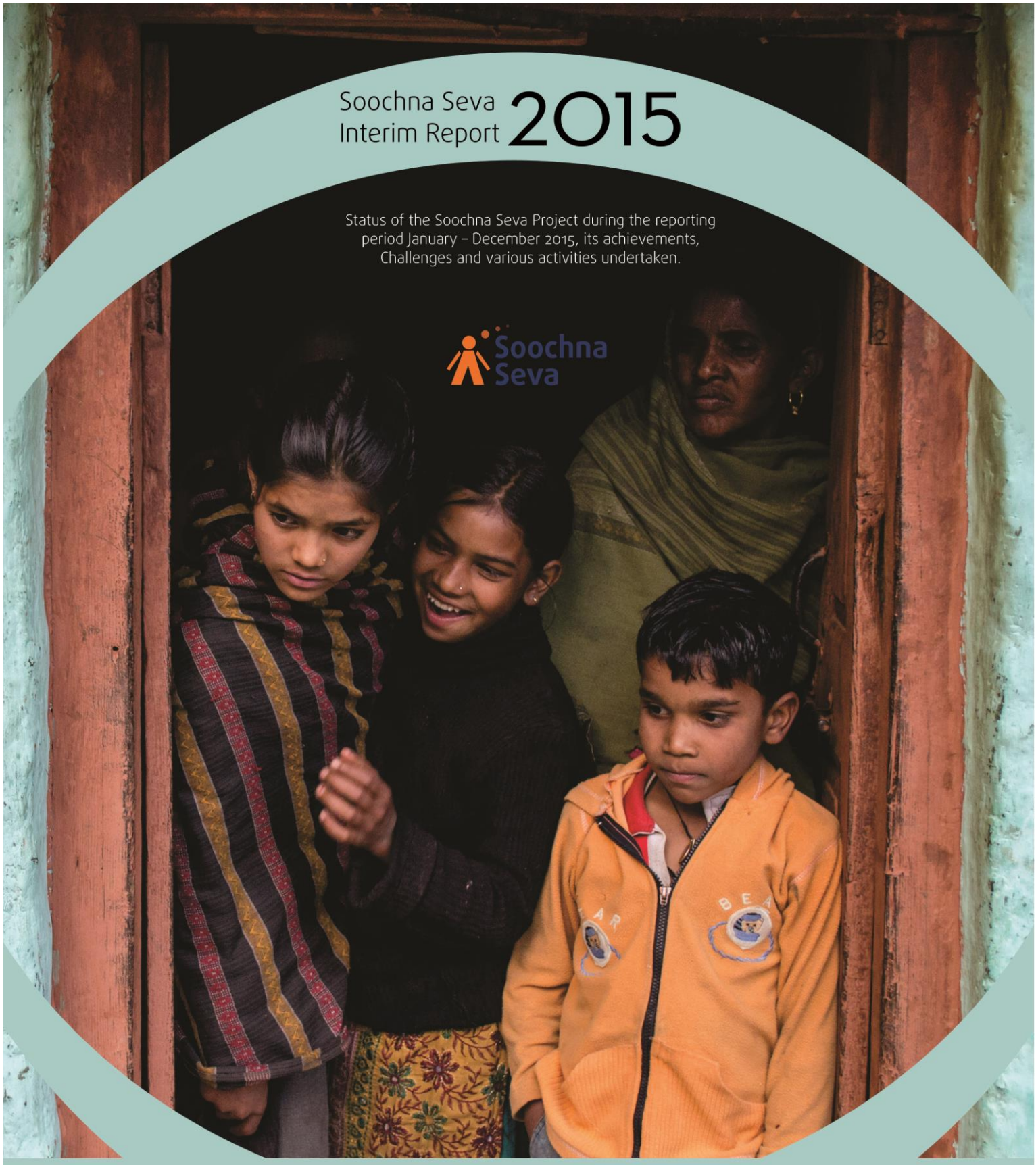
Soochna Seva Interim Report 2015

Status of the Soochna Seva Project during the reporting period January – December 2015, its achievements, Challenges and various activities undertaken.



The Project is funded by
The European Union

Soochna Seva

The 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: Dr. Syed S. Kazi, Deputy Director, DEF**

1.3. Name of partners in Action:

- Antyodaya Lok Karyakram (ALOK) , West Champaran, 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 2015 - December 2015

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 and 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

The Project *'Soochna Seva'* has been successfully working for the last 2 years (2014 onwards) towards serving communities in making them informed and aware of their rights and entitlements with regards to public schemes. Since its inception, Soochna Seva team has been working to bridge the information gaps in identified communities across 25 blocks in 5 districts in India. The team has been making continuous efforts to transform people's opinion about government schemes and policies. It is perceived that due to the project's intervention, the confidence level of the people have increased many fold with regards to these schemes which at one point of time seemed unreachable to them due to multiple hurdles, including lack of awareness, misconceptions, role of middlemen to name only a few. The team has been continuously working towards removing these hurdles. While the increased confidence amongst people has given the team more responsibilities, it has given equally renewed strength towards the project's commitment.

The project has made a positive dent due to the information and communication model being adopted that has helped in penetrating into the rural pockets and paving the way in bringing substantial change in people's life. The Soochna Sevaks (Information Fellows) visits villages and interacts with locals on spreading awareness about the objectives of Soochna Seva while the Soochna Seva Kendras (Information Service Centres) act as hubs for further access to information and helping people resolve issue with accessing schemes and entitlements. The journey during the reporting period has not been an easy one as the team faced challenges and obstacles, such as unfriendly geographical and climatic conditions, lack of basic infrastructure like roads, and lack of awareness amongst people. Still the work continued with dogged enthusiasm and the team came up with some wonderful case stories that speak their own tales and all together gives a broader picture about the innovative work being tried to put together by the team.

The team will strive to continue its best efforts in the forthcoming months to engage more and more people by empowering them so that they too can empower others. And in all its endeavors, it is desired that the EU Delegation Office in India will continue to provide required support and guidance for the same.

Given below is a snapshot of the progress of the project with respect to the targets in the year 2015. The findings and experience of last year has made the team realize the importance of focusing on quality service rather on achieving numbers.

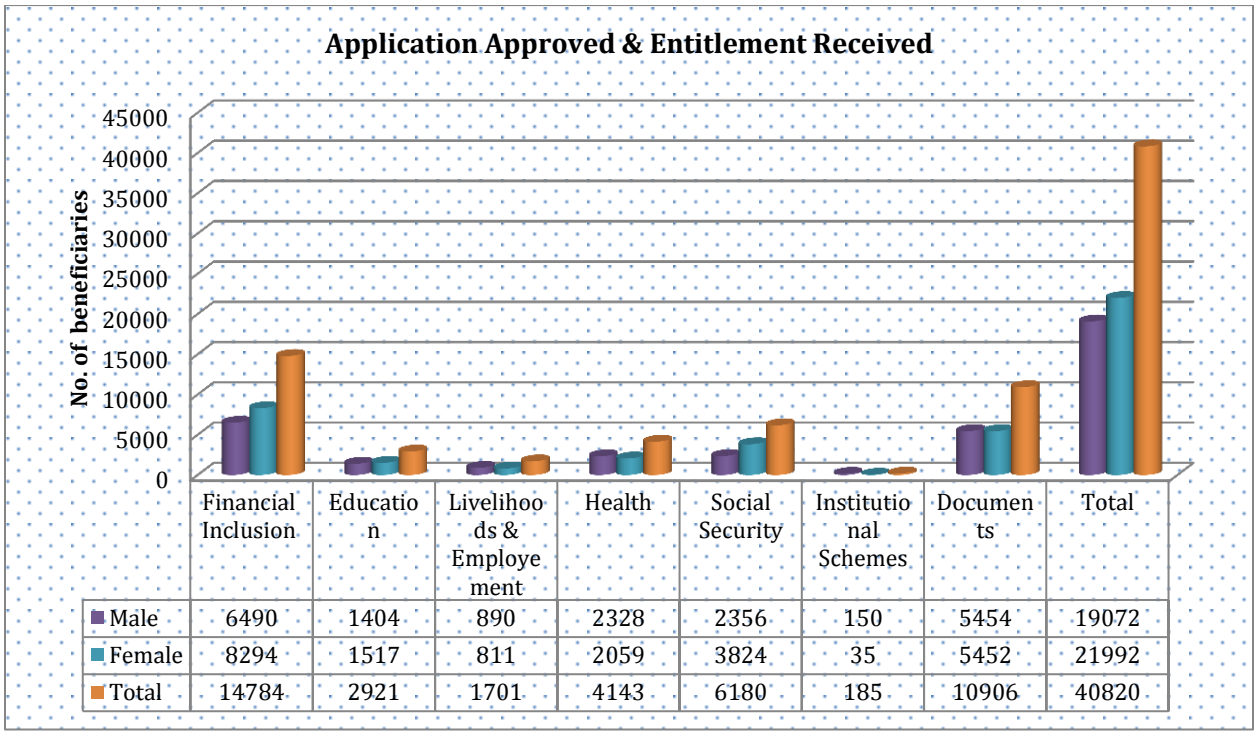
During this reporting period, the following has been realized:

TABLE 1: ENTITLEMENT CATEGORY WISE ACHIEVEMENTS

Entitlement Area Wise Achievements 2015										
Category	**Registration**			**Application Approved by authorities & Entitlement Received**			**Applications pending for approval by authorities**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	7438	8691	16129	6490	8294	14784	948	397	1345	91.66%
Education	1406	1519	2925	1404	1517	2921	2	2	4	99.86%
Livelihoods & Employment	1255	1041	2296	890	811	1701	365	230	595	74.09%
Health	2379	2128	4263	2328	2059	4143	295	313	364	97.19%
Social Security	4196	5809	9970	2356	3824	6180	1840	1985	3825	61.99%
Institutional Schemes[1]	171	67	238	150	35	185	21	32	53	77.73%
Documents	6594	6182	12765	5454	5452	10906	1140	730	1870	85.44%
Total	**23439**	**25437**	**48586**	**19072**	**21992**	**40820**	**4611**	**3689**	**8056**	**84.02%**

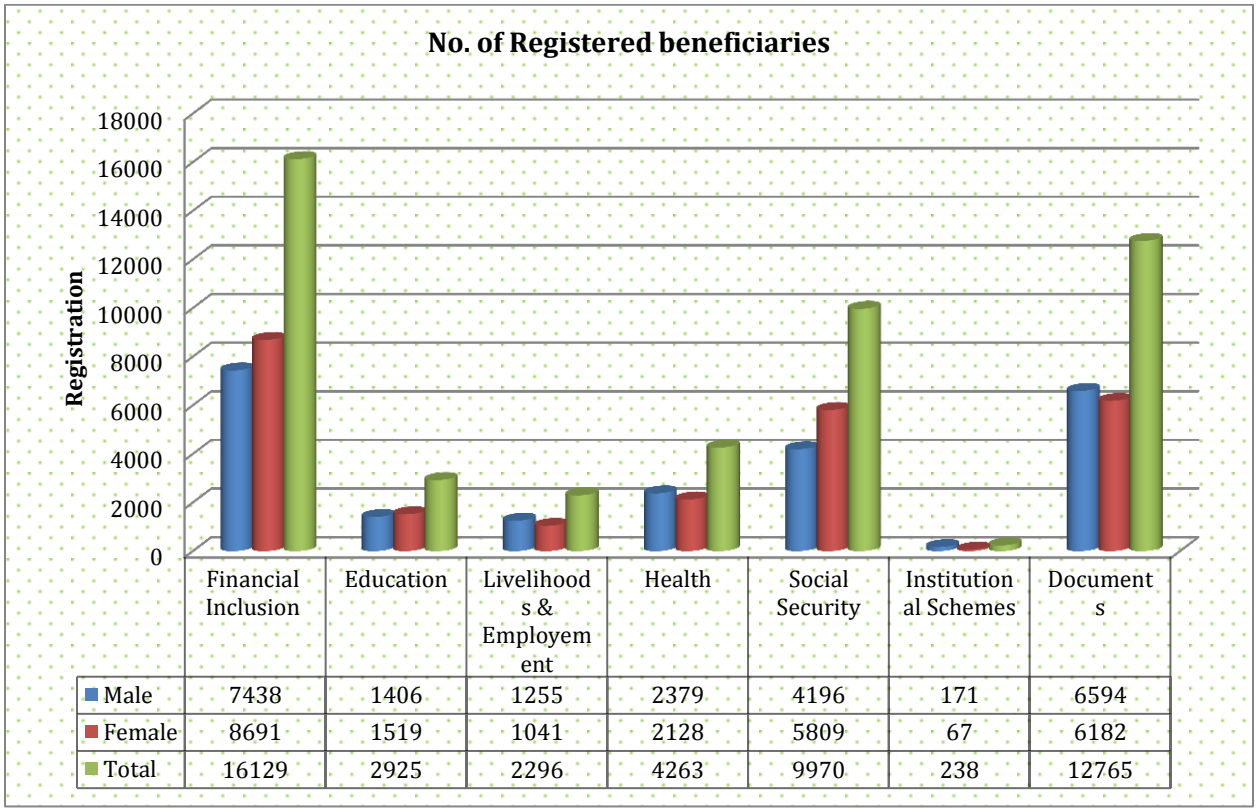
[1] Institutional Schemes can be categorized as the benefits directly/indirectly linked to beneficiaries through various institutions such as health centres, schools, Anganwadi's and other government programmes.

TABLE 2: ENTITLEMENT CATEGORY WISE SEGREGATION OF BENEFICIARIES REGISTERED IN 2015



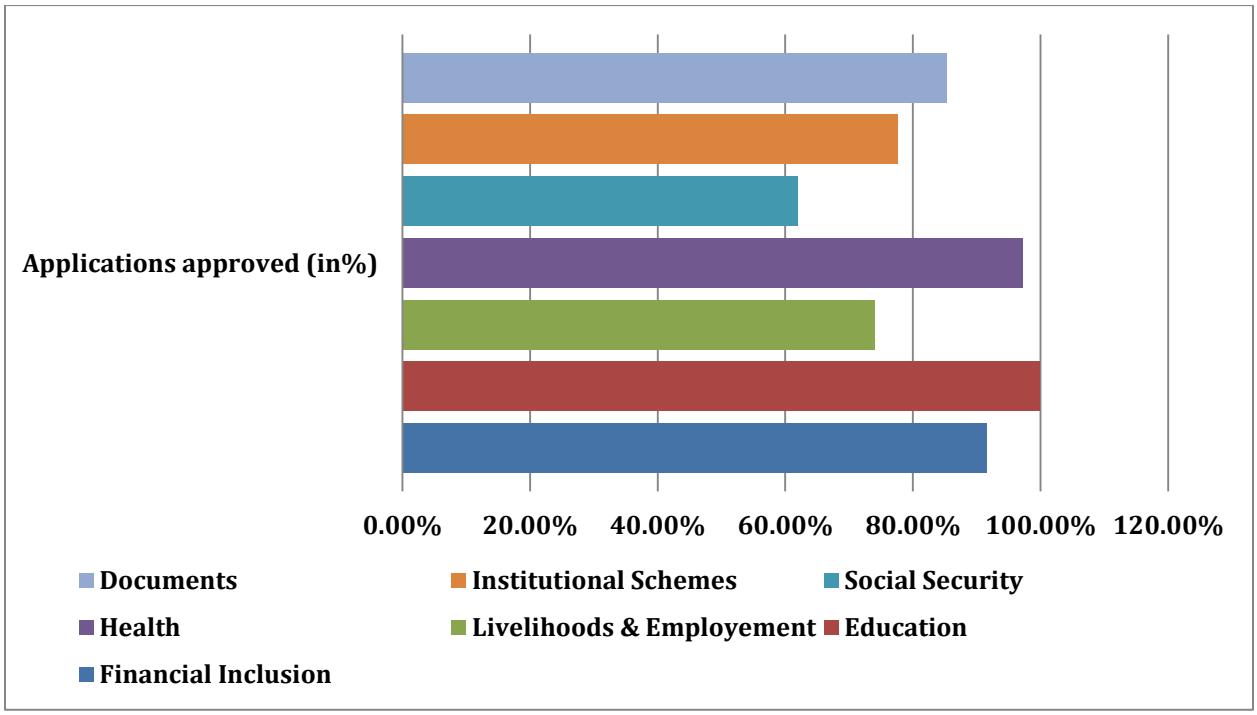
	Financial Inclusion	Education	Livelihoods & Employement	Health	Social Security	Institutional Schemes	Documents	Total
Male	6490	1404	890	2328	2356	150	5454	19072
Female	8294	1517	811	2059	3824	35	5452	21992
Total	14784	2921	1701	4143	6180	185	10906	40820

TABLE 3: CATEGORY WISE SEGREGATION OF APPROVED APPLICATIONS IN 2015



	Financial Inclusion	Education	Livelihoods & Employement	Health	Social Security	Institutional Schemes	Documents
Male	7438	1406	1255	2379	4196	171	6594
Female	8691	1519	1041	2128	5809	67	6182
Total	16129	2925	2296	4263	9970	238	12765

TABLE 4: CATEGORY WISE SEGREGATION OF APPROVED APPLICATIONS (IN %) IN 2015



2.2. Activities and Results

1. Implementation readiness

Activity 1.1: Optimal utilization of Baseline study Findings

With the base line study data on access, delivery, and quality of information related to public schemes in the target locations has been reported, it is now being serving as a reference points for gauzing the strategies for further interventions of the program.

