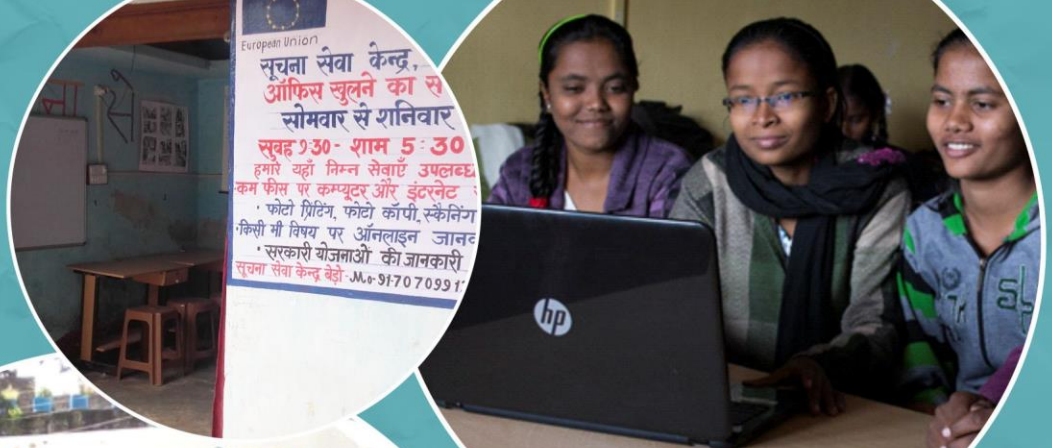










Annual Report 2016

Strengthening Last Mile Access & Delivery of Public Welfare Schemes Information & Entitlements Towards Peoples Empowerment

www.soochnaseva.org

The Project is funded by The European Union

Soochna Seva

The Project Implemented by Digital Empowerment Foundation

TABLE OF CONTENTS

1. Description 4

1.1 Name of beneficiary of grant contract: Digital Empowerment Foundation (DEF) 4

1.2 Name and title of the contact person: 4

1.3 Name of partners in Action 4

1.4 Title of the Action 4

1.5 Contract Number 4

1.6 Start date and end date of the reporting period 4

1.7 Target country (ies) or region(s) 4

1.8 Final beneficiaries &/or target groups (if different) (including numbers of women & men) 4

2. Assessment of implementation of Action activities ..... Error! Bookmark not defined.

2.1 Executive summary of the Action 5

2.2 Activities and Results 5

2.4 Please list activities that were planned and that you were not able to implement, explaining the reason for these 49

2.5 What is your assessment of the results of the Action so far? 50

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. 53

2.7 Please provide and updated action plan 53

3. Partners and Other Corporation 56

3.1. How do you assess the relationship between the formal partners of this Action 56

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? 56

3.3 Where applicable, describe your relationship with any other organisations involved in implementing the Action 57

3.4 Where applicable, outline any links and synergies you have developed with other Actions 58

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) 58

4.1 How is the visibility of the EU contribution being ensured in the Action? 58

ANNEXURES 58

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: NA

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 2016 - December 2016

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

Soochna Seva is public welfare schemes information dissemination & entitlements based programme platform created to support, strengthen and enhance provisions of last mile access and delivery of government schemes information dissemination, and end solutions to receive entitlements of the government welfare measures.

The platform, created in 2014, by the Digital Empowerment Foundation, with the support of the Delegation of the European Union in India, seeks to enhance capacities of grassroots communities to access and avail information and entitlements in critical areas of health, education, social and financial inclusion, livelihood and employment. It seeks to enhance capacities of local institutions like the Panchayat and block administration as well as of grassroots civil society organisations, schools, SHGs, PHCs to deliver affordable, timely and transparent services to the citizens. This is being done through training and capacity building programmes for lower and mid-level officials and functionaries to strengthen the access and delivery channels, processes, methods and approaches.

It seeks to support the efforts of the district, State and Central Government authorities, department and administrations to ensure that public welfare programme information and entitlements reaches individuals and households so that benefits reaches the deserving groups and communities for whom such programmes are designed and implemented.

Since 2014, it has made efforts to build and create a decentralized and democratized architecture of information dissemination, processing, beneficiaries undergoing the necessary process and system formalities to apply for entitlement benefits, and corresponding with necessary grassroots authorities to ensure gains of entitlements and recording the process.

This information-entitlement service model has overall led to set up more than 50 rural information-entitlements access and delivery points by now (Soochna Seva Kendras /Yojana Banks) across 12 States in India including Bihar, Jharkhand, Rajasthan, Madhya Pradesh, Odisha, Uttarakhand and Assam. These centres are run by selected and trained rural information entrepreneurs (SoochnaPreneurs / Information Entrepreneurs/ Soochna Sevaks), identified from the local community to serve existing and emerging information and entitlement needs and services. The sustainability of these points and ensured through this method. These points are equipped digitally with basic Information Communication Technology (ICT) tools, apparatus, and platforms locally including locally accessed MIS platform, a dedicated government schemes App (MeraApp) being provided in the hands of the Centre Operators cum entrepreneurs, call

centre facility and mobile vans equipped digitally as mobile units to reach out to more people with information and entitlement services. This platform has made efforts to bridge the gap between the citizen and administration through methods in information-entitlement camps, Soochna Seva Samiti (Committee), Grievance Redress & Submission outlets on entitlements, advocacy and media engagement. As an extension of the programme, more than 30 Panchayats have been engaged to set up Soochna Seva Kendras / Yojana Bank outlets manned by 1-2 local youth and serve the local community with necessary and relevant information and entitlement services. 'Yojana Bank' is the new approach and method being deployed in the programme. All the Entitlement Centres are now being designated as 'Yojana' Banks (Schemes Bank).

Further, the programme has generated a system of schemes monitoring, review, update, validation and roll out at Panchayat level. It has created a methodology in audit of schemes delivered and benefitted to ensure relevance and utility of schemes and delivery mechanisms. This is being done through both online MIS platform and offline review and audit of beneficiaries. In the process, the programme has generated more than 1, 00,000 validated data of beneficiaries, their portfolios that has become handy for the administration to streamline delivery and access of further entitlements. Beneficiaries are further trained and selected as Soochna Seva / Yojana Volunteers at village level to serve as Soochna Sevak / Sevikas as community facilitators to strengthen rural information and entitlement networks. The overall focus is how to contribute in strengthening the governance structure, processes and systems at the local level in India in order to ensure timely, transparent, affordable, reliable, and trustworthy information and entitlements to citizens.

This document is an update of the programme status and its progress during the 2016 year period. It highlights the key activities undertaken, the key issues being faced on the ground and action taken to bolster the rural information and entitlement ecosystem.

Readers and well-wishers may find this publication useful and informative

Let us join hands together to make India information inclusive, right & entitlement based just society and economy!

With sincere thanks & regards

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2.1. Activities and Result

1. Partnerships and Collaborations

1.1 Collaboration with THDC India Limited, Rishikesh, Uttarakhand

In Tehri Gharwal district of Uttarakhand, the Soochna Seva and THDC has collaborated in five blocks: Chamba, Narender Nagar, Pratap Nagar, Thauldar and Jhakhanidar. Last 3 years successful implementation and the warm response received from the community in helping to build more set-ups at the new locations.

Therefore an official proposal has been submitted to THDC regarding the expansion of Soochna Seva Kendra to provide access to information on public schemes and delivery of government entitlements in other districts as well. Through this collaboration we seek to expand the information delivery services along with more focus on the digital connectivity at panchayat level and bridging the knowledge gap for the larger benefits of the grassroots communities.

1.2 Collaboration with Department of Information Technology and communication, Jaipur, Rajasthan

The state-level consultation with Rajasthan government on “digital platforms for democratic governance” was jointly organized by Digital Empowerment Foundation (DEF), Mazdoor Kisan Shakti Sangathan (MKSS) on 16th Sep 2016. The state officials from various government departments like health, labour, education and IT departments attended the event to showcase their digital interface used for efficient citizen centric governance. The officials discussed about the ways to improve data openness, accountability and transparency to build e-governance more citizen-centric.

A joint team of Digital Empowerment Foundation and MKSS including some more civil society organisations started working with the officers in charge of implementing and maintaining the various online portals under Rajasthan government. The purpose is to create a synergy to bring innovative customizations in existing online platforms and make it more beneficiary specific. The team regularly has in-depth discussions with every department head separately to incorporate more digital interventions on portals to maximize public participation in governance.

As per the mandate, Department of Information Technology and SR Abhiyan will organise a bimonthly meeting with Rajasthan government departments and CSO groups to identify and apply new intelligent interventions to make the process of capturing the information more democratic for common man.

First core group meeting was held on November, 2016 in Udaipur & Jaipur, Rajasthan. The following departments of Rajasthan government participated in the meeting- Department of Information Technology; Department of Health and Family welfare; Department of Education; Department of Mines and Geology; Department of Social Justice and Empowerment; Department of Panchayati Raj; Department of Administrative Reform; Department of Forest.

For the detailed report, please click here http://soochnaseva.org/wp-content/uploads/2017/04/Meeting-Report-JANTA-MIS.pdf

1.3 Training cum Facilitation Workshop for PRI, Mainatand, West Champaran, Bihar

In the twenty first century, Information is the key to the real power. The one who controls it controls the world order. . Thus, information literacy is imperative for today's learners. In the absence of correct and timely information, one will form incorrect opinions and might directly or indirectly affect socio-economic growth of nation. Information deprived section of societies need interactive platforms to learn, grow, adapt and compete with the cut-throat competition in this world. On that note, Soochna Seva regularly hold public meetings,, consultations, seminars and workshops including dissemination of Public Schemes and entitlements. The work is carried out with the joint cooperation of village (PRI), Block Administration (BDO and various Dept.) and District Administration office.

