

Soochna Seva

Soochna Seva Interim Report **2014**

The Soochna Seva Interim Report provides the status of the Soochna Seva project since its inception, from January 2014 to December 2014, its achievements, challenges, and various activities undertaken.

This project is funded by
The European Union

A project implemented by
Digital Empowerment Foundation

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1. Description

1.1 Name of beneficiary of grant contract: Digital Empowerment Foundation (DEF)

1.2 Name and title of the contact person: Mr. Syed S. Kazi, Deputy Director of DEF

1.3 Name of partners in Action:

- ALOK Bharti Shiksha Sansthan, Bettiah, Bihar
- Social Work Research Center (The Barefoot College), Tilonia, Rajasthan

1.4 Title of the Action: Soochna Seva: Facilitating information flow and management of Public Schemes for Citizen Empowerment and Good Governance in backward districts in India

1.5 Contract Number: DCI-NSAPVD/2013/311-983)

1.6 Start date and end date of the reporting period: January 2014 - December 2014

1.7 Target country (ies) or region(s): The following districts in India have been selected for the Soochna Seva Action:

- West Champaran, Bihar
- Barmer, Rajasthan
- Tehri Garhwal, Uttarakhand
- Guna, Madhya Pradesh
- Ranchi, Jharkhand

1.8 Final beneficiaries &/or target groups (if different) (including numbers of women and men):

50,000 BPL Families in 5 Backward Districts: 10,000 Scheduled Tribe families, 10,000 Scheduled Caste families, 10,000 Minorities, Other Backward Classes (OBCs) and 20, 000 families from the general social segments who are socially and economically poorer.

100,000 total beneficiaries: 50,000 BPL families will be covered under the program. At least 2 individuals per household shall be covered.

40,000 women and girl beneficiaries: Out of the total 100,000 direct beneficiaries, at least 40,000 women and girls shall be covered in health and livelihood access programmes, especially child and maternal health care.

400,000 beneficiaries: Soochna Seva is expected to benefit a total of 4,00,000 beneficiaries, directly or indirectly, male and female, over a period of five years in five BRGF districts.

2. Assessment of implementation of Action activities

2.1 Executive summary of the Action

DEF launched the Soochna Seva program in January 2014 with an aim to spread awareness about existing public schemes amongst the deprived sections of the society and enable them to derive benefits from the same. The program was founded with an intention of strengthening the Public Schemes Information (PSI) delivery and entitlement system to address larger issues of poverty, rural development, social exclusion and inequity of marginalized groups through information empowerment. This initiative is further expected to strengthen the governance structure at district administration level and below.

The program was deployed to run an integrated information services delivery and citizen entitlement framework in five specified BRGF (Backward Region Grant Fund) districts in India, in six key areas of Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security. The level of operation for the program is at the district administration level and below (blocks and Panchayats).

The key achievement during this period has been raising the level of awareness on various government schemes and entitlements to the communities. Given below is a snapshot of our achievement with respect to the target in the year 2014. As shared above, the 2014 share of the target has not been realized because effort was more focused on initiating the Action. During this reporting period, the following has been realized:

No of People outreached (approx.)	Beneficiaries enrolled	Beneficiaries receiving entitlements
33,500	16,501	14,606

Scheme-wise achievements according to the categories are given below.

TOTAL SCHEME CATEGORY-WISE						
	Registration			Benefits Availed		
Scheme Category	Male	Female	Total	Male	Female	Total
Financial Inclusion	3923	10044	13967	3928	10044	13972
Social Security	735	1018	1753	50	44	94
Health	66	89	155	0	7	7
Education	1	0	1	1	0	1
Livelihood	23	15	38	23	15	38
Others	199	388	587	137	357	494
Total	**4947**	**11554**	**16501**	**4139**	**10467**	**14606**

**The Others category include availing of documents such Aadhar card, birth certificate to avail benefits of Schemes. This category does not include any schemes.*

District-wise achievements are given below.

TOTAL DISTRICT-WISE ACHIEVEMENTS						
	REGISTRATION			BENEFITS AVAILED		
DISTRICTS	Male	Female	Total	Male	Female	Total
Barmer	588	7441	8029	478	7235	7713
Guna	1494	919	2413	1466	897	2363
Tehri Garhwal	994	1156	2150	468	550	1018
Ranchi	1124	1286	2410	1060	1199	2259
West Champaran	747	752	1499	667	586	1253
Total	**4947**	**11554**	**16501**	**4139**	**10467**	**14606**

Below are the state-wise summaries Financial Inclusion, Social Security, Health, and Others.

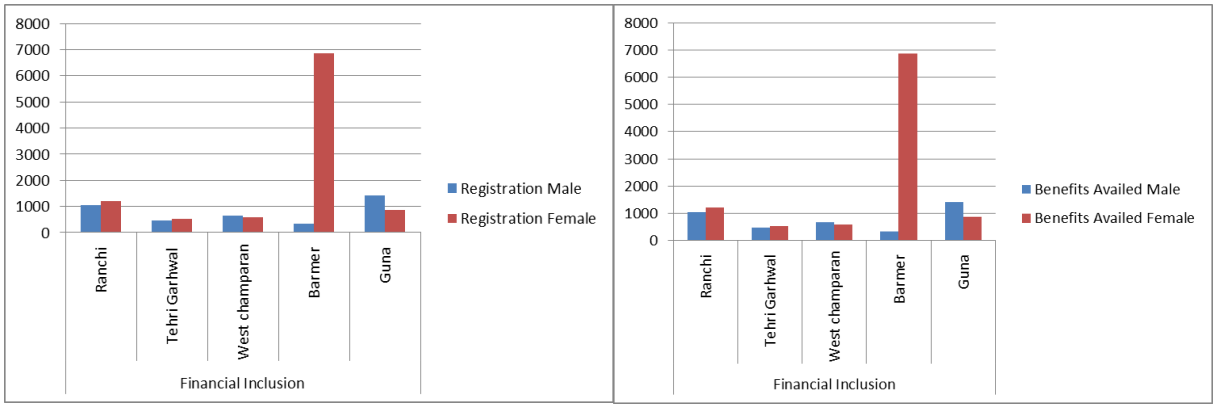


Figure 2.1 (a) – shows state wise number of beneficiaries registered and availed the benefits under Financial Inclusion.

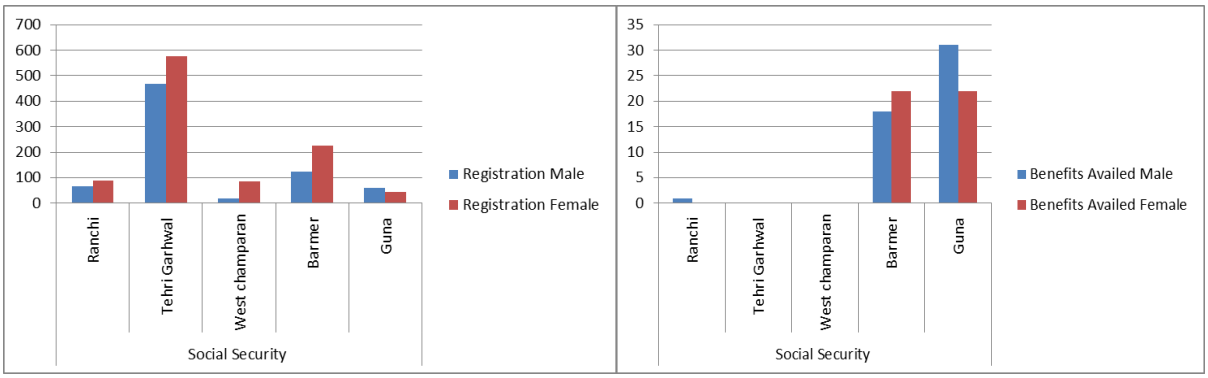


Figure 2.1 (b) – shows state wise number of beneficiaries registered and availed the benefits under Social Security

