

Concept note

**Resident Sabha - Easy and Effective  
Meet... Act...**

Contribution & Ownership in Collective Activities  
Quality Common Services, Quality Public Goods, Maintained Common Facilities-Asset, Clean  
Public Places and Sustainable Environment



### **Resident Sabha**

Residents of any area, whether they are common people or elite, many of them feel that desired level of quality of services and facilities are not available in the public or common sphere and that the level of services and facilities are far short of their expectations.

People do meet on various occasions and once they meet they also start talking. Many ways of improvement, people discuss in these informal gathering. After these discussions, few times good enough improvements happen. Happening this depends on many factors, but the beginnings invariably are those discussions.

It just needs to be made easy that residents regularly meet in their area. Once a consensus is achieved among residents that Sabha be conducted, they can adopt a process. By adopting the process, mutual co-operation increases among all the residents, residents become active and collectively capable, and it results in – better common services and facilities for the residents, good common property and clean environment.

### **Gram Sabha : Resident Sabha in villages**

Rural area in India consists of villages or revenue villages and Gram Panchayats. As per 73<sup>rd</sup> amendment, In Bihar, at Gram Panchayat and/or Revenue Village level Gram Sabha exists. Apart from this, in Bihar, Govt. has made provision of Ward Sabha in villages which is held at Gram Panchayat's ward level.

Size of Gram Sabha varies with the size of revenue village in Bihar, which are as high as 10000 or as low as 50 individuals. Below Gram Panchayat (GP), Size of Panchayat Wards is more uniform around 100-150 hhs or 200-400 adults (but some wards are still bigger in size). Smaller size of Ward Sabha (Resident's meeting) makes it practical to have a constructive and participative discussion and decision making on issues of their importance, and to monitor and ensure quality public service delivery on ground. Panchayat Ward members constitute Panchayat executive committee. It is important to note that Gram Sabha or Ward Sabha is the only stable institution under Panchayati Raj system as it constitutes of all the adult resident members of their respective area.

According to act, Gram Sabha has power to prepare its developmental plans, select beneficiaries, do social audits and take their own initiatives. Questions we all have are : can Gram Sabha be organized systematically ? Can they take their own initiatives? Can Gram Sabha ensure quality in service delivery? Can systematic Gram Sabha (Ward Sabha) catalyses visionary and effective leadership? Will service providing staff respond to demand and expectation from Gram Sabha thus better service level ?

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**I. Introduction**

This is in background that importance and necessity of village Panchayat is well established. Villagers in the form of Ward Sabha participate and act collectively, will result in quality of life and overall welfare and development – this is core to an active and capable Village Panchayat. We have developed **systematic modules for Resident Sabha**.

A Resident Sabha can use these modules to meet regularly, collect information on quality of the services and goods delivered to them, collect information on quality of asset created and maintain, use those information for their collective action and set common standards and targets, plan their collective initiatives, make and implement collective decisions. MEET... ACT...

Sunai has also prepared implementation structure as well as taken small initiatives to bring these modules to villages. Focal of this structure is Resident Sabha facilitator. We recruit facilitators who motivate and in a way catalyse the residents of an area to come together at regular interval to have their resident's Sabha. Care is taken that a facilitator must abstain from discussion of resident Sabha. We have devised **one year capacity building and hand holding program for facilitators**. Facilitator is backbone of this resident's initiative program.

We have been careful that none of the experts or none of us should interfere or advise or guide in a Resident Sabha proceeding. Residents should and must do their own business. At the same time there is a felt need that all the residents should be given orientation about the benefits and necessity of their Resident Sabha, in this light we have prepared an orientation module for

residents. This is a 20 flip chart material which is presented and discussed with residents in workshop mode but this is not and cannot be made part of Resident's Sabha.

We have also developed tools for specific service area using which Resident Sabha can improve basic level of quality of such services. Those service areas are Aanganwadi services, basic learning of children, Mgnregs and others.