Apart from them, PRI, Extension bodies and village level authorities with whom Soochna Seva fellows have close association comes handy during community outreach programs.. This helps in achieving synergies by merging with each other and working towards solving the development issues in communities. So just like a unit, , the DEF team along with other partners recently conducted a workshop cum facilitation program for the new elected PRI at all target blocks in West Champaran district of Bihar.

During the workshop, Bihar District Coordinator, Balaji Madiq, informed about the impetus behind the Project, briefed about the funders and DEF's role in project implementation and execution level. Later, he explained about the 5 delivery channels of Soochna Seva used for information dissemination: Soochna Seva fellows, Soochna Seva Kendra, Phone Saathi, Soochna

Vahan (vehicle). He also informed the participants about the innovative practices Soochna seva has adopted and requested all the Mukhiyas to grant permission for opening up Panchayat Soochna Seva Kendra. All of them agreed to be part of the Soochna Seva vision.

Nagina Prasad, Lokpal (MGNREGA) West Champaran, Bihar talked about MGNREGA, its provisions, rules and process and recommended to use caution while payment related transactions. He stressed on the following

- Documentation
- Grievances Redressal
- Roles and Responsibility of Vikas Mitra and Mukhiyas
- Caps of MGNREGA
- Process about making Job Card

During the open session all the Mukhiya (Village heads) interacted with Shri. Nagina Prasad and learned about the issues pertaining to due payments of previous jobs and how they can help in related matters. . At the end of the workshop, coordinator of mainatand block thanked all the participants for their valuable time and cooperation.

For the sample pictures please see Annexure 1

1.4 Participated in Accountability and Transparency Campaign by MKSS and SR Abhiyan

Soochna Seva team planned a multi-district Right to information tour at block level, and launched a **'**100 Days Accountability Yatra' on 1st of December 2015 in Jaipur. It went on till 10th March, 2016 in close association with SR Abhiyan and Majdoor Kisan Shakti Sangathan. The 'Yatra' allowed us to raise awareness in information deprived communities about the welfare schemes available and ways to access services, claim entitlement and avail benefits under various schemes. The team also noted the grievances of those who attended the camp and shared it with on-ground authorities of the concerned government departments to propel the application process ensuring quick relief and support to the beneficiaries.

The campaign covered Rajasthan's 33 Districts touching over 100 blocks in a 3 days activity schedule at every district engaging 70-80 community members every day. Apart from conducting seminars, workshops related to RTI, RTE and RTH along rigorous follow up of the applications and complaints submitted to the concerned department. T. One survey team was constituted to regularly visit and conduct interviews with the concerned officials of PHC, CHC, Govt. Schools Anganwadi Centre, E-mitra center and Ration dealer and reports their activities to the concerned district collector office.

During the Yatra, special attention was given to the MGNREGA, Ration, Pensions, Health and Social Security and its related issues.

The team daily routine on tour consist of organising street plays, community meetings, public hearing, grievance registration, and government scheme awareness

Top priority was to have one-on-one discussion with community members and record their grievances and then share it with Rajasthan government. . The Soochna seva team members throughout the tour were fully engaged in all the essential areas pertaining to organizing Yatra in multiple districts of Rajasthan. The team role was not just limited to the tour but it got extended to the follow-up duty. The Soochna Seva team without fail has closely worked with every single registered individual during the Yatra and has escalated their issues with the concerned government offices.

The brief summary of the grievance collected throughout 100 days is given below:

District name	**No. of grievances Registered on sampark portal**	**No. of disposed grievances**	**Telephonic follow up with disposed calls**	**Disposed Rejected**	**Disposed Relief**	**Solved/ Actual relief**	**Actual solved out of Disposed Relief**	**Problem still persists**	**Others (couldn't contact)**
Ajmer	509	507	460	214	293	154	52.56	49	257
Alwar	19	11	11	8	3	0	0.00	7	4
Banswara	356	277	187	164	113	30	26.55	100	57
Baran	151	88	60	56	32	7	21.88	11	42
Barmer	372	358	356	256	102	35	34.31	175	146
Bharatpur	128	128	123	72	56	36	64.29	29	58
Bhilwara	494	488	472	341	147	73	49.66	223	176
Bikaner	193	185	164	140	45	4	8.89	109	51
Bundi	77	76	70	40	36	13	36.11	16	41
Chittaurgarh	53	53	52	35	18	6	33.33	22	24
Churu	85	84	78	51	33	14	42.42	26	38
Dausa	31	28	25	20	8	2	25.00	14	9
Dhaulpur	481	470	460	291	179	17	9.50	99	344
Dungarpur	1477	1427	1380	1134	293	168	57.34	802	410
Hanumangarh	7	6	5	3	3	2	66.67	1	2
Jaipur	232	221							

Jaisalmer	12	12	9	10	2	0	0.00	9	0
Jalor	110	108	102	38	70	21	30.00	33	48
Jhalawar	44	43	42	24	19	1	5.26	2	39
Jhunjhunu	207	202	190	65	137	14	10.22	112	64
Jodhpur	428	420	385	268	152	40	26.32	210	135
Karauli	305	304	295	257	47	46	97.87	75	174
Kota	227	227	220	147	80	43	53.75	43	134
Nagaur	23	22	16	14	8	7	87.50	5	4
Pali	217	213	182	102	111	30	27.03	60	92
Pratapgarh	91	91	70	70	21	11	52.38	14	45
Rajsamand	251	232	200	163	69	35	50.72	65	100
Sawai Madhopur	12	12	9	9	3	2	66.67	6	1
Sikar	62	62	60	35	27	7	25.93	29	24
Sirohi	487	462	437	226	236	13	0.00	79	345
Tonk	141	139	125	120	19	5		60	60
Udaipur	1394	1389	1360	721	668	205	30.68	310	845

The entire process has been an eye-opener for the team. The team was appalled by the rampant corruption and annoying laidback attitude existing in the public offices. The Soochna Seva team even after being considered as the connoisseur in public schemes affairs had a huge learning curve during the entire yatra. The whole experience allowed them to hone their skills in terms of community mobilization, better understanding of burning issues on ground and opportunity to do networking with high-profile government authorities.

The yatra on many levels enabled Soochna Seva team to identify efficient ways to counter the weak precedent of transparency, accountability and full-disclosure of information generally associated with the Indian public offices.

Please refer to Annexure 2 for the sample pictures

1.5 Knowledge sharing workshop with 'IT for Change' and 'Majdoor Kisan Shakti Sangathan' MKSS

DEF entered a multiple partnership with 'IT for change' , Centre for Internet and Society (CIS), Mazdoor Kisan Shakti Sangathan and the National Campaign for People's Right to Information

(NCPRI) and organized a workshop on 'Democratic Accountability in the Digital Age', on November 14-15th 2016 in New Delhi.

The aim was to bring together a group of committed organizations and individuals on one platform to collectively pursue issues related to the data, digitalization and accountability.

New legal-policy directions are necessary to move out of the impasse and must come from the basic principles that can guide the political choices in the domain of digital technologies. The partners has examined the issues in-depth, brainstorm the broad principles necessary for participatory democracy in the digital age, and explore the methods to democratize the information 'production' and 'consumption' debate.

The workshop was a great starting point in being able to bring together a coalition of committed and invested individuals, and begins a comprehensive dialogue about a framework for accountability in the digital age. The Charter on Democratic Accountability in the Digital Age is a step to consolidate the emerging dialogue on data governance/ data in governance. As a document, it was born out of the group discussions and debates in the November workshop, and our larger research and advocacy efforts into citizen voice.

The draft charter is currently available on google docs for review and comment: https://docs.google.com/document/d/1Fv79Z88p9jKL4K_XjGmmiVf_8Wvm8CZIWf3FO5oLeNM/edit

2. Launch of Soochna Seva Call Centre (Phone Saathi)

Soochna Seva Call centre was launched in January 2016 to provide a cutting edge technology enabled` solution to meet the government scheme related queries of the section of society residing in information dark areas. The concept of call centre helpline has been floated as 'Phone Saathi' to provide access to the reliable, credible and updated information about the welfare centric schemes being just a call away. Any one from pan India can connect with our Soochna Seva Phone Saathi through our helpline number (8130313910) to receive scheme related information for free.

Services offered through the Phone Saathi helpline:

- Information about government schemes and entitlements related to health, education, livelihood, employment, financial inclusion and social security

- If there is no information at hand about a particular query, the Phone Saathi will call back to caller after acquiring required information
- Facility to register a grievance

The status of last quarter of the year 2016 is attached in the Annexure 3

3. Communication and Visibility

In order to expand the reach and visibility of the project, consultation and camps have been organized at state, block and panchayat level.

3.1 Uttarakhand – State Consultation

Digital Uttarakhand State-Level Consultation, a first of its kind in Uttarakhand, sought to invite different stakeholders from the government, civil society organisations and others that are working towards strengthening the access and delivery of government schemes information and citizen entitlement benefits across the state. The consultation allowed discussing and deliberating on issues and challenges in the area of access and delivery of information and entitlements, acknowledging the geographical, infrastructural and internet connectivity limitations in Uttarakhand.

Further, the consultation call on to invite the good practices that are taking place in the state in an effort towards creating efficient information and entitlements access and delivery models for the citizens support. The purpose of the consultation was to highlight, document, encourage and populate such practices in Uttarakhand and other states. The scope and issues around digital connectivity, content, platforms and solutions to strengthen information and entitlement delivery formed the major focus area of discussion.