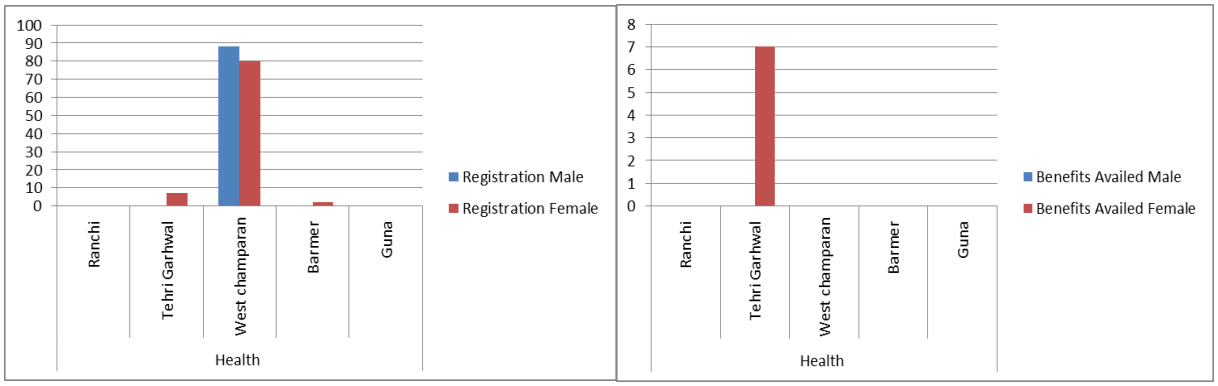


Figure – shows state wise number of beneficiaries registered and availed the benefits under Health

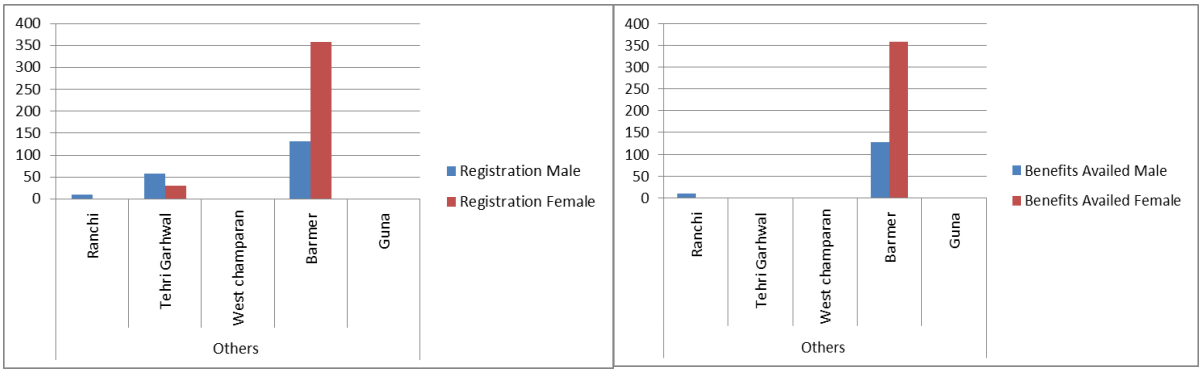


Figure 2.1 (c) – shows state wise number of beneficiaries registered and availed the benefits under Others[1].

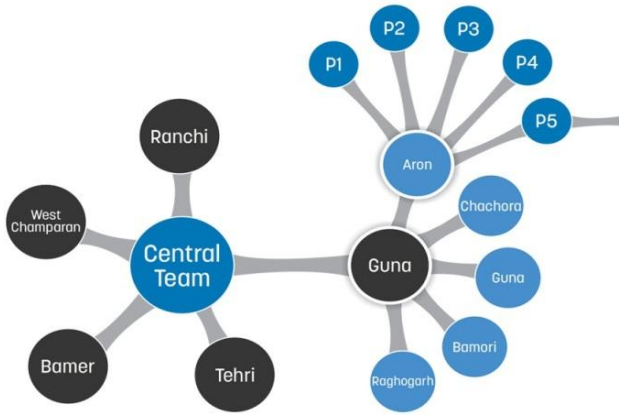
2.2 Activities and Results

1. Implementation readiness

Activity 1.1: Target locations - selection of Blocks and Panchayats in each district

As per plan, five Panchayats were selected in five blocks in each district; Guna, Barmer, Tehri Garhwal, Ranchi, and West Champaran. Selection of Blocks and Panchayats were done with the involvement of stakeholders and partners of DEF who are involved directly or indirectly in the project. A consultative approach was adopted where our local partners who have worked extensively in their respective geographical locations provided their expertise and knowledge. The prime objective of this exercise was to reach out to maximum BPL families and communities belonging to the SC/ST/OBC/Minority group. Adequate focus has been given to select the Blocks and Panchayats that are spread across the district and not concentrated in only a few parts of the district. Based on this, a model has been developed as shown below.

[1] **The Others category include availing of documents such Aadhar card, birth certificate to avail benefits of Schemes. This category does not include any schemes.*



The selected Blocks and Panchayats are given in the table below.

District	Block	Panchayat 1	Panchayat 2	Panchayat 3	Panchayat 4	Panchayat 5
Tehri Garhwal (Uttarakhand)	**Chamba**	Kenchu	Patodi	Syul	Thaan	Gunogi
	Jakhanidhar	Kumardhar	Khandi	Ratoli	Navakor	Pipola
	Narendra nagar	Tipli	Bhandagaon	Aampata	Kapholgaon	Daduwa
	Partapnagar	KOTGA AND JAKHANIKHAL	Kanda	Okhlakhal	Padiya	Banali
	Thauldhar	Inder	Kirgani	Dabri	Nakotjuwa	Semwalgaon
Guna (Madhya Pradesh)	**Aron**	Pitroda Maina	Saleh	Devri	Jajhon	Dehrikala
	Chachura	Meriyakhedi	Khatkiya	Laharcha	Bada gaon	Mrigwasa
	Bamori	Berkhedi	Rampur	Colony	Muradpur	Bagheri
	Guna	Kherikhata	Bhadora	Negma	Bidhra	Mohdra
	Raghogarh	Achkalpur	Bulae	Garkheda	Laxmanpur	Sakonya
Ranchi (Jharkhand)	**Bero**	Puriyo	Dero	Tutlo	Dighiya	Khukra
	Burmu	Ojhasadam	Murupiri	Sarle	Bare	Hesalpiri
	Itki	Itki East	Itki West	Malti	Kundi	Ranikhatanga
	Angara	Paika	Getalsud	Bisa	Hesatu	Haratu
	Sonahatu	Sonahatu	Loahatu	Dokad	Rahe	Hotlo

West Champaran (Bihar)	**Mainatand**	Mainatand	Chapariya tola	Sakroul	Inerwa	Bhangha
	Lauriya	Bagahi baswaria	Telpur	Dharampur	Deorwa	Dhobni sisahi
	Ramnagar	Bhawaqt	Parsauni	Shankhar	Bawai sakhwani	Sapahi
	Sikta	Balthar	Gochari	Maswas	Suvha bhawanipur	Sikta
	Gaunaha	Ruparliva	Matiarana	Mahui,	Siththi	Domath
Barmer (Rajasthan)	**Baitu**	Khimper	Baytu Chiman ji	NDKD	Madhasar	Baitu Bhop ji
	Barmer	Jalipa	Mahabaar	Bisala	Rani Gaon	Undkha
	Sivana	Devandi	Sivana	Mokalsar	Maylawas	Samdari
	Chohtan	Dhanau	Alamsar	Shri Ramwala	Itada	Birsania
	Balotra	Asotara	Khed	Doli	Kalyanpur	Pachpadra

Activity 1.2: Visit to the target locations

To get a better understanding of the selected Blocks and Panchayats and a complete understanding of the existing knowledge and connections of the administration with the rural community, a due diligence visit to each location by senior DEF staff was completed.

