RANCHI, DISTRICT LEVEL WORKSHOP

ON

INFORMATION, ENTITLEMENT & EMPOWERMENT

Dec 16th, 2015

VENUE:
HOTEL CAPITOL HILL,
RANCHI, JHARKHAND

Supported by

European Union

Co-organised by

DEF
DIGITAL EMPOWERMENT foundation

Organised by

प्रभात निकेतन

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 in availing their rights which are actually meant for them. It would create opportunities to explore areas which are relevant for information dissemination and citizen entitlements, also share ideas in a way that will advance the thinking and actions of stakeholders in order to strengthen and develop capacities of local agencies to deliver 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

OUTCOMES

- To have a better understanding of the public schemes information dissemination environment 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,



Participants in the workshop

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

GUEST PARTICIPANTS

The guests who shared the space with the participants are:

1. Mr. Lambodar Mahato, IAS Officer
2. Mr. Dinesh Kumar, District Information Officer

SUMMARY

Prabhav Niketan, a local non-profit organisation and Digital Empowerment Foundation (DEF) collectively organised a district level workshop on 16th December 2015 at Hotel Capitol Hill in Ranchi, Jharkhand. 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 Vahid Choudhary, Program Officer of Soochna Seva project. He briefed about the objective of workshop followed by introduction of the chief guests and informed the participants about the functioning of Soochna Seva. He 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.

The program was further carried forwarded after the chief guests shared their view points in the workshop. Mr. Lambodar Mahato expressed his opinion about the development in the villages and stressed on the importance of a common man and schemes should be made based on their requirements. Dr. Dinesh Kumar, District Information Officer, appreciated Soochna Seva's work and shared his view about community mobilisation as an important tool in terms of development of villages.

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.

WORKSHOP SESSIONS

GROUP SESSION I:

Public Schemes Information Dissemination, Entitlement Status in Ranchi 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?

Outputs of discussion:

Education

- Illiteracy is at large due to which people fall prey to anti-social elements of the society.
- Lack of awareness about education among children due to which children are not motivated to go to school
- No proper institutional support for the anganwadi kendra
- Shortage of basic infrastructure at school such as electric connection, lack of computer education and online education
- There is absence of boundary wall, toilet and furniture in most of the schools.

