Service Charges by lineman	3	they used to charge around Rs 300 to Rs 500 for servicing	4	There is no service charge if the facilities or scheme is free to the beneficiaries	The Community Leaders is planning to meet the APDCL Asst. General manager in this regard and to request to stop the service charge by the local linemen while adding connections.
Bill charges	5	the Bill was found to be reasonable	5	The bill is prepared by reading the meter and as per the consumption	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Selection of village/beneficiary					
Evaluation and Monitoring	5	the monitoring committee always moves to monitoring the connection and check the connection	5	There is a Monitoring Committee and Village monitoring Committee is formed for each area	
Monitoring by relevant committee	5	they look after the transformer and point connection	5	There is village monitoring Committee formed by respective village representatives who help out to look after the point connection and operation of transformer of their respective areas	

2.9 GOALPARA - NSAP

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Application Process	5	it's simple to apply	5	It's simple the application is printed in local language and one can submit in G.p	
Requirement for birth certificate, domicile, age proof certificate, voter id	5	necessary for verifications	5	The requirement documents like Voter Id , Income Certificate, BPL , Medical certificate	
Selection process	1	there is no transparency in selecting the beneficiaries as some of the eligible beneficiaries are not getting selected for more than a year; without informing any reasonable grounds	5	The selection is done twice in a year and the selection of Old age Pension is done as per the target set by the District.	The Community is planning to meet the in charge of the District Zilla Parishad to raise the issues of non-accessing eligible persons



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Usage and Quality of service					
Frequency of payment	4	Sometimes it's regular but in some months, there is delay	4	The payment is sometimes delayed due to non-availability of the fund in the district accounts.	The Community is planning to meet the in charge of the District Zilla Parishad to regularise the release of payment
Mode of payment	5	its good; no issue in payment mode	5	The Payment is made only through Direct Beneficiaries Transfer Account.	
Amount received by beneficiary	2	the amount provided under the scheme of IGNOAP should be more which is not sufficient for the old person to maintain in terms of good health, nutrition, medicine etc.	5	The amount has increased for the old age persons above 80 years of age - Rs. 550/- and above 60 years Rs.300/-	The Community is planning to visit the District Zilla Parishad to increase the payment for old age person and to increase the target
Grievance Redressal					
Co-operation by Zilla Parishad officials/Anganwadi Worker	0	no such information was provided regarding complaint mechanism from the department or GP	5	The Zilla Parishad and Gram Panchayat are playing the main role in giving information and receiving the complaint	The Community is planning to visit the District Zilla Parishad and Gram Panchayat in this regards.

2.10 GOALPARA – SBM-G (previously NBA)

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					
HH Identification survey for beneficiary	4	They conduct the survey but sometimes the eligible beneficiaries are left out	5	The Survey is done through Panchayat Level	The Community Leaders is planning to meet the PHE Chief Executive Engineer in this regard.
Identification of relevant beneficiary	3	The identification of relevant beneficiaries is not done as the eligible beneficiaries are not selected for the scheme	5	The identification is done through GP level	The Community Leaders are planning to meet Gram Panchayat and District Zilla Parishad with regard to the selection process.
Implementation/Construction					
Collection & distribution of materials	5	The materials that are provided under the scheme were distributed at door step	5	The distribution of items were done though door to door service.	
Items for construction of toilet	1	The items that provided for the construction of toilet is not sufficient only small amounts of items were provided to the beneficiaries	5	The distribution items is to construct the household toilet.	The Community Leaders are planning to approach the PHE in this regard.
Quality of materials/items	0	The materials which were used for the construction is of cheap quality in terms of bricks, roof sheet etc.	4	The quality of items is according to the fund, as some materials might be defective which can be replaced by informing the concerned officer	The Community Leaders are Planning to meet the Quality monitoring officer in this regards.
Third party implementation agencies	3	They are sometimes not providing all the entitlements under the scheme in terms of Cover for the Water Tank and sometimes they used to construct just to show the work completed which is not of good quality	5	All the entitlements are provided from the Department.	The Community Leaders are Planning to visit and to discuss in this regards with the PHE and Zilla Parishad



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					
Monitoring					
Monitoring by VHSNC	2	There is no monitoring work during construction except they come for the Photograph once the toilet is completed anyhow	5	The work is monitored by the concerned officer and a report is prepared accordingly and the work is inspected by the PHED team.	The Community is to hold a discussion in this regard with the department and Zilla Parishad.



