‘SAMADHAN’: citizens’ action for governance in India

VSO’s experience of using ICT to increase accountability and transparency

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• The Right to Information (RTI) Act was introduced in 2005

• New laws have been introduced to provide the most economically disadvantaged sections of the population with government subsidies, food and employment security.
Many people in India remain unaware of these rights, or do not know how to exercise them.

Vast amounts of people are not accessing food, security, pensions and education entitlements.
Catalyst: SAMADHAN - Citizen’s Action for Governance

✓ Launched on 26th of August 2011
✓ A joint initiative of the district administration of Koraput, United Nations Millennium Campaign (UNMC), VSO India and South Orissa Voluntary Action (SOVA)
Aim and objectives

Aim
• To create a citizen’s monitoring hub to hold the government of Orissa accountable and bring citizens and the government together on one platform, using technology

Objectives
• To provide an accountability framework to marginalized and poor people to monitor the various flagship programmes implemented at Panchayat level

• To develop a platform at district level to gather information and strengthen quality of services delivered by the district administration
Activities

• Conducting a baseline survey
• Identifying and providing training to 100 volunteers
• Conducting a series of district level and block level advocacy and awareness programmes
• Developing information, education and communication (IEC) materials in local languages
• Community mobilisation
How does SAMADHAN work?

Lodge complaints about government services and monitor delivery of services
- By simple text message (SMS)
- By calling in at a toll-free number
- By visiting the District Collector’s office to demand
- By filing complaints through SAMADHAN

Demands or complaints are registered
Local administration will process the complaints
Local administration appropriate actions to resolve
Citizens can track the status of their complaint
A message is sent to the citizen requesting them to verify that the action
Reports are then mapped on the Samadhan site for public viewing
http://koraput.samadhan.org.in
Grievances in 2012-2013

<table>
<thead>
<tr>
<th>Service</th>
<th>No. of Grievances</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAMADHAN Mobile</td>
<td>339</td>
</tr>
<tr>
<td>SMS</td>
<td>264</td>
</tr>
<tr>
<td>District Toll Free</td>
<td>268</td>
</tr>
<tr>
<td>Monday Grievance</td>
<td>867</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1738</td>
</tr>
</tbody>
</table>

No. of Grievances
## Grievances and Redressal of Grievances

<table>
<thead>
<tr>
<th>Grievances Source</th>
<th>No. of Grievances</th>
<th>Acknowledged</th>
<th>Open</th>
<th>Resolved</th>
<th>Closed</th>
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</thead>
<tbody>
<tr>
<td>SAMADHAN MOBILE</td>
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<td>307</td>
<td>243</td>
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<tr>
<td>SMS</td>
<td>264</td>
<td>197</td>
<td>169</td>
<td>32</td>
<td>29</td>
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<tr>
<td>Toll free Number 1077</td>
<td>268</td>
<td>131</td>
<td>91</td>
<td>27</td>
<td>23</td>
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<tr>
<td>MONDAY GRIEVANCE</td>
<td>867</td>
<td>788</td>
<td>737</td>
<td>219</td>
<td>214</td>
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<tr>
<td>TOTAL</td>
<td>1738</td>
<td>1423</td>
<td>1240</td>
<td>327</td>
<td>312</td>
</tr>
</tbody>
</table>
Results

• Establishment of a primary school in Bandhia Guda village of Kundra Block
• 56 households with a population of 267
• 43 are children in the age group of 6 to 14 years
• No primary school
• The nearest Primary school is at village Uduluguda which is at a distance of 2 Km from Bandhia Guda.
• Approached Block office of Kundra to set up a Primary school in their Village.
• In November 2011, they formally registered their grievances through toll free number of SAMADHAN which reached directly to the District Administration

• District Primary Education Programme finally has given approval and sanctioned the project to start a primary school in Bandhia Guda Village
Electrification in Tentuliguda

• Population of 180 people with 48 households
• No provision of electricity in the village
• The village was already electrificated in the record
• Villagers formally lodged their grievances in SAMADHAN Platform through SAMADHAN Mobile Number in October 2012
• **29th of October 2012** near about 20 villagers from Tentuliguda along with the VSO Volunteers met the District Collector
• **9th of November 2012** : the electrification work of the village has been sanctioned
Challenges

• Once the complaints are registered at 1077, neither updates of the complaints are available nor are the records maintained properly.
• The geographical accessibility of the villages is another hindrance.
• People are hesitant to call 1077 because it involves cost (Free for only BSNL to BSNL).
Thank you!

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