However, the long terms usability of the study is to establish a control group against which impact analysis can be carried out during mid and end of the project period. In the view of the fact that the scope of this exercise included indicators applicable to individual households in the selected villages of Guna, Tehri Gharwal, Barmer, Ranchi, and West Champaran districts.

Activity 1.2: Change in Blocks and Panchayats

As per plan, five Panchayats were selected in each block of the five target districts; Guna, Barmer, Tehri Gharwal, Ranchi, and West Champaran. Prior to the selection of Blocks and Panchayats, stakeholders and local partners who have worked extensively in their respective geographical locations have been consulted. Primarily the exercise was supposed to reach out to maximum Below the Poverty Line (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.

During the past one year few of the panchayats and blocks have been changed due to number of reasons such as distance from the main block and inadequate population. In other cases for instance, in Barmer district, two of the project target panchayats i.e. Kalyanpur and Dhanau have been declared as a 'Block' by the District Administration because of their widespread area and huge population. While in other districts, certain panchayats have been changed so as to reduce the hardships of the ground staff to travel long distances. The transitions have been done keeping in mind to provide quality services with accessible target audience.

Please refer to Annexure 1 for the updated list of blocks and panchayats

Activity 1.3: Monitoring visits to the target locations

To monitor the performance of the field staff, the project officers visited the target locations. This has also helped the core team to get a better understanding of the existing knowledge and connections of the administration with the rural community. Basically the due diligence visit includes the following-

- Visiting each target location in the district

- Checking for the documentation maintained especially in terms of program delivery, HR/Admin and finance
- Random selection of beneficiaries and meet them impersonal
- Record case stories
- Training & Capacity building of ground team
- Meeting with stakeholders i.e. elected members, district administration and NGOs
- Find out the suitable sources for sustainability
- Grievances redressal of the team and make their project planning
- Performance assessment of the project as well as team
- Project monitoring, mentoring and evaluation

Please note that these kinds of visits have also been started by the finance manager and administrative assistant so as to ensure seamless flow of work in terms of documenting and meeting the financial requirements.

Please refer to Annexure 2 for the field visit reports

Activity 1.4: Recruitment

The process of recruitment is concerned with reaching out, and ensuring a supply of eligible personnel and making out selection of requisite manpower both in their quantitative and qualitative aspect. It is the development and maintenance of adequate man- power resources. Recruitment is an ongoing process and not a onetime exercise and unfortunately attrition among the employees is an inevitable part of any running organization or programme.

During the last 1 year few new hiring has been done, taken into consideration their qualifications and experience.

Please refer to Annexure 3 for the updated list of employees

Activity 1.5: Relocating Soochna Seva Kendras

In order to manage Soochna Seva Kendra (SSK) effectively, some of the locations have been shifted to the suitable and most accessible locations. Keeping in mind these platforms should be easily accessible to those who need the information; otherwise the whole objective will be defeated. The key factors which lead to change the location of few SSKs incudes remote area where means of transport was minimal thus people were unable to use the kendra, ,staff having tough time reaching the Kendras, and location surrounding the Kendras were unsafe for the female staff.

Moreover, the program also envisions the Kendras as a community driven, bottom up public space that seeks to bridge the information and access divide in order to transform under-served communities into information-empowered communities. For an instance, the SSK of Kalyanpur block in barmer district was facing the issue of limited space, and as a result it was difficult to manage increased traffic of citizen beneficiaries visiting the centre.

Below is the list of SSK's which have been replaced during the period of Jan to June (2015).

- Raghogarh, Guna
- Kalyanpur, Barmer
- Baitu, Barmer
- Ramnagar, West Champaran
- Jhakhanidar, Tehri Gharwal
- Chamba, Tehri Gharwal
- Aron, Guna

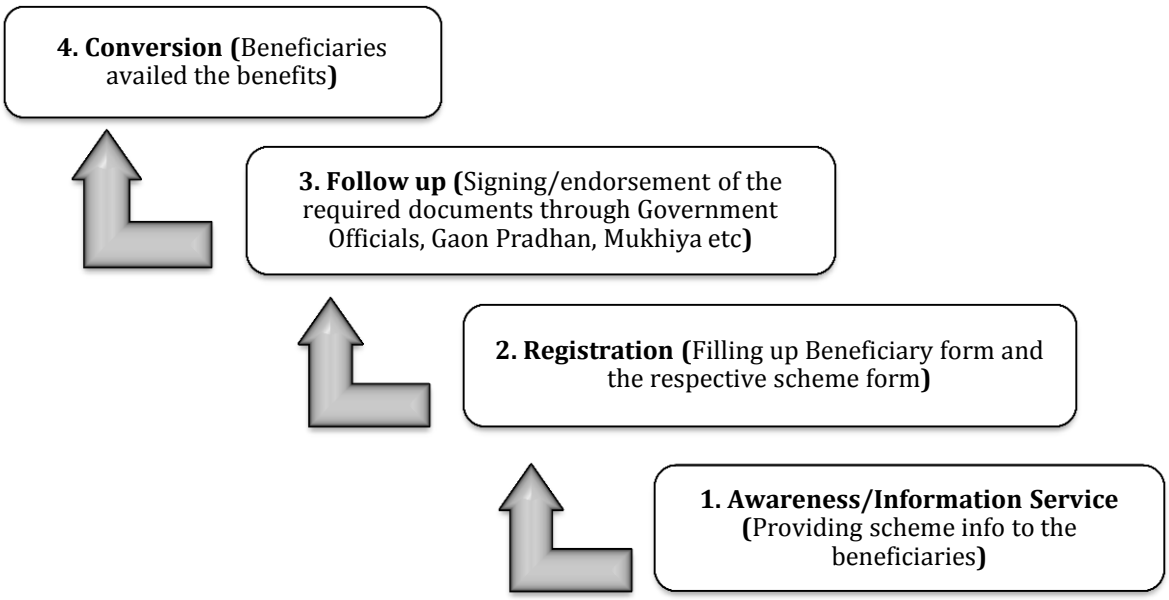
Please refer to Annexure 4 for the justifications documented.

2. Deployment of Information Service

As a part of the SSK framework, the ground team used to generate and create awareness on the schemes through door to door campaigns, formal and informal meetings, and camps.

Given below is the process followed by our Soochna Seva team. The field teams begins by following a simple process of first creating awareness through formal and informal meetings, workshops, and camps. Then they register names of individuals who are interested in availing the scheme benefits along with their details. Follow up includes signing/endorsement/verification/recommendations of the required documents by the Government Officials, Gaon Pradhan, Mukhiya, Gazette Officers etc. The number of follow up's will vary and depend on the scheme one has registered for. Please note that sometimes the follow up can extends up to long durations due to the various external factors including administrative delays and local political issues. For example, entitlements on pension schemes usually take long time.

Once the applicants have availed the benefits, they are shown as beneficiaries who have availed the benefits through the support of the Soochna Seva Project.



Activity 2.1: Liaising with Government Bodies and Elected Members

For proper implementation of the programme, the Soochna Seva team has been involved in 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. A good example of liaising is the interface meeting between the beneficiaries and government officials at Soochna Seva Kendra (SSK), Bamori Block, Guna District in Madhya Pradesh (Please refer to Annexure 5 for a brief report). Likewise, SSK Angara (Ranchi) team has organized a meeting with local administration, elected members and beneficiaries on the issues of not releasing the payments.

Please refer to Annexure 6 for the brief report.

Activity 2.2: Liaising with Network Groups

In each district, the team has built a relationship with civil society, local NGOs, self-help groups (SHG), ASHA/AWW workers, local stakeholders, and elected representatives of each Panchayat. With the first step of building relationships now the team has moved on focusing on involving them in each and every visibility efforts of the program with the communities.

Please refer to Annexure 7 for the sample pictures of liaising with network groups

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, NREGA, PMJSBY, PMJJBY & Atal Pension Yojana, Widow Pension, Old age Pension etc. in every district. The camps have also been organized in collaboration with the administration in terms of facilitating them at each step.

Meetings are mostly conducted with the small audience in order to discuss and share the issues/concerns in detail. This is the part of their regular schedule as it helps in maintaining as well as sustaining the relationship with the beneficiaries.

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

Please refer to Annexure 8 for the sample pictures of meetings and camps

Activity 2.4: Regular Follow Ups

'Follow-up' is one of the crucial activities for the successful implementation of the project. Each scheme has a specific time period allotted after enrollment and a good follow up action ensures entitlements to the beneficiary. It is a time-based activity and once the time-frame lapses the process reiterates. To ensure that the beneficiary receive the benefits in time, follow-up is an important step that has to be implemented strictly.

The data entered in the Soochna Seva Management Information System (MIS) shows the date of follow-ups and indicates the time being consumed. Some SSK maintain this manually in registers step by step as well as electronically. This tool has produced a magnificent result in terms of converting the registrations into benefits and also developed a good relationship among SSK, stakeholders, block administration and beneficiaries.

Activity 2.5: Reporting Case Stories

Case stories are the most integral part of every project indicating the impact in various aspects. The core team receives case stories on weekly basis and the same has been showcased on the websites and other social media platform for project outreach.

Each story is unique and different in one way or the other. However, a case may be selected as a key case, because of the inherent interest of the case or the circumstances surrounding it based on the project deliverables. No standard format is been used to gather case story from

ground but some of the basic details are mandatory such as Name of the beneficiary, Age, Gender, Occupation, Background, benefit and any other important details.

Please refer to Annexure 9 for some sample case stories from each location.

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 where end users can search for a particular information in the areas of Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security (database includes both central and state-specific schemes). The database is being regularly built and updated 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. Some of the schemes were identified through data analysis of the baseline survey. In addition to the development of a database, process of creating a portal has been going on in order to utilize the gathered data systematically. Hence, up gradation is a continuous process, will take place at regular intervals of time.

A manual of 100 schemes (called as Vol-I) has also been developed in order to provide a handbook to the fellows. In the third year the team shall bring out Vol – II with 200 more schemes.

Please refer to Annexure 10 for sample screenshots of the database.

Activity 3.2: Information Education Communication (IEC) Materials

Digital Empowerment Foundation (DEF) has designed communication tools such as the Soochna Seva logo, 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.

Number of stories has also been recorded in order to showcase the impact of the project on various social media and other online platforms. Besides this, two more videos have been developed; one is about a detailed overview of Soochna Seva and the second video that describes how practical the whole paradigm of Soochna Seva is. In order to create deeper understanding of the whole project and its functioning, ICT has proven to be the most potential tool in the development sector. Hence the second video has been identified as a momentous medium in place of communicating them orally.

Furthermore, below is the updated list of the total number of IEC materials (Scheme Wise), which has been created to spread the awareness about the Government Schemes and to bring people in a larger prospect.

Scheme Categories	**Scheme Videos**	**Case stories**	**Jingle**	**Audios**	**Posters**
Education	15	1	1	1	12
Health	10	1	1	-	11
Employment	1	1	-	-	
Livelihood	3		-	-	5
Financial Inclusion	3	1	-	1	3
Social Security	8	5	-	2	26

Activity 3.3: Digital literacy and other Digital Services

Digital literacy is expounded as a set of skills, required using tools such as computers, smart phones, internet and any other information technology. It is pertinent that knowledge of digital of tools is augmenting as a pre-requisite among all the sectors whether it's private or public. And interestingly a large population base, comprised of rural as well urban population has been found completely devoid of it.

Hence, DEF believes it 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. Similarly the importance of affordable digital services such as photocopy, printing, scanning, photo printing have been recognized in the villages. Affordable access to these services is critical for people in remote areas. It is imperative in case of providing benefits from government schemes and entitlements the process of which comprise of lot of documentation formalities. Moreover, it will help in establishing bedrock of sustainability in order to maintain the relevance and visibility of the programme afterwards.

Activity 3.5: DEVELOPED SUSTAINABILITY FRAMEWORK OF SOOCHA SEVA PROJECT

1.	**Defining Sustainability of the Soochna Seva Project**	The project's sustainability means devising strategy and method to sustain the programme, post the project period duration (after 5 years) without any external support in terms of funding and resources. It is apparent to say that lack of reliable and adequate information and communication channels has deprived millions in the country from receiving benefits or entitlements of social welfare programmes. Soochna Seva program has been conceived and implemented to fill this wide gap in information access and entitlements aggravated by various social, economic, geographical, geo-physical, or uneven development and weak infrastructure factors. From the very beginning, the team has been trying to tackle the hurdles in information access and delivery through ICT as well as non-ICT tools, processes and methods. To do so, as per the proposed plan the team has already put in place a public scheme information access, dissemination & entitlement and management framework through access points such as Soochna Seva Kendras (SSKs), Soochna Sevaks or Information fellows, Soochna Vahans or information vans as deployed in the identified five districts across five States (Tehri Garhwal in Uttarakhand; Guna in Madhya Pradesh; Barmer in Rajasthan; Ranchi in Jharkhand and West Champaran in Bihar). The SSKs are the physical access points for reaching out to the beneficiaries equipped with ICT and non-ICT tools including PCs, laptops, internet and mobile phones in order to bridge the information and access divide and serve the under-served communities with need based schemes information and final entitlements. After five years of implementation, the SSKs need to be served as the hub of information, resources and services for the communities, for their continuous welfare and holistic development. For this to happen, apart from delivering information services on public schemes, each SSK has also been geared up towards providing other need based community content, information, training and service related activities such

		digital literacy and digital services at a very marginal rate. With the SSK operation framework firmly in place, the team is working towards building self-driven and committed social entrepreneurs for running and managing each of the 25 SSKs independently.
2.	**The Method / Approach**	As we moved into the latter half of Year 2 of the Soochna Seva program, it gives us sense of confidence today to see the small progress that we are making in all our locations towards progress outputs, outcomes and sustainability. While at one point of time, the team had to approach the people to visit the SSKs to avail the services and information which are required to avail schemes; now the SSKs today are accessed by the people themselves. They are undoubtedly seeing a vast difference between SSKs and other service points in terms of reliable, need based and affordable information services. From this perspective, the project is moving as per the plan where the SSKs are fast becoming a focal point of achieving the key objectives of the project. The project's financial sustainability therefore is centered on the 25 hub points or SSKs so that future activities, operating and maintenance costs such as rent, electricity, etc. can be managed over time without outside financial help. The method/approach will remain same in all the locations keeping in mind the little variations with different socio-economic conditions. Following are some of the keys methods/approaches:- - A network of SSKs in every district as a federation by 2016 possibly. - All 5 districts contributing to a major network of 25 SSKs or more. - From 2016 the plan is to increase more SSKs in districts (mobile centres and community satellite centres as franchisees by lending the SSK model to interested infopreneurs) and thereby increase the network for social and economic sustainability of the SSK project and its objectives.
3.	**Sustainability Action on ground (since)**	- Providing a range of services at 25 block level access points - Alignment with Panchayat Level Community Organization like

<table>
<tr><td></td><td></td><td>SHGs, NGOs and CSOs
- Tie up with its existing working partners/new partners to align with the project objectives
- Agreement with the community/access point structure owners in mutual consent/understanding
- Capacity building & training of target beneficiaries to be scaled up.
- Enrolling new fellows on volunteer basis</td></tr>
<tr><td>4.</td><td>Revenue generation activities</td><td>• In total, the access points are to deliver ICT services like print outs, scanning, online services, at very marginal service charge.
• The 25 block level access point hubs will provide digital literacy program to children and youths at marginal service charge (the implementing agency has already industry tie up for this);
• These block access and delivery points will bring in other vocational skills program targeting youths with low fee enrolment (the implementing agency has tie up with partners); the block access points (hub center’s in block level) will be used as rural study points for university courses (the implementing agency has tie up)
• The SSKs are expected to serve as rural / community BPOs/KPOs in due course of time without compromising on the core activity of providing public schemes information services.</td></tr>
<tr><td>5.</td><td>Revenue generated since April 2015 – December 2015 (reporting period to EU) – district wise</td><td><table>
<tr><th>Sr. No.</th><th>State</th><th>Amount</th></tr>
<tr><td>1.</td><td>Tehri Gharwal</td><td>187026</td></tr>
<tr><td>2.</td><td>Rajasthan</td><td>81243</td></tr>
<tr><td>3.</td><td>Madhya Pradesh</td><td>58256</td></tr>
<tr><td>4.</td><td>Ranchi</td><td>30122</td></tr>
<tr><td>5.</td><td>Bihar</td><td>59606</td></tr>
<tr><td colspan="2">Total</td><td>416,253</td></tr>
</table></td></tr>
<tr><td>6.</td><td>Alignment with EU</td><td>It is mentioned in ANNEX I (2.2.4) of the proposal that the project intends to create options for sustainability of the Soochna Seva project in order to ensure the existence and continuance of the</td></tr>
</table>

		investment and impact even after the completion of the project and thereby continue to serve the citizens with information services and entitlements benefits. As it has been proposed, the management of the Soochna Seva project through its various elements and activities are now designed and delivered in a way to provide other citizen services including digital services and skill trainings to local user communities. This way it has been contributing to generate a corpus fund (although marginally now in each location as highlighted in above table) with the contribution of the community for the very sustenance of the SSKs that they access to seeking information, services and other needs. The strong observation and conviction is communities in all across the 25 blocks in 5 districts will still continue to have challenges in information access and entitlement services as well as need for other new services and skills. This even after the project period gets over in 5 years by 2018. There will be more demands from old clients, new demands from new clients and youths and others. Services like digital literacy, photocopy, printout, scanning; passport size photographs are so crucial requirements of the community that are still rare and difficult proposition in rural and remote locations and that too on affordable mode and means. That these requirements also serve as pre-requisites in availing any kind of public entitlements. Therefore, in a way, the community itself shall be contributing to this whole intervention of the Soochna Seva EU project towards its continuity and sustainability. Towards this, the Digital Empowerment Foundation (DEF) and its Soochna Seva team is and shall be exploring new ways and means on non-for-profit approach to add new information, content and services that is very critical to the needs of the communities on real time and affordable basis.