Community Score Card Report

3.1 CACHAR – MGNREGS

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process					
Availability of application form	3	Sometimes not available in the office	3	Not available at any time.	
Completing the application form	4	Staff helps those who can't fill up form	4	GP Member & BDO Staff help public in filling up	
Submitting and forwarding the completed form	5	Easy to submit	5	Either GP Presidents, Secretaries or BDO Staffs receive the forms	
Issue of Job Card	2	Sometimes it takes more than 3 month	4	As per book available	Needed to demand more books
Usage and Service Quality					
Allocation of work/ Availability of work	2	Most of the time work is not available	3	Budget constraint	
Total days for which work is available out of 100 days	2	Average work available is for around 30 days only	4	As per authority approval	Needed to approach District Head
Use of Job card	3	Usefull but less work allotment			
Grievance Redressal System					
Delayed payment	4	Not much delayed sometimes after 1 week, sometimes after 2 months	4	As soon as document process is completed	
Mode of payment	5	Through beneficiaries' bank account	5	Through beneficiaries' bank account	
Payment amount	4	Daily wages is only Rs. 183/- where we get Rs. 250/- per day for other work	5	As per Govt. allotment	



Community Score Card Report

3.2 CACHAR – PDS

Features(TPDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process					
Completing/Compiling supporting documents	5	All the required documents were with beneficiaries	5		
Selection of beneficiaries	4	Selected from BPL family but there are some beneficiaries who are not eligible	4	In the process of deleting those whose family annual income is more than Rs. 1 Lk	
Getting the ration card: time taken; actual document; APL/BPL/AAY?	2	After 6 months from application in some villages	3	Issued as per availability of Ration Card	
Usage and Service Quality					
Regularity/Frequency of supply	5	Received monthly	5	Issued Monthly from Cooperative Society	
Quantity/Quality of supply	3	Only 4.5kg per head and quality is good but not every time	4	Loss of quantities during loading and unloading	
Prices: Actual; Displayed	3	Prices are not displayed in most of the ration shops	3	Prices is written but not displayed before beneficiaries in some shops	Public demand is required
Grievance Redressal System					
Presence of / activities by the Vigilance Committee	0	No Activities from Vigilance Committee	3	G.P. and Municipality Board Members are given responsibility for Vigilance committee	Beneficiaries need to demand formation of Vigilance Committee



3.3 CACHAR – JSSK

Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Payment of Fee	5	Not necessary to pay fee	5	Free of cost	
ANC Card	5	Available with every pregnant women	5	Issued to every pregnant women	
Role of ASHA	4	Good	4	Instructed by Deptt	
Quality and Services					
Availability of Doctor	4	Most of the time available	4	Available even after working hours according to need	
Availability of Nurse and Lab technician	5	Available every time	5	Available every time	
Behaviour of doctor	4	Good	5	To make patient satisfied	
Behaviour of rest of the staff	4	Good	5	To make patient satisfied	
Transportation (Pick up and drop)	3	need to pay fuel cost	4	It's not known by Dept	
Referral transport	2	need to pay fuel cost	4	District Medical Hospital is more than 50 km from Sub-Divisional or Block Hospital	
Infrastructure Facilities	3	Somehow good	3	As per sanction from the Govt	
Diagnostic services	3	Somehow good	3	As per sanction from the Govt	
Diet and nutrition	2	Less supply	3	As per sanction from the Govt	
Consumables & Medicines	4	Whatever available is given	4	Issue whatever is available	



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Blood transfusion at the referral level (wherever this has occurred)	2	No facility in Community Hospital only in District Hospital	3	facility not available in all hospitals, blood is not given free	
Grievance Redressal					
Response to helpline	2	Very less people contact helpline	5	Helpline No. is displayed at every Hospital	Needed to motivate General Public
Response to complaint	5	Good response when contacted	5	As per complaint received	

3.4 CACHAR – RKVY

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	4	Supporting document is available with beneficiaries but only land document required in some place	5	Required document must be available with farmers	
Filling of application form	4	Staff helps those who can't write	4	Staffs are available to help farmers	
Submission of application form	5	Easy to submit	5	Staffs are available to received application form	
Time taken for selection	5	It takes not even one month	5	As soon as Document is completed	
Services					
Items (agricultural inputs) - quality and quantity	4	Seed quality is good	5	Done medical test	



