





# Empowering Communities for Social Accountability in Rajasthan, India

**Vd.Smita Bajpai and Partners** 

SUMA-Rajasthan White Ribbon Alliance for Safe Motherhood.



# **Definitions**



# Empowerment is a process which facilitates change in power relationships (CHETNA)

Accountability is dynamic of entitlements and obligation between people and their Government and within the complex system of relationship that form the wider health system. It is about strengthening health systems that function for the benefit of the people

• (L.P.Freedman; Human Rights, Constructive Accountability and Maternal Mortality in the Dominican Republic: a commentary; 2003)



# Sustainable Development Goal



The Sustainable Goal 3:

Ensure healthy lives and promote wellbeing for all at all ages

Target:

Reduce the global maternal mortality ratio to less than 70 per 100,000 live births by 2030

# NHM, INDIA Goal



The National Health Mission (2012-2017)
 envisages attainment of Universal Access to
 Equitable, Affordable and Quality health care
 services, accountable and responsive to
 people's needs with effective inter-sectoral
 convergent action to address the wider social
 determinants of health.

Reduce Maternal Mortality to less than 1/1000 live births





# **NHM Values**



- Empowering community to become active participants in the process of attainment of highest possible levels of health and institutionalisation of transparency
- Accountability in all process and mechanisms are among the core values of the National Health Mission.

# To achieve these goals requires



- Ensuring peoples' active participation and engagement at various levels of decision making.
- Greater investments in building capacities and empowering communities for demanding accountability for Continuum of Quality Care
- System readiness for voices of the communities to be heard.
- A responsive and accountable public health system.

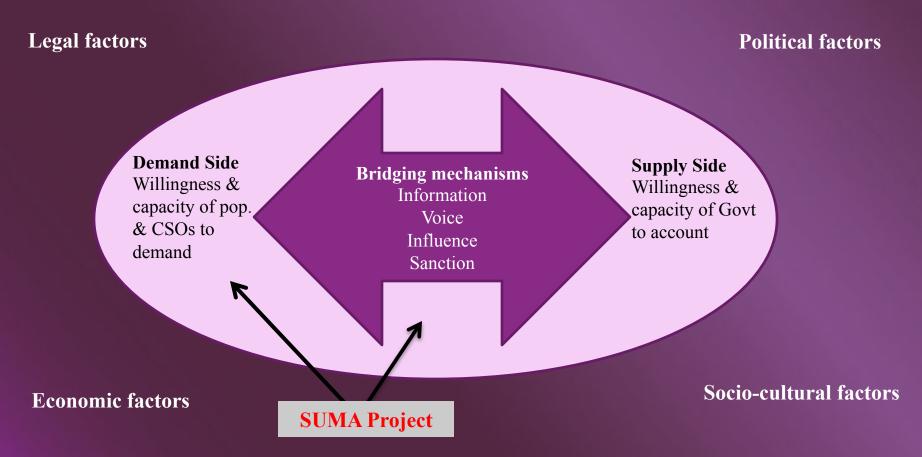
# **About SUMA**



- CHETNA\* initiated and is anchoring the SUMA-Rajasthan White Ribbon Alliance for Safe Motherhood as its secretariat since 2002.
- SUMA's Goal is to work towards reducing maternal and neonatal mortality in the state.
- SUMA 's actions are directed for awareness, action and advocacy.
- 71 listed members and Development partners



# Enabling Environment for Social Accountability CHETNA Children Young people Children



Source: Dr. Alka Barua, Consultant, SUMA Evaluation Report

## Social Accountability Project Objectives



- 1. Create awareness on maternal health entitlements, and enabling them to raise their voices to ensure service delivery and enhance accountability.
- 2. To analyse gaps in health facilities at primary and secondary levels
- 3. To develop citizen's report card on the status of maternal health services
- 4. To organise Gram Sabhas and public dialogues with the decision makers.
- 5. To strengthen the functioning of community and facility based Oversight Mechanisms
- 6. To increase participation of 10 SUMA members in implementation of Social accountability tools and processes



# Geographical coverage and Partners



- 9 NGOs from 11 districts are partners
- 4 are tribal districts, 1 is desert area



Partners	Districts
Jatan Sansthan	Rajsamand
Seva Mandir	Udaipur
GRAVIS	Jodhpur
GVNML	Tonk
GVPS	Jhalawar, Karauli
Navachar Sansthan	Chittorgarh
PEDO/JSVS	Dungarpur
Prayatn Sansthan	Baran
Shrusti Seva Samiti	Udaipur, Sirohi
SRKPS	Jhunjhunu
CRPR	Tonk