The consultation was a step to come out with a status note, suggestions and key ideas that can expand the scope and intensity of the efforts of the government and other stakeholders to democratize and decentralize information and entitlement access and delivery to the last mile beneficiary in Uttarakhand.

To see the sample picture, please refer to annexure 4

The detailed report can be seen here: http://soochnaseva.org/wp-content/uploads/2016/11/Uttarkhand-report_-2016_8x10inch_v-02.pdf

3.2 Rajasthan – State Consultation

The state-level consultation with the Rajasthan government on the “digital platforms for democratic governance” was organized by Digital Empowerment Foundation (DEF), Mazdoor

Kisan Shakti Sangathan (MKSS), Soochna Evum Rozgar Abhiyan, Institute of Development Studies and other partner groups on "Strengthening Access & Delivery of Government Schemes Information & Entitlements" on 16th September 2016. About 120 people participated in the workshop. In addition to government officials, DEF invited faculty members from the Tata Institute of Social Sciences, Mumbai, and community members from far off areas in Barmer district, also attended the workshop.

The consultation brought together different stakeholders from the government, civil society organisations, academics and independent practitioners working towards strengthen people's access to public programs through the use of digital tools and technology. The consultation also focused on digital interventions required for more efficiency at work such as through the application of Management Information Systems (MIS) and creating a robust and effective Janata Information System (JIS). The consultation attempted to discuss and deliberate on the issues and challenges in access and delivery of information and entitlements, keeping in mind the geographical, infrastructural and connectivity challenges in Rajasthan. It also discussed emerging generic platforms in the state (such as Rajasthan Sampark and e-Mitra Kendras) to discuss their potential, current challenges as well as the means by which they could become people's institutions with a high level of citizen access and empowerment

To see the sample picture, please refer to annexure 5

The detailed report can be seen here: http://soochnaseva.org/wp-content/uploads/2017/01/Report-of-State-Consultation_DS-1_edited.pdf

3.3 Guna, Madhya Pradesh - Grievance Redressal Camp

Ever since its inception, the Soochna Seva has demonstrated a strong commitment towards the rural development by ensuring digital interventions and implementation of development programs for the sustainable livelihood opportunities availability in various sectors at the grass-roots level. Soochna Seva Kendra, Aron recently organised a 'Right to information camp to improve the socio-economic conditions and provide adequate solutions to the scheme-based queries of the residents of Dehrikala village (Kherkhedi, Jatvpura, Chopana, Aankhheda, Govindpur).

Digital tools equipped soochna vahan was used for the promotion of the Camp. Two days prior to the event Soochna vahan covered major populated villages near Aaron. The purpose was to spread the information about the details of time and venue among maximum village residents to ensure huge footfall on the day of the event. The promotion was also useful in making the target audience aware of the importance and purpose of the camp activity. This helped villagers

to gather crucial documents and application requisites and prepare for the consultation in advance. The Soochna Seva fellows Shishir and Nagendra brought local administration in the activity loop and sought a formal permission from the Aaron district panchayat officer-in-charge,Mr. Naval Singh Meena. The official permission provided the much-needed credibility to the event and helped in a smooth flow of the activities planned for the event.

The camp was held on 15 November 2016 and the registration process started by 10 a.m. The turnout for the camp was overwhelming and community people from far-off areas started pouring in to register their grievances during the wee hours of the morning. The camp volunteers were adequately trained for this rush hour and handled every individual query with full attention. The fellows took a one-on-one session with all the participants and listened to their complaints and documented it in their databases to be taken up with concerned government department in future. The team armed with almost all the major government schemes and entitlements forms also filled out the application forms on behalf of villagers.

The staff received a huge number of feedbacks. All the feedbacks were carefully analyzed and were incorporated into a complaint draft. The document will help Soochna seva to reach out to all the concerned departments of government and take up all these serious issues with them and enable backward people for a better life.

The event went on till late in the evening and total 173 applications were registered. Few applications were found to be incorrect as the applicant request for a particular scheme and entitlements were not meeting his/her criteria for socio-economic status listed by the government. The applicant's details under specific schemes were matched on the eligibility criteria mentioned on Samagra portal. Once the applications were proof-read and attached with requisite documents were immediately dispatched to the government departments.

The camp activity had its share of some dramatic moments too. The villagers who attended camp reported that one person alone in Dehrikala village is actually accessing ration entitled for 18 persons by fraudulent means. The team with some local community members went to the SDM and police station to report the fraud. But nothing happened on the ground. Later, everyone escalated the issue with the collector office, Guna. The authorities in the office took stern steps and ordered the immediate suspension of village Dehrikala secretary. An F.I.R against the accused, Dinesh ahirwar, was also simultaneously registered in the local police station. Dinesh tried to communalize and politicized the issue and reported against Soochna seva in the Scheduled caste welfare department and even threatened a fellow Rajpal kevat with dire consequences if he fails to withdraw complaints against him in the police station. Later, some applicants thanked soochna seva for their efforts as they have received their food slip which has indeed made their life a little easy.

The fundamental nature of application received were of livelihood, pension and development related including social security pension, BPL Card, hand pump installation/repairing, Nal Jal Yojna, Mazdoor Suraksha Yojna, Madhya Pradesh Bhavan evam Sannirman Karmkar Mandal Cards, Mukhyamantri Awas Yojna & Indira Awas Yojna, Toilet construction, Food coupon, Bank loan, CC Road, Job card, water well facility for community welfare scheme.

Report on the progress of Camp activity has shown impressive numbers. Dehrikala, aron received 173 applications and by 15th November, 2016, total 86 applicants started receiving their benefits under the various schemes.

On 22nd December 2016, a similar camp activity was organized at Rampur panchayat bhavan, Bamori block where 69 grievances have been received in which 30 applicants have started receiving the benefits and 39 cases are in process.

For the camp pictures, please see Annexure 6

3.4 West Champaran (Launch of Yojana Bank)

In a unique initiative to connect the marginalized households with government schemes related information and entitlement benefits at their doorsteps, Soochna Seva has set up and launched 5 'Yojana Banks' in 5 blocks of West Champaran district in Bihar. The citizens especially people below the poverty lines, tribal, minorities, physically disabled, old age groups can go to the nearest 'Yojana Bank' located in designated 'Soochna Seva' Kendras, open a 'Yojana' account, get a 'Yojana' Passbook, and enrolled for deserving and relevant schemes and entitlement benefits. The 'Yojana' Karta (Soochna Sevak / Sevika) will help citizens to fill up forms, enroll for basic necessary entitlement relevant identity proofs, ensure its benefits and then apply and receive final entitlement benefits in a designated time period. In the meanwhile, the 'Yojana' Karta, will process the documents, liaison with line departments and agencies to ensure that the citizens get their entitlements in due time and relevance and be empowered from such government schemes.

For the sample picture please refer to annexure 7

3.5 Visibility via Social Media and Print Media (Newspapers)

In terms of outreach, we have established program presence on Social Media platforms (Twitter, Tumblr and Facebook) where the on ground activities are being updated on daily basis. These updates are also shared through 'WhatsApp' group which have been created with

an intention to connect the field team with the central office team and other state teams as well.

Rajasthan patrika, Dainik Bhaskar, Jhagar Patrika and Guna patrika are some of the local newspapers that have consistently carried Soochna seva activities in their editions. The above mentioned print media with impressive circulations has allowed the team to cater to the specific target audience and enhance the visibility of the project altogether.

Please refer to Annexure 8 for sample of visibility via social and print media.

4. Meetings, Camps, Rallies and Campaigns

In each district the ground team has organized formal and informal scheme related camps to create awareness of the popular welfare schemes. The team has organized camps on Pradhan Mantri Jan Dhan Yojana (PMJDY), MGNREGA, PMJSBY, PMJJBY & Atal Pension Yojana, Widow Pension, Old age Pension etc. in every district. The camps have been organized in collaboration with the administration in terms of facilitating team with infra, security and venue. Meetings are mostly conducted with the small group in order to give personal attention to every member and discuss and share the issues/concerns in detail. In the camps, the team has often collaborated with local elected members, NGOs, network groups to take the objective of Soochna Seva forward and make it more impactful. In each activity planned, the team has ensured that event is fully packed of visibility and branding of European Union and the Soochna Seva. Largely, rallies have been conducted on special days like Women's day or RTI day for a deeper impact.

The idea was to establish a good rapport with both Government officials and elected members at the District, Block, and Panchayat level to achieve optimum utilization of resources and provide best services to the beneficiaries. In all the districts, the teams follow the objective of Soochna Seva project and apply it as a model of public service dissemination. Meetings at the Block and Panchayat level with elected representatives are scheduled on weekly basis to discuss the development issues of the target population.

4.1 Guna, Madhya Pradesh

4.1.1 Rally on Women's day, March 8, 2016

A rally was held on Women's Day in Jhanjhon and Tamethi villages of Aron Block of Guna. The Vaishno Devi Self-help group gave full support to make the rally a success story. Speaking on the occasion, Smt. Gappo Bai Nayak, President of the SHG Group said that "women are standing

equal to men today and are showcasing their skills in every field. She demanded for more reservations in education and government jobs for the women to play a significant role in the affairs of the country. During the rally, Soochna Seva team also gave information to participants about the government schemes being run by the government.

4.1.2 GAIL has organised '5 days training workshop'

GAIL Institute of Skills has organised a 5 day training workshop at Guna, MP under Swach Bharat Mission. For this training 5 Soochna sevaks have been selected and gone through the training successfully.

