GUNA, DISTRICT LEVEL WORKSHOP

ON

INFORMATION, ENTITLEMENT & EMPOWERMENT

Nov 27th, 2015

VENUE:
HOTEL SARA, AB ROAD,
GUNA, MADHYA PRADESH

Supported by

European Union

Co-organised by

DEF
DIGITAL EMPOWERMENT foundation

Organised by

ABOUT THE SEMINAR

Information is a tool that can help to eradicate the poverty and backwardness and improve the living conditions of women, schedule castes and tribes, minorities and other marginalised groups. Absence of appropriate mechanisms and limited resources at government level to disseminate important citizen related information has proved hurdle to access the information and derive benefits from public schemes in time. However, this situation can be improved through creating a systematic approach to deliver public schemes information to citizens and communities using both traditional and new methods supported by Information Communication Technology (ICT) tools and platforms. Further, this can be improved through capacity building of the stakeholders in a systematic manner over a period of time. These capacity building initiatives will also play a key role in promoting accountable and responsive panchayats and other government bodies to provision timely and relevant service delivery.

All relevant stakeholders including the local administration, the government agencies and departments, the NGOs and civil society organisations and other partners should step ahead and come forward to work in close coordination for improving accessibility of information about public schemes and successfully delivering their benefits to those who are most deserving. The bigger advantage of timely delivery and access of information services helps to stabilise our societies and communities and helps to address their various social, economic and educational needs. In the longer run, this promotes and strengthens our democracy through active citizen and communication participation and engagement.

WHY THE SEMINAR

The main goal of seminar is to build deep conceptual understanding of the public schemes, programme and process to avail the information or benefit. Stakeholder would get to know how the benefit can be reached to the last mile beneficiaries who are lagging behind from their rights are actually meant for them. It would create opportunities to explore areas relevant for information dissemination and citizen entitlements in more depth and share ideas in a way that will advance the thinking's and actions of stakeholders to strengthen and develop capacities of local agencies to deliver citizen services better

OBJECTIVE

- To take stock, review the existing status of public schemes information dissemination in the district
- To understand and review the issues and challenges in citizen and community entitlements from public welfare schemes and programmes
- To understand and take stock of methods, ways and means to deliver public schemes information and provide final entitlements to citizens and communities.
- To explore new methods, ways and means to deliver public schemes information and provide entitlements through example sharing and exchange.
- To understand the status and scope for working together between the local administration, government agencies, NGOs and civil societies to improve the information dissemination environment.

EXPECTED OUTCOMES

- To have a better understanding of the public schemes information dissemination status in the district
- To have a better understanding of the limitations of information dissemination and lack of citizen entitlements
- To map the existing methods and means to deliver information and entitlements
- To explore new ways and means to improve the delivery and access of information and entitlements in time
- To explore models of partnership and collaboration between the local administration, departments and agencies and the NGO and civil society organisation and other partners
- To work towards a better information democracy in the district and make the district a foremost district in best information dissemination and citizen entitlements in India.



Guests of Honour

PARTICIPANTS

The guests who shared the space with the participants are:

1. Arun Dev, Deputy Director, Department of Social Justice and Empowerment, Guna district
2. Sunita Mishra, Senior Scientist, Kirshi Vigyan Kendra
3. Ranjeet Singh Raghuvanshi, Chief Operating Officer, Janpad Panchayat, Raghogarh
4. Dilip Jain, Chief Operating Officer, Janpad Panchayat, Bamori
5. Vijay Chandel, Principle, Model Higher Senior Secondary School, Aron
6. Bhupendra Panwar, BPM, Health Department, Guna
7. S.C. Dubey, Retired Panchayat Inspector
8. Amit Singh Bhaduria, Assistant Operator, Krishi Vibhag, Guna
9. Dr. Sudheer Singh Chauhan, Krishi Vigyan Kendra, Guna
10. S.N. Jayant, District Coordinator, Nehru Yuva Kendra, Guna
11. Manjusha Saloman, District Coordinator, MP Jan Abhiyan Parishad, Guna
12. J.K. Pathan, Komi Khidmadgar Society, Guna
13. Vishnulal Patidaar, Textile Department, Guna
14. Vina Chauhan, Block Programme Officer, Health Department, Guna
15. Manoj Shinde, Senior Agriculture Scientist, Aron
16. Vaibhav Sharma, UIAID agency
17. Ajay Kataria, Kalptaroop Vikas Samiti

