

SOCIAL AUDIT REPORT

80-81

**Chandragiri Municipality, Balambu,
Kathmandu, Bagmati province, Nepal**

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INTRODUCTION

Chandragiri is a municipality in the Kathmandu District of Bagmati Province, Nepal. Established on December 2, 2014, it was formed by merging the former Village Development Committees of Thankot, Dahachowk, Baad Bhanjyang, Balambu, Mahadevsthan, Tinthana, Dahachok, Machhegaun, Matatirtha, Naikap Naya Bhanjyang, Naikap Purano Bhanjyang, and Satungal. As the largest municipality in Kathmandu District, it was named after Chandragiri Chuchura.

The local government in Chandragiri Municipality is organized into several wards, each managed by its own ward office. These offices address the needs of their residents, while the municipal council, led by the mayor, oversees the overall development and administration of the area.

Agriculture is a significant part of life in Chandragiri, with many locals engaged. Tourism also plays a crucial role in the economy, thanks to the area's natural beauty and cultural significance. Chandragiri has seen considerable urban development, improving infrastructure and public services. Chandragiri Municipality enjoys a lively community life, with numerous cultural festivals and events celebrated throughout the year. The diverse population, including various ethnic groups, contributes to a multicultural atmosphere that enriches the social and cultural fabric of the area. Overall, Chandragiri offers a harmonious blend of natural beauty, cultural richness, and modern amenities, making it a special part of the Kathmandu District.

The municipality is well-connected by road to Kathmandu and other areas, making transportation convenient. There are also several schools and health facilities, ensuring residents have access to education and healthcare. However, with rapid urban growth, efforts are being made to balance development with environmental protection.

This study aims to explore the development of Chandragiri Municipality, focusing on its urbanization, cultural preservation, economic growth, and environmental sustainability. By understanding these aspects, the study seeks to provide insights into the municipality's development trajectory and challenges, contributing to the broader discourse on urban development in Nepal.

PURPOSE OF THE SOCIAL AUDIT

A social audit of a municipality is a process where the local government evaluates how well it meets the needs of the community by gathering feedback from residents on services such as water supply, sanitation, education, environment, child labor, cultural preservation, nature care, healthcare, and infrastructure. The main job of Chandragiri Municipality is to effectively manage and develop the local area to enhance residents' quality of life. This involves implementing policies, providing essential public services, and overseeing infrastructure development, including roads, public buildings, and transportation systems. The municipality regulates land use, issues building permits, and focuses on public health, sanitation, education, and community programs. Environmental conservation efforts are made by maintaining green spaces and promoting sustainability, while economic development is encouraged through local business support and tourism promotion. The municipality also prepares for and responds to disasters and engages the community in decision-making and awareness campaigns.

The social audit process ensures that the local government is transparent and accountable in its actions and spending, building trust between the government and the community. It involves assessing resource use and public spending efficiency, collecting resident feedback to understand their needs and concerns. The results of the social audit are published in a report accessible to everyone, highlighting the municipality's strengths and areas for improvement, ultimately helping the local government serve the community better.

SCOPE OF THE CHANDRAGIRI MUNICIPALITY

The scope of a municipality covers a wide range of responsibilities within its jurisdiction. This includes providing essential services like water supply, roads, sanitation, waste management, and public transportation. Municipalities also manage infrastructure such as roads, bridges, parks, and public facilities. They play a role in urban planning by regulating land use and issuing building permits. Additionally, municipalities are responsible for public safety, including police and fire protection services. They support health care, education, economic development, environmental protection, human rights protection and cultural and recreational activities within their communities.

MAIN AREAS SUPPORTED BY THE MUNICIPALITY

- I. **Women's Groups:** The Chandragiri Municipality supports Women's Groups and User Committee Groups as part of its community development initiatives. Women's Groups are formed to empower women socially, economically, and politically. They engage in various activities such as income-generating projects, skills development training, and awareness campaigns on women's rights, health, and education. These groups help women become self-reliant, confident, and active participants in community development, leading to positive changes in their lives and the broader community. For Example:-Supporting , Satyapur Mahila Samaj, Adult Literacy, Srijansil Mahila Samuha, Chhari Melmilap Yakal Mahila Samuha, Prau, Itakhel Mahila Samuha, Celebrating International Women's day etc.
- II. **User Committee:** User Committee Groups, on the other hand, are formed to manage and maintain public services and infrastructure. They oversee the management of services such as water supply, sanitation, roads, concrete sewage drainage and public buildings, ensuring their efficient and sustainable use. User Committee Groups play a crucial role in improving the quality of life for residents by ensuring access to essential services and promoting

