

# Realization of Child Right to Birth Registration and Identity

## Civil Registration of Children, Cuttack, Orissa

### An Evaluation Report

July 30, 2010



**Submitted to:**

**Committee for Legal Aid to Poor (CLAP)  
Orissa, India**



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Submitted to:

**Committee for Legal Aid to Poor (CLAP)**  
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*Note - The report is based on the information and documents provided by CLAP related to the progress made and the targets achieved in the project CRC. It also includes the observations, interactions verification of documents and experiences of the field visit made by ICF representative. ICF only takes the responsibility of interpreting the information furnished and not its authenticity.*

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## Table of Contents

1.	Acknowledgement.....	5
2.	Executive Summary .....	6
3.	Introduction.....	9
3.1	Birth Registration: The Gateway to All Rights and Entitlements.....	9
3.2	CLAP: Mission and Objectives .....	11
3.3	The Context and the Need for Civil Registration of Children.....	12
3.4	Project Objectives.....	13
3.5	Scope of Evaluation.....	14
4.	Evaluation Methodology .....	15
4.1	Desk Review.....	16
4.2	Matrix.....	17
4.3	Site Visit.....	17
4.4	Techniques of Data Collection.....	18
5.	Results and Findings.....	19
5.1	Planning and Execution.....	20
5.2	Interventions at the Micro Level: Reaching Out to the Families .....	24
5.3	Advocacy at Macro level.....	33
5.4	Capacity Building of Key Stakeholders: Networking and Sensitization .....	38
5.5	Monitoring and Evaluation .....	40
6.	Effective Practices of the Project.....	40
6.1	Capacity Building, Sensitization and Awareness Generation at All Levels ...	40
6.2	Reaching Out Proactively to the Community.....	41
6.3	Culturally Relevant Advocacy Approaches with Simple Messages.....	42
6.4	Child to Child Approach.....	42
7.	Challenges and Constraints to the Project.....	46
7.1	Simplifying the Procedure of Birth Registration .....	46
7.2	Changes/ Transfers in the Government and Political Systems .....	46
7.3	Coordination Among the Various Government Programmes .....	46
7.4	Ensuring the Benefits of Social Security Schemes.....	46
8.	Summary of Project Outcomes .....	47
8.1	Birth Registration and Awareness .....	47
8.2	Simplification in the Birth Registration Process .....	47
8.3	Networking with International and National Organizations .....	48
9.	Sustainability .....	48
10.	Conclusions and Future Directions .....	49
11.	Perspective Plan .....	52
12.	Annexure.....	i



12.1	Annexure 1 Log Frame Matrix .....	i
12.2	Annexure 2 Site Visit .....	xxxiv
12.3	Annexure 3 Techniques of Data Collection (Details of schedule) .....	xxxvi
12.4	Annexure 4 Procedure of Birth Registration .....	xxxix
12.5	Annexure 5 Timeline for Registration of Birth .....	xl
12.6	Annexure 6 Information Required for Registration Of Birth .....	xli
13.	References .....	xlii

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Partner CBOs – Navshakti Mahila Samiti

### **Individuals:**

Team members of CRC project

Volunteers of the CRC project

Teachers and children of school at Baxi Bazaar

Community of Gandhipalli

Children of Gandhipalli

## 2. Executive Summary

Registered in 1982, the Committee for Legal Aid to Poor (CLAP), Orissa provides Legal Support Services and Legal Education to the legal-aid-eligible population which includes women, children, scheduled caste (social class), scheduled tribes (indigenous tribal and ethnic communities), bonded labourers and physically handicapped as well as poor people. CLAP strategizes towards bringing about social change, improving situation of the target population and protecting their rights by using law as an instrument. CLAP is presently running several activities to support human rights.

This evaluation report focuses on the CLAP's Civil Registration of Children Project (CRC) launched in 2004 in Cuttack, Orissa. The project is supported by the American Jewish World Service (AJWS). The project was strategically designed for the period 2004 to 2010 in an attempt to make Cuttack a model city with respect of civil registration. The project proposed to cover all the 250 government recognized slums for registration of children in the age group of 0 -7 years.

The CRC project was a social engineering endeavour that attempted to bridge the gaps between the existing law and policies and the translation to real life situations of vulnerable communities. In this regard efforts were made to enable people to access opportunities created under law as entitlement. The organization identified children, belonging to the disadvantaged and marginalized communities, as the target beneficiaries of the project. These children continue to live in unfavorable circumstances and without access to basic health and education services CLAP initiated the interventions with the basic premise that the Right to Birth Registration is a Right of Child in itself and also it would open doors to secure other rights. In addition to ensuring a personal identity and nationality to the child, the information would provide vital statistics that is crucial to future planning for any state or region.

One of the requirements of the concluding activities of the CRC project was a formal evaluation to be conducted by an external agency. The management of CLAP approached ICF for the formal evaluation of the CRC project. The objectives of the evaluation were to assess the initiatives and impact made by the project. The evaluation report was required to cover the entire project period from 2004 to 2010 and present the findings, including good practices of the project. The plan is to share the findings of this report with Civil Society Groups (CSGs) and Birth Registration offices for further replication and scaling up. Additionally, given that this is the last year of the project, CLAP had sensitively proposed the need for a future perspective plan in line with the evaluation and sustainability of the project.

A consultative participatory methodology was adopted from the very beginning of the evaluation. It comprised *desk review* of relevant documents, *observation* of the project implementation in the field and *interaction* with stake holders involving management, staff, beneficiaries and NGO partners. The evaluation team at ICF included a regular staff with professional training in social sciences and ECCD and experience of undertaking evaluation of projects. The team had the advantage of receiving guidance, support and technical inputs at all stages from a seasoned professional consultant with wide ranging experience coordinating and conducting project appraisals and evaluations. The team developed tools to gather data and information using



checklists, questionnaire and for analyses devised an *analysis matrix* and also a *log frame* to arrive at findings and conclusions. In order to authenticate the information collected through various documents and interaction the analysis matrix was shared with CLAP and inputs were taken to complete the gaps, if any. The log frame facilitated arranging the data according to project objectives and appraising the activities undertaken against the outcome indicators available.

Results and findings of the evaluation show that the CRC project was planned strategically from the beginning. The project recognized the importance of various stakeholders and involved them to achieve desired outcomes. It involved the community, the community based organizations and the children themselves. In addition the government, medical institutions, and hospitals, directly associated with the birth registration mechanisms were also included. The intervention began with understanding needs of the community and related issues that hamper birth registration at different levels. With this understanding at hand, the CRC project provided support to all stakeholders in multiple ways such as street law programme, legal support clinics, help desk, mobile vehicle campaign, school to school campaign, workshops, capacity building, charter for birth registration and various other advocacy strategies like leaflets, sticker campaign and use of media. Monitoring, evaluation and supervision was integral to the six year project and ensured its implementation as per the plan.

It is worth appreciation that with CRC's efforts, 4576 children were registered. The project significantly raised awareness about the importance and process of birth registration. Evidence demonstrates how the project won the confidence of beneficiaries and stakeholders, by use of multiple strategies and established its credibility. The project was well received and commended by the communities, volunteers and the children. While there are significant improvements, it is difficult to ascertain completely if the increase observed in the birth registration rates of Cuttack can be solely contributed to the intervention of the CRC project. In totality the CRC project not only contributed to build a pool of human resources at the grassroots level and evolve as a resource hub but also demonstrated the importance of working in partnership with the Government and the health services. The efforts of the project have sparked the process of ensuring easy access to registration of birth. This is the beginning of the movement. CLAP needs to have an effective interface with the state government in Orissa to strengthen the existing system of civil registration and make the registration process simpler. Sustained efforts are needed to maintain and ensure that the city of Cuttack achieves universal birth registration and carries the message far and wide covering the whole of India.

CLAP should share the project model with other organizations and stakeholders at planning levels and provide capacity building service to disseminate the richness of this project. The work and experience of CRC project of CLAP had been acknowledged by the UN agencies and state government. This experience should be shared and used for getting recognition for CLAP as a technical resource to refine RBD Act and its implementation.

### Project Message

*Registration immediately after Birth of Child is the Civil Registration System of the Country is a Right in itself and also contributes towards realization of all other Rights conferred on Children under UNCR. Therefore Birth Registration is a Pivotal Right.*

..... CLAP



ଜଟକ ସମ୍ବନ୍ଧ .....  
ଏକ ସାର୍ବଜନୀନ ଶିଶୁ ଜନ୍ମ ପଞ୍ଜୀକୃତ  
ମତ୍ତେଲ ସମ୍ବନ୍ଧ.....

BIRTH CERTIFICATE  
LITTLE ONE'S FIRST IDENTITY

ଜନ୍ମ ପଞ୍ଜୀକରଣ ପ୍ରତ୍ୟେକ  
ଶିଶୁର ଏକ ଅଧିକାର !

କ୍ଲାପ ଦ୍ୱାରା ପରିଚାଳିତ ଜଟକ ସମ୍ବନ୍ଧ  
ଜନ୍ମ ପଞ୍ଜୀକରଣ ପଦକ୍ଷେପ ପ୍ରକାଶିତ





### 3. Introduction

#### 3.1 Birth Registration: The Gateway to All Rights and Entitlements

Registration of Birth is the permanent and official record of birth of a child and contributes to the individual's sense of citizenship and belonging to the civil society. Birth registration in itself helps to safeguard all the other rights and its advantages cannot be debated. It is a Right of the Child recognized under Article – 7 and 8 of UNCRC, and therefore it is a pivotal right. From Article 7 of the Convention of Rights of the Child, it is evident that each child has the right to be registered by the state. Being an uncontested right it obligates the state to act with an urgent need to register the birth of all children immediately after birth and promote the issuing of certificates which is the documentary proof of identity and nationality. The probability of registration is facilitated in case of institutional delivery whereas an effective system needs to be put

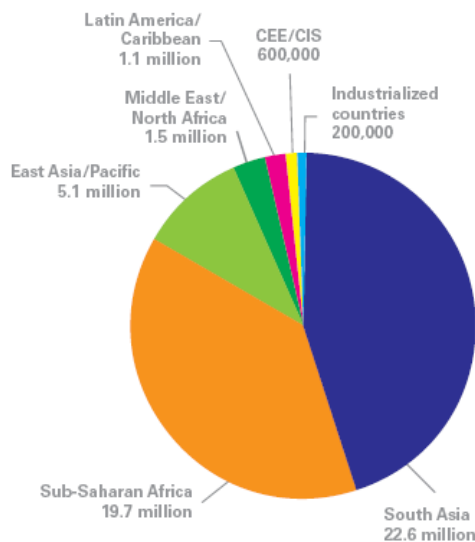
**Article 7:** *The child shall be registered immediately after birth and shall have the right from birth to a name, the right to acquire a nationality and, as far as possible, the right to know and be cared for by his or her parents.*

**Article 8:** *States Parties undertake to respect the right of the child to preserve his or her identity, including nationality, name and family relations as recognized by law without unlawful interference.*

*..Convention on the Rights of the Child (1989)*

#### AROUND 51 MILLION CHILDREN BORN IN 2006 HAVE NOT BEEN REGISTERED

Number of annual births not registered, by region (2006)



in place to record births taking place other than hospitals and health centers.

However, in the current scenario many countries have not made birth registration mandatory and neither do they recognize its importance. This is evident from the 2006 statistics when about 51 million births went unregistered of which 44 % children live in South Asia (UNICEF, 2007). While there is still a long way to go, many positive steps have been taken in recent years. Efforts are being made all over the world to ensure continuous and universal registration, with all its benefits – a goal that is within reach of all countries.

**Figure 1**

Source: *Progress for Children, UNICEF, 2007*



## Birth Registration in India

The enactment of the Registration of Births and Deaths (RBD) Act dates back to 1969. The act made the registration of births, deaths and still births compulsory across the country and a responsibility of state governments to ensure its implementation. In addition to this India is also a signatory to the Convention of Rights of the Child (1989), which obligates the right to registration for each individual child. Both, Article 7 & 8 endorse the fulfillment of the right. In spite of the legal enactments it is estimated that about 42% of births go unregistered each year. To promote the registration of births in India, Government of India provides birth certificates free of cost if registered within 21 days of birth (Annexure 12.5). Yet due to various reasons delineated below, India ranks 4 (30% to 49% registered) in the level of registration between East and South Asian Countries (UNICEF, 1998).

The root causes that hinder Birth Registration are economic, political, legislative and administrative. Not perceived as a fundamental right, Birth registration is accorded low priority, there is lack of inter-departmental co-ordination, inadequate budget allocation, low levels of knowledge amongst registration functionaries regarding the processes and procedure of registration, gaps in reporting and management of data and lack of regular monitoring and supervision of civil registration work in the states. Broadly it was never high on the Governance Agenda.

To worsen the situation further, birth registration is not seen as important by the target beneficiaries themselves. The long term benefits of birth registration are not tangible immediately to the families who struggle for day to day survival and this acts as a barrier to the process of birth registration. Considering it as a legal formality with no immediate benefits there is a lack of demand and awareness about the need and importance of registration.

### **Why Is It Important To Register Children?**

#### **At the Individual level**

- *Birth right of all children*
- *Secures Identity*
- *Provides an identity to the child*
- *Provides evidence in respect of Age which helps protection of Children in Conflict with Law.*
- *Ensures access to basic services like immunization, health care and school enrolment.*
- *Protects underage children from marriage, labour, trafficking, armed forces*
- *Offers proof for school enrollment, passport, ration card, employment, bank account etc.*
- *Provides proof for right to parental property*
- *Prevents prosecution as an adult in case of crime*
- *Provides identification to vote and contest for political positions*

#### **At the National Level**

- *Aids in feeding accurate statistical data, analyzing demographics for planning and implementation of policies*
- *Enables inclusion of marginalized populations*
- *Assists in monitoring impact of interventions for children*

#### **At the International Level**

- *Helps set goals such as Millennium Development Goals(MDGs) for all countries*
- *Assists in monitoring the progress of the goals*
- *Aids in planning effective interventions*

To overcome the challenges in birth registrations in India, National, International NGOs, multilateral organizations and government bodies have initiated several strategies and campaigns to clear the backlog of certificates, create awareness through advocacy messages, and hasten the process through computerized services and overall better civil registration services. Some initiatives observed to improve birth registration are:

- Strategic planning at all the levels of society ranging from local communities to the state level, through combination of top-down and bottom-up approaches.
- Raising awareness and capacity building among stakeholders. At the ground level, this means stimulating people to demand their rights. At the state and government levels, this means sensitizing people and gaining their commitment.
- Reforming the legislative procedures and the existing laws to simplify the process and make it user-friendly.
- Facilitating coordination between the departments to ensure models are not top heavy and make certain decentralization includes sensitivity and responsiveness to local conditions. This involves regular communications and exchanges between the national and the sub-national levels.
- Integrating registration services with health services to ensure coverage and making it cost effective.
- Online computerized birth registration systems to ensure accessibility, coverage and encourage people to apply from distant and unreachable areas.

The above initiatives indicate numerous measures that have been taken by various organizations to increase demand for registration and ensure supply by administration. Committee for Legal Aid to Poor (CLAP) is one such organization located in Orissa, making comprehensive and continuous efforts to mobilize disadvantaged group of people to register the birth of their children and thereby achieve universalization of birth registration.

### **3.2 CLAP: Mission and Objectives**

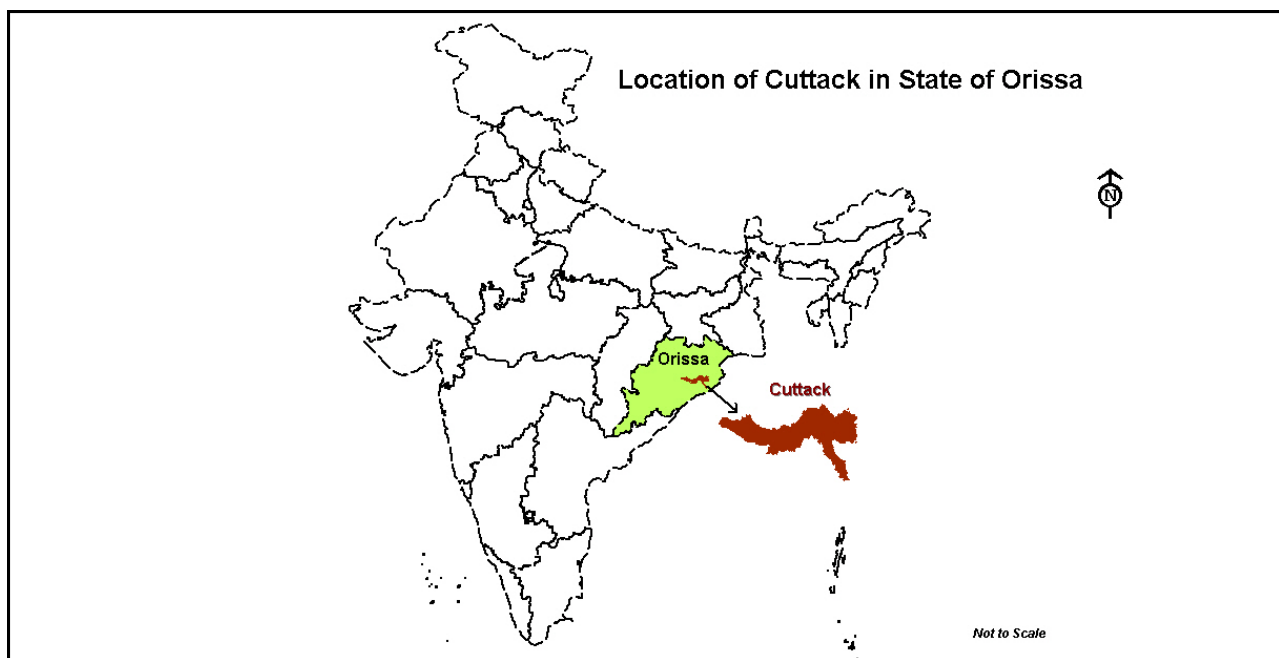
Registered in 1982, the Committee for Legal Aid to Poor (CLAP), Orissa provides Legal Support Services and Legal Education to the legal-aid-eligible population which includes women, children, scheduled caste (social class), scheduled tribes (indigenous tribal and ethnic communities), bonded labourers and physically handicapped as well as poor people. CLAP strategizes towards bringing about social change, improving situation of the target population and protecting their rights by using law as an instrument. The major services rendered by CLAP include legal aid and advice, legal literacy, legal awareness, entitlement surveys, legal aid clinics, legal networking, demystification of law, para legal activists training and cadre development, dissemination of legal information, fact finding, monitoring of human rights situation, documentation, promotion of public interest litigation and public interest negotiation, legal research and legislative advocacy etc.

CLAP is presently running several activities to support human rights. However, the focus of this report is on the **Civil Registration of Children project supported by American Jewish World Service (AJWS)**. The project was launched in 2004 in Cuttack city of Orissa to secure birth registration and certification for all children. The project aimed to achieve the goal of Universal Civil Registration by 2010 which is the goal of Population Policy of India as well.

### 3.3 The Context and the Need for Civil Registration of Children

For the past three decades, CLAP as a specialized legal support and advocacy group has been working for the promotion and protection of human rights. Located in Cuttack, Orissa, CLAP undertook a project for universal registration of children in Cuttack city. This project was supported and funded by AJWS. It was strategically designed for the period 2004 to 2010 and the attempt was to make Cuttack a model city with respect of civil registration. The project proposed to cover all the 250 government recognized slums for registration of children in the age group of 0 -7 years.

**Figure 2 Map of Cuttack**



Orissa is located along the eastern coast of the Indian peninsula. According to the Census 2001, the population of Orissa was 36.8 million of which 18.7 million (51%) were males and 18.1 (49%) were females. The child population in the age group of 0 – 6 years was 5.36 million or 14.5% of the total population of the state. Cuttack, which is the city in focus for this study, is one of the oldest cities of Orissa and is also popularly known as the business capital of Orissa. As per the 2001 census report, the population of Cuttack is 2.34 million of which 12.1 million are men and 11.3 million are women. The trends in Orissa and Cuttack show a sharp decrease of sex ratio in the state. Orissa was one of the few states that recorded having more number of girl children for about four decades ago. Thus, there is an urgent need to focus on the gender imbalance to avoid further deterioration in the ratio. The 2001 census also depicts that the child

population of the Cuttack city is 28.7 million that comprises 12.25 % of the total population. The percentage of children and the declining sex-ratio among the children inform the need to intervene and ensure that the children, especially the girls receive adequate health and nutrition facilities.

In addition to this, the state of Orissa predominantly constitutes Schedule Caste and Schedule Tribe population that comprise of 5.3 million (16.5%) and 8.1 (22.1%) million respectively. This large concentration of population mostly inhabits forest and hilly areas that are difficult to reach and access. Thus it is critical to design interventions that reach out to address the marginalized and unreached communities.

As recorded by UNICEF (MICS, 2000), 90.3% of under-five children in Orissa were not registered. The district wise information on Birth Registration suggests that about 33.3 % of the Birth certificates were issued to the number of registered live births in the city of Cuttack (CLAP, 2007). These figures further inform that the process of birth registration remains poor even after 41 years of enactment of legislation regulating the births and deaths. The government continues to be uncertain of what proportions of children get registered. The main reasons accorded to this high invisible percentage of non-registered children are domicile deliveries. Typically, it is observed that deliveries at home may not get registered because of lack of awareness and inadequate grassroots mechanisms for registering. On the other hand, many children born in institutions do get registered, as it is mandatory for the medical officer-in-charge to provide the information to the registrar of birth. Nevertheless, at many times this also may not happen as an automatic process due to various reasons, namely, low level of knowledge among the registration functionaries, complicated mechanisms and apathy among all.

With this backdrop, CLAP envisaged the Civil Registration for Children (CRC) project. This project was a social engineering endeavour that attempted to bridge the gaps between the existing law and policies and the translation to real life situations. The organization identified children, belonging to the disadvantaged and marginalized communities, as the target beneficiaries of the project. These children continue to live in unfavourable circumstances and without access to basic health and education services CLAP initiated the interventions with the basic premise that the Right to Birth Registration would open doors to secure other rights. In addition to ensuring a personal identity and nationality to the child, the information would provide vital statistics that is crucial to future planning for any state or region.

### 3.4 Project Objectives

The long-term objective of the project 'Civil Registration for Children (CRC)' is to achieve **universal birth registration** of children in Cuttack Municipal Area. CLAP believes that accomplishment of civil registration is crucial in the realization of all other Rights. CLAP's goal is conferred on children to make Cuttack, the project area, a model city with respect to universal birth registration through participation of people.