		We must highlight here that in the Final Narrative Report format given by EU itself, it has been asked as to how the project is ensuring the sustainability after their support has ended.
7.	**Sustainability Proposition & DEF's proposition for EU Delegation consideration towards project sustenance beyond project period**	The revenue generating activities through the SSKs under the Soochna Seva project is and shall be necessary as a sustainable proposition beyond project period. This is being carried out without compromising with the key objectives, deliverables and milestones of the project to be accountable to the EU delegation. The marginal fund generated thus far and expected to generate during the balance project duration should be considered as an innovative approach, inducing (encouraging) the community to invest small or even petty sums for additional services availed, towards the project sustainability post project period. In this regard, DEF seeks to highlight the following propositions for EU Delegation consideration towards sustainability and advice DEF accordingly: • The fund generated through marginal revenue generating activities be considered as co-funding liability of DEF;; • The fund generated to be kept as a dedicated reserve fund (as a corpus of the network of the 25 Soochna Seva Kendras - which is being followed thus far) to be utilized beyond the grant period; • DEF does not in any way considers this as a profit generating exercise but an exercise to ensure community involvement in the sustainability of the programme even beyond the grant period. Towards this: DEF expects that the corpus fund shall not be considered as profit and should not be deducted from the eligible cost and budget support for project activities as it has been described in the original proposal that the project will start to generate sustainability options after 2 years of implementation.

Activity 3.6: Creation and upgradation of JAN SOOCHNA Portal

A consolidated website of all 14 partner organizations has been 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. As the European Union Delegation in India envisions a larger picture of this whole initiative, accompanied by 13 partners, the portal is emerging as a strong voice in terms of advocacy and outreach.

Refer to Annexure 11 for the snapshots of "*Jan Soochna*"

4. Communication and Visibility

Activity 4.1: Preparing for Soochna Patra (Monthly Newsletter)

As a part of the expansion and growth of the programme, the team is has prepared to launch 'Soochna Patra' a monthly newsletter which has been specifically designed for people who are keen to keep abreast with the changes in information access and citizen entitlements scenario. The very first Soochna Patra has been launched in August 2015 and it would be continuing further to engage more people with the intervention and its achievement. (**Link:** http://soochnaseva.org/news-letter/)

Activity 4.2: 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 12 for sample photographs of signboards outside the Soochna Seva Kendra.

Activity 4.3: Visibility via Social Media and Print Media (Newspapers)

In terms of outreach for the program, we have established our presence on Social Media platforms (Twitter, Tumblr and Facebook) where the on ground activities are being updated on daily basis. These updates are linked effectively through 'WhatsApp' group which have been created with an intention to connect the field team with the central office team so that their daily updates can be shared immediately in any language the ground team is comfortable with.

In print media, the advantage of catering to specific target audience opens up countless opportunities to enhance the visibility of the project altogether. Moreover it has also been said that a consistent visibility in newspaper ensures a cumulative effect on the potential audience.

Rajasthan patrika, Dainik Bhaskar, Jhagar Patrika and Guna patrika are some of the local newspapers that have carried Soochna seva activities in their editions.

Please refer to Annexure 13 for sample of visibility via social and print media.

Activity 4.4: Daily updates on Project Website

The website of Soochna Seva is being updated on weekly basis with the cases stories, activities, Latest news and monthly basis with the reports of respective events/workshops/seminars. (Link: http://soochnaseva.org/)

Please refer to Annexure 14 for the sample screen shot of the website

Activity 4.4: Visibility Seminars at Five Locations

The main goal of the seminars is to build deep conceptual understanding of the public schemes, programme and process to avail the information and entitlement benefits. Stakeholder gets a platform to discuss and deliberate on scope and issues around information and entitlements and discuss ways and means for last mile access for citizen beneficiaries who are lagging behind in availing their rights which are actually meant for them. The seminars provided 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. Towards this, a total number of 5 visibility seminars were organised in 2015 in all the 5 districts.

Objectives

- To take stock, review the existing status of public schemes information dissemination in the district
- To understand the issues and challenges of citizen and community entitlements from public welfare schemes and programs
- 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.

The seminars were 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 utilized in order to build a conceptual understanding about public schemes, programs 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.

Reports of all five visibility seminars have been submitted with this report.

2.3 Results of the Soochna Seva Action

Soon after the enthusiastic launch of Pradhan Mantri Jan Dhan Yojana (PMJDY), subsequently 3 more schemes i.e. Pradhan Mantri Jeevan Jyoti bima Yojana, Pradhan Mantri Suraksha Yojana and Atal Pension Yojana have been introduced by Prime Minister Narendra Modi, which again caught special attention among the communities in focused districts. A large number of beneficiaries availed benefits under these schemes because of their easy procedures.

Apart from this, other schemes/services such as Kisan Credit Card, Mission Indradhanush, Tendu Patta Bima Yojana, Old Age Pension, Disability Pension, Ladli Laxmi Yojna, Widow Pension Yojana, MGNREGA, Scholarships, Pradhan Mantri Koshal Vikas, Departmental subsidy, Nandan Phal Udyan Yojna, Yuva Swarojgar Yojna (Kirana vavsay) etc. have been given special focus. Therefore it can be said that a range of schemes have been covered during this reporting period. However, it was not an easy task altogether because many people could not avail the benefits due to non-availability of basic but required documents, certificates, or ID cards.

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 any scheme. 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.

Aadhar Card (linking it with Voter Cards/Gas Connection), Birth certificate, Caste certificate, Handicap certificate, BPL Card and Death Certificate are few more additions and achievements under 'Others' category which are very crucial requirements to avail entitlements.

In accordance with the criteria followed by the central as well as state government some of the benefits reached directly to the individuals, however many benefits are directly linked to the institutional like School/Colleges/University, Anganwadi, Government Hospitals/Dispensary/PHC/CHC etc. Therefore apart from the category of 'others' two new categories of *'individual'* and *'institutional'* has been introduced. This is again a step towards

acknowledging the effort from our ground team, by not just limiting to the individual benefits also putting extra efforts into the big picture.

This vast spectrum of benefits gained attention of the community and led more and more people access the Soochna Seva Kendras.

New format is shown below:

Scheme Category	**Scheme Name**	**Registration**		**Conversion**	
		Male	**Female**	**Male**	**Female**
Individual Schemes					
Financial Inclusion					
Livelihood					
Social Security					
Health					
Employment					
Education					
Institutional Scheme					
Education	i. School Admissions				
	ii. Aaganwadi Admissions				
Health	i. Health Check Camp				
	ii. Eye checkup camp				
Other Benefits					
Information Outreach					
Documents					
	i. Aadhar Card				
	ii. Birth certificate				
	iii. caste certificate				
	iv. Handicap certificate				
	v. Death Certificate				
Total					

Below is the status of each district.

1. Barmer District, Rajasthan

In Barmer, the Soochna Seva team covered 7,513 number of beneficiaries during the reporting period out of which 6,388 numbers of beneficiaries has finally received the benefits. During this year also, a lot of effort has been made to reach out to the government officials/departments in the form of formal and informal meetings and workshops.

In terms of delivering the services and benefits of the schemes, Old Age Pension, Labor Cards, Individual Toilets, PMJDY, PMJJY, PMSBY and Bhamashah Yojana were the leading schemes followed by Pension schemes, Vishwas Yojana, Subh Laxmi Yojana and Palanhar. This time, Old Age Pension Scheme took precedence over other schemes with the total registration of 1239 beneficiaries and 580 of them have already started receiving their pensions. However, there was a big lacuna in the understanding of how to avail the schemes and the eligibility criteria which the SSK field team helped in filling the gaps and finally this led to benefit the people. In many cases this easy accessible schemes becomes the most inaccessible ones when there are lack of proper required documents. Hence a first step, the 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 during 2015-2016

Entitlement Category Wise Achievements - 2015										
Category	**Registration**			**Application Approved & Entitlement Received**			**Applications pending for approval**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	808	2606	3414	808	2606	3414	0	0	0	100%
Education	47	40	87	47	40	87	0	0	0	100%
Livelihoods & Employment	447	210	657	334	162	496	113	48	161	75.49%
Health	31	125	156	31	125	156	0	0	0	100%
Social Security	941	1523	2464	537	981	1518	404	542	946	61.61%
Documents	505	230	735	493	224	717	12	6	18	97.55%
Total	**2779**	**4734**	**7513**	**2250**	**4138**	**6388**	**529**	**596**	**1125**	85.03%

Scheme Wise Achievements-2015							
Scheme Category	**Scheme Name**	**Application Registration**		**Total**	**Application Approved & Entitlement Received**		**Total**
		Male	**Female**		**Male**	**Female**	
Financial Inclusion	PMJDY (Bank Account)	140	1131	1271	140	1131	1271
	Bhamashah (Bank Account Opening)	44	604	648	44	604	648
	PMJJBY (Life Insurance Scheme)	301	430	731	301	430	731
	PMSBY (accidental insurance scheme)	323	441	764	323	441	764
Subtotal (A)		**808**	**2606**	**3414**	**808**	**2606**	**3414**
Education	School Admissions	1		1	1		1
	Anaganwadi Admissions (Pre-School)	43	40	83	43	40	83
	Scholarship	3		3	3		3
Subtotal (B)		**47**	**40**	**87**	**47**	**40**	**87**
Livelihood	Pandit Din Dayal Kaushal Vikas Prashikshan (Skill Development scheme)	27	8	35	22	8	30
	Pop Yojna (establish micro enterprises)	21	2	23			0
	Food Security Scheme	2		2	2		2
Subtotal (C)		**50**	**10**	**60**	**24**	**8**	**32**
Health	Health card	5	65	70	5	65	70
	Aarogiya card (State Health Card)	3		3	3		3
	Janani Shishu Suraksha Scheme (allowance to pregnant women)	14	32	46	14	32	46
	Vaccination	9	28	37	9	28	37
Subtotal (D)		**31**	**125**	**156**	**31**	**125**	**156**
Social Security	Artisan card	6	6	12			0
	Indra Aawas Yojna (House construction)		1	1		1	1
	Karyshala Yojna		18	18		18	18
	Karshhi Aanudan (Fin. Assistance to farmers)	33	5	38			0
	Vishwas Yojna (Disability allowance)	7	2	9	5	2	7

	Chief Minister's Relief Fund	1		1			0
	CM Disability Scheme			0			0
	Individual Toilets	111	214	325	90	170	260
	Shubh Laxmi Yojna		4	4		4	4
	Old Age Pension	541	698	1239	250	330	580
	Old age pension Linked with Bank account	26	27	53	26	27	53
	Pre-postal order of widow pension link with bank account	52	95	147	52	95	147
	Physical verification for widow pension	4	2	6	4	2	6
	CM help grant	2		2			0
	BPL gas connection	10	3	13	10	3	13
	BPL gas connection	2		2	2		2
	BPL Daughter marriage		3	3		3	3
	B.P.L. Objection	41	26	67	41	26	67
	Old age pension physical verification	4	9	13	4	9	13
	Widow Pension Scheme		146	146		80	80
	Widow pension physical verification		8	8		8	8
	Palanhar scheme (assistance for school going children of widow)	28	87	115	18	50	68
	Palanhar physical verification	29	141	170	29	141	170
	HIV Pension	1		1	1		1
	Sukanya Samridhi Yojana (girl child prosperity scheme)		10	10		10	10
	Divorce Pension Scheme		1	1			0
	Roadway bus subsidy card			0			0
	Railway subsidy card			0			0
	Disability Pension linked with bank account	2		2	2		2
	Widow Daughter Marriage		1	1		1	1
	Dissability Pension	38	15	53			0
	Dissability marriage assistance	1	1	2	1	1	2
	Food & Security Scheme	2		2	2		2
Subtotal (G)		**941**	**1523**	**2464**	**537**	**981**	**1518**
Employment	MGNREGA Job card	17	23	40	17	23	40
	MGNREGA (100 days job guarantee scheme)	43	41	84	43	41	84

	Labour Card	337	136	473	250	90	340
Subtotal (F)		**397**	**200**	**597**	**310**	**154**	**464**
Scheme Total (A+B+C+D+F)=G		**2274**	**4504**	**6778**	**1757**	**3914**	**5671**
Documents	Aadhar card	31	20	51	31	20	51
	Bus Pass	1		1	1		1
	RTI	2	4	6	2	4	6
	Smart card	4	5	9	4	5	9
	Anganwadi Admission etc.			0			0
	Ration Card Correction			0			0
	AADHAR CARD	150	89	239	150	89	239
	AASHTHA CARD	4	1	5	4	1	5
	Disability Certificate	53	22	75	53	22	75
	Birth certificate	15	17	32	15	17	32
	Bonafide certificate	10	11	21	10	11	21
	Bus Pass	15	2	17	15	2	17
	Rail Pass	4		4	4		4
	Caste certificate	14	7	21	14	7	21
	Death certificate	4	9	13	4	9	13
	Electricity connection		2	2		2	2
	Food Security	1		1	1		1
	Grievance registered	4		4	4		4
	Income certificate	8		8	8		8
	Indira Awas document correction	1		1	1		1
	Job card correction		1	1		1	1
	Marriage Certificate		7	7		7	7
	Ration Card	22	6	28	22	6	28
	PAN card	2		2	2		2
	Ration Card Correction	33	12	45	33	12	45
	Election voter card correction	16		16	16		16
	Smart card	96	9	105	96	9	105
	RTI filed	3		3	3		3
Other	Grievance registered	12	6	18			0
Documents total (H)		**505**	**230**	**735**	**493**	**224**	**717**
Grand Total (G+H)		**2779**	**4734**	**7513**	**2250**	**4138**	**6388**

2. Tehri Gharwal District, Uttrakhand

In Tehri Garhwal, DEF is implementing the Soochna Seva program in five blocks, namely, Chamba, Jakhanidhar, Narendra nagar, Partap nagar, and Thauldhar.

Tehri Garhwal is a hilly terrain and most of the population is scattered and residing in very remote areas. Compared to other districts the population is very less, not only because of the mountain area but there is a major issue of migration (called as 'Palayan' in local language). There is a lack of proper roads, public transportation, and other basic amenities.

In 2015, the team focused on the Health Card, PMSBY and Aadhar card camps, CM Khadya Suraksha Yojana, Sukanya Samridhi Yojana and Old Age Pension Yojana. Substantially number of beneficiaries was also registered under other pension schemes, Swajal Parijoyana, MGNREGA job card, SBI skill training Programme etc. The district Tehri Gharwal has its own identity in terms of achieving numbers in a range of areas.

The table below shows the status of the Soochna Seva implementation in Tehri Garhwal District during 2015-2016.

