Process and Protocols for Social Audit of Schemes

under

Department of Social Justice & Empowerment, GoI

NATIONAL RESOURCE CELL FOR SOCIAL AUDIT (NISD)- DoSJE

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Social Audit: An Introduction

Social Audit is a process of examination and assessment of a programme/scheme conducted with the active involvement of people and comparing official records with actual ground realities. The social audit team will pull out official documentation regarding scheme outputs over a period, both financial as well as physical and social aspects. These records are shared with stakeholders to be verified against their own experience. The issues identified are backed up with evidence and are consolidated into a social audit report which is then read out in a public forum where stakeholders and implementing agency officials are present so that necessary action to rectify the issues raised.

The social audit will be conducted for the schemes under the Department of Social Justice and Empowerment as per a scheme titled 'Information, Monitoring, Evaluation and Social Audit' (I-MESA).

These social audits will be carried out by the Social Audit Units (SAUs) which have been set up in every state under Mahatma Gandhi National Rural Employment Guarantee Act.

The social audit of following schemes/components will be carried out in this year:

- Adarsh Gram under PM AJAY
- Construction of hostels for SC students (Babu Jagjivan Ram Chhatrawas) under PMAJAY
- Construction of Hostels for OBC Girls and Boys under YASASVI scheme
- Residential Schools under SHRESHTA
- Senior Citizen Homes under AVYAY scheme and
- Integrated Rehabilitation Centre for Addicts under NAPDDR

1. **Objectives of Social Audit:**

    The broad objectives of the social audit will be as follows:

    1. To bring to light the gaps and lapses in the implementation of the programmes and in improving it.
    2. To create awareness generation on the programmes being implemented.
    3. To creates a space and a platform for mutual dialogue amongst various stakeholders for improving overall implementation of the scheme.

4. To provides platform to right holders for timely grievance redressal.
5. To ensures transparency and accountability in the implementation of scheme.
6. To seek response from primary stakeholders based on ground realities for course correction and impacting policy frameworks.
7. To promotes people's participation in all stages of implementation of programme.

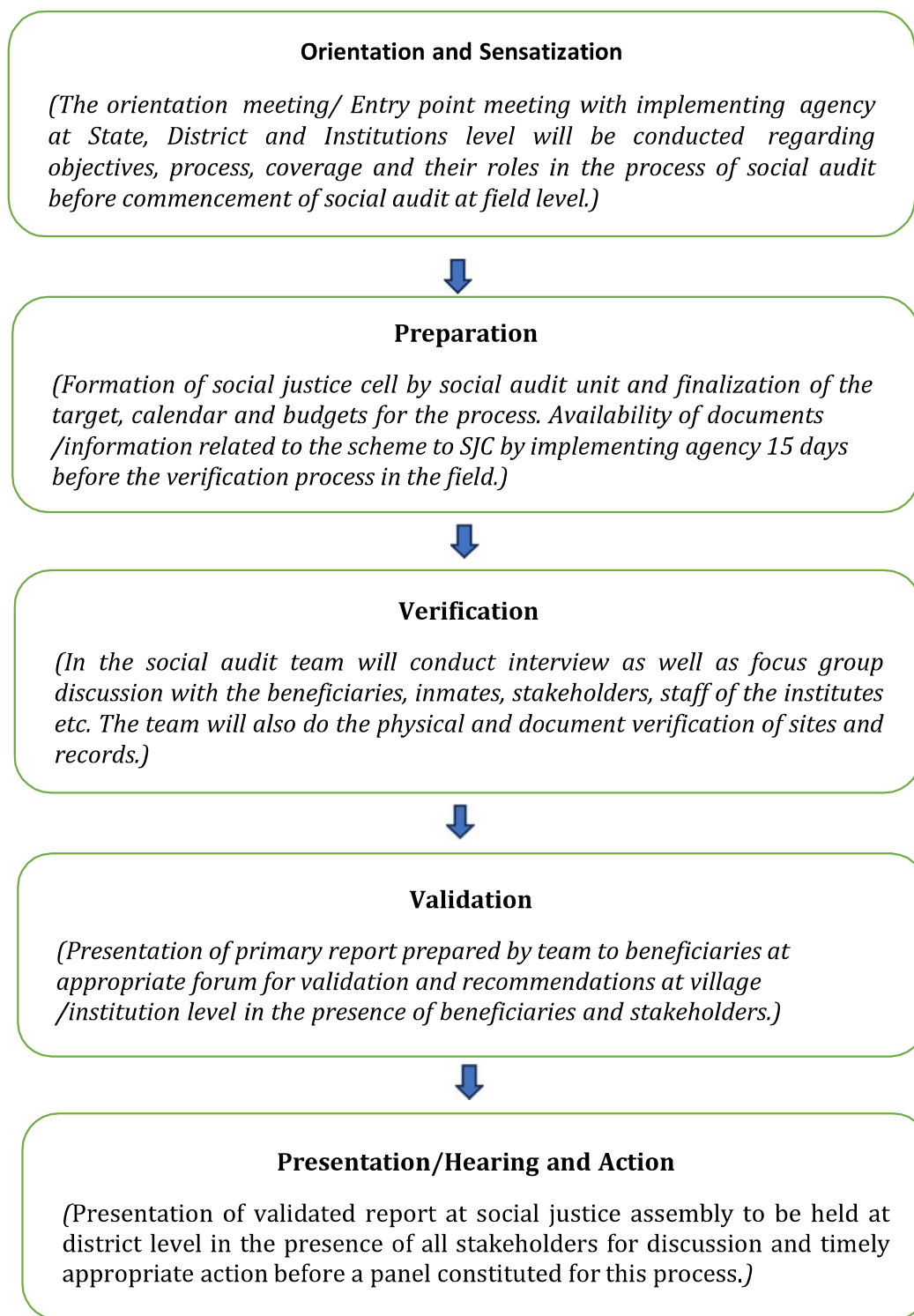## 2. <u>Guiding Principles of Social Audit</u>

The social audit process of schemes under DoSJE shall be in accordance with the spirit of Auditing Standards prepared by joint task force of Ministry of Rural Development, Government of India and Comptroller & Auditing General for facilitating social audits of MGNREGA.

*The **guiding principles** for social audit which are seen as tools for social accountability will be as follows:*

- ***Access to information (Jaankari):*** *There must be equal and open access of information to all citizens.*

- ***Participation (Bhagidari):*** *Involvement and participation of citizens in the process of decision making and arriving at justifiable outcome.*

- ***Protection of citizens (Suraksha):*** *It is important to have a secure forum for free and fair discussion for the Gram Sabha. This should be done through liaison with District Administration.*

- ***Citizen's right to be heard (Sunwai):*** *There should be mechanism to address the grievances of the citizen and to take suitable action. The follow up needs to be intimated to the citizens during next hearing.*

- ***Collective platform (Janta ka Manch):*** *Collective platform to strengthen and substantiate the citizens voice which will be safe and secure forum for free and fair discussion.*

- ***Report dissemination (Prasar):*** *The findings of Social Audit should be in access of public knowledge.*

3. Broad Steps for Social Audit

The following broad steps will be followed for social audit of schemes under DoSJE:

Orientation and Sensatization

(The orientation meeting/ Entry point meeting with implementing agency at State, District and Institutions level will be conducted regarding objectives, process, coverage and their roles in the process of social audit before commencement of social audit at field level.)

⬇

Preparation

(Formation of social justice cell by social audit unit and finalization of the target, calendar and budgets for the process. Availability of documents /information related to the scheme to SJC by implementing agency 15 days before the verification process in the field.)

⬇

Verification

(In the social audit team will conduct interview as well as focus group discussion with the beneficiaries, inmates, stakeholders, staff of the institutes etc. The team will also do the physical and document verification of sites and records.)

⬇

Validation

(Presentation of primary report prepared by team to beneficiaries at appropriate forum for validation and recommendations at village /institution level in the presence of beneficiaries and stakeholders.)

⬇

Presentation/Hearing and Action

*(*Presentation of validated report at social justice assembly to be held at district level in the presence of all stakeholders for discussion and timely appropriate action before a panel constituted for this process.*)*

3.1. Social Audit Process

a. **Preparation of Calendar:** The Department of Social Justice & Empowerment will issue a letter to Social Audit Units with detail protocols of social audit, target and budget for scheme under DoSJE. The Social Audit Units will submit their calendar to NRCSA-DoSJE within 7 days based upon the target given to the State.

b. **Orientation/Entry Point Meeting:** This meeting shall be called State/District 15 days before the start of actual social audits process in the field. All the concerned department officials, institution heads and concerned people should be called to apprise them of the objective and process of social audit. The meeting shall be called by the social welfare department on request from social audit unit as per the calendar proposed. The social audit unit resource persons will orient the participants on the areas and institutions to be audited and the documents needed for verification along with proposed calendar and social justice assembly dates and also specifies the roles and responsibilities of the various stakeholders.

c. **Field Verification:** The social audit team will conduct the 3 types of verification; 1. Verification of Records, 2. Verification of Worksites/Infrastructure and 3. Verification of Beneficiaries through personal interviews/interaction and focus group discussions.

i. Verification of Records:

The implementation agency shall provide all the relevant documents to the social audit team well in advance. The team will cross check all the records/documents with the ground reality and then come out with the report during gram sabha and social justice assembly.

ii. Verification of Worksites/ Infrastructure:

The social audit team will conduct 100% verification of works/assets/ infrastructure of the institutions along with the villagers and primary beneficiaries of the schemes. The team will assess the quality and quantity of works/facilities/infrastructure facilities with reference to the records.

iii. Interaction with Beneficiaries:

The team will meet all the beneficiaries of scheme and interact with them to check the benefits or services provided to them. The SJC members need to show empathy and

sensitivity towards the right holders during the process of oral verification. The team shall not disclose the identity of the victim in serious cases of misconduct and abuse and immediately report it to concerned authorities at the District/State level. In such cases, the officials need to respond urgently and take immediate action.

iv) Focus Group discussion:

The social audit team shall conduct focus group discussion with the community where the beneficiaries and community at large will participate and understand the implementation process of DoSJE schemes and how it is benefitting to them. The team shall also inform to beneficiary about their rights and entitlements and shall also cross check the benefits/services provided to them under the scheme.

C. Preparation of draft report: Based on findings/observations from the verification process, the social audit team shall prepare a draft report in a prescribed format. Such report should be easy to understand, free from vagueness or ambiguity and must be in local language. The findings of the draft report should be backed by evidence from the field verification such as official documents, testimonies, photos, videos etc.

D. Validation meeting/Beneficiary Sabha/Gram Sabha: After the report preparation, the next step in social audit is to conduct the meeting with primary beneficiary at village level/institutional level. This meeting will be the platform for the beneficiaries to raise their voices, issues and validate the social audit findings. The social audit team will read out the findings of verification in the meeting and put forward for discussion and validation. It will also be the platform for the beneficiaries to seek and obtain further information and responses from the concerned persons involved in the implementation of scheme. The proceeding of the meeting shall be written by social audit team.

D.i. Chairperson of Gram Sabha/Students Sabha/Beneficiary Sabha :
- As per the auditing standard for social audit 2016, the social audit gram sabha will not be chaired by GP President/Pradhan/Sarpanch. Therefore, the chairperson for social audit Gram Sabha (regarding PMAJAY scheme) will be decided by the people present for Gram Sabha before commencement of the meeting.
- The chairperson for conducting students meeting for schemes such as construction of hostels under PMAJAY & YASASVI and residential schools under SHRESHTA shall

be from the parents of the students or any respectable person who is not a part of the implementing agency.

- ▪ The chairperson of social audit beneficiary sabha for Integrated Rehabilitation Centre for Addicts and Senior Citizen Homes will be one person amongst the beneficiaries, which will be decided by the majority.