The current phase (Year 6, 2009 - 2010) is a consolidated phase of the project. The CLAP team endeavoured to bring their efforts for CRC project to its logical conclusion. The last two years attempted to build capacities and participation of the community, Community Based Organizations (CBOs), health and medical institutions and government bodies. The plan was to create close coordination between the concerned departments. Efforts were made to improve

the mechanism for Birth Registration and ensure efficiency in procedure. **Building on strategies for phasing out (project withdrawal) and achieving sustainability CLAP delineated specific short term objectives for Year 5 and Year 6.** The objectives delineated in these two years are mentioned below:

1. Awareness amongst people especially parents regarding the importance of birth registration of children through Mobile Vehicle Campaign, Posters, Wall Hanging, Sticker and Help Desk.
2. Mobilization of Self Help Groups (SHGs) and Community Based Organizations (CBOs) as well as youth volunteers for generating awareness and increasing demand for birth registration.
3. Sensitizations of health workers and health care personnel towards their role and responsibility for timely and accurate birth registrations.
4. Legal education and legal assistance to the people through legal service clinic and mobile vehicle campaign.
5. Co-ordination with line agencies like Health Department, Medical Institutions, ICDS Project of Government and Municipality & People's representatives.
6. Media Advocacy to bring this issue into focus.
7. Local Networking with NGOs.
8. Bringing in reform in the Birth Registration System (principal and allied) and procedure for improved performance.
9. Creating sustainable and capable local resources, actors and institutions to carry forward the work after project withdrawal with a perspective plan for future.
10. Promoting right to be registered after birth among 900 children.

### 3.5 Scope of Evaluation

As mentioned above, CRC was a six year long project, funded by the American Jewish World Service (AJWS) from April 2004 till June 2010. CLAP had scheduled a formal evaluation as one of the concluding activities of the CRC project to be conducted by an external agency. The management of CLAP in consultation with its funding partner approached ICF for the formal evaluation of the CRC project. The objectives of the evaluation were to assess the initiatives and impact made by the project. The evaluation report was required to cover the entire project period from 2004 to 2010 and present the findings, including good practices of the project. The plan is to share the findings of this report with Civil Society Groups (CSGs) and Birth Registration offices for further replication and scaling up. Additionally, given that this is the last year of the project, CLAP had sensitively proposed the need for a future perspective plan in line with the evaluation and sustainability of the project.

The specific evaluation tasks and its related project objectives are discussed below:

1. Conduct in-depth desk review of the CLAP proposals and annual reports for the period 2004 – 2010 to assess the progress made in the attainment of the objectives of the project.
2. Assess if the strategies and interventions of the project at the Micro level increased awareness of the target audience – parents, the disadvantaged families and the community.
3. Assess if the advocacy efforts planned and conducted at the Macro level were able to create awareness among the government officials, health and medical institutions, public and the target audience (community, disadvantaged families, parents) of the slums.
4. Assess if the advocacy efforts have facilitated in the simplification of the Birth registration process.
5. Determine through interactions with the diverse stakeholders (community, families, children, CBOs, Government Officials) their involvement and participation in activities related to Birth registration.
6. Establish if the sensitization workshops planned for the NGOs and CBOs, in consultation with the government, have been effective in building the capacities among the diverse target groups and further examine if the interface between the stakeholders has reduced the apprehensions and hindrances in Birth Registration.
7. Assess the monitoring and evaluation activities conducted by the project.
8. Identify good practices that have contributed to the success of the project.
9. Identify project gaps and challenges and lessons learnt.
10. Determine if the project at the concluding stage has achieved sustainability.
11. Develop **a future perspective plan** through a participatory consultative process that places high value on the views of the project staff, volunteers, community and government stakeholders.

#### 4. Evaluation Methodology

From the inception of the evaluation, a consultative participatory methodology with the CLAP staff was adopted. The objective for developing the participatory approach was to gain reliable and meaningful information to maximize free and accurate intercommunication. The preliminary discussions and exchanges between ICF and CLAP were critical to understand the scope and details of the CRC project. The process involved exchanges over e-mails and telephone to share information related to the project and its evaluation. This facilitated in the formulation of the TOR with respect to the following information:

- Review the purpose and objectives of the evaluation
- Determine the extent and availability of documents available to review the objectives and progress of the project
- Ascertain the logistics and the suitable time for conducting the field visit
- Identify various stakeholders and confirm their availability for interactions during the field visit

Subsequent to this a comprehensive approach was developed and combinations of qualitative and quantitative methods were used to evaluate the CRC project. Data was collated from varied sources. The methodology comprised review of documents provided by CLAP. This was supplemented by site visit to the selected field areas using techniques such as observation, FGDs and interaction with the management, stakeholders, and beneficiaries. The records and the other documents related to the targets achieved were reviewed during the visit. The timeline for the evaluation is presented below in the Table 1 and the detailed steps involved and procedures followed are described further below.

**Table 1      Timeline of the Evaluation Study**

<b>Timeline at a Glance</b>	<b>Duration</b>
<b>Desk review and preparatory phase</b>	<b>June – July 2010</b>
<b>Construction of tools</b>	<b>June 2010</b>
<b>Site visit</b>	<b>June 22 &amp; 23, 2010</b>
<b>Analysis and Documentation</b>	<b>June – July 2010</b>

#### **4.1      Desk Review**

The evaluation study commenced with an in-depth review of the project documents made available by CLAP. Six project proposals and six annual reports for the years 2004 – 2010 submitted to AJWS were provided by CLAP. The documents were perused carefully and detailed notes were made to provide information related to project activities, targets achieved and other processes of implementation. The review facilitated having a comprehensive understanding of the project and provided insights about objectives, implementation, processes etc. This also served as a basis to identify issues and questions that required further clarification from CLAP.



## 4.2 Matrix

An analysis matrix was developed to process the information contained in the documents related to CRC project and its implementation. This provided the frame of reference for the evaluation and was used to measure the progress of the project against the expected outcomes, for the time duration of six years (2004 – 2010) under consideration. The relevant information from the available documents was systematically recorded in the matrix as per objectives of the project, activities undertaken and the progress made. This created a high degree of objectivity and transparency in evaluating the level of achievement against the outcome indicators and the existing gaps and shortfalls. The Analysis Matrix was shared with CLAP to ensure completeness and accuracy of the information. The matrix, with feedback of CLAP, was used for arriving at findings and results. The process ensured authenticity and reliability of the database being used for evaluation. This was later modified to a Log Frame Matrix for further analysis (Annex 12.1)

## 4.3 Site Visit

In order to have the first hand experience of project implementation and have interaction with the management, a field visit to the project site was planned. A two day visit was scheduled in consultation with the CLAP team. Dr. Anubha Rajesh (hereafter referred to as the evaluator) represented ICF and conducted the field visit from June 22 – 23, 2010 (refer Annexure 12.2). The site visit provided the evaluator an opportunity to collect primary data and observe the implementation of the project in field. Further, it facilitated opportunities to engage with diverse stakeholders to get feedback.

The field visit, planned by the CLAP team was inclusive of a variety of activities that was beneficial to get a realistic perspective to the project and its implementation. The *first day* encompassed an introductory meeting with the CLAP team, the management and staff. The face to face meeting provided an opportunity for interactions with the staff and to learn more about their work and activities. This was followed by the visit to the CRC project office. The visit included introductions with the project coordinator of CRC project, the CRC staff and volunteers from the community. The meeting commenced with a presentation on the CRC project by the project coordinator. This provided an opportunity to understand the context of the CRC project and its activities. This was followed by focused group discussions with the volunteers of the project. The latter part of the evening was spent verifying the documents and records of the project.

Visit to the project site in the slums was organized on the *second day*. The evaluator got an opportunity to visit two slums, namely *Baxi Bazaar* and *Gandhipalli*. The day began with a visit to a school located in *Baxi Bazaar*. The school was closely supported by CLAP and 8 - 10 children from this school participated in the Children's Club activity conducted by CRC team. Hereafter, the team visited *Gandhipalli* where the evaluator got an opportunity to interact directly with the Community Based Organizations (CBOs)/ Self Help Groups (SHGs). This provided an opportunity to have Focused Group Discussion with the women members of the SHGs (*Navshakti Mahila Samiti*). It further facilitated to observe and assess the interventions, the interactions and relationships between the CLAP team and the CBOs. Due to unavoidable reasons and exigencies the meetings with the Municipal Corporation of Cuttack could not materialize.



A team meeting with the CRC and CLAP team staff was organized to formally wrap up the site visit. The meeting facilitated exchanges and interactions between the evaluator and the team and provided an opportunity to express individual’s views. The meticulous deliberations with the team members helped in understanding the perspective of the CRC staff in context of the achievements and gaps of the CRC project. The meeting and the site visit concluded with a vote of thanks and appreciation to all attendees. The Table 2 below details out the exchanges conducted with the diverse stakeholders.

**Table 2 Interactions with CLAP Team and Stakeholders: Site Visit**

Interactions During Site Visit	Numbers
Staff and Personnel of CLAP Team	11
Staff and Personnel of the CRC Project	5
Community Volunteers	5
Community Based Organizations , Self Help Groups	1 (15 – 20 members)
Slum Dwellers and Parents	30 – 35
School Teacher	1
School Children	32 – 35
Children/ Members of Children’s Club	7 - 8

#### 4.4 Techniques of Data Collection

Focused group discussions, interview schedules and verification of extant documents supported the process of data collection. For details in the schedule please refer Annexure 12.3.

##### Focus Group Discussions (FGDs)

The FGD were to gain an understanding of issues and challenges at the grassroots level. A total of two FGDs were held. Focused Group Discussions were developed and held with community volunteers and members of the Community Based Organizations (Self Help Groups).



The second FGD was held at the slum in *Gandhipalli*. A total of 15 – 20 women members of the SHG were present. Two women members, the president and the secretary of the SHGs responded to the discussions. The FGDs focused on the relevance of the CRC project for the target beneficiaries, their involvement, learning and capacity building as a part of the project and their observations regarding the outcomes of the project.

### Interviews with the CRC Project Coordinator

In-depth interviews were conducted with the CRC project coordinator to gain an understanding on the project areas that required further clarity. This helped to address the gaps that had emerged as an outcome of the secondary desk review. The questions were presented to the entire CRC team for feedback. The interview process was flexible and it provided an opportunity for the coordinator to describe events and processes. Majority of the responses to the questions were provided by the coordinator. In a few instances specific to the mobile vehicle advocacy and Children's club activity, relevant staff involved with the activities provided the information. As and when required the CRC staff also shared relevant documents and materials to further clarity and verify.

### Interactions with the Children

During the site visit the evaluator got an opportunity to interact with a child leader and also a participant of the street law programme.

### Verification of Relevant Documents

In addition to the focus group discussions and interviews with the relevant stakeholders, ICF reviewed the extant materials and the relevant documents provided by stakeholders during the site visit. The information obtained from these documents was used to supplement and validate the information obtained from the secondary desk review.

## 5. Results and Findings

This section summarizes the information obtained through desk review, interviews, FGD and verification of documents. The results and findings presented below attempt to address the specified tasks of this evaluation discussed in Section 3.5. The evaluation attempted to assess the progress of the project with respect to the planning and design over the duration of six years. This involved understanding the interventions for diverse activities for advocacy at the macro and micro level and ensuring that Cuttack could be represented as a model city for universalization of Birth registration. It also discusses the multi-sectoral collaboration to ensure the success of the project and the usage of multipronged approaches to facilitate community participation. However, it is important to note that the project was implemented in the 250 identified slums that later on increased to a number of 258.

The Matrix developed as a tool for analysis of the project was further modified to a Log Frame Matrix that detailed out the activities proposed and implemented, outcome indicators and an appraisal of activities. **The Log Frame Matrix** which formed the main basis of evaluation is attached in Annexure 12.1. This can be referred to understand the details of the various activities and the in-depth process of evaluation.

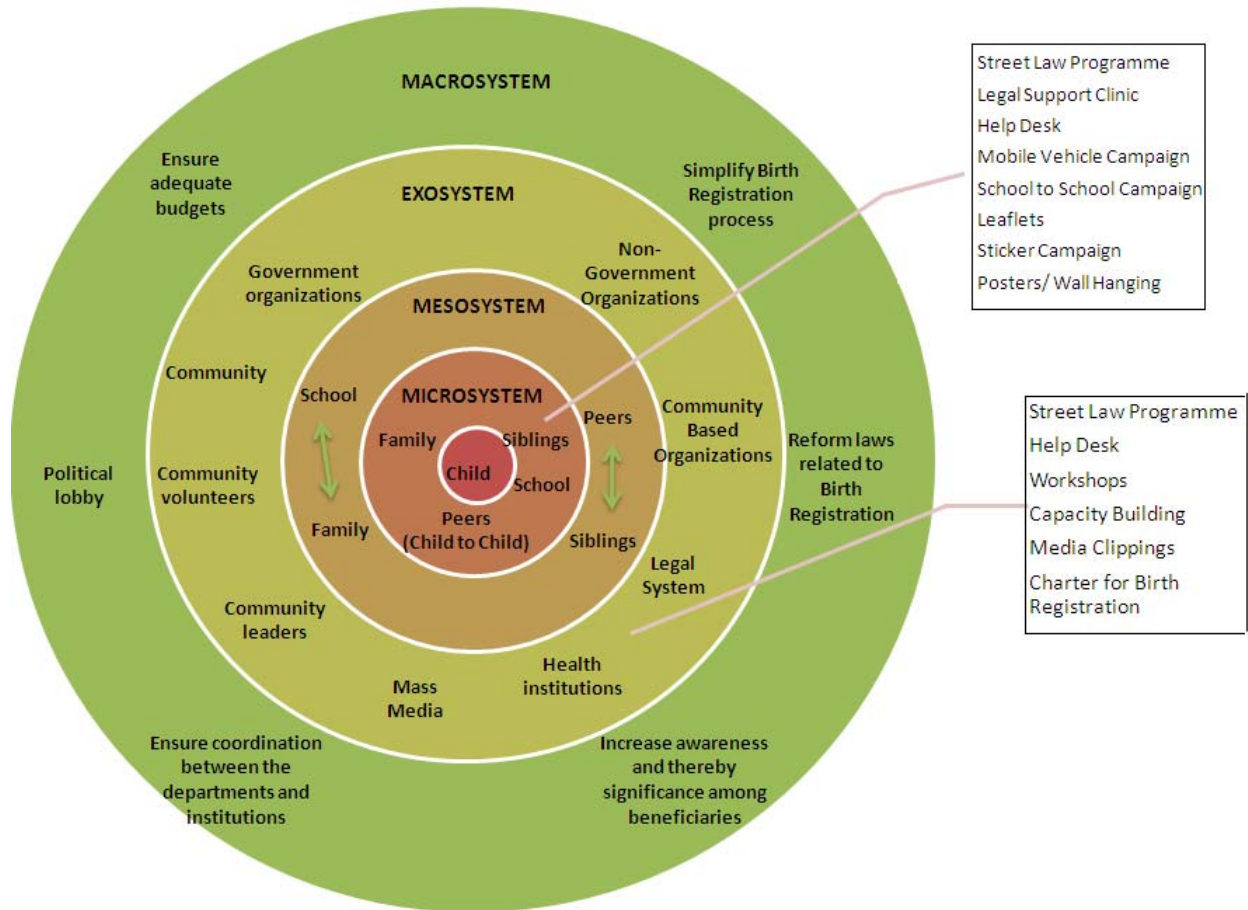


## 5.1 Planning and Execution

Planning is a very crucial component of any project. In case of CRC, the focus of the project was building partnerships at the micro and macro levels. The initial phase involved the community, the community based organizations and the children themselves. This was the key strength of the project. A strategic process was adopted whereby the demand for the Right to Registration was ignited at the grassroots, i.e., directly from the beneficiaries themselves. This was further augmented by working in partnership with the community volunteers and CBOs that facilitated the process and outcomes of the project. Thirdly, the project implemented interventions at the micro-level – for the population who require support to gain an understanding towards the rights and provisions that exist for them and at the macro – level for the government, medical institutions, hospitals etc. the diverse stakeholders that are directly associated with the Birth registration mechanisms.

In order to promote the process of birth registration, CLAP followed a three pronged approach in accordance with the Bronfenbrenner model – the micro, meso, exo and macro systems having the determinant variable affecting the birth registration system. It proved as a strategic plan to address the multiple issues in a comprehensive manner. The Microsystems representing the immediate environment of the child included the *family, peers, siblings* and the *schools* were provided support through different activities like legal support clinics, help desk, workshops etc as delineated further in the report. The Mesosystem represents the interactions between the *school and the parents* and between the *peers and siblings*. The Exosystem included the *communities, the health and government organizations* that the child may not be involved with. The CRC project supported them through various engagements, workshops and celebrations etc. The Macro-systems that is the outermost layer was represented by the *laws, policies* that play a role in birth registration and have a cascade effect on the child. The figure attempts to show how the engagements and interventions at the micro, meso and exo level brought a change or want to bring in a change in the macro-systems and also depict the change envisaged. The Figure 3 below makes an attempt to depict the approach.

**Figure 3 Involvement of Stakeholders at Different Levels Under the CRC Project**



*Adapted from Bronfenbrenner's model*

The section below attempts to understand the various interventions and planning that formulated a part of the CRC project. The Table 3 below depicts the spread of various activities at a glance, over a span of six years. These activities have been discussed in brief immediately below each table and described in detail, section 5.2 onward.

**Table 3 Interventions Over a Period of Six Years (2004 – 2010)**
**Table 3.1 Interventions at Micro Level**

Interventions	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Household Survey						
Slum Profile						
Birth Registration						
Legal Support Service						
Legal Support Clinic						
Help Desk						
Observation of Important Days						
Social Security Benefits						
Child Club Formation						
School to School Campaign						

Innovative ways were used to reach out the grass root communities. The interventions commenced with efforts for *data collection* to understand the needs and existing situation. *Surveys* at the community level related to information on birth registration were helpful in collecting and assessing the ground realities. They further provided the empirical evidence to plan meaningful interventions. To achieve a breakthrough and draw the attention of the community, *legal support services and clinics* were offered. These provided legal aid and advice to the communities. A transition from the clinics at the community level to provisions for *help desk* at the CRC office was another landmark. The step was crucial to determine the participation and involvement of the community. A help desk supported the populations with the birth registration process, raised awareness regarding birth registration and was engaged in networking with the health institutions. The people approaching the help desk at the CRC project office confirmed the demand and need created among the communities. Efforts at observing the important days namely Independence Day, Breastfeeding week, Nutrition week among many gave visibility to CLAP and helped them to get rooted at the community level. The efforts to ensure social security benefits like old age pension scheme, widow pension scheme, housing benefit facilitated in providing tangible exemplars as advantages of getting children registered. It can be observed from the spread that the CRC project reached out to all levels in the community including the children. CLAP with its engagement with the community for several social issues gained reputation as an NGO that facilitates availing of entitlements to the community members. This added to its credibility.

**Table 3.2 Advocacy at Macro Level**

Interventions	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Street Law Programme						
Media Clippings						
Charter on Civil Registration						
Wall Hanging at Health Centres						
Leaflets						
Mobile Vehicle Campaign						
Sticker Campaign						

The above grid shows that CLAP initiated the advocacy project with the community to stimulate them to create a demand for birth registration form the grass root level, the beneficiaries themselves. In addition the focus for advocacy efforts were also geared towards the general public through *newspapers* and *media clippings*. Gradually from the one to one level it progressed at a larger level, addressing groups in community. With the recognition from the community, CLAP was able to create an impact. Reaching out to the health and medical institutions was also a strategic intervention – ‘*catching the newborns at birth*’. A variety of interventions can be seen to be used as a part of the advocacy initiative.

**Table 3.3 Sensitization and Capacity Building**

Capacity Building of Target Groups	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Non-Government Organizations						
Community Based Organizations						
Medical and Health Personnel						
Community Leaders						
Community Level						
Volunteers						
In-house Capacity Building						

Activities related to capacity building of the *in-house team*, *volunteers*, *CBOs*, at the community level were on-going and integral to the CRC project. These opportunities facilitated the CRC staff, diverse stakeholders to enhance their abilities and come to a common understanding of the objectives and various strategies to be used for intervention – what, why and how? It helped to understand ways and means of meeting the challenges in the project. Sensitization and interface among the stakeholders was also a strategic initiative that provided opportunities for understanding and deliberating on concerns faced by all. Efforts to involve the stakeholders provided motivation to the *NGOs and CBOs* to take on the responsibilities for the community and also engage *the government officials* in the process of campaign.

**Table 3.4 Supervision, Monitoring and Evaluation**

Monitoring and Evaluation	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Interim Reports						
Monitoring and Supervision						
Monitoring was an ongoing activity integral to the project for the entire duration. The evaluation activity involved submission of the six month interim report to the management. This ensured the progress of activities in relation to their plan and was helpful in ensuring if the inputs for the programme were as per schedule and at the same time focus on the outcomes of the project. This involved verification of extant documents like records and declaration sheets of the beneficiaries.						

## 5.2 Interventions at the Micro Level: Reaching Out to the Families

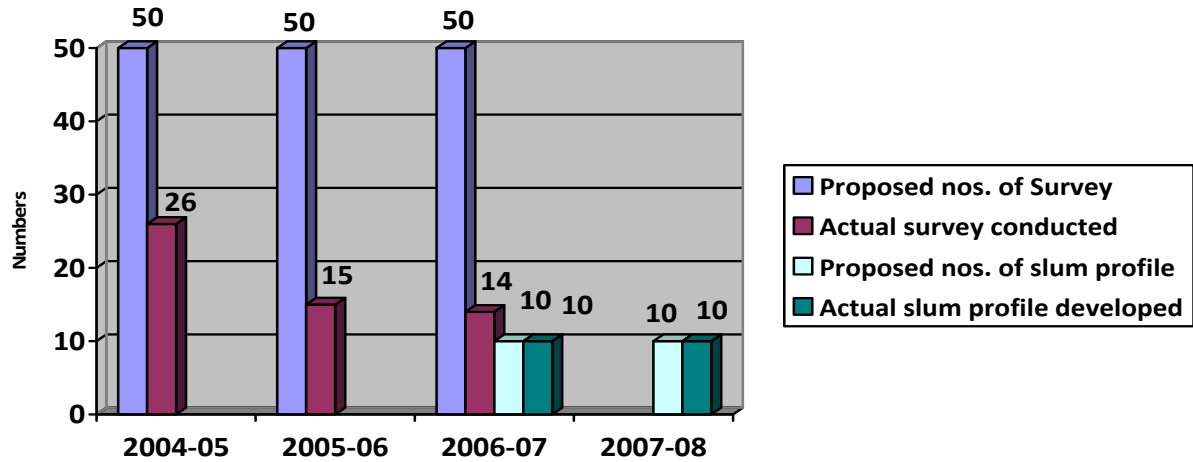
The objective of the CRC project was to achieve universal birth registration of children in the Cuttack city. One of the major barriers to registration of births is the lack of awareness among the deprived populations that this is a legal right with benefits. Not considered as a fundamental right, birth registration is accorded a low priority at all levels of the society. The disadvantaged communities are entangled in their day to day struggle for earning their living. They consider the right to registration as a legal formality with no tangible and immediate returns and thereby ignore the long term implications. The CRC project launched their project with direct intervention at the community level. Raising awareness among the communities and stimulating the demand at the beneficiary level was a strategic beginning. The interventions were also inclusive of data collection at the household level that facilitated understanding the need of the populations and gathering empirical evidence. The different approaches adopted to reach out to the communities are described in detail below.

### Household Survey and Community Profiles

The CRC project commenced with the survey of the 55 households over a period of three years, as an attempt to identify the target beneficiaries having children in the age group of 0-7 for birth registration. It helped to ascertain the current status of registration and the living conditions of the children. The objective of the survey was to identify the children for birth registration. Surveys conducted in the first three years sufficed to identify the required number of children. Thus, this activity was not carried forward. The *household surveys* helped to understand the need of the communities and facilitated in reaching out to the beneficiaries in meaningful ways. The information collected as a part of the surveys was useful in filling information in the application forms for birth registration and for preparation of community profiles. 20 *community profiles* were developed in two years that provided detailed facts and figures related to the children. Gradually with the progress of the project the survey followed the street law programme conducted to generate awareness among the community. The data from the slum profiles was used to support families seek social security benefits from the government. The surveys were conducted by the community organizer, the lawyer with the support of the community leaders, local youth groups and women organizations, identified from the community itself. The Figure 4 below provides details on the number of slums proposed to be surveyed versus the actual surveys conducted.



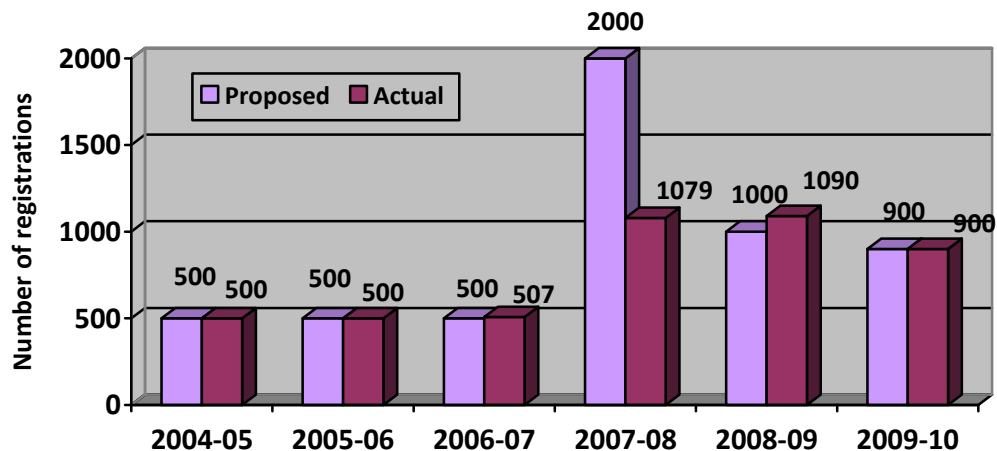
**Figure 4 Survey and Slum Profiles**



### Birth Registration

Birth Registration was an integral activity during each year of the project. Over the years a total of 4576 children were registered through the CRC project (Figure 5). It was observed that many families, who experienced the process of birth registration, would come back to CLAP for the registration of children born during the latter years. A sticker was placed in front of the households fourth year onwards to inform that all the children from the household were registered. During the initial three years children not having the birth registration certificates were identified. The target of 500 children was accomplished initially. Later on CRC team was able to register and provide certificate to more children as the children had been identified.

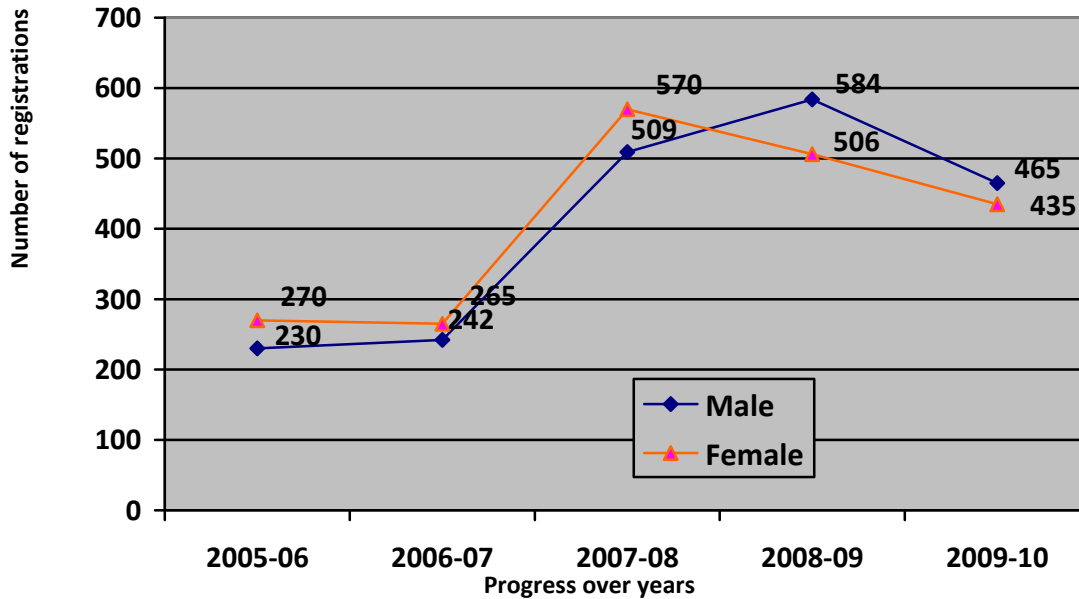
**Figure 5 Total Birth Registration Through the Project**





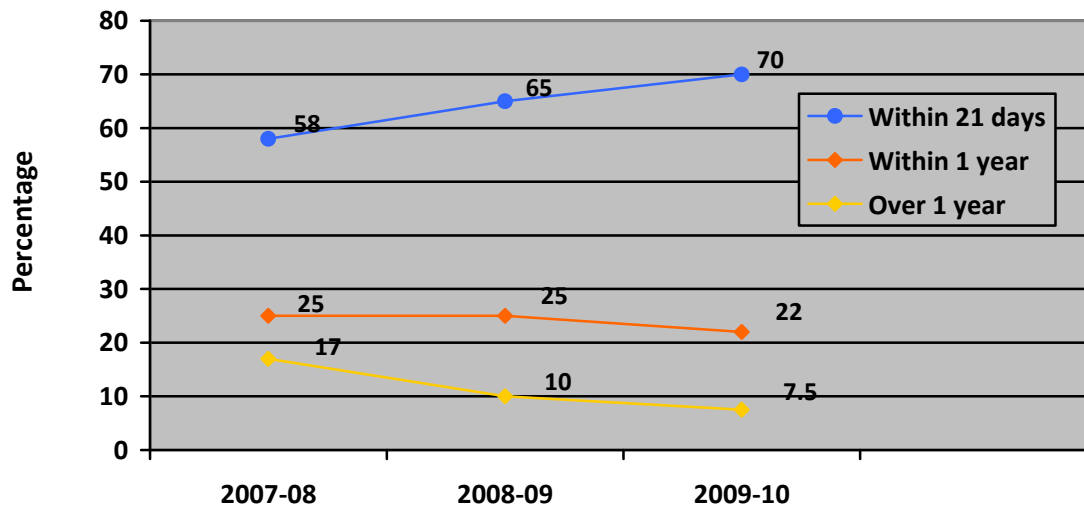
The data presented in the Figure 6 below demonstrates that the numbers of girls registered from the 2<sup>nd</sup> to the 3<sup>rd</sup> year was higher than that for the boys but dropped in the following years.

**Figure 6 Birth Registration of Children Segregated by Gender**



\* The data by gender not available for year 1

Figure 7 below indicates that from the fourth year onwards the strategy to register children was effectively refined. The CRC project reached out to the health and medical institutions. The attempt through the alternate strategy was to reach the new born children to ensure that the children be registered as soon as they are born. This was both cost and time effective because infants below 21 days were registered free of cost and the process did not require preparing affidavits. As represented through the figure a gradual increase in the percentage can be observed for the children registered within 21 days. A decrease in the registration of children within and over one year is also observed. Thus the strategy was effectively modified to reach out and ensure registration of births within 21 days and prevent the backlog. At the same time the team reached out and supported families that had not been able to register thereby further reducing the prevalent backlog.

**Figure 7 Registration of Children by Age**


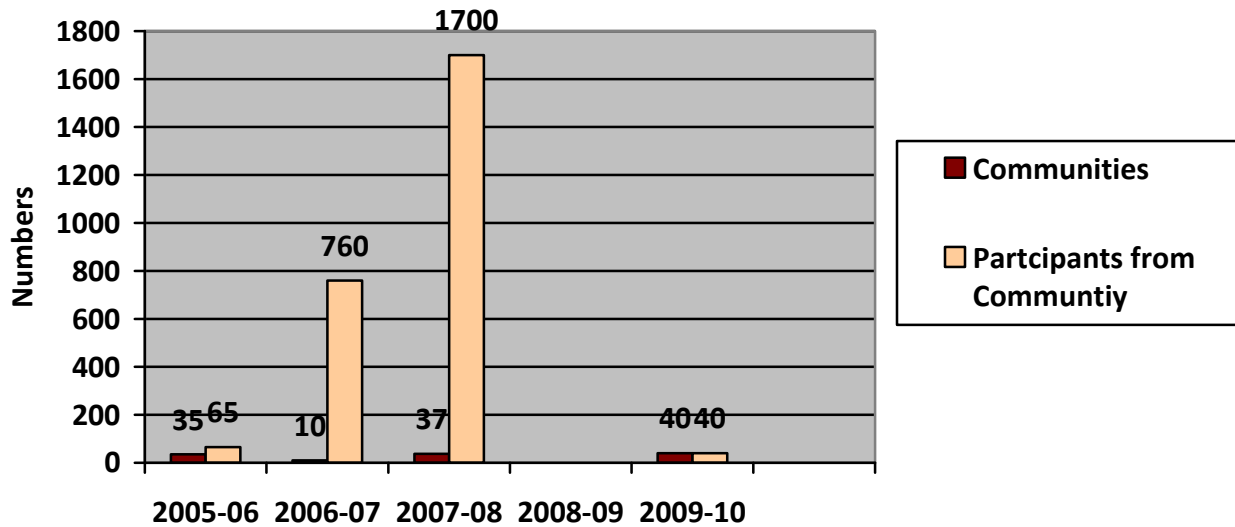
\*Data for Registration of Children by Age available for Year 4 – 6

## Community Involvement

The efforts to involve the community were intensified from the second year onwards. The empirical evidence demonstrated that the communities benefitted and learnt from each other's experiences with birth registration. Learning from the gains of their neighbours and fellow community members provided reassurance and trust to undertake similar activities. Families who were required to undergo the process of birth registration would approach the families who had recently registered their children. Workshops were organized by CRC team to empower and build capacities of the people from the community. In addition to the community participation, *volunteers* were also selected from the community who supported the process of birth registration which made this a sustainable practice. The number of community workshops decreased in the 5<sup>th</sup> and 6<sup>th</sup> year as the focus was also laid on building awareness among children and teachers by approaching schools. The Figure 8 below provides information on the number of communities and number of people, who participated in the workshops.

*Five volunteers participated in the FGD during the site visit. They were introduced to the CRC team through the community leaders and CBOs and they a 4-5 year long selected as volunteers association with the CRC team. Although they did not receive any monetary benefits they enjoyed the importance they received from the community for supporting them to avail various benefits. They were popularly known as 'Birth Registration didi's' in the community.*

**Figure 8 Community Participation and Workshops**

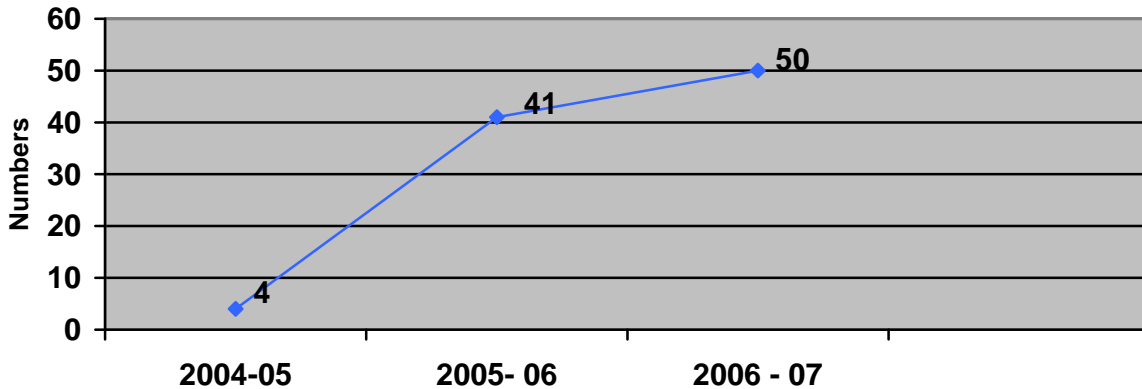


*During the site visit to the community, interesting interactions were observed between the CRC team and the community. A meeting with the CBO/ SHG was scheduled in the slum of Gandhipalli. After the meeting concluded many people from the community approached and surrounded the SHG office. Everybody appeared curious to hear from the CLAP team. CLAP was supporting them to secure the right to their land. The respect provided by CLAP to address the concerns of the community was commendable. They provided opportunity for each and every community member to express their concerns and they responded to the concerns with patience.*

### Legal Support Services/ Legal Service Centre

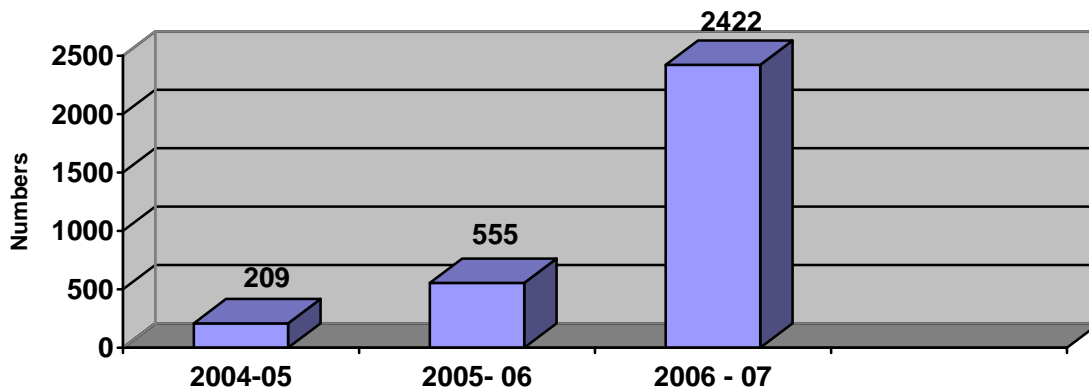
CLAP provided legal advice, free of cost to the slum inhabitants. Visits were made to the slum locations to prepare affidavits and other relevant papers. In addition, the legal service clinics were organized to provide legal support services at the doorsteps. In addition to supporting the slum inhabitants for birth registration, support services for juvenile delinquency, police torture matrimonial issues were also supported. Figure 9 shows an increase in the number of clinics.

**Figure 9 Legal Support Services/ Clinics**



Additionally, there was a significant increase in the number of people who were provided legal support services over the three year duration (Figure 10).

**Figure 10 Number of Cases Supported**

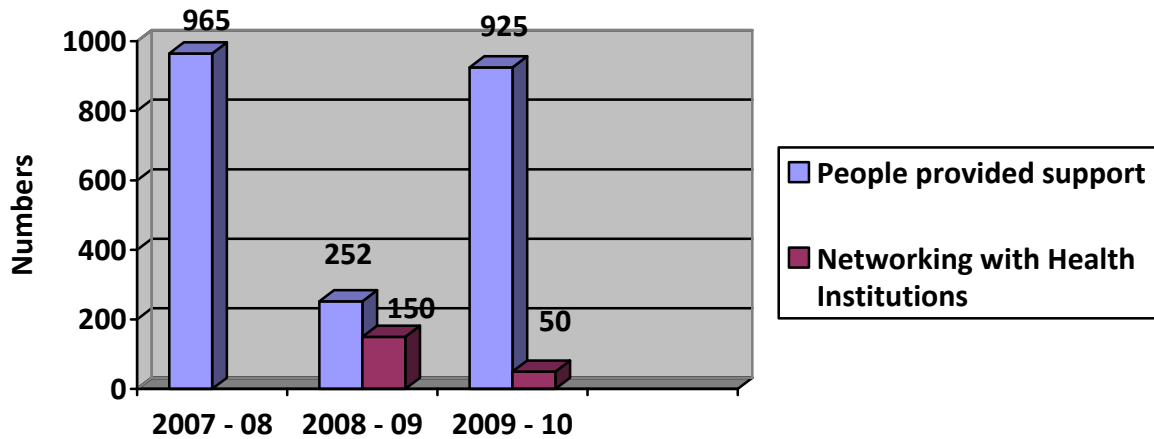


## Help Desk

The civil registration Help Desk came into existence in the fourth year of the project. Counseling services were provided through the Help Desk, located at the CRC office. The services were face to face, where the beneficiaries could walk in and seek pro-bono legal services. The beneficiaries were also supported over the telephone. With the introduction of the service a transition was observed. Initially, CLAP made efforts to go to the communities and the door steps of the uninformed community to increase awareness regarding the birth registration. With the launch of the Help Desk it was heartening to observe people reaching out to the Help Desk for obtaining support on the issue of birth registration. Records and the numbers of people approaching the help desk were maintained. The Figure 11 below details out a few interventions

conducted through the help desk. In addition to this it was also responsible for preparation and networking for ensuring that the Charter for Civil registration gets adopted by the government.

**Figure 11 Interventions Through Help Desk**



### Observation of Important Events: Connecting with the Community

Celebrating important days with the involvement of the community and the children was an activity that was carried out during the entire duration of the project. The community inhabitants especially the children looked forward to celebrating these events. The events regularly celebrated were *Independence Day, Republic Day, World Breastfeeding Week, World Nutrition Week, Ganesh puja, Teacher's day, and Children's day*. Child centered activities in the form of competitions and cultural presentations were organized with the involvement of children. In addition to this, the celebration facilitated generating awareness on related issues like breastfeeding, nutrition for children and organizing rallies. During the latter years this activity was converged with the Children's Clubs and member children participated in the same. These celebrations strengthened the ties between CLAP and the community.

### Protection of Entitlement

Through the CRC project, CLAP provided pro-bono legal services for registration of birth to the marginalized community. In addition to this, the CRC team also provided legal advice on issues related to *family disputes, dowry torture, domestic violence, harassment, desertion, custody and maintenance of children custody, guardianship, child exploitation, juvenile delinquency, police torture*. Through these activities the CRC team exhibited respect to understand and act for the immediate needs and concerns of the community that were legal in nature. This further helped them to win the trust and active participation by the community.

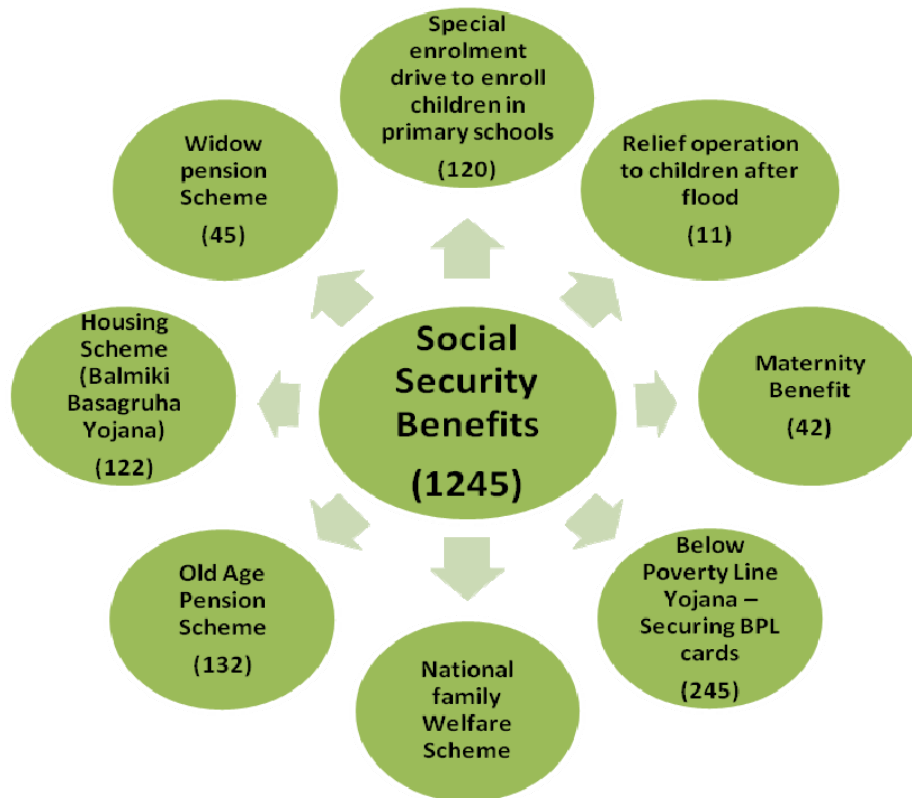
### Accessing Social Security Benefits

There are a lot of schemes made available to the marginalized communities that provide opportunities and facilities for their development and progress. Most of the times, due to lack of

awareness and limited information, the disadvantaged communities are not able to access the same. The CRC project in its efforts to showcase the tangible benefits of birth registration to the communities made tremendous efforts to support them with the social security benefits. This activity required intense efforts and participation from the CRC staff. Right to information was used by the CRC team to identify useful information related to the various kinds of benefits available for the deprived communities.

Thirty schemes were identified as a part of this activity. Simultaneously, a lawyer was engaged with the communities to assess the available information and identify the beneficiaries for the identified schemes. When identified the families had to be supported with preparation and submission of applications. This process supported nearly 1245 people and families in receiving their entitlements related to old age pension, maternity benefit, widow pension, poverty eradication among many others. It was observed that the scheme for the Girl Child 'Balika Samrudhi Yojana' that was announced by the Government was not being enforced. A Public Interest Litigation (PIL) in this regard was filed in the Orissa High Court seeking enforcement. In addition to this, CLAP also supported activities like enrollment of children in schools and relief operation and recalling children to school during floods in the region. The Figure 12 below displays some of the identified schemes.

**Figure 12 Intervention of CRC: Beneficiaries Accessed Social Security Schemes**



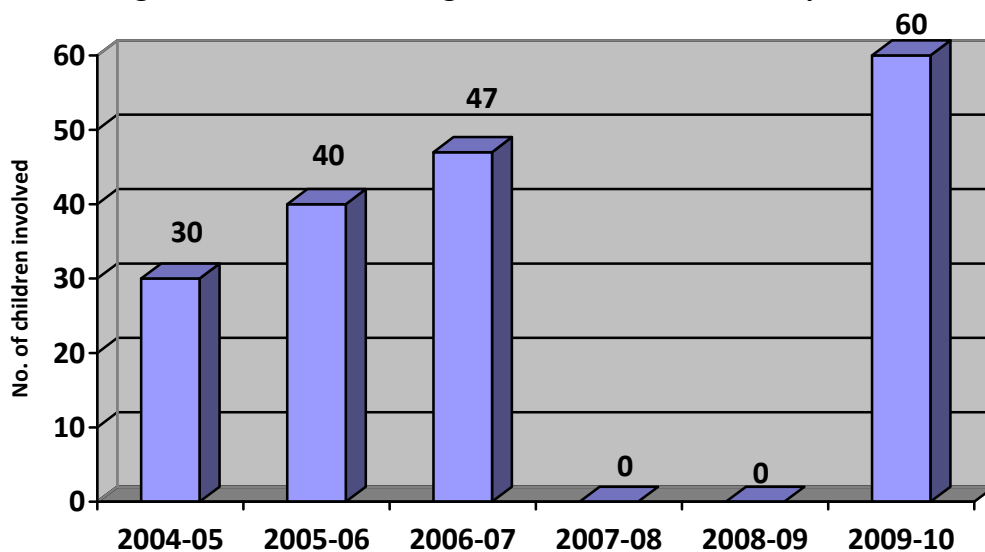
\*Of the numbers provided above in the Figure 12 details for 400 beneficiaries are not available



## Children's Participation

The children are the primary stakeholders of this project as Birth Registration is their very first right. The project made diverse efforts to involve the children. The Street Law Programme detailed below in section 5.3 was well received by the slums. Nearly 177 children in groups of 8 –10 groups were trained for staging the street law programme over the span of one year. These activities provided the children opportunities to learn about their rights and raise their voices to demand their rights. In addition to this, the children got opportunities to discuss the issues with their peers and exhibit their artistic and creative abilities.

**Figure 13 Street Law Programmes - Children's Participation**



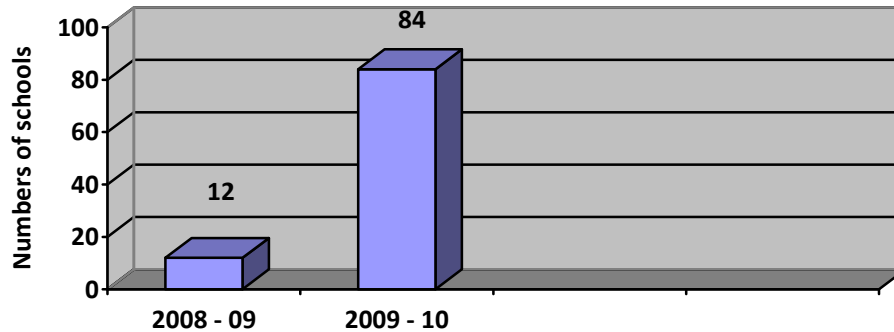
The above Figure 13 depicts the participation of children who gave performances in the street play. In the 4<sup>th</sup> and 5<sup>th</sup> year the focus of the advocacy shifted to mass advocacy through Mobile vehicle campaign, help desk and health institutions. Hence, it may be possible that the street law programmes were not organized. But the re-appearance of the street law programmes confirms their efficacy and popularity. It was important to note that this time the children were involved through the activity of children's club.

## School to School Campaign

The ongoing progress review and monitoring of the project resulted in giving impetus to continuous improvement and resulted in trying out new and innovative ways of generating awareness among the disadvantaged populations. In the fifth year of the project, the CRC team felt a need to mobilize school children and teachers. The campaign was launched towards the end of the fifth year. Permission was obtained from Government and private schools. 45 minute programmes related to awareness on the importance of birth registration were organized and leaflets were distributed. The Figure 14 below depicts the schools contacted.



**Figure 14 School to School Campaign**



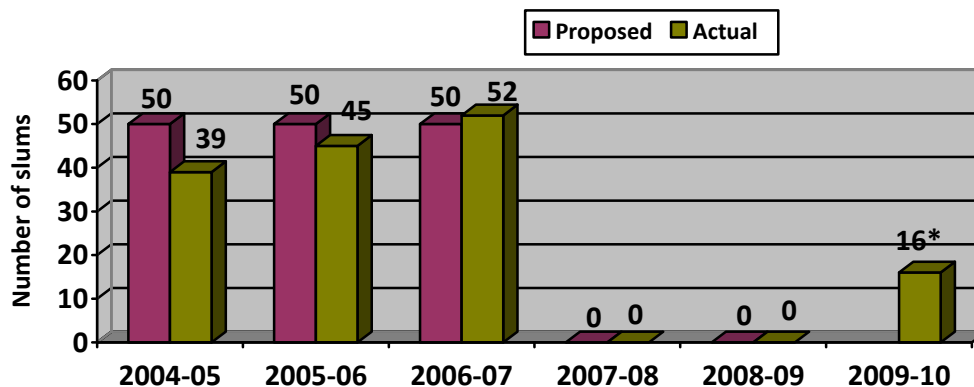
### 5.3 Advocacy at Macro level

#### Street Law Programme/ Initiative

The street law programme was an innovative activity introduced from the first year of the project. The activity was a crucial component of the project for creating awareness on law related to birth registration and was integrated in the four years of the project. Through this activity CLAP made efforts to create public awareness about the importance of civil registration for children, among the targeted communities.

The Figure 15 below shows the numbers of slums that were proposed for interventions and the number of slums where the street law programmes were held. As detailed in the section 5.2 on Children’s involvement there were no street law programmes organized during the 4<sup>th</sup> and 5<sup>th</sup> year. The reason may be attributed to the shift in the advocacy focus. But the re-emergence of the activity in the 6<sup>th</sup> year signifies its popularity and demand.

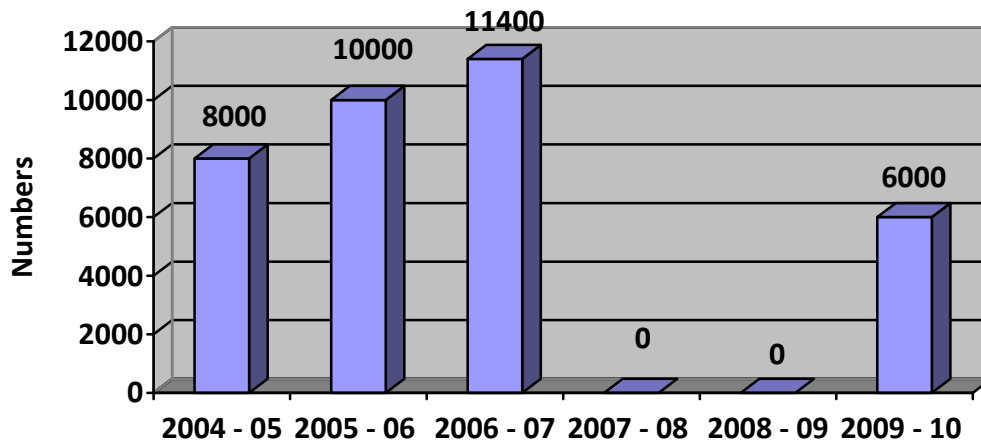
**Figure 15 Street Law Programme - Targets Achieved**



\* No figures were proposed in the year 6 of the project

An approximate number of 35400 people in the duration of six years could be reached through these initiatives as depicted in the Figure 16 below.

**Figure 16 Participation of People in Street Law Programme**



A two hour programme was organized to reach out to the communities in meaningful ways. The programme would start with a brief introduction to provisions of law available for birth registration and why it was important to register the births of children. It was followed by a street play presentation on the importance of birth registration, by the children themselves. The attempt was to build capacities of children to demand their rights and include children from marginalized and disadvantaged communities. In order to have an inclusive approach and wide coverage to the activity, varied representation of children was selected. The programme involved children of different ages, gender and caste during its different phases. The aspect of involving children themselves to carry the message of law to the communities and to their peers was innovative. The street plays were performed to create and disseminate messages related to birth registration through song, play and dance in Oriya and Santali languages.

The activity made efforts to involve a diverse sect of people – community, community leaders, government officials, teachers, opinion makers etc. The street law initiative also made efforts to collect signatures from the community and other stakeholders in an attempt to convert this into a mass movement. Many times this activity was also followed by survey and legal service clinics. Efforts to involve the community leaders and the youth were favourable to the programme and ensured an acceptance by the communities. This activity proved to be a powerful and effective medium to create awareness and mobilize public opinion towards civil registration of children.

*During the site visit, the evaluator had an opportunity to interact with a child leader (Rajshree Mohanty, F, 10 years) of street law programme. During the interactions the child expressed that she had been associated with CRC project for 5 years and was happy about the fact that she had performed five times. She voiced the rights to registration and its procedure confidently. She also informed that she liked to **support the CRC project as it made sure that no child was tortured or abused.***

In addition to community awareness, the children who participated in the street programmes were empowered. They became aware of their rights and their participation in these cultural programmes provided opportunities to present their artistic talent and boost their self esteem.

### Charter on Civil Registration

Negotiating with government officials and the bureaucratic systems was challenging for community members. To facilitate the processes, the CLAP team considered simple documents like the Charter as beneficial. The aim of the Charter on civil registration was to provide the public, complete and authentic information related to the process of birth registration. A Charter was developed to provide information related to the functioning of the government and specified roles and responsibilities of registration functionaries. The introduction and formulation of the Charter became an integral component of the programme from the third year (2006-07) onwards. Through this Charter, CRC project attempts to ensure accountability, total involvement and commitment by the government functionaries to implement the RBD Act in full sincerity. The implications were that the children born in the Cuttack city got registered immediately and accurately.

The process initiated with a collection of model charters from various regions. These charters helped the organization draft a preliminary Charter and approach the local government functionaries. Consequently, the CRC project was involved in various activities such as delegations, demonstrations, letter writing, lobbying, print media, signing of memorandum and public interest negotiation. The efforts were to ensure that the government take up the issue and adopt the resolution. A draft copy of the charter was submitted to the government on 18.06.2010 for adoption. The outcome expected of this activity was to make the government accountable.

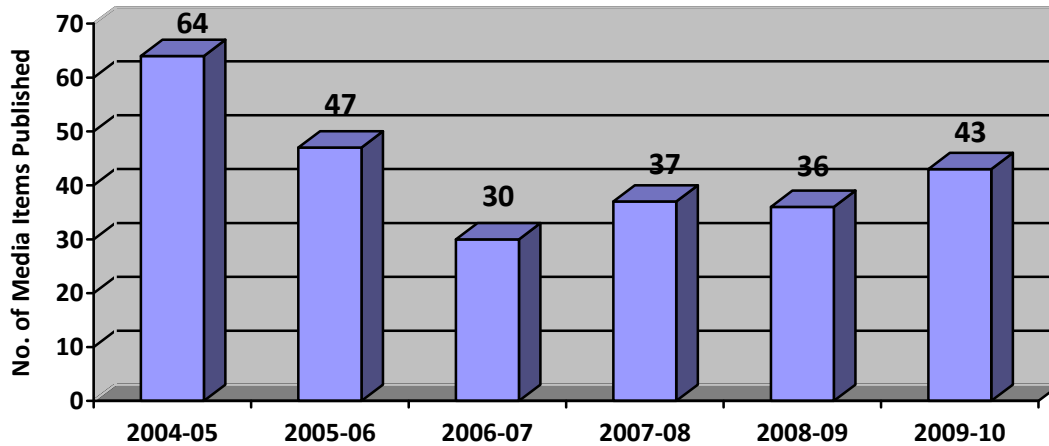
### Media Advocacy

Media advocacy was a significant and ongoing component of the CRC campaign as is evident from the figure below. A large number of articles through media coverage were successful in drawing the attention of civil society. The media advocacy aimed to mobilize the communities and their participation to influence the government mechanisms. Though practiced at all levels, from government to community based, the objectives were to sensitize and influence the politicians and government officials to pursue social change. Through the media, CRC campaign highlighted its initiatives, strengthened its demand for the Charter, and its adoption to bring out the necessary reform in the system and many other issues of concern that need to be shared with the public. CLAP through its efforts made use of majority of the opportunities available to convey the information to large masses. The Figure 17 below depicts the number of



media clippings published in the regional and national level newspapers. The project also made use of alternate ways of advocacy namely *Charter for Birth Registration, wall hangings, leaflets and mobile vehicle campaign* and this may have affected the numbers of media advocacy articles produced and published.

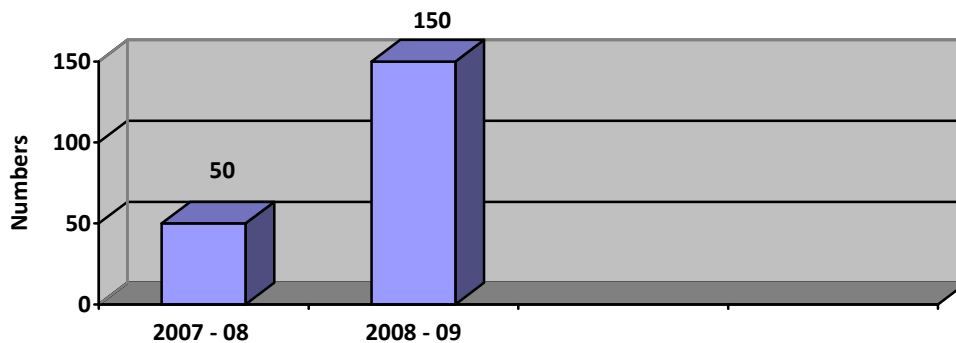
**Figure 17 Advocacy Through Media**



### Wall hanging/ Posters

Paucity of visual communication through posters and wall hanging was observed during the intervention phase. The need to introduce birth registration and its significance through visual means was proposed in the fourth year of the project. The plan was to display posters and wall hangings in the health centers and medical institutions. The information and services related to the Help Desk were displayed through the posters and they were strategically placed in the health and medical institutions. A total of 200 wall hangings were displayed by the project during the 4th and 5<sup>th</sup> year (Figure 18).

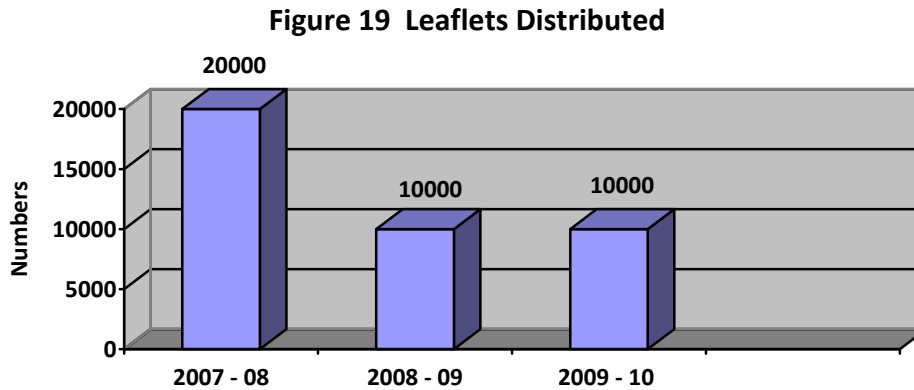
**Figure 18 Wall Hangings at Health Centres**





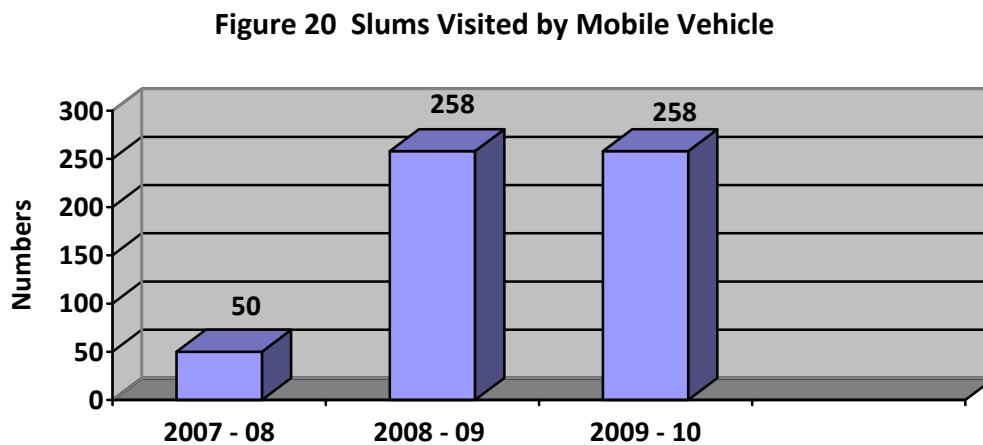
## Leaflets

Colourful, pictorial leaflets in simple Oriya language were developed for reaching out to large groups of population. These one pager(s) were distributed to make the mobile vehicle campaign effective. They were also distributed during the school to school campaign and at health centers and medical institutions. Figure 19 depicts the number of leaflets distributed over a period of three years.



## Mobile Vehicle Campaign

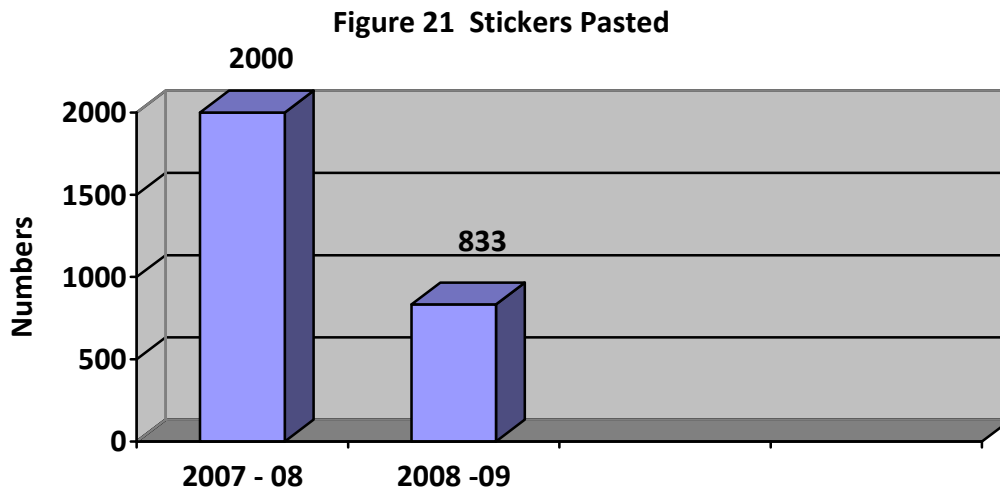
The activity of organizing legal support clinics was replaced by the mobile vehicle campaign. The campaign was launched in the fourth year and the activity involved raising awareness among communities to register child births. The message was disseminated through a mobile van that commuted from one community to another (Figure 20). Messages related to significance and procedural details of the process of birth registration were publicized in both Oriya and English. A lawyer accompanied the mobile van to different slums and provided legal support to the communities. This campaign was augmented by distributing leaflets.





## Sticker Campaign

The sticker campaign was introduced to raise awareness among masses. Households who had all the young children in the family registered and completed in all aspects were selected under this activity. Stickers that displayed the message ‘Complete Birth Registration’ were prominently pasted at the entry of the chosen households (Figure 21).



### 5.4 Capacity Building of Key Stakeholders: Networking and Sensitization

From the very first year the CRC project focused on raising capacities and empowering various stakeholders. Stakeholders from the top to the bottom level were identified and sensitized to ensure coordination and successful outcomes for the project. The NGOs and the CBOs were identified who wanted to partner in the birth registration process. The workshops were planned in consultation with the government representatives to ensure their engagement with the process and also facilitating an interface between the various organizations. The involvement of the government officials was an effective method to involve them and sensitize them to the ground realities – the various challenges and problems faced. This facilitated the government bureaucrats to take effective measures to facilitate a proactive mechanism for registration of births.

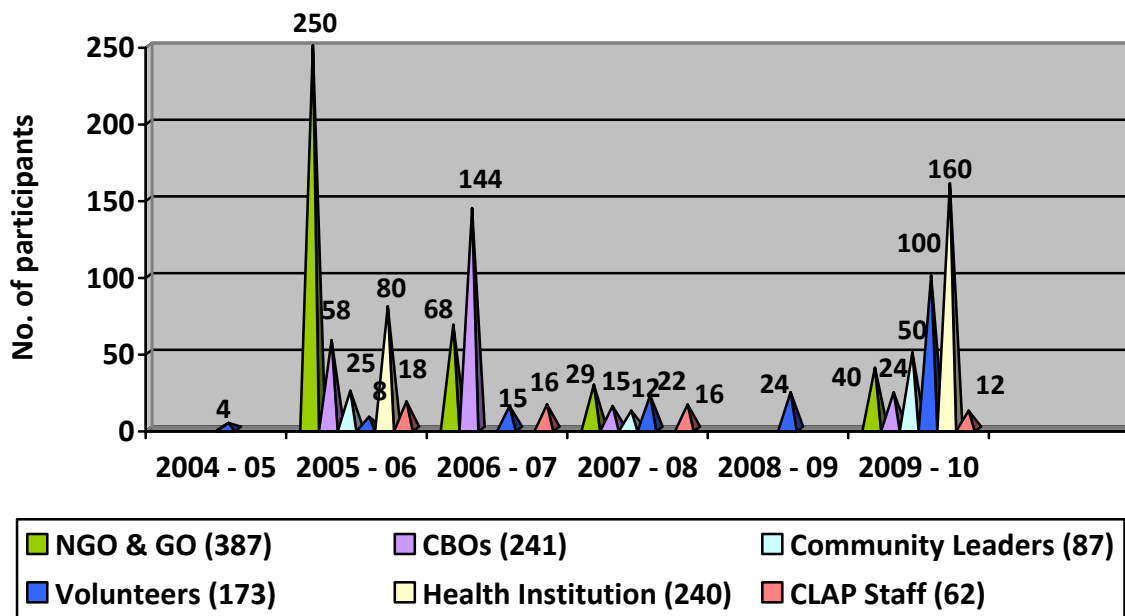
To augment the outcomes of the project the CRC team took measures to involve the communities at all levels. In the 1<sup>st</sup> year, the project supported the formation of two community groups under the Societies Registration Act 1860. Additionally the project strategically involved community leaders to identify volunteers to support them with birth registration activities. They were trained to mobilize and support communities to register the birth of their children. By the sixth year their 5 main volunteers were able to train 20 other volunteers each and thereby a total of 100 volunteers were trained during the project. During the 4<sup>th</sup> financial assistance was provided to three CBOs so as to create awareness among the community and have the access to birth registration expanded.



In addition to the community the project also made efforts to involve the medical and health institutions. Involvement and working with health institutions provided an opportunity to understand the challenges faced by health functionaries. Identification and devising measures to overcome the challenges facilitated the registration of children immediately after birth and reduce further backlogs. Last but not the least, the CRC project made consistent efforts to build capacities within their teams also. The Figure 22 below delineates the number of participants who participated in the workshops held over duration of six years. It is likely that same participants may have participated in different workshops.

*The FGD with Navshakti Mahila Samiti (SHG), located at Gandhipalli, (15 – 20 women) was informative. The ages of the women varied from 19 – 52 years and they had been in associated with CLAP since 2005 (5 years). Some women from the SHG had attended a meeting where they had come to know about the CLAP and its activities. Wanting to be supported, they contacted CRC team and to their surprise the CRC team immediately responded. Over the years their capacities and knowledge towards birth registration and other rights for children, adults had grown. Although they felt empowered to independently handle registration of births of children they wanted the **CRC’s support on various other issues like land rights, education for children, labour laws etc.***

**Figure 22 Sensitization and Capacity Building**



## 5.5 Monitoring and Evaluation

The monitoring and evaluation component was integrated in the project from the planning stage itself. The monitoring of the project was an on-going activity that ensured effectiveness of the project management and achievement of goals. The appraisal activity ascertained the numbers of children registered and provided certification as a direct outcome of the project. In addition, regular supervision of activities, performance and achievements was carried out to introduce midstream changes if needed in the implementation of the activities. The assessments were based on mandatory submission of progress reports to the management for taking stock of the activities undertaken during reporting period. The extant records namely registers, log registers, PIL, community profiles and financial reports etc were verified at regular intervals. These crucial tasks were helpful to ensure that the project was progressing in the right direction as envisaged.