Entitlement Category Wise Achievements - 2015										
Category	**Registration**			**Application Approved & Entitlement Received**			**Applications pending for approval**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	76	73	149	76	71	147	0	2	2	98.66%
Education	17	13	30	17	13	30	0	0	0	100%
Livelihoods & Employment	240	437	677	164	353	517	76	84	160	76.37%
Health	690	462	1152	639	411	1050	51	51	102	91.15%
Social Security	563	1277	1840	434	995	1429	129	282	411	77.66%
Documents	1820	1903	3723	1818	1884	3702	2	19	21	99.44%
Total	**3406**	**4165**	**7571**	**3148**	**3727**	**6875**	**258**	**438**	**696**	90.81%

Scheme Wise Achievement 2015							
Category	**Scheme Name**	**Application Registration**			**Application Approved & Entitlement Received**		
		Male	**Female**	**Total**	**Male**	**Female**	**Total**
Individual Schemes							
Financial Inclusion	PMJDY (Bank Account)	44	57	101	44	57	101
	Atal Pension Yojana (Insurance)	2	3	5	2	1	3
	Bank Account Opening (for NREGA)	6	0	6	6	0	6
	Pahal Scheme (LPG Subsidy)	24	13	37	24	13	37
Subtotal (A)		**76**	**73**	**149**	**76**	**71**	**147**
Employment and Livelihood	Berojgari Bhatta (Unemployment Allowance)	9	6	15	9	5	14
	SBI Training	6	24	30	0	24	24
	MGNREGA Job card	220	407	627	152	324	476
Subtotal (B)		**235**	**437**	**672**	**161**	**353**	**514**
Health and Sanitation	JSSY (Children Institutional delivery)	0	50	50	0	50	50
	Health Card	615	353	968	615	353	968
	Swajal Pariyojana (Toilet Construction)	75	59	134	24	8	32
Subtotal (C)		**690**	**462**	**1152**	**639**	**411**	**1050**
Social Security	PMSBY (Life Insurance)	330	635	965	330	635	965
	PMJJBY (Insurance)	77	85	162	77	85	162
	Nanda Devi Kanya Dhan Yojana (Empowerment of the girl child)	0	51	51	0	1	1
	Gaura Devi Kanya Dhan Yojana (girl child)	0	41	41	0	0	0
	Old age pension	74	94	168	7	2	9
	Sukanya Samridhi Yojana (Girl child Prosperity Scheme)	0	208	208	0	208	208
	Farmer Pension	26	12	38	5	1	6
	Destitute Pension	0	2	2	0	0	0

	Widow Pension	0	31	31	0	0	0
	Disability Pension Scheme	16	6	22	0	0	0
	CM Khadya Suraksha Yojana (Food Security)	40	112	152	15	63	78
Subtotal (D)		**563**	**1277**	**1840**	**434**	**995**	**1429**
Livelihood	RAJIV GANDHI SHILPI SWASTHYA BIMA YOJANA (For Artisans)	5	0	5	3		3
Subtotal (F)		**5**	**0**	**5**	**3**	**0**	**3**
Education	Midday Meal Scheme	5	5	10	5	5	10
	Scholarship (For NREGA workers children)	3	5	8	3	5	8
	Post Matric Scholarship	3	3	6	3	3	6
	Mandhyan Bhojan Yojana (Food Distribution to elderly)	6	0	6	6	0	6
Subtotal (E,)		**17**	**13**	**30**	**17**	**13**	**30**
Scheme Total (A+B+C+D+E)=F		**1586**	**2262**	**3848**	**1330**	**1843**	**3173**
Documents	Saving Account	19	23	42	19	23	42
	Residential Certificate	21	13	34	21	13	34
	Income Certificate	19	11	30	19	11	30
	Election Voter ID	0	19	19	0	0	0
	Caste Certificate	2	0	2	0	0	0
	Disability Certificate	1	0	1	1	0	1
	Patwari Certificate	1	0	1	1	0	1
	Unmarried Certificate (Needed to join Garhwal Rifles)	6	0	6	6	0	6
	Notary	1	0	1	1	0	1
	Ration Card	1	1	2	1	1	2
	Age Certificate	1	0	1	1	0	1
	LPG Connection	0	1	1	0	1	1
	Affidavit	0	1	1	0	1	1
	Aadhar Card	1748	1833	3581	1748	1833	3581
	Kisan Vikas Patra	0	1	1	0	1	1
Documents Total (G)		**1820**	**1903**	**3723**	**1818**	**1884**	**3702**
Grand Total (F+G)		**3406**	**4165**	**7571**	**3148**	**3727**	**6875**

3. Ranchi District, Jharkhand

In Ranchi, DEF is implementing Soochna Seva in five Blocks - Bero, Burmu, Itki, Angara, and Sonahattu. These blocks are tribal population concentrated 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.

In the second year, Implementation of the Soochna Seva program has been kicked off with Old Age Pension Scheme, Paddy Insurance and Bal Sansad Yojana. Then subsequently other schemes such as Kisan Credit Card, Irrigation well, MGNREGA, Employment Card and Sukanya Samridhi Yojana also gained speed. This year lot of outreach has been done in terms of liaising with government bodies, collaborations with local NGOs etc. and this has led the Soochna seva team to achieve good conversion as well as registration rates. Like Guna District, Ranchi has its own distinction in terms of potential outputs under a wide spectrum.

The table below shows the status of the Soochna Seva implementation in Ranchi District during 2015-2016

Entitlement Category Wise Achievements										
Category	**Registration**			**Application Approved & Entitlement Received**			**Applications pending for approval from authorities**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	3256	3298	6554	3256	3295	6551	0	3	3	99.95%
Education	1281	1389	2670	1281	1388	2669	0	1	1	99.96%
Livelihoods & Employment	165	318	483	144	276	420	21	42	63	86.96%
Health	625	817	1442	625	799	1424	0	18	18	98.75%
Social Security	2009	2374	4383	1188	1620	2808	821	754	1575	64.07%
Documents	1317	1238	2555	1008	1222	2230	309	16	325	87.28%
Total	**8653**	**9434**	**18087**	**7502**	**8600**	**16102**	**1151**	**834**	**1985**	89.03%

Scheme Wise Achievements-2015							
Category	**Scheme Name**	**Application Registration**		**Total**	**Application Approved & Entitlement Received**		**Total**
		MALE	**FEMALE**		**MALE**	**FEMALE**	
Financial Inclusion	PMJJBY + PMSBY (Insurance Schemes)	1000	1014	2014	1000	1014	2014
	PMJJBY (Life Insurance Scheme)	77	59	136	77	59	136
	PMSBY (Accidental Insurance)	140	97	237	140	97	237
	Rashtye Swasth Bima yojna (Health Insurance scheme)	88	17	105	88	17	105
	Rashitiy Parivaar Labh Yojna (Family Benefits)	0	1	1	0	1	1
	PMJDY (Opening of Bank Account)	1691	2021	3712	1691	2021	3712
	Widow Honor Scheme	0	11	11	0	8	8
	Farmer Credit Card	140	22	162	140	22	162
	Labour Insurance	34	8	42	34	8	42
	MUDRA YOJNA (Micro Units Development and Refinance Agency)	1	0	1	1	0	1
	Cycle distribution to ASHA		25	25		25	25
	Crop Insurance	85	23	108	85	23	108
Subtotal (A)		**3256**	**3298**	**6554**	**3256**	**3295**	**6551**
Health	Integrated Child Development Scheme	86	95	181	86	95	181
	Animal Vaccination	136	66	202	136	66	202
	Eye Checkup	20	0	20	20	0	20
	Janni Suraksha yojna-JSY (to promote institutional delivery of babies on Govt. hospital)		4	4	0	4	4
	Maatri Shishu Yojana (State govt. scheme like JSY)	0	21	21	0	21	21
	NSV OPERATION		40	40		22	22
	Phyleriya Medicine Distribution	187	333	520	187	333	520
	VACCINATION	144	236	380	144	236	380
	Polio Drop	52	22	74	52	22	74

Subtotal (B)		**625**	**817**	**1442**	**625**	**799**	**1424**
Livelihood	Pradhan Mantri Kaushal Vikas Yojana (Skill Development)	73	253	326	52	211	263
Social Security	Old Age Pension	1054	878	1932	306	377	683
	Widow Pension	0	151	151	0	25	25
	Ladli Yojana (Wel. of gril child)	0	30	30	0	30	30
	Kanyadan Yojana (one time grant to girl at her wedding)	0	1	1	0	1	1
	Disability Pension Scheme	3		3	0	0	0
	Annapurna Scheme (for food grains)	3	6	9	0	0	0
	HEALTH CARD Renewal	39	28	67	39	28	67
	PADDY INSURANCE	708	549	1257	708	547	1255
	Renewal of BPL Card	89	65	154	57	39	96
	Yojana Banao Abhiyan (Scheme development campaign)	38	110	148	24	70	94
	Sukanya Samridhi Yojna (girl child prosperity scheme)	0	301	301	0	290	290
	JSLPS TRAINING	0	2	2	0	2	2
	Atal Pension Scheme	2	0	2	2		2
Subtotal (C.)		**2009**	**2374**	**4383**	**1188**	**1620**	**2808**
Education	Sarv Shiksha Abhiyan (School Admission)	221	208	429	221	208	429
	Bal Sansad Yojana	1060	1180	2240	1060	1180	2240
	Scholarship	0	1	1	0	0	0
Subtotal (D)		**1281**	**1389**	**2670**	**1281**	**1388**	**2669**
Employment	MGNREGA	55	37	92	55	37	92
	Employment Card	37	28	65	37	28	65
Subtotal (E.)		**92**	**65**	**157**	**92**	**65**	**157**
Schemes total (A+B+C+D+E)=F		**7263**	**7943**	**15206**	**6442**	**7167**	**13609**
Others (Documents & Activities)	Election Voter ID Card	37	35	72	37	35	72
	Quiz Competition	56	41	97	56	41	97
	Aadhar Card	429	149	578	125	140	265
	Birth Certificate	70	32	102	70	32	102
	BPL Card	472	135	607	471	135	606
	Death Certificate	11	2	13	11	2	13
	RASHAN CARD	0	3	3	0	2	2

	RESIDENTIAL CERTIFICATE	4	7	11	4	7	11
	Income Certificate	2	5	7	2	5	7
	Caste Certificate	9	15	24	5	9	14
	Eye Camp	95	59	154	95	59	154
	Health Card	125	755	880	125	755	880
	Hand pump repairing	7	0	7	7	0	7
Documents total (H)		**1317**	**1238**	**2555**	**1008**	**1222**	**2230**
Grand Total (G)		**8580**	**9181**	**17761**	**7450**	**8389**	**15839**

4. Guna District, Madhya Pradesh

The Year 2015 has witnessed delivering wide range of services to the beneficiaries in the form of individual as well as institutional benefits in Guna District. It was initiated with the registration of PMJDY, PMSBY and gradually, other benefits such as School Admissions (under Sarv Shiksha Abhiyan), Aaganwadi Admissions (ICDs), Tendu Patta Insurance, Crop Insurance, Labour security and Mukhyamantri Awas Yojana also gained popularity and people from the community are approaching the Soochna Seva team for more information on the benefits. Because of the efforts made by the ground team, outreach programs have been organized in targeted villages/panchayats of the selected blocks. Apart from this the team got engaged in facilitating hand pump repairing, generating BPL cards, caste certificate, linking Aadhar card with voter ID card etc.

The table below shows the status of the Soochna Seva implementation in Guna District in Madhya Pradesh during 2015-2016

Category wise achievements										
Category	**Registration**			**Application Approved & Entitlement Received**			**Applications pending for approval from authorities**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	1344	810	2154	569	546	1115	775	264	1039	51.76%
Education	3	1	4	3	1	4	0	0	0	100%
Livelihoods & Employment	238	12	250	157	3	160	81	9	90	64%
Health	244	244	244	244	244	244	244	244	244	100%
Social Security	424	217	641	141	108	249	283	109	392	38.85%
Institutional	171	67	238	150	35	185	21	32	53	77.73%

Schemes										
Documents	2572	2327	4899	1821	1802	3623	751	525	1276	73.95%
Total	**4996**	**3678**	**8430**	**3085**	**2739**	**5580**	**2155**	**1183**	**3094**	66.19%

Scheme Wise Achievements-2015							
Key Areas	**Scheme Name**	**Application Registration**			**Application Approved & Entitlement Received**		**Total**
		Male	**Female**	**Total**	**Male**	**Female**	
Individual Schemes							
Financial Inclusion	PMJDY (Bank Account)	802	548	1350	413	425	838
	PMSBY (Life Insurance)	501	218	719	108	65	173
	Atal pension yojna	2		2	2		2
	PMJJY (Health Insurance)	2	1	3	1		1
	Saving account (to get scholarship money)	37	43	80	45	56	101
Subtotal (A)		**1344**	**810**	**2154**	**569**	**546**	**1115**
Health	Mission Indra Dhanush (Child Vaccination)	140	156	296	140	153	293
	Vaccination of Preg. Lady (ICDs)		79	79		79	79
	Women Sterilisation		3	3		3	3
	Weekly Iron and Folic Acid Supplementation (WIFS) programme.	41	41	82	41	41	82
	Medical Checkup (ICDs)	62	266	328	62	266	328
	NRC Referral (ICDs)	1	7	8	1	7	8
	ANC/PNC Checkup (ICDs)		11	11		11	11
	Janani Shishu Suraksha Yojana (For pregnant women)	0	7	7	0	5	5
Subtotal (B)		**244**	**570**	**814**	**244**	**565**	**809**
Employment and Livelihood	Surajdhara (For Small and marginal SC/ST farmers; for pulses and oil seeds; 75% cost of	5	0	5	5	0	5

	the seed)						
	Seed Distribution	95	2	97	95	2	97
	Subsidy on Seeds (Horticulture)	15	0	15	8		8
	Yuva swarojgar	1		1	1		1
	Nandan Phal Udyan	14	2	16			0
	Pradhan Mantri Kaushal Vikas Yojana (Skill Development Training)	20	0	20	19	0	19
	MGNREGA	1	0	1	1	0	1
	Poultary	3	4	7	0	0	0
	Karmkar Mandal(Labor Security)	58	4	62	2	1	3
	Kisan Credit Card	26	0	26	26	0	26
Subtotal (C.)		**238**	**12**	**250**	**157**	**3**	**160**
Social Security	Mukhyamantri Aawas Yojana (Housing Scheme by State Government)	153	21	174	0	0	0
	IAY (Housing Scheme by Central Government)	0	10	10	0	0	0
	Widow Pension	0	16	16	0	12	12
	Old Age Pension	73	65	138	22	17	39
	Old age Pension (Account Transfer PO to Bank)	2	3	5	2	3	5
	Disability Handicap Pension	9	9	18	5	6	11
	Compensation for burnt house	0	1	1	0	1	1
	Sukanya Samraddhi Yojana (girl child prosperity scheme)	0	13	13	0		0
	Ladli Laxmi Yojna (Welfare of the girl child)	0	6	6	0	2	2
	Mukhaya Mantri Annapurna Yojna (provide ration to poor people)	54	8	62	53	8	61
	Kanya Abhibhavak Scheme (For parent of one single girl child, belongs to BPL family)	1	0	1	0	0	0
	Mukhaya Mantri Majdoor Suraksha Yojna	3	1	4	2	0	2
	Tendu Patta Insurance	57	59	116	57	59	116

	Crop Compensation/Insurance Scheme	53	2	55			0
	Tendu Bonus under Tendu Leave Insurance Scheme (for tendu leaves collector)	19	3	22			0
Subtotal (D)		**424**	**217**	**641**	**141**	**108**	**249**
Education	Handicap Allowance for schools going kids	2	1	3	2	1	3
	Undergraduate course by State Government (By Jan Abhiyan Parishad)	1		1	1		1
Subtotal (E.)		3	1	4	3	1	4
Schemes Total (A+B+C+D+E)=F		**2253**	**1610**	**3863**	**1114**	**1223**	**2337**
Institutional Schemes							
Education	School Admissions under 'Education for All Movement' (Sarv Shiksha Abhiyan)	70	63	133	58	35	93
	Anganwadi Admissions (ICDS)			0			0
Health	Animal Vaccination	91		91	91		91
Education	Means cum Merit exam to get scholarship after 8th Class	10	4	14	1		1
Institutional Schemes Total (G)		**171**	**67**	**238**	**150**	**35**	**185**
Others							
Documents	Aadhar Card	2162	2227	4389	1736	1773	3509
	Aadhar Card linked with Votar Card	53	37	90	35	14	49
	Ration Card	1	1	2	1	1	2
	Caste Certificate	61	44	105	8	6	14
	Birth Certificate/Death Certificate	3	1	4	0	1	1
	Operation Certificate (Sterilization)	1		1	1		1
	Handicap Certificate	3	1	4	2	1	3
Other Activities	Hand pump Repairing	9	0	9	5	0	5
	New Hand pump	4	0	4	0	0	0
	Medicine for Seed Treatment	14	3	17	14	3	17
	Bhukhand Avantan Avedan	46	2	48	0	0	0
	Namantaran	0	1	1	0	0	0

	Muktidham Teenshed	4	0	4	0	0	0
	School Building Const.	1	0	1	0	0	0
	Transformer	1	0	1	0	0	0
	Toilet Const.	31	0	31	17	0	17
	Nal Jal Yojana	1	0	1	0	0	0
	Aagjani Muawaza	0	1	1	0	0	0
	Financial Aid	4	0	4	0	2	2
	Livestock Treatment	1	0	1	1	0	1
	CC Road Const.	4	0	4	0	0	0
	BPL Card	167	8	175	0	0	0
	Transfer Certificate	1	1	2	1	1	2
Documents & other activities total (H)		**2572**	**2327**	**4899**	**1821**	**1802**	**3623**
Grand Total		**4996**	**4004**	**9000**	**3085**	**3060**	**6145**

5. West Champaran District, Bihar

DEF is implementing Soochna Seva project in 5 blocks namely, Baghai, Ramnagar, Gaunaha, Mainatand, and Sikta. Last year, the launch of the Soochna Seva programme in West Champaran was delayed due to hiring of right team and staff in the district resulting in less number of beneficiaries being reached out as compared to the other districts. This year the program got launched effectively and the achievement in terms of numbers is quite high.