Last day, the team has managed to organise a small session and make the trainees aware about Soochna seva project running in the 5 blocks of Guna. The whole session has been conducted with the support of Soochna Vahan, a digitally equipped Van.

Please see Annexure for the sample pictures 9

4.2 Tehri Gharwal, Uttarakhand

4.2.1 Intervention for Equality

Most of the villagers from Jakhanikhal in Tehri Garhwal district of Uttarakhand fall in above the poverty line category. However, they don't earn enough to be able to afford grains and other food items available at high market price. Under such circumstances, they are completely dependent on the local PDS shops (or ration shops).

A few days back, some of the villagers learnt that the food grains were being distributed disproportionately and selectively, following which the beneficiaries strongly protested and refused to buy anything from the PDS shop.

This also meant buying expensive ration available at market rates. Therefore, the local Soochna Seva (SS) team intervened and organized a meeting for the PDS shopkeepers, village head, villagers and the Soochna Seva volunteers. The meeting led to a solution and the volunteers helped the shopkeeper in reviewing all the ration cards.

Now, everybody in the area is getting appropriate amount of wheat, paddy, sugar and other grains at affordable prices from their nearest PDS shop.

4.2.2 Pension Camp on 29th August 2016

On 28th September 2016, Soochna Seva centre organised a pension camp in Khari. The Social welfare officer, Avinash Bhaduriya, attended the camp and listened to the pension related issues of community members. He had a one-on-one discussion with all the participants whose

pensions were stopped abruptly without any notification. He assured that everyone who is entitled to pension will have the money in their account in couple of days.

The camp activity was attended by Anil Bhandari (District panchayat member), Rajveer Singh Bhandari (Gram Pradhan- Pali), Shoorvir Singh (Gram Pradhan-Kudi), Jaman Singh Bhandari (Gram Pradhan- Kafool Village), Vijay Lal (Gram Pradhan-Dadwa), Sarita Rohtela (Gram Pradhan- Rampur), Phol Das (Gram Pradhan- Tipli), Narendra Singh (Gram Pradhan-Piplaith) and Virendra Singh (Gram Pradhan-Vidon). In addition to the village heads, Soochna Seva block coordinator praveen, Anil rautela and Reena sajwadh also attended the Camp meeting.

Please see Annexure for the sample pictures 10

4.3 Barmer, Rajasthan

4.3.1 Soochna Seva mobile centre inaugurated at Barmer village

A Soochna Seva mobile centre was inaugurated at 'Surte Ki Dhani' village in Dhanau block of Barmer district on January 18, 2016. Around 70 men and women from nearby villages participated in the meeting. The team informed the participants about Palanhar Yojana, Vridha Pension Yojana, Vidhwa Pension Yojana and Viklang Pension Yojana. During the discussions, the team came across cases in which people did not receive pension grant under Vidhwa Pension Yojana and some who haven't received their NREGA payments and some complained about their benefits wrongly transferred into other person's bank account.

Subsequently, the team investigated and found out the flaws in their paper work and immediately took the matter with the concerned bank officials to rectify the mistakes.

4.3.2 Soochna Seva came forward to rescue, Dhanau residents

On account of recent currency demonetization, there were some complaints of corruption and nepotism against the bank manager of Dhanau block. The locals felt he was biased in favoring his close friends and relatives when it came to dispensing cash while ignoring others who came to bank to collect money.

When Soochna Seva Kendra came to know about this unethical practice they immediately brought the matter to SDM notice. The bank manager was summoned by the SDM and was warned of stern action, if he continues with the practice. Today, the locals are easily withdrawing cash from bank and are grateful to Soochna Seva for its support.

Please see Annexure for the sample pictures 11

4.4 West Champaran, Bihar

4.4.1 Centenary Year Celebration of Champaran Satyagraha - Health Camp on occasion the occasion of Gandhi Jayanti

Champaran is a historical city and famous for its rich culture, heritage and beautiful landscapes. It is said that Valmiki- a thief went on to became a sage and wrote the great epic Ramayana in this land. Legend has it that Mughal emperor Humayun came and took refuge in champaran before re-claiming Delhi throne. Indian freedom struggle is said to have got its impetus after the Satyagraha movement in Champaran.

The Indian National Congress formed by Annie besant and supported by Indian elites is known to have organized various Congress sessions in India. In one such session at Lucknow, Rajkumar Shukla invited Gandhi Ji to Champaran to see the grim state of Champaran. During this historic visit to Champaran, Gandhi ji along with other senior leaders set up a commission to do away with teen kathai system. This was in the year 1917 and today in 2016 all the Gandhian Organization celebrates this year as Centenary year of Champaran Satyagraha.

Jan Jagran Manch based out of Ram Nagar organized a Health Camp last year on the occasion of Gandhi Jayanti and kick started the Centenary Year Celebration. Soochna Seva team was entrusted with event promotions, participant registration and logistics management role. The team objective was maximum Information dissemination and grievances registration of the participants.

A day prior to the event, Soochna team did an event promotion campaign in the following villages of Sabani, Bhawahar, Barwa Banjariya, Saphai, Shepur, Mungraha, Shonkhar, Mujara, Tolha, Mil Bawari and Harinagar. The prime locations of villages such as chowk, chai corners, Paan gumti, Panchayat bhawan, junctions and other similar crowded locations were chosen for publicity and pamphlet distribution.

The event registration process began at 9 am. Till lunch, 940 people were consulted in the Health Camp. The ENT & Eye specialist, Orthopedist, Dentist, Pediatrician, Obstetrician and Gynecologist and General Surgeons were present to attend to the participant's medical problems. The Association of drug seller's, Ramnagar, distributed free medicine among the villagers prescribed by the respective doctors.

Soochana Seva stall had installed a projector to highlight various government schemes and useful information to provide an audio-visual impact for the better understanding of villagers. The stall acted as an information hub for the participants. Total fifteen cases of grievances were

registered in the event. 112 male and 90 female visited GSE counter to learn about Social security services offered by government.

The invited social activists and other subject experts in the event discussed about Gandhi ji teachings and its relevance in today's world. Baijnath Mahato, EX MP from JD (U) offered a garland to Gandhi statue and Mr. Sallauddin of Jan Jagran Manch opened a session on Gandhi's teachings. The founding trustee of Babu Dham Trust highlighted the importance of Gandhi's life and how it can pave the way for inclusive growth in India.

Ms. Priyandunath Arya Principal of Sanskrit Ucch Vidhyalaya, Ramnagar talked about the Indian cultural ethos and its significance. Shri. Vijya Pandye of Pragteesheel Sansthan stressed on strengthening the village economy by improving the agricultural sector and preserving the livestock. In the end Baijnath Mahato, EX MP from JD(U) in his concluding speech requested everyone to adopt and practice Mahatma Gandhi teachings in their lives.

To see the pictures please see Annexure 12

4.5 Ranchi, Jharkhand

4.5.1 Facilitated in 'Vishesh Gram Sabha', October 2016

Today team participated in "vishesh gram sabha" in Kundi Punchayat Bhawan in presence of Mukhiya, Gram pradhan, swayam sewaks, members of Shaksharta mission, #ANM, Sahiyas, sewikas and lots of villagers.

Our motive was to nominate the villagers name for "Indira Awas Yojna" as much as possible, who are eligible for this scheme.

4.5.2 Subsidized LPG gas cylinder distribution in Ranchi Pradhan Mantri Ujjwala Yojna

In a first-ever event of its kind, a free gas connection distribution under "Pradhan Mantri Ujjwala Yojna" was carried out in Itki block of Ranchi. The beneficiaries belonged to the poor of the poorest category. The event embarked the first lot of gas connection distribution ceremony. Many more connections are expected in near future. The breakthrough of this magnitude was not easy; it was blood, sweat and tears all the way for Soochna Seva team. The ground team explored all the avenues possible and completed the paperwork on behalf of poor people residing in Itki. The efforts seem to have really paid off. In the first phase, 12 people have just received their Gas connections and the rest listed persons under the scheme benefits are also expecting theirs soon.

In addition to the government officials, the event was attended by politicians, panchayat members, community members, press, and beneficiaries. MLA Gangotri Kujur was chief guest; she explained to the poor villagers that how this gas connection distribution is for their social upliftment. She assured everyone that government will continue its efforts to connect poor people with this scheme benefits.

The BDO, Nit Nikhil Surin(Itki Block), BSO, Pravin Lal, UP Pramukh Uruj Ansari, Gas distributor(Bharat Gas) and Viru dubey were among some V.IP guests present in the event. The media persons like Ajay Kumar (Dainik Bhaskar), Govind Yadav (Hindustan), Pradeep Pandey (Azad Sipahi), M. Rahi (Dainik Jaagran) also attended the event for news reporting.

To see the pictures please see Annexure 13

5. Expansion of target area

As per the mandate, 5 panchayats were selected in each block of the five target districts; Guna, Barmer, Tehri Gharwal, Ranchi, and West Champaran. For the selection of Blocks and Panchayats, stakeholders who have worked extensively in the respective geographical locations have been duly consulted. The exercise, in principal, was conducted to reach out to the maximum Below the Poverty Line (BPL) communities belonging to the SC/ST/OBC/Minority group. For larger impact, significant time and focus has been given to identify the Blocks and Panchayats that are well spread across the districts and not just concentrated in close locations, covering quality heterogeneous population at one go.

The successful implementation and warm response from the target community led us to reach out to marginalized communities residing in nearby areas. This has also helped in expanding the reach and visibility of the project. In the year 2016, 10 new Soochna Seva centres have been started; Ramgarh and Ranchi districts of Ranchi, Tehri Gharwal, Uttarakhand, Guna, Madhya Pradesh, West Champaran, Bihar and Barmer, Rajasthan.