It is felt that a structured MIS and use of specially designed reporting formats could have strengthened the component of monitoring. Systematic compiling for specific activities of the evaluation and monitoring process would have been helpful in streamlining the project in a more effective way. The absence of the baseline study was a glaring gap. The lack of clear process and outcome indicators, for the project was another weak aspect. The impact of 'before and after assessment' could not be done due to non-availability of baseline figures. The knowledge, attitudes and practice regarding the rights of the children would have been objectively evaluated in case the indicators at the inception of the project were available. An ongoing and systematic evaluation related to specific indicators would have informed the changes of the strategies to improve outcomes. To quote an example - the record of birth registrations in the slums was done without having the baseline number which could have helped in arriving at the rate of change that took place during the reporting period, attributing it to the interventions. As a result the quantitative outcomes of the CRC project in terms of before and after assessment could not be confirmed.

## 6. Effective Practices of the Project

The CRC project aimed to achieve universal birth registration in the Cuttack city during the span of six years. Culturally-relevant and meaningful strategies were employed to increase the level of birth registration in the city. From the very beginning, the project adopted a sensitive approach towards understanding the existing problems and planned strategic interventions. This section delineates effective practices devised by the CRC team under the guidance of the CLAP to achieve their vision of universal birth registration.

### 6.1 Capacity Building, Sensitization and Awareness Generation at All Levels

Figure 22 displays the involvement of multiple stakeholders at various stages of the project. This was strategic in ensuring positive impact and desirable outcomes for the project. The **inclusion of Government officials**, during the workshops, sensitized them to the problems and challenges in the community. This was helpful in creating proactive registration process in the region. The **capacity building among the NGOs, CBOs, community leaders and volunteers** facilitated in building up a large force that was empowered and understood the process of birth registration. The **involvement of children** in the street law programmes and child clubs was





helpful in building their confidence and self esteem and developing effective change agents in the community. **Awareness generation among the communities and families increased** birth registration and exposing them to various social security schemes offered by the government empowered the disadvantaged and marginalized communities.

## 6.2 Reaching Out Proactively to the Community

The CRC team was sensitive to the community and its problems and challenges. Realizing that birth registration was a cumbersome, time consuming process with financial implications both in terms of loss of a day's earning and cost involved in registering children after a time gap, it made concerted efforts to involve the community. In the initial stages of the project, it built the interest of the community through its innovative street law programmes. Simultaneously, it reached out to families at their doorsteps by offering legal support and effectively involved the community leaders and 100 volunteers from the community. This helped in gaining attention to the issue and trust of the community.

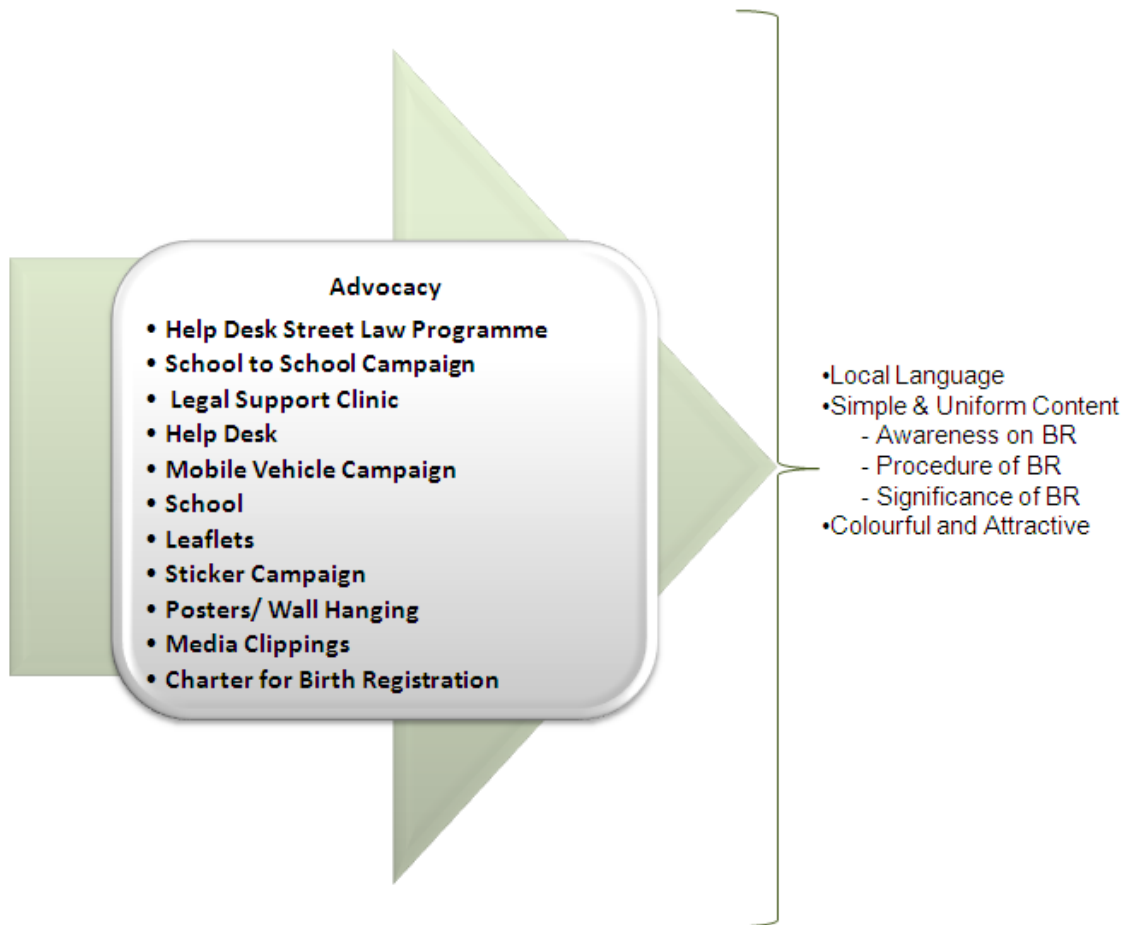
**Figure 23 Reaching Out to the Community**



### 6.3 Culturally Relevant Advocacy Approaches with Simple Messages

The usage of variety of appropriate methods for advocacy was observed during the project duration as has been depicted in Figure 24 below.

**Figure 24 Advocacy Approaches: Clear Messages**



The Street law programme was popular among the community. The presentation of street plays in simple Oriya language and meaningful cultural themes were appreciated by the families and all gathered to enjoy them. They were accompanied by simple presentations on the importance and procedure of Birth Registration. Similarly all the visual communication materials carried clear and uniform messages related to the procedure and significance of Birth Registration project.

### 6.4 Child to Child Approach

Involvement of children in the Street law programmes, Child clubs and school to school campaign were effective strategies to involve the children themselves. The messages carried by them were accepted with openness. Empowering and mobilizing the children for advocacy helped them to understand and demand for their rights.

# Proven Good Practices of the CRC Project

## Help Desk



- ✓ Focal point of information for visitors and callers
- ✓ Face to face and over the phone counseling services
- ✓ Record maintenance of numbers of people approaching for assistance
- ✓ Networking to ensure government commitment
- ✓ Strategic placement and display of information at health care institutions through posters

## Street Law Programme

- ✓ Speech by a lawyer on a selected theme covering the legal provisions
- ✓ Street theatre (plays) by group of child artists on a story conceptualized to spread the message of law and importance of birth registration
- ✓ Distribution of legal awareness materials in local language among the audience
- ✓ Interface between lawyers and people who attend it
- ✓ Signatures from community and stakeholders to enable mass movement
- ✓ Information by CLAP activists to avail further legal support from CLAP



## School to School Campaign



- ✓ Awareness programmes in school premises through mobile van accompanied by the lawyer and volunteers
- ✓ Education to children about importance of birth registration and the process
- ✓ Letters to children to carry forward the message to their families and neighbours.
- ✓ Follow up actions made for registration of non-registered school going children
- ✓ Campaign extended to Government and private schools

## Children's Participation

- ✓ Involvement of children as 'change agents' in Street Law Programmes
- ✓ Street plays were presented by children
- ✓ Formation of Children's clubs
- ✓ Convergence of campaign activities with the Children's Clubs
- ✓ Celebration of important days with community and children
- ✓ Child centered activities in the form of competitions and cultural presentations with involvement of children
- ✓ Involvement of school children both Government and private



## Mobile Vehicle Campaign



- ✓ Generating massive awareness among communities from 258 slums
- ✓ Lawyer with the mobile van to provide free legal support in course of slum to slum visit
- ✓ Distribution of colourful and pictorial leaflets during campaigns and at health centers
- ✓ Stickers with the message 'Complete Birth Registration' pasted at the entry of households who had completed birth registration for all children
- ✓ Awareness programmes in school premises where children were made aware on importance of birth registration and to carry the message forward to their families and neighbourhood

## Networking with Medical Institutions

- ✓ Awareness building of health care staff in institutional delivery
- ✓ Mobilizing health care personnel to motivate parents to register their children
- ✓ Display of wall hangings and distribution of leaflets
- ✓ Regular visits and meetings for partnership
- ✓ Organization of health camps with medical practitioners



## **7. Challenges and Constraints to the Project**

### **7.1 Simplifying the Procedure of Birth Registration**

The non-responsive civil registration is a major challenge in ensuring universal birth registration. The parents get discouraged by the time consuming and inefficient procedure for birth registration. A notification by the Government of India dated 31.01.07 further complicated the process of registration for domiciliary deliveries. The notification mandates the need for a proof of residence and the immunization certificate. This is a major hindrance to the street and migrant populations. On several occasions the relevant papers required for birth registration were misplaced and this resulted in non-issuance of the birth certificate. This was wearying for the families.

### **7.2 Changes/ Transfers in the Government and Political Systems**

Needless to say that it takes continuous and consistent efforts to build relationships and sensitize relevant government officials, and the CRC team managed to that successfully over a period of time. During the duration of the project the CRC team made efforts to sensitize different demands like waiving off the fees for birth registration, delivering the birth certificates free of cost at the doorsteps of the beneficiaries, having the prepared Charter for Civil Registration adopted by the government and get them effectively enforced. Unfortunately, by the time the CLAP team established many of these relationships, the officials in charge were transferred and the process received a major setback. Thus, the success could not be achieved in all their efforts.

### **7.3 Coordination Among the Various Government Programmes**

The absence of a comprehensive integrated child approach results in gaps for many activities. The government does not recognize the right to birth registration as a fundamental right and thus there are no efforts made to bring convergence in the existing ICDS, health and education programmes. There are no existing mechanisms in the existing government machinery that ensures that the RBD act is implemented in all respects and at all levels.

### **7.4 Ensuring the Benefits of Social Security Schemes**

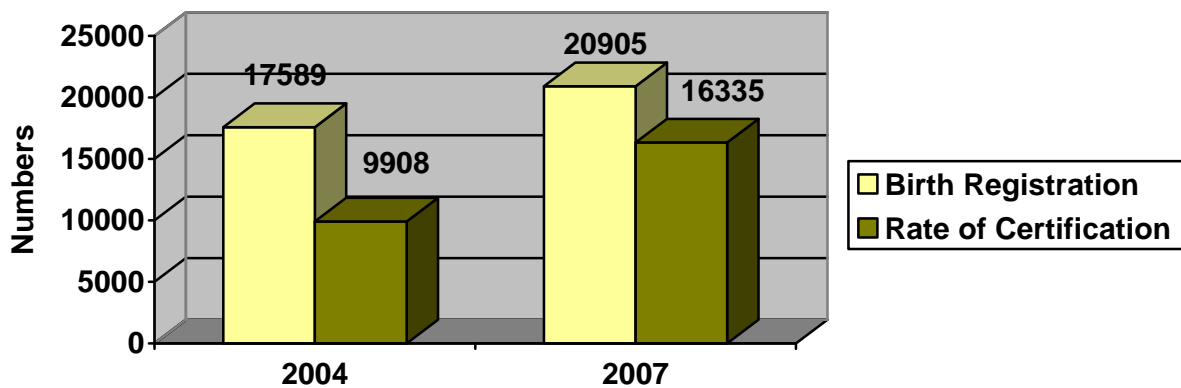
The government through various schemes provides benefits to the disadvantaged communities. The project was aimed at facilitating the benefits of these schemes to the deserving families. This was a strategy to showcase long term benefits of the right to birth registration. The inclusion of this component was challenging. In the initial stage the CRC team had to identify existing schemes and build up their own capacities of how to avail the benefits. It was also observed that a scheme for girl child that existed on paper had never been enforced by the government. Even with CRC's support the benefits for the girl child could not be availed. In the end CRC filed a PIL in this regard. Many times it is also observed that the procedure for the government scheme was challenging to be understood by the disadvantaged communities. Gradually, this process was strengthened and relevant interventions were developed to ensure the enforcement of the schemes. The need to simplify and inform the communities of the formal procedures to access the benefits was observed. This was important to make certain that the marginalized are able to access these facilities.

## 8. Summary of Project Outcomes

### 8.1 Birth Registration and Awareness

As an outcome of the CRC project a large number of children were registered in the six years of its duration. There was a gradual increase in the birth registration rates in the city of Cuttack, as depicted in the Figure 25 below. This may be a result of the CRC project interventions but complete credit for the increased rates cannot be attributed to the project as the interventions of the project were targeted at the 258 slums of the Cuttack city. Only in the latter part of the project the hospitals and health centers were included in the purview of the project.

**Figure 25 Rates of Registration & Certification in the City of Cuttack**



In addition to this, the project resulted in building awareness among the children, parents, families, communities, NGOs, CBOs and health functionaries through various innovative strategies.

The display of civil registration board at the office of Registrar of Orissa and other strategic places like medical and health institutions was facilitated.

### 8.2 Simplification in the Birth Registration Process

The involvement of the government bureaucrats at various stages was helpful in relaxing and getting certain benefits. The CRC project was successful in creating certain changes in the existing birth registration process. It was heartening to note that the fee to register children within one year was waived.

Another major landmark was providing the option for paying the fee for registration in cash. Prior to this, the fee was only payable through Treasury Challan which was a complex procedure. As a result of a Public Interest Negotiation the order to accept cash was enforced.

In addition to this, provision for free of cost of delivery of birth certificates at the doorsteps of the beneficiaries was approved.

### 8.3 Networking with International and National Organizations

The project gradually developed as a resource center for birth registration.

- The government approached CLAP to seek opinions related to birth registration enforcement.
- UNICEF incorporated the learning from the project as recommendations for improved birth registrations.
- Plan India invited CLAP to share its learning with others
- Bernard Van Leer Foundation integrated the opinions on registration of birth in its Programme strategy Paper 2009 – 2013, for India

## 9. Sustainability

Sustainability is an integral component to all projects and CLAP was concerned about it from the very beginning of the project. The six year duration of the project provided a phased approach for sustainability. The project commenced with the awareness generation activities at the community level with a gradual gearing up to reach out to other important stakeholders of the civil registration process. Required efforts were made by the CRC team under the aegis of CLAP to ensure that the CRC project became sustainable eventually.

Capacity building of the volunteers from the community, involvement of the community leaders and CBOs was an effective strategy to make the interventions meaningful and customized for each community. Workshops and meetings at regular intervals were organized for capacity building of the volunteers, community leaders and NGOs/CBOs to take forward the initiatives for birth registration. A cascade model was adopted towards the end of the project where the trained volunteers were given the responsibility of training a group of 20 volunteers each. They were closely supported by the CRC team. The involvement of children was also effective as agents of change. Preparing them to be young advocates to demand their rights and facilitating the child to child approach also was a step towards sustainability.

Looking at the other end of the continuum, the evidence shows that the CRC team also made efforts to sensitize the other players in civil registration process. Engagement and involvement of the Government officials during workshops and street law programmes was initiated but could not be effective to the desired level in simplifying the process of birth registration. The existing crawling birth registration system in Cuttack received a jump start at the initial stages but could not maintain the pace later. In addition the CRC project also reached out to health and medical institutions and provided the required interventions to promote the existing system of birth registration.

However it is felt that sustained, continuous and concerted efforts would be still required to simplify and reform the legal system at the systemic level of the government and reaching out to the indigenous populations.



## 10. Conclusions and Future Directions

Birth registration is the first right that a child is deemed to receive immediately after birth. Yet the figures and research across countries and India confirm that 51 million children went unregistered in the year 2006 (UNICEF, 2006). Similar status is prevalent in India, including the state of Orissa. CLAP's initiatives to achieve universal birth registration of children, is a new initiative, operational in the city of Cuttack. The findings show that the project was well conceived and well recognized in the city.

The CRC project had envisaged to showcase Cuttack as a model city with universal birth registration by 2010. In its entire duration, the CRC project reached out to the disadvantaged population in 258 slums of Cuttack. During the fourth year, there was a shift in the focus of the project. Though slums were a primary focus, the CRC team also made attempts to reach out to wider populations through the support provided to the medical and health institutions. The steady increase in the birth registration and CRC's efforts to provide certification to 4576 children is worthy of appreciation. At the same time it is difficult to ascertain completely if the increase observed in the birth registration rates of Cuttack can be solely contributed to the intervention of the CRC project.

Diverse strategies were designed and implemented to reach out to different stakeholders. The empirical evidence showed that the project was well received and commended by the communities, volunteers and the children. Step by step the project made efforts to win the trust and confidence of the beneficiaries and establish its credibility. The children, volunteers and CBOs felt valued to be major links in the project. The participation of children was in line with UNCRC. They were pleased and felt satisfied to support their communities with the process of civil registration. The evidence gathered during the evaluation process showed that an impact had been made in the communities. Due to awareness building, increasing numbers of people were approaching the CRC team, the volunteers and the CBOs for registration of births. Birth registration, initially thought of as a cumbersome and laborious procedure with little to no awareness, gained the attention and appreciation of majority of the beneficiaries. However, it is felt that efforts are still needed to achieve universal birth registration of children.

The advocacy campaign and techniques for raising awareness about birth registration through the wall hangings, leaflets, mobile vehicle campaign, and sticker campaign proved effective. Efforts were made as a part of the project to have culturally relevant and simple messages in local language to reach out to the target audience. Wall hangings at strategic places like the hospitals, medical institutions and health centers and the registration office were well planned and implemented. Distribution of leaflets at the health centres, street law programmes and schools proved effective.

The project's initiative to develop a Charter for Civil Registration needs special mention. Efforts through letters, demonstrations, memorandum and PIL's have been made to ensure that it gets adopted by the government. It was heartening to note that the project received recognition from international and multilateral organizations namely UNICEF, Plan India and Bernard Van Leer Foundation. A PIL for further simplification of the RBD Act had been submitted to the government for adoption.

Efforts aimed at sensitization and capacity building of the stakeholders were praiseworthy. The government officials and personnel of health institutions were engaged in different ways and their participation in various processes added to the success of the project. In totality the CRC project not only contributed to build a pool of human resources at the grassroots level and evolve as a resource center but also demonstrated the importance of working in partnership with the Government and the health services. The efforts of the project have sparked the process of ensuring easy access to registration of birth. This is the beginning of the movement. Sustained efforts are needed to maintain and ensure that the city of Cuttack achieves universal birth registration and carries the message far and wide covering the whole of India.

Based on the findings from the project some recommendations have been suggested below for CLAP as they move towards program fine tuning. Birth registration is one of the MDGs' goal and the CRC project's achievements demonstrate how other NGOs can learn from the experiences of CLAP.

## Recommendations for Future Directions

### Partnership with Government

- Intensive efforts were invested in developing the Charter for Civil Rights. CLAP needs to ensure that this gets adopted by the government.
- Working and building rapport with the government bureaucrats have resulted in successful project outcomes. CLAPS should maintain continuous exchanges with the government to ensure a proactive process for birth registration.
- CLAP's provision of a help desk at the registrar's office to support the marginalized communities to complete birth registration paper work needs to be supported and promoted.
- CLAP needs to have an effective interface with the state government in Orissa to strengthen the existing system of civil registration and make the registration process simpler. Efforts are required to bridge the gaps identified in coordination across different concerned departments / agencies.
- The lessons learnt from the implementation of CRC are very valuable and can be used effectively in providing technical inputs to review and refine the RBD Act in consultation with the government authorities.

### Sensitization and Capacity Building of Stakeholders

- Capacity building workshops and sensitization programmes were effective means to empower the stakeholders. These should be sustained to ensure that the gains from the project do not fade.
- Schools, teachers and school children should be involved and trained to create a pool of potential facilitators.



- The volunteers, CBOs and the club facilitators should be trained in fund raising and resource mobilization.
- CLAP should ensure that the lessons learned from the project are replicated and scaled up. The rich hands-on experiences of the project need to be disseminated to a wider audience such as at the National level through seminars and conferences. In addition, CLAP can build capacities of NGOs and organizations through experiential and participatory workshops and programmes at the ground level.

### **Monitoring and Evaluation: An appraisal of Outcomes**

- For the continuation of the CRC activities CLAP needs to strengthen the supervision, monitoring and evaluation procedures. It has collected substantial amounts of data (e.g, baseline survey data and developed project indicators) but has not used it optimally for process or outcome evaluation.
- A data base of experts needs to be maintained by CLAP and their expertise and inputs need to be obtained at the planning and designing stage.

### **Political and Administrative Reforms**

- CLAP could take a proactive role in helping government to put the registration mechanisms in place. The existing and newly established Sub-Registration Units (RUs) should be strengthened and trained for which CLAP can provide inputs.
- A comprehensive system for monitoring and supervision at all levels needs to be enforced. Systematic efforts of monitoring with specific targets and indicators will ensure adherence to the laws and the smooth functioning of the birth registration system.
- Networking and lobbying with the key stakeholders can ensure that the policies and implementation of processes of birth registration are improved.

### **Legislative Reforms**

- The work and experience of CRC project of CLAP had been acknowledged by the UN agencies and state government. This experience should be shared and used for getting recognition for CLAP as a technical resource to refine RBD Act and its implementation.

## 11. Perspective Plan : A Strategy for Sustainability

The Committee for Legal Aid to Poor (CLAP) initiated a legal intervention programme in 1998. The focus was to ensure the rights and protection of the child belonging to the vulnerable and marginalized communities. The year 2001 saw a specialized campaign to promote the universal civil registration of children in line with the RBD Act, 1969 and the Article 7 & 8 of United Nations Convention on Rights of the Children adopted by India as a signatory in 1992. Subsequently, CLAP came up with a unique project on Civil Registration of Children, with a hypothesis to have a systematic impact on the lives of the child. This project commenced in 2004 and continued over a six-year period. The duration and the experience gains from the project, supported by American Jewish World Service (AJWS), facilitated CLAP to build their professional and technical expertise in the area of civil registration. As a part of project design, CLAP had envisaged an evaluation at its final phase to assess if the project had been able to achieve its goals and identify future steps through a consultative participatory process with the contracted external evaluator, ICF International. At this point in the project, it has become critical to objectively consolidate the experiences of the project and identify future directions. Thus, the perspective plan is a creation of the experiential gains identified by the implementing agency and the empirical findings of the evaluating agency.