SUMMARY

Chandoria Shiksha Sansthan, a local non-profit organisation and **Digital Empowerment Foundation (DEF)** collectively organised a district level workshop on **27th November 2015 at Hotel Sara in Guna, Madhya Pradesh.** Participants varied from elected members of gram panchayat, district/block officials, social activists, local influential NGOs, CBOs, self-help group workers etc., primary health centre officials, bank officials and beneficiaries.

The programme was inaugurated by **Ashok Sharma, Secretary, Chandoria Shiksha Sansthan Shivpuri.** He briefed about the objective of workshop followed by introduction of the chief guests and informed the participants about the functioning of his organisation.

The chief guests took part in lighting-the-lamp ceremony and the workshop began. Thereafter, **Nagendra Chaturvedi, District Manager, Soochna Seva** presented slides about the project's objective, focus area, feasibility, working area of 25 Panchayats and 127 villages, way to work, current role of DEF/ Soochna Seva, people's participation and objective of the workshop.

After a concise introduction of Soochna Seva and DEF, all guests were requested to converse their inputs and suggestions about the events and its objectives. **Arun Dev, Deputy Director, Department of Social Justice and Empowerment**

appreciated the work of Soochna Seva and shared his experiences about how the team has been supporting the department. From **Agriculture Department, Amit Singh Bhaduria**, spoke about various schemes related to crop production such as Mrida Swasthya Card, Nalkoop Khanan, Balraam Talaab Yojana, Haldar Yojana and importance of women participation in carrying out the agricultural activities. A representative from **Nehru Yuva Kendra** talked about the main aim of its organisation and how they are contributing in the development sector.

Since the main goal of the workshop was to build deep conceptual understanding of the public schemes, programme and process to avail the information and benefit, all the stakeholders has been solicited to share possible challenges in getting the benefit of any scheme/entitlement in groups. The group was divided in such a way that each groups had one or two representatives from various department such as ANM, ASHA, AWW, local NGO, Kisan Mitra, SHG, famer, Soochna Sevak, Beneficiaries etc.

Time-slot of 30 minutes was provided to each group to discuss broadly on six thematic areas such as education, employment, financial inclusion, social security, and livelihood. After the discussions were over, one member of the group came forward and shared the inputs discussed.



Participants presenting their discussed points.

WORKSHOP SESSIONS

GROUP SESSION I:

Public Schemes Information Dissemination, Entitlement Status in Guna District

Focal points for discussion:

- Status of public schemes available at district level for citizens & community benefit
- Status of means & methods to information dissemination and delivery of entitlements
- Community engagement for information access and entitlement benefits including public grievance system
- Challenges in information dissemination & delivery of actual entitlements to the needy population
- Why there is urgency to disseminate public schemes information to the needy communities and deliver entitlement benefits?



Participants at the workshop

The outputs of discussion among participants were divided under two categories as follows:-

Education

- Aaganwadi in villages lead to unawareness about child vaccination etc.
- No awareness among villagers regarding importance of education.
- Teachers are being deployed for the activities other than teaching.

Health

- Lack of doctors in PHCs.
- No awareness among people regarding child vaccination, janani suraksha yojana etc.
- Under 'Janani Suraksha Yojana', the nurses are taking the money for which the beneficiary is eligible for

Financial Inclusion

- No all the banks accounts are functional under 'Jan Dhan Yojana'.
- People who do not have ration card are not aware about the process of getting it.

Social Security

- Lot of problems in making the disability certificate.
- People having farmers card are not eligible under 'Awaas Yojana'.
- No toilet construction has taken place under 'Swach Bharat Abhiyan'.
- No allotment of land has been taking place for toilet construction.

Employment and Livelihood

- Ways to aware unemployed people about the schemes and services being run for them.