The table below shows the status of the Soochna Seva implementation in West Champaran District of Bihar during 2015-2016

Category Wise Achievement										
Category	**Registration**			**Application Approved & Entitlement Received**			**Applications pending for approval from authorities**			**Approval %**
	Male	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Financial Inclusion	1954	1904	3858	1781	1776	3557	173	128	301	92.20%
Education	58	76	134	56	75	131	2	1	3	97.76%
Livelihoods & Employment	165	64	229	91	17	108	74	47	121	47.16%
Health	789	480	1269	789	480	1269	0	0	0	100%
Social Security	259	418	642	56	120	176	203	298	501	27.41%
Documents	380	484	853	314	320	634	66	164	230	74.33%
Total	**3605**	**3426**	**6985**	**3087**	**2788**	**5875**	**518**	**638**	**1156**	**84.11%**

Scheme Wise Achievements-2015								
Work	**Key Area**	**Scheme Name**	**Application Registration**			**Application Approved & Entitlement Received**		
			Male	**Female**	**Total**	**Male**	**Female**	**Total**
Individual Schemes	Financial Inclusion	PMSBY (Accidental Insurance)	580	463	1043	544	449	993
		PMJJBY (Life Insurance)	1374	1441	2815	1237	1327	2564
	Subtotal (A)		**1954**	**1904**	**3858**	**1781**	**1776**	**3557**
	Health	Shawksh Bharat Abhiyan (Toilet Construction)	717	251	968	717	251	968
		Vaccination	20	17	37	20	17	37
		Janani Suraksha Yojna (JSY_ (to promote institutional delivery of babies on Govt. hospital)	0	17	17	0	17	17
		PNC	0	155	155	0	155	155
		Checkup	52	40	92	52	40	92
	Subtotal (B)		**789**	**480**	**1269**	**789**	**480**	**1269**
	Livelihood & Employment	MGNERGA (100 days job guarantee scheme)	95	56	151	26	12	38
		Matasya (for water & Sanitation)	1	0	1	0	0	0
		Earthquake Compensation	11	6	17	7	3	10
		Subsidy	24	1	25	24	1	25
		Crop Damage	34	1	35	34	1	35
	Subtotal (C.)		**165**	**64**	**229**	**91**	**17**	**108**
	Social Security	Old Age Pension	223	128	351	43	36	79
		Indra Awash (Assistance for house construction)	4	117	121	0	18	18
		Kanya Vivah Yojana (Assistance at girls wedding)	0	72	72	0	44	44
		Special Ability Scheme	32	18	15	13	0	13
		Kanya Samridhi Yojna (we. Of girl child)	0	4	4	0	4	4
		Widow Pension Scheme	0	79	79	0	18	18
	Subtotal (D.)		**259**	**418**	**642**	**56**	**120**	**176**
Institutional Schemes	Education	Scholarships	2	1	3	0	0	0
		Sarv Shiksha Abhiyan (Universalization of Elementary Education)	51	69	120	51	69	120

		Integrated Child Development Scheme	5	6	11	5	6	11
	Subtotal (E.)		**58**	**76**	**134**	**56**	**75**	**131**
	Scheme total (A+B+C+D+E)=F		**3225**	**2942**	**6132**	**2773**	**2468**	**5241**
Community Services	Documentation	Aadhar Card (UID Card)	235	383	618	191	235	426
		Birth Certificate	6	10	16	6	7	13
		BPL Card	0	1	1	0	0	0
		Residential Certificate	3	8	11	1	8	9
		Cast Certificate	14	9	12	10	9	19
		Bank Smart Card	3	13	16	3	13	16
		LPC	5	0	5	5	0	5
		Creamy layer	1	0	1	1	0	1
		Death Certificate	1	6	7	1	2	3
		Election Voter Card	14	7	21	0	0	0
		Disability Certificate	67	42	109	65	41	106
		Income Certificate	10	2	12	10	2	12
		Farmer Credit Card	1	0	1	1	0	1
		Farmer Card	20	3	23	20	3	23
Documents Total (G)			**380**	**484**	**853**	**314**	**320**	**634**
Grand total F+G			**3605**	**3426**	**6985**	**3087**	**2788**	**5875**

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 (as per budget)	Status	Reason for not implementation
1	Seminar and Conferences	These activities were focused on the scope and need for information services and delivery & entitlement linkages, ways and means to provide the services. It was meant as a value addition by inviting external experts & resource persons to share ideas, practices and views with district and subordinate officials of the government and	Not done	Instead 2 days of capacity building workshop of ground team was conducted in March 2015 instead. It has been noticed that after 1 year of the project when things got stabilized there is an urgent need to have capacity building workshop of the ground

		civil society.		team in order to achieve the targets.
2	Studies, research	Study/research important to determine the project progress, output, outcome and impact as well as challenges	Not done	It was felt that one year was not enough to do a detail and outcome oriented study and research to gauge the impact. At least 2 years on ground will give sufficient realistic data and inputs to do a qualitative research study. This will be conducted in mid-2016.
3	Translation, Interpreters	Translation, Interpreters are required to convert the data into local language	Not done	In order to check the efficacy of the whole database, first phase has been started with Hindi only. Hiring for translation and interpreters will be done in year 3.

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).

The first year of the project had gone in putting in place the structural layers in place in terms of setting up SSK centres and building up a team in each district. However, during this reporting period the team could effectively organize themselves with sound measures and strategies to achieve key milestones and targets. The year show remarkable achievement in terms of qualitative and quantitative targets. The project team has taken a balanced approach while facilitating the delivery of services to the target communities and engaging public authorities in their day to day activities such as camps, meetings and big events like visibility actions & workshops.

One of the major accomplishments is that a sense of reliability and interest has started generating by the public authorities in terms of working together with a larger vision. The brand of Soochna Seva Kendras (SSK) has started perceiving as an owned place by the community that seeks to bridge the information and access divide and transform under-served communities into information-empowered communities. Additionally, inspection of records has also been done with the financial verification by the auditors in their site visits to two locations i.e. Guna and Ranchi. The physical verification can also be counted as another achievement as the team has learned about book and record keeping in their centres. These visits has been planned in next year also in order to provide learning opportunity to the team of other districts. We feel that it is an important exercise to maintain a balance with every aspect of the programme.

However, risk and challenges are the part of any development interventions for community empowerment.

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.

We understand that some of the challenges will remain the same as they are totally based on a large planning by the government such as scattered area, no transportation etc. However, new challenges can be added to the list over a period of time.

Challenges	**Potential risks**	**Mitigation Plan**
Scattered area and minimal or no public transport	People cannot attend camps, visit SSKs easily; the SSK team found extremely difficult to reach these spots.	High risk. Not in the project's control. The SSK team reaches out to people living in these areas despite the task being too tedious, time consuming and daunting.
Lack of infrastructure such as roads in certain areas. Certain weather conditions make it impossible to reach.	People cannot attend camps, visit SSKs easily. The SSK team cannot reach people.	High risk. Not in the project's 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 benefits.
People are either not aware or partly aware of the eligibility criteria	Longer gestation period	The SSK team providing all information relation to

		Schemes
Phone numbers/Cellphone numbers are temporary	Verification issue	High risk. Not within team's control.
Non-disclosure of social status – SC/ST, Minority, OBC	Incomplete, inaccurate analysis	High risk. Not within team's control.
Non-availability of computer literate people	Hiring the right people for Soochna Seva, longer gestation period	Central team along with a few trained SSK fellows provided hands on training on the ground.
Left wing extremism influences in certain areas	People do not come out of the houses during *naxal bandi (black out period by the extremist)*	High risk. Not within the project's 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 team's control. However, the SSK team is linking other Government schemes that do not require 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.
Threat to ground team (by the locals) when there is a positive change in some institution because of Soochna Seva		Monitoring visits to be done by the villagers only.
Some people are spreading rumors that Soochna Seva is charging money.	People who are not aware about Soochna Seva will form a prejudice	Maximum outreach with positive message and advocacy being undertaken.
Migration to cities (Specially in Tehri Gharwal)	Less number of people to cover	Since, one of the main reason is unemployment, connect them with livelihood generation activities.
Turnover of staff on regular basis	Till the time the staff learns the whole system he is gone	Motivate them

Unavailability of female staff at every location	Majority of male staff members lead to have a bad impact in terms of gender analysis.	Behavior change is a long process, but the team will continue to try its best to address this.

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.

Not Applicable

2.7 Please provide and updated action plan

YEAR 2													
	Semester 1						**Semester 2**						
Activity	**Month 1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Implementing body**
Activity 1- ***Communication and Visibility Workshop:*** The main goal of seminar is to build deep conceptual understanding of the public schemes, programme and process to avail the information/benefit. Stakeholder would get to know how the benefit can be reached to the last mile beneficiaries who are lagging behind from their rights which are actually meant for them. It would create													Local District teams and core team

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												
Activity 2 – Conference and Seminar: It shall focus on scope and need for information services and delivery & entitlement linkages, ways and means to provide the services. It shall be a value added by inviting external experts & resource persons to share ideas, practices and views with district and subordinate officials of the government and civil society.												Local District Partners & Local Partners and ground team
Activity 3 - Reaching out to groups / partners												Implementing agency

Reach out to target group implementing and beneficiaries with public agency scheme information services using access points, ICT tools, SOOCHNA Vahan and other means.												
Activity 4 - Awareness, campaign and partners Campaign, advocacy, road shows by SOOCHNA SEVAK Fellows involving groups /beneficiaries												Implementing agency & Ground team
Activity 5 - Engagement of stakeholders Orientation workshops /camps for Panchayat, Block and District officials and local agencies (CBOs/CSOs) on why and how of public scheme information dissemination for citizens.												
Activity 6 – **Training & Capacity Building:** Orientation and capacity building												Implementing agency and local partners

of SOOCHNA SEVAK Fellows												

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.

i. Towards implementation of the project and achieving key milestones, DEF formally engaged Antyodaya Lok Karyakram ALOK in West Champaran in Bihar and Social Work and Research Centre (SWRC) for Barmer district in Rajasthan.

ii. Since beginning, DEF has made concerted efforts to engage the partners to implement key activities on ground with resource distribution and utilization on ground. Thus far, with at least ALOK, DEF has made few successful attempts to work in Champaran including organizing workshops, mobilization camps and so on, with resource being transferred to ALOK's account. ALOK has supported in liaising with the public authorities as well as they had solely organized the visibility action in the month of November, 2015 for which they have been paid for on the basis of actuals incurred by them. However, in case with SWRC no such activity could be started. SWRC is no more active in any of the defined role.

iii. Overall, the situation with these partners has been this. Even after formal understanding with partners, there appears to be discomfort in carrying forward this joint responsibility. This has been due to internal decision making and non-consensual situations being emerged in both partners amongst the board members and team. For instance, in case with SWRC even if there is willingness and broad understanding to work jointly at the highest level of management on both sides, since both DEF and SWRC are good working partners at other levels, there has been challenges to get much enthusiasm and response from the SWRC Barmer district sister unit. In case of ALOK, there has been a situation wherein the internal differences between one member and the secretary came out open against this partnership, which led DEF to clarify the bigger role and scope to work together to the President of ALOK who sits in Delhi. In fact, DEF has received a letter from ALOK with their written consent of not taking this partnership further. (Please see the Annexure 15 for the letter).

iv. On account of the above situation, DEF would like to seek advice and inputs from EU Delegation office in India as to how to proceed with above partnerships.

v. On the other hand, on account of non-availability of viable partnerships on ground, DEF team has put extra time and effort to consolidate and sustain the works in both Barmer and West Champaran districts with self-reliance. Local team has been recruited and constantly trained, guided and handhold to carry forward the project objectives which they have been doing diligently and with results and innovations. And by now, there has been lot of ownership and responsibility in the local district teams in both districts to implement key activities, liaison with local stakeholders including district authorities on regular basis.

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?

The Soochna Seva team has initiated the process of liaising with various state bodies at the District, Block and Panchayat level in the targeted location of the Action and shared the Soochna Seva program as a model of information service dissemination and citizen entitlements. The team has had fruitful discussions with all the representatives, both elected and government officials. With this process initiated, it has become easier for the Soochna Seva team to approach these stakeholders for help in mobilizing the community and delivering information about public schemes and getting their entitlements in time. In many situations, the team had sought assistance from authorities and also received help in identifying middlemen who posed as hurdles for the program to go forward.

For an instance, in Tehri Gharwal district officials have proved to be very effective in terms of providing the team relevant and quality information of the schemes in the same format required by the SSK team. Please refer to Annexure 16 for the sample details given by the district official.

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

In some locations Soochna Seva team has been involved with various other local NGO's in order to reach out to more people. Thus the team got involved in Barmer with World Vision and UNNATI; in Ranchi with Prabhav Niketan; in Guna with Chandorai Shiksha Sansthan and in Tehri Gharwal with Aastha Jan Kalyaan Avang Vikaas Samiti. In year 3, the team has planned to collaborate with more local NGO' and organisation in order to expand the reach of this intervention.

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

At a different level, the programme has explored synergy with National Skill mission of the Government of India in the focused districts as partners to this mission has approached SSK team to collaborate and work jointly in skilling youths in various livelihood and employment

releated activities. Otherwise, there is a lot of potential in working together collaboratively in the targeted locations. The result of which there were interactions (for e.g. 'State Coordination Meetings') with the partners in the form of meetings and workshops to gain knowledge of each other's projects and to identify possible links and synergies over a period of time. There was a lot of effort in knowledge sharing during the building of the comprehensive website for all the 14 partners. Moreover, in some locations the team has already been involved in their events and activities when required. It has also accrued the visibility of EU in different areas with different actions.

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 the promotional campaigns. The campaigns in all formats, online and offline, print, audio, or video, clearly display the logo of EU prominently. In all the Soochna Seva Kendras across districts, exhibition counters, camps, IEC materials, EU logo is prominently displayed. In door to door campaigns, meetings, camps and any other activities it is ensured that the 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: Dr. Syed S. Kazi



Signature:

Location: New Delhi
Date report due: March 31 2016
Date report sent: March 31 2016

ANNEXURES

Annexure 1 - Updated list of blocks and panchayats

Annexure 2 - Field visit reports

Annexure 3 - Updated list of employees

Annexure 4 - Justifications documented.

Annexure 5 – Brief report of the activity

Annexure 6 - Brief report of the activity

Annexure 7 - Sample pictures of liaising with network groups.

Annexure 8 - Sample pictures of meetings and camps.

Annexure 9 – Sample case stories from each location.

Annexure 10 – Sample screenshots of the database.

Annexure 11 - Sample snapshots of “Jan Soochna”

Annexure 12 - Sample photographs of signboards outside the Soochna Seva Kendra.

Annexure 13 - Sample of visibility via social and print media.

Annexure 14 - Sample screen shot of project website

Annexure 15 – Letter for Discontinuation of Partnership

Annexure 16 – Example of the details given by the district official.