# Capacity Building of partners



- Capacity building trainings for 10 SUMA members on
- ✓ Technical aspects of Maternal Health,
- ✓ Continumm of Quality Care
- ✓ Rights Based Approaches
- Use of social accountability tools and mechanisms
- evidence generation for advocacyevidence based advocacy
- ✓ Documentation



SUMA alliance has strengthened. Partner organizations work on maternal health in 11 districts of the state. Now advocacy with state government can be done with evidence. In the alliance, the decisions on forthcoming activities and policies are taken during training by participatory method".









#### Listening to Women's Experiences



 77 group discussion (FGD) in 83 villages during January- March 2014. A total of 1108 women, including 170 pregnant women and 343 lactating mothers participated

Ambulance services are available in most facilities but not in our facility at Islampur. Private Vehicle owners charge as per their will when we have to go to facility. When I delivered, I needed a vehicle in emergency. The nurse has assisted my Delivery and every thing was fine. An hour later I stated bleeding profusely. She asked me to go with her at a higher facility. It took time to arrange for a vehicle that would take us to the hospital. Nothing happened but anything could have happened.



# Maternal Health Services at the Public Health Facilities



#### सुमा- राजस्थान सुरक्षित मातृत्व गठबंधन

#### उप स्वास्थ्य केंद्र के निरीक्षण हेत् चेकलिस्ट

क्रम	सेवाएँ	हाँ	नहीं	टिप्पणी
1.	क्या उप स्वास्थ्य केंद्र के लिए निर्धारित सरकारी भवन उपलब्ध है ?	1		The second secon
2.	क्या उप स्वास्थ्य केंद्र का भवन पक्की सड़क से जुडा है ?	1		
3.	क्या उप स्वास्थ्य केंद्र तक स्रलता से पहुँचा जा सकता है?	~	The state of	
4.	क्या उप स्वास्थ्य केंद्र के भवन की स्थिति अच्छी है ?	V		
5.	क्या उप स्वास्थ्य केंद्र में दो या दो से अधिक कमरे है ?	1		
6.	क्या उप स्वास्थ्य केंद्र में साफ़ शौचालय है ?	سا		
7.	क्या उप स्वास्थ्य केंद्र की सभी खिड़कियों के किवाड़ दुरुस्त हैं ?	L		
8.	क्या उप स्वास्थ्य केंद्र में हमेशा पानी उपलब्ध होता है ?		L	
9.	क्या उप स्वास्थ्य केंद्र में पीने का पानी हमेशा उपलब्ध होता है ?	-	1	
10.	क्या उप केंद्र में प्रति दिन कम से कम आठ घंटे बिजली रहती है ?			
11.	क्या उप केंद्र पर जेनरेटर/इनवर्टर/सोलर सेल उपलब्ध है ?		レ	
12.	क्या उप स्वास्थ्य केंद्र के सभी कमरे साफ़-सुथरे है ?	V		
13.	क्या उप स्वास्थ्य केंद्र पर महिलाओं की जांच करने योग्य टेबल है?	1		
14.	क्या उप स्वास्थ्य केंद्र पर एएनएम् के पास उपयोगी दवाईयाँ तथा	4		
	उपकरण रखने के लिए अलमारी है?			

- Simple checklists based on Indian Public Health Standards for facilities and National Guidelines for community processes.
- Members from the village and facility based committees and suma partners collected information in teams.
- Information on a total of 162
  Village Health and Nutrition
  Days; 28 Sub Health Centres;
  12 Primary Health
  Centres(PHC) and eight
  Community Health centres
  were assessed.

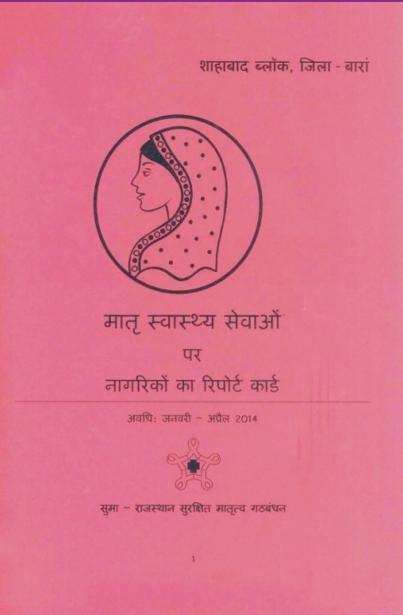
#### Citizens' Report Card on Maternal Health



Citizens report card depicting status of maternal health services in 11 districts was prepared.