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process	2	Information through flex printing and NGO only	3	Limitation of Staffs	
Monitoring and evaluation					
Evaluation by government officials	3	Not to all beneficiaries	5	Photo needed to be submitted and evaluation is done	

3.5 CACHAR – ICDS

Features: ICDS	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection	5	Selected by Helpers and workers by visiting house to house	5	Selected by Helpers and workers by visiting house to house	
Usage and Service					
Quality of supplementary nutrition	4	Good quality	4	As received from Office	
Quantity of supplementary nutrition	2	Less quantity	2	As pe received from Office	Need to approach DSW
Regularity of supply of supplementary nutrition	3	Some villages receive regularly, in some once in a week	4	Issued equal budget according to the no. of beneficiaries	Need to have consultative meeting with AWW
Distribution of supplementary nutrition among beneficiaries	3	Some villages receive regularly, in some once in a week	4	Issued equal budget according to the no. of beneficiaries	Need to have consultative meeting with AWW
Greviance Redressal					



Community Score Card Report

Features: ICDS	USERS		SERVICE PROVIDERS		Solutions/Joint action points
Identification and Selection	Score (0-5)	Reasons	Score (0-5)	Reasons	
Availability of complaint box in anganwadi centre	0	Not available	0	no mechanism of keeping a box. Has to go to CDPO to complain.	Need to approach PO ICDS
Display of list of officials to be contacted for complaint	3	In some centres available	4	Available at Functional WWC	

3.6 CACHAR – MDM

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
Usage and quality of Services	Score (0-5)	Reasons	Score (0-5)	Reasons	
Frequency of supply of midday meal	3	Some place every day, in some place twice in a week	5	Budget issued for every schools according to the no. of students	Needed to contact SMC
Quantity of midday meal	5	Quantity is Sufficient when served MDM	3	Budget for per student is less	
Quality of midday meal	3	Sometimes not good in some schools	4	Comparing with budget its good quality	
Items in the midday meal	3	Only vegetables and dal	4	Maintenance is done by SMC as per budget allocated	
Cleanliness of cooking area	2	Some schools clean	3	Most of the schools which are located in remote villages find it difficult to maintain cleanliness	Needed to approach PHE for Water supply and BDO/GP for the construction Ringwell inside the school campus
Availability of and work by cook and helper	4	Available	4	Available	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Availability of drinking water	3	Some schools available	3	Most of the schools which are located in remote villages have no drinking water facility in the school campus	Need to approach PHE for Water supply and BDO/GP for the construction Ringwell inside the school campus
Following of weekly menu	3	As per pasted on the wall in some schools	4	As per instructed by BEEO Office	
Participation in the Mother Watch programme	2	In some schools only	2	Most of the remote village schools are neglected	Need to mobilize SMC
Monitoring by SMC members	2	Some Schools	2	Most of the remote village schools are neglected	Need to mobilize SMC
Grievance Redressal					
Complaint lodging within Mother watch and SMC meetings	2	SMC are not interested in Complaint	3	Very less complaints	

3.7 CACHAR – IAY

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	5	Available with beneficiaries	5	Documents required must be available	
Filling and submission of application form	5	Help by Staff	5	Staffs and GP member are available to help	
Selection Process					



Community Score Card Report

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Method of selection of beneficiary	3	Done by the Govt.	5	Must be BPL according to 2011 economic census, must have WL number and BPL ID no. This criterion is followed (poorest of poor is given first priority) 60% SC/ST	
Survey by concerned government department	3	Some villages only	5	As per instruction from higher authority	
Time taken for selection	3	More time taken	5	Selection is done by Govt. according to 2011 census	
Time taken for receipt of every instalment	2	More time taken	4	Right after completion of report	Needed to construct as soon as Instalment is received
Construction process					
Sharing of blueprint of IAY house	5	Booklet available in GP office	5	Booklet available in GP office	
Receipt of actual amounts	5	Through bank account	5	Deposit in Beneficiary's account	
Inspection during and after construction	4	Inspection is done by JE & GP	5	Regular inspection is done	
Submission of documentation of construction	5	Done by staff only	3	Some places its late	
Presence of grievance redress mechanism	5	GP, JE and DBO are available	5	BDO take initiative with any complaint	
Role of the Village Council committee	0	No role played by Village Council Committee	5	Village Council is not Govt. recognize in Cachar	