Others

- No trainings of farmers.
- No awareness campaign on cleanliness.
- Most of the people in the villages are eligible under BPL categories but they do not any BPL card.
- No proper facility of drinking water.
- How to get information about crop production improvement.
- How to get information on schemes related to soil testing.
- No proper roads to the villages.
- Lack of information among farmers regarding organic farming.

GROUP SESSION II:

Strengthening Public Schemes Information Dissemination, Entitlement Benefits in Guna District

Focal points for discussion:

- Innovative ways and means to improve last mile delivery and access of public schemes information and entitlement benefits for citizens
- Role of Information Communication Technology (ICT) or digital applications to

improve delivery and access of public schemes information dissemination and citizen entitlements

- Whether and how Soochna Seva programme can improve delivery and access of public schemes information and citizen entitlements in Guna district



Group discussion in process

Outputs of discussion:

Participants involved in next sessions discussed on possible solutions to improve the delivery and access of information and entitlements in time. The whole session includes face to face interaction of beneficiaries with the concerned government officials though most of the discussion revolved around agriculture related issues. Common solutions are listed below:

- Awareness campaigns should be conducted by the government in order to disseminate information about all the schemes and services being provided by them.
- For the parents, every school should organise awareness campaigns for the purpose of informing them about importance of education for their children.
- Organisations a like DEF should broaden their reach and work in every village in collaboration government.
- ASHA, AWW and ANMS should be trained enough to disseminate information in every village they have been assigned for.
- Agriculture department should organise trainings for farmers in terms of informing them about various techniques of crop production, soil testing etc.

ADDITIONAL ACTIVITIES:

Nukkad Natak - A performance by 'Sharda Kala Mandal' wherein they informed people about issues related to child marriage, domestic violence, employment, education through singing and puppet dance.



Performers from Sharda Kala Mandal



Performers from Sharda Kala Mandal

MEDIA RELEASE:

सूचना सेवा से लोगों को मिलेगा लाभः देव

नईदुनिया संवाददाता। गुना

सूचना सेवा के माध्यम से लोगों को निश्चित रूप से लाभ मिलेगा। यह बात सामाजिक न्याय विभाग के उपसंचालक अरुण देव ने एक कार्यशाला के दौरान कही। गौरतलब है कि डिजिटल एंपावरमेंट फाउंडेशन दिल्ली और यूरोपियन यूनियन के वित्तीय सहयोग से जिले में सूचना सेवा परियोजना व चंदेरिया शिक्षा प्रसार समिति के माध्यम से काम किया जा रहा है। शनिवार को शहर के होटल द सागर में एक कार्यशाला का आयोजन किया गया। कार्यक्रम में मुख्य अतिथि के रूप में सामाजिक न्याय विभाग के उपसंचालक अरुण देव मौजूद रहे। जबकि अध्यक्षता सूचना सेवा परियोजना अधिकारी दिल्ली दीपशिखा शर्मा ने किया। कार्यक्रम में विशेष अतिथि के रूप में वरिष्ठ वैज्ञानिक अधिकारी कृषि विज्ञान केंद्र आरोन सुनीता मिश्रा, जपं सीईओ राघौगढ़ रंजीतसिंह रघुवंशी, बमोरी सीईओ दिलीप जैन सहित अन्य लोग मौजूद रहे। कार्यक्रम की औपचारिक शुरुआत के बाद सूचना सेवा जिला प्रबंधक नगेन्द्र चतुर्वेदी ने जिला स्तरीय कार्यशाला के उद्देश्यों पर प्रकाश डालते हुए कहा की सूचना सेवा जिले के पांचों विकासखंडों की 25 पंचायतों के127 गांवों में काम कर रही है। इस परियोजना का लक्ष्य जिला स्तर पर सार्वजनिक सूचनाओं को वंचित समुदाय तक पहुंचना है और ग्रामीणजन को स्थानीय प्रशासन के साथ जोड़कर सशक्त करना है। मुख्य अतिथि अरुण देव ने कहा कि यह सूचना सेवा की सराहनीय पहल है कि वह योजनाओं को गांव-गांव तक पहुंचा रहे हैं।



