

# **Ministry of Statistics and Programme Implementation (MOSPI)**

## ***Stakeholder Engagement Plan (SEP)***

### ***National Programme for Improving the Quality of Statistics in India***

## **Introduction**

The National Programme for Improving the Quality of Statistics in India project (hereafter referred to as 'the Project') seeks to improve the quality, efficiency and user relevance of statistical production at MOSPI.

The Project has three components:

- Component 1: Improving Survey Data Quality;
- Component 2: Making Most of Existing Data; and
- Component 3: Enhancing User Relevance of Published Statistics.

Integrated in these components are three major initiatives introduced by MOSPI, each of which have the potential to catalyze statistical modernization –

- (i) the development of a multi-modal data capture platform, which transforms survey data collection from paper-based to computer-assisted,
- (ii) the design of the MOSPI Integrated Information Platform, a data warehouse with data ingestion, processing and dissemination capabilities and
- (iii) the development of a dynamic statistical business register based on the 7<sup>th</sup> Economic Census for which data collection is ongoing and administrative data systems such as GSTN and MCA data.

The Project covers the entire country but does not envisage any land acquisition and / or construction activities, nor do any of the activities under the project adversely impact indigenous or any other vulnerable communities living in India.

## Stakeholder Identification and Analysis

As a part of Project preparation, MOSPI has undertaken a detailed stakeholder identification and analysis (Please see **Annex 1** of this document).

As can be seen from Annex 1, the key stakeholders with whom MOSPI will need to engage with during the course of the project implementation and beyond are:

(A) For improving survey data quality

- Officials working in various divisions of MOSPI (including field investigators involved in direct data collection from the field) – Internal Stakeholders
- Institutions (including public and private enterprises or establishments) as providers of data – External stakeholders
- Individuals / households as respondents / providers of data – External Stakeholders

(B) For making most of existing data

- Various line ministries / departments of central and state governments, local bodies, etc. that provide data to MOSPI – External Stakeholders
- Policy making bodies that provide data to MOSPI – External Stakeholders
- Research institutions and individuals that provide data to MOSPI – External Stakeholders

(C) For enhanced user relevance of published statistics

- Various Ministries / Department of the Central / State Governments / policy making bodies that use MOSPI's Data – External Stakeholders
- Research institutions / individuals that use MOSPI's data – External Stakeholders
- Students – External Stakeholders
- Advocacy Groups / Non-Governmental Organizations – External Stakeholders
- Common public – External Stakeholders

Going further, MOSPI has also done a detailed analysis of – (a) the modes of engagement that it has adopted to engage with the key identified stakeholders in the past, (b) frequency of engagement, (c) effectiveness of the mode of engagement, (d) the extent to which MOSPI is dependent on the stakeholders, and (e) the degree of influence that each stakeholder has on MOSPI. This analysis is summarized in Table 1 below:

Table 1: Detailed Stakeholder Analysis

Stakeholder	Primary Mode of Engagement	Frequency of Engagement	Effectiveness of Mode of Engagement	Extent to Which MOSPI is Dependent on the Stakeholder	Degree of Influence Stakeholder Has on MOSPI
<b>Improving Survey Data Quality</b>					
Officials working in various divisions of MOSPI (including field investigators involved in direct data collection from the field)	Face to face meetings	As required	Very effective	Very dependent	Very influential
Institutions (including public and private enterprises or establishments) as providers of data	Official communications	Infrequent (once a year)	Effective	Dependent	Influential
Individuals / households as respondents / providers of data	Face to face meetings	As required	Effective	Dependent	Influential
<b>Making Most of Existing Data</b>					
Various line ministries / departments of central and state governments, local bodies, etc. that provide data to MOSPI	Official communications and meetings	As required	Effective	Very dependent	Very influential
Policy making bodies that provide data to MOSPI	Official communications	As required	Somewhat effective	Dependent	Influential
Research institutions and individuals that provide data to	Workshops / Seminars	As required	Somewhat effective	Somewhat dependent	Somewhat influential

MOSPI					
<b><i>Enhanced User Experience of Published Statistics</i></b>					
Various Ministries / Department of the Central / State Governments / policy making bodies that use MOSPI's Data	Workshops / Seminars	As required	Somewhat effective	Somewhat dependent	Somewhat influential
Research institutions / individuals that use MOSPI's data	Workshops / Seminars	As required	Somewhat effective	Somewhat dependent	Somewhat influential
Students	Workshops / Seminars/ Internship	Infrequent (Once a year)	Somewhat effective	Less dependent	Less influential
Advocacy Groups / Non-Governmental Organizations	Workshops / Seminars	As required	Somewhat effective	Less dependent	Less influential
Media	Official communications	As required	Somewhat effective	Dependent	Somewhat influential
Common public	MOSPI Website	As required	Somewhat effective	Somewhat dependent	Somewhat influential

The key learnings for MOSPI from the above analysis are:

- Given the nature of work carried out in MOSPI, the ministry is not a public facing entity like many other ministries of the GOI. Therefore, stakeholder engagement is need based (i.e. based on the needs of MOSPI, not the stakeholders), formal and infrequent.
- For improving survey data quality, internal stakeholders are the most important stakeholders in so far as MOSPI is concerned and regular face to face meetings is the most effective mode of engagement with these stakeholders
- In terms of serving MOSPI's need for data, various line ministries / departments of the central and state government, local bodies, policy institutions, etc. are very important and influential stakeholders. Official communications have been the most preferred mode of engagement with these stakeholders. But, going forward, official communications may need to be augmented with other modes of engagement so that the turnaround time for MOSPI to get data from these stakeholders is shortened.
- When the same stakeholders are users of MOSPI's published statistics, their influence (on MOSPI) reduces significantly, as does MOSPI's dependence on the stakeholders. The modes of

engagement with MOSPI also become more infrequent, event based and driven by MOSPI's priorities rather than the needs and priorities of the stakeholders.

## Stakeholder Engagement Plan for The National Programme to Improve Quality of Statistics in India

Given the major initiatives envisaged under the Project, MOSPI will need to engage with several new stakeholders (specialized information technology firms, content creators, data visualizers, etc.) whilst deepening its engagement with its existing stakeholders.

Drawing from the lessons learnt from the stakeholder identification and analysis MOSPI will:

- Make more strategic use of its website – i.e. make the MOSPI website more user friendly and interactive
- Increase use of social media – Facebook, Twitter, etc. – not just to disseminate information, but also to engage with the citizens on a more regular basis
- Draw lessons from the banking and insurance sectors and institutionalize the concept of key client (stakeholder) relationship managers – i.e. designate specific officials of the Ministry to be the key point of contact for specific institutional stakeholders. Ensure that these officials are supported with timely and accurate information that would be needed to maintain a meaningful and mutually supportive relationship with the each other
- Develop and implement a media engagement strategy
- Develop a strategic outreach programme for less dependent, less influential stakeholders – viz. students, advocacy groups, NGOs, etc. – with the objective of ensuring that these stakeholders eventually become 'champions' of the Project.

MOSPI realizes that the above action points are broad strategic imperatives rather than firm action plans and that these need to be reviewed, revisited and refined through the course of Project implementation. However, given the dynamic nature of the Project, MOSPI feels that it would be imperative to keep stakeholder engagement dynamic and flexible within a broader strategic engagement framework. To provide for timely, efficient and transparent redressal of complaints / grievances, stakeholders will be encouraged to use MOSPI's Grievance Redressal System (please refer to Project GRM) to register and seek solutions to their grievances / complaints, if any.

Based on MOSPI's past experience of engaging with different stakeholders for different activities, MOSPI has budgeted an amount of approximately Indian Rupees 3.5 crores per annum to fund various stakeholder engagement initiatives under the Project. Going forward, this amount will be adjusted depending on evolving needs and priorities for engaging with stakeholders.