The aim of the proposed perspective plan is to develop a sustainability strategy with respect to its Urban Legal Intervention in Cuttack city. Its main objective is to extend and link the concept of birth registration to other rights of children. This will involve refining and expansion of the extensive activities made so far, with respect to civil registration of children. This is likely to ensure sustainability and shape the future endeavour of advancing the Rights of the Child in a strategic manner.

The Right to birth registration is the very first step that opens the door to various other opportunities in later life. It provides a child with a range of benefits in terms of legal status, and protection of economic, social and human rights. This hypothetical approach of CLAP initiated their CRC project and resulted in planning of robust interventions during the course of the project. These efforts were able to create the desired effects amongst the diverse stakeholders, particularly the disadvantaged communities, children, the government bureaucracy and the health systems to take a proactive role in promoting the CRC.

A long term commitment and investment will be required to achieve universal birth registration. The systematic impact to ensure the best interests of the child and granting of all rights, as envisaged by CLAP as a goal, still has a long way to go, before it can be achieved. There has been an increase in the birth registration rates of the city of Cuttack, but maintaining this trend demands a lot of interventions.

CLAP's proposes to develop **a comprehensive plan that encompasses the various rights for the children, namely right to education, health, freedom from exploitation, access to basic services, right to family environment.** Concerted efforts will be required to address the realization of these rights. A host of child protection issues pose serious challenges for the children from marginalized communities and they continue to be deprived from their basic entitlements. Thus it is advised that CLAP **continue their present activity and at the same time expand their present role to dovetail it with the realization of other rights.** This social engineering endeavour will help bridge the gap between law and practice and would be



beneficial in two ways. It will help to sustain the present efforts towards birth registration and at the same time involve initiatives to verify the hypothesis if birth registration has a bearing on other rights conferred for the children.

CLAP should develop **evidence based advocacy knowledge**. Systematic monitoring and evaluation and creating relevant database will be beneficial to understand the outcomes at the end of the project. These empirical findings will help in inform policies and provide direction to many other programmes.

Addressing the various rights of the child implies that there will be a **need to engage diverse stakeholders**. It will entail working closely with the government to reform existing policies and legislative frameworks to ensure that they are citizen- and child-friendly. It will be crucial to have appropriate capacity building activities to sensitize the government. CLAP should accordingly mobilize funding by identifying priority areas for further support. With the involvement of multiple stakeholders it would also be important to allocate roles and responsibilities and identify appropriate mechanisms for smooth coordination in the system. Similarly, there will be a need to **involve and nurture trust with the community** to promote the sustainability, ownership and success in the outcomes. Integrating future activities with existing programmes (e.g, health services, education services, UNCRC) will facilitate cost effective and sustainable programmes. Thus integrating and building synergies among the stakeholders should continue to be a significant aspect of the future programmes.

Above all this activity should be expanded and replicated at other locations. CLAP with its long standing experience and technical capabilities needs to undertake national level social mobilization. Kits and programmes can be developed to share the learning from the existing programmes. Adequate process documentation may be carried out to help replication activities.

### **Evolving Programme Strategy**

CLAP has developed an overall organizational strategy in the year 2009 under the nomenclature of *Legal Activism for Good Governance, Human Right and Democratic Development*. The programme will commence with a pilot programme for a period of six months, between July 2010 to December 2010. The initial phase of pilot testing will help to further modify the approach. The programme plans to have Cuttack city as the location of intervention and is designed as the *Urban Legal Intervention Programme (ULIP)*. The programmes attempts to provide legal empowerment to the vulnerable and disadvantaged communities for the protection of the human rights and democratization with a special focus on the children living in difficult circumstances. ULIP endeavours to have three broad areas of intervention under its Legal Activism Programme Strategy consisting of *1) Legal Support (2) Juridical Advocacy and (3) Alternate Dispute Resolution*. Key issues related to access to pre-school, primary and Secondary Education, Participatory Governance, Human Rights and Food and Livelihood security shall be the major thematic areas for intervention in the Urban Legal Intervention Programme.



## Funding

An approximate of two million INR required annually with an increase of 20 % of total cost in subsequent years has been estimated by CLAP. The cost may vary if additional activities with tangible outcomes are proposed. The focus of the programme is to carry out a rights based approach to empower the targeted populations, ensure their participation in the decision making process at various levels, and demand their rights from the government. The proposed programme strategy for ULIP will require financial support from one or more agencies. Such an ambitious perspective plan cannot be implemented solely through internal funding. It is suggested that CLAP approach and augment financial support from external UN, Bilateral, multilateral, funding organizations to bring realization to the cause of child rights.

## 12. Annexure

### 12.1 Annexure 12.1 Log Frame Matrix

Assessment Matrix – April 2004 – March 2005 (year 1)			
Objective 1- Universal civil registration in 50 slums of Cuttack covering 500 children Initially the project had identified 120 slums to be covered, but during the implementation the project identified 250 slums recognized by government in city of Cuttack			
Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Interventions at the Micro level – Community and Individual Households</b>			
<b>Household survey</b> - To identify unregistered children (reach out to 50 slums)	<ul style="list-style-type: none"> <li>A list of 250 slums was collected from CMC and 50 slums were selected to promote Universal Registration</li> <li>26 slums were covered (1200 children in 700 families) and details regarding the children and their photographs were collected</li> </ul>	<ul style="list-style-type: none"> <li>A strategy to identify the target beneficiaries and reach out to the communities.</li> <li>Database of community wise profile of children was prepared</li> <li>Photographs of children</li> <li>Filled up survey format and records</li> <li>Interaction with community</li> </ul>	<ul style="list-style-type: none"> <li>Survey was conducted for 26 out of proposed 50 slums because the targeted child population of 500 exceeded.</li> <li>The information was used for preparation of Birth Report and Affidavit.</li> </ul>
<b>Registration of birth</b> – Ensuring civil registration of 500 children	<ul style="list-style-type: none"> <li>500 children were provided with Birth Certification by the end of the project year</li> </ul>	<ul style="list-style-type: none"> <li>List of 500 children who received birth certificate</li> <li>Photographs collected</li> <li>Birth certificates issued</li> <li>Case record files</li> </ul>	<ul style="list-style-type: none"> <li>Registration of children was a complicated process and the procedural complexities resulted in futile time consuming efforts. CLAP's support was beneficial to initiate the process.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Legal Services Clinics and Legal Support</b>	<ul style="list-style-type: none"> <li>• 2 community organizations in 2 slums in the month of August 2004 were formed as per Societies Registration Act 1860.</li> <li>• 4 nos. of legal service clinics were organized in the community. The purpose was to provide on-site support and advice for civil registration (209 cases were facilitated)</li> </ul>	<ul style="list-style-type: none"> <li>• List of applications received</li> <li>• Case Register</li> <li>• Case Record File</li> <li>• Court Affidavit, Orders, etc.</li> <li>• Copy of representation</li> <li>• Copies of Societies Registration Certificate and Bye-Laws.</li> </ul>	<ul style="list-style-type: none"> <li>• Many of these issues were related to issues of children but not directly to child right for birth registration. This was an effective strategy to win confidence from community.</li> <li>• Birth registration was a cumbersome process and by providing support to the community at their doorstep CLAP not only promoted birth registration but also invoked interest in the community.</li> </ul>
<b>Advocacy – Interventions at the Macro Level</b>			
<b>Conduct street law programme to raise public awareness concerning civil registration</b>	<ul style="list-style-type: none"> <li>• Street law programme for a duration of two hours were organized in 39 slums</li> <li>• Speech by lawyer, about provisions of law relating to birth registration and its impact.</li> <li>• 3 group of children (30 children), including the tribal were trained for staging the street plays</li> <li>• Street plays were conducted in Oriya and Santhali language</li> <li>• An official delegate from the government addresses the masses and motivates</li> </ul>	<ul style="list-style-type: none"> <li>• Field visit and interaction with community</li> <li>• Signature campaign</li> <li>• Posters that were distributed</li> <li>• Newspaper clippings</li> <li>• List of participants</li> <li>• Script of the street play</li> <li>• Audio cassette of the play</li> <li>• Photographs of the street play and other activities</li> <li>• Media clippings</li> </ul>	<ul style="list-style-type: none"> <li>• The programme addressed the masses, relevant for mass advocacy</li> <li>• In each Street Law Programme 200-250 people participated (inhabitants of Slums, School Children, passerby, guests, volunteers etc.)</li> <li>• Involvement of children in street plays that led to mobilizing the children, raising their awareness and</li> </ul>





Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
	<p>people to undertake civil registration</p> <ul style="list-style-type: none"> <li>• Signatures were collected from community members as a token of public endorsement</li> <li>• 8000 persons participated (approximately 200 -250)people in each street play programme</li> <li>• Coverage through media in 49 items + 15 items for civil registration were created and disseminated.</li> </ul>		<p>facilitating child to child learning</p>
<p>A <b>rally</b> to enable children to demand their Right to Identity.</p>	<ul style="list-style-type: none"> <li>• The rally could not be organized due to shortage of funding</li> </ul>	<p>NA</p>	<p>NA</p>

Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Assessment Matrix – April 2005 – March 2006 (Year 2)</b>			
<b>Objective - Universal civil registration in 50 slums of Cuttack covering 500 children</b>			
<b>Interventions at the Micro level – Community and Individual Households</b>			
<p><b>Household survey</b> – 50 slums (surveyor, lawyer and community organizer) information to be used as application in court proceeding + data used for preparing community profiles</p>	<ul style="list-style-type: none"> <li>• Survey conducted with community organizer, lawyer and community leaders and details regarding the children to be registered and related issues were collected</li> <li>• 10 were to be covered and 15 were covered</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Database of households/ children</li> <li>• Community profiles</li> <li>• Photographs</li> <li>• Filed up survey format and records</li> </ul>	<ul style="list-style-type: none"> <li>• Surveyors identified from the targeted community was a good strategy</li> <li>• Children in 0-7 age gp and their families were covered</li> </ul>
<p><b>Registration of birth</b> – lawyer will make application in executive court for a direction to municipal authority – 500 children registered and 500 provided birth certificate</p>	<ul style="list-style-type: none"> <li>• 683 children were identified (M – 332, F – 351) to be supported with birth registration</li> <li>• 365 received certificates, 135 in pipeline.</li> <li>• At the end of the project 230 males and 270 females in the age group of 0 -7 years received certificates</li> </ul>	<ul style="list-style-type: none"> <li>• List of 683 children who were identified and received birth certificate</li> <li>• Photographs</li> <li>• Birth certificates</li> <li>• Case record files</li> </ul>	<ul style="list-style-type: none"> <li>• Registration of children was a complicated process and the procedural complexities resulted in futile time consuming efforts. CLAP’s support was beneficial to initiate the process.</li> </ul>
<p><b>Legal Service Clinics</b> – cumbersome process of birth registration discourages families – 5 working days. This activity is provided at their doorstep – one lawyer with notary. Other issues will also be addressed.</p>	<ul style="list-style-type: none"> <li>• 41 nos. of clinics organized in 41 slums. Support was provided on issues like family disputes, dowry torture, domestic violence, harassment, desertion, custody and maintenance of children</li> </ul>	<ul style="list-style-type: none"> <li>• List of applications received</li> <li>• Case Register</li> <li>• Case Record File</li> <li>• Court Affidavit, Orders, etc.</li> <li>• Copy of representation</li> </ul>	<ul style="list-style-type: none"> <li>• It was a good strategy to conduct this activity immediately as a follow up to the street law programme</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>Legal support services</b> – provide legal advice for registration of children,</p>	<ul style="list-style-type: none"> <li>• 43 persons received legal advice, 27 received legal counselling and 17 were taken up to courts</li> <li>• Through the legal service clinics the lawyers reached out to communities for doorstep delivery of legal advice. It was mostly in the matter of birth registration. In legal support service legal aid and advice were given in cases where there was a prima-facie case which is different from birth registration like maintenance, restitution of conjugal life and land related issues.</li> </ul>	<ul style="list-style-type: none"> <li>• List of applications received</li> <li>• Case Register</li> <li>• Case Record File</li> <li>• Court Affidavit, Orders, etc.</li> <li>• Copy of representation</li> </ul>	<ul style="list-style-type: none"> <li>• Many of these issues were related to issues of children but not directly to child right for birth registration. This was an effective strategy to win confidence from community.</li> <li>• Birth registration was a cumbersome process and by providing support to the community at their doorstep CLAP not only promoted birth registration but also invoked interest in the community.</li> </ul>
<p><b>Observation of important days:</b>  <b>Education for All Week (April, 2005)</b>   <b>World Breast Feeding Week (August, 2005)</b></p>	<ul style="list-style-type: none"> <li>• Motor cycle rally of 100 social activists organized</li> <li>• Building awareness among stakeholders (expecting/ lactating mothers) building awareness of importance of breastfeeding (supported various activities)</li> <li>• Awareness among community and applications to government for coverage of 356 malnourished children in schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Photographs</li> <li>• Programmes records and documents</li> <li>• Interaction with people</li> <li>• Reports of programmes</li> </ul>	<ul style="list-style-type: none"> <li>• An interesting way of addressing cross cutting issues and integrating the same with various other activities that can create a ripple among masses</li> <li>• Organized as a part of another project.</li> <li>• CRC members supported the activities</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>National Nutrition Week</b></p> <p><b>Legal Service Day</b></p> <p><b>No Child Abuse Day</b></p> <p><b>Celebration of Independence Day</b></p> <p><b>Celebration of Republic Day</b></p> <p><b>Children’s Day</b></p>	<ul style="list-style-type: none"> <li>• 426 children from NCLP schools attended and shared how they were abused</li> <li>• Flag hoisting in 10 slums</li> <li>• Flag hoisting in 15 slums</li> <li>• Competition on ‘Know my identity’. 200 children participated where they had to write their names, parents name and address</li> </ul>		
<b>Sensitization and Capacity Building</b>			
<p><b>Sensitization workshop for key actors</b> – this task includes sensitization of civil registration to the key actors such as doctors, nurses, local NGOs, Municipal authorities, executive magistrates – 3 nos of workshop for 1 day each.</p>	<ul style="list-style-type: none"> <li>• Workshop 1, November 8 with 45 nos. of NGOs. Government officials attended</li> <li>• Workshop 2 for CBOs, November 18, 58 local CO participated, women SHGs majority</li> <li>• Workshop 3 proposed – with doctors but was not conducted</li> <li>• Involvement of various local CBOs and NGOs in birth registration like Swayanshree, a federation of 15000 SHGs</li> </ul>	<ul style="list-style-type: none"> <li>• List and registration form</li> <li>• Report of the workshops</li> <li>• Pictures</li> <li>• Participants register</li> <li>• Feedback received from participants</li> </ul>	<ul style="list-style-type: none"> <li>• An interesting activity chosen to sensitize the important stakeholders/ key functionaries and actors</li> <li>• Interface between government and NGOs</li> <li>• Motivating the NGOs and CBOs to become involved in birth registration process</li> <li>• Campaign was strengthened</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
	<p>of Cuttack and SAI an NGO. Almost all NGOs who participated organised awareness camps in association with the campaign.</p>		<p>as the key actors as well as the NGOs, CBOs and SHG took up the responsibility at their level for effective execution of birth registration system.</p>
<b>Advocacy – Interventions at the Macro Level</b>			
<p><b>Street Law Initiative</b> – 50 nos. of street law programme in 50 slums over a period of 10 months (@ 5 every mth) 2 hrs duration – speech by lawyer, street play, government official delegate to address communities. Two languages – Oriya and Santali</p>	<ul style="list-style-type: none"> <li>• 45 nos of street plays were organized in 45 slums to create awareness regarding the importance of birth registration.</li> <li>• 4 different group of children were trained through practice, rehearsal</li> <li>• Signatures were collected from community members as a token of public endorsement</li> <li>• Calendars from Government of civil registration were distributed</li> <li>• 47 items for civil registration were created and disseminated.</li> </ul>	<ul style="list-style-type: none"> <li>• Signature campaign</li> <li>• Copy of script in Oriya language</li> <li>• List of participants</li> <li>• Audio cassette</li> <li>• Photographs</li> <li>• Media clippings</li> </ul>	<ul style="list-style-type: none"> <li>• An innovative and interesting way of including the children and involving the community, government authorities, teachers, community leaders.</li> <li>• They proved to be an effective medium for awareness building and mobilizing public opinion.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Assessment Matrix – April 2006 – March 2007 (Year 3)</b>			
<b>Objective - Universal civil registration in 50 slums of Cuttack covering 500 children</b>			
<b>Interventions at the Micro level – Community and Individual Households</b>			
<p><b>Household survey –</b> surveys will be simultaneously taken up in 50 slums. Part time surveyors along with community organizer, lawyer will be engaged. Information used for identification of children for birth registration and making a community profile</p>	<ul style="list-style-type: none"> <li>• 14 slums were covered with a targeted population of 507 (M – 278 , F – 229)</li> <li>• Details regarding the children and their photographs were collected</li> <li>• The 500 children were identified for birth registration, hence survey covered only 14 slums.</li> </ul>	<ul style="list-style-type: none"> <li>• Database of households/ children</li> <li>• Community profiles</li> <li>• Photographs</li> <li>• Filed up survey format and records</li> </ul>	<ul style="list-style-type: none"> <li>• CLAP was able to identify the number of children from 14 slums</li> <li>• The street law programme was carried out in all 50 slums (interventions did take place and 1870 children were identified who would need to be registered in the next phase.</li> </ul>
<p><b>Preparation of Slum Profile</b></p>	<ul style="list-style-type: none"> <li>• 8 nos. of slum profiles giving detailed information relating children was collated.</li> </ul>	<ul style="list-style-type: none"> <li>• Database of households/ children</li> <li>• Community profiles</li> <li>• Photographs</li> <li>• Filed up survey format and records</li> </ul>	<ul style="list-style-type: none"> <li>• The data collected could be utilized for baseline survey</li> </ul>
<p><b>Legal Service Clinics</b> cumbersome process of birth registration discourages families – 5 working days. This activity is provided at their doorstep – one lawyer</p>	<ul style="list-style-type: none"> <li>• 50 nos. of LSC were organized</li> <li>• The purpose was to provide on-site support and advice for civil registration</li> </ul>	<ul style="list-style-type: none"> <li>• Photographs of clinics</li> <li>• List of lawyers who attended the clinics</li> <li>• List of applications received</li> <li>• Case Register</li> </ul>	<ul style="list-style-type: none"> <li>• The registration certificates provided as a part of these clinics saved the time of parents and other beneficiaries</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
with notary. Other issues will also be addressed.			
<b>Protection of Entitlement</b>	<ul style="list-style-type: none"> <li>45 nos. received legal advice and support services in court proceedings, 15 family disputes cases were resolved through legal counselling and advice with the presence of both husband and wife.</li> </ul>	<ul style="list-style-type: none"> <li>List of applications received</li> <li>Case Register</li> <li>Case Record File</li> <li>Court Affidavit, Orders, etc.</li> <li>Copy of representation</li> </ul>	
<b>Ensuring Social security of the marginalized</b>	<ul style="list-style-type: none"> <li>99 applicants for old age pension were identified and provided public assistance for Old Age Pension Scheme. This activity was undertaken as an allied/ complementary action to strengthen civil registration. It was planned with the objective to build understanding among communities that they are entitled for various social security measures. By ensuring accessibility confidence of people could be built about CLAP's intervention. Besides it was a case in hand to make them understand that how birth certificates help in establishing age even at the stage of old age.</li> <li>As a part of civil registration survey, CLAP recommended 128 cases of malnourishment in 5 slums. They were given additional feeding to improve their nutritional status under the ICDS scheme.</li> </ul>	<ul style="list-style-type: none"> <li>Applications</li> <li>Case record files</li> <li>Court orders</li> <li>Documentation</li> <li>Photographs</li> </ul>	<ul style="list-style-type: none"> <li>This activity may be sustainable to some extent as the communities who have receive the benefit will want to benefit form the schemes. They may require assistance for new schemes. For that CLAP helped them to establish their community associations and made an attempt to build social capital.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
	<ul style="list-style-type: none"> <li>42 cases were recommended to District authority where beneficiaries were deprived of maternity benefit assistance.</li> <li>Pulse polio campaign organized by Health Ministry under National Immunization Programme in 250 slums.</li> </ul>		
<p><b>Registration of Birth</b> 500 children registered and 500 provided birth certificate</p>	<ul style="list-style-type: none"> <li>Total received 507 ( F-265, M-242) - 438 nos. provided and 69 pending in the age group of 0 -7 years</li> <li>Strategy to register immediately after birth</li> </ul>	<ul style="list-style-type: none"> <li>List of children who were identified and received birth certificate</li> <li>Photographs</li> <li>Birth certificates</li> <li>Case record files</li> </ul>	
<p><b>Preparation of Slum profile</b> CLAP proposes to bring out at least 20 profiles giving detail information concerning children such as sex ratio, no. of children attending primary schools, disability among children, nature of child labour etc.</p>	<ul style="list-style-type: none"> <li>8/10 profiles have been prepared</li> <li>The information was used as a tool for advocacy like Memorandums were given on the issues like Sanitation, primary education facility, involvement in the social security schemes, etc. Similarly, it was used for micro-planning at the community level.</li> </ul>	<ul style="list-style-type: none"> <li>Copy of slum profiles</li> <li>Documented issues</li> <li>Photographs</li> </ul>	
<p><b>Community Participation</b> A systematic approach proposed. A series of 50 – 60 community level workshops for one day</p>	<ul style="list-style-type: none"> <li>8/10 workshops organized</li> <li>760 community representatives attended</li> <li>One day workshops to engage the community people in strengthening civil registration</li> </ul>	<ul style="list-style-type: none"> <li>Interaction with communities</li> <li>Photographs</li> <li>News clippings</li> <li>Other documents</li> </ul>	





Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>duration will be organized in community to build social capital. Participation in other events like no child labour day, Annual kite festival</p>		<ul style="list-style-type: none"> <li>• Financial report</li> <li>• Reports of programmes</li> <li>• Audio visual recordings</li> <li>• Fact sheet prepared</li> </ul>	
<p><b>Observance of important days</b></p> <p><b>May day</b></p> <p><b>World breast Feeding Week</b></p> <p><b>No Child Abuse Day</b></p>	<ul style="list-style-type: none"> <li>• Workshop on issue of Migrant labour and legal protection 250 community workers (mostly women) participated. Handmade posters disseminated to share legal information</li> <li>• Workshop at state and 2 workshops at district level</li> <li>• Release of booklets</li> <li>• Received Best NGO Award by BPNI for extensive efforts</li> <li>• Public awareness rally, street play, state level convention, memorandum to state authority and signature campaign</li> <li>• Celebrated in 5 slums among 200</li> </ul>	<ul style="list-style-type: none"> <li>• Programmes records and documents</li> <li>• Interaction with people</li> <li>• Reports of programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Activities support the other activities and further relationship building between the organization and community</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>Independence Day</p> <p>Republic Day</p> <p>CLAP's Foundation Day</p>	<p>non-school going children</p> <ul style="list-style-type: none"> <li>• Among 100 non-school going children in 2 slums</li> <li>• 250 chief functionaries from NGOs, intellectuals, politicians and media persons invited for lecture on <b>Laws for Social Reform</b></li> </ul>		
<b>Advocacy – Interventions at the Macro Level</b>			
<b>Charter on Civil Registration</b>	<ul style="list-style-type: none"> <li>• <b>Charter on Civil Registration</b> – collected model charters (Citizens Charter by Municipal Corporation of New Delhi), drafted a Charter for Cuttack Municipal Corporation (CMC). On 3 occasions delegations were sent to Mayor Commissioner and Health officer.</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of model charters</li> <li>• Draft in progress</li> </ul>	<ul style="list-style-type: none"> <li>• An effective step to increasing awareness</li> </ul>
<b>Campaign</b>	<ul style="list-style-type: none"> <li>• As a part of campaign reached out to 40 NGOs and CBOs, signed a memorandum with them for CMC to adopt the charter.</li> <li>• Letter writing campaign and demonstration in CMC premises to build pressure</li> </ul>	<ul style="list-style-type: none"> <li>• List of participants</li> <li>• Media clippings</li> <li>• Letters/ feedback</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>Street Law Initiative</b> 50 nos of street law programmes will be organized in 50 different slums over a period 10 mths @ 5 nos of street law programme every month. Duration of the programme for 2 hours 2 hrs duration – speech by lawyer, street play, government official delegate to address communities. Two languages – Oriya and Santali</p>	<ul style="list-style-type: none"> <li>• 52 nos. of slums were reached</li> <li>• 11400 audience inclusive of people’s representatives, government authorities, teachers, community leaders, opinion makers</li> <li>• Speech by lawyer, about provisions of law relating to birth registration and its impact.</li> <li>• 10 no. of children groups (47 children in total) were formulated and were trained for staging the street plays</li> <li>• Street plays were conducted in Oriya and Santhali language</li> <li>• Union Minister for Law and Justice attended</li> <li>• Posters , leaflets allied to CRC &amp; were released</li> <li>• 16 media articles were created and published in regional newspapers</li> </ul>	<ul style="list-style-type: none"> <li>• Signature campaign</li> <li>• Posters</li> <li>• List of participants</li> <li>• Media clippings</li> <li>• Copy of script</li> <li>• Photographs</li> <li>• Audio cassette</li> </ul>	<ul style="list-style-type: none"> <li>• An innovative and interesting way of including the children and involving the community</li> </ul>
<p><b>Media Advocacy</b></p>	<ul style="list-style-type: none"> <li>• 19 local newspapers attended the street law programme and 16 covered the event in their newspaper</li> </ul>	<ul style="list-style-type: none"> <li>• Media articles</li> </ul>	
<p><b>Wall Painting and Hoarding</b> proposes painting key messages in form of pictures and cartoons in the slums to</p>	<ul style="list-style-type: none"> <li>• <b>Release of IEC materials on Civil registration</b> – Governor of State of Orissa released posters, booklets and hand bills on birth registration</li> <li>• No such activities undertaken due to fund</li> </ul>		



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
generate motivation among the community	crunch. There was a plan for this activity, but budget did not permit.		
<b>Sensitization and Capacity Building</b>			
<p><b>Sensitization Workshop for Key Actors</b> sensitization of civil registration to the key actors such as doctors, nurses, local NGOs, Municipal authorities, executive magistrates – 3 nos of workshop for 1 day each.</p>	<ul style="list-style-type: none"> <li>• Two nos. of workshop for NGOs and CBOs working in slums of Cuttack</li> <li>• 144 CBOs and 54 NGOs attended</li> <li>• Mayor of Cuttack Municipal Corporation and member of Orissa Legislative Assembly</li> <li>• The campaign was strengthened as the key actors as well as the NGOs, CBOs and SHG took up the responsibility at their level for effective execution of birth registration system.</li> </ul>	<ul style="list-style-type: none"> <li>• List and registration form</li> <li>• Video recording of the workshop</li> <li>• Pictures</li> <li>• Participants register</li> <li>• Feedback received from participants</li> </ul>	<ul style="list-style-type: none"> <li>• Cuttack municipal corporation waived off the fees for registration of birth</li> <li>• 17 women groups participated in promoting civil registration</li> <li>• Participation of various actors and improvement of Registration and Certification rate in CMC . (The number birth registration and certification in 2005 was 17901/11690 and it became 20,905/16,335 in the year 2006)</li> </ul>
<p><b>Micro-level Planning A</b> need to engage experts and professionals to help the project team to chalk out a micro-planning so that CLAP can effectively strategize reaching out to the target audience within the stipulated time. The team proposes to spend 3</p>	<ul style="list-style-type: none"> <li>• None of the activities reflected the engagement of experts.</li> <li>• These activities were not conducted as the team decided not to involve itself in the Micro-level planning</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• It would have been beneficial if a plan of action could have been made.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
months with experts to plan the strategy.			

Assessment Matrix – April 2007 – March 2008 (Year 4)			
Objective - Universal birth registration by 2010 as envisaged in the Population Policy of India, at the micro (Cuttack city) level.			
Interventions at the Micro level – Community and Individual Households			
<p><b>Civil Registration Help Desk</b> – maternity care centres, Government hospitals, private nursing homes, and clinics are mobilized for motivating parents to get Birth certificates.</p> <p><b>Help-desk</b> will be put in place to coordinate with health centres and follow it up to issue certificates.</p> <p><b>Lawyer</b> to provide legal advice over phone or direct contact and to provide legal service on request for registration and issue of certificates.</p> <p><b>A leaflet</b> to be handed over to parents of new born child for legal assistance.</p> <p><b>Contact and follow up</b></p>	<ul style="list-style-type: none"> <li>• A wall hanging displayed at 50 govt hospital and nursing homes, office of chief registrar, registrar.</li> <li>• A Help Desk in the project office, provides free legal advice, face to face or over the phone. Over phone 220 contacted, through direct contact 180</li> <li>• 965 cases received through help desk</li> <li>• The project coordinator provides legal support.</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of posters and leaflets.</li> <li>• Case Register.</li> <li>• Call Register.</li> <li>• Dispatch Register.</li> <li>• Copy of Letters from CLAP.</li> <li>• Feedbacks received from parents.</li> <li>• Copy of birth certificates.</li> <li>• List of Children registered.</li> <li>• Financial reports,</li> <li>• Media reports if any.</li> </ul>	<ul style="list-style-type: none"> <li>• The wall hanging is quick and fast for communication</li> <li>• An innovative activity that can be replicated.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>with parents of new born babies to undergo process of civil registration Posters (50 nos.) in identified centres for disseminating information.</p>	<ul style="list-style-type: none"> <li>• 20,000 leaflets prepared and distributed.</li> <li>• Through leaflet distribution 295 people contacted</li> <li>• Identified 50 health centres for mobilizing parents of new born</li> </ul>	<ul style="list-style-type: none"> <li>• Interaction with beneficiaries, health centres.</li> <li>• List of 12 health centres associated with the campaign.</li> </ul>	
<p><b>Birth Registration –</b> targets 2000 children (applications of 1870 children already collected)</p>	<ul style="list-style-type: none"> <li>• The focus of the project was to register children immediately after birth.</li> <li>• The target of proposed birth registrations was modified to 1100 due to budget constraints and was informed in the interim report.</li> <li>• By April 30, 2008 they were able to register 879 children, of which 721 (587 nos. have been distributed) certificates have been received from CMC and 158 applications are under process. Apart from this 200 applications were received and were to be reported to CMC after being processed.</li> <li>• Documentation of records, a database with detailed information of the children and photocopy of BR certificate is maintained.</li> <li>• 1079 children were registered during this year M- 509, F-570 (Within 21 days- 628, Within one year-264, One year above-</li> </ul>	<ul style="list-style-type: none"> <li>• List of children who were identified and received birth certificate</li> <li>• Photographs</li> <li>• Birth certificates</li> <li>• Case record files</li> </ul>	<ul style="list-style-type: none"> <li>• A rise in number of children</li> <li>• The strategy to focus and enroll children immediately after birth was a good strategy</li> </ul>

Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>Accessing Social Security Benefits</b> – target to facilitate 3500 families identified in last three years (500 earlier and 2000 this year) from 150 slums. 5 nos. of lawyer will be engaged to assist lawyer in collecting information.</p>	<p>187)</p> <ul style="list-style-type: none"> <li>Collection of guidelines of different schemes in operation for urban poor through RTI. 30 social security schemes available were identified like old age pension, widow pension, disable pension, Annapurna Yojana, Atodyoya Anna Yojana, BPL Yojana, National Family Welfare scheme.</li> <li>The information collected revealed that the Balika Samrudhi Yojana existed on paper but its actual implementation had not been made. Evidence based information was collected and a legal noticed was issued to the concerned Department. The State Government directed to provide benefit to eligible girl child. (Plan is to support 500 girls through the scheme)</li> <li>1800 applications were received and processed to access welfare schemes from the government. Of these 400 were enlisted for getting benefits from government. They received the benefits from December 2007 to April 2008. 1400 were to receive and CLAP was informed that they too received the benefits.</li> <li>500 copies of 8 application forms prescribed by different schemes were</li> </ul>	<ul style="list-style-type: none"> <li>Applications</li> <li>Case record files</li> <li>Court orders</li> <li>Documentation</li> <li>Photographs</li> <li>Letter from any authorities.</li> </ul>	<ul style="list-style-type: none"> <li>It appears the activities related to social schemes required lot of spade work that was not foreseen.</li> <li>The numbers mentioned in the proposal look overambitious</li> <li>The matter for the girls to receive benefit is sub judice before the court of law under a PIL filed by CLAP as it was revealed that in spite of CLAP's applications which were approved by municipality no assistance was provided for.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>A special drive was planned to be undertaken to review the beneficiaries of the social scheme</p>	<p>printed.</p> <ul style="list-style-type: none"> <li>• 37 community level awareness programmes organized in 150 slums, to cover 1700 families.</li> <li>• In the last week of July 2008 the status of application of beneficiaries was reported to AJWS.</li> </ul>		
<p><b>Preparation of Slum profile</b> – 10 nos. of slum profiles will be prepared – age group, school enrolment, sex-ratio and relating to health, nutrition and education.</p>	<ul style="list-style-type: none"> <li>• Developed 10 slum profiles.</li> <li>• 10 community level workshops were organized.</li> <li>• The objectives were to enable communities to prepare micro planning in respect of their children.</li> <li>• 760 participants attended the workshops in different slums.</li> <li>• A community to community drive was launched that to enrol the eligible children to school and mobilized 176 children were enrolled.</li> </ul>	<ul style="list-style-type: none"> <li>• Database of households/ children</li> <li>• Community profiles</li> <li>• Photographs</li> <li>• Filed up survey format and records</li> </ul>	<ul style="list-style-type: none"> <li>• The survey data needs to be used meaningfully and effectively.</li> </ul>
<p><b>Observance of important days</b></p>	<ul style="list-style-type: none"> <li>• Rallies, awareness meetings, signature campaign, human chain, street law programmes organized</li> </ul>	<ul style="list-style-type: none"> <li>• Programmes records and documents</li> <li>• Interaction with people</li> <li>• Reports of programmes</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• These are good initiatives that continue to strengthen the relationship with community and children</li> </ul>





Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Advocacy – Interventions at the Macro Level</b>			
<p><b>Walling</b> – 100 nos of walling will be undertaken in uncovered slums to give message about civil registration</p>	<ul style="list-style-type: none"> <li>• The walling activity could not be carried out due to law regulations.</li> <li>• A vehicle campaign was launched to substitute the walling activity and it reached out to 50 slums creating awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Nos. of wall painting.</li> <li>• Verification of community statistics on birth registration for last 2-3 years.</li> <li>• List of children provided with birth certificate.</li> </ul>	<ul style="list-style-type: none"> <li>• The vehicle was taken on rent and a lawyer accompanies the vehicle reaching out to populations at their door steps raising awareness and providing legal support for civil registration.</li> </ul>
<p><b>Demand for a Charter</b> – letter writing campaign by citizens, rally – 2 nos, demonstration for 7 days – 1 no., presentation of memorandum, media conference, meeting with Corporators, negotiations with public authorities</p>	<ul style="list-style-type: none"> <li>• A memorandum sent to 24 dept of Govt. of Orissa and India, UNICEF, demanding a set of guidelines and information regarding civil registration</li> <li>• The need was highlighted in print media through news and media conference.</li> <li>• 200 letters were sent demanding charter by NGOs and CBOs of Cuttack.</li> <li>• Regular public interest negotiation (PIN) with the authorities (Registrar at different level – central chief, state, and local.</li> <li>• The proposed rallies were not held</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of letters</li> <li>• Any media coverage on rallies, demonstration</li> <li>• Copy of memorandum</li> <li>• Copies of model charters</li> <li>• Draft in progress</li> <li>• Copy of Public Interest Negotiation (PIN)</li> <li>• Consent letter</li> <li>• List of corporators attending the meeting</li> <li>• Letter from corporators and municipality authorities</li> </ul>	<ul style="list-style-type: none"> <li>• This led to a further interface with UNICEF, directorate of Health Services, high level govt. officials, chief registrar, registrar, state UNICEF representative</li> <li>• Activities are in line to simplify the birth registration system</li> </ul>
<p><b>Sticker Campaign</b> – sticker will be placed to declare that the household has been covered under birth registration – building awareness and motivating</p>	<ul style="list-style-type: none"> <li>• 2000 stickers were pasted in households to convey that the household had their children registered up to date.</li> </ul>	<ul style="list-style-type: none"> <li>• No. of stickers pasted.</li> <li>• Case register.</li> <li>• Financial report.</li> <li>• Copy of stickers</li> </ul>	<ul style="list-style-type: none"> <li>• This is a social learning process where the community learns from each other</li> <li>• The typed messages are small and effective to be</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
parents			read at a glance.
<b>Sensitization and Capacity Building</b>			
<b>In-House Capacity Building Training</b>	<ul style="list-style-type: none"> <li>In August 2007, 3 days In-house Capacity Building Training programme was organized to understand the values of the project, and their respective role and responsibility for accomplishment of the project goal.</li> <li>In November 2007, the 2<sup>nd</sup> in-house training on capacity building was conducted. This was to share the intervention strategy and goal of the project with the new project coordinator</li> </ul>	<ul style="list-style-type: none"> <li>Report and documentation of the training</li> <li>Photographs</li> </ul>	<ul style="list-style-type: none"> <li>This was not observed as proposed activity</li> <li>The in-house capacity building training is an important and meaningful activity.</li> </ul>
<b>Local CBO Networking and Capacity Building –</b> building capacities of local network of CBOs through training on civil registration	<ul style="list-style-type: none"> <li>2 training programmes on civil registration held, 29 representatives from 18 NGOs and CBOs attended the programmes</li> <li>Financial Support on small scale was provided to 3 organizations to create awareness among their community and as a result the access expanded.</li> <li>A profile of Local CBOs comprising name, address of organization, year of establishment, nature of work was prepared</li> </ul>	<ul style="list-style-type: none"> <li>Collaborative Programme Records,</li> <li>Copy of the Profile of CBOs,</li> <li>List of participants of Training Programme and Trg. Documents,</li> <li>List of CBOs assisted under Financial Support,</li> <li>Financial Record,</li> <li>Response and Feedback from CBOs,</li> <li>Media Report.</li> <li>Photographs.</li> <li>Video recording</li> </ul>	<ul style="list-style-type: none"> <li>Certification of birth registration was increased (11,690 to 16,335).</li> <li>Information sharing with CBOs and NGOs, legal advice to the beneficiaries of their locality etc</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Evaluation and Way Forward</b>			
<b>Monitoring and Evaluation</b>	<ul style="list-style-type: none"> <li>The activities of the project were documented in a systematic way and monitored by the management at regular intervals.</li> </ul>		<ul style="list-style-type: none"> <li>It may be helpful that the lessons learnt, challenges and strengths can be recorded as a part of these evaluations that facilitate the changes in the project implementation in a strategic way</li> </ul>
<b>Perspective planning</b>	<ul style="list-style-type: none"> <li>A base line study of the status of civil registration</li> </ul>	<ul style="list-style-type: none"> <li>Plan of action document</li> <li>Minutes of meeting</li> </ul>	<ul style="list-style-type: none"> <li>This was not proposed but is a crucial step to plan towards the future and success of the project and at a good time</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<b>Assessment Matrix – April 2008 – March 2009 (Year 5)</b>			
<p><b>Objective - Universal birth registration of children in Cuttack Municipal Area, thereby achieving Right of Children for Birth Registration.</b></p> <p>The short term objectives were:</p> <ul style="list-style-type: none"> <li>• Awareness amongst people especially parents regarding the importance of birth registration of children through Mobile Vehicle Campaign, Posters, Wall Hanging, Sticker and Help Desk.</li> <li>• Mobilisation of SHGs and CBOs as well as youth volunteers for generating awareness and increase demand for birth registration.</li> <li>• Sensitizations of health workers and health care personnel towards their role and responsibility for timely and accurate birth registrations.</li> <li>• Legal education and legal assistance to the people through legal service clinic and mobile vehicle campaign.</li> <li>• Co-ordination with line agencies like Health Department, ICDS Project of Govt and Municipality &amp; People's representatives.</li> <li>• Media Advocacy to bring this issue into focus.</li> <li>• Local Networking with Medical Institutions and NGOs.</li> </ul>			
<b>Interventions at the Micro level – Community and Individual Households</b>			
<p><b>Birth Registration –</b> targets 1000 children of 50 slums</p>	<ul style="list-style-type: none"> <li>• A total of 1090 applications were received (833 certificates issued, 257 pending)</li> <li>• M- 584, F-506, Within 21 days male- 379, Within one year male- 148, One year above male- 57, Within 21 days Female- 331, Within one year Female- 123, One year above Female- 52</li> <li>• 252 people came to office and approached help desk for certification and 838 people covered under survey methods.</li> </ul>	<ul style="list-style-type: none"> <li>• List of children who were identified and received birth certificate</li> <li>• Photographs</li> <li>• Photocopy of 833 Birth certificates</li> <li>• Case record files</li> <li>• Acknowledgement receipt of the beneficiary</li> </ul>	



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>Accessing Social Security Benefits –</b></p> <p><b>Progress of Girls Scheme of Government</b></p> <p><b>Poverty Eradication Scheme</b></p> <p><b>Enrollment in School</b></p>	<ul style="list-style-type: none"> <li>• Demand made for 342 cases.</li> <li>• A PIL was filed to High Court of Orissa for implementation of scheme</li> <li>• 500 families supported, 245 families were provided below BPL cards in which they benefited from govt. schemes</li> <li>• 33 persons provided Old Age Pension Scheme</li> <li>• 45 ladies provided with Widow Pension Schemes</li> <li>• 122 families supported with BBY (Housing scheme)</li> <li>• 120/500 children enrolled in 7 schools (a special enrollment drive in 2009)</li> <li>• 11 children enrolled in school being identified as non-school going during relief operation</li> </ul>	<ul style="list-style-type: none"> <li>• List of girls eligible for benefit of scheme</li> <li>• Application or support under scheme</li> <li>• Copy of PIL petition</li> <li>• List of BPL families</li> <li>• List of persons covered under Old Age Pension Scheme</li> <li>• List of persons covered under Widow Pension Schemes</li> <li>• List of families under BBY (Housing Scheme)</li> <li>• List of children</li> <li>• Photographs</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting families to access social benefits will help in translation of rights, from paper to actual realization on the ground. Having these successful examples will motivate more and more masses.</li> </ul>
<p><b>Civil Registration Help Desk – provide legal support face to face and</b></p>	<ul style="list-style-type: none"> <li>• Provide face to face and telephonic support</li> <li>• Received 182 calls</li> </ul>	<ul style="list-style-type: none"> <li>• Help Desk Register</li> <li>• Stock Register</li> <li>• Declaration of health care</li> </ul>	<ul style="list-style-type: none"> <li>• A good strategy to reach out and attract the attention of large</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>over phone and a lawyer to support this service.  <b>50 posters</b> pasted in hospitals, dispensaries and <b>150 wall hangings</b> planned for the health services.  <b>20,000 leaflet</b> to be brought out for health centers            Contacts to be made with parents of new born babies            Coordinate a local network of health systems            Encouraging convergence and access to social security schemes.</p>	<ul style="list-style-type: none"> <li>• 252 persons approached help desk and were supported with BR</li> <li>• 10,000 leaflets were distributed at 150 health care systems</li> <li>• Collaborates with 150 – 210 medical institutions and 150 wall hangings have been displayed</li> <li>• Facilitated the primary school enrolment of 120 children registered by CLAP</li> </ul>	<p>institutions</p> <ul style="list-style-type: none"> <li>• Photographs</li> <li>• Phone call register</li> <li>• Database of 150 health care systems</li> <li>• Minute books of meetings held with Health care institution</li> <li>• Copies of Applications</li> </ul>	<p>community audience</p> <ul style="list-style-type: none"> <li>• Contacts were made through Mobile vehicle, telephone calls, personal visit, School visit, CBOs/NGOs. They agreed to the proposal for registration of new born babies within 21-days.</li> <li>• The numbers of 500 could not be achieved because of the heat and closing down of schools</li> </ul>
<p><b>Relief Operation and Recalling Children to School –</b></p>	<ul style="list-style-type: none"> <li>• ‘Rejuvenating Education Movement’ children given education kits and recalled to schools for continuance of education. Enrolment of 11 non-school going children.</li> </ul>		
<p><b>Child Club Formation</b></p>	<ul style="list-style-type: none"> <li>• A fall out of experiences of creating awareness through voice of children and child to child approach. Implemented in 4 slums</li> </ul>		<ul style="list-style-type: none"> <li>• An interesting activity to increase exchanges between children and community</li> </ul>
<p><b>Observation of Important Days</b></p>		<ul style="list-style-type: none"> <li>• Programmes records and documents</li> <li>• Interaction with people</li> </ul>	



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>No Child Abuse Day</b></p> <ul style="list-style-type: none"> <li>– Independence Day</li> <li>– World Breastfeeding Week</li> <li>– World Nutrition Week</li> <li>– Ganesh puja</li> <li>– Teacher’s Day</li> <li>– Children’s Day</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural programmes, drawing competition, puppet show, child parliament to sensitize people</li> </ul>	<ul style="list-style-type: none"> <li>• Reports of programmes</li> </ul>	
<b>Advocacy – Interventions at the Macro Level</b>			
<p><b>Mobile Vehicle Campaign</b>            – A vehicle with message on birth registration, will reach out to 258 slums in 258 days @ one day for each community.            A lawyer will accompany the van for on the spot free legal advice            Leaflets in Oriya will be distributed            Expectations are that 500 cases will be referred as a part of this.            258.000 populations in 258 slums will be covered</p>	<ul style="list-style-type: none"> <li>• Vehicle covered one slum per day 258 slums over 258 days, covering population of 2,58,000.</li> <li>• Carries message in Oriya and English language</li> <li>• A lawyer accompanies the vehicle to support the slums with legal advice at their doorsteps.</li> <li>• 10,000 leaflets in simple Oriya language were printed and distributed.</li> <li>• 40 % of the total registration is obtained from filling data during vehicle campaign.</li> <li>• 378 births were reported as a part of this activity</li> </ul>	<ul style="list-style-type: none"> <li>• Register maintained during the visits</li> <li>• Mileage and areas covered</li> <li>• Log book of the vehicle</li> <li>• Stock register</li> <li>• Photographs</li> <li>• Signature of the people in the register.</li> </ul>	<ul style="list-style-type: none"> <li>• An innovative way of reaching out to the target communities.</li> <li>• The song and music that are a part of this vehicle campaign are interest invoking.</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>School to School Campaign</b></p>	<ul style="list-style-type: none"> <li>• 323 government and private schools were identified and the mobile vehicle accompanied by lawyer and volunteers organizes a 45 minute duration programme</li> <li>• 80 schools have been approached and 12 awareness programmes have been organized</li> </ul>		<ul style="list-style-type: none"> <li>• Though not shared in the proposal and interesting strategy</li> </ul>
<p><b>Sticker Campaign</b> – sticker will be placed in 1000 households to declare that the household has been covered under birth registration – building awareness and motivating parents</p>	<ul style="list-style-type: none"> <li>• 833 stickers have been pasted at time of handing over of the certificates</li> </ul>	<ul style="list-style-type: none"> <li>• No. of stickers pasted.</li> <li>• Case register.</li> <li>• Recipient signature</li> <li>• Photograph of sticker on entrance door of the beneficiary</li> </ul>	
<p><b>Stimulating the Demand for Charter</b> – continue dialogue and communication with govt functionaries Meetings with newly elected corporators A consultation with experts to receive technical inputs for formulation of Charter. Letter writing campaign and demonstrations</p>	<ul style="list-style-type: none"> <li>• Submitted a memorandum for adoption of Charter</li> <li>• Interaction with UNICEF for mobilizing the government</li> <li>• Govt. through Dept of Urban Development solicits opinion from urban bodies all over state about adoption of Charter</li> <li>• Prepared draft Charter</li> </ul>	<ul style="list-style-type: none"> <li>• UNICEF report</li> <li>• Any media coverage on rallies, demonstration</li> <li>• Copy of memorandum</li> <li>• Draft in progress</li> <li>• Copy of letter from Dept of Urban Development</li> <li>• Consent letter</li> <li>• List of corporators attending the meeting</li> <li>• Letter from corporators and municipality authorities</li> </ul>	<ul style="list-style-type: none"> <li>• A movement in the process has been observed</li> </ul>





Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
Advocacy through media, articles			
<b>Political Lobby</b> – mobilize support of political parties Mobilize support of political parties to include civil registration in their election manifesto		<ul style="list-style-type: none"> <li>• Copy of Election Manifesto of Political parties</li> </ul>	<ul style="list-style-type: none"> <li>• Gaining macro level interest and commitment requires the effort</li> </ul>

**Assessment Matrix – April 2009 – March 2010 (Year 6)**

**Objective - Universal birth registration of children in Cuttack Municipal Area, thereby achieving Right of Children for Birth Registration.**

The short term objectives were:

- Sensitizations of medical Institutions and health care personnel towards improving their performance for timely and accurate birth registrations.
- Bringing in reform in the Birth Registration System (principal and Allied) and procedure for improved performance.
- Creating sustainable and capable local resources, actors and institutions to carry forward the work after project withdrawal with a perspective plan for future.
- Improving awareness amongst people especially parents regarding the importance of birth registration for children and the procedure to follow.
- Promoting right to be registered after birth among 900 children.