The report card analyses information in to problem areas and OK areas

It contains assessment of infrastructure, human resource, services, materials, equipments and medicines.



#### Citizens Report Card



सुमा -राजस्थान सुरक्षित मातृत्य गठबंधन,सचिवालय -धेतना अहमदाबाद

प्रयत्न संस्थान



#### सामुदायिक स्वास्थ्य केंद्र

#### सामुदायिक स्वास्थ्य केंद्र -

कंद्र के राजस्थान मेडीकेयर रिलीफ सोसायटी के एक सदस्य, जो की शाहाबाद पंचायत के सरपंच थे तथा प्रयत्न संस्था के प्रतिनिधि ने मानृ स्वास्थ्य सेवाओं के आकलन के लिए सामुदायिक स्वास्थ्य केन्द्र का दौरा किया। उन्होंने विभिन्न पहलुओं, जैसे – केंद्र तक पहुँच, मूलभूत ढांचा, सुविधाएं, उपकरण, सामवियों की उपलब्धता, मानव संसाधन तथा जवाबदेहिता आदि पर जानकारी प्राप्त की । इसके लिए स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार, द्वारा जारी भारतीय जन स्वास्थ्य मानकों तथा सुमा सचिवालय - चैतना द्वारा उपयोगकर्ता के नज़रिए से तैयार की गई चैकलिस्ट का उपयोग किया गया। रिपोर्ट कार्ड निरीक्षण के दिन की स्थिति दर्शाता है।

केंद्र की कक्षा: एल 2

आवरित जनसंख्या : 24,625 ब्लॉक : शाहाबाद

निरीक्षण की तारीख: 6/2/2014

प्राथमिक स्वास्थ्य केंद्र: 2

जिला : बारॉ

समय: 4.15 (शाम को )

सुमा -राजस्थान सुरक्षित मातृत्व गठबंधन,सचिवालय -चेतना अहमदाबाद प्रयव संस्थान समस्याएँ समस्या नही नियुक्त/ उपलब्ध नही थे नियुक्त/ उपलब्ध थे मानव संसाधन • ब्लोक मेडिकल अफसर, • एक चिकित्सा अधिकारी शिशु रोग विशेषग्य. (MBBS) जो कुशल प्रसव परिचर्या में, मूलभूत तथा सर्जन. आपातकातीन प्रसव देखभाल में स्त्री रोग विशेषस्य, पशिक्षित है। एनेस्थेटिस्ट. • एक आयुष चिकित्सा अधिकारी स्टाफ नर्स जो कुशल प्रसव परिचर्या में, • तेडी हेल्थ विजिटर(एलएचवी ) मूलभूत आपातकालीन प्रसव देखभाल में प्रशिक्षित है। स्वास्थ्य कार्यकर्ता (महिला,पुरुष) लेबोरेटरी टेवनीशियन पवर्मसिस्ट डाईवर प्रसव सम्बंधित मूलभूत जांच तथा उपकरण जांच के लिए जांच टेबल सर्जरी के लिए उपकरण उपलब्ध अण्डारण के लिए कवाट नहीं थे। प्रतीक्षा रत महिलाओं के लिए वेच य कसी। वजन कॉटा विजोजनोविजोजीटर बी पी यंत्र स्टेथोस्कोप उपलब्ध नहीं थी सामग्री उपलब्ध थी • एस्पिसिलिन तथा आपातकातीन डिस्पोजेबल सिरिंज तथा नीडल प्रसव देखभाल सम्बंधित आवश्यक डिस्पोजेवल दस्ताने औषधियाँ (ऑक्सीटोसिन, मैग्नेशियम गर्भावस्था की पृष्टि के लिए किट सल्फेट, डायज्ञाम आदि ) डीप स्टिक टीके आयरन फोलिक असिड की आपातकातील औषधियां पदर्शित नहीं ये प्रदर्शन प्रदर्शित थे • सामुदायिक स्वास्थ्य केंद्र की एल 2 • केंद्र का बैनर व समय कक्षा देय सेवाएँ, २४+ ७ सेवाओं • राजस्थान मेडी केयर रिलीफ सोसायटी के बारे में निः शुल्क रात्रि सेवाएँ • नागरिक घोषणा पत्र उपलब्ध स्टाफ की सूची पीस मासिक कार्यमार उपलब्ध औषधियाँ की सुवी

## Prioritizing issues and articulating demands





# Observing Village Health Sanitation and Nutrition Days



162 VHNDs were observed during January-March 2014 by members of the Village level Committees and SUMA members

Bi monthly observation of VHNDs in 26 village of two blocks for a year.

