CLEAR South Asia
Technology-Enabled Monitoring and Evaluation

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CLEAR South Asia Mandate

- CLEAR South Asia strategy includes a focus on the use of cutting-edge technology for effective collection and utilization of M&E.

- In collaboration with Fielddata.Org, CLEAR South Asia aims to promote the use of M&E technology, such as mobile phones and PDAs, for more real-time aggregation and effective utilization of M&E.
Objectives

- Improving transparency & accountability in development organizations and government agencies, though technology-enabled M&E for better monitoring, sharing, and application of data.

- Enabling organizations, donors and citizens to use M&E data for real-time decision-making, better implementation and delivery of projects and services.
Data Quality & Real-time Data for Monitoring Purposes

Quick & Easy Set up:

Improving:
- Data quality
- Speed
- Transparency
- Accessibility
- Flexibility
Simple and Easy to Use Technology

Call
SMS
USSD*
App
IVRS**

*Unstructured Supplementary Service Data
**Interactive Voice Response System
Mobile-based Monitoring and Evaluation in Action:

- MFI agents entering weekly loan repayments for instant tabulation

- Community health workers feeding back information on beneficiaries for automatic identification of high risk cases

- Auditors collecting survey, observational, photographic and GIS data on infrastructure in slums.
Case Study: Delhi Voters Project

Project description and objectives

A randomized evaluation study was conducted in Delhi, India to test whether providing information to government officials and slum dwellers can lead to higher accountability and improved service delivery.

Two interventions were assessed as part of this project:

- The effect of voter information campaigns on voter turnout and electoral outcomes
- The effect of providing information on spending and quality of public services of elected officials responsive during election sensitive periods
Role of mobile-based data collection

- **The intervention**
  - Field-based audits of public services in slums using mobile-based technology
    - Surveys and observations
    - Photographs
    - GIS indicators
  - Send report cards to elected representatives highlighting the quality and access to public services in their area
The implementation

Started by auditing …

GARBAGE FACILITIES

1) Dumpsters
2) Bins
3) Informal Points

TOILETS

Open Public Toilet Complex
Public Urinals
# Detailed Report on All Toilets

<table>
<thead>
<tr>
<th>Code on the Map (नक़्से पर कोड)</th>
<th>Toilet Facilities Audited (जोड़ा गया शौचालय)</th>
<th>Type (प्रकार)</th>
<th>Last Repaired (पिछली बार मरम्ममत का समय)</th>
<th>Last Cleaned (पिछली बार सफाई का समय)</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1</td>
<td>Back side of open toilet</td>
<td>बंद सार्वजनिक सीचालय</td>
<td></td>
<td></td>
</tr>
<tr>
<td>T2</td>
<td>Cn-205 ke samne nadial ki juggi</td>
<td>बंद सार्वजनिक सीचालय</td>
<td></td>
<td></td>
</tr>
<tr>
<td>T3</td>
<td>Indra vikash colony near of cn no 218</td>
<td>महिला खुला सार्वजनिक सीचालय</td>
<td>1 साल पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T4</td>
<td>Seg 1/4 near poll no 413 10 27/7</td>
<td>पुरुष खुला सार्वजनिक सीचालय</td>
<td>1 साल पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T5</td>
<td>Munshi ram colony front of s.c.g no 3/47</td>
<td>महिला खुला सार्वजनिक सीचालय</td>
<td>7 महीने पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T6</td>
<td>S c g 3/47 k samne</td>
<td>पुरुष खुला सार्वजनिक सीचालय</td>
<td>7 महीने पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T7</td>
<td>Munshi ram colony front of house no 210</td>
<td>महिला खुला सार्वजनिक सीचालय</td>
<td>2 साल पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T8</td>
<td>Near h. No. 210</td>
<td>पुरुष खुला सार्वजनिक सीचालय</td>
<td>2 साल पहले</td>
<td>आज</td>
</tr>
<tr>
<td>T9</td>
<td>Dhakka village front of house no n-130/182 gali no 1</td>
<td>महिला खुला सार्वजनिक सीचालय</td>
<td>2 महीने पहले</td>
<td>1 दिन पहले</td>
</tr>
<tr>
<td>T10</td>
<td>Near h.no. 130/182 dhaka colony</td>
<td>पुरुष खुला सार्वजनिक सीचालय</td>
<td>2 महीने पहले</td>
<td>1 दिन पहले</td>
</tr>
</tbody>
</table>
Going a step further with Mobile Based GIS software

1. **Accessibility to public services**
   - How far is the nearest toilet?
   - How far is the nearest formal point of disposing garbage?

2. **Spread Analysis**
   - Does cleanliness of a toilet affect household health?
Setting up Wireless (already done on the demo phones):
1. Click on the blue icon in the bottom right hand corner of the phone
2. Scroll right and click on the settings icon
3. Select Wireless and networks → Wi-Fi Settings → Connect to wireless network
4. Return to the main menu via the arrow in the bottom corner and select the Fielddata app on the main dashboard

Downloading Fielddata App (already downloaded on phones)
1. m.fielddata.org
2. Download first option (not the Oriya script)
3. Go back to the handset’s downloads and select Fielddata app
Designing the Survey Form

Fielddata

Untitled Questionnaire
- Site Auditor (Your) Name (Text)
- Date & Time of Site Visit (Date & Time)
- Mark the GPS location of site (please turn on GPS on mobile device) (Location)
- Select type of garbage site (Single Select)

Dustbin Details
- Select the name or logo of the organization visible on the DUMPSTER (Single Select)
- Enter name or logo on the Dumpster (Text)

Bin Details
- Select the name or logo of organization shown on the GARBAGE BINS (Single Select)
- Enter the name or logo visible on the Garbage BINS (Text)

Is there a caretaker or rag-picker present? (Single Select)

Caretaker Questions
- Is the caretaker or rag-picker an adult? (Single Select)
- Ask the caretaker: Who removes garbage from this space? (Multiple Select)
- Ask the caretaker: When was the last time that garbage was collected and disposed of?

Question Text: Ask the caretaker: Who removes garbage from this space?

Field Name: ct_garbage

Type: Multiple Select

Options:
1. Government Worker
2. Government Vehicle
3. Private Group Contracted through community
4. Assorted Rag-pickers
5. Community removes trash themselves

Advanced:
- compulsory
- Hide/Encrypt
- Display this question only if

Answer of question: Is the caretaker or rag-picker an adult?
Equal to: Y

Answer of question: Is the caretaker or rag-picker an adult?
Equal to: Y

Valiations
Filling out the Form

Select Garbage Audit V3

TAKE 5-10 minutes to fill out the form. Take note of the “logic and control features” built into the survey form.
Filling out the Form

Key Features:

1. Compulsory Questions
2. Grouping – (Repeats & Loops)
3. Location – Mapping
4. Skips & Branching
5. Photo
6. Multiple question types (GPS, photos, audio/video) to cover information not possible on paper
**Editing or Sending Form**

1. Edit and Check your data by selecting **Edit Saved Form**
2. See all your answer and change them and save these changes if you want

3. Finally **Send Finalized Form**
4. Mark the tick box green of your Saved Survey
5. Press “Send Selected”
7. Password: IFMR
8. Upload Results message saying: “Garbage Audit Survey v3 – Success”
9. Log on to immediately view your data on a map & as graphs!

[www.fieldata.org](http://www.fieldata.org)