गुना। कार्यशाला में मंच पर मौजूद अतिथिगण।



गुना। निजी होटल में हुआ आयोजन।

आरटीआई की ग्रामीणों को दी जानकारी

हरिभूमि न्यूज. गुना

डिजीटल एम्पावरमेंट फाउंडेशन दिल्ली और यूरोपियन यूनियन के वित्तीय सहयोग से चल रही सूचना सेवा परियोजना और चंदेरिया शिक्षा प्रसार समिति शिवपुरी के तत्वावधान एक दिवसीय कार्यशाला का आयोजन किया गया। इस कार्यशाला का विषय सूचना अधिकार एवं सशक्तिकरण था, इसका मुख्य उद्देश्य गांव में रह रहे लक्षित समुदाय को सूचना एवं तकनीकी के माध्यम से योजनाओं का लाभ पहुंचना है। कार्यक्रम के मुख्य अतिथि सामाजिक न्याय विभाग से उपसंचालक अरुण देव थे।

अध्यक्षता दीप शिखा शर्मा, सूचना सेवा परियोजना अधिकारी दिल्ली ने की, विशेष अतिथि सुनीता मिश्रा, वरिष्ठ वैज्ञानिक कृषि विज्ञान केंद्र आरोन, रंजीत सिंह रघुवंशी मुख्य कार्यपालन अधिकारी, जपं राघौगढ़ दिलीप जैन, मुख्य कार्यपालन अधिकारी जपं बमोरी विजय चंदेल, प्राचार्य आरोन एससी दुबे, मंजूषा सालोमन जिला समन्वयक, एसएन जयंत जिला समन्वयक, जेके पठान अध्यक्ष कौमी खिदमदगार सोसाइटी गुना, अमित सिंह भदौरिया सहायक संचालक कृषि विभाग गुना थे। कार्यक्रम की प्रारंभ दीप प्रज्वलन से हुआ अतिथियों का स्वागत सूचना सेवा गुना टीम के द्वारा किया गया। सूचना सेवा जिला प्रबंधक नगेन्द्र चतुर्वेदी ने जिला स्तरीय कार्यशाला के उद्देश्यों पर प्रकाश डालते हुए कहा कि सूचना सेवा जिले के पांचों विकासखंड की 25 पंचायतों के 127 गांव में काम कर रही है।

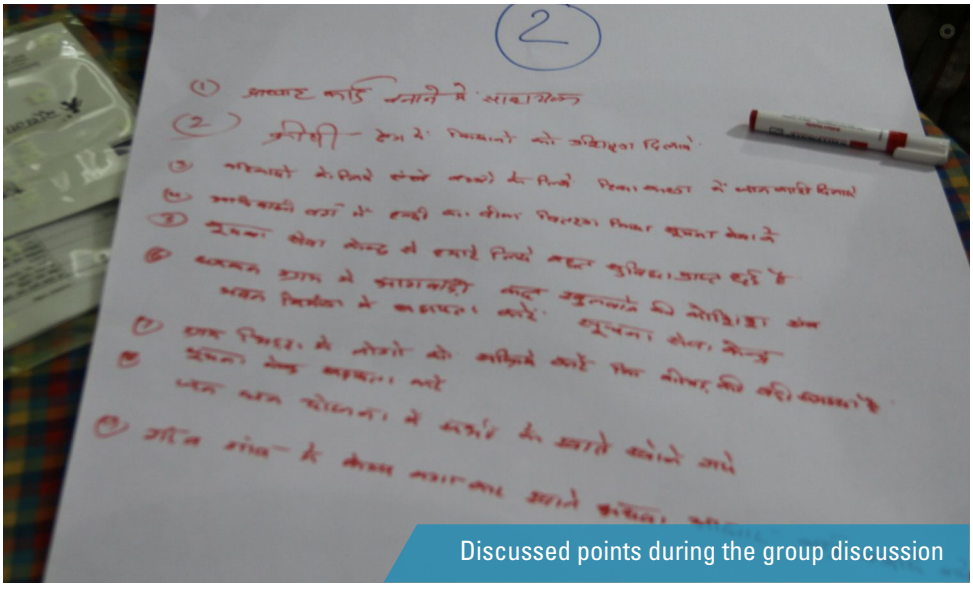
सूचना सेवा के माध्यम से निश्चित ही लोगों को मिलेगा लाभ : अरूण देव