**Interventions at the Micro level – Community and Individual Households**

<b>Legal Service and Registration of Birth –</b>  <b>Free Legal Aid and Advice</b>	<ul style="list-style-type: none"> <li>• Advice given over Phone.</li> <li>• Information collected over phone through Help Desk.</li> <li>• A register maintained for this purpose.</li> </ul>	<ul style="list-style-type: none"> <li>• Register</li> <li>• Photographs</li> <li>• Copies of Applications</li> <li>• Telephone Dairy</li> </ul>	<ul style="list-style-type: none"> <li>• A shift in the focus is observed - from addressing micro issues to macro issues</li> </ul>
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Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p><b>Operation of Help Desk</b> – with help of lawyer and trained volunteers</p>			
<b>Advocacy – Interventions at the Macro Level</b>			
<p><b>A consultation with experts</b> for getting technical inputs for formulation of Charter.</p> <p><b>Citizens charter</b> – CLAP will push lobby and advocacy with Mayor and birth registration officials for development of Citizen’s charter.</p> <p><b>Representations</b> will be submitted.</p> <p><b>Dialogue and communication</b> with govt. functionaries, mobilizing support of other CSO, Newly elected corporators.</p>	<ul style="list-style-type: none"> <li>• Consultation meeting was held where existing Charters, in various parts of India like Delhi was referred and a two member lawyers team was constituted to draft the Charter which was approved again in an expert committee meeting.</li> <li>• Draft copy of Citizen Charter forwarded to the dept. of U.D, W.C.D, CMC Director of Health and other higher officials of the line Departments with representations.</li> <li>• Arranged a Rally for presentation of Charter before the CMC. Permission sought from the police for organizing the rally.</li> <li>• Mobilized near about 500 people from different slums to participate in the rally.</li> <li>• Copies of Citizen Charter were presented to the Mayor, Commissioner and Health Officer in the CMC on 18. 06.10.</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of letters</li> <li>• Copy of memorandum</li> <li>• Copies of model charters</li> <li>• Draft in progress</li> <li>• Copy of Public Interest Negotiation (PIN)</li> <li>• Consent letter</li> <li>• List of corporators attending the meeting</li> <li>• Letter from corporators and municipality authorities</li>   <li>• Draft copy of the Charter prepared</li> </ul>	<ul style="list-style-type: none"> <li>• The Draft Citizens Charter was observed during the visit</li> </ul>
<p><b>Media Advocacy</b> – mobilize media support to highlight interventions and</p>		<ul style="list-style-type: none"> <li>• Any media coverage on rallies, demonstration</li> </ul>	<ul style="list-style-type: none"> <li>• Advocacy is used positively to make a dent in the system and it was observed</li> </ul>



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
<p>build public opinion to influence CMC decision making process and greater participation of parents</p>			<p>that the activities though may appear intimidating are visualized as efforts towards raising visibility and sensitivity among all concerned stakeholders.</p>
<p><b>Community Education and Awareness –</b> Mobile vehicle campaign – 258 slums over 129 days @ 2 communities a day. This will encompass free legal advice and distribution of leaflets.</p> <p><b>Wall painting –</b> advocacy through 50 wall paintings in local language at strategic places</p>		<ul style="list-style-type: none"> <li>• Register maintained during the visits</li> <li>• Mileage and areas covered</li> <li>• Log book of the vehicle</li>   <li>• Nos. of wall painting.</li> <li>• Verification of community statistics on birth registration for last 2-3 years.</li> <li>• List of children provided with birth certificate.</li> </ul>	<ul style="list-style-type: none"> <li>• Innovative and interest invoking advocacy measures</li> </ul>
<p><b>Street play –</b> 16 nos. of street plays will be performed by members of child clubs @ 4 street play by 1 child club, spreading message on BR</p>	<ul style="list-style-type: none"> <li>• Street plays were organized where 60 children participated</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of script</li> <li>• List of participants</li> <li>• Audio cassette</li> <li>• Photographs</li> <li>• Media clippings</li> </ul>	





Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
		<ul style="list-style-type: none"> <li>Day and dates of visit</li> <li>Monitoring register if the volunteer</li> </ul>	
<p><b>Monitoring and supervision</b> – follow ups through visits of trained volunteers of CLAP to the medical institutions to monitor birth registration facilities and minimize delay. 20 volunteers to visit 200 centers a month (@10 per volunteer)</p>			<ul style="list-style-type: none"> <li>Follow- ups do strengthen the programmes to improve outcomes</li> </ul>
<p><b>Coordination meetings</b> – 4 coordination meetings shall be held in successive phases with selective groups of decision makers associated with the process to understand the problems and challenges. CLAP will facilitate and provide platforms for deliberations.</p>	<ul style="list-style-type: none"> <li>Meeting with Deputy Director of Vital Statistics, Director of Health, Adl. Director of Health, CDMO, ADMO, Health Officer (Local Registrar) and other CMC officials (7-nos)</li> <li>In addition to giving them platform for deliberation, the project staff had interaction with their respective offices.</li> </ul>	<ul style="list-style-type: none"> <li>List and registration form</li> <li>Report of the workshops</li> <li>Pictures</li> <li>Participants register</li> <li>Feedback received from participants</li> </ul>	<ul style="list-style-type: none"> <li>The planned activity is challenging yet working closely with government is a strategic step to ensure that the gaps are reduced and to ensure sustainability</li> </ul>
<p><b>Registration of Birth</b> - free legal service to provide 900 births</p>	<p>A total of 900 children registered (M-465, F-435) (Within 21 days-630, Within One year-198, One year above-72)</p>	<ul style="list-style-type: none"> <li>List of children who were identified and received birth certificate</li> </ul>	



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
		<ul style="list-style-type: none"> <li>• Photographs</li> <li>• Birth certificates</li> <li>• Case record files</li> </ul>	
<b>Project Management, Monitoring and Documentation – Evaluation and Way Forward</b>			
<p><b>Staff Orientation Training Programme</b> – 2 trainings for project personnel about strategy, objective and documentation, role and responsibility. Beginning and after 6 mths.</p>	<ul style="list-style-type: none"> <li>• Two trainings were conducted for the staff. The training was given by the Executive president, Project coordinator and the trained trainer.</li> </ul>	<ul style="list-style-type: none"> <li>• Report and documentation of the training</li> <li>• Photographs</li> <li>• Monthly reports</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous training and meetings important to discuss and understand the progress, address challenges, highlight strengths and plan for way forward</li> </ul>
<p><b>Project Monitoring</b> – monthly reports by the project coordinator to be monitored by the management of CLAP.</p>	<ul style="list-style-type: none"> <li>• Monthly reports were submitted to the management</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly reports</li> </ul>	<ul style="list-style-type: none"> <li>• Regular monitoring and supervision helps in effective outcomes and refining activities as and when required.</li> </ul>
<p><b>Project evaluation and Report</b> – At the end an evaluation to be conducted. The report to be shared with the CSG and birth registration</p>	<ul style="list-style-type: none"> <li>• A participative consultative process was developed for the evaluation. An onsite field visit was also organized for the external agency to understand the context and verify the interventions, documents and have interactions with</li> </ul>	<p>The report and its recommendations</p>	



Activities Proposed	Activities Undertaken and Progress	Evaluation Activities (field visit and verification of the relevant documents)	Evaluation Findings
officials	the stakeholders.		
<b>Project Future plan</b> – a perspective plan to be developed	<ul style="list-style-type: none"> <li>A participatory consultative process was used to develop the perspective plan for the project. The CRC project staff, the project coordinator and the management contributed to the same. This was compiled and supplemented by the external agency</li> </ul>	The report and its recommendations	

## 12.2 Annexure 2 Site Visit

### Evaluation of CRC Project

#### Field visit of Dr. Anubha Rajesh

Dates: June 22 – 23, 2010

#### Day 1: 22<sup>nd</sup> June 2010 - Arrival at Bhubaneswar, 10:00 pm

##### 12.00 pm – 1.30 pm - Discussion with management and staff: Briefing meeting

- Introduction to CLAP staff
- Discussion about CLAP's activities - roles and responsibilities
- Planning the two day visit
- Vote of thanks

*1:30 pm – 2.30 pm - Lunch Break*

##### 2.30 pm – 7.30 pm - Visit to Project Office

- Introduction to coordinator, Mr. Chitta Ranjan Mohanty
- Presentation of song
- Introduction to the group
- Presentation by coordinator
- Slide show (photographs) for various activities

##### 4.15 pm – 5.15 pm - FGD's with Volunteers

*5.15 pm – 5.30 pm - Brief Break*

##### 5.30 -7.30 pm - Verification of records/ documents, vote of thanks





**Day 2: 23<sup>rd</sup> June 2010 – Field Visits**

**10.00 am – 12.00 pm - Visit to School at Baxi Bazaar,**

- Introduction to teachers
- Presentation by children
- Entry by film actor/ music director
- Distribution of gifts to children
- Interactions with the teacher, community volunteer

**12.00 pm – 12.15 pm – Visit to Gandhipalli**

**12.15 pm – 12.45 pm – Interaction with the child leader**

**12.45 pm – 2.00 pm - FGD with the CBO**

**2.00 pm – 2.30 pm – Interactions with the community people**

*2.30 pm– 3.30 pm - Lunch Break*

**3.30 pm – 4.15 pm – Feedback and Discussions**

**4.15 pm – 5.00 pm – Consultative discussions for Perspective Plan,**

## 12.3 Annexure 3 Techniques of Data Collection (Details of schedule)

### Focus Group Discussions

- **FGD with Volunteers**
  - Background and qualifications
  - Period of association with CRC project
  - Professional and personal growth after association with CRC project
  - Awareness and networking
  - Activities undertaken by them and their ability to handle independently
  - Valuable activities of CRC project
  - Areas in CRC project that need to be strengthened and improved
  - Challenges faced
- **FGD with CSGs/ SHGs**
  - Background of the organization
  - Background of the members/ respondent
  - Period of association with CRC project
  - Benefits and growth of association with CRC project
  - Changes and awareness in target groups observed over the years as an outcome of CRC's interventions
  - Valuable activities of CRC project
  - Areas in CRC project that need to be strengthened and improved

### Interviews

- Efforts that facilitated the attainment of objectives
- Illustration of examples to cite success of the project
- Changes observed in the target beneficiaries
- Efforts that require strengthening and revision

- Elements that could not be achieved
- Challenges in the project and target beneficiaries
- Support from the local community
- Support and resources required for successful completion of the project

### **Interactions with the Children**

- Background of the child
- Period of association with CRC project
- Experiences of association with CRC project
- Changes and awareness among children related to child rights with a special focus on registration of birth
- Valuable activities of CRC project
- Challenges faced during the project

### **Verification of the Extant Material and Other Relevant Documents**

- Stickers, posters and wall hangings
- Media and newspaper clippings
- List of participants under different programmes
- Registers and record files of various activities
- Script and audio cassette of the play
- Photographs related to various activities
- Database of households/ children
- Community profiles
- Financial reports in relation to various activities
- Log book of the vehicle
- Stock register
- Draft copy of the Charter prepared

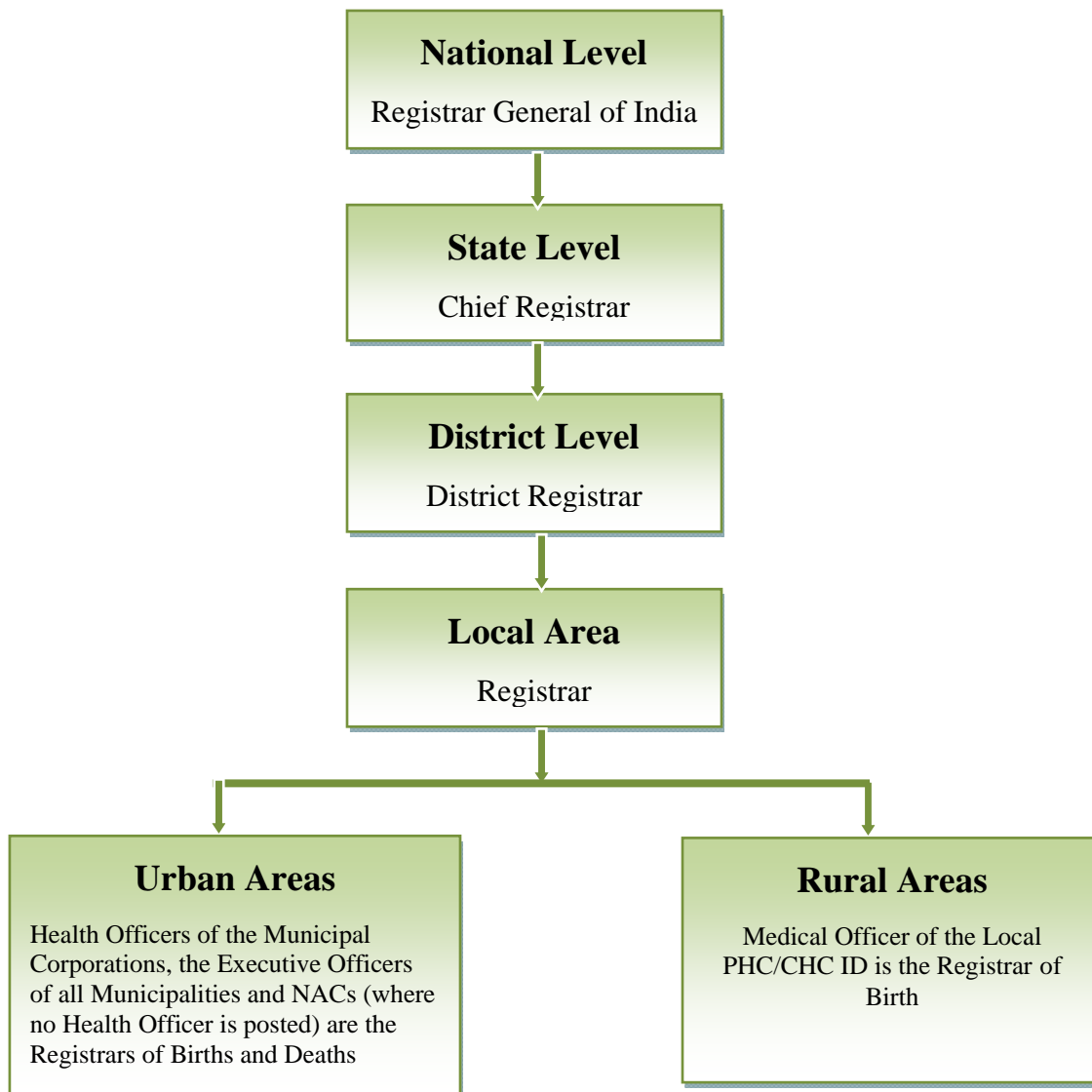


- List of children who received birth certificate, Birth certificates issued
- Case record files, Case Register
- Case Record Files
- Court Affidavit, Orders, etc.
- Copy of representation and letters

## 12.4 Annexure 4 Procedure of Birth Registration

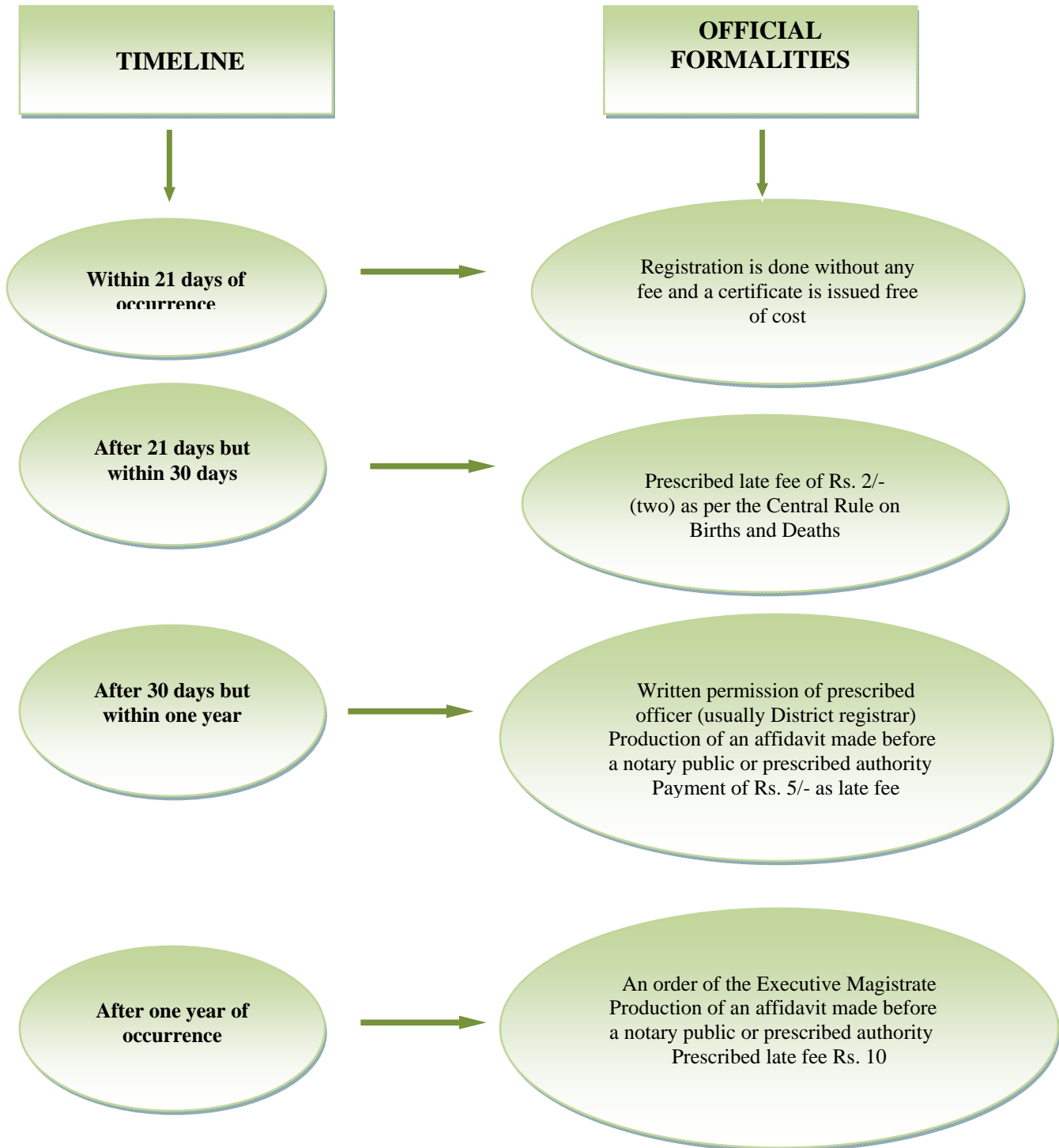
### HIERARCHICAL STRUCTURE OF BIRTH AND DEATH REGISTRATION SYSTEM IN INDIA

The following hierarchical structure is followed in India to coordinate and ensure the proper registration of birth and death as per the Registration of Births and Deaths Act, 1969.



Source: CLAP, CRC – 7 Campaign, 2008

## 12.5 Annexure 5 Timeline for Registration of Birth



Source: CLAP, CRC – 7 Campaign, 2008

## **12.6 Annexure 6 Information Required for Registration Of Birth**

### **INFORMATION REQUIRED FOR REGISTRATION OF BIRTH**

In course of the birth registration a wide range of information concerning the child and his/her family is collected for filling up the registration format, such as:

Date of birth.

Sex.

Name of the child.

Name of father.

Name of mother.

Place of birth.

Informant's name.

Town or village of residence of mother

Religion of the family.

Father's level of education.

Mother's level of education.

Father's occupation.

Mother's occupation.

Age of the mother at the time of marriage.

Number of children born alive to the mother so far, including this child.

Type of attention at delivery.

Method of delivery of the newborn.

Birth weight.

Duration of pregnancy.

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