Location	Visit By
Barmer	Ms. Anamika Garg and Mr. Syed Kazi
Guna	Ms. Anamika Garg
Ranchi	Ms. Anamika Garg and Mr. Syed Kazi
Tehri Garhwal	Ms. Anamika Garg
West Champaran	Ms. Deepshikha Sharma and Mr. Abdul Vahid

Activity 1.3: Baseline study

After finalizing the locations, we conducted a baseline survey *(To see the report please refer to Annexure 1)* to establish the base extent of access, delivery, and quality of information related to public schemes in the target locations. The primary objective of the study was to serve as a

reference point for gauzing the reach after the implementation of the Soochna Seva program on completion of five years. The study comprises a survey and an analysis of the data collated.

The objectives of the study can be listed as:

- To ascertain the level of access of information regarding public schemes in individual households
- To assess the quality of information received by them
- To understand the level of delivery of these schemes and problems faced with respect to it
- To recognize the major concerns faced by the target population
- To establish a control group against which impact analysis can be carried out at the end of the year

The scope of this exercise included indicators applicable to individual households in the selected villages of Guna, Tehri Garhwal, Barmer, Ranchi, and West Champaran districts. Prior to conducting the household survey, the Block Development Offices and Panchayat offices were requested to fill out the baseline village forms for the villages selected from their respective areas.

Activity 1.4: Recruitment
As per the project formulation and design, the staff working on the ground is led by the District Manager who is the reporting authority to the Project Officer in the head office. Shown below is the hierarchy and reporting pattern of the field staff. There are clear roles and responsibilities of each staff member.

(Please refer to Annexure 14 for the roles and responsibilities chart)

Table below shows the Soochna Seva field staff in their target locations.

District	Name	Designation	Location/Block
Tehri Garhwal	Brijesh Dharma	District Technical Manager	
	Rajinder Negi	Block manager	Chamba, Narender Nagar & Pratap Nagar
	Muhhamed Isarar	Block manager	Thauldar and Jakhanidar
	Praveen Panwar	Block Coodinator	Narender Nagar
	Manish chauhan	Block Coordinator	Jhakhanidar
	Shishir Purohit	District Technical Manager	District Barmer
	Javri Lal	Block Coordinator	Balotra
	Om Prakash	Block Coordinator	Sivana

Barmer **(Rajasthan)**	Anita Soni	Block Coordinator	Barmer
	Narpat Ram	Block Coordinator	Baitu
	Amedaram	Block Coordinator	chohtan
	Sona ram	Block Manager	Barmer
Ranchi **(Jharkhand)**	Muhammed Aijaz	District Technical Manager	District Ranchi
	Pradeep Poddar	Block Manager	Angara
	Suresh	Block Manager	Sonahatu
	Sameer	Block Manager	Burmu
	Rehan Kousar	Block Coordintaor	Bero
	Lankesh	Block Coordintaor	Angara
	Arun	Block Coordintaor	Sonahattu
	Manoj Jaiswal	Block Coordintaor	Burmu
Guna **(Madhya Pradesh)**	Nagendra Chaturvedi	Block manager	Guna and Bamori
	Pawan Kushwaha	Block manager	Aron
	Suresh Dheemar	Block Coordintaor	Raghogarh
	Abhinav Pandey	Block Coordinator	Guna
	Bhagwan Signh Kirar	Block Coordinator	Bamori
	Naval Kushwaha	Block Coordinator	Chachoda
	Balaji Madiq	Block manager	Raghogarh and Chachoda
	Sachindra Bhargava	Block Coordinator	Aron
West Champaran (Bihar)	Mr. Rameshwar	District Technical Manager	West Champaran District
	Mr. Suraj Kumar Saini	Block Coordinator	Lauriya
	Mr. Arvind Kumar Rao	Block Manager	Sikta
	Mr. Manish Kumar	Block Coordinator	Sikta
	Mr. Amlesh Sharma	Block Manager	Mainatand
	Mr. Akshay Kumar Anand	Block Coordinator	Mainatand

	Mr. Prabhu Kumar	Block Coordinator	Gaunaha
	Ms. Komal Kumari	Block Coordinator	Ramnagar

In certain blocks, the Block Manager is handling more than 1 Block as in Tehri Garhwal, and Guna. This has been taken into consideration after looking at their qualifications and experience.

Activity 1.5: Setting up hub and block kendras in the respective districts
In order to manage the blocks at the district level effectively, each block has set up a centre called a Soochna Seva Kendra (SSK). An SSK is equipped with desktop, laptops, tablets, LCD, projector, and printer.. The main office/Kendra in the district is called 'Hub Office' and other four are called 'Block Office'. The Hub office will be equipped with a call center facility. Moreover, there will be mobile offices at Panchayat level, which will run by a fellow.

An SSK is used for facilitating all block activities and also used as a centre for making the community digitally literate. Digital literacy, we believe, is an important and a critical step for the community to understand and demand for their basic rights of availing information on various schemes and benefits that have been created for them.

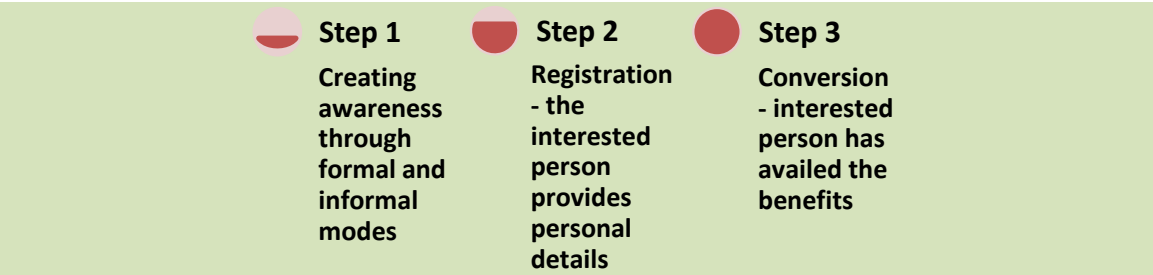
Currently, all the blocks in the five districts have fully functional SSKs.

Please refer to Annexure 2 for sample photographs of SSKs.

2. **Information dissemination**

Some of the modes used by the ground team to create awareness on the schemes are door to door campaigns, formal and informal meetings, and camps.

Given below is the process followed by our Soochna Seva team. We begin by following a simple process of first creating awareness through formal and informal meetings, workshops, and camps. We register names of individuals who are interested in availing the scheme benefits along with their details. Once they have availed the benefits, they are shown as beneficiaries who have availed the benefits through the efforts of Soochna Seva.