3.2. Social Justice Assembly at District Level

The social justice assembly will be conducted at district level after completion of the social audit process for all schemes in the district. The validated social audit report will be presented in this forum. The representatives of the concerned department/institutions should be mandatorily present to respond to the social audit findings as well as queries raised by people. A panel should be constituted to examine the issue, evidence and take appropriate decisions and actions. The members of the panel could be: -

1. District Magistrate
2. District Social Welfare Officer
3. District Education Officer
4. Chairperson of standing committee on the theme of social welfare in district panchayat
5. Chairperson of Child Welfare Committee
6. Representative of Civil Society Organization working on these issues.
7. Other concerned officers related to the scheme can be involved.

The elected representatives can be invited to grace the occasion. The logistic arrangements to organize social justice assembly will be done by the nodal departments with the support of SAU.

4. Action Taken Report

The social audit unit shall prepare the proceeding of decision taken during social justice assembly and send to all the concerned Departments and Institutions within 3 days. The concerned departments/institutions will ensure the submission of action taken report to the social welfare department and social audit unit within 15 days. The social audit unit shall upload the findings in social audit MIS designed for this purpose. The "Action Taken Report" as per the decision of the panel is to be uploaded by the implementing department/ institutions within 30 days of social justice assembly. This report will be available in the public domain.

5. **State Level Social Justice Assembly**

This assembly will be organized at the state level after 30 days of completion of all social justice assemblies in targeted districts. The state level assembly will review the process, coverage, issues and action taken status on the findings of social audit. The panel for state level social justice assembly shall be chaired by the Secretary- Social Welfare Department. The other members in panel can be state level officials of the concerned departments along with representatives of CSO/academic institution identified by NRCSA- DoSJE based on their involvement and experience in social audit. The representatives of NRCSA- DoSJE will also be a part of this panel. The officials from the Department of Social Justice & Empowerment shall also be invited to attend the Assembly. The proceeding of this assembly will be prepared by social audit unit and will be sent to the state departments and Department of Social Justice & Empowerment, Government of India.

6. **National Annual Review Meet**

The national annual review meet will be organized at national level after completion of all state level social justice assemblies. The purpose of this meet will be to review the process, findings and status of action taken on findings of social audit. This event shall be organized by NRCSA in consultation with DoSJE, Government of India. The annual analytical report of social audit of the targeted schemes will be presented by NRCSA- DoSJE for discussion and suggestions. The programme heads, officials from DoSJE, State Departments, NRCSA and representatives from social justice cell of all states will attend this meet to review and recommend the changes for improving the process.

7. **National Resource Cell for Social Audit-DoSJE (NRCSA-DoSJE)**

The National Resource Cell for Social Audit-DoSJE established at National Institute of Social Defence, New Delhi will oversee the smooth roll out of the social audit programme as envisioned. The NRCSA- DoSJE will coordinate with the state SAUs to monitor the progress and quality of social audits. The cell will also provide technical support to SAUs for capacity building and carrying out the audits as per requirements. The NRCSA- DoSJE will act as a bridge between the DoSJE and the State SAUs to ensure efficient conduct of social audits.

The NRCSA will also conduct the test audit of at least 2% of total social audits conducted by the SAUs to check the quality of the process and the reports. It shall also look into any nature of structural, procedural and other conflict of interest influencing the integrity and quality of report.

8. MIS for Social Audit

A specific information related to institutions /village/beneficiary is required for social audit to verify it with the actual situation at the field level. This helps the teams to prepare themselves for verification and cross check all the relevant data with the ground level facts. A separate web portal/MIS will be designed and developed to provide all required information to social audit resource persons of Social Audit Units.

The social audit portal/MIS will have provisions for:

- Social audit calendar which will be uploaded by the social audit units.
- Social audit formats with prefilled information and space for filling remarks after verification
- Option for entering social audit findings by SAUs.
- Option for entering action taken against social audit findings by implementing agencies.

This social audit MIS will display the social audit calendar for targeted schemes in particular State/Districts. The MIS will also help in the monitoring of ongoing process of social audit and to ensure that audits are happening as per the mandates and targets given by the Ministry.

