

Feedback Mechanism Adopted by YUVA for Beneficiaries and Stakeholders

1. Introduction

YUVA (Youth Unity for Voluntary Action) has institutionalized a participatory, inclusive, and structured Feedback Mechanism as a core component of its program management and governance systems. The organization strongly believes that feedback from beneficiaries, community members, local stakeholders, partners, and institutional actors is essential not only for accountability and transparency but also for continuous learning, adaptive planning, and enhanced program relevance.

In all its projects—including the proposed initiative on Foundational Learning for Adolescent Girls in West Singhbhum, Jharkhand—YUVA integrates a multi-tiered and technology-enabled feedback system to ensure voices from the ground influence decision-making and service delivery.

2. Objectives of YUVA's Feedback Mechanism

The feedback mechanism adopted by YUVA is designed to achieve the following:

- Capture the perceptions, experiences, and suggestions of beneficiaries and stakeholders.
- Identify gaps, grievances, or risks early and respond effectively.
- Promote inclusivity by ensuring feedback from marginalized and hard-to-reach groups.
- Strengthen trust and engagement with communities and partner institutions.
- Improve program design, implementation quality, and outcomes through evidence-based insights.

3. Key Elements of YUVA's Feedback Mechanism

A. Beneficiary Feedback System (BFS)

YUVA's Beneficiary Feedback System focuses on adolescent girls, their parents, and families engaged in the program.

Mechanisms include:

- Quarterly Feedback Surveys: Standardized forms administered digitally (via mobile apps or tablets) to assess satisfaction with learning quality, facilitator support, safety, infrastructure, and relevance of content.
- Focus Group Discussions (FGDs): Conducted with adolescent girls and their parents every quarter to generate qualitative insights on barriers, aspirations, and suggested improvements.
- Suggestion Boxes at Bridge Centers: All bridge learning centers have secure suggestion boxes where girls or guardians can anonymously share their feedback, concerns, or grievances.
- Digital Feedback Forms: Accessible QR code-enabled feedback links (in Hindi and local dialects) are circulated for anonymous online submissions.
- Exit Interviews: For any participant leaving the program mid-cycle, an exit interview is conducted to understand the reasons and document learnings.



B. Stakeholder Feedback Collection

YUVA engages with a broad spectrum of stakeholders—teachers, school management committees (SMCs), community leaders, local government representatives, volunteers, and partner NGOs—to gather regular feedback.

Methods include:

- **Biannual Stakeholder Consultations:** Formal meetings at the block and district levels to assess progress, capture feedback, and build consensus on key issues.
- **Structured Review Meetings:** Monthly or quarterly meetings with SMCs, Panchayat representatives, and school officials to share progress and receive feedback.
- **Key Informant Interviews (KIIs):** Conducted with select stakeholders (e.g., school principals, CRPs, local government officials) to gain strategic perspectives on the project's direction and challenges.
- **Collaborative Monitoring Visits:** Stakeholders are invited to participate in joint field visits to observe activities firsthand and offer constructive input.

4. Feedback Channels and Tools

YUVA utilizes both digital and manual channels to ensure ease of access, inclusivity, and prompt response:

Channel Type	Description
Mobile Surveys	Using platforms like KoBoToolbox or Google Forms
WhatsApp Feedback	Dedicated number for sending voice/text feedback
In-Person Meetings	Community meetings, home visits, school-based consultations
Suggestion Boxes	Anonymous written inputs at learning centers
Community Volunteers	Trained to collect informal feedback through day-to-day interaction

5. Feedback Analysis and Use

- **Data Entry and Analysis:** All feedback received is compiled, categorized (positive/negative/suggestions), and analyzed monthly using digital tools.
- **Feedback Integration Workshops:** Monthly feedback review workshops are conducted with field teams and program coordinators to identify patterns, challenges, and actionable insights.
- **Corrective Action Plans (CAPs):** Based on feedback, specific CAPs are developed, implemented, and tracked for resolution.
- **Transparency and Reporting:** Key findings from the feedback process are shared in quarterly reports and during community meetings to ensure accountability.

6. Safeguards and Ethical Considerations

- **Confidentiality:** All personal identifiers in feedback forms are anonymized to ensure privacy.



- Child-Sensitive Approaches: Feedback from adolescent girls is collected through child-friendly and culturally appropriate methods.
- Informed Consent: All participants are informed about the purpose of feedback collection and their rights.
- Grievance Redressal Protocol: A structured grievance redressal mechanism exists, with defined turnaround times and escalation pathways.

7. Feedback in the Proposed Project on Foundational Learning

For the upcoming project with the SBI Foundation, the feedback mechanism will be customized and strengthened to align with the focus on adolescent girls' foundational education. YUVA will:

- Establish a Feedback Coordination Cell at the district level.
- Develop dashboard reports from feedback data to share with the SBI Foundation.
- Use feedback to improve curriculum delivery, teacher engagement, and learning center operations.
- Conduct an annual Beneficiary Satisfaction Index to quantitatively assess program acceptance and effectiveness.
- Facilitate Community Reflection Sessions biannually to validate feedback findings with local stakeholders.

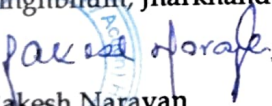
8. Commitment to Learning and Adaptation

YUVA views feedback not as a formality, but as a powerful tool for co-creation, adaptive learning, and transformation. All feedback – whether appreciative or critical – is treated as an opportunity to evolve and improve. The organization is committed to building a culture where beneficiaries and stakeholders are not passive recipients, but active participants in shaping development outcomes.

9. Conclusion

YUVA's Feedback Mechanism is a structured, participatory, and technology-enabled system that ensures voices from the ground guide every stage of project execution. Whether it is adolescent girls expressing their learning needs or community stakeholders offering governance inputs, the system is built to listen, analyze, act, and inform.

The proposed foundational learning project will significantly benefit from this robust mechanism, ensuring relevance, responsiveness, and sustained impact in the lives of adolescent girls in West Singhbhum, Jharkhand.



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