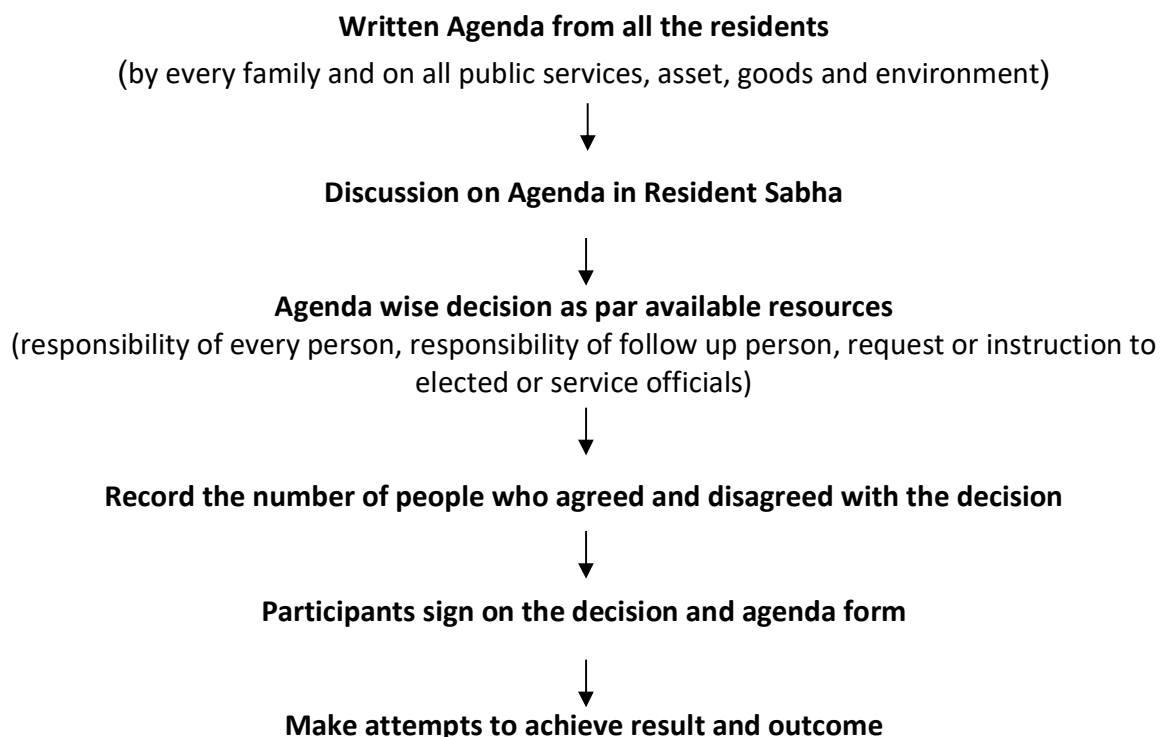
At the same time, Sunai team has developed services that the team render to Niwasi Sabha in an area. Some are mentioned in above paragraph. A few of those services are paid services but some are unpaid services and financed by donor partners.

Thus Resident Sabha program has two dimensions – one is conducting Resident Sabha, and second is developing capacity of residents and other stake holders for conducting their regular Resident Sabha.

## II. Key steps of a Resident Sabha

Core of the modules is that Resident Sabha meets regularly with a pre listed agenda (coming from all the residents ), decisions are recorded with who will do what and when, and decisions are followed till activity is completed; and Resident Sabha meet monthly on a fixed date and fixed time irrespective of an elected representative or anyone else count turns up or not.

MEET... ACT...



(Executed by residents only –Facilitator does not contribute in discussion)



### Outcome Obtained

### III. Expected Output and Outcome

Result of regular Resident Sabha meetings

- |  |  |
|--|--|
| - Clean public places  | - Beautiful public facilities              |
| - All children LEARNING and in school  | - Trees all over                           |
| - Basis health services for all  | - No vulnerable are denied social security |
| - Streets free of trash and garbage  | - No one is helpless                       |
| - Information Collection and action by Resident Sabha on common services, facilities & goods |  |

With this intervention following outcome are expected :

- Systematic Resident Sabha meetings
- Villagers participate actively in Resident Sabha
- Villagers contribute as well as participate in collective activities
- Resident Sabha sets standards for common and public contribution
- Resident Sabha sets service quality level
- Resident Sabha collect information on quality and/or availability of common services, goods, assets and environment
- Villagers receive timely and best quality services designed for them from govt. or other service providers
- Timely help is available to all the vulnerable

### IV. Module list

Following key modules or processes for Resident Sabha are envisaged. Many of these modules have already been developed, and the rest are under development with ongoing learning.

