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## **Improving consumer voices and accountability in SBM-G (rural sanitation programme)**

*A Data Management Plan created using DMPonline*

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### **Project abstract:**

The BMGF funded study titled Improving Consumer Voices and Accountability in the Nirmal Bharat Abhiyan [now Swachh Bharat Mission] used multiple Social Accountability Tools to assess whether the stated demand-driven initiative to improve sanitation, especially in the rural areas, was engaging the intended beneficiaries of the program sufficiently and efficiently enough to show significant improvements in Individual Household Latrine (IHHL) coverage.

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# Improving consumer voices and accountability in SBM-G (rural sanitation programme)

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## Data Collection

The data collected through the application of the Citizen Report Card (CRC) approach comprised of the following components -

1. About users' awareness, access, usage, quality, reliability, responsiveness and satisfaction with SGM-G services (applying and availing of incentive for construction of Individual Household Latrines (IHHL)).

The questionnaire thus elicited feedback focused on:

- Beneficiaries' experience of applying for the subsidy under the SBM-G programme
- Access to information, ease of access and usage
- Problems and resolution in the process of their availing of the subsidy
- Grievance Redress mechanisms (if any) in the process of availing
- Corruption (if any) and other formal and informal payments encountered by the beneficiaries
- Overall satisfaction with the IHHL (Individual Household Latrine) process.

2. Feedback from local officials at various levels connected with the implementation of the SBM-G programme.

PAC carried out a CRC survey in 6 selected districts each in the states of Odisha and Tamil Nadu among households that were beneficiaries of the SBM-G programme. Two rounds of CRCs were carried out as baseline and endline to understand the effectiveness of the SBM-G programme. The disaggregated data for the districts is as follows -

Tamil Nadu - 400 HHs per district for 6 districts \* 2 rounds = 4800 planned

Odisha - 400 HHs per district for 6 districts \* 2 rounds = 4800 planned

## Documentation and Metadata

The CRC-1 survey exercise covered 6053 respondents including both users and officials.

Table-1: Sample size of the CRC-1 survey

Districts	Number of households	Number of officials
Dharmapuri	456	381
Krishnagiri	445	
Perambalur	452	
Kanyakumari	423	
Tiruchirappalli	449	
Tirunelveli	444	
Total - Tamil Nadu	2669	
Angul	452	323
Baleshwar	445	
Cuttack	441	
Dhenkanal	444	
Ganjam	441	
Sambalpur	457	
Total – Odisha	2680	
<b>TOTAL</b>	<b>5349</b>	<b>704</b>

The CRC-2 survey exercise covered 5833 respondents including both users and officials.

Table-2: Sample size of the CRC-2 survey

Districts	Number of households	Number of officials
Dharmapuri	483	361
Kanyakumari	61	
Krishnagiri	480	
Perambalur	459	
Tirunelveli	463	
Tiruchirappalli	469	
Total - Tamil Nadu	2415	
Angul	438	361
Baleshwar	437	
Cuttack	481	
Dhenkanal	424	
Ganjam	431	
Sambalpur	449	
Total – Odisha	2660	
<b>TOTAL</b>	<b>5075</b>	<b>722</b>

## Ethics and Legal Compliance

The PAC research team obtained verbal consent from the respondents before administering the interview for the survey.

The detailed components of the project are publicly available through web-link <http://sbm-g.pacindia.org/>. This microsite provides detailed information on background, objectives, tools used and outputs and the same can be cited with proper reference to PAC's project.

## Storage and Backup

The CRC survey-based data has been collected using CAPI. The raw data is stored in the data backup system of PAC.

Description of database is as follows -

Data base No.	Description of data base	Name of data files (SPSS data files)
1	CRC-1 Odisha- Household	CRC-1 Odisha- HH.sav
2	CRC-1 Odisha- Officials	CRC-1 Odisha- Officials.sav
3	CRC-1 Tamil Nadu- Household	CRC-1 Tamil Nadu- HH.sav
4	CRC-1 Tamil Nadu - Officials	CRC-1 Tamil Nadu - Officials.sav
5	CRC-2 Odisha- Household	CRC-2 Odisha- HH.sav
6	CRC-2 Odisha- Officials	CRC-2 Odisha- Officials.sav
7	CRC-2 Tamil Nadu- Household	CRC-2 Tamil Nadu- HH.sav
8	CRC-2 Tamil Nadu - Officials	CRC-2 Tamil Nadu - Officials.sav

The access is controlled by the Data manager and security is maintained through keeping multiple copies of the data in the data backup system of PAC.

## **Selection and Preservation**

The CRC data was analysed in great details and the findings presented in two reports available in the microsite. The data pertains to the periods - 2013-14 and 2017. The entire database is retained with PAC.

The raw data is stored in the data backup system of PAC.

## **Data Sharing**

The raw data from this project is available on request for other researchers for reuse. For this, the raw data will be subjected to 'anonymisation' in terms of identifiable indicators (like name, village, habitation, contact nos.).

The CRC survey-based data was collected for research purposes only. The findings were used by the PAC research team to identify issues for advocacy and action.

## **Responsibilities and Resources**

The Senior System Administrator at PAC who is also the data manager at the Centre.

Tentatively -

1. Software for anonymisation
2. Software to open after anonymisation