community participation in decision-making. The support provided by the Chandragiri Municipality to these groups underscores its commitment to fostering inclusive and sustainable development, empowering women, and promoting community participation in local governance. For Example: -Supporting, Sadak Sudhar Upabhokta Samiti, Toti Tol Bato Nirman, Namuna Basti Bato Sudhar, etc.

- III. **Child Clubs:** Municipality self and through different child clubs focus on the well-being and development of children. They organize fun and educational activities, promote children's rights, and anti-child labor activities and raise awareness about issues affecting kids. Child Clubs give children a platform to express themselves, learn leadership skills, and help make the community a better place for young people. For Example: Supporting, activities related anti anti-child labor announcements, awareness programs for Child Labor, Child rights, establishing Bal Uddar Kosh, and birth registration with incentive programs etc.
- IV. **Ageing Groups:** These groups focus on the needs and well-being of older adults in the community. They organize social gatherings, health camps, and educational programs specifically tailored for the elderly. Ageing Groups provide opportunities for seniors to stay active, engaged, and socially connected. They address specific health and social needs, promoting a sense of belonging and community support for older residents. Through these initiatives, the Chandragiri Municipality demonstrates its commitment to improving the quality of life for the elderly, ensuring they remain an integral and valued part of the community. For Example: Supporting, Jestha Nagrik Dewa Sewa in different wards is the best example of it.
- V. **Cultural Groups:** Cultural Groups are committed to preserving and celebrating the area's diverse cultural traditions. They organize events, festivals, and performances that showcase local music, dance, art, and customs. These groups also engage in activities to promote cultural education and awareness among residents, ensuring that traditional practices and values are passed down to future generations. Additionally, they occasionally create

income-generating opportunities. By supporting Cultural Groups, Chandragiri Municipality demonstrates its commitment to fostering a vibrant and inclusive community where cultural heritage is cherished and celebrated. Examples include: Supporting, Bhintuna Programme, Gaijatra, Teej, Panche Baja Training and Supporting, and Ganesh Bhagwati Kalika Jatra, Lama Mahila Samuha etc.

VI. **Guthi and Trust:** The Guthi and Trust supported by the municipality play a crucial role in preserving local heritage and supporting community welfare. Guthis are traditional socio-cultural institutions that manage religious and cultural activities, including the upkeep of temples, festivals, and communal rituals. Trusts, on the other hand, manage and fund various community projects, including educational scholarships, healthcare services, and infrastructure development. By backing these Guthis and Trusts, the municipality demonstrates its dedication to maintaining cultural traditions, promoting social cohesion, and enhancing the overall well-being of its residents. Examples include: Supporting, Samudaye Sanga Paidal Yatra, Math Mandir, Balkumari Mandir, Dhunge Dhara Repair and Maintenance etc.

VII. **Health Sector:** The Health sector supported by the Chandragiri municipality aims to provide accessible, affordable, and quality healthcare services to its residents. The sector focuses on preventive healthcare measures, including immunization programs, health education, and awareness campaigns. It also provides primary healthcare services such as basic medical consultations, maternal and child health services, and family planning services. Additionally, the sector supports community health programs, sanitation and hygiene promotion, and collaborates with local health facilities and organizations to improve healthcare delivery in the region. For Example: Blood Donation, Training related to caring for differently-abled persons, nursing door-to-door programmes, Autism Care Centres, Construction of Health Posts, Finding those who are suffering from mental health problems and further treatment etc.