गुना। डिजिटल एम्पावरमेंट फाउंडेशन दिल्ली और यूरोपियन यूनियन के वित्तीय सहयोग से चल रही सूचना सेवा परियोजना और चंदेरिया शिक्षा प्रसार समिति शिवपुरी के तत्वाधान में गत दिवस शहर के एबी रोड स्थित एक होटल में कार्यशाला का आयोजन रखा गया, जिसका विषय सूचना, अधिकार एवं सशिक्तकरण था। कार्यशाला का मुख्य उद्देश्य गांव में रह रहे लक्षित समुदाय को सूचना एंव तकनीकि के माध्यम से योजनाओं का लाभ पहुंचाना न्याय विभाग के उपसंचालक अरूण देव उपस्थित रहे, जबकि कार्यक्रम की अध्यक्षता दीपशिखा शर्मा सूचना सेवा, परियोजना अधिकारी दिल्ली ने की। वहीं विशेष अतिथि के रूप में श्रीमति सुनीता मिश्रा वरिष्ठ वैज्ञानिक कृषि विज्ञान केन्द्र आरोन, रंजीत सिंह रघुवंशी जं.प. सीईओ राघौगढ़ दिलीप जैन जं.प.सीईओ बमोरी, विजय चंदेल प्राचार्य आरोन, एससी दुबे, भूपेन्द्र पंवार, मंजूषा सालोमान, एस.एन जयंत, जेके पठान, अमित सिंह भदौरिया आदि उपस्थित रहे। कार्यक्रम की शुरूआत अतिथियों द्वारा दीप प्रज्वलन कर की गई। उसके बाद कार्यशाला के उद्देश्यों पर प्रकाश डालते हुए सूचना सेवा जिला प्रबंधक नगेन्द्र चतुर्वेदी ने बताया कि सूचना सेवा जिले के पांचो विकास खंड की 25 पंचायतों के 127 गांवों में काम कर रही है। इस परियोजना का लक्ष्य जिला स्तर पर सार्वजनिक सूचनाओं को वंचित समुदाय तक पहुंचाना है और ग्रामीणाजनों को स्थानीय प्रशासन के साथ जोड़ कर सशक्त करना है। कार्यक्रम को संबोधित करते हुए मुख्य अतिथि अरूण देव ने कहा कि ये सूचना सेवा की सराहनीय पहल है की ये योजनाओं को गांव-गांव तक पहुंचा कर लक्षित समुदाय को लाभ दिलाने का कार्य कर रहे हैं। उन्होंने बताया कि सूचना सेवा का महत्व इसलिए और बढ़ जाता है, क्योंकि यह लोग अपने नाम के अनुरूप सूचना का आदान-प्रदान बड़े सेवाभाव से करते हैं एवं सूचना के माध्यम से निश्चित ही लोगों को लाभ मिलेगा।

Picture Navbharat Press Release

WORKSHOP PHOTOS:



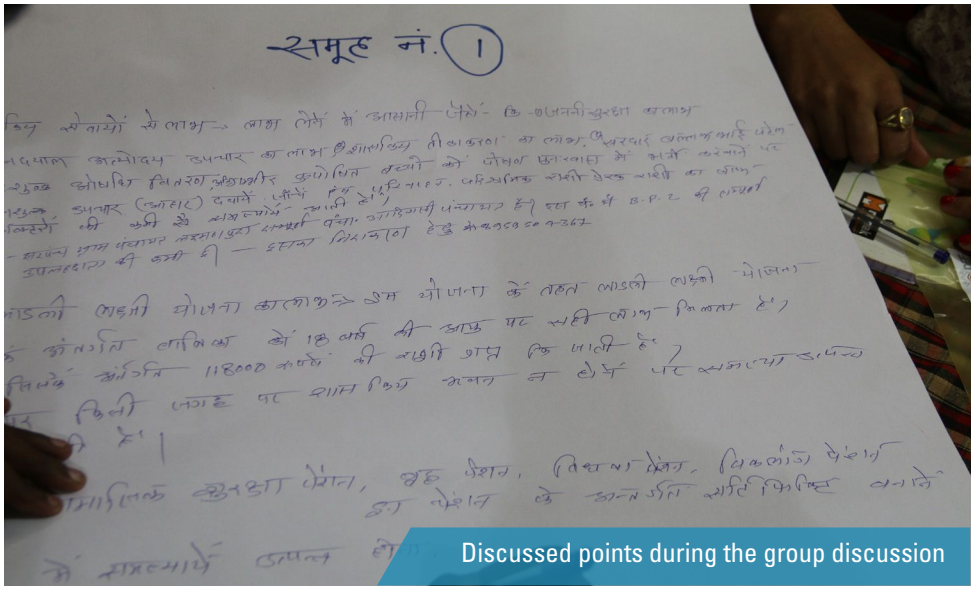
Discussed points during the group discussion