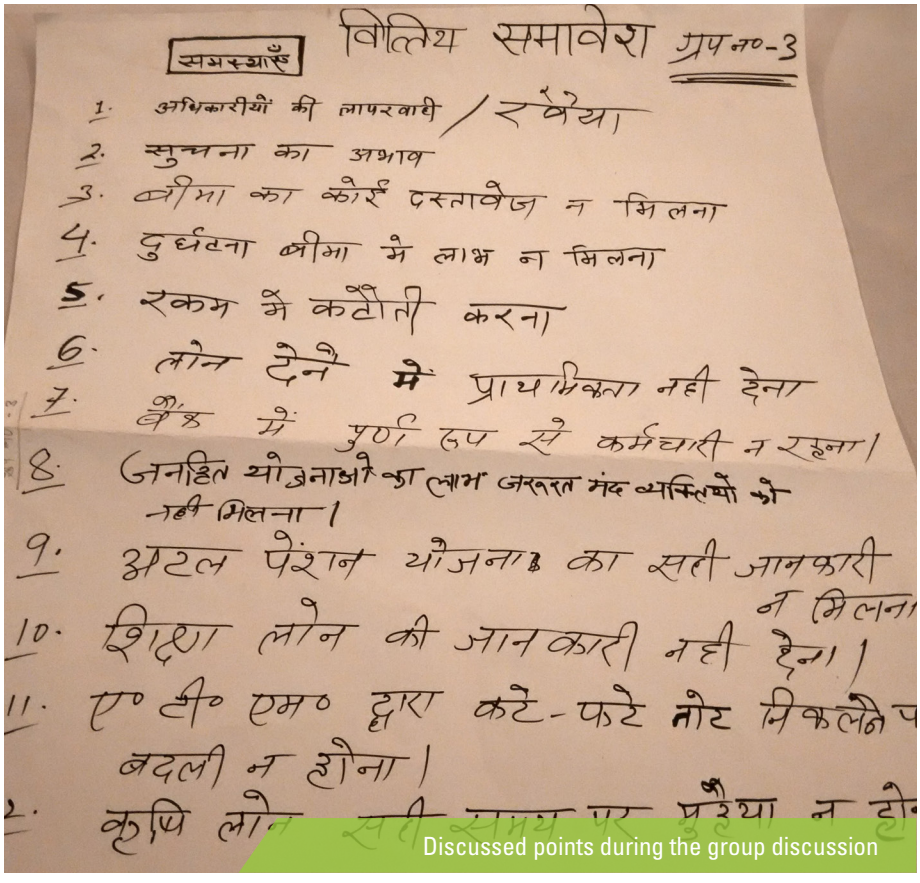


Group discussion in process

- There should be proper monitoring in midday meal system which is run by government.
- All the schemes that are running in the schools should be known to guardian and villagers
- Children of 3 to 6 years old do not go to anganwadi and due to this there is shortage of children in anganwadi. The resources in anganwadis are being misused by those who send their children to private schools

Health

- Lack of medical facilities at public health centres (PHC) affects the treatment of people.
- Women hesitate to avail medical treatment due to non-availability of lady doctors in PHC.
- Proper medicines and other equipment are not present at PHC
- Lack of information outreach.
- For pregnancy test kit (Nishchay kit), ASHA/ANM workers charge money.
- Hospitals do not open in time and doctors are also absent most of the time.
- Pregnant women are not examined properly.
- Beneficiaries do not get benefits of Janani Surakshya Yojana quickly.



Discussed points during the group discussion

- Health camps are not organized in the villages.
- Ambulance facility is not available at P.H.C.
- Villagers are not treated well in hospitals
- Shortage of staffs in newly constructed health centre and the construction is also incomplete
- D.D.T is not sprinkled in time which causes malaria
- Shortage of toilets in villages causes filth all around which leads to various water and air borne diseases
- There is no proper transparency in spending fund of 'Gram Swasth Samitee'
- Banks do not keep track the beneficiaries of Pradhan Mantri Suraksha Beema Yojana which results in lapse of the schemes

Financial Inclusion

- Lack of communication material that would promote the scheme information
- Lack of single windows service
- Procedure of availing the scheme is complicated
- Officials do not work properly and do not have a responsible behaviour
- Remote areas are not being covered
- Lack of monitoring and transparency by government
- No proper communication of the schemes
- In sanctioning loan there is no provision for priority/importance for the beneficiary
- Benefits of (Jan Vitran Pranali) scheme do not reach the needy
- There is no proper provision for the information of education loan
- After receiving damaged money/rupees from ATM they do not return and give fresh one
- People do not get agriculture loan at right time/occasion

Social Security

- Errors in the aadhar card, identity proof and other important document hinders the application process for availing the schemes.
- Due to lack of bank accounts, beneficiaries could not avail their benefits or incentives, especially pregnant woman are devoid of their rights.
- Many poor families do not have BPL card and this do not permit them to avail Indira Awas Yojana.
- Child marriage is quite prevalent.
- Drug abuse is also at large.
- Corrupt officials always exploit the villagers and still fail to do their work.
- None existence of B.P.L card.
- To avail Widow Pension the age limit is less.

- Due to errors in voter card old people fail to get of Old Age Pensions.
- The criteria to avail Disability pension is 40% due to which the people with disability less than the mark fail to avail the benefits.
- PDS cards are not available for all the poor people.
- No proper knowledge/information of family schemes.
- Not proper information of all the Govt. schemes.
- Many fail to receive family benefit schemes due to delay in receiving death certificate.
- For K.C.C scheme banks delay the process unnecessarily

Employment and Livelihood

- Lack of job opportunities force citizens to migrate from their respective homes for better livelihood.
- Lack of technical education.
- Shortage of principal amount.
- Lack of knowledge/information.
- Job cards are not provided in time to the applicants.
- In MGNREGA, after completion of100 day work, people do not get work again.
- In MGNREGA, labour payment is minimum.