ANNEXURE 1 – UPDATED LIST OF BLOCKS AND PANCHAYATS

Barmer					
Blocks	**Panchayat 1**	**Panchayat 2**	**Panchayat 3**	**Panchayat 4**	**Panchayat 5**
Tehri Gharwal					
Chamba	(Kenchu)	(Padodi)	(Syul)	Thaan	(Gunogi - Udaykot)
Jakhanidhar	Kumardhar	Khandi	Ratoli	Navakot	Pipola
Narendra nagar	Tipli	Bhandragaon	Aampata	Kapholgaon	Daduwa
Partapnagar	Kotga and Jakhanikhal	Kanda	Padiya	Okhlakhal	Banali
Thauldhar	Inder	Kirgani	Dabri	Nakot Juwa	Semwalgaon
Guna					
Aron	Pitroda Maina	Saleh	Devri	Jajhon	Dehrikala
Chachoda	Meriyakhedi	Khatkiya	Laharcha	Bada gaon	Mrigwasa
Bamori	Berkhedi	Rampur	Colony	Muradpur	Bagheri
Guna	Kherikhata	Bhadora	Negma	Bidhra	Mohdra
Raghogarh	Achkalpur	Bulae	Gaarkheda	Laxmanpur	Sakonya
Ranchi					
Bero	Puriyo	Bero	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
Barmer					
Baitu	Khimper	Baytu Chiman Ji	Nagarwalo Datarwalo ki Dhani	Madhasar	Baitu bhop ji
Barmer	Jalipa	Mahabaar	Bisala	Rani Gaon	Undkha
Sivana	Devandi	Sivana	Mokalsar	Maylawas	Samdari
Dhanau	Dhanau	Dingarh	Alamsar	Itada	Sava
Kalyanpur	Kalyanpur	Ghadoi Charnan	Sshankklo Ki dhani	Charlai Kallan	Doli Kallan
West Champaran					
Mainatand	Mainatand	Tola Chaparia	Sakroul	Inerwa	Piradi
Lauria	Bagahi Baswaria	Telpur	Sisar/Dhobni Sisae	Dewurwa	Kandhwalia
Ramnagar	Manchangwa	Parsauni	Ramnagar	Bagahi Sakhuwani	Sapahi
Sikta	Balthar	Gauchari	Kathiya Mathiya	Suvha	Bhawanipur
Gaunaha	Rupawalia	Matiarwa	Mahui,	Siththi	Gaunaha

ANNEXURE 3 – UPDATED LIST OF EMPLOYEES

S.No	Name of Employees	Designations	Location
1	Javrilal Bishnoi	Block Coordinator	Barmer (Rajasthan)
2	Shankerlal	Block Coordinator	Barmer (Rajasthan)
3	Shakti Singh	Block Coordinator	Barmer (Rajasthan)
4	Mangla Ram Tanwar	Block Coordinator	Barmer (Rajasthan)
5	Shishir Purohit	District Tech. Manager	Barmer (Rajasthan)
6	Praveen Barupal	Fellow Trainee	Barmer (Rajasthan)
7	Narpat Balwan	Fellow Trainee	Barmer (Rajasthan)
8	Jugta Ram	Fellow Trainee	Barmer (Rajasthan)
9	Nagendra Singh	Fellow Trainee	Barmer (Rajasthan)
10	Jethu Singh	Fellow Trainee	Barmer (Rajasthan)
11	Firoj Khan	Fellow Trainee	Barmer (Rajasthan)
12	Resmaram	Fellow Trainee	Barmer (Rajasthan)
13	Ratan Lal	Fellow Trainee	Barmer (Rajasthan)
14	Harish Kumar	Fellow Trainee	Barmer (Rajasthan)
15	Haji Khan	Fellow Trainee	Barmer (Rajasthan)
16	Bhaga Ram Bheel	Fellow Trainee	Barmer (Rajasthan)
17	Harish Chandra	Fellow Trainee	Barmer (Rajasthan)
18	Kedar Singh	Fellow Trainee	Barmer (Rajasthan)
	Ramesh Kumar	Fellow Trainee	Barmer (Rajasthan)

19			
20	Satu Kumari	Fellow Trainee	Barmer (Rajasthan)
21	Amararam	Fellow Trainee	Barmer (Rajasthan)
22	Abhinav Pandey	Block Coordinator	Guna (Madhya Pradesh)
23	Naval Kushwaha	Block Coordinator	Guna (Madhya Pradesh)
24	Sachindra Bhargava	Block Coordinator	Guna (Madhya Pradesh)
25	Rajpal Kewat	Block Coordinator	Guna (Madhya Pradesh)
26	Balaji Madiq	Block Manager	Guna (Madhya Pradesh)
27	Nagendra Chaturvedi	District Tech. Manager	Guna (Madhya Pradesh)
28	Manish Suman	Fellow Trainee	Guna (Madhya Pradesh)
29	Rajaram Dhakad	Fellow Trainee	Guna (Madhya Pradesh)
30	Ravindra Raghuwanshi	Fellow Trainee	Guna (Madhya Pradesh)
31	Bhoore Singh	Fellow Trainee	Guna (Madhya Pradesh)
32	Purushottam Dhakad	Fellow Trainee	Guna (Madhya Pradesh)
33	Mukesh Yadav	Fellow Trainee	Guna (Madhya Pradesh)
34	Padam Singh Bhil	Fellow Trainee	Guna (Madhya Pradesh)
35	Prakash Sen	Fellow Trainee	Guna (Madhya Pradesh)
36	Aditya Pandey	Fellow Trainee	Guna (Madhya Pradesh)
37	Vikash Bhargava	Fellow Trainee	Guna (Madhya Pradesh)
38	Prakash Dhakad	Fellow Trainee	Guna (Madhya Pradesh)
	Neeraj Shukla	Admin Executive	New Delhi

39			
40	Swati Choudhary	Content Writer	New Delhi
41	Saurabh Srivastava	Designer/Sr. Web Designer	New Delhi
42	Prakash Jha	Finance Manager	New Delhi
43	Deepshikha Sharma	Project Coordinator	New Delhi
44	Abdul Vahid	Project Coordinator	New Delhi
45	Syed S. Kazi	Project Director	New Delhi
46	Dinesh	Videographer	New Delhi
47	Lankesh Kumar	Block Coordinator	Ranchi (Jharkhand)
48	Rehan Kaushar	Block Coordinator	Ranchi (Jharkhand)
49	Arun Mahto	Block Coordinator	Ranchi (Jharkhand)
50	Mohd. Anzar Raza	Block Coordinator	Ranchi (Jharkhand)
51	Pradeep Poddar	Block Manager	Ranchi (Jharkhand)
52	Suresh Ram	Block Manager	Ranchi (Jharkhand)
53	Md. Azaj	District Tech. Manager	Ranchi (Jharkhand)
54	Sahdeo Mahto	Fellow Trainee	Ranchi (Jharkhand)
55	Bansbodh	Fellow Trainee	Ranchi (Jharkhand)
56	Manoj Kerketta	Fellow Trainee	Ranchi (Jharkhand)
57	Talita Kerketta	Fellow Trainee	Ranchi (Jharkhand)
58	Anima Tirkey	Fellow Trainee	Ranchi (Jharkhand)
	Dukhu Mahto	Fellow Trainee	Ranchi (Jharkhand)

59			
60	Sangita	Fellow Trainee	Ranchi (Jharkhand)
61	Chourasya Kumar Munda	Fellow Trainee	Ranchi (Jharkhand)
62	Adil Fraj	Fellow Trainee	Ranchi (Jharkhand)
63	Dilip Kumar Saw	Fellow Trainee	Ranchi (Jharkhand)
64	Sapna Kumari	Fellow Trainee	Ranchi (Jharkhand)
65	Manish Chauhan	Block Coordinator	Tehri Gharwal (Uttrakhand)
66	Praveen Panwar	Block Coordinator	Tehri Gharwal (Uttrakhand)
67	Manoj Negi	Block Coordinator	Tehri Gharwal (Uttrakhand)
68	Manoj Chauhan	Block Coordinator	Tehri Gharwal (Uttrakhand)
69	Rajendra Singh	Block Manager	Tehri Gharwal (Uttrakhand)
70	Rahul Kumar	District Coordinator	Tehri Gharwal (Uttrakhand)
71	Brijesh Kumar	District Tech. Manager	Tehri Gharwal (Uttrakhand)
72	Betal Singh	Fellow Trainee	Tehri Gharwal (Uttrakhand)
73	Brij Kishor	Fellow Trainee	Tehri Gharwal (Uttrakhand)
74	Praveen Uniyal	Fellow Trainee	Tehri Gharwal (Uttrakhand)
75	Anil Singh Rautela	Fellow Trainee	Tehri Gharwal (Uttrakhand)
76	Suresh Singh	Fellow Trainee	Tehri Gharwal (Uttrakhand)
77	Rekha Negi	Fellow Trainee	Tehri Gharwal (Uttrakhand)
78	Pooja Shah	Fellow Trainee	Tehri Gharwal (Uttrakhand)
	Sushil Saklani	Fellow Trainee	Tehri Gharwal (Uttrakhand)

79			
80	Aarti Bisht	Fellow Trainee	Tehri Gharwal (Uttrakhand)
81	Vishnu Charan	Fellow Trainee	Tehri Gharwal (Uttrakhand)
82	Kiran Bhandari	Fellow Trainee	Tehri Gharwal (Uttrakhand)
83	Md. Tanzaeer Alam	Fellow Trainee	Tehri Gharwal (Uttrakhand)
84	Pradeep Singh Rawat	Fellow Trainee	Tehri Gharwal (Uttrakhand)
85	Akshaiya Kumar Anand	Block Coordinator	West Champaran (Bihar)
86	Prabhu Kumar	Block Coordinator	West Champaran (Bihar)
87	Suraj Kumar Saini	Block Coordinator	West Champaran (Bihar)
88	Komal Kumari	Block Coordinator	West Champaran (Bihar)
89	Arvind Kumar Rao	Block Manager	West Champaran (Bihar)
90	Amlesh Sharma	Block Manager	West Champaran (Bihar)
91	Vinit Keser Mishra	Block Manager	West Champaran (Bihar)
92	Arti Kumari	Fellow Trainee	West Champaran (Bihar)
93	Mamta Kumari	Fellow Trainee	West Champaran (Bihar)
94	Rajiv Kumar	Fellow Trainee	West Champaran (Bihar)
95	Raju Kumar Sharma	Fellow Trainee	West Champaran (Bihar)
96	Prakash Kumar Mishra	Fellow Trainee	West Champaran (Bihar)
97	Sanjay Kumar	Fellow Trainee	West Champaran (Bihar)
98	Deepak Sharma	Fellow Trainee	West Champaran (Bihar)
	Shyam Narayan Kumar	Fellow Trainee	West Champaran (Bihar)

99			
100	Loknath Kumar	Fellow Trainee	West Champaran (Bihar)
101	Mansha Kumari	Fellow Trainee	West Champaran (Bihar)
102	Sukhadev Kumar	Fellow Trainee	West Champaran (Bihar)
103	Satyaprakash Ram	Fellow Trainee	West Champaran (Bihar)
104	Anil Paswan	Fellow Trainee	West Champaran (Bihar)
105	Paritosh Sharma	Fellow Trainee	West Champaran (Bihar)

Annexure 4 – Justification's documented

4.1 Justification for Raghogarh, Guna District

Date: 19/06/2015

Subject: Reasons behind Shifting of SSK Raghogarh

Dear Ma'am,

This is to bring to your attention that we really need to change the office location of Raghogarh block, Guna, Madhya Pradesh.

Since the objective of the Soochna Seva is to empower people through dissemination of information. More than six decades of independent India where govt. has been a Welfare State still its population lives in abject dismal state. When one wonders why this is so, the answer one gets is the absence of Information which are very crucial to make their life better. In the absence of this information the primary concern remains as it is and they are unable to participate in Political, Economic and Social Process.

Through Soochan Seva's efforts people get this information and are able to make their life better and also able to participate in Political, Economic and Social Process for the Society. The third question which is actually an offshoot of the second question is equally important. Soochna Seva has made platforms to disseminate the information which are known as Soochna Seva Kendra. Soochna Seva takes extra efforts while establishing these kendras.

This is so that these platforms should be easily accessible to those who need the information otherwise the whole objective will be defeated.

The previous Soochna Seva Kendra established at Kadaiya Panchayat of Raghogarh Block due to its location was in accessible to people in want of information and digital literacy program was also getting affected. During its eight month of existence it was unable become a live place. The following factors lead to change of location of Soochna Seva Kendra at Raghogarh.

The previous location was in remote area where means of transport was minimal thus

- People were unable to use the kendra
- Sometime even the staff had tough time reaching the Kendra.
- The location surrounding the kendra was unsafe for the female staff.

In light of the above factors it was decided to change the location of the kendra.

Balaji Madiq

(Block Manager, Chachora, Raghogarh)

Nagendra Chaturvedi

(Block Manager, Guna, Bamori)

4.2 Justification for Kalyanpur, Barmer District

To
Program Manager/ Project Officer
Digital Empowerment Foundation
44 Kalu Sarai,
New Delhi

Subject: - Shifting the Kalyanpur SSK to new venue.

Dear Sir/Madam
As per your earlier visit at Kalyanpur and telephonic discussion with you, Soochna Seva Kendra, Kalyanpur Center is needed to be shifted to new Center. Following are the reasons:-

1) Present Soochna Seva Kendra having size of 18X9 feet and it is situated in one shop on Samdari Road. There is a lot of space constraint.
2) While Digital learners come at center, there is no space available to sit for team members.
3) Team members hardly get space to attend to the beneficiaries, filling up their scheme forms, discussion with them and attend them.
4) Fellows don't get any space to keep their documents safe and to discuss mutually on daily basis.
5) Even a small community meeting/certificate distribution program cannot be organized due to space constraints.
6) Nationalize bank Manager, local PRIs and other influential persons also regularly visit the office for their work and they have raised these challenges also.

The new office is close by, having good accessibility by all. It has a 18X18 hall that is well ventilated and is spacious enough for our needs.

So, as per team request, it was found feasible and meaningful to shift the center to new one. The current Soochna Seva Kendra's rent cost is 2100 /-rs./ month. The New Soochna Seva Kendra's rent costs 4200/-rs./ month. So requesting you to approve this for smooth running of SSKs.

Date - 20/Apr-2015

Yours Sincerely

Shishir Purohit
District Technical Manager
Barmer, Rajasthan

Date: 20-April-2015

4.3 Justification for Baitu, Barmer District

To
Program Manager/ Project Officer
Digital Empowerment Foundation
44 Kalu Sarai,
New Delhi

Subject: - Shifting the Baitu SSK to new venue.

Dear Sir/Madam
As per your earlier visit at Baitu and telephonic discussion with you, Soochna Seva Kendra, Baitu Center is needed to be shifted to new Center. Following are the reasons:-

1) Old block office was situated to out of the town, so after initial time period, it was found difficult to reach for beneficiaries.
2) As the building was related to OBC community, so beneficiaries from other community such as SC/ST feel hesitate to visit the SSK.
3) Old SSK was 1-2 km far away from various govt. dept. that leads so much time consumption while meeting at govt. offices where as new SSK is nearer to various govt. dept. such as BDO, SJE, Bank etc.
4) New SSK is situated to near to Bus stand, where buses from various villages stop.
5) New SSK is situated to approx 200 mtrs. From the market, where people visit on regular basis.
6) Old landlord was asking to shift the SSK to another place as he was going to organize some religious activity there.

These are the main reasons for shifting the Baitu Block office. The new identified SSK is closed to Railway/Bus station and having fine accessibility by all.

So, as per team request, It was found feasible and meaningful to shift the center to new one. The current Soochna Seva Kendra's cost is 2800 /-rs. month. The New Soochna Seva Kendra's rent costs 2800 rs. / Month.

So requesting you to approve this for smooth running of SSKs.

Date 15-Aug-2015

Yours Sincerely

Shishir Purohit
District Technical Manager
Barmer, Rajasthan

Date: 15-August-2015

Annexure 5 – Brief activity report (Guna)

5.1 Beneficiary and Department Interface at Soochna Seva Kendra, Berkhedi, Bamori on 27 April, 2015



The Soochna Seva Kendra at Bamori's Berkhdi village was made operational from……(month and year) with the expectation that the Kendra will act as an information bridge which will bring the beneficiary and the concerned government departments on a single platform. To realize these expectations, a team of four officers from Bamori Block was invited for the interface but were not able to attend due to another unscheduled departmental meeting. However, the officers' team assured that they will help them and extend support in every possible way.

Encouraged by this assurance the Soochna Seva Bamori team decided to organize an activity where both the beneficiary and the service providers to participate at the same table. To take this forward a budget and a plan of action was drawn and April 25, 2015 was agreed upon as a suitable date to commence the activity but due to another meeting it was postponed to April 27, 2015.