Activity 2.1: Liaising with Government bodies and elected members

For proper implementation of the programme, the Soochna Seva team has initiated the process of establishing an effective relationship with both Government officials and elected members at the District, Block, and Panchayat level. In all the districts, the teams have shared the objective of Soochna Seva and how the team is using it as a model of public service dissemination. This process

is an ongoing one and has been initiated in every district. Meetings at the Block and Panchayat level with elected representatives are more frequent and almost on a weekly basis.

Activity 2.2: Liaising with network groups
In each district, our team has built a relationship with civil society, NGOs, self-help groups (SHG), ASHA/AWW workers, local stakeholders, and elected representatives of each Panchayat. With the first step of building relationships initiated, the Soochna Seva team will be focusing on involving them in each and every visibility efforts of the program with the communities.

Activity 2.3: Meetings and camps
In each district the ground team has organized scheme-wise camps and formal and informal camps to create awareness of the relevant schemes. The team has organized camps on schemes such as Pradhan Mantri Jan Dhan Yojana (PMJDY), and other camps like Aadhar cards.

(Please refer to Annexure 3 for sample photographs)

In these camps, we have collaborated with elected members, NGOs, network groups to take the objective of Soochna Seva forward. In each camp, we ensure that there is sufficient visibility of European Union and Soochna Seva.

In all the districts, the Soochna Seva field staff did social mapping at the village level where an extensive interactive process was undertaken involving the beneficiaries and stakeholders to plot the various services, issues, resources, to name a few.

(Please refer to Annexure 4 for sample photographs of social mapping)

Activity 2.4: Social Media
In terms of outreach for the program, we have our established presence in Social Media where the activities on the ground are updated on Twitter, Tumblr and Facebook on a daily basis. These updates have been linked effectively through WhatsApp groups which have been created to link the field team with the central office team on their daily updates on their meetings, camps, workshops.

Activity 2.5: Soochna Seva Fellowship program
An online Fellowship Application form (http://ssfellowship.defindia.org/) has been created to attract Soochna Seva fellows to apply online *(Annexure 1.6).* These fellows can apply online and take a six-month long fellowship with any of the desired target location. A separate brochure has been created for the Soochna Seva Fellowship programme, detailing the expectations and qualifications required.

(Please refer to Annexure 5 for the Fellowship program brochure and online form)

3. **Actualization of activities**

Activity 3.1: Creation of Public Schemes and Entitlement database

An extensive research was undertaken to build a database of schemes that are specific to the five identified states. The aim is to build a robust database called Yojana where end users can search for a particular in the areas of Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security. The database includes both central and state-specific schemes. The database is being built to make it easy for end users to access information about several welfare schemes and their details, including eligibility criteria, types of benefits, compensation, to name a few. It was observed that accurate information of various schemes was not available to the beneficiaries and even if they are available, the information was not complete. To initiate this activity under Soochna Seva, the most prevalent central and state-specific schemes such as MGNREGA, Old Age pension, Widow pension, Handicap schemes, SJSRY, PMJDY, NRHM, to name a few were taken up. These schemes were identified through data analysis of the baseline survey. In addition to the development of a database, a directory of 100 central and state-specific schemes has been also created to aid the field team to start the process of information dissemination smoothly.

The process of developing the database and the directory are still ongoing. Currently, we have approximately 4768 schemes with relevant information in the database.

(Please refer to Annexure 6 for sample screenshots of the database)

Activity 3.2: Creation of Public Schemes directory (important schemes only)
A directory with only prevalent schemes has been created to guide the Soochna Seva team working in the ground during their interaction with an interested individual on a particular scheme.

(Please refer to Annexure 7 for the directory)

Activity 3.3: Information Education Commination (IEC) materials
DEF has designed communication tools such as the Soochna Seva leaflets, banners, posters, pamphlets, standees, and publications. The materials follow the guidelines provided by the European Union. These communication and visibility tools aim at creating a sustained identity of Soochna Seva Programme in a manner that upholds its objective.

Following is a status of the total number of IEC materials, which has been created to spread the awareness of the Government Schemes.

Videos	Jingle	Audios	Posters	Leaflets/Brochures
21	2	4	22	2

The leaflets and brochures are created in both Hindi and English.

(Please refer to Annexure 8 for sample IEC materials)

Activity 3.4: Creation of websites
Details of Soochna Seva are available online at soochnaseva.org where daily updates are done on a regular basis.

In addition, as an outcome of the workshop help in August 2014, a consolidated website of all 14 partner organizations was developed (http://jansoochna.org/). Content from the partners have been updated as per what was provided to DEF. The website link has been already shared with the partner organizations for further updates.

(Refer to Annexure 9 for the snapshots of the EU Partners website and Soochna Seva project website)

Activity 3.5: Soochna Vahan
The Soochna Vahan, is used for promoting Soochna Seva campaigns across the districts. In Ranchi, the van is completely digitized to play videos, audios, and jingles in the target location. The van has been also designed to promote the Soochna Seva brand. The digitization of the vans will be carried forward to the remaining districts in 2015.

(Refer Annexure 10 for sample photographs of Soochna Vahan)

4. **Workshops and capacity building; Communication and visibility**

Activity 4.1: Inception Workshop for i*mproving access to information of Public Schemes in backward districts in India*

The workshop was organized by European Union and held on February 7, 2014 in New Delhi. The prime objective of the workshop is to bring all 14 organizations together to work collaboratively to achieve the common mission of increasing and improving the access, delivery and quality of public services aimed at reducing poverty and social exclusion. At a specific level, the workshop was held to help local authorities and service providers to increase and improve access to information of public schemes and initiatives in backward districts down to the village level, throughout the planning, budgeting, implementation, control and evaluation continuum.

The workshop focused on bringing the partners together to understand each partners' project, re-emphasizing the principles of the RTI Act, promoting synergies between the partners, discussing the need for a web-based in information exchange. The workshop witnessed stakeholders from European Union, partner organizations, policy advocates, finance experts and others to air views, opinions, inputs, concerns and suggestions on a wide area of topics related to the initiative.

Activity 4.2: Consultation Workshop – Information on Public Entitlement and role of digital tools
The Consultation Workshop was organized by Digital Empowerment Foundation and was held on August 11 2014. The overall objective of the workshop was to evolve a clear plan of action to share thoughts on the role of digital tools, customize the feasible solutions to diverse communities/target groups, and use simple digital information tools in projects to enable access to public entitlements.

The ultimate aim of this workshop was to encourage all 14 partner organizations to work collaboratively to achieve the common objective of improving access of public schemes and services in backward districts, especially for marginalized communities through the use of digital tools.

Digital Empowerment Foundation showcased the baseline application form developed to collect data in both online/offline modes on-ground via tablets and smartphones. DEF also shared the progress on the development of a database of Public Schemes where relevant information of various Schemes is easily accessible. A form was also shared with all 14 organizations through which inputs need to be provided for the creation of a comprehensive website.

During the workshop, the following were the activities and discussions:

- Encouraging the use of innovative and existing digital tools in communities for information dissemination.
- Gathering strategic inputs on challenges in the community for the acceptance of ICT tools.
- Gathering more examples in the form of case studies where ICT has been accepted by the communities.
- Various mediums for information dissemination.
- Advantages of non-ICT *V*s ICT channels
- Gathering inputs on the website prototype for the development of the common web portal.
- Collating inputs on MeraApp and its features from the perspective of grassroots communities and understanding how it can be an important tool in information dissemination considering the huge mobile penetration in society.
- Collating strategic inputs on enhancing the features of the schemes database developed for the enrichment of further interventions.

Report of the workshop has been shared with the project partners and the team with consolidated inputs gathered during the program.