Group discussion in process

GROUP SESSION II:

Strengthening Public Schemes Information Dissemination, Entitlement Benefits in Ranchi 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 Ranchi District?

Outputs of discussion:

Education

- Awareness program should be conducted in villages in order to educate the parents about the importance of education.
- Provide proper books, teachers and institutional support to take education at a better level.
- Promotion of educating more number of girls.
- Giving importance to education rather encouraging them to go for child labour.
- To strengthen School Management Committee (SMCs), regular monitoring and motivating.
- Regular rewards to parents for motivation
- Promote Right to Education (RTE).
- Better arrangement of basic structure in schools such as separate classroom for technical education, appoint one experienced computer teacher and teach online education.
- Schools must have a boundary wall, there has to be proper arrangement of toilets and clean drinking water needed.
- Midday meal scheme should be monitored and reviewed by the government.
- Damaged anganwadi's should be built again and structures such as toilets, hand pumps, etc. that are missing should be constructed.
- A bicycle must be handed over to every sewika and sahayika and there should be no fix of age limit.

Health

- Health check-up camps should be organised in order to improve the health status at village level.
- Public health centre (PHCs) should have more number of doctors, medicines and ambulance
- ANM should perform their task sincerely instead of demanding money from the people.
- Regular vaccination to be done by Anganwadi centre
- Regular nutrition food to be provided to anganwadi centre with regular monitoring

- To provide health insurance facilities direct to beneficiaries
- JSY schemes to be promoted in private hospitals also

Financial Inclusion

- More number of people should have savings bank account
- Documents such as AADHAR card, identification proof, ration card, etc. should be error free for proper linkage with bank
- Beneficiaries should be linked with Kisan Credit Card (KCC).
- Promote co-operative societies and engagement with community.
- If Bank staffs found irresponsible regarding their work then severe action should be taken against them.
- Banner and wall paintings can be used for promotion of schemes in the village area.
- For any policy scheme form govt. should produce receipt for it.
- For quick disposal of accidental policy scheme govt. should set fast track courts.
- If any Bank staffs are absent, then quickly adjust or fill another staff in place of him/her.
- The benefit of Jan Vitran Pranali must be given after the selection of the right and suitable person.
- Complete information of any running scheme and upcoming scheme should be sent to each and every person.
- Agricultural loans must be sanctioned to the people at the time of [Rabi and Kharif Fasal].
- For the service of field work appoint special staffs.
- Loan for K.C.C should be sanctioned at the right time of [Rabi and Kharif Fasal].

Social Security

- Forms of schemes that are related to social security should be available at Panchayat level
- Information about changes in the rules for social security related forms should be shared with the people.
- Community should be made aware with the help of wall painting and other visibility materials.
- Beneficiaries should get the receipt of the schemes availed.
- Families who belong to the BPL families should be linked with BPL.
- For B.P.L card Govt. have to conduct door to door survey and connect poor people who are left out. Also organized camp for correction of errors in U.I.D card and Voter I.D card.
- For handicapped candidates there should be facilities while standing in a queue.
- People should open their bank account as quickly as possible.
- Awareness camps should be organised for the schemes in every village.
- In the camp, all the people have to participate and take part in it.
- Gram Pradhan, Mukhiya, Sahiya (ASHA) and Sewika should participate actively

in community mobilisation so that the mental set-up of villagers towards govt. schemes and make them benefitted.

- People should not fall prey to corrupt persons and mediators.
- At the time of elections, volunteers should collect correct data for B.P.L candidates.
- In the Gram Sabha all man and woman should take part in it.
- For the benefit of the govt. schemes, people have to know the right process.

Employment and Livelihood

- Cottage industry and self-help groups (SHGs) should be encouraged
- There should be an awareness programmes about agriculture and training should be provided in order to improve their self-efficiency.
- There should be programmes that provide skill development training at village level
- Professional courses should be provided in schools/colleges
- Employment offices to be established at block level
- There should be camps to provide information on eligibility and the process before applying for livelihood.
- To resolve the issue of payment problem, the beneficiary and Rojgar Sevak should interact with each other and tally the Job card no, U.I.D card no and Bank pass book no. before paying.
- For education, literate people should take the responsibility to inspire illiterate people.
- For technical education government should provide centres at the panchayat level.
- Village people can make a trust group and all the members must contribute some amount in it. This amount can be given to people who want to start work so that they can help each other with an open heart and by using this process problems will be solved easily.