In two of the locations, centres have been running under the school premises i.e. Barmer and West Champaran. In West Champaram, the centre is located at a school which is dedicated to Kasturba Gandhi who during her visit to Champaran started a school for girls. This school which since its inspection is run on pure volunteer basis and education to girls here is free of cost. This centre was inaugurated by Shri. Vinya Verma local MLA of Narkatiyaganj. He also requested for more such partnership for Madarsa in his constituency too. He also spent some time on computers. The Principal, Shri. Dipendar Vajpayee narrated the how this school has come in to existences and thanked the villagers for their support.

For more details, please click here: http://soochnaseva.org/new-centre-in-kasturba-kanya-high-school-bhitiharwa-gaunaha-west-champaran-bihar/

6. Monitoring Visits of Public Service institutions

Apart from the core priorities of project monitoring, this year the team went one step ahead by closely inspecting parts of implementation and review of quality and quantity benefits delivered by public institutions such as Aaganwadi Kendra, Primary health centres, Government Schools, including ration shops in the target areas.

The flaws in the operating method, delivery structure and service offered were identified by assessment done by Soochna Seva Team Efforts were made to resolve the shortcomings, become more community centric and open to the requirements of marginalised section of society.

The team then recommends using the available resources in an optimum manner and uncovers the practices which led to the misuse of public time and money in the system

A sample case story has been shared in Annexure 14

7. Monitoring visits to the target locations

To monitor the performance of the field staff, the project officer's plans visit to the target locations on periodic basis. This helps the core team to get a better understanding of the existing knowledge and network of the administration with the rural community. In the year 2016 more focus has been given to conduct meetings with the district administrations and discuss about the project & its outcomes and how the delivery points can further assist in any government programs and activities. The outcome of such collaborations has been very encouraging and has paved the way for more such strategic tie-ups on multiple government initiatives.

Reports of the field visits can be seen here: http://soochnaseva.org/monitoring-reports/

8. Regular Follow Ups

'Follow-up' is one of the most significant ways of evaluating project progress and assess its impact. In the field of scheme entitlements, a robust follow-up and review mechanism becomes essential in delivering benefits to the beneficiaries. 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 SSKs 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.

9. Information Education Communication (IEC) Materials

Digital Empowerment Foundation (DEF) has designed project branding tools such as the Soochna Seva logo, leaflets, banners, posters, pamphlets, standees, and publications. The collaterals follow the guidelines provided by the European Union. The communication and visibility tools aim at creating a sustainable brand recall value 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, 5 small documentaries have been created flash the whole approach and fundamentals of Soochna seva project. 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..

To see the videos please click the link below:

- Guna: https://youtu.be/AGo5vMATfH8
- Ranchi:https://www.youtube.com/watch?v=d3sR1kzQ3hI&index=3&list=PLIjPNPl3Q3uGZOLt1eHr4xHh1sKOlNtS
- West Champaran: https://www.youtube.com/watch?v=XCNDRibcn7k
- Tehri Gharwal: https://youtu.be/aKhRaQnSpmI
- Barmer: https://www.youtube.com/watch?v=h6bgxN286jE

10. 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 financial sustainability in order to maintain the relevance and visibility of the programme afterwards.

The details of revenue generated in the year 2016 as a result of digital literacy and digital services:

District-wise Summary of Revenue from Jan'16 to Dec'16							
S.No.	**Month**	**West Champaran**	**Guna**	**Barmer**	**Ranchi**	**Tehri Garhwal**	**Grand Total**
1	Jan'16	3,040	9,474	8,854	5,523	16,769	43,660
2	Feb'16	6,708	10,493	9,187	5,019	21,026	52,433
3	Mar'16	7,583	6,929	5,582	6,270	23,946	50,310
4	Apr'16	13,792	11,717	5,557	4,945	21,078	57,089
5	May'16	15,467	14,113	12,938	6,080	25,889	74,487
6	Jun'16	13,783	13,987	10,347	3,818	30,214	72,149
7	Jul'16	8,906	8,475	-	4,968	37,457	59,806
8	Aug'16	9,604	6,370	8,134	4,133	33,591	61,832
9	Sept'16	9,930	7,361	3,871	5,208	33,275	59,645
10	Oct'16	7,304	9,096	810	4,974	26,739	48,923
11	Nov'16	4,650	9,615	5,007	4,172	22,905	46,349
12	Dec'16	4,683	10,691	783	5,378	19,613	41,148
	Grand Total	**105,450**	**118,321**	**71,070**	**60,488**	**312,502**	**667,831**

11. Upgradation of JAN SOOCHNA Portal

Content from the partners have been updated regularly. The website credentials have been already shared with the partner organizations for further updates, but very few of them updated on their own.

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 15 for the snapshots of "Jan Soochna"

12. Result Oriented Monitoring Mission (ROM)

Results-Oriented-Monitoring (ROM) is an independent review of EU funded external interventions. It provides a brief snapshot on the implementation of an intervention at a given moment. It serves not only as a support tool for project management by informing stakeholders about the performance of a specific intervention, but also contributes lessons learnt for further programming, design and implementation of interventions.

The review has been conducted through on site assessments of interventions areas i.e. West Champaran, Bihar and Ranchi, Jharkhand in February 2016. A consistent, highly structured methodology ensured the quality and the comparability of the collected data. The programme has been scored against OECD evaluation criteria (relevance, efficiency, effectiveness, impact, and sustainability) substantiated by concise explanatory texts. The conclusion of which is given below.

- A highly relevant intervention, in line with both GoI key policies and priority needs of the target group. A reasonable implementation strategy, particularly after its revision shortly after the launch of the project. Some clarifications as to the size and district-specific breakdown of the target group may be needed.

- Implementation is largely on track, with no significant deviations from the initial timeline. The budget revision was timely, at the very beginning of the implementation period, and was well-justified. However, some clarifications may be needed as to the precise use of financial inputs, e.g. as to the deployment of human resources.

- Project outputs are being delivered largely as planned. Two of the three expected results are likely to be achieved, whereas the future of the Soochna Seva Framework (Expected Result 3) should now be duly prioritised.

- The project is generating a wealth date which, however, does not seem to be fully utilised at present.

- The current curriculum of the digital literacy classes provided by SSKs is unlikely to contribute; the acquisition of useful skills by trainees; contribute to the sustainability of the Soochna Seva Centers.

- So far, the focus has been on setting up a system for the delivery of services under government schemes, whereas more attention could be paid to work with communities and public authorities over the remainder of the project.

- While the project has just entered its third year of implementation and there is still time ahead, the sustainability of the Soochna Seva Framework is likely to prove the single biggest concern in the future.

To see the sample pictures please see Annexure 16

13. Programmatic Review Visit by Delegation of European Union

The review visit in October 2016 was planned by the delegation in order to assess on-ground programs objectives and the quality of outcomes achieved so far. Simply put, the review visit was a step to gauge the impact of Project interventions on the information dark communities residing in the target areas.

Overall Objective –

To provide a comprehensive analysis of the overall program being implemented in the target district so as to institute changes if needed or applicable.

Specific Objectives –

- To analyze the strategies being implemented
- To identify the gaps related to functioning of the program thereby providing recommendation
- To assess the needs/issues of the community
- To discuss the challenges faced by the fellows and other staff

- To check whether the communication & visibility activities has been carried out in the light of applicable European Union standards.

Reviewed By – Mr. Subramanian Pattabiraman, Senior Project Manager – Development Co-operation**,** Delegation of European Union

During the 2 days extensive visit, 2 blocks were covered namely aron and bamori. In the two blocks school public institutions such as aaganwadi, ration shop, sub health centre and soochna seva kendra have been paid visits. The review concluded with a meeting where most of team was present. . *(Report is attached with the interim report)*

The status of which has shared below:

In coming year Soochna Seva will be known to all Departments - For this we have started working and 5 members from Soochna Seva (Rajaram Dhakad, Purushottam Dhakad, Naval Kushwaha, Mukesh Yadav & Prakash Dhakad) has been selected as volunteers in "Swach Bharat Mission" where they are also representing Soochna Seva and we are using our Soochna Vahan is their activities.

District Magistrate talked to our team members and appreciated our work and told most of the official who were present there (in workshop on Clean India Mission held at Govt. polytechnic College, Raghogarh) to involve this team and their Soochna Vahan in all our activities/camps. As a result we are invited in last to block level programs.

Recently Nagendra, District Manager, Soochna Seva had a discussion with District CEO Mr. Kailash Bankhede about Soochna Seva, now I have to meet him again in his office.

Also we are working with local level officials in motivating community for making toilets under Clean India Mission and Pradhan Mantri Ujjwala Yojna.

Have discussion among community on their problems prepare list and start working on it - We are having regular visits in our villages and noting down their problems and discussing it with officials. Like on 3rd September SSK Aron team visited Padaryai village where villagers informed them that school teachers are not regular even at the same day school was closed at 1 PM. Sachindra talked to teacher on mobile and said *"hum abhi raste me hain school khulne wala hai"*. He informed this situation to Aron BEO (Block Education Officer) as a result now school is opening on time and teachers are coming on time. Same case has been noticed for one Anganwadi Kendra, and then the issue has been reported as a result of which the Aaganwadi worker started working fine.

On 5th September Nagendra along with Sachindra visited Dehrikalan village and had discussion with villagers where we found out that there are some issue with the girl's hostel such as

payment of toilet construction, MDM etc. All the issues were raised by community itself. Than we informed Block CEO about it and he assured for personal visit to Dehrikalan.