VIII. **Human Rights:** Chandragiri Municipality in Nepal actively supports a range of human rights activities aimed at fostering social justice, equality, and community well-being. The

municipality focuses on promoting the rights of marginalized and vulnerable groups, including women, children, and the elderly. Key initiatives include programs to combat gender-based violence, promote women's participation in decision-making processes, and support women's economic empowerment through skills development and entrepreneurship. Efforts are made to ensure the safety and well-being of children by combating child labor, child marriage, and trafficking, along with promoting access to quality education and healthcare. For the elderly, services and activities aim to improve living conditions, including healthcare services, social security schemes, and community engagement programs to prevent isolation. Inclusive development is emphasized by ensuring the participation of all community members, especially those from marginalized groups, in local governance and development projects, promoting equitable growth. Additionally, the municipality provides legal assistance and raises awareness about human rights and legal rights to empower individuals to seek justice and protect their rights. Through these initiatives, Chandragiri Municipality strives to create a just, equitable, and inclusive society where the rights of all individuals are respected and upheld. For Examples: Women Empowerment Program, International Women's Day, Adult Literacy Program, Women's for Human Rights program etc.

- IX. **Income Generating Trainings:** Chandragiri Municipality, supports various income-generating activities aimed at improving the economic well-being of its residents through sustainable development. Key initiatives include providing vocational training and skills development in areas such as agriculture, handicrafts, and small-scale industries to enhance employability and entrepreneurial capabilities. The municipality offers financial assistance, and grants, to support the growth of small and medium enterprises, encouraging local entrepreneurship and job creation. Agricultural development programs focus on modern farming techniques, access to quality seeds and fertilizers, and training on sustainable practices to boost productivity and income for farmers. Additionally, efforts to promote local tourism aim to generate income through hospitality services, guided tours, and the sale of local crafts. Women's economic empowerment is a priority, with initiatives supporting women in starting and expanding businesses by providing necessary resources, training, and market access. Improvements in market infrastructure and access, including

the construction of roads, marketplaces, and storage facilities, further facilitate the sale of local products and increase market opportunities. Through these comprehensive initiatives, Chandragiri Municipality strives to create sustainable economic opportunities, reduce poverty, and enhance the overall standard of living for its residents, For Example: Supporting, Small Scale Industrial Awareness Programme, Leadership Training, Incense Making Training, Duna Tapari Training, Newari Food Making Training, Nauyatri Panche Baja Training, Cristal Mala Making Training etc.

Finally, it is clear that Chandragiri Municipality has done a wonderful job with its objectives and goals across different public sectors. The municipality supports various groups and programs with specific aims to promote community well-being and development.

METHODOLOGY

In this Social Audit, both descriptive and exploratory approaches were employed, utilizing a mixed methods methodology. I purposively selected a sample size of 120, including user committee members and local residents from the study area, for the social audit. It relies on information collected from the study area to gather positive and negative feedback on specific areas. Additionally, it is analytical, synchronizing and thoroughly examining information from various sources. The study uses both quantitative and qualitative methods to collect data, employing purposive sampling techniques. A set of well-constructed questionnaires is used to collect data and information, incorporating both open-ended and close-ended questions for comprehensive analysis. The data collection methods utilized in the Social Audit include field visits, observations, interviews, interactions through questionnaires, and group discussions.

KEY FINDINGS, AREA FOR IMPROVEMENTS AND RECOMMENDATIONS

I. Women's Group and Empowerment

Positive Findings: Positive outcomes underscore the effective execution of initiatives that encourage women's leadership and economic autonomy. These efforts encompass a range of activities such as income-generating training sessions, grants for business support, and programs that raise awareness about women's rights. The active involvement of women in diverse cultural activities stands out as a notable example of their rights. Training in leadership, incense-making, Newari cuisine, and the use of Duna Tapari, along with business support grants, serve as excellent illustrations of these initiatives.

Areas for Improvement: Leadership, Unity in Groups, and Dependency

Recommendations: The entire group needs further training in leadership and teamwork. Additionally, offering internship positions to 2 to 3 students in each group would be advantageous. It's important to consider ways to make the groups more independent, reducing their reliance on municipality grants.

II. User Committee Group and Development Projects

Positive Findings: Local communities play an active role in decision-making and development projects, including those focused on reinforced concrete roads and drainage systems.

Areas for Improvement: Increasing User Committee membership is essential for more inclusive development project participation and transparency. Currently, committees mainly focus on reinforced concrete road and sewage drainage projects, highlighting the need to consider alternative road construction methods.