"We visit the Anganwadi Centre Regularly. We observe that the immunisation is sdone regularly and the presence of ANM on this day has increased by a couple of hours". — A frontline worker, Gogunda





# Strengthening Capacities of Village based Committees (VHSNCs)



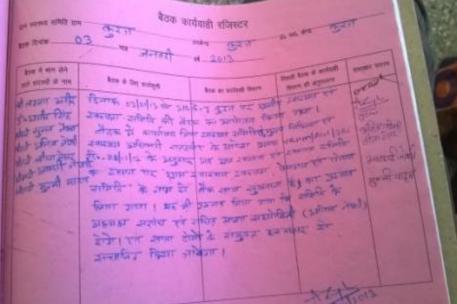
- A baseline of 290 members from 70 committees indicated the need for strenthening their understanding on their roles and responsibilities
- •13 orienations were organised for 233 members includingf 125 women members
- •Few committees have become activeobserving services at the VHND; informing communities about services and appropriate use of untied funds

#### VHSNC meetings to prepare action plan









## Making Gram Sabhas Accountable



- Gram Sabha is a constitutionally mandated space for people's participation of Governance
- A baseline of 31 Gram Sabhas indicated the need to strengthen their functioning and take action for improving Maternal Health Services.
- Suma members efforts resulted in 20/26 Gram Sabhas held (August to November 2014)
- Total 616 women participated, most for the first time in their lives.
- Of the 68 proposals presented, 44 resolutions were passed and action has been taken on 22 resolutions

# Mobilising communities for participation











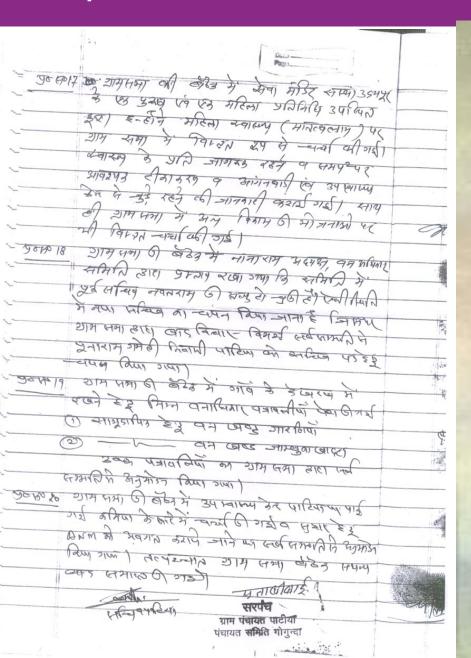


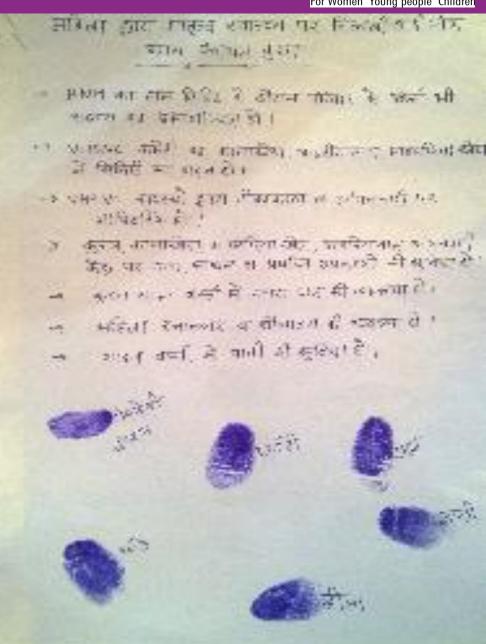




#### Proposals made in Gram Sabha











	संख्या – 1 पंचायत /-	याय उप समिति		पंवाही विवरण रजिस्टर <sup>आत के आवीव एण सन्स</sup> को जीमहर्वा	ਬ.6 <b>ਛ</b> : 2380748 <b>G. P. 11</b> ਕੈਆਪ- 15
	ै बैटक का स्थान		उपस्थित सदस्यों का नाम 4		बैठक में उपस्थित सदस्यों के हस्ताक्षर 6
				जिम्ह जगमा । इन प्रस्व होते हैं तवा 250 से	2002/12/04
				अतिमाह धागमा । हु० घरन होते हे तका 250 से इ०० को भी दी बहती है। जिस पर एवं माप्र डाक्स है कोई कोई भी विक्रों बत डॉक्स आज तक नहीं है। अतः -चर्चा के बाद सर्वसम्मित -जीम्ह्ला क्सी एन मी में स्त्री रोग विक्रों स्त्र	318057 M
				ट इरीर कोई भी विशेषत डाउँस्य आज तर	solus
				नाम्या व्याप्य मी में स्त्री रोग विशेषत	Adam
				एवं व्याल रोग विशेषन ही निवादी एक	2005 mind
				एर्नएम् की निपुत्ती इनीर मिरी उप स्वास्थ्य केन्द्र कोलने से सम्बन्धित प्रस्ताव	GAR.
				पारित किया गया न्यार स्वास्ता विमाग्से	يه الوالد
				उपप्रेक्त अस्ताव के आधार पर व्यवस्था बनाने	
				की माँग की छारी यह असाव आज	द्यागन्स)
				रिनांड 24-9-14 की विद्योष ग्रासमा भाषिताही शनिस्टर के पुछ्यू संख्या पर-44	z.Wote.
-				पर आकृत किया गया है विशेष ग्राम	
			रिस्प के स्था	समा थारा तप किया गया कि इत अलाव की स्वीकृति के जिए खरण्य साहब के	कार्य व

# ग्राम सभा में प्रस्त्ताव



		ppening particular and only to the control of the c	समा वारा तप किया गया कि इम उलाव की स्वीकृति के जिए सर्पंय साहब के	
			सहयोग से संनिव दारा मुम्बन्धित विनाग स्वं उप जिला कलम्यर गगद्यार व आधी- कारियों को उत्पित कार्पवारी हेतु भिन्यापा जाए।	<i>पवस्तुमार्श्तर्भा,</i>
			विशेष शामसमा बैंहर में नोमहला शाम के भी पवन क्रमार जन उपसरपूर्ण निम्न प्राप्ताव लिखाए जी कि निम्न है -	हिस्स्राम
			य. इ. ब्री स्य सी न्यीमहता ही साफ स्वाहार्य पुतार्व इंडो रेजन उराने जा उरतान प्रया	Chicil Rihan
	¥ 1		उद्धान ६. विभिन्न सरकारी स्वास्थ्य घोजनाओं की जानकारी के लिए बार्डिग पोम्य, बैनर जनादि तरीके में अवार-असार किया	THE TOWN THE
		12 20 1-8 21 V	अस्तान म -वेशिस्ता सम्यान चाट सीन्थ	
		सरपचे प्राम् पंचायत फीलावी उक्त मण्डी सब्देन्द्रपुर (चीमहला) पं.स.स्म (झालावाड)		

#### Strengthening Facility Based Committees



- A baseline of 70 members from 19 facility based committees indicated the need for strengthening their understanding on the roles and responsibilities and Government Guidelines
- •Total 16 workshops were organised for 135 participants/members
- •13 were women.





## Orientation workshop







#### Public Dialogue- A space for women to speak



- More than 900 women participated in these dialogues.
- Families and women demanded action from duty bearers
- Duty bearers committed to take action on the demands by women





#### Dialogue with State level Officials



- Members from Village and facility based committees, Suma members and Traditional Birth Attendant presented Asks for state level action.
- For the first time, they entered state level Government space
- State level Project Directors,
   Maternal Health State team and
   Dy, Secretary Maternal Health
   committed for state level
   action.







# Findings from the Evaluation Emerging Issues and Recommendations October 15<sup>th</sup>, 2015 Dr. Alka Barua, Independent Consultant

Raising Consciousness



#### **Endline Assessment**



**Period:** First quarter of 2015

**Data**: Secondary: Project MIS for all 11 districts

Primary: Rajsamand, Udaipur (25% intervention villages)

Sirohi (25% of project villages)

**Methods**: Interviews and discussions with CSO members

Interviews with health facility staff

GDs with women in the community, AWWs/ASHAs, RMRS and

VHSNC members

VHND data from project MIS

Facility assessment

# **Changes at the Health Facility Level**



	Baseline	Endline	
N=	45		
Access in emergency	Difficult. Poor transport. Charged (10)	Free transport available	
Referral access	Far. Poor transport. Charged (7)	Free transport available	
Transport	Erratic availability (9)	Ambulance, 104 & 108 available	
<b>Equipment &amp; supplies</b>	Not available, non-functional (37)	<b>Medicines from centres</b>	
Information display	No display (39)	Display of entitlements in few places	
Hygiene & sanitation	Dirty (15)	Clean*	
Staff adequacy	Shortages (35)	Contractual appointments	
Staff behaviour	Rude, charged for services	Sensitisation, CCTVs	
Funds	Inadequate to pay for entitlements	Attempts to address*	
Infrastructure	No building / rooms, no compound wall (28)	Land allocated, compound wall, parking planned	
Services	Limited, Not as per protocols (34)	As per protocols	
Grievance redressal	Mechanism lacking (38)	Some action taken	





	Baseline	Endline
N=	24	24
Scheduled day	20	22
Display	11	13
Timings	6	14
Presence of staff	10	14
Presence of PRI staff	10	6
VHSNC meetings	15	12
Due List prepared	14	22
Caseload	14	20
Services	10	15
Equipment & supplies	14	22
Seating arrangements	12	20
Privacy	12	14





	Baseline	Endline
N=	18	2
Status	Not formed / inactive (6)	Formed, more active members
Memberships	Representation of females, NGOs & community poor (12)	Remained same
Training of members	Most untrained (13)	Most oriented
Guidelines	Not available (15)	Not available
Members' awareness	Mainly health staff aware (14)	Members better informed
Meeting schedule	Irregular, unannounced (14)	More regular
Meeting agenda	Not shared in advance (14)	Decided in advance
Meeting discussions	Mainly related to funds (12)	Included maternal health
RMRS activities	No monitoring or resource mobilisation (11)	Monitoring started, some attempts to raise resources

# Challenges in Implementation



#### Conceptual

- Changing health system staff's perception about accountability to community
- Changing people's perception about government health services

#### **Implementation**

- Simple guidelines in local language for RMRS and VHSNCs
- Collection of evidence from health centres and PRIs
- Resource constraints of CSOs which affected posting of field staff
- Transfers of block level officials or their non-cooperation
- Staff shortages in the health system

# Learning



- Long term mentoring of communities is needed to sustain the efforts
- Customised continuous capacity building and mentoring of RMRS & VHSNC members is needed for effective implementation
- Issues backed by evidence are needed to be heard by officials.
- A strong network of NGOs and PRIs is needed to get its voice heard locally
- Broad based partnership and evidence are needed for state and national level advocacy.

#### Recommendations



#### **Immediate action**

- Committees: RMRS and VHSNCs should be revived and their members trained to play their mandated role in social accountability process
- **Tools:** Simple accountability tools in local language with critical indicators on health system functioning should be available for monitoring by committees
- **Advocacy:** Regular conduction of Gram sabhas and public hearings should be encouraged for sharing of challenges, experiences and corrective actions

#### Long term action

- **Programme:** Community perspective on services should be part of design, guidelines for RMRS and VHSNC and standard protocols should be available in public domain in local language
- **Staff availability:** Staff should be available and trained to provide services as per their mandate

#### And Miles to go...



- PHC Islampur has made a proposal for ambulance services at the facility. Measures have been taken to improve conditions of the labour room, privacy, water availability etc.
- Land allotment for construction (re) of 40 year old sub center has been done. Need funds to construct building.
- The members have been actively engaged in deciding the place for construction of a primary Health Centre
- A CHC In Jhalawad has made arrangements for water supply and demands for posting of doctors and specialists..
- The state has committed to dialogue with Women and Child Development Department for maternal nutrition.....

#### Acknowledgements



- Women and their families
- Members of the village and facility based committees
- Elected representatives of Panchayat and the officials
- Officials of the health facilities, block and district health department
- Mission Director, National Health Mission, Dy. Director, NHM, Project Director Maternal Health and the state level maternal health team, Government of Rajasthan.
- White Ribbon Alliance-India and Mac Arthur Foundation
- Women's Health and Rights Advocacy Partnership-South Asia and ARROW-Malaysia, Danish Family Planning Association.