Soochna Seva Kendra, Bamori which was visited Govt. school where we found that there is no boundary wall due to which stray cattle's creates lots of disturbance inside the school premises. After discussing it with the teachers we facilitated them to write an application and got it duly signed by teachers, community people and submitted in Gram Panchayat.

Regular visit of Anganwadis & School - Teams of all 05 blocks having regular visits of Anganwadis & schools of their villages, block coordinators are preparing reports of each visit and sharing with us time to time. Till now we have reports of September month's visit. As well as findings have been shared with officials of concerned departments the result of which some officials took actions.

Plan for increase revenue of all 05 centres -

- The hub soochna seva kendra, Umri has been registered as Madhya Pradesh Online Kiosk and Aron Soochna seva Kendra has already submitted the form for the same. After having an analysis of this, soon the team register the rest kendras on MP Online.
- To join digital literacy classes communication have already been started with the nearby government schools.
- For PGDCA & DCA courses the team had contacted the Director of 'Akhre Computer Institute, Guna. The Director 'Mr. Anup Akhre has shown his interest in collaboration with Soochna Seva and will be soon visiting the soochn seva centres.
- Moreover the team has initiated monthly membership system for the communities with regard to digital services.
- Soochna Seva is in regular contact with the officials for using Soochna Vahan in government related activities and camps. As a token of appreciation the Soochna vahan got refilled in 10 liters of petrol, by the department. District Magistrate of Guna district is engrossed with the Soochna Vahan and informed his team to use it in their activities.
- Rest the team is planning on panchayat level Soochna Yatra in the 1st week of December.
- Soon the team is going to meet District CEO Mr. Kailash Bankhede in order to brief them the concept of panchayat level public hearing which is going to be facilitated by soochna seva and panchayat functionaries like Sarpanch/Secretaries etc.

To see the pictures please see Annexure 17

14. The IMPACT

Case stories are the most integral part of every project indicating the impact in various aspects. The core team receives case stories on monthly 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.

Two case stories from each district have been given below:

Barmer, Rajasthan

i. Story of a Silicosis Patient



Lalaram is a resident of Ramdevpura village, Kalyanpur block of Badmer district. The region is absolutely parched and locals live in far-off areas in small settlements. Farming and husbandry forms a common occupation in the residents of the area. Some even travel to Jodhpur stone mines to find employment opportunities as labors. This is a story of Lalaram who belongs to a lower-caste (Meghwal). Lalaram is 52 years old and has spent his last 30 years of life working as a mine worker. Lalaram is suffering from Silicosis disease- being weak and helpless- and is forced to stay back at home. His misfortunes don't stop at this as his son, Dhalaram, 17 years old, is also mentally retarded. Left with no options, Lalaram's wife Agro Devi, 50 years old, now works as a labour to run the household. In face of such life trials, the only source of light for the Agro was Sapna, her daughter, 15 years old who helped her mother in the household work.

Recently, Lalaram's health deteriorated and he was admitted to the TB hospital. The burden of medical expenses was too huge for Agro and running home seemed to be an impossible task. Delay in daughter's marriage and medical treatment expenses of Dalaram was adding up to her misery. Some relief to family came when friends in neighborhood provided them with some food supply. As luck would have it, Gordhan Ram, lalaram's younger brother,

accompanied Lalaram to kalyanpur hospital for his routine check-up and to get photocopies of his treatment documents, came to Soochna Seva Kendra. There he met Shankar Lal, a Soochna Seva worker. In a casual chat, Shankar lal was briefed about the Lala ram family situation and he suggested some welfare schemes run by government suitable for his condition.

On the second day, Gordha Ram brought Lalaram's silicosis related papers in SSK office.

The documents were verified by the SSK team and after filling out relevant scheme forms; both were dispatched to the concerned department. Two months later, Lalaram received Rs 1 lakh financial benefit in his bank account. As soon as the benefits were received, his brother Gordha Ram called SSK team to confirm that his brother has received the scheme benefits.

Lalaram found this support when he needed it most. Now Lalaram's family is feeling a bit relaxed and have thanked Soochna Seva team for it.

ii. Life took a u turn for



Barmer is one of the most drought-affected districts in Rajasthan. Due to extreme water scarcity, the barmer geographical features consist of just barren lands and sand dunes. This is a story of Bhika Ram. He is 62 years old and belongs to Bheel tribe in Kalyanpur village. He lives with his wife and both are dependent on Narega to keep the kitchen gas burning. The situation was already gloomy, but things got worse when bhika was operated for kidney stones continuous 3 times. The medical bill exhausted all their life savings. They went to government camp and filled old age pension forms to gain some financial support but to no avail.

Then, Life took a U-turn for better. Shankar Lal, a Sochna Seva mitra met this family. He took it upon himself to help the old couple. He filled old age pension forms and completed other paper formalities on behalf of Bhika Ram. After two months, Bhika ram's pension P.P.O was generated. The Soochna Seva team personally went to couple's home to hand over their P.P.O. The old couple smiled and thanked Soochna team for the help. Today, Bhika Ram's family receive monthly Rupees 500 pension.

Guna, Madhya Pradesh

i. Raising the awareness of the ignorant!



This is the story of Narmadi Bai (64 years), who was living life full of misery along with her family members. She had nothing to complain and accepted her life situations being convinced that nothing is going to happen that will alter her life reality.

One day while the Soochna Seva team while visiting BPL families in a remote village called Madhusudhangarh of Guna district, Madhya Pradesh, they met Narmardi Bai and her family. Her family, consist of few small malnourished children and destitute elderly members. The Seva team started briefing her husband and son about the benefits of Pradhan Mantri Jan Dhan Yojana (PMJDY), a scheme launched by the government of India. To avail the benefits of the scheme, having a bank account is mandatory. So the Soochna sevak started telling them about the benefits of having a bank account but the skeptical husband refuted the idea claiming that these schemes are useless! However, the son suggested his father "if it is the team from Soochna Seva then we should definitely listen to them"

Then the team elaborated the PMJDY and other various beneficial schemes. While explaining about the social security pension scheme one of the sevaks asked the husband if he receives any pension. The man nodded in affirmation and told that he gets Rs.150 every month. Now they enquired his wife, Narmardi Bai, if she gets any pension? The woman denied of receiving any such benefits and the question of the sevak left her family surprised, the fact that even the elderly women of the house was entitled to a pension was surprising for them.

The Indira Gandhi National Old Age Pension Scheme (IGNOAPS) is a non-contributory old age pension scheme that covers Indians who are 60 years and above and live below the poverty line. The pension scheme is part of the National Social Assistance Programme (NSAP) that was launched by the Ministry of Rural Development in August, 1995.

The sevaks requested to see her voter card, aadhar card and bank passbook. On checking they found out that she had everything except the bank passbook.

The Sevaks asked them to gather every document required to apply for the scheme and printed a photocopy of Narmardi Bai's voter id/ adhaar card from the soochna vaahan. Then team asked them to apply for the bank account and attach all the photo copies of her ID proofs.

The sevaks returned after 8 to 10 days, collected the documents and asked Narmardi Bai's son to come with him. They went to the Secretary of the village, Vishnu Lodi and handed over the Narmardi Bai's documents to him and completed the scheme formalities.

After few days the secretary called Narmardi Bai's son and handed over the relevant documents to him and informed that his mother's pension has been activated. The Soochna Seva team asked Narmardi Bai to go to the local bank to receive her first amount of pension. She happily went to the bank where the bank staff withdrew the cash from her account and handed over Rs.150 to her!

Today Narmardi Bai is extremely grateful to the Soochna Seva team who introduced her family to a world of benefits. She even promised to inform other women of the village who are entitled to such benefits but are ignorant of this fact.

"Soochna Seva gives us information and this gets our work done on time"- Narmardi Bai

ii. Providing nutrition, love and care

This is the story of 64-year-old Narmadi Bai who wasn't aware that she was entitled to receive pension until Soochna Seva intervened and helped her avail this benefit.

One day, a Soochna Seva team was visiting BPL families in a remote village called Madhusudhangarh of Guna district in Madhya Pradesh when they came across a small hut where the family of Narmardi Bai, with young malnourished children and destitute elderly members, lived. The Sevaks then briefed her husband and son about the benefits of Pradhan Mantri Jan Dhan Yojana (PMJDY), a scheme launched by the government of India. To avail the benefits of the scheme, each member is required to have a bank account. When the Soochna sevaks started telling them about the benefits of holding a bank account, the skeptical husband refuted the idea claiming that these schemes are useless! However, the son suggested his father, "If it is the team from Soochna Seva who's telling us this, we should definitely listen to them."

While elaborating about the social security pension scheme, one of the sevaks asked the husband if he receives any pension. The man nodded and said that he gets Rs.150 every month. When they enquired Narmardi Bai the same, the woman denied receiving any such benefit. The question, in fact, left her family surprised. The fact that even the elderly women of the house were entitled to a pension was unexpected.



The Indira Gandhi National Old Age Pension Scheme (IGNOAPS) is a non-contributory old age pension scheme that covers Indians who are 60 years of age and above, and live below the poverty line. The pension scheme is part of the National Social Assistance Programme (NSAP) that was launched by the Ministry of Rural Development in August, 1995. When the sevaks requested to see her voter card, Aadhaar Card and bank passbook, they found out that she had everything except the passbook. Clearly, the woman did not have a bank account. The sevak then politely asked Narmardi Bai's husband that while he was refuting the idea earlier, does he now realise the benefits of holding a bank account. The conversation had opened the eyes of the man. The sevaks helped them gather every document required to apply for the scheme, and printed a photocopy of Narmardi Bai's voter ID and Aadhaar Card at the Soochna Vahan, and directed them to open a bank account in the woman's name.

When the sevaks returned after 10 days, they collected the bank documents and asked Narmardi Bai's son to accompany them. Following that, they went to the village secretary, Vishnu Lodi, and handed over the documents to him along with an application for pension.

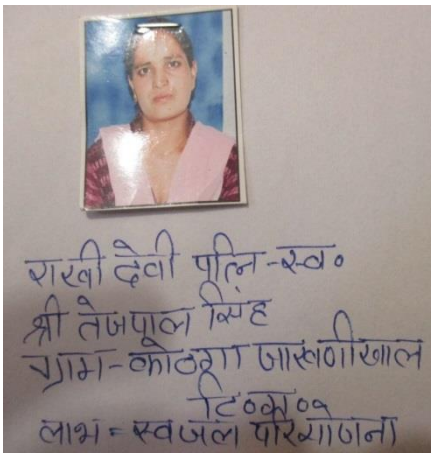
A few days passed but Narmardi Bai was still not receiving any benefit under the pension scheme even though the officials at the panchayat office had given her assurance. When the Soochna sevaks learnt about this, they approached the secretary again and communicated the issue to him. A few days later, Narmardi Bai's son received all the relevant documents from the secretary's office and he was informed that his mother's pension had been activated. Happy with the news, Narmardi Bai went to the local bank, under Soochna Seva's guidance, and withdrew her first pension of Rs. 150.

Today, Narmardi Bai is extremely grateful to the Soochna Seva team who introduced her family to a world of benefits. She even determined to inform other women of the village about the benefits they are entitled to but are ignorant about.

"Soochna Seva gives us information that gives us timely help," says Narmardi Bai.

Tehri Gharwal, Uttarakhand

i. Lifting the burden of a debt



Rakhi Devi, a 26-year-old widow and mother of a five-year-old son, was worried about paying a debt that was long due. A few years ago, Rakhi and her husband had taken a loan to build a toilet for her family. However, in 2014, Rakhi lost her husband, Tejpal Singh. With him, she also lost that one financial support she had in her life. Her in-laws refused to help her and broke all contacts with her.

She lives with her son in Jakhanikhal village of Uttarakhand. The wages against her 100 days of annual labour under the MGNREGA scheme is the only source of income. It was barely enough to feed the two of them. But Rakhi Devi life changed after she met Soochna Seva team.. In May, some Soochna Seva Kendra (SSK) volunteers were campaigning for the importance of RTI and the right to entitlements in Pratap Nagar block of Tehri Garhwal region of Uttarakhand. They also traveled to Rakhi Devi's village and met several locals. It was during this visit that Rakhi approached them and asked for help. The sevaks informed Rakhi about the Swajal Pariyojana government scheme that gives Rs. 12,000 to anybody who wants to build a toilet in rural areas of India.

Rakhi Devi was elated with this piece of information. She was even happier when the Soochna Seva team helped her arrange and organize all the necessary paperwork for the same.

The documents were submitted to the panchayat head, and Rakhi Devi received the amount in next two months. With this financial burden off her mind she now plans to concentrate on planning the future for her son.

ii. Life became little easy



Smt Vimla is a resident of Kothga village, tehri garwhal, Uttrakhand. Poverty has inured her for life's uncertainties since the day her husband went missing 16 years ago. She had a difficult time with finances and had to work as a farm labour to raise her only son.

Her life became little easy after she met Soochna Seva team. The team informed her about the 50% grant aid on agriculture tools and equipment's by government to support income generation from

self-employment. Later, the team assisted her in procuring relevant forms and requisite documents to fill her scheme application. Today, Vimla runs her own business and is empowered in the true sense.

West Champaran, Bihar

i. Greedy Vendor packs off the business



Since its inception, Aadhaar card has been surrounded with the controversies. The tussle between government agencies on the validity of Aadhaar Card is self-evident. In the beginning, Aadhaar card was only produced by the government agencies but later private players were authorized to do the job.

Instances of overcharging fees by such private players are rampant. The government is constantly battling to monitor and regulate the modus-operandi adopted by private players. However, it becomes a catch 22 situation for citizens when service provider's charges higher than government prescribed rates in the name of equipment's and shop's running cost. This is none of applicant's business.

SSK Mainatand is getting regular complaints regarding inappropriate charges by private service providers. The authorities in the past informed the team that they will act strongly as and when a written complaint will be submitted to them. Recently, some students approached SSK Mainatand and complained about card vendors overcharging. Soochana Seva team explained to them that unless they give a complaint in writing, nothing will move on ground, and SSK will not be in position to help them out. The group had a small discussion and agreed to give their complaint in writing.

Later, Soochana Seva Fellows took the application and met the BDO of Mainatand. The BDO, Sanjay Kumar Pandya summoned all the vendors to his office. After the discussion the BDO re-issued the directive to all the local vendors to charge the public as per the norms without any fail.

Currently, all the vendors' transactions are under government scanner and their services have been temporarily suspended.

ii. Soochna Seva Kendra stood for the West Champaran residents

The year 1990 is considered as a watershed moment for the Indian economy. As India opened up its business market to the world, the influx of ICTs also got propelled in the country.

All aspects of human life were affected by this, even the way the governance was carried out. Soon the E-governance found its way into public administration related work.

Initially, the E-Governance was to reduce the paper work and human resource involved in the processing of applications in government services. A few years later, these services were officially outsourced in in public domain, thus creating jobs for fellow citizens. The services comes with different names in different states for instances it's called MP Online in Madhya Pradesh and Vasudha Kendra in Bihar.



वसुधा केंद्रों में अवैध वसूली को लेकर आक्रोश

मैनाटांड़, संवाद सहयोगी : प्रखंड मुख्यालय स्थित वसुधा केंद्रों एवं ग्राहक सेवा केंद्रों में आधार कार्ड बनाने के नाम पर लोगों से भारी राशि अवैध रुप से वसूलने का काम बदस्तूर जारी है। इसको लेकर ग्रामीणों में आक्रोश है। आक्रोशित ग्रामीण अक्षय कुमार, आनंद, सत्यप्रकाश राम, पूनम देवी, अमलेश शर्मा, अखिलेश राम आदि ने बताया कि गांव के लोगों को इन संस्थाओं द्वारा लोगों को बेहतर सुविधा उपलब्ध करायी जाएगी। लेकिन, सुविधा के नाम पर संचालक ग्राहकों से अवैध राशि की वसूली करते हैं। यह वसूली आधार, वोटर आइडी कार्ड या पैन कार्ड बनाने के नाम पर की जा रही है। सभी पर संचालकों ने निर्धारित राशि से एक सौ से दो सौ रुपया वसूल की जाती है। अधिकारियों के इस तरह के संचालित सेवा केंद्रों पर नियंत्रण नहीं होने के कारण इसके संचालक मोटी रकम की उगाही करने में लगे हैं।

सरकार द्वारा निर्धारित दर से ज्यादा पैसा लेना गलत है। लिखित शिकायत मिलने पर जांच कर उचित कानूनी कार्रवाई तय है।'

संजय कुमार पांडेय
बीडीओ, मैनाटांड़

This is a story of Vasudha Kendra which is located in Block Office at Mainatand block of West Champaran. Vasudha Kendra is supposed to provide multiple-services on price which suits common man pocket. But, it was frequently observed that the centre agents were overcharging their clients. The local residents including Ms. Poonam Devi and Mr. Akhilesh Ram, visited the SSK Mainatand to register a complaint against the service provider.

Soochna Seva Mitra, Sanjaya Kumar, escalated the issue to BDO, Mr. Sanjay Kumar Panday. After a detailed discussion on the matter, the BDO assured of necessary action, as soon as the locals lodge a complaint with his office. The villagers backed out fearing repercussions of standing against the service provider, known for his violence nature. So, Soochna Seva team reported about the corruption in media like Hindustan Times.

Media coverage and public unity created pressure on the vendor. He felt the real heat when local administration, despite any written complaint, became hostile towards him. He cracked in pressure and after several round of discussions with Soochna Seva Mitra and community people agreed to charge adequately on services provided.

Ranchi, Jharkhand

i. Eliminating worries of a widow



Fatima Khatoon, 38 years old, is the wife of Late Makbool Ansari and a resident of Baridih village in Itki block of Ranchi, Jharkhand. A mother of two daughters, Neha Khatoon (5 years old) and Saniya Khatoon (3 years old), Fatima has been sustaining her household by working as a maid ever since her husband passed away. Her late husband was a labour contractor whose source of income was satisfactory for maintaining a family of four. However, he was brutally murdered and his body was dumped in a nearby well. Since then, Fatima has been living a miserable life.. A few months ago, she reached out to our SOOCHNA SEVA team when the team was in Baridih for a camp activity. After listening to her story, the Soochna Seva team suggested her, Vidhwa Samman Yojna and Bakra Vikas Yojna, under which the government gives cattle to the woman for earning their livelihood respectfully. The Soochna Seva team also helped her in obtaining her husband's death certificate, which was tagged along with her scheme forms to add credibility to her application. .

Fatima Khatoon is now a happy woman.

"I meet the Soochna Seva tea, every now and then. We even chat about my cattle, which will become a primary source of income in coming years"She says with unbridled hope and happiness for the near future.

ii. Hoping for stability in old age



65 year old Johan Minz lives in Girjatoli village of Itki block in Ranchi (Jharkhand) with his wife Sushila. Johan and Sushila have two sons and three daughters. All are married and live independently.

