

Milestones

Over the past six years, the Foundation has achieved several milestones:

Domains

The Foundation has diversified into several new sectoral and thematic domains where the CRC methodology has been employed. These include stakeholder engagement and public accountability, demand assessment, emigration, urban transportation, decentralized service delivery, participatory natural resource management, etc.

International Reach

The Foundation has carried out CRCs across Central Asia, South and South East Asia, and Africa.

Partners

The Foundation has collaborated with a variety of clients and partners ranging from federal and state governments in India to development and donor agencies - DFID, Asian Development Bank, UNDP, World Bank, Japan Bank for International Cooperation, etc.

Core Strengths

- ◆ Design and conduct of CRCs
- ◆ Adaptation of social accountability tools to varying context
- ◆ Capacity building of civil servants and civil society organisations in the use of social accountability tools

Board of Directors

The PAF board comprises of:

Dr. Samuel Paul
Chairman, Public Affairs Foundation and
Founder, Public Affairs Centre

Former Director, Indian Institute of Management, Ahmadabad and Advisor to The World Bank, UNDP, ILO and other international organizations.

Mr. P.P. Madappa

Member, Executive Board & Senior Group Advisor, Karle Group of Companies, Bangalore, Chairman, Triplem Consultants Pvt. Ltd. and ABC International, Bangalore and formerly Managing Director, Karnataka Antibiotics & Pharmaceuticals Ltd., Bangalore.

Dr. P. V. Sheno, IAS (Retd.)

Formerly, Secretary to the Government of India. Director, Institute of Social And Economic change, Bangalore.

Dr. (Mrs.) Nirmala Murthy

President, Foundation for Research in Health Systems, Ahmadabad and International Consultant in the areas of Health Information Systems, Monitoring & Evaluation.

Prof. V. M. Rao

Former Professor and Head, Rural Economics Unit, Institute of Social and Economic change, Bangalore and Former member, Agriculture Prices commission, Government of India.

Dr. Sita Sekhar
Executive Director



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The Foundation

The Public Affairs Foundation (PAF) is registered as a not for profit company under Section 25 of the Indian Companies Act and its policies and programmes are guided by an eminent Board of Directors.

The Foundation is a knowledge based organization committed to improve quality of public governance by providing advisory services and customized knowledge products for improving social accountability.

The Foundation draws its inspiration and conceptual strength from the pioneering interventions and experiences of Public Affairs Centre, Bangalore, India, which developed and perfected a variety of social accountability tools such as the Citizen Report Cards (CRC) on Public Services, Road Quality Monitoring System, Electoral Transparency Initiatives and State-Citizen Forums for proactive engagement.

PAF has been providing user feedback driven consultancies and advisory programmes in India & in more than ten other countries since 2003. These interventions encompass a wide spectrum of sectors like rural and urban services, water and sanitation and access to justice. PAF's growing visibility stems from its wide repertoire of national and global experiences in strategically integrating user feedback to institutionalize elements of participation, accountability and voice in reform programmes and strategies.

The Foundation has carried out capacity building workshops for elected representatives, government officials and representatives from global civil society organisations.

PAF has a dedicated staff group of highly skilled and experienced professionals under the leadership of an Executive Director.

National Projects

◆ **Social Audit of Public Services in Delhi** The project was commissioned by the Government of Delhi at the initiation of the Chief Minister. The first Social Audit of Public Services in Delhi (2006) triggered a series of reforms. This was followed up by second social audit (2008) of the same public services.

◆ **Citizen Report Card for Panchayat and Rural Development Department (PRDD) of the Government of West Bengal (2009)** The project was commissioned by the Government of West Bengal to benchmark service delivery across Gram Panchayats.

◆ **Citizen Report Card on Non-Motorized and Public Transport Services in Pune (2009)** The project was commissioned by the World Bank to generate systematic feedback from Non-Motorized and Motorized transport users about the quality of feeder roads joining BRT corridors.

◆ **Assessing Citizen Satisfaction on Urban Service Delivery: A Citizen Report Card in 40 Urban Local Bodies in Kolkata, West Bengal (2005)** The project was commissioned by the Government of West Bengal.

◆ **Developing a Rating System & Client Charter for Recruiting Agents [RA]. Conduct a CRC for the Offices of the Protectors of Emigrants & RA. Developing Guidelines for National Professional Body for Recruitment Agents (2009)** The Project was commissioned by the Ministry of Overseas Indian Affairs, Government of India.

◆ **Social Audit of Public Services: Union Territory of Dadra and Nagar Haveli (2009) Government of India** The project was first of its kind conducted in a predominantly tribal region. Findings hold a lot of significance for equitable service delivery across marginalized populations.

International Projects

◆ **Designing and Implementing a Pilot Citizen Report Card in Kyrgyz Republic, Kyrgyzstan (2008)** The Project was commissioned by UNDP for Kyrgyz Republic.

◆ **Citizen Report Card Project in Tajikistan(2005)** The Project was commissioned by the government of Tajikistan.

◆ **Participatory Service Delivery Assessment of Pro-Poor Services in Zanzibar (2004)** The project was commissioned by the UNDP, Tanzania. The project was initiated as part of the Zanzibar Poverty Reduction Program to facilitate a process of participatory monitoring and evaluation.

Capacity Building

◆ Training Programme on Citizen Report Card (CRC): Exposure, Learning and Dialogue for the Government Officials, Bhutan (February, 2010)

◆ Training Programme on Citizen Report Card (CRC): Exposure, Learning and Dialogue for the representatives of Transparency International, Sri Lanka (January, 2010)

◆ Design and Conduct of the CRC for elected representatives and Local Government Officials from Vietnam (2004).

◆ Design and Conduct of CRC for Civic Engagement: Civil Society and Local Government representatives Bolivia (2004).

◆ Social Accountability in Public Sector –Training on social accountability tools for representatives from government and CSOs from different countries (2006)