A list of invitees was prepared for the program which included names of Mr. Balaji Madiq and Mr. Abhinav Pandye. The meeting started with a welcome note and offering of garlands to each guest by the block coordinator Mr. B.S. Kirar and was followed by lamp lighting ceremony. Mr. Balaji Madiq addressed the audience by explaining the objective, structure and kind of work which is being carried out by Soochna Seva in Guna district. The District sarpanch Shri Ramdayal Malviya, together with his two cabinet colleagues Shri Ramcharan Gurjur and Shri Hanumant Singh Dhakkad Patel acknowledged and thanked Soochna Seva.

A School Teacher from the Village School Shri Gopal Singh Kirar explained about 'School Chalen Abhiyan'. Shri Kirar narrated his experiences also explained that to reduce number of uneducated in the village parents need to put in more efforts. He further expressed his disagreement of the prevalent myth that studying in private schools is better than government schools, supported it by mentioning that 'majority of high officials were not pass outs from private schools.'

Further, Shri Kirar also told that people are of the opinion that teachers don't do justice to their work but only spend their time relaxing and enjoying instead of teaching. He quoted 'If we leave half an hour early, we are questioned by people as to why are we going early? They will never question their children for bunking school to play local village game 'Gulli Danda" in the streets as to their reasons for not going to school?'

In the next session, detailed rules and regulations governing Pension Schemes was explained by the Secretary of Panchayat Shri. Ramvilas Kirar, which proved helpful in clearing all doubts of the Soochna Seva workers. The audience raised another question on the process of procuring BPL card, which he answered by explaining that to procure BPL Card one needs to have Voter card.

Here, Shri Balaji requested the Secretary for a detailed stepwise explanation of the entire process involved in making a BPL card. Shri Kirar explained, that initially, one needs to submit an application of request at panchayat, then the investigating officer will conduct a Field Survey to fill a Fourteen Point Performa which is to be later submitted to the concerned authority. It takes three months for the BPL Card to be delivered to the applicant. He further informed all about the campaign called"Swach Bharat Abhiyan" which he said is presently going estrange.

Lastly, relevant information on Women Health issue was given by Smt. Rani Yadav from ICDS and she also explained the importance of sending the child to Anganwadi.

Annexure 6 – Brief activity report (Ranchi)

6.1 Demand for social audit of MGNREGA (Ranchi)



MGNREGA has been controversial scheme since its launch, in terms of giving work to the needy ones and subsequently releasing the payment timely after work done. Keeping in mind the issues, SSK Angara (Ranchi) team decided to have a meeting with local administration, elected members and beneficiaries have not received the amount. The meeting was organised on March 10, 2015. In presence of Mr. Ram Balak Kumar, Block Development Officer, Ms. Deep Mala, Circle Officer, Mr. Kaleshwar Mahato, Welfare Officer, Mr. Pradeep Kumar Mahato, Rozgar Sevak of MGNREGS, and Ms. Seema Devi, Mukhiya, Angara Panchayat on the issues related to not releasing the payment were raised.

It has been noticed that Rozgar sevak has withdrawn the amount of some beneficiaries without prior signing of BDO/Circle officer. Presently in the entire state of Jharkhand social audit of the scheme is being carried out.

The meeting started with the warm welcome of Govt. officials and elected member. The matter was taken up and asked the BDO to give the clarification on withdrawn amount of the beneficiaries. He was not aware about the same and assured to take the matter into routine meeting. Rozgar Sevak was scared when he got to know the reality. Thereafter, it was also asked why social audit has not been carried out in Angara block. Instead of answering the query he started to turn it away and replied to take an action on MGNEGS withdrawn issue.

SSK team including Mohd Aijaz, DTM, Pradeep Poddar, Block Coordinator, Lankesh Kumar, Block Coordinator and Sahdev Mahato, Fellow along with the Beneficiaries and elected members have decided to take the matter up to the district/state level to conduct the social audit of MGNREGS.

Annexure 7 – Sample pictures of liaising with network groups.

7.1 Eye check-up Camp at Angara Block, Ranchi District



7.2 Health check-up Camp at Guna Block, Guna District



Annexure 8 – Sample pictures of meetings and camps.

12.1 Awareness camp organized at Jakhanidar Block, Tehri Gharwal (in collaboration with "Bank Gramin Swarozgar Prashikshan Sansthan")



12. 2 Community Meeting at Rani gaon, Barmer Block, Barmer



Annexure 9 – Case stories from each location

9.1 Financial Inclusion - Kanti Bai gets a bank account with the help of Soochna Seva



"I skipped one day of my work and went to the Aadhar card camp with the hope to receive a receipt for the card. Though I missed that day's money but for me it was successful attempt as I can now get subsidised ration after receiving Aadhar card. Added to that I enrolled for Pradhan Manti Jan Dhan Yojana and this was possible by SoochnaSeva team's help." says Kanti Bai Kevat from Kthakiya village of Chanchoda block in Guna district. Kanti Devi visited Aadhar card camp which was organised by a nationalised bank in association with Soochna Seva. Though there was a huge gathering, Kanti Devi insisted the team to carry her request forward as she could not afford coming next time. The team sensed the urgency of the situation and assisted her in the process also they assisted her in filling Pradhan Mantri Jan Dhan Yojana.

9.2 Social Security - Soochna Seva team helps in reconstruction of the shattered dreams of a 'pucca' house



Suleman Nesha is 48-yr-old woman and lives in Jharjhari village of Inerwa block in West Champaran. She has been planning to make a house of mortar and shell so that her family can escape the troubles experienced while staying in a thatched house. Jahir Miyan (54), husband of Suleman Nesha asked some of his friends within the village to find out solutions of his problem but no one could give him answers. One fine day he discovered about Soochna Seva and the good work done by the team. The couple spoke with the team and discussed their problem and requested them to sort it out. After examining the documents team went to Block Development Office (BDO) to know about the delay. Three days later, the second instalment also came and the construction work resumed. Soochna Seva team received gratitude not only from the family but also from the locals for the selfless efforts put in by them.

9.3 Health – Vaccination camp by Soochna Seva team saves the life of Jhono Kerketta's goat



Jhono Kerketta (35) lives in Bagdhara Patra village which comes under Kundi Panchayat of Itki block in Ranchi. Farming is the primary source of income for Jhono and her family. Due to poor medical treatment her goats often fell sick and this worried her. Since a goat roughly costs around 4000 to 5000 rupees, it is a big amount for a poor villager. To keep her livestock intact she consulted various doctors for the treatment but the fees were too much for her and she felt helpless about it. During a camp organised by Soochna Seva team in Badhara Patra she discussed her problem with the team members. So Soochna Seva team collaborated with veterinary doctors and conducted a vaccination camp in the village that too free of cost. Jhono Kerketta and many other villagers brought their cattle in the camp and returned with a vow to vaccinate their cattle within six months of time.

9.4 Employment & Livelihood - Purushottam secures his future through NREGA



Majority of the rural population are devoid of the benefits earned from these schemes and the reasons behind this backlog are ignorance and lack of information. The Soochna Seva team experienced one such case of ignorance when they conducted a camp in Sivir village in Narendra Nagar block of Tehri Garhwal district. The team met Purushottam Singh; he was a farmer and also worked as a manual labourer. The veil of ignorance lifted from his face when he learned about the National Rural Employment Guarantee Act (NREGA) during the camp. During the session the team also explained about the importance of job card and the process to fill up the form for NREGA. After a week went by, the team acted in Purushottam's case. They helped him to fill the form to apply for a job card and also assisted him in obtaining it from the block development office. Today Purushottam is working under NREGA and is receiving money directly in his bank account.

Padam Singh's journey from a student to fellow at Soochna Seva Kendra



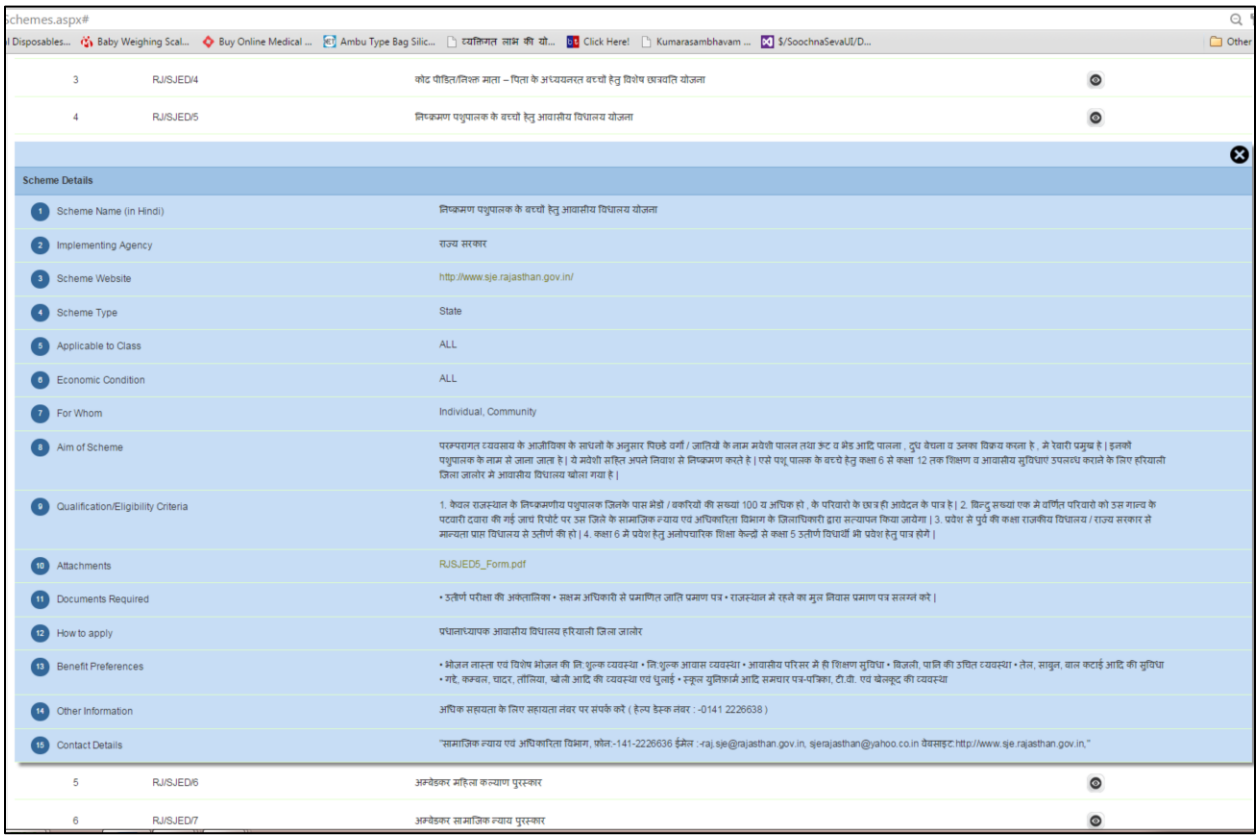
The Soochna Seva team is making efforts to digitally empower the under-privileged children by providing computer training in their Soochna Seva Kendras. Recently the team met Padam Singh, a young boy of 21-yr-old, in Meriyakhedi village of Chanchoura block. He expressed his desire to learn the basics of computer so that he can use his free time and learn something worthwhile that can help him in his future. The team informed Padam Singh that they are providing basic education at a very minimal cost and this news lifted his spirits. On January 15, 2015 he joined the course and within a week he was able to pronounce computer terms such as cut, copy, paste, etc. Now, Padam is helping the team at the Soochna Seva Kendra in taking computer classes. He also inspires other children to enroll themselves in the course and learn about computers.

9.5 Education - Sevaks encourage troubled mother to send kids to school



Our local Soochna Sevaks were at a bank in Itki block of Ranchi, Jharkhand, when they bumped into Sangeeta Kerketta (38) whose husband Sanjay is suffering from paralysis. A mother of five, Sangeeta is not just troubled by her husband's ailment but also by financial difficulties that have forced her to send away her two eldest daughters to live with relatives. Our team gave her courage and convinced her to enroll her youngest son and daughter at a primary school. The Soochna Sevaks helped fill out the forms and the children were at Sr. Ignas Balika School the next day.

Annexure 10 –Sample screen shot of database



Annexure 11 – Sample snapshots of "Jan Soochna"



Annexure 12 – Sample Photographs of Sign Board outside Soochna Seva Kendras

11.1 Sign board outside soochna seva kendra at Gaunaha block, West Champaran.



Annexure 13 – Sample of visibility via social and print media.

11.2 Signboard outside soochna seva Kendra at Guna block, Guna.



12.1 Media Coverage



8 | दैनिक जागरण देहरादून, 19 अक्टूबर 2015

सूचना के अधिकार को निकाली जागरूकता रैली

• लोगों को जाजल से खाड़ी तक जागरूक करने की पहल

संवाद सहयोगी, चम्बा: डिजीटल इम्पावरमेंट फाउंडेशन दिल्ली ने सूचना सेवा केन्द्र टिहरी के सहयोग से जाजल से लेकर खाड़ी तक सूचना का अधिकार अधिनियम को लेकर जागरूकता रैली निकाली। रैली में स्कूली बच्चों ने प्रतिभाग कर लोगों को जागरूक करने की पहल की।

सूचना सप्ताह कार्यक्रम के अन्तर्गत शनिवार सायं फाउंडेशन ने सहयोगी संगठन सामुदायिक रेडियो हेवलवाणी के सहयोग से राष्ट्रीय राजमार्ग चम्बा-ऋषिकेश पर खाड़ी से लेकर जाजल तक जागरूकता रैली निकाली गई। इसमें राईका जाजल के छात्र-छात्राओं ने प्रतिभाग किया। इस अवसर पर उन्होंने नारों व गीतों के माध्यम से लोगों को सूचना का अधिकार अधिनियम के प्रति जागरूक करने की पहल की।

इस मौके पर संगठन के ब्लाक मैनेजर राजेन्द्र नेगी ने कहा कि सूचना सप्ताह के तहत जगह-जगह रैली निकाली जा रही है और लोगों का सूचना का अधिकार अधिनियम के अलावा अन्य जरूरी विषयों की जानकारी भी दी जा रही है। इस अवसर पर राईका जाजल के प्रधानाचार्य केपी सिंह, भूपेन्द्र जैन, रवि गुंसाई, राजेन्द्र नेगी, प्रवीन पंवार, आरती बिष्ट, प्रवीन उनियाल, लक्ष्मण रावत, भूपेन्द्र जैन, समीरा रावत आदि मौजूद थे।

सहारा 5 देहरादून। सोमवार • 19 अक्टूबर • 2015

सूचना का अधिकार के तहत निकाली रैली

नई टिहरी। डिजीटल इम्पावरमेंट फाउंडेशन दिल्ली द्वारा सूचना सेवा केन्द्र टिहरी के सहयोग से जाजल से लेकर खाड़ी तक सूचना का अधिकार अधिनियम को लेकर जागरूकता रैली निकाली गई। जिसमें स्कूली बच्चों ने प्रतिभाग कर लोगों को जागरूक किया। सूचना सप्ताह कार्यक्रम अंतर्गत शनिवार शाम को फाउंडेशन द्वारा सहयोगी संगठन सामुदायिक रेडियो हेवलवाणी के सहयोग से राष्ट्रीय राजमार्ग चम्बा-ऋषिकेश पर खाड़ी से लेकर जाजल तक जागरूकता रैली निकाली गई। इस मौके पर संगठन के ब्लाक मैनेजर राजेन्द्र नेगी, प्रधानाचार्य केपी सिंह, भूपेन्द्र जैन, रवि गुसाईं, राजेन्द्र नेगी, प्रवीन पंवार, आरती बिष्ट, प्रवीन उनियाल, लक्ष्मण रावत, भूपेन्द्र जैन, समीरा रावत भी रहे।

बाड़मेर, शुक्रवार 19 जून, 2015

योग दिवस का गांव-ढाणी में प्रचार

भास्कर न्यूज | कल्याणपुर

अंतर्राष्ट्रीय योग दिवस को लेकर कल्याणपुर पंचायत समिति मुख्यालय पर उत्साह का माहौल बना हुआ है। सरकारी महकमे के अलावा अन्य स्वयं सेवी संस्थाओं की ओर से योग दिवस का जमकर प्रचार-प्रसार किया जाएगा।

कल्याणपुर में संचालित पतंजलि योग सेवा केंद्र के अलावा सूचना सेवा केंद्र, वसुंधरा सेवा समिति, कल्याणपुर व्यापार मंडल योग दिवस को लेकर प्रचार-प्रसार में जुटे हुए हैं। सूचना सेवा केंद्र के राकेशपुरी गोस्वामी व पतंजलि योग के संचालक जेठूदान चारण के नेतृत्व में सूचना वाहन द्वारा घड़ोई चारणान, बागलोप, धर्मसर व कल्याणपुर में रथ से घूम-घूम कर प्रचार कर अधिक से अधिक लोगों को योग दिवस समारोह में भाग लेने के लिए प्रेरित कर रहे हैं। बीडीओ प्रकाराचंद्र सुराणा, व्यापार मंडल अध्यक्ष दौलाराम कुआ, सरपंच राधादेवी, पूर्व सरपंच भंवरदान चारण ने अधिकाधिक लोगों को कार्यक्रम में भाग लेने का आह्वान किया।



