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Government as a CLM partner: What's working, what's needed, what's next?

CLM in India: What's working, what's needed, what's next



CLM in India



Goal: to establish and institutionalize a mechanism of community feedback for overall improvement of all service delivery pertaining to National AIDS Control Programme (NACP)

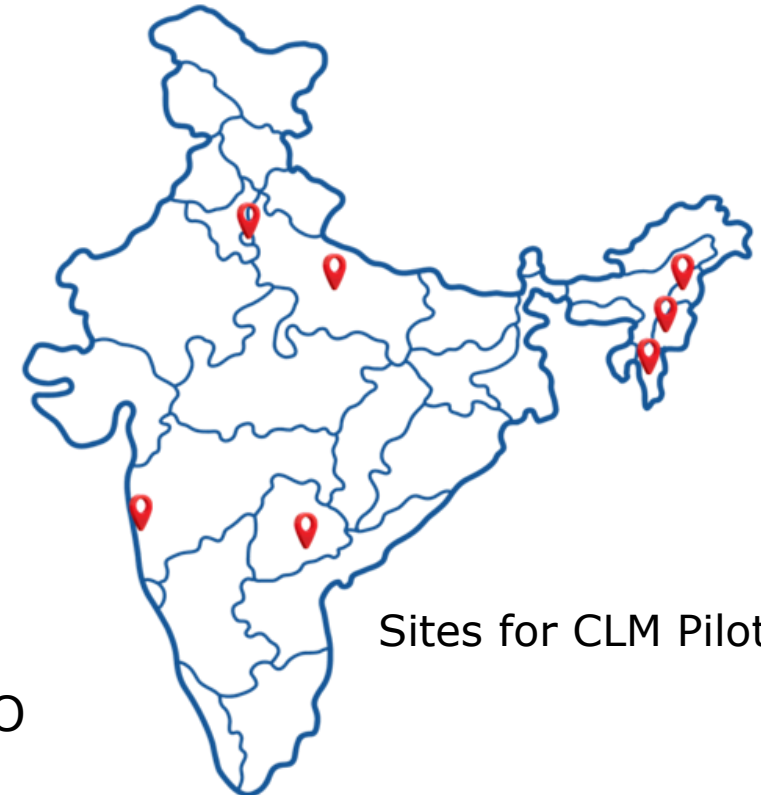


What is working?



 **AIDS 2024**

- Training and orientation
 - Trained “Community Champions” (CC)
 - Orientation and sensitization of health care service providers before initiation
- Use of technology for data collection and analysis
- The co-creation meetings
 - Created an accountability mechanism
 - Platform for community to share
 - Communities supported in addressing issues raise
- Improved ownership and accountability
 - Leading to a defined framework of implementation for NACO



Sites for CLM Pilots

What is needed?



- Simplified version of the feedback tool
- Monthly CLM data to respond in real time (currently collected on a 6 monthly basis in pilot projects)
- Utilization of the community resource groups structures (developed under CSS) to:
 - Making CLM more transparent
 - Improve social accountability of the community, as well as Service Providers
 - View CLM as an empowerment, evaluation and learning process for the community to ensure accountability across the health system



What's next?



- The finalization of the CLM Implementation Framework and the tools
 - Consolidating learnings and experiences from CLM pilots through a consultative process
- Strategies and plan for roll out and implementation of CLM in a phased manner (under GFATM Grant 2024-27); in the HIV high priority districts
- Orientation and sensitization of health care service providers, as well as community, on CLM
- Exploration of mixed method feedback submission by the community (online/offline)
- Use of Interactive Voice Response (IVR) and National AIDS Helpline 1097 for feedback collection