3.8 CACHAR – RGGVY

Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Selection of village/beneficiary					
Identification of beneficiary	3	Done by GP member in Some Villages Only	4	As per instruction from the Authority	
Supporting documents	5	Available with beneficiaries	5	Available with beneficiaries	
Time taken to get electricity connection	1	It take more than a year	3	As per selected beneficiaries list	Needed to approach APDCL and MLA
Usage and Quality of service	2	Irregular	2	Power supply is irregular	Needed to approach APDCL
Connection Quality	4	Good	4	As per material given by the Dept.	
Prior information regarding power cuts	0	This is something which has not happened so far till date	2	No way to inform all the beneficiaries	NA
Frequency / duration of Supply	2	Only 13 hours in a day	3	Limitation of Transformation and more no of consumers	Need to approach MLA
Service Charges by lineman	2	During connection	3	There are some houses which are far from Electric post	Need to approach SDEO
Bill charges	3	Some village more and some other less	2	Some beneficiaries consumed morethan its capacity	Need for more awareness
Evaluation and Monitoring	1	No Evaluation and monitoring			



IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICE EQUIPMENTS IN RURAL AND REMOTE AREAS OF NORTH EAST INDIA

Community Score Card Report

3.9 CACHAR – NSAP

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Application Process	4	Forms available in GP Office & Computer Shop	5	Anyone can apply application from GP Office and Computer Shop	
Requirement for birth certificate, domicile, age proof certificate, voter id	3	Only age proof certificate is difficult	5	All the Doctors can issue age proof certificate, even in clinic or pharmacy	Need to inform general public
Selection process	3	Ward commissioner or GP Member select, there is (partiality), political influence.	5	Through Gram Sabha (should belong to BPL family)	
Usage and Quality of service					
Frequency of payment	2	Sometimes Quarterly & Annually, Not monthly payment	4	Quarterly or Annually payment is more convenient for beneficiaries	
Mode of payment	5	Deposit in Bank	5	Deposit in Beneficiaries bank account	
Amount received by beneficiary	5	Through Bank account only	5	Deposit in Beneficiaries bank account	
Grievance Redressal					
Co-operation by Zilla Parishad officials/Anganwadi Worker	3	Only AW cooperation is good	3	Those who seek for cooperation from Zilla Parishad are given cooperation	



Community Score Card Report

3.10 CACHAR – SBM-G (previously NBA)

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					
HH Identification survey for beneficiary	4	Survey done by Ward Member	5	Done by ward Member	
Identification of relevant beneficiary	2	Done by GP Member and there is partiality in Identification	5	Survey was done as per order from Dept.	GP Member have to submit petition to PHE Dept.
Implementation/Construction					
Collection & distribution of materials	4	Done by contractors	5	Handed over to contractor	
Items for construction of toilet	2	Not good	3	Done by Contractor	
Quality of materials/items	2	Not good	3	Construction was done by NGO/Contractor	
Third party implementation agencies	2	NGO	3	Contractor (NGO)	
Monitoring					
Monitoring by VHSNC	2	Some village only	3	After the construction only	Need to monitor during the time of construction



Community Score Card Report

4.1 WOKHA – MGNREGS

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process					
Availability of application form	5	Good & Satisfactory	5	SATISFACTORY	
Completing the application form	5	Good; helped by the VDB secy & Members	5	SATISFACTORY	
Submitting and forwarding the completed form	5	Good (Done by VDB secy)	5	SATISFACTORY	
Issue of Job Card	4	Good (helped by VDB secy)	5	SATISFACTORY	
Usage and Service Quality					
Allocation of work/ Availability of work	3	Need to improve	4	Need regular fund release from the head office	Without fund we cannot allocate work to the job card holders, as the fund is released once & twice a year. Therefore, it needs to address to the state govt./the directorate of the Rural Development
Total days for which work is available out of 100 days	3	Need 100 days as per the guideline	3	fund not released on a regular basis	
Use of Job card	5	Good	5	SATISFIED	
Grievance Redressal System					
Delayed payment	3	Whenever the fund is released	5	We paid as per the allocation of fund per village	
Mode of payment	3	Cash payment	3	Cash	We are working on Direct beneficiary transfer
Payment amount	5	SATISFIED	5	Good	



