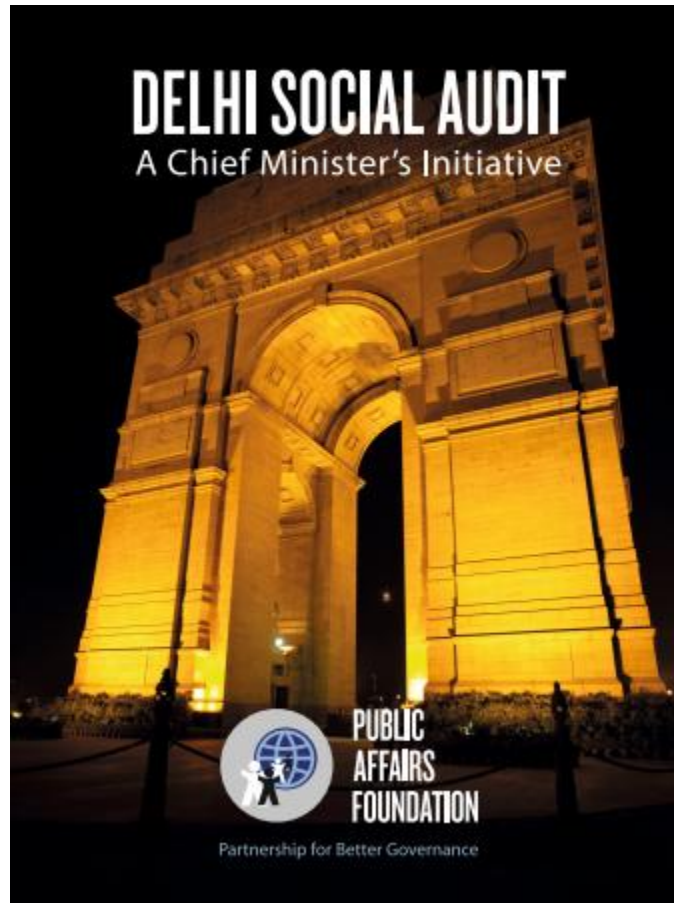


CITIZEN ASSESSEMENT OF PUBLIC SERVICE DELIVERY

4th September 2014



Delhi Social Audit: A Chief Minister's Initiative

- CITIZEN ASSESSEMENT OF PUBLIC SERVICE DELIVERY
- CITIZEN FEEDBACK MECHANISM
- CITIZEN FEEDBACKS ON PUBLIC SERVICES
- CITIZEN REPORT CARDS
- SOCIAL AUDIT

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This report reviews the results of two Social Audits that the Public Affairs Foundation (PAF) conducted on the Delhi State Government's demand. The first one provided a good diagnosis of the critical problems affecting public services in New Delhi, allowing policymakers to pinpoint specific areas where delivery was falling short, such as drinking water, food and civil supplies, education, health care, among others. The second one helped measure the advances and the impact of the reforms implemented by the government in response to the first social audit.

Links: <http://gpsaknowledge.org/knowledge-repository/delhi-social-audit-a-chief-ministers-initiative/>

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