Recommendations: It's crucial to involve more community members in outreach programs and explore different approaches, rather than just constructing concrete roads. We should consider alternative road construction methods, as reinforced concrete roads prevent water recharge and may not be sustainable for future development. Relying too heavily on the municipality for these projects is not ideal for the long term.

III. Children's Rights and Welfare

Positive Findings: Effective advocacy for children's rights and had already declared free child labor ward no, 6, 7, 14, 5, 3 and significant improvements in child health and education, Playing Ground, Library, Child Park etc.

Areas for Improvement: There is a lack of infrastructure for recreational and educational activities. Implementing scholarship programs for underprivileged children could help.

Recommendations: Chandragiri municipality can support its children best by improving education, healthcare, safety, and extracurricular opportunities. Enhancing school facilities, offering scholarships, ensuring healthcare access, and providing safe, engaging environments will foster their overall development. Encouraging community involvement and promoting digital literacy will further empower children, helping them reach their full potential.

IV. Ageing or Elderly Care

Positive Findings: Within the municipality, several ageing trusts are dedicated to advocating for ageing rights and care. Additionally, numerous ageing day care centers provide musical entertainment and social support for the elderly, creating a joyful environment. These centers also facilitate regular experience-sharing programs between the elderly and youths.

Areas for Improvement: The ageing day care centers are entirely reliant on grants from the Municipality. Some centers also face issues with insufficient space. It is recommended that elderly care facilities in certain areas be situated on the ground floor for easier access.

Recommendations: The day care centers are entirely reliant on grants from the municipality. Therefore, there is a need to find easy work for the elderly that they can do at the day care center, along with income-generating training.

V. Cultural Preservation

Positive Findings: Strong community involvement in preserving cultural heritage and traditions. For example, supporting Gaijatra, Bhintuna, Panche Baja, Ganesh Bhagwati Jatra etc.

Areas for Improvement: Limited resources for maintaining historical sites and cultural activities.

Recommendations: Heavy dependence on municipality grants. Seek additional funding and partnerships for cultural preservation projects.

VI. Health Services

Positive Findings: Improved access to healthcare services and greater public health awareness have been implemented within the municipality. Examples include blood donation drives, elderly care training, women's health initiatives addressing miscarriage and delivery, support for individuals with diabetes, door-to-door community nursing programs, and mental health services.

Areas for Improvement: Public hospitals and health posts are needed.

Recommendations: Chandragiri municipality has the potential to greatly enhance health services by focusing on upgrading infrastructure, ensuring affordability, and improving preventive care. Implementing comprehensive maternal and child health programs, providing mental health support, and offering health education will contribute to the overall well-being of the community. Strengthening emergency services and fostering collaborations with NGOs will further enhance healthcare delivery.

VII. Agriculture Sector

Positive Findings: Modern agricultural practices in the locality include rooftop farming (Kausi Kheti), distribution of hybrid seeds and fertilizers, support for local markets (Hat Bazar), and regular field visits.

Areas for Improvement: Provide modern farming training and technology, facilitate investment credit, and encourage farmers.

Recommendations: Chandragiri Municipality should improve infrastructure like irrigation systems and storage facilities, and offer training in modern and sustainable farming techniques. Making credit and subsidies more accessible to small farmers is essential, as is investing in climate-resilient crops. Strengthening market connections, promoting soil health, managing water efficiently, and using technology can boost productivity. Focusing on sustainability, enhancing extension services, supporting value-added activities, and encouraging community engagement will all help create a stronger agricultural sector.

VIII. Youths Development

Positive Findings: The Municipality has developed sports facilities and provided training support for various games such as football, volleyball, judo, and karate. It also supports tournaments and promotes physical activities to encourage a healthy lifestyle and help youth preserve cultural and religious traditions.

Areas for Improvement: Necessary to identify additional supporting activities.

Recommendations: Some essential support is needed, such as skill development programs, educational assistance, youth engagement initiatives, job placement services, mental health support, and entrepreneurial aid.

IX. Disables Rights and Support

Positive Findings: The municipality has provided separate toilets for individuals with disabilities, demonstrating great consideration for their needs. It has also conducted awareness programs about disability laws, offered training on disability care, distributed assistive tools, organized mobile camps to distribute identity cards, arranged tours for individuals with disabilities, and conducted various games such as Boccia and basketball for them. Additionally, it has opened a disability assistance center to provide further support.