Group discussion in progress

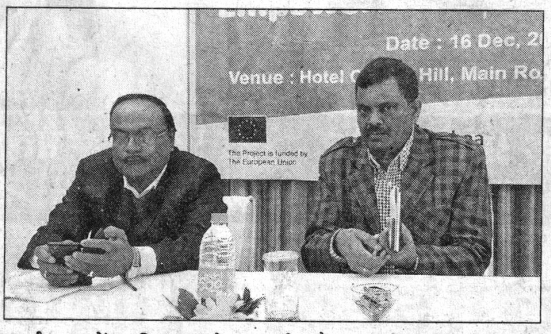
MEDIA RELEASE:

हर योजना का फोकस होना चाहिए आम आदमी : लंबोदर

खबर मन्त्र ब्यूरो

रांची । राज्य प्रशासनिक सेवा के अधिकारी और चल संसाधन मंत्री के आप्त सचिव लंबोदर महतो ने कहा है कि प्रत्येक योजना का फोकस आम आदमी होना चाहिए। राज्य सरकार इसी मंशा से सभी योजनाएं बना रही है। वह सूचना अधिकार सशक्तिकरण विषयक कार्यशाला का उद्घाटन करने के बाद बोल रहे थे।

इसमें रांची जिले के अनगड़ा, बेड़ो, बुड़मू, इटकी एवं सोनाहातू प्रखंड के लोग शामिल हुए। श्री महतो ने कहा कि मौजूदा समय में जब सूचना के जरिए सशक्तिकरण आवश्यक



कार्यशाला में उपस्थित लंबोदर महतो और साथ में दूसरे अफसर।

ज्यादा लोगों को जोड़ने पर बल दिया। इसके पूर्व बुढ़मू के प्रखंड विकास पदाधिकारी ने सरकार की योजनाओं को समय पर

संयुक्त तत्वावधान में आयोजित इस कार्यशाला में पांचों प्रखंड से आये ग्रामीणों के बीच रांची जिले में जनहित योजनाओं से संबंधित

दी योजनाओं की जानकारी

रांची : सूचना के सशक्तीकरण विषय पर रांची जिलास्तरीय कार्यशाला का आयोजन बुधवार को कैपिटोल हिल में किया गया। आयोजन डिजिटल इंपावरमेंट फाउंडेशन, यूरोपियन यूनियन व प्रभाव निकेतन के संयुक्त सहयोग से किया गया। मुख्य अतिथि पेयजल व स्वच्छता मंत्री चंद्रप्रकाश चौधरी के आप्त सचिव लंबोदर महतो ने कहा कि ग्रामीण क्षेत्र के लोगों को सरकारी योजनाओं की जानकारी देने का कार्यक्रम अच्छा है। इससे राज्य के दूर-दराज के क्षेत्रों में सरकार की योजनाओं का प्रचार-प्रसार होगा और अंतिम व्यक्ति तक इसका लाभ मिलेगा। जानकारी दी गई कि बेड़ो, इटकी, बुढ़मू व सोनाहातू में सूचना सेवा केंद्र खोला गया है। जिसके माध्यम से लोगों को योजनाओं की जानकारी दी जाती है। वही कार्यशाला मे भी योजनाओं को ग्रामीणो तक पहुंचाने के लिए ग्राम प्रधान, मुखिया, सहिया दीदी, आंगनबाड़ी सेविकाओं को जानकारी दी गई। मौके पर राजाराम शाही मुंडा, प्रभु मुंडा, सपना कुमारी, संगीता कुमारी, लंकेश कुमार, शाहदेव महतो, अनिता तिर्की, रेहान, पूजा देवी आदि मौजूद थे।

SOCIAL MEDIA







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WORKSHOP PHOTOGRAPHS



Workshop in progress



Participants at the workshop



Guest of honour a the dias



Group discussion in process

CONCLUSION

The main aim of this report is to provide essence of the workshop that took place at Ranchi 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.



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