The categorization of social audit issues/paras identified during social audit process for each institution/scheme is important for State Departments and DoSJE to understand the trends/gaps in the implementation of the schemes and also to resolve them in time bound manner for smooth functioning of the scheme. The SAUs will upload the social audit findings in MIS and implementing agency will upload the action taken report with evidence as per the decisions taken at social justice assembly. The department will get an analytical report for desired implementation and policy level intervention.

9. Roles and Responsibilities of Social Audit Unit

The social audit of schemes under DoSJE shall be facilitated by the State Social Audit Units and are expected to carry out the following roles:

- Prepare social audit calendar as per targets provided by the NRCSA- DoSJE.
- Constitute the social justice cell by identifying resource persons as per the guidelines.
- Translate verification and report formats in local language.
- Conduct entry point meeting with various stake holders.
- Deploy resource persons for field verification as per calendar.
- Ensure the conduct of validation meetings and social justice assemblies.
- Ensure submission of social audit reports to the concerned departments.
- Upload social audit reports on social audit MIS.
- Ensure regular monitoring and quality check of the ongoing social audits.
- Follow up on action taken report that needs to be submitted by the concerned department.
- Coordinate and synergies with CSOs and the departments.
- Ensure periodic progress report to be submitted to the NRCSA-DoSJE.
- Prepare state annual analytical report.

9.1. Social Justice Cell

The social audit unit have already constituted the social justice cell to carry out the audit of schemes under DoSJE. Each SAU has formed the Social Justice Cell consisting of 5-15 social audit resource persons (depending on the population and size) who will be dedicated to conduct social audit of DoSJE schemes.

The 'Social Justice Cell' (SJC) comprising of 15 members is constituted in Uttar Pradesh, Punjab, West Bengal, Bihar, Tamil Nādu, Uttarakhand and Maharashtra, cell with 10 members is inHimachal Pradesh, Assam, Telangana, Odisha, Andhra Pradesh, Chhattisgarh, Haryana, Karnataka, Kerala, Madhya Pradesh, Rajasthan, Tripura, Jharkhand & Gujarat and cell with 5 members is constituted in Nagaland, Manipur, Mizoram, Meghalaya, Arunachal Pradesh and Sikkim. The following criteria was followed for selecting the resource person for social justice cell:

- Those having experience of working with SAU at least for 2-3 years.
- Having experience of facilitating social audits of other schemes apart from MGNREGA
- The team Coordinator leading the team preferably should have completed 30 days certificate course on social accountability and social audit.

- Experience of working with elderly, children, victims of substance abuse and having experience of working in rehabilitative institutions.

- Preferably 50% of team members should be women as well as the representation of SC and OBC community and the specially abled in the team to be ensured.

- Anganwadi workers/ASHA/CSO reps/para legal volunteer working in that area can be included in the team for the community support and mobilization, and can be paid as per the other members of the team.

- Students/Interns from academic institutions can be engaged as the members of SJC and be paid as other members, after being trained.

In case the SAUs not responding to the request for facilitating social audits, NRCSA- DoSJE will constitute the SJC from its national resource pool/academic institutions/nearest SAUs and shall facilitate social audit directly as per approval.

10. Role of Social Welfare Departments/Nodal Departments

The social welfare department shall be the nodal department for social audit of schemes under DoSJE and shall take full responsibility of owning and cooperating in this process. The main role of the nodal department would be to:

- Identify and nominate a state nodal officer for coordinating with SAU for the conduct of social audits.
- Constitute state social advisory board with the Secretary Social Welfare Department/Nodal Department as chairperson, the state programme heads of all concerned departments, Director-SAU, Representatives from CSOs and academic institutions and one representative from NRCSA-DoSJE as members to advise on the process of social audit and review the process periodically.
- Communicate the social audit calendar to field functionaries and implementing institutions/agencies.
- Provide the relevant documents to social audit units pertaining to financial expenditure and related to beneficiaries well in advance.
- Ensure proactive disclosure of information related to the schemes.
- Ensure participation of their representatives in different process of social audit such as entry point meeting and social justice assembly.
- Ensure cooperation of institutional staff and administrative machinery during the social audit process.
- Ensure timely appropriate actions on social audit reports.