Guests of Honour lighting the lamp



Other NGOs displaying their materials



Discussed points during the group discussion



Participants at the workshop



Guests of Honour sharing their view points



Visibility materials displayed by partner NGOs



Guests of Honour sharing their view points



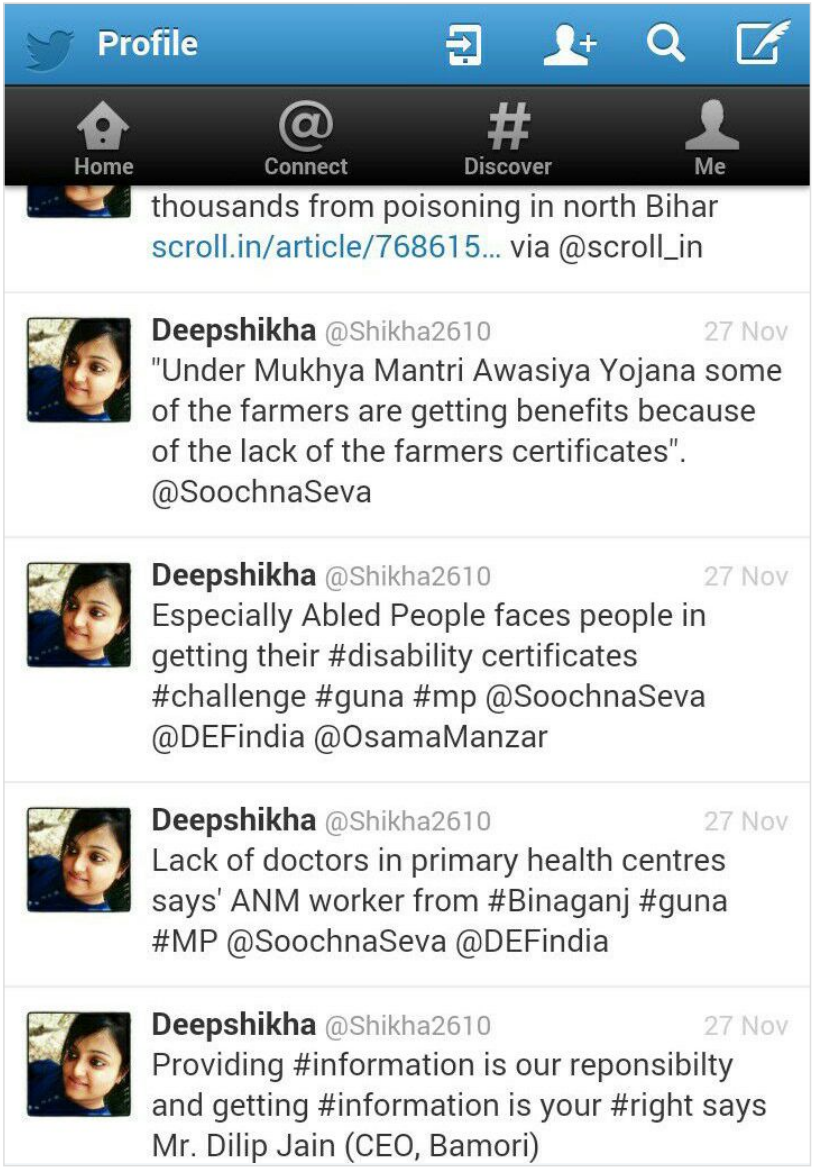
Guests of Honour sharing their view points