Areas for Improvement: Community engagement, training with employment opportunities, financial aid.

Recommendations: Promote inclusion and community engagement by adopting inclusive hiring practices, offering job training, and creating employment opportunities for people with disabilities. Provide advocacy and support services to individuals with disabilities and their families to help them navigate various challenges. Offer financial aid or subsidies to cover additional costs associated with disabilities, such as medical expenses and adaptive equipment.

X. Human Rights Protection

Positive Findings: Chandragiri Municipality has shown a strong commitment to human rights protection through various initiatives. They have implemented policies to ensure fair treatment and conducted awareness campaigns to educate citizens about their rights. Equal access to essential services like healthcare and education is provided, along with legal aid to support individuals in exercising their rights. The municipality promotes inclusive governance, supports vulnerable groups, and offers human rights training to staff and law enforcement. They have established mechanisms for monitoring and reporting rights violations, created safe public spaces, and collaborated with NGOs to enhance their efforts.

Areas for Improvement: Chandragiri Municipality has made commendable efforts in human rights protection, but there are areas for improvement. By enhancing monitoring, fostering

community engagement, ensuring accessibility, and expanding support programs, the municipality can further strengthen its commitment to promoting and protecting human rights for all residents.

Recommendations: Chandragiri Municipality can strengthen human rights protection by improving monitoring systems, enhancing community participation, ensuring accessibility, and expanding support programs for vulnerable groups. Collaborations with NGOs, public awareness campaigns, and effective crisis response plans are also vital for enhancing human rights in the municipality.

SUMMARY

In a municipality, a social audit is like a community report card. It assesses how well the municipality is meeting the needs of its residents and how transparent and accountable it is in its actions. The audit looks at areas like governance, service delivery, and community engagement to ensure that the municipality is working in the best interests of the people it serves. A social audit aims to improve the municipality's performance and strengthen its relationship with the community.

In Chandragiri Municipality, the positive outcomes of women's empowerment initiatives highlight effective strategies for promoting women's leadership and economic independence. These efforts include providing training for income generation, offering grants for business support, and conducting awareness programs on women's rights. Women's active participation in cultural activities also serves as a testament to their rights. However, further training in leadership and teamwork is needed, along with reducing reliance on municipality grants.

Local communities actively participate in decision-making and development projects, particularly focusing on concrete roads and drainage systems. However, increasing committee membership is crucial for ensuring inclusivity. It's also important to consider alternative road construction methods to ensure sustainability.

Advocacy efforts have led to improvements in children's rights, education access, and healthcare. Nonetheless, there is a lack of infrastructure for recreational and educational activities, and providing scholarships for underprivileged children could be beneficial.

Ageing trusts advocate for elderly rights, and daycare centers provide social support. However, reliance on municipality grants and insufficient space are challenges. Introducing easy work options for the elderly and providing income-generating training could improve self-sustainability.

Community involvement in cultural preservation is strong, but resources for maintaining historical sites are limited. Seeking additional funding and partnerships for cultural preservation is recommended. Access to healthcare has improved, with initiatives like blood donation drives and mental health services. However, public hospitals and health posts are needed, along with comprehensive maternal and child health programs. Modern agricultural practices like rooftop

farming are in place, but training in modern techniques and access to credit are lacking. Improving infrastructure and promoting climate-resilient crops will enhance productivity.

Sports facilities and training are available for youth, but additional support for skill development and job placement is necessary. Positive steps have been taken for disability rights, such as providing separate toilets and awareness programs. However, promoting community engagement and offering financial aid and employment opportunities are recommended for further support. The municipality has implemented policies to ensure fair treatment and conducted awareness campaigns for human rights. Enhancements can be made through improved monitoring, increased community engagement, and additional support programs for vulnerable groups.

