

Initial Scoping Study to Inform Citizen Engagement in Tehri Cluster

With the support of the World Bank, the Uttarakhand Health Systems Development Project (UKHSDP) planned to improve access to quality health services for the remote population of the state. They aimed to achieve this through various private-sector engagements, including public-private partnerships (PPPs) in service delivery.

The project also aimed to promote greater stewardship, strengthen technical and managerial capacity in the state directorate for private sector engagement, and improve information systems for better monitoring and administrative support. In addition, the project would extend the coverage of Mukhya Mantri Swasthya Bima Yojana (MSBY) beyond hospitalization to include primary healthcare services.

The current study planned to strengthen the process of initiating citizen engagement by collecting and analyzing information on

- current health-seeking behaviors,
- attitudes towards and experience with healthcare delivery through engagement with the private sector through the PPP mode and
- community awareness about the UKHSDP projects and their activities.

Sambodhi conducted a qualitative study per the stated objectives and provided a situational analysis to inform the development of the citizen engagement plan for the project. The data was collected through Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs).