Community Monitoring

In the National Rural Health Mission
Government of India

Dr Abhijit Das
Director, Centre for Health and Social Justice
Member, Advisory Group on Community Action (NRHM)
Community Monitoring
Glimpses from the 1st phase
Conditions in India

• Government of India introduced a National Rural Health Mission (NRHM) in 2005 to provide equitable, affordable, accountable and effective primary healthcare to the poor.

• It includes provisions for rights approach and decentralised management community participation – including planning and monitoring.

• NRHM includes service delivery standards (Indian Public Health Standards) and Concrete Service Guarantees that spell out the range of services that will be available at different levels of care.
Objectives of Community Monitoring

• To provide regular and systematic information about Community needs.
• To provide feedback on some indicators and locally developed yardsticks.
• To provide feedback on;
  – Fulfillment of entitlements.
  – Functioning of various levels of public health system and service providers
• To identify gaps and deficiencies in services and level of community satisfaction.
• To enable the community and CBOs to become equal partners in planning process.
• To increase the community involvement and participation to improve functioning of public health system.
Empowered Community

Clearly Articulated Service Standards

Consolidate New collective community experience into a new score cared

Consolidate collective community experience into a score cared

Plan for improved service delivery – provider and community responsibilities outlined

Share Score Card with Providers

New Experience of service delivery

Community Experience Poor / Absent Service / Denial

Conceptual Framework
Operational Framework: Process of Feedback & Action

- State Planning & Monitoring Committee
- District Planning & Monitoring Committee
- Block Planning & Monitoring Committee
- PHC Planning & Monitoring Committee
- Village Health and Sanitation Committee

Appropriate Action & Intervention

Feedback & Reports
# Community Based Monitoring: Coverage under First Phase

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Number of Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 States</td>
<td>9</td>
</tr>
<tr>
<td>2 Districts</td>
<td>36</td>
</tr>
<tr>
<td>3 Blocks</td>
<td>108</td>
</tr>
<tr>
<td>4 PHCs</td>
<td>324</td>
</tr>
<tr>
<td>5 Villages</td>
<td>1620</td>
</tr>
<tr>
<td>6 VHSC formation</td>
<td>1620</td>
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**States Covered:**
- Rajasthan
- Madhya Pradesh
- Chattisgarh
- Orissa
- Jharkhand
- Assam
- Maharashtra
- Karnataka
- Tamil Nadu
Frameworks and Processes

Village Health Plan, District Health Plan
Entitlements under the JSY
Roles and responsibilities of the ASHA
Indian Public Health Standards for different facilities like Sub centre, PHC, CHC
Concrete Service Guarantees
Citizen’s Charter and so on.

Block Provider’s Orientation

Joint Sharing / Jan Sanwad

Community Sharing

Report Cards

Community Enquiry- Village and Facility

Village Health and Sanitation Committee Training – Entitlement Awareness and Frameworks
## Issues for Community Enquiry

### Village Level
- Maternal Health
- Janani Suraksha Yojana
- Child Health
- Disease Surveillance
- Curative Care
- Untied Funds Utilisation
- Quality of Care
- Community Participation
- ASHA Functioning

### PHC Level
- Infrastructure and Personnel
- Equipment and Supplies
- Service Availability
- Unofficial Charges
- Quality of Care
- Functioning of RKS
Key Processes and Relevant Materials

Orientation of State Mentoring Group and Nodal NGO

Orientation of District and Block Nodal NGOs

Orientation of Village Health and Sanitation Committee

Community Awareness Generation

Manual for Managers – Part 1

Manual for Trainers – Part 2

Manual for Monitoring – Part 3

Frameworks for Entitlements under NRHM

Brochures for Entitlement education

Posters, Media, Kala Jatha
Community based Monitoring of Health services under NRHM

Community-based Monitoring of health services is a key strategy of National Rural Health Mission (NRHM) to ensure that the services reach those for whom they are meant, especially for those residing in rural areas, the poor, women and children. Community Monitoring is also seen as an important aspect of promoting community led action in the field of health.

The provision for Monitoring and Planning Committees has been made at Primary Health Centre (PHC), Block, District and State levels. The adoption of a comprehensive framework for community-based monitoring and planning at various levels under NRHM, places people at the centre of the process of regularly assessing whether the health needs and rights of the community are being fulfilled.

Community monitoring is to review the progress to ensure that the work is moving towards the decided purpose, and the purpose has not shifted, nor has the work got derailed in any way. Such a review can help to identify obstacles in the work, so that appropriate changes can be made to cross the obstacles.
Some Results

Maternal Health Scores

Assam: 82
Raj: 165
TN: 143
Jhar: 99
Orissa: 190
MP: 227
Mah: 216
Kntka: 496
Thank you