SOCIAL MEDIA REPORTS

TWITTER REPORT:

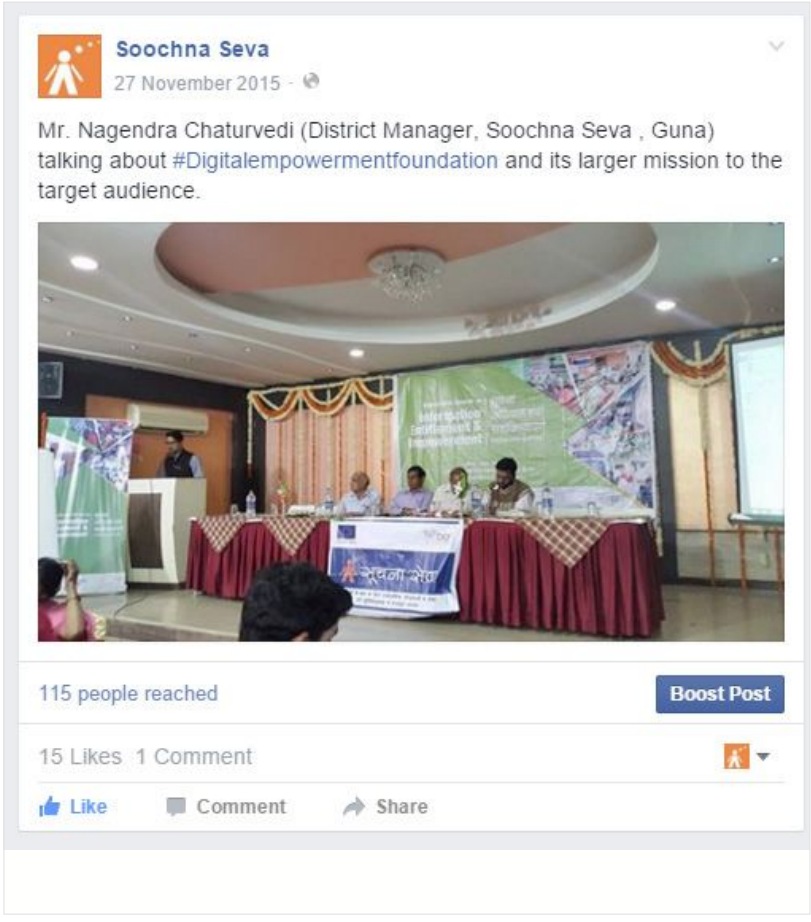
Tweets	Tweet impressions	Profile visits	Mentions	New followers
21	2,890	287	52	24

Popular Tweet



FACEBOOK REPORT:

Popular Post



CONCLUSION

The main aim of this report is to provide essence of the workshop that took place at Guna district. It was organised to give space for exploring the areas which are relevant for information dissemination and citizen entitlements; also, share ideas that would develop the capacities of local agencies, in order to deliver citizen services better. A different approach was utilised in order to build a conceptual understanding about public schemes, programmes and process to avail information or benefit. The workshop gave platform for various stakeholders to interact, engage and debate under one roof about the challenges faced by citizens and communities, methods to deliver information about pubic schemes and working status of local bodies such as government agencies, NGOs and civil societies, towards improvement of the information dissemination environment.

The efforts were fruitful as the participants unravelled the grave issues that were hidden under the rubble of ignorance and suppression. Limitations of information dissemination and lack of citizen entitlement were broadly discussed. There were recommendations about redefining the delivery and access of relevant information so that it could effectively reach the last mile beneficiary.

Shortcomings of the government delivery framework were identified and recommendations were made to improve partnership and collaborations between government agencies, NGOs and civil societies so that they acknowledge information dissemination as their collective responsibility.



For Further Details:

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European Union

Soochna Seva

DEF
DIGITAL EMPOWERMENT *foundation*