- Ensure that recoveries are done on cases of embezzlement.
- Ensure that strict action is taken on issues of abuse and corruption.
- Ensure uploading action taken reports on Management Information System of DoSJE.
- Review follow up action on action being taken.

> *It shall be ensured that implementing agency shall at no time interfere in the process of social audit. Their role is to cooperate and coordinate in providing documents, be present to give response on findings and act on findings - as per Audit of Scheme Rules 2011.*

11. Role of Other Stakeholders

11.1 Academic Institutions with experience of social audits

The academic institutions having the experience of facilitating social audits can also play a role in promoting and institutionalizing the process of social audits through:

- Evaluation and impact studies

- Designing modules and providing trainings in collaboration with NRCSA.

- Designing a certificate course for social justice cells, activists, students on social audit of schemes of DoSJE

- Involving as a panel member in social justice assembly.

11.2. Civil Society Organizations

The Civil society organizations with their presence and expertise can play a significant role in the process of social audits through:

- Sharing of feedback and observations to the audit team.
- Contributing as member of state social audit advisory board
- Support in formulating guidelines, training curriculum and module in collaboration with NRCSA
- Being resource person and trainers in training of social justice cell.
- Support in monitoring social audits and conducting test audits.

12. Fund Flow Mechanism

The cost of conduct of social audits will be met from the respective scheme's administrative cost. The NRCSA-DoSJE will submit the scheme and state wise social audit plan to the Ministry along with budget estimates prepared in consultation with the SAUs before commencement of financial year for approval.

The funds for functioning of NRCSA shall be provided to National Institute of Social Defence, New Delhi by DoSJE for hand holding support to social audit units, training of SJC members, consultative workshops, test audits and monitoring and mentoring of the process.

The funds for conducting social audits shall be given to SAUs through NISD, New Delhi based on the budget calculated and reviewed by NRCSA as per targets. The fund will be released as per provisions of GFR in two tranches through PFMS. The first tranche of 50% of total budget will be provided after submission of social audit calendar. The second tranche will be provided after 75% of the funds have been utilized and provisional UC alongwith physical progress submitted by the SAU.

The conditions of O.M. dated 23.03.2021 of Department of Expenditure, Government of India shall be applicable in the case of release of fund for Social Audit to Social Audit Units.

Social Audit Design for Village under PMAJAY	
Processes to be followed	• Entry Point Meeting with PRI members, VOs, Officials from Convergence Department • Interaction/Focus Group Discussion with SC community • Physical Verification of Works • Gram Sabha • Social Justice Assembly at District Level
Documents Required for Verification	**Registers:** • Cashbook • Gram Sabha • Meeting **Documents** • Technical Estimate of Works • Financial Order • Work Order • Sanction Order • Completion Certificate • Bills & Vouchers • Utilization Certificate • List of Works • Copy of Village Development Plan • List of Projects with Convergence Department
Participants to be contacted for interaction/verification process	➢ Village level functionaries ➢ Beneficiaries of the vulnerable group ➢ PRIs of the GP ➢ Members of SC Communities
Stakeholders with Focus Group Discussion need to be done	• Villagers from SC community of that particular area
Physical Verification of sites	• Projects constructed under PMAJAY
Evidences required to gathered	• Testimonies of Villagers • Evidence of Documents /Registers / Records, • Videos • Photographs of sites etc.
Participants and place of validation of the Report	Validation will be at gram sabha