1. Conducting Resident Sabha meetings
2. Agenda and decision recording form for Resident Sabha
3. Information collection tools for Resident Sabha and their uses
4. Resources required to conduct systematic and regular Resident Sabha
5. Activities of residents with respect to services available
6. Capacity building workshop for residents
7. Facilitators - recruitment, motivation and capacity building
8. Technical support structure (Gram Panchayat, Block, District, State and Country level)

## 9. Orientation of stakeholders

Ongoing process of module development: The team has been working on developing tools and modules for the program - facilitation of Gram Sabha and Resident Sabha since late 2009 by actual working in one Panchayat in Muzaffarpur district of Bihar. After reaching one level of stability in tools we tested the tools in another 2 GP in Nalanda and Patna district in 2011. After 1 year from here we started engaging Facilitators to facilitate Resident Sabha in one block Islampur of Nalanda district of Bihar which was done for about 2 years. We further fine improved and the modified process including we have workshop for residents and one year capacity building plan for facilitator. We plan to begin the intervention in a new block afresh.

### **V. List of Services that Sunai render to an area for conducting Niwasi Sabha in an area**

- Facilitation of resident sabha
- Micro planning
- IT services
- Bring information to residents about niwasi sabha
- Agenda compilation & Decision recording
- Courier services for Niwasi Sabha
- Legal advice
- Training of Adhyaksha, mentor and champion
- Workshop cum orientation of residents
- Workshop of Niwasi Sabha believer
- Workshop on Goal Setting for our common places taking into account habit/culture of people, resources, all categories of resident
- Execution of Niwasi Sabha decisions

### **VI. List of Capacity Building initiatives**

- Workshohs of Residents
- Capacity building program for youths and facilitators
- Orientation to Champions, Elected Representatives and other stakeholders

### **VII. Facilitators Capacity Building Plan**

Facilitator is the backbone of this program. We intend to capacitate an energetic person who spend very small amount of time to facilitate Resident Sabha, and rest Resident Sabha ensure that they and their service providers act to ensure quality services. We have developed a capacity building program for such person.

Training is provided in 5 stages.

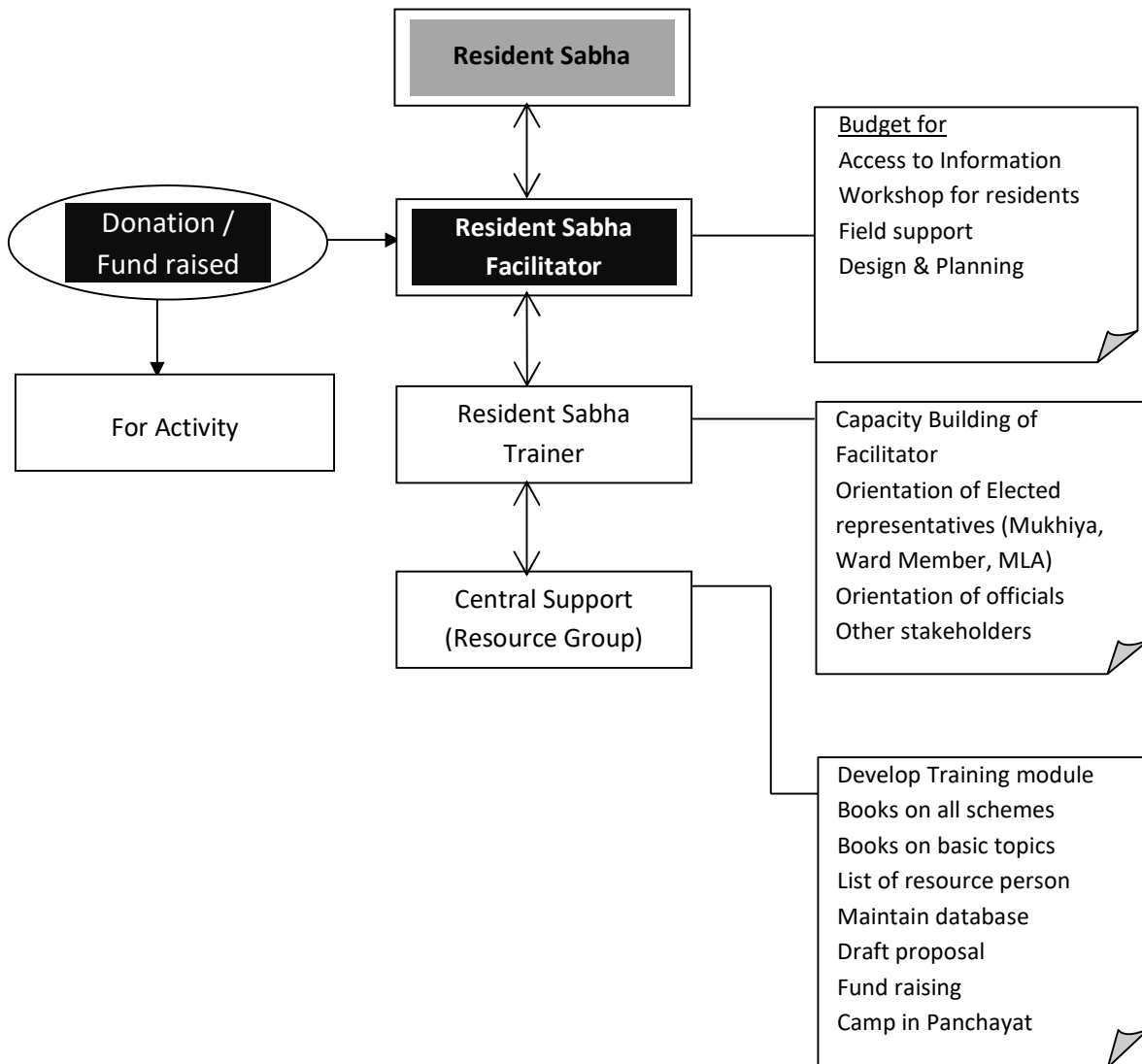
- 1) Two day Class room cum field orientation training to begin with.
  - Introduction
  - Benefits of resident's meeting
  - Role play – to facilitate first Resident Sabha meeting in an area
  - Role of facilitators
  - Discussion on agenda and goal setting in resident's meeting
  - Execution of decisions taken in the meeting.
  - Self study materials
  - Conducting a Resident Sabha – field orientation
- 2) Ongoing guidance and hand holding
- 3) Two day workshop every three month
- 4) Writing case studies
- 5) Certification and grading