कल्याणपुर. गांवों में योग का प्रचार-प्रसार करने पहुंचा वाहन।

बगा (टिहरी)। डिजिटल इंपायरमेंट फाउंडेशन दिल्ली के अधीन कार्य कर रहे सूचना सेवा केंद्र और सामुदायिक रेडियो हेवलवाणी ने जीआईसी जाजल के छात्र-छात्राओं के सहयोग से जाजल से खाड़ी बाजार तक सूचना का अधिकार अधिनियम पर जागरूकता रैली निकाली। इस मौके पर प्रधानाचार्य बीके सिंह, प्रवीन पंवार, आरती बिष्ट, रवि गुसाईं, सुशील सकलानी, प्रवीन उनियाल, भूपेंद्र सैनी, लक्ष्मण रावत, केसी जोशी और राजेश त्रिपाठी आदि मौजूद थे।

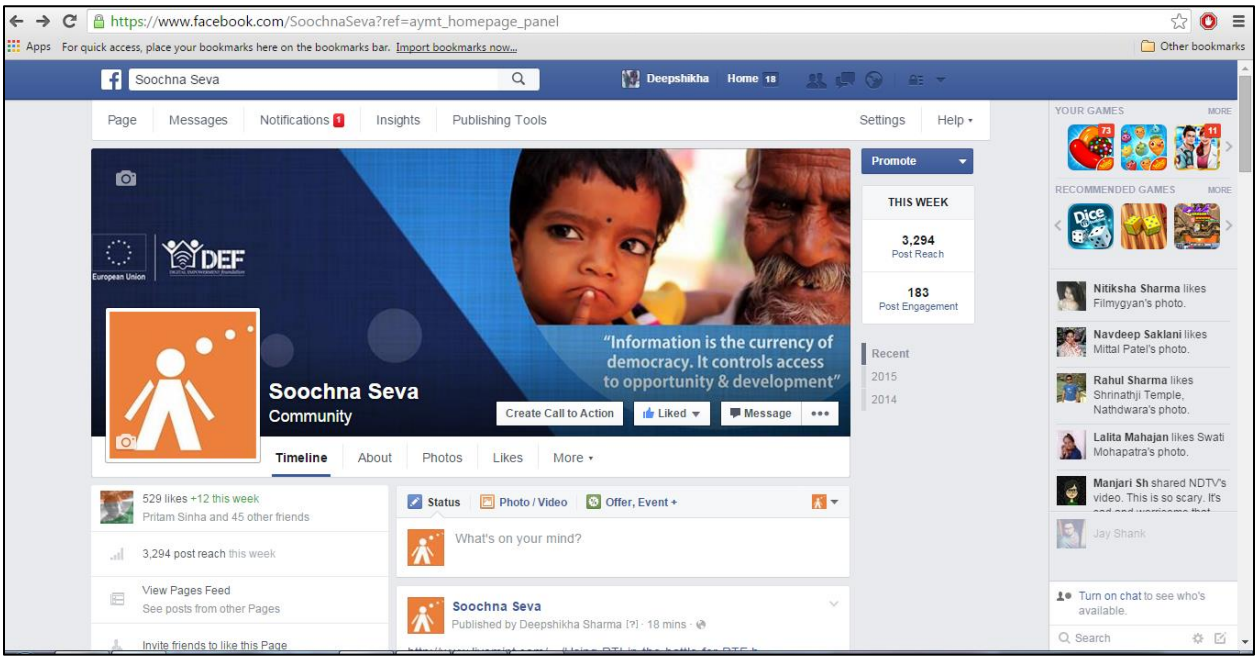
सूचना सेवा नरेन्द्रनगर टिहरी गढ़वाल

12.2 Watsapp Group

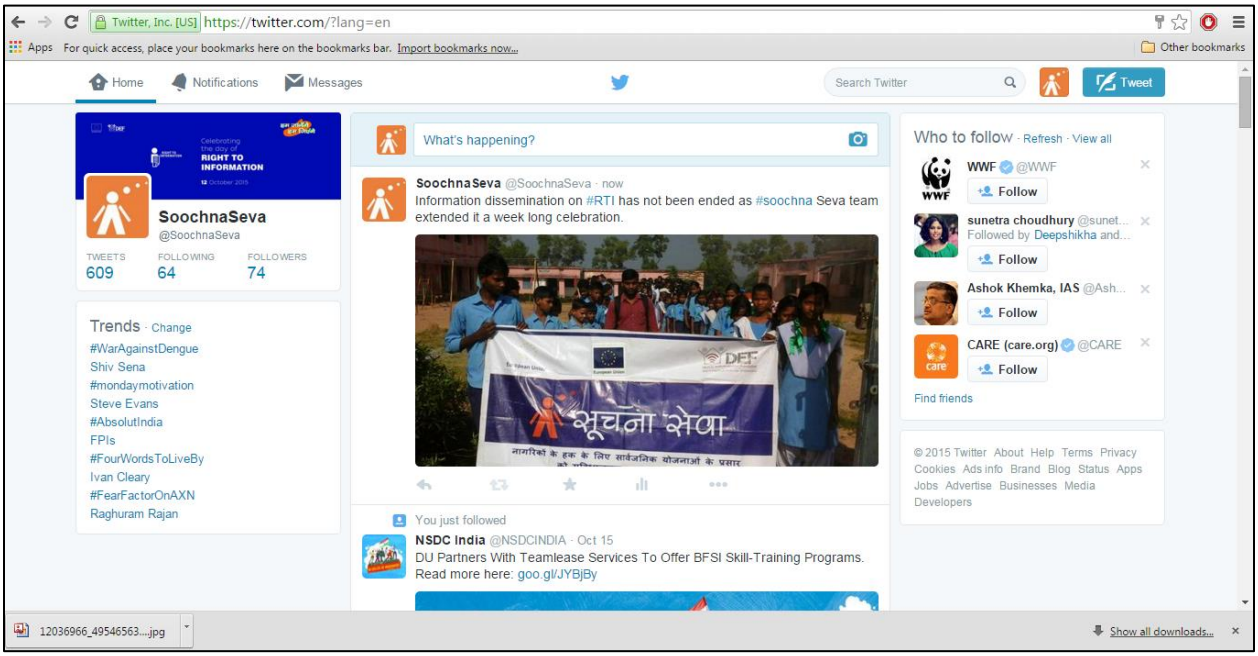




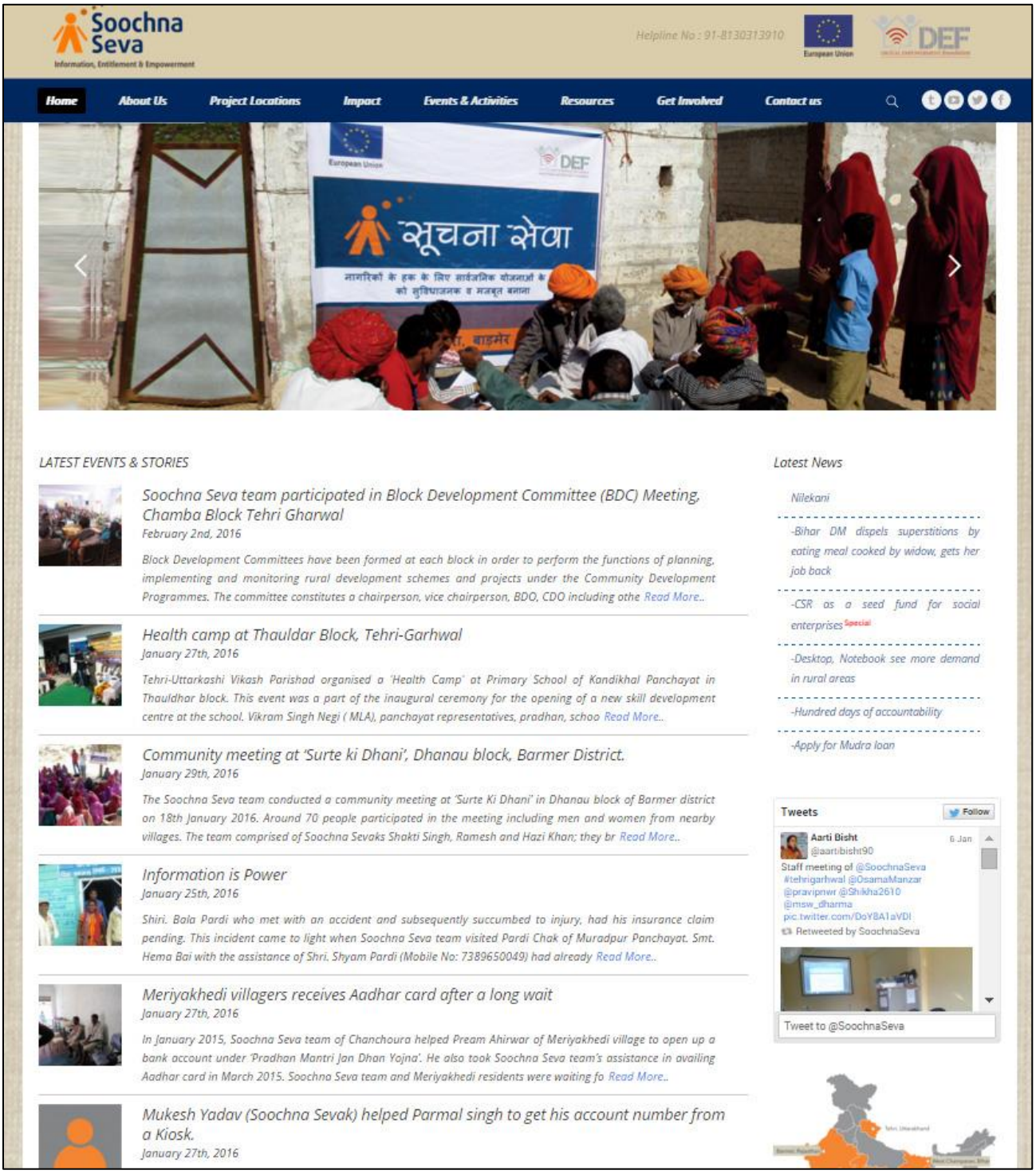
12.3 Facebook Page



12.4 Twitter



Annexure 14 – Screenshot of the project website



Annexure 15 – Letter for Discontinuation of Partnership

अन्त्योदय लोक कार्यक्रम (आलोक)
Antyodaya Lok Karyakram (Alok)

सेवा में,

पत्रांक : निदेशक महोदय
सूचना सेवा- डिजिटल एम्पावरमेंट फाउंडेशन

दिनांक : 03-12-2015

विषय : जिला पश्चिमी चंपारण अलोक संस्था द्वारा सूचना सेवा कार्यक्रम को करने हेतु असमर्थता के सम्बन्ध में।

महाशय,

उपर्युक्त विषयान्तर्गत निवेदन पूर्वक कहना है कि अलोक संस्था पश्चिमी चंपारण बेतिया के कोर टीम के निर्णय के अनुसार सूचना सेवा का कार्यक्रम संस्था क्रियान्वन करने में असमर्थ है जिसके कारण हम सूचना सेवा के द्वारा यूरोपियन यूनियन परियोजना कि राशि संस्था के बैंक खाते में नही ले सकते हैं।

इसके साथ साथ पचिमी चंपारण में जो जिला स्तरीय कार्यक्रम हुआ है उसका वयय भुगतान करने में संस्था असमर्थ है तथा जो राशि रुपया ५०,०००/- भेजी गयी थी वो संस्था द्वारा डिजिटल एम्पावरमेंट फाउंडेशन के खाते में वापस जमा कर दी जाएगी।

अतःश्रीमान जी से अनुरोध है कि पश्चिमी चंपारण जिला में जो कार्यक्रम (जिला स्तरीय सैमिनार) हुआ है उसकी राशि अलोक संस्था के माध्यम से न करके सबंधित प्रतिष्ठानो के खाते में भेजी जाये जिसका बिल व बैंक खाता नंबर इस पत्र के साथ संलग्न हैं।

ऐसे महत्वपूर्ण कार्यक्रम को क्रियान्वित नहीं कर पाने के लिए हमें खेद है परन्तु वैचारिक रूप से हम हमेशा इस कार्यक्रम को सहयोग करते रहेंगे।

सधन्यवाद

(रामेश्वर प्रसाद)
समन्वयक

कार्यालय : बहुअरवा, पो०-मझरिया, भया- जगदीशपुर, प० चम्पारण-845 459 (बिहार) ☎ : 06254-55322

Annexure 16 – Example of the details given by the district official

योजना का नाम

कोड

विशेष एकीकृत औद्योगिक प्रोत्साहन नीति–2008 (यथा संशोधित–2011)

मंत्रालय / विभाग	उत्तराखण्ड शासन, औद्योगिक विकास अनुभाग–2, देहरादून
योजना की अवधि	01,अप्रैल,2008 से 31,मार्च,2018 तक
उद्देश्य	उपयुक्त औद्योगिक वातावरण का सृजन
लक्षित समूह	लागू नहीं
लाभ	वित्तीय प्रोत्साहन एवं अनुदान सहायता के लिये, जनपद–टिहरी गढ़वाल को श्रेणी–बी में रखा गया है, उक्त योजना के अन्तर्गत निम्न वित्तीय प्रोत्साहन एवं छूट देय हैं :– 1. पूँजी निवेश उपादान–25 प्रतिशत(अधिकतम 30 लाख ₹) 2. ब्याज उपादान 6 प्रतिशत, अधिकतम 5 लाख ₹ प्रति वर्ष राज्य के मूल निवासी को, राज्य से बाहर के व्यक्ति को 5 प्रतिशत, अधिकतम 3 लाख ₹ प्रति वर्ष 3. मूल्य वर्धित कर 90 प्रतिशत राज्य के मूल निवासी को 75 प्रतिशत राज्य से बाहर के व्यक्ति को 4. विद्युत बिल प्रतिपूर्ति 100 केवीए अथवा उससे कम 75 प्रतिशत 500 केवीए तक 50 प्रतिशत एवं 500 केवीए से अधिक पर 30 प्रतिशत प्रतिपूर्ति सहायता अनुमन्य होगी। 5. स्टाम्प शुल्क में शत प्रतिशत छूट का प्रावधान है। 6. विशेष राज्य परिवहन उपादान सहायता इकाई के कार्य स्थल से निकटतम रेल शीर्ष से कच्चामाल लाने तथा तैयार माल को बाहर भेजने पर किये गये परिवहन व्यय में 75 प्रतिशत की दर से 5 वर्ष तक केन्द्रीय परिवहन उपादान की सुविधा उपलब्ध है।
योग्यता	लागू नहीं।
आवश्यक प्रमाण–पत्र	1. निर्धारित प्रारुप पर आवेदन। 2. EM-1, S.I.A, I.E.M (जैसी भी स्थिति हो) की प्रति। 3. सूक्ष्म उद्यम हेतु प्रोजेक्ट प्रोफाइल तथा लघु, मध्यम व वृहद उद्यम हेतु CA द्वारा सत्यापित प्रोजेक्ट रिपोर्ट। 4. वित्त पोषक संस्था से अनुमोदित प्रोजेक्ट रिपोर्ट। 5. DIC में विशेष राज्य पूंजी निवेश उपादान योजनान्तर्गत पंजीकरण की प्रति। 6. EM-2 / उत्पादन प्रमाण पत्र। 7. मूल / स्थायी निवास प्रमाण पत्र। 8. प्रदूषण अनापत्ति / सहमति पत्र। 9. भू–स्वामित्व प्रमाण पत्र / पंजीकृत सेलडीड / लीजडीड / किरायानामा की प्रति। 10. भवन का अनुमोदित मानचित्र, सक्षम स्तर से। 11. CE / आर्किटेक्ट द्वारा जारी प्रमाण पत्र (यदि निर्माण लागत ₹ 1 लाख से अधिक हो)। 12. प्लाट व मशीनरी मद में हुए व्यय, का बिल बाउचर तथा भुगतान रसीद प्रति। 13. ₹ 1 लाख से अधिक का उपादान होने पर CA / CE का प्रमाण पत्र। 14. अन्य वांछित प्रमाण पत्र।
आवेदन कैसे करें	विभाग से उद्यमी भाग–1 एवं योजनान्तर्गत पंजीकरण करने के पश्चात उपादान हेतु आवेदन किया जायेगा।
अन्य सूचनाएं	योजना की विस्तृत जानकारी विभागीय वेबसाइट:– www.doiuk.org
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