Social Audit Design for -Construction of Hostels under PMAJAY & YASASVI Scheme	
Processes to be followed:	• Entry point meeting with staff, students, and officials. • Interaction/Focus Group Discussion with students/parents • Physical verification of hostel and rooms • Beneficiary sabha with students and staff at hostel. • Social justice assembly at district level
Documents Required for Verification	1. Proposal, 2. Sanction letter, 3. Estimate and site maps, 4. Expenditure statement, 5. UC 6. Progress/Completion Reports, 7. Quality Report, 10. List of SC students residing in hostels, 11. Attendance sheet of students, 12. Staff attendance register, 13. Bills and Vouchers related to other expenses. 14. Academic record of the institution etc.
Participants to be contacted for interaction/verification process	• Students • Hostel Warden • Security guard • Parents • Staff of institutions
Stakeholders with Focus GroupDiscussion need to be done	• Students in Hostels, if already occupied • SC/OBC students in Hostel
Physical Verification Sites	Hostel rooms, boundary walls, security, hostel warden quarter, watchmen /lady guard room, kitchen, common room, table, chair, cot in the room, TV, computer in common room, toilets and drinking water facilities, lights, fans, ramps etc.
Evidence required to gathered	• Testimonies of inmates, • Evidence of documents /registers / records, videos, photograph
Participants and Place of Validation of the Report	• Validation will be at beneficiary sabha at the hostel level.

Social Audit Design for Residential Schools under SHRESHTA	
Processes to be followed	• Entry Point Meeting with Staff, Officials of Department • Interaction/Focus Group Discussion with Staff, Students • Physical Verification of Institution/Hostels • Beneficiary Sabha • Social Justice Assembly
Documents Required for Verification	**For mode 1 school:** • Registration year and certificate of affiliation, • List of students • Attendance register, • Passed out list of students, • Cash book, List of students who completed Bridge course. **For mode 2 school:** • Registration no of the organization • Web site • Sanction order for the received grants • Infrastructure as per guideline • Education documents of the teachers • Audited UC • List of drop out students.
Participants to be contacted for interaction/ verification process	• Staff of the school (Warden, cook, watchman) • Teachers • Students, • Parents • Officials of the concerned department
Physical Verification /Observation Points	• Physical Verification

	of School and Hostel • Infrastructure and Facilities
Evidence require to gather Required	• Testimonies • Photographs • Videos • Documents • Register etc.
Participants and place of validation of the Report	• Staff of Institute & Students, Teachers, Parents & officials • Social Justice Assembly

Social Audit Design for Senior Citizen Homes under AVYAY	
Processes to be followed	• Entry point meeting with staff, residents, SLCA and ATF etc. • Oral verification with the staffs and beneficiaries, • Physical verification of the Infrastructure/Home • Beneficiary sabha at centre • Social justice assembly at district level
Documents Required for Verification	• Admission/Discharge register • Beneficiary case history file • Attendance registers for beneficiaries and staff • Movement register for beneficiaries • Medicine Stock Register and issuance of medicines issues to patients • Death/Drop out register for residents. • Stock register /Asset register • Food/Nutrition record register for residents • Salary register/ Bank statement of salary credited to account of staff. • Donations register / receipt books etc. Register • Cashbook, Bills & Vouchers
Participants to be contacted for interaction/verification process	• Residents
Stakeholders for Focus group discussion/ Beneficiary sabha	• Beneficiaries of the Home and staffs
Physical verification/ observation points	The location and accessibility of the Homes, behavior, and approach of the staffs towards the beneficiaries, quality of

	service, infrastructure, records, comfortability of the beneficiaries in the home, grievance redressal and action taken
Evidence required to be gathered	- Testimonies - Photographs - Documents - Videos etc.
Participants and place of validation of the Report	Beneficiary Sabha at Institution Level.

Social Audit Design for IRCA under NAPDDR	
Processes to be followed	- Entry point meeting with beneficiaries and staff - Oral verification with the staffs/beneficiaries as well as family members. - Physical verification of the infrastructure/centre - Beneficiary sabha - Social justice assembly
Documents Required for Verification	- Cash book - Ledger book - Asset register - Register for consumable items. - Attendance Register for both staff and residents. - Year-wise record Governing Body Meeting Minutes - Bills and vouchers - Rent/Lease Agreement (if the building is rented) - Staff Salary register
Participants to be contacted interaction/verification process.	- Inmates - Discharged inmates. - Family members of inmates/Discharged inmates
Stakeholders for Focus group discussion/ Beneficiary Sabha	- Inmates/Residents - Staffs of the centre
Physical verification/ observation points	The location and accessibility of the centre, behavior, and approach of the staffs towards the beneficiaries, quality of service, grievance redressal and action taken, infrastructure of centre etc.
Evidence required	- Testimonies - Photographs - Documents - Videos etc.