CONCLUSION

In conclusion, a social audit in Chandragiri Municipality serves as a vital tool to evaluate its performance in meeting the needs of its residents. It provides a comprehensive assessment of governance, service delivery, and community engagement, ensuring transparency and accountability in municipal actions. The positive outcomes in women's empowerment, community development projects, children's rights, elderly care, cultural preservation, healthcare, agriculture, youth development, disability support, and human rights protection showcase the municipality's commitment to improving the lives of its residents. However, there are areas that require further attention, such as enhancing leadership training, promoting inclusivity in decision-making, improving infrastructure for education and recreation, ensuring self-sustainability in elderly care, and providing more support for agriculture and youth development. By addressing these areas, Chandragiri Municipality can further enhance its performance and strengthen its relationship with the community.

RECOMMENDATION

Recommendations are suggestions or advice on what actions should be taken to address issues or improve a situation. They are based on an analysis of the current state of affairs and are intended to guide decision-making and actions toward achieving specific goals or outcomes. In the context of social welfare programs in Chandragiri Municipality, recommendations might include specific actions to improve for the women's group, additional training in leadership and teamwork is necessary. Offering internship positions to 2 to 3 students in each group could also be advantageous. It's important to find ways to make the groups more independent, reducing their reliance on municipality grants.

For the User Committee group, involving more community members in outreach programs and exploring different approaches beyond just constructing concrete roads is crucial. Alternative road construction methods should be considered to ensure sustainability, as reinforced concrete roads may prevent water recharge.

Regarding children's rights and welfare, Chandragiri municipality can best support its children by improving education, healthcare, safety, and extracurricular opportunities. This includes enhancing school facilities, offering scholarships, ensuring healthcare access, and providing safe, engaging environments. Encouraging community involvement and promoting digital literacy will further empower children.

For the elderly care in the aging population, the reliance of day care centers on municipality grants is concerning. Finding easy work options for the elderly at the day care centers, along with income-generating training, could improve self-sustainability.

In terms of cultural preservation, the community is heavily dependent on municipality grants. Seeking additional funding and partnerships for cultural preservation projects is recommended.

Regarding health services, Chandragiri municipality has the potential to greatly enhance them by focusing on upgrading infrastructure, ensuring affordability, and improving preventive care. Implementing comprehensive maternal and child health programs, providing mental health support, and offering health education will contribute to the overall well-being of the community. Strengthening emergency services and fostering collaborations with NGOs will further enhance healthcare delivery.

In the agriculture sector, Chandragiri Municipality should improve infrastructure like irrigation systems and storage facilities and offer training in modern and sustainable farming techniques. Making credit and subsidies more accessible to small farmers is essential, as is investing in climate-resilient crops. Focusing on sustainability, enhancing extension services, supporting value-added activities, and encouraging community engagement will help create a stronger agricultural sector.

For youth development, essential support is needed, such as skill development programs, educational assistance, youth engagement initiatives, job placement services, mental health support, and entrepreneurial aid.

Another recommendation for children and youth is to encourage them to plant a tree recommended by the municipality on their birthday every year for 5 years. After 5 years of planting, with 5 trees grown in the municipality area, the municipality will award them with certificates for their contributions to preserving nature within the community by organizing a special program.

Regarding disability rights and support, promoting inclusion and community engagement by adopting inclusive hiring practices, offering job training, and creating employment opportunities for people with disabilities is crucial. Providing advocacy and support services to individuals with disabilities and their families, along with financial aid or subsidies to cover additional costs associated with disabilities, is recommended.

For the human rights sector, Chandragiri Municipality can strengthen human rights protection by improving monitoring systems, enhancing community participation, ensuring accessibility, and expanding support programs for vulnerable groups. Collaborations with NGOs, public awareness campaigns, and effective crisis response plans are also vital for enhancing human rights in the municipality.

Additional Recommendations Received from Group Members and the User Committee

The municipality's account department should provide brief training on invoice and billing procedures to the User Committee or Groups after grant approval.

The municipality may adjust its price rates to reflect changes in market trends and ensure alignment with current market prices.

The goods and products directly purchased by the municipality for community development grants are of poor quality, so this issue needs to be addressed.

Grants should be disbursed in installments with regular follow-ups to enhance group performance and success rates. For repeated grants, strict follow-ups are necessary. The municipality should ensure that the User Committee and Groups show positive results from previous grants before approving future ones.

Grants should be distributed fairly to the User Committee and Groups based on their performance.

Utilize college interns to achieve successful results in each User Committee and group grant.

THANK YOU!



ANNEXURE

Photographs taken during the Social Audit