#### **VIII. Concluding remarks with Resident Sabha Facilitation Plan**

Resident Sabha facilitation team will keep on working in limited number of villages using these modules. At one location we will work on Resident Sabha with focus on children Learning goal. We envisage to mobilize funds from local as well as institutional level to scale it up. Most important and effective funding will be from local residents on which we are also working. These small interventions also help us to made these models and process more effective.

This concept is shared with different stakeholders who may wish to know more about this initiative.

**Annexure A : Overall execution module**





**Annexure B : Example of some of the small direct gains from Resident Sabha.**

- In Resident Sabha, new hand pump is installed at location that is decided by Resident Sabha. Before that Mukhiya jee used to decide location.
- After discussing issue of untimely schedule of Aanganwadi in Resident No. 3 of Sanda Panchayat, Resident Sabha took initiative to visit Aanganwadi. This resulted in timely opening of Aanganwadi.
- A visitor with Resident Sabha facilitation team was walking on way to GP Ghangh. One elderly woman greeted the staff. Woman shared how she made her Voter id Card. Her issue was taken in the agenda in Resident Sabha. With Resident Sabha motivation, 4 women agreed to come together to visit Block with her.
- One Resident Sabha did test of reading level of children. School teacher told that possibly first time external people talked and monitored learning. In past we only faced monitoring of fund expenditure.
- In one Resident Sabha Urmila Devi complained about Rs. 150 taken as bribe by ANM. Resident Sabha complained to Health Center. Head Health Center gave warning to ANM.
- In one case of PDS, Resident Sabha complained about dealer that he measures kerosene 250 ml less than quota. Resident Sabha called SDO, latter to DM when SDO didnot act. Dealer after that measured kerosene correctly.
- In Sanda GP, villagers put one agenda that school does not bell class period. This is implemented in school after Resident Sabha intervention.
- In one Resident Sabha, one parent complained that his child study in class 2 but cannot write his name. Resident Sabha discussed and decided that all the parents should give at least 1 hour for their children.
- One person used to ties his buffalo in school campus. This issue was raised in Resident Sabha. Resident Sabha intervention, the person removed this buffalo from school campus.
- There are cases when only after Resident Sabha intervention, children name got enrolled in schools.
- In one school teacher wise classes started after Resident Sabha intervention. Before that all children used to sit in one group.