Annexure-2-Matrix of Social Audit as per Auditing Standards

Sr. No.	Scheme	Access to Information (Jankari)	Participation (Bhagidari)	Collective Platform (Janta ka Manch)	Hearing & Action (Sunwai & Karwai)	Prasar
		1. Widespread understanding of entitlement. 2. There must be equal and open access of information to all citizens. 3. All relevant information regarding programme and public institution must be proactively displayed and made accessible through different modes and medium	• Involvement and participation of citizens in the process of decision making and arriving at justifiable output.	• Collective platform to strengthen and substantiate the citizens voice which will be safe and secure forum for free and fair discussion	• There should be mechanism to address the grievances of the citizen and to take suitable action. The follow up needs to be intimated to the citizens during next hearing.	• The findings of Social Audit should be in access of public knowledge
1	Villages under PMAJAY	• Entry point meeting with Stakeholder and PRI members, Officials of convergence department • Focus Group Discussion with SC community.	• Stakeholders (Community, PRI members) at Entry point meeting, • Beneficiaries during focus group discussion.	• Gram Sabha • Social Justice Assembly at District Level	• Social Justice Assembly with panel for recommending actions on findings	• Social Audit Report and Action Taken Report will be shared in gram sabha. • Copy shared with the department officials and

Sr. No.	Scheme	Access to Information (Jankari)	Participation (Bhagidari)	Collective Platform (Janta ka Manch)	Hearing & Action (Sunwai & Karwai)	Prasar
		• Gram Sabha with community in large including SC community. • Social Justice Assembly with primary stakeholders and officials.	• Community (including SC) at Gram Sabha • Officials/Officials /PRIs/Beneficiaries/CSO Representatives at Social Justice Assembly.			• Action taken report. • Report will be available on portal.
2	Construction of Hostel under PMAJAY and YASASVI scheme.	• Entry point meeting with stakeholders, warden, staff, PWD department and social welfare officials. • Focus Group Discussion with residential students and staff. • Interaction with parents and ex. students (meeting, online)	• Residential Students/ Wardens/officials/ staffs at entry point meeting • Residential students, hostel staffs, officials, ex. students and parents during interaction • CSOs Representatives	• Beneficiary sabha with residential students	• Social justice assembly and panel for recommending action	• Social audit report shared in beneficiary sabha and assembly. • Report will be available on portal.

Sr. No.	Scheme	Access to Information (Jankari)	Participation (Bhagidari)	Collective Platform (Janta ka Manch)	Hearing & Action (Sunwai & Karwai)	Prasar
4	SHRESH TA	• Interaction with Students, • Meeting with staffs of the institution	• Students through beneficiary sabha and interaction	• Beneficiary sabha	• Social justice assembly	• Social audit report shared in beneficiary sabha and assembly. • Report will be available on portal.
5	Senior Citizen Homes under AVYAY	• Entry point meeting with staff of the centre and beneficiaries • Focus Group Discussion / Interaction with residents/ beneficiaries. nearby resident/ local community	• Resident, • Staffs • District officials of the concerned department • Local Community	• Beneficiary sabha at Institution level • Social Justice Assembly	• Social justice assembly	• Social Audit Report sharing at Beneficiary Sabha/Assembly • Social audit reports will be available on portal

Sr. No.	Scheme	Access to Information (Jankari)	Participation (Bhagidari)	Collective Platform (Janta ka Manch)	Hearing & Action (Sunwai & Karwai)	Prasar
6	IRCA under NAPDDR	• Entry point meeting with beneficiary and staff. • Interaction with inmates, discharged patients and family members. • Interaction with community in hotspots	• Beneficiary • Staff • Discharged patients. • Family members. • District officials of the concerned department	• Resident sabha at institution level • Social justice assembly	• Social justice assembly	• Social Audit Report sharing in Beneficiary sabha • Social audit report will be available on portal