Being a farmer, he always earned his living through work in the field but age eventually caught up with him and his wife; both of them are now unable to work and secure their livelihood.. Moreover, Johan had mortgaged most of his farmlands to get his daughters' married and meet other parental responsibilities.

This exhausted all his life savings. He only had some unproductive land left with him but it was not suitable for farming, leaving him with zero options to payback his loans. With no source of income or support system, it soon became extremely difficult for the couple to even arrange for two meals a day.

When a local Soochna Seva team met them, they immediately helped couple to open up a bank account and fill an application for old age pension scheme. The couple now lives a peaceful life.

2.3 Results of the Soochna Seva Action

a. Ranchi, Jharkhand

Achievements-Jan to Dec 2016 (Ranchi)							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
Social Security		**Male**	**Female**		**Male**	**Female**	
	Old Age Pension Scheme	469	177	646	345	128	473
	Widow Pension Scheme	0	329	329	0	258	258
	Sukanya Samridhi Yojna	0	74	74	0	69	69
	Disability Handicapped Pension Scheme	7	10	17	5	7	12
	Crop Damage	433	389	822	433	389	822
Subtotal		**909**	**979**	**1888**	**783**	**851**	**1634**
Education	Scholarship Scheme	42	47	89	42	48	89
	ICDS	40	42	82	40	42	82
	Anganwadi Admission	12	15	27	12	15	27
	Bal Sansad Yojana	405	235	640	405	235	640
	School Admission	150	139	289	150	139	289
	Sarva Shiksha Abhiyan	30	37	67	30	37	67
	N.D.L.M	41	30	71	41	30	71
Subtotal		**720**	**545**	**1265**	**720**	**546**	**1265**
Livelihood	PM Ujjwala Yojna	0	1419	1419	0	719	719
	Bakra Prajanan Yojna (farming scheme)	7	4	11	0	0	0
	MGNREGA	650	178	828	642	172	814
	Ration Card	25	20	45	25	20	45
	P.M Kaushal Vikash Yojna	12	8	20	12	8	20
	Indira Awas Yojna	365	275	640	40	8	48
	Mid-Day Meal	8	14	22	8	14	22
Subtotal		**1067**	**1918**	**2985**	**727**	**941**	**1668**

Health	Eye Checkup	25	13	38	25	13	38
	Vaccination	403	430	833	403	430	833
	Indradhnush Yojna	185	190	375	185	190	375
	Maatri Shishu yojna	0	38	38	0	38	38
	Japanease Ensefalitis	210	180	390	210	180	390
	Health Literacy Training	19	61	80	19	61	80
	Health checkup	300	410	710	300	410	710
	Anti Phuleriya dose	192	153	345	192	153	345
	Anemia Check up	0	61	61	0	61	61
Subtotal		**1334**	**1536**	**2870**	**1334**	**1536**	**2870**
Financial Inclusion	P.M.J.D.Y	350	201	551	350	201	551
	P.M.S.B.Y	73	148	221	73	148	221
	P.M.J.J.B.Y	30	49	79	30	49	79
	Paddy Insurance	526	196	722	526	196	722
	Kanya Dhan Yojna	0	5	5	0	5	5
	Mudra Loan	1	0	1	1	0	1
Subtotal		**980**	**599**	**1579**	**980**	**599**	**1579**
Employment	Job Card	209	93	302	209	93	302
	Vider Distribution	23	24	47	23	24	47
	Skill Development Training	45	38	84	45	38	84
Subtotal		**277**	**155**	**433**	**277**	**155**	**433**
Scheme Total		**5287**	**5732**	**11019**	**4821**	**4628**	**9449**
Documents	Aadhar Card	295	180	475	295	180	475
	Birth Certificate	26	20	46	26	20	46
	Death Certificate	27	3	30	27	3	30
	Cast Certificate	44	38	82	44	38	82
	Residence Certificate	29	20	49	29	20	49
	Income Certificate	48	28	76	48	28	76
	Kisan Sanchar	89	0	89	89	0	89
	Red Card Correction	16	12	28	16	12	28
	Pan Card	3	0	3	3	0	3
Other	Hand Pump Repair	30	8	38	30	7	37
	Toilet Construction	260	52	312	248	52	300
Documents total		**867**	**361**	**1228**	**855**	**360**	**1215**
Grand Total		**6154**	**6093**	**12247**	**5676**	**4988**	**10664**

b. Barmer, Rajasthan

Achievements-Jan to Dec 2016							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old Age Pension physical verification	64	93	157	63	93	156
	Widow Pension physical verification	-	49	49	-	48	48
	BPL Objection	43	3	46	33	3	36
	Old Age Pension	311	319	630	287	289	576
	Disability Pension physical verification	5	2	7	5	2	7
	Disability Pension	21	7	28	21	7	28
	Palanhar Scheme	11	44	55	10	23	33
	Widow Pension	-	83	83	-	70	70
	PM Awas Yojna	163	16	179	127	15	142
	PM Uajjawala Yojana (Gas Connection)	9	104	113	8	74	82
	Ration Card and others	113	17	130	95	14	109
	Palanhar physical verification	4	49	53	4	34	38
	CM Relief Funds	-	1	1	-	-	0
	Maharana Pratap Awas Yojana	2	1	3	-	-	0
	BPL Daughter marriage	-	1	1	-	-	0
	Pension PPO linked with Bank account	8	16	24	8	16	24
	NFSA and others	4	2	6	-	-	0
	Indira Awas Yojana	1	1	2	-	1	1
	Widow daughter marriage	-	3	3	-	2	2
	Shubh Shakti Yojana	4	7	11	1	2	3
	Labor Daughter marriage	1	2	3	1	2	3
	Divorcee Pension		2	2	-	2	2
Subtotal		**764**	**822**	**1586**	**663**	**697**	**1360**
Education	Gargi puraskar	-	2	2	-	2	2
	Scholarship (Hitakari Yozana)	44	39	83	21	13	34
	Unemployment allowance	1	-	1	1	-	1
Subtotal		**45**	**41**	**86**	**22**	**15**	**37**
Livelihood	Artisan Card	2	-	2	1	-	1

	Labor Card	824	749	1573	656	596	1252
	PM mudra kosh Yojana	2	-	2	1	-	1
	PMFBY	16	-	16	1	-	1
	PoP Yojna	23	7	30	21	3	24
	Seed Distribution	4	1	5	4	1	5
	Vsiwas Yojana	2	-	2	2	-	2
Subtotal		**873**	**757**	**1630**	**686**	**600**	**1286**
Health	Mamta card	-	5	5	-	5	5
	Shubh laxmi Scheme	1	8	9	1	7	8
	JSSY	5	5	10	5	5	10
	Prasuti hitlabh	0	4	4	0	0	0
	Swach Bharat Mission	100	58	158	83	57	140
	Swasthy Bima Yojna	1	0	1	1	0	1
	Arogya Card	23	15	38	22	15	37
Subtotal (D)		**130**	**95**	**225**	**112**	**89**	**201**
Financial Inclusion	Kisan Credit Card	2	1	3	2	1	3
	PMJDY and others	113	87	200	112	87	199
	PMSBY	19	15	34	19	15	34
	PMJJBY	12	8	20	12	8	20
	Sukanya Samriddhi Yojana	4	2	6	3	2	5
	Bhamashah Card and others	77	374	451	77	374	451
	Crop Insurance Scheme	5	-	5	5	-	5
Subtotal		**232**	**487**	**719**	**230**	**487**	**717**
Employment	Deen Dayal Upadhya Yojana	9	-	9	9	-	9
	NREGA and others	125	92	217	96	84	180
Subtotal		**134**	**92**	**226**	**105**	**84**	**189**
Scheme Total		**2178**	**2294**	**4472**	**1818**	**1972**	**3790**
Documents and others	RTI	8	1	9	8	1	9
	Electricity connection and others	4	1	5	3	1	4
	Death Certificate	5	1	6	4	1	5
	Aadhar Card	191	158	349	191	158	349
	Teerth Yatra	2	4	6	2	4	6
	Nomadic Survey	4	-	4	3	-	3
	Birth Certificate	44	51	95	44	51	95
	Bonafide Certificate	49	49	98	48	49	97
	PAN Card	12	-	12	12	-	12
	Resource Person Identified	15	-	15	15	-	15

	Caste Certificate	38	30	68	36	29	65
	Grievance Registration	6	1	7	5	-	5
	Marriage Certificate	8	5	13	8	5	13
	Land matter	-	1	1	-	1	1
	Roadways Bus Pass	5	2	7	5	2	7
	Police verification	2	-	2	2	-	2
	Name Correction	-	1	1	-	1	1
	Anganwadi Karykarta Form	0	1	1	0	1	1
	Income Certificate	12	13	25	12	13	25
	Voter ID card	14	11	25	13	9	22
	Disability Certificate	26	11	37	26	11	37
	Vacancy form filled	1	-	1	1	-	1
Documents total		**446**	**341**	**787**	**438**	**337**	**775**
Grand Total		**2624**	**2635**	**5259**	**2256**	**2309**	**4565**

c. Tehri Garhwal, Uttarakhand

Achievements-Jan to Dec 2016							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old Age/Widow Pension	5	15	20	5	15	20
	Subsidy on Farmer's equipment	12	25	37	12	25	37
	Ujjwala Yojna	8	46	54	0	43	43
	Pension verification of Old age, widow, Farmer & PWD	345	355	700	345	355	700
	Ration Card	0	15	15	0	15	15
Subtotal		**370**	**456**	**826**	**362**	**453**	**815**
Education	Admission in Kasturba Gandhi Schools	0	9	9	0	9	9
	Scholarship Scheme	43	38	81	