4.2 WOKHA – PDS

Community Score Card Report

Features(PDS)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reason	Score (0-5)	Reason	
Application Process					
Completing/Compiling supporting documents	5	easy	5	SATISFACTORY	
Selection of beneficiaries	5	Good	5	SATISFACTORY	
Getting the ration card: time taken; actual document; APL/BPL/AAY?	4	It takes time, sometimes	5	We issue as per block & range	
Usage and Service Quality					
Regularity/Frequency of supply	5	SATISFIED	5	Yes, we supply as per the ration card	
Quantity/Quality of supply	4	Not very good quality	4	Yes, it is not good as we expected	
Prices:Actual; Displayed	4	Actual price is not displayed	4	Yes, as per the rate but with transportation Cost	Fair price shop must display the rate of the items
Greviance Redressal System					
Presence of / activities by the Vigilance Committee	3	Yes, but only by village council	5	SATISFACTORY	Need a joint committee from the council as well as from the community

4.3 WOKHA – JSSK

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Payment of Fee	5	good	5	Good	
ANC Card	5	good	5	Good	
Role of ASHA	4	good	5	Good	
Quality and Services					
Availability of Doctor	5	Available	5	Available	



Community Score Card Report

Features(JSSK)	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Registration Process					
Availability of Nurse and Lab technician	5	Available	5	Available	
Behaviour of doctor	5	yes, it is good	5	Good	
Behaviour of rest of the staff	5	yes, it is good	5	Good	
Transportation (Pick up and drop)	3	We use our own transport facilities	5	People prefer to come in their own arrangement, so we pay them (Rs.500)	
Referral transport	4	Only Cash is reimbursed	5	Yes, we do in case of referral	
Infrastructure Facilities	4	Need improvement	4	Yes, we need some improvements	
Diagnostic services	5	Good	5	Good	
Diet and nutrition	4	Only Cash is reimbursed	5	Yes, we reimburse cash for not providing in the health facilities	
Consumables & Medicines	3	Not all the medicines available	4	Yes, we tried to keep all the medicines in the stock	
Blood transfusion at the referral level (wherever this has occurred)	0	No Blood Bank facilities in Wokha	0	No Blood Bank facilities in Wokha	
Greviance Redressal					
Response to helpline	5	Good	5	Good	
Response to complaint	5	Good	5	good	

4.4 WOKHA – RKVY

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	5	Satisfactory	5	Good	



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Filling of application form	5	Satisfactory	5	Good	
Submission of application form	5	Satisfactory	5	Good	
Time taken for selection	3	sometimes it takes time	5	Good	It takes time as selection process is done yearly
Services					
Items (agricultural inputs) - quality and quantity	4	Satisfactory	5	Good	
Activities (training, information sharing)	4	Need more information in the village	5	Good	Villagers should approach the concerned department
Monitoring and evaluation					
Evaluation by government officials	4	Good	5	Good	

4.5 WOKHA – ICDS

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Selection of beneficiaries under ICDS	5	fairly done by AW/AH	5	SATISFIED	
Usage and Service					
Quality of supplementary nutrition	5	SATISFIED	5	Good	
Quantity of supplementary nutrition	3	Need more quantity	5	As per the stock	Need to approach the higher authority
Regularity of supply of supplementary nutrition	3	Not as per the guideline	4	As per the stock	Need to approach the higher authority
Distribution of supplementary nutrition among beneficiaries	3	Need more quantity	5	Fairly done as per the stock	Need to approach the higher authority



Community Score Card Report

Features	USERS		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Selection					
Grievance Redressal					
Availability of complaint box in anganwadi centre	0	We don't have as such	0	We will look into it	Need immediate approach
Display of list of officials to be contacted for complaint	0	No display as such	0	We will look into it	Need immediate approach

4.6 WOKHA – MDM

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Usage and quality of Services					
Frequency of supply of midday meal	3	Need regular monthly supply	5	As per the stock	
Quantity of midday meal	3	Need sufficient quantity to provide everyday	5	As per the stock	
Quality of midday meal	4	Good	5	Good	
Items in the midday meal	4	Good	5	Good	
Cleanliness of cooking area	5	Good & Hygienic	5	Good	
Availability of and work by cook and helper	5	Available	5	Good	
Availability of drinking water	4	In some cases, children bring from home	5	Good	
Following of weekly menu	3	No menu as such	5	We do not follow menu but as per the availability	
Participation in the Mother Watch programme	3	Need participation from the mothers	3	Mothers should monitor this programme	
Monitoring by SBMC members	3	Partially	5	Yes	
Grievance Redressal					
Complaint lodging within Mother watch and SBMC meetings	3	Need to focus on Mother watch programme	3	Mother watch programme should be effectively functioning in the village	



IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SERVICE EQUIPMENT IN DELIMITED AND DISADVANTAGED DISTRICTS OF NORTH EAST INDIA

Community Score Card Report

4.7 WOKHA – IAY

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process					
Collection of supporting documents	5	Easy	5	Good	
Filling and submission of application form	4	Not difficult	5	Help from VDB Secy.	
Selection Process					
Method of selection of beneficiary	3	Not very satisfactory/Need transparency	5	As per the RHHS	
Survey by concerned government department	3	Need to be done with responsibility	5	Good	
Time taken for selection	3	Takes very long time	5	Good	
Time taken for receipt of every installment	3	Not very satisfactory	5	Only Building Materials	Need to focus on guideline
Construction process					
Sharing of blueprint of IAY house	1	No such sharing of Blueprint	3	Yes, we give them the liberty to construct their own design	
Receipt of actual amounts	0	Only building material	5	Only Building Materials	Need to focus on guideline
Inspection during and after construction	2	Yes, after construction	5	Yes, we did inspection	Need to focus on guideline
Submission of documentation of construction	2	No idea	5	Good	Need to focus on guideline
Presence of grievance redress mechanism	2	Only through Village Development Board	5	Good	Need to focus on guideline



Community Score Card Report

Features(IAY)	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process	5	Good	5	Good	
Role of the Village Council committee	5	Good	5	Good	

4.8 WOKHA – RGGVY

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Selection of village/beneficiary	5	Done by the Village council	5	Good	
Identification of beneficiary	5	Done by the Village council for the beneficiary	5	Good	
Supporting documents	4	depends upon the availability of staff	5	Good	
Time taken to get electricity connection					
Usage and Quality of service					
Connection Quality	5	good	5	Good	
Prior information regarding power cuts	3	Lot of power cut & fluctuation	5	Yes, through news paper	
Frequency / duration of Supply	3	not regular power supply in some blocks	5	Load shedding problem	
Service Charges by lineman	4	no issue	5	Good	
Bill charges	5	satisfactory	5	Good	
Evaluation and Monitoring	5	good	5	Good	
Monitoring by relevant committee	5	by village electricity board & village council	5	Communitised	

4.9 WOKHA – NSAP



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Application Process	5	easy	5	Good	
Requirement for birth certificate, domicile, age proof certificate, voter id	5	not much difficult	5	Good	
Selection process	4	need to do with responsibility	5	Good	
Usage and Quality of service					
Frequency of payment	3	once in a YEAR	5	Funds are released for once in a year	
Mode of payment	3	cash payment	5	Yes, Cash Payment	Working on Bank transaction
Amount received by beneficiary	4	need to increase	5	As per the entitlement	
Grievance Redressal					
Co-operation by Zila Parishad officials/Anganwadi Worker	4	yes by village council	5	Working with Village council	

4.10 WOKHA – SBM-G (previously NBA)

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
HH Identification survey for beneficiary	5	Satisfactory	5	Transparent	
Identification of relevant beneficiary	5	Satisfactory	5	Transparent	
Implementation/Construction					
Collection & distribution of materials	3	As per the supply from the officials	5	As per the issue of the materials	Need to approach higher authority
Items for construction of toilet	3	Do not get all the required items	5	As per the issue of the materials	Need to approach higher authority
Quality of materials/items	4	Good in quality	5	Good	



Community Score Card Report

Features	USER		SERVICE PROVIDERS		Solutions/Joint action points
	Score (0-5)	Reasons	Score (0-5)	Reasons	
Identification and Beneficiary					
Third party implementation agencies	0	no third-party involvement	5	Directly implemented by Department	
Monitoring					
Monitoring by VHSNC	5	Yes	5	yes, by village council & Department	

ANNEXURE – Photos

Training programme on Community Score Cards (CSC)



First CSC exercise in Ri Bhoi, Meghalaya – November 2017

