Citizens Role:
Procurement & Contract Monitoring

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Key Session Parts

- Context - why citizen engagement?
- Use of public fund and citizens perception
- Citizen engagement model
- Contract Monitoring by citizens
Public Procurement

Right Object
Right Quality
Right Quantity
Right Price
Right Time

Right Value for Money

A Road through the hills
Context - why citizen engagement?

Perception
- Citizens’ low expectation
- Bureaucratic bottleneck
- Vested interest

Commitment
- Status quo
- Resistance to change
- Lack of vision

low quality service delivery

lack of public trust behavior and attitude

governance challenge

Procurement: non-transparent and misuse of public fund with citizens no role
Satisfaction: Use of Public Funds

- Bidding Communities
- Civil Society
- Procuring Officials
- Media Professionals
- All

[Bar chart showing the percentage of satisfaction for different groups and a legend indicating 'Yes' and 'No']
Reasons for Dissatisfaction

- Less Accountability
- Corruption
- Political influence
Perceptions: Officials vrs Bidders

- **PPR followed**
  - Procurement Officials' views: 30
  - Bidding Community views: 20

- **More responsible**
  - Procurement Officials' views: 25
  - Bidding Community views: 15

- **Transparency increased**
  - Procurement Officials' views: 15
  - Bidding Community views: 10

- **No change**
  - Procurement Officials' views: 10
  - Bidding Community views: 10

*Procurement Officials' views about Bidding Community vs Bidding Community views about Procurement officials*
Citizen Engagement Model

Public Private Stakeholder Committee (PPSC)

- Govt. Agencies
- Business Apex Bodies
- Think-tanks
- Academic Institutions
- Civil Society

- Government-Contractors Forum (GCF)
- Citizens Group (CG)
- Youth Groups (YG)
- Communication Campaign (CC)
  - E-GP workshops (62 districts)
  - Banks workshops (350 participants)
  - Journalists workshops
  - Digital billboard (on-line)
  - Mobile Apps
  - Audio-visuals/ social media
Government Contractors Forum

- **GCF**: Formed in 63 districts
- **Ad-Hoc Committee**:
  - 11-15 member
  - Chair: Procuring Entity (PE)
  - Vice-Chair: 2 (Bidding Community & PE)
  - Secretary: Bidding Community
  - Members: 7-11 (almost equal from each party)

- **Roles of GCF**:
  - Create an informal platform of dialogue: PE & BC
  - Streamline working relations between PE & BC
  - Address issues concerning bidding/contracting
  - Seek advice of CPTU for proc. matters (as necessary)
Citizens Monitoring of Contract

- **Partnerships:** CPTU & BIGD ➔ Developing capacity of 2 NGOs by BIGD ➔ Forming Citizen Groups (CG) ➔ Forming Youth Groups (YG)

- **Implementation monitoring:**
  - Pilot in 2 districts (4 sub-districts)
  - Sample: Rural road construction; School construction; Textbook distribution; Medicine distribution

- **Tools & techniques:**
  - Right to Information: basic knowledge of disclosures- bid.doc
  - Specifications- very simple understanding (not too technical)
  - Site Visits- Periodical during construction/ distribution
  - Meetings: Procuring Entities/ Contractors/ Suppliers
Field Interventions

- **Roads/ schools:**
  - Observe construction process (with/ without officials)
  - Check material (sand-cement ratio; size of rods; method)
  - Compare specified materials/ test results
  - Alert/ communicate/ report officials about anomalies
Field Interventions

**Medicine:**

- Exit surveys at sub-district health facilities
- Random inventory checks
- Physically inspection about availability of drugs
- Compare patient’s prescription (medicine/ amount)
- Check actual receipt of medicines with prescriptions
Field Interventions

- **Textbooks:**
  - Collect sample textbooks
  - Assess proper distribution
  - Check quality (paper/prints/pictures/missing pages)
Monitoring Results & Lessons

❖ Results:
❖ Empowering citizens (central ➔ district ➔ subdistrict)
❖ Improving rural roads
❖ Improving quality of textbooks (paper/ print)
❖ Reducing medicine pilferage & misuse

❖ Learning Pathway:
❖ RTI helps disclose documents (specifications etc)
❖ Positive dynamics among actors (PE, BC, CG)
❖ Apprehension monitoring group may increase costs
❖ Contractors’ perception about citizen monitoring
❖ Citizens perception about Contractors/ engineers
❖ Managing diverse group of citizens motivation
❖ Exploring different model of engagement
Thank You