(Refer to Annexure 11 for the Consultation Workshop report)

Activity 4.3: Training and workshop to build capacities of the ground team

A three-day workshop was held from December 21 to December 23 2014 in Ranchi, Jharkhand with the aim to build the capacity of the field team for an effective information dissemination of government entitlements. The focus of the workshop was to gauze the understanding of the field team on the deliverables, solicit their views and on ground challenges, and train them for a successful delivery of a well-rounded training program. The workshop was organized around three main themes of the Soochna Seva program major Entitlements/Schemes, Modes, Mediums and Methodologies, and Redressal Mechanism & RTI – to bring better understanding of the program and therefore, effective implementation of the overall program.

During the workshop, the following were the activities and discussions:

- The need to bring everybody, including the central team in New Delhi and the field teams in the five districts, have a common understanding of the Soochna Seva objectives, model, information delivery channels, targets, methodology and activities.
- The central team shared Soochna Seva objectives, model, targets, and activities.
- Shared standardized formats for the application form, MIS, Labharthi card, case study, plan of action, social mapping, and reporting formats.
- The plan for each and every team member to increase their field visits to understand ground realities and activities better.
- The plan for each and every team member to increase their interaction with the community to understand the ground realities, views and challenges.
- The plan to oversee and monitor the functioning of hub centre for facilitating the block activities.
- Shared financial procedures and guidelines.

(Refer to Annexure 12 for the Communication & Visibility Workshop report)

Activity 4.4: Installation of Soochna Seva exhibition counters in various events
Soochna Seva, as a program, has been showcased in various DEF events such as Manthan, mBillionth, eNGO. An exhibition counter was installed in each event and IEC materials of Soochna Seva such as audios, videos, brochures, batches, standees and posters were made available at the stall. There were around 60-70 visitors at the Soochna Seva stall at each event. The events were attended by NGO representatives from different parts of the country, Media personals, and Government representatives, Social Workers/activists, amongst others.

Activity 4.4: Branding of Soochna Seva Kendra (SSK)
Each SSK is identified by a signboard that is specially designed keeping the Soochna Seva branding in mind. The signboard also includes European Union and DEF logos. Most SSKs follow consistency in decorating the walls with chart papers providing information about digital literacy and scheme information.

(Please refer to Annexure 2 for samples of Soochna Seva Kendra photographs)

Activity 4.5: Wall painting
Soochna Seva fellows across the districts are involved in wall painting to promote the idea of the program in the villages.

(Refer to Annexure 13 for sample photographs of wall paintings)

Activity 4.5: Project documentation
A Staff Manual for the Soochna Seva field team has been created to guide the ground team in HR, Finance policies.

(Refer to Annexure 14 for the Soochna Seva Guide book)

2.3 Results of the Soochna Seva Action

In all the five districts where DEF is implementing Soochna Seva, the Pradhan Mantri Jan Dhan Yojana (PMJDY), a scheme launched by Prime Minister Narendra Modi, took special focus. The reason why this is so because there was already an awareness drive from the central government and the people in the communities were interested in taking the benefits of the scheme. While this scheme played an important role in enabling the Soochna Seva team working in the fields to reach out to the communities easily, it was not an easy task because many people could not avail the benefits due to non-availability of basic but required documents, certificates, or ID cards. Therefore, a lot of effort was required from the field team to firstly, make the people aware about the eligibility criteria and secondly, help in generating these basis documents such as Aadhar card or birth certificate for the people to avail PMJDY. The team had to work from ground zero where they had to help the people avail the basic documents, which is the first step to avail any entitlements.

As a step towards acknowledging this effort from our ground team, another category called 'Others' have been included along with the other six categories, such as Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security. The 'Others' category includes availing of the required documents such as Aadhar, birth certificates, or any other documents required to avail entitlements.

Gradually other schemes also gained attention as the people from the community reached out to our Soochna Seva team to help them avail the scheme benefits.

Below are the details of each district.

Barmer, Rajasthan

Barmer is the second largest district of Rajasthan. It is situated in the western part of the state and forms a part of the Thar Desert. Since its formation in 1949, there has been almost no change in its external-boundaries. However, number of blocks has increased from 5 to 8 while the number of towns however remained two. Barmer district has been divided into 8 Panchayat Samities - Barmer, Balotra, Siwana, Sindhari, Baitu, Shiv, Chohatan and Dhorimana.

In Barmer, DEF is implementing the Soochna Seva program in five blocks – Barmer, Baitu, Sivana, Dhanau (erstwhile Chohtan but Dhanu has become a block from a Gram Panchayat last year), and Kalyanpur (erstwhile Balotra but Kalyanpur has become a block from a Gram Panchayat last year).

Area: Total area of Barmer: 28387 sq. km.

Population (census of the 2011 India): The total population of the district is 2,603,751 where male population is 1,369,022 and female population is 1,234,729. The district has a population density of 92/km^2 (240/sq mi). Urban population is 7%.

Sex ratio: The sex ratio of Barmer is 902 per 1000 male.

Literacy rate: The average literacy rate is 56.53%. The male-female gap is highest in Rajasthan and in Barmer it was 57.49 according to the census 2011.

Achievements
In Barmer, the Soochna Seva team covered 20 Panchayats out of 25 for the baseline survey and 95 villages out of 106 have been socially mapped. Picking up the targets as per proposal information dissemination of the entitlement is project deliverable in which approx. In 2014, a lot of outreach effort has been made to reach out to the communities in the form of formal and informal meetings, workshops, door to door campaigns, and camps.

In terms of delivering the services and benefits of the schemes, PMJDY and Bhamashah Yojana were the leading schemes followed by Pension schemes and Palanhar. The reason why PMJDY and Bhamasha Yojana took precedence over the other schemes is because there was already widespread awareness drive carried out by the central government. However, there was a big lacuna in the understanding of how to avail the schemes and the eligibility criteria which our field team helped in filling the gap. As a first step, our team worked on getting these basic documents in place so that the people could avail the benefits.

The table below shows the status of the Soochna Seva implementation in Barmer.

Scheme Category	Barmer					
	Registration			Conversion		
	Male	Female	Total	Male	Female	Total
Financial Inclusion	333	6856	7189	333	6856	7189
Social Security	124	225	349	18	22	40
Health	0	2	2	0	0	0
Others*	131	358	489	127	357	484
Total	**588**	**7441**	**8029**	**478**	**7235**	**7713**

**The Others category include availing of documents such Aadhar card, birth certificate to avail benefits of Schemes. This category does not include any schemes.*

Tehri Garwal, Uttrakhand
Tehri Garwal is one of the largest districts in Uttarakhand with its administrative headquarters in New Tehri. Lying on the southern slopes of outer Himalayas, Tehri Garhwal stretches from the snow clad Himalayan peaks of Thalaiya Sagar, Jonli and the Gangotri in the North to all the way to the foothills near Rishikesh. The Bhagirathi river which runs through the district and divides into two parts, while the Bhilangna, Alaknanda, Ganga and Yamuna rivers border it on the east and west. Its neighboring districts are Uttarkashi, Chamoli, Pauri, Rudraprayag and Dehradun.

Population: Tehri Garhwal had a population of 604,747 (2011 census) of which males were 295,168 and 309,579 were females.

Literacy rate: Average literacy rate of Tehri Garhwal in 2011 were 76.36%. This is a significant jump from o 66.73% of 2001. Total literate in Tehri Garhwal district is 407,994 of which male and female are 227,406 and 180,588 respectively.

Sex Ratio: With regards to Sex Ratio, it stood at 1077 per 1000 male compared to 2001 census figure of 1049 females per 1000 males.

