

People's Entitlements

1. Awareness generation on demand side about entitlements
 - a. Use IEC
 - b. Identify groups at state and/or national level to create awareness and ensure entitlements.
2. Identify best practice states and worst performing states. At the MoRD level initiate dialogue with middle level bureaucracy and exposure trips to these states.
3. Orient bureaucracy in these states. Focus should be worst performing. Where we see potential, this exercise should be carried out.
4. Procedure of acceptance of job application to be made more people friendly.
5. Forms can be made available at non-NREGA centres- like Anganwadi's
6. Payment of wages- strengthening payment mechanisms through post offices.
7. Access to panchayats- working hours be strictly adhered
8. Minimum responsibilities for gram sevak be specified
9. Non-NREGA implementing authorities made responsible for capturing demand
10. Minimum dedicated manpower for NREGA
11. Gram vikas adhikari to supervise a cluster of villages
12. Unionisation of workers be facilitated through law
13. Amended Schedule- 13 (B)- resolution to be passed
14. Half day initiation of workers at worksite; half day of consolidation after completion of work
15. Rural employment exchange- separate functionary
16. Link with MIS - where violations of entitlements occur, state governments should receive regular communication from GoI based on the evaluation of MIS data.

Accountability

1. Workers groups to be provided a space for collective bargaining through acknowledgment in accountability rules.
2. Role for communities in monitoring
3. Complainant and responsible officials be brought face-to-face during enquiry.
4. Caste based discrimination be recognised as a grievance
5. Monitoring - mandatory worksite visits; mandatory inspections by officials at all levels (NREGS/Non-NREGS)
6. Blank MR's- possibility of fake entries
7. Sleeping job cards
8. Organised corruption - PC system structural changes be introduced
9. Focus on NREGA/solution from existing efforts
10. There must be clarity about norms, if violated would have to be looked into.
When are people justified to complaint?
11. Telephone based complaint system – Bihar RTI

12. Web based system – aim at having it at the Distt level and link it up at the state and national level functional level should be Distt. Level.
13. Limitations of voice based/recognition softwares- bit futuristic
14. Ensuring complaints reach the right authority:
 - a. PO Box No.
 - b. Toll free No.
15. Grievance redressal process: not keen to set up new structures
16. Ombudsman seems to combine First appeal (like in RTI) and an independent appeal auth. Need to ensure independence of the institution.
17. Selection process, if appointments made irrespective of public objection, a statement be issued explaining why the individual was considered.
18. Penalty as remedy

Transparency and mandatory disclosure

1. Transparency in planning
2. Transparency of on-going MR's
3. Transparency walls/boards
 - i. Worksite board (worksite booklet) include BSR rate- type of soil and rate according to BSR
4. Language/idiom in local simple lang (transparency and demystification- basic tenet of transparency).- No. of trolley, 40 kate cement.. BSR in local lang and simply.
5. Types of transparency- information; institutional; procedural
 - a. Transparency of each process from application of job card till payment- details of modes of transparency.
6. Prepare/public budget for 6%, subsequently monitor expenditure at all levels
7. All procurement/purchases (PS, Distt. State) must be transparent- including putting information on website. Tender notice as well as tender evaluation/outcome processes to be put on website (MIS). Big works tender evaluation in AP also done online. Bulk purchases by parallel agency (GSS) or higher agency- 50% (bricks stone, cement) procurement through KVSS. Authorisation for registered firms alone.

Formats + MIS

1. Rationalisation of existing records- too many records
2. Emphasis on mate diary
3. Improving format –
 - a. MB – make it legible for all;
 - b. complaint register;
 - c. asset register [provision for on-going works]
 - d. MR [age; daily attendance; E-MR]
 - e. UC/CC must be fortnight based
4. Different menu driven dash board systems- officials; labourers
5. Improving technical infrastructure support at GP level (Panchayat Samiti level utilisation of USOF)
6. Moving towards real time MIS
7. Thinking about simplifying government information – JIS
8. Improving records- people friendly, legible information
9. Sound based information Kiosks

10. Complaint capture –
 - a. voice based kiosk
 - b. a separate simple website
11. Online system for payments through banks and post office
12. Provision for Offline entry
13. For any tangible benefits through MIS, it must have cent per cent implementation
14. Website for social audit
15. E-procurement

Social Audit

1. Facilitating environment for people to speak
2. Ensuring integrity of social audit process – Election observer model
3. Facilitation of SA process – facilitators role, collection
4. Structured/regular feed back mechanisms to people after SA
5. Scale of SA- randomisation – AP model; Raj model
6. Independent SA unit
7. Integrating FA with SA processes
8. Focus on procurement
9. Follow-up action
10. Draft 13(b) amendment formulation to be sent to GoI from the Working Group