In Tehri Garhwal, DEF is implementing the Soochna Seva program is five blocks namely Chamba, Jakhanidha, Narendranagar, Partapnagar, and Thauldhar.

Tehri Garhwal is a hilly terrain and most of the population is scattered and residing in very remote areas. There is a lack of proper roads, public transportation, and other basic amenities. The team focused on the PMJDY Scheme but substantial number of beneficiaries was also registered under Pension schemes, and Gaura Devi Kanya Dhan Yojana.

The table below shows the status of the Soochna Seva implementation in Tehri Garhwal.

Scheme Category	Tehri Garhwal					
	Registration			Benefits Availed		
	Male	Female	Total	Male	Female	Total
Financial Inclusion	464	528	992	464	528	992
Social Security	468	576	1044	0	0	0
Health	0	7	7	0	7	7
Livelihood	4	15	19	4	15	19
Others	58	30	88	0	0	0
Total	**994**	**1156**	**2150**	**468**	**550**	**1018**

**The Others category include availing benefits through institutions such as school, Anganwadi, etc. This also includes availing required documents like Aadhar card, birth/death certificate, and ration card.*

Ranchi, Jharkhand

Ranchi is the state capital of Jharkhand. The total area of Ranchi district is 7593 sq. Kms. More than 60% of the population lives in rural areas and their livelihood depend solely on agriculture and allied activities. About 82% of the households have holdings of less than two hectares with the average holding size being 1.18 ha. Only 0.84% of the households have land holdings greater than 10 hectares.

Population: According to the 2011 census, Ranchi district has a population of 2,912,022, giving it a ranking of 130th in India. In rural areas where DEF is implementing Soochna Seva, 838715 are male and 815961 female. The district has a population density of 557 inhabitants per square kilometer (1,440/sq mi). Its population growth rate over the decade 2001-2011 was 23.9%.

Literacy rate: Literacy rate in Ranchi is 77.13%.

Sex ratio: Ranchi has a sex ratio of 950 females for every 1000 males.

In Ranchi, DEF is implementing Soochna Seva in five Blocks such as Bero, Burmu, Itki, Angara, and Sonahatu. These blocks are tribal dominated areas and people are mostly based on agriculture and daily wage activities. Lack of irrigation in these areas makes agriculture non-remunerative and seasonal. This has resulted in searching for sustenance as daily-wage workers. The daily wage

workers are mainly generating their livelihood through sale of fuel wood. Owing to the rising employment opportunities and opening of numerous regional and state level offices, banks, and FMCG companies, the city has witnessed a rapid influx migrants seeking employment.

Between May 2014 and November 2014, baseline survey has been conducted in all 25 Panchayats. Implementation of the Soochna Seva program was kicked off with PMJDY scheme in this hilly district and then subsequently other schemes such as Kisan Credit Card, Irrigation well, Pension schemes, and stipend scholarship also gained speed.

The table below shows the status of the Soochna Seva implementation in Ranchi.

Scheme Category	Ranchi					
	Registration			Benefits Availed		
	Male	Female	Total	Male	Female	Total
Financial Inclusion	1049	1199	2248	1049	1199	2248
Social Security	65	87	152	1	0	1
Others	10	0	0	10	0	10
Total	**1124**	**1286**	**2400**	**1060**	**1199**	**2259**

**The Others category include availing benefits through institutions such as school, Anganwadi, etc. This also includes availing required documents like Aadhar card, birth/death certificate, and ration card.*

Guna, Madhya Pradesh

According to the 2011 census, Guna District has a population of 1,240,938. This gives it a ranking of 388th in size in India (out of a total of 640).

Population: Guna has a population density of 194 inhabitants per square kilometer (500/sq mi). Its population growth rate over the decade 2001-2011 was 26.91%.
Literacy Rate: Literacy Rate of Guna is 65.1%
Sex ratio: Guna has a sex ratio of 910 females for every 1000 males.

DEF is implementing Soochna Seva project in 5 blocks, namely Guna, Aaron, Raghogarh, Chachora and Bamori. There are 1338 villages in 425 Gram Panchayats. The overall area of Guna district is 6307.66 sq km wherein Bamori is the largest block with 1597.51 sq km area and Aron is the smallest block with 718.49 sq Km area. In Guna district, 122 villages were covered for social mapping.
The Soochna Seva intervention was initiated with the PMJDY scheme. With the efforts made by the ground team, outreach programs have been organized in targeted villages/panchayats of the selected blocks. Gradually, other benefits such as Mukhyamantri Awas Yojana, Pension schemes, Seed distribution, CM helpline, Krishi Kranti Rath, and Mega Lok Adalat have also gained popularity and people from the community are approaching the Soochna Seva team for more information on the benefits.

The table below shows the status of the Soochna Seva implementation in Guna.

Scheme Category	Guna					
	Registration			Benefits Availed		
	Male	Female	Total	Male	Female	Total

Financial Inclusion	1415	875	2290	1415	875	2290
Social Security	59	44	103	31	22	53
Education	1	0	1	1	0	1
Livelihood	19	0	19	19	0	19
Others*	0	0	0	0	0	0
Total	**1494**	**919**	**2413**	**1466**	**897**	**2363**

**The Others category include availing of documents such Aadhar card, birth certificate to avail benefits of Schemes. This category does not include any schemes.*

West Champaran, Bihar

West Champaran is known for its fluid border with Nepal. People are easily crossing borders from one country to another. It was formerly a subdivision of Saran District and then Champaran District with its headquarters in Bettiah. The district has suffered large scale denudation of forests. Forests are confined to the northern tract and particularly the Sumeswar and the Dun ranges are covered with forests. Sal, Sisam, Tun and khair are among the trees found in this region. Agriculture is the main source of income of the people in West Champaran. Some agro-based industries have flourished here and are being run successfully.

Population: According to the2011 census, West Champaran district has a population of 3,922,780, giving it a ranking of 63rd in India (out of a total of 640). The district has a population density of 750 inhabitants per square kilometre (1,900/sq mi). Its population growth rate in 2001-2011 was 28.89%.

Literacy rate: West Champaran has a literacy rate of 58.06%. Muslim education in Deoraj (Lauriya block) is 87.12% which is highest in Bihar in a particular region.

Sex Ratio: West Champaran has a sex ratio of 906 females for every 1000 males.

DEF is implementing Soochna Seva project in 5 blocks namely Baghayi, Ramnagar, Gaunaha, Mainatand, and Sikta. The launch of Soochna Seva in West Champaran was delayed due to frequent turnover of the ground staff and due to lack of presence and contact of DEF. Therefore, the achievement numbners are less as compared to the other districts. The team and the Soochna Seva Kendras were in place in December 2014. With the help of Alok Sansthan, a part of DEF for this Action, the program got launched effectively.

The table below shows the status of the Soochna Seva implementation in West Champaran.

Scheme Category	West Champaran					
	Registration			Benefits Availed		
	Male	Female	Total	Male	Female	Total
Financial Inclusion	662	586	1248	667	586	1253
Social Security	19	86	105	0	0	0
Health	66	80	146	0	0	0

Total	**747**	**752**	**1499**	**667**	**586**	**1253**

**The Others category include availing of documents such Aadhar card, birth certificate to avail benefits of Schemes. This category does not include any schemes.*

2.4 Please list activities that were planned and that you were not able to implement, explaining the reason for these:

Sr. No.	Activities	Description	Status	Reason for not implementation
1	Call center set-up	Call Centres will have a Toll Free number where citizens can call on that number for any queries related to the public schemes and guidance on availing the benefits of a scheme.	Not started	Focus in 2014 is on driving awareness of the Soochna Seva program and information dissemination. The focus on call centre set up to be done in January 2015.
2	Development of Partner websites	Development of a website that includes EU objectives and details of 14 Partners and their achievements.	In progress	Final content awaited from the Partners

2.5 What is your assessment of the results of the Action so far? Include observations on the performance and achievement of outputs, outcomes and impact in relation to the specific objectives and overall objectives and whether the Action has had any foreseen positive or negative results (Please quantify where possible; refer to Log frame indicators).

Please list potential risks that may have jeopardized the realization of some activities and explain how they have been tackled. Refer to Log frame indicator. If relevant, submit a revised log frame, highlighting the changes.

Challenges	Potential risks	Mitigation Plan
Scattered area and minimal or no public transport	People cannot attend camps, visit SSKs easily SS team cannot reach people	High risk. Not in our control. SS team reaches out to people living in these areas
Lack of infrastructure such as roads in certain areas. Certain weather conditions make it impossible to reach.	People cannot attend camps, visit SSKs easily SS team cannot reach people	High risk. Not in our control.
Lack of basic documents required for availing any Schemes, for example bank account, Aadhar card, birth certificate	Longer gestation period	Team helping in getting the required documents since this is required to avail any scheme
People are either not aware or partly aware of the eligibility criteria	Longer gestation period	SS team providing all information relation to Schemes
Phone numbers/Cellphone numbers are temporary	Verification issue	High risk. Not within our control.
Non-disclosure of social status – SC/ST,	Incomplete, inaccurate	High risk. Not within our control.

Minority, OBC	analysis	
Non-availability of computer literate people	Hiring the right people for Soochna Seva, longer gestation period	Central team along with a few trained SS fellows provide hands on training on the ground
Naxal influences in certain areas	People do not come out of the houses during *naxal bandi*	High risk. Not within our control.
BPL cardholders owned by APL. The real deserving citizens below poverty line actually do not hold any beneficiary card like BPL card.	Benefits going to the wrong people	High risk. Not within our control. However, our team is linking other Government schemes that do not required BPL cards
Middlemen charging fees for forms and services which are otherwise free	Longer gestation period.	High risk. SS team engages Govt officials, elected members, and community members to curb corruption

LOGICAL FRAMEWORK FOR THE PROJECT			
Intervention - Logic	**Indicators**	**Sources and means of verification**	**Assumptions**
Address the larger issue of poverty, social exclusion and inequity of marginalised groups through information empowerment on public schemes towards entitlement gains and thereby promoting and strengthening good governance practice by local administration.	ICT based information delivery mechanism will be in place to provide continuous access to critical information resources, services & final entitlements on education, health, employment, livelihood& financial inclusion and social security government schemes to target groups and beneficiaries in selected 125 Panchayat & 25 blocks in five districts through project intervention	Physical verification reports- District project monitoring Committee Report External Evaluation, Academic Research report, Project Reports, Media Reports and Community Audit. Etc.	Information asymmetry about public schemes and services lead to poor entitlement of the same by poor and marginalized. Good Cooperation from the local authorities and community in setting up ICT based model, No or limited barriers in setting up ICT based model to address the problems.
Provide enhanced channels and points for information services delivery to target groups at their doorsteps towards informed choices, decisions and entitlement benefits;	Provide public scheme information service and final entitlement benefits through 25 public information and services access & delivery points to households and beneficiaries on 6 major sectoral areas in education, health, employment,	Baseline and end line evaluation report, Report from District administration on fund utilization of various schemes, PRI reports, Block level reports, field reports, monitoring and evaluation reports, Citizen feedback from district administration	Adequate support and acceptance of stakeholders (Panchayat and block office, District administration, local agencies like CBOs/CSOs/Schools). Inter and intra team coordination and responsiveness. Community engagement and cooperation. Willing local political support (support from representatives and functionaries of different political

	livelihood& financial inclusion and social security in 125 Panchayat in 25 blocks in identified five backward districts & communities emerging with final entitlement beneficiaries.	media, reports, research reports on the effectiveness of the framework of the project.	affiliations).
Expected Result 1.1			
Put in place a public scheme information access, dissemination and entitlement management framework through 25 public access points (Soochna Seva Kendras), 240 Information Fellows (Soochna Sevaks),and 5 district Information Vans (Soochna Vahans) covering six major public scheme areas within 125 Panchayat level in identified five backward districts	ER 1.1.1 - Set up and run 25 (Soochna Seva Kendras) block level information, entitlement access and delivery points and public access points at 125 Panchayat level in all 5 target districts (SSK) equipped with ICT and Non ICT tools. ER 1.1.2 - A total of 5 Soochna Vahans (Info Vans) as mobile access and delivery points in 5 districts. ER 1.1.3 - 240 information fellows trained to provide information to the target groups.	Soochna Seva Reports, blocks/PRI level reports, mobile camp report and project reports.	Availability of power at required at required times, availability of network connectivity (broadband). A decent road communication. Climatic conditions like inclement weather in terms of incessant rain during monsoon season, Local social factors and elements not willing to support the project and potential beneficiaries.
Expected Result 1.2			
Monitor the effective use of information at community (final beneficiary) and service provider level (local authority) and take corrective actions through continuous learning and feedback mechanism, ensuring information access leads to better entitlements.	ER 1.2.1 - Ensure that at least more than 70% of the 50000 households are the final beneficiaries (Soochna Seva beneficiaries) of government schemes and entitlements through the project intervention aiming to touch base 100,000 individual beneficiaries. ER 1.2.2 - More than 60% of the 150,000 households covering	Disaggregated data on the use of information-date classified by gender (men and women), age (youth, old, children), community (BPL, SC/STs tribals), schemes (education, health, employment, livelihoods, financial inclusion and social security), baseline, mid-term review report and end evaluation report, citizen feedback report, information service centers reports,	Private sector willing to invest in ICT based models; Government keen in promoting the ICT based model for information dissemination.

	other 300,000 indirect beneficiaries' benefits from final government schemes and entitlements through the project intervention in key sector areas including education, health and livelihood	district administration reports etc.	
Specific Objective (s) 2			
Facilitate towards an integrated district level public scheme information management framework & develop a citizen engagement and entitlement mechanism in public scheme administering process and its outcome and bridge administration-citizen network deficits.	Develop capacities of public scheme service providers in local administrative functionaries at Panchayat, Block and District administration level in enabling dissemination of public scheme information to target groups and beneficiaries including poor and underserved citizens on key development goals and provide government entitlements and citizen services in affordable and accessible ways and timely manner.		
EVOLVE A REPLICABLE SUSTAINABLE 'SOOCHNA SEVA' MODEL and advocate for scaling up the initiatives in other target districts/states through public private partnerships/investments.	ER 2.1.1 - Motivated private stakeholders including industry CSR units to support in setting up SOOCHNA SEVA Kendra for delivery of information services and entitlements and other citizen services. ER 2.1.2 - A low cost or cost effective component of the model wherein rural social entrepreneurs can set up information services delivery & entitlement centres (Kendras) with support of local	Soochna Seva Reports, Business plan, publications, research reports, conference/workshop reports etc.	Community/individual beneficiary willing to give correct date on recording the effectiveness of information service provision. Local authorities provide quality and relevant information for dissemination through Soochna Seva centers.

	administration and other partners; centres to provide information services along with providing other citizen services and ICT services and run the centres on sustainable model ER 2.1.3- Improved situation and technical and management capacities of target groups and final beneficiaries as well as the technical and management capacities of target groups and/or any local partners ER 2.1.4 - Develop perspective and interest among existing community centre initiatives like the CSC programme and its stakeholders to adopt and replicate the model in their existing centres		

2.6 Please list all contracts (works, supplies, services) above € IO.OOO awarded for the implementation of the Action during the reporting period, giving for each contract the amount, the award procedure followed and the name of the contractor.

Particular	Party Name	Amount
Laptops, Desktops, Printers & Cameras	Aashirvad Laptop House	1,680,950.00
Laptops & Desktops	Micro World	3,802,310.00
	Total	5,483,260.00

We have followed the procedure of taking three quotation**s** to arrive at the final vendor that gives us quality products at a competitive rate.

2.7 Please provide and updated action plan

Year 1													
	Semester 1						**Semester 2**						
Activity	**Month 1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Implementing body**

Preparation Activity 1- ***Baseline / Mapping of public scheme information preparedness:*** [Development of mapping / study format, selection of study / mapping tools, selection of samples, locations for mapping, selection and training of surveyors / data personnel]													Local District teams
Execution Activity 1 - ***Baseline and mapping of public scheme information and entitlement status in 5 identified backward districts*** **& study consolidation**: [Selection of public schemes in core areas of – education, health, livelihood, employment, financial inclusion and social security programmes; Mapping of public scheme information availability among target groups & beneficiaries; mapping of information dissemination mechanisms at district, block and Panchayat level; mapping of access platforms and tools; mapping of information availability as per social factors – gender, minorities, tribal and other underserved groups; consolidation of mapping / study inputs; mapping of gains in final services and entitlements from various information provisions]													Local District Partners & Implementing Agency

Preparation Activity 2 – Preparedness of project formulation and design and development including coordination and partnership with local authorities/ other partners like CSOs													Implementing agency & Local District teams
Execution Activity 2 ***Project formulation, design and development in partnership with local authorities / partners like CSOs*** [Identification and selection of target groups & beneficiaries; Identification and selection of SOOCHNA SEVAKS (Info Fellows); Development of a centralized database of all public schemes; Capacity building & Training (staff, SOOCHNA SEVAKS, officials); Launch (awareness, orientation);													Implementing agency
Execution Activity 3 ***Project implementation / Management/*** Deployment of Soochna Seva programme at Panchayat level and block level in all 5 districts (25 blocks, 125 Panchayats); Putting in place 125 SOOCHNA SEVA access points (access services centres); deployment of 300 SOOCHNA SEVAKS with basic training and capacity building; modus operandi to deploy													Implementing agency & Local District Partners

SOOCHNA VAHANS as per mandate, role and targets led by Panchayat wise SOOCHNA SEVAKS; deployment of information services, provide access windows and platforms, training & skill development, awareness and advocacy, group mobilization, transparency and accountability measures, progress tracking in terms of information services provisioned to beneficiaries and final gains in actual services and gains in entitlements, research and result dissemination; deployment of Action methods / approaches using ICT and non-ICT tools and applications; deployment of programme activities with quarterly, half yearly and yearly targets/ results / outputs/ outcomes; process documentation; Monitoring and evaluation measures; Risk management measures; Progress tracking measures with offline and online tracking tools; research and result dissemination measures; Centralised multi lingual public scheme website development (Hindi & English languages); Website integrated with database with web, SMS, mobile, tablet, voice as an interface; Setting up and												

implementation of call centre in each district (Citizen Call Centre (CCC); Software development (android app development); Design, and deployment of the SOOCHNA VAHANS and its delivery structure to serve in 5 districts]													

3. Partners and Other Corporation

3.1. How do you assess the relationship between the formal partners of this Action (i.e. those partners which have signed a partnership statement)? Please provide specific information for each partner organization.

In 2014, we have had meetings and workshops with various partners in New Delhi. There was a lot of knowledge sharing between the partners and the possibility of working collaboratively. As an outcome of one of our meetings, a consolidated and a comprehensive website (http://jansoochna.org/) has been developed by DEF where all the 14 partners can share information, achievements, and regular updates on a daily basis. In 2015, this will be a bigger project where partners can communicate and share updates on a real-time basis.

http://jansoochna.org/ will serve as a key advocacy and outreach platform for Public Schemes and Entitlements. It will, over five years, be a strong voice for EU's and the 14 partners on information dissemination of Public Schemes and Entitlements.

3.2 How would you assess the relationship between your organization and state authorities in the Action countries? How has this relationship affected the Action?

We have initiated the process of liaising with various state bodies at the District, Block and Panchayat level in the targeted location of our Action and shared the Soochna Seva program as a model of public service dissemination. We have had fruitful discussions with all the representative, both elected and Government officials. With this process initiated, it has become easier for the Soochna Seva team to approach them for help in mobilizing the community. In many situations, we have even sought and received help in booking people who posed as hurdles for the program to go forward.

3.3 Where applicable, describe your relationship with any other organisations involved in implementing the Action:

We have signed a Memorandum of Understanding (MoU) with ALOK Sansthan from Bihar and Social Work Research Centre from Rajasthan for local support, such as man power, logistical support, training and capacity building, monitoring and evaluation of outputs and inputs. In West

Champaran, Bihar, ALOK Sansthan has helped us in setting up of the Soochna Seva Kendra, hiring the staff, organizing meetings, and even mobilizing the community. SWRC has supported DEF in the planning and implementation process in Barmer, Rajasthan.

3.4 Where applicable, outline any links and synergies you have developed with other Actions.

There were interactions with other partners in the form of meetings and workshops to gain knowledge of each other's projects. There is a lot of potential in working together collaboratively in the targeted locations. There was a lot of effort in knowledge sharing during the building of the comprehensive website for all the 14 partners. Since 2014 was a year for setting up the program and rolling it, effort for collaborative work will be revisited on 2015.

3.5 If your organization has received previous EU grants in view of strengthening the same target group, in how far has this Action been able to build upon/complement the previous one(s)?

Not Applicable

4. Visibility

4.1 How is the visibility of the EU contribution being ensured in the Action?

EU has been a part of all our promotional campaigns. Our campaigns in all formats, online and offline, print, audio, or video, clearly display the logo of EU prominently. In our Soochna Seva Kendras across districts, exhibition counters, camps, IEC materials, EU logo is prominently displayed. In our door to door campaigns, meetings, and camps, we ensure that the objective our field staff has sufficient knowledge about the EU objectives to share with the communities.

The European Commission may wish to publicise the results of Actions. Do you have any objection to this report being published on the EuropeAid website? If so, please state your objections here.

DEF does not have any objections.

Name of the contact person for the Action: Syed S. Sultan

Signature: 

Location: New Delhi

Date report due: March 31 2015

Date report sent: June 31 2015 *(report sent on March 31, 2015 was requested to be kept on hold)*

Annexure

Annexure 1: Baseline survey

Annexure 2: Sample photographs of Soochna Seva Kendras (SSKs)

Annexure 3: Sample photographs of meetings and camps

Annexure 4: Sample photographs of social mapping

Annexure 5: Soochna Seva Fellowship programme – brochure and form

Annexure 6: Yojana – database of Governments Entitlements

Annexure 7: Schemes Directory

Annexure 8: IEC materials

Annexure 9: Website snapshots

Annexure 10: Sample photos of Soochna Vahan

Annexure 11: Consultation Workshop

Annexure 12: Communication and Visibility Workshop Report

Annexure 13: Sample photographs of wall painting

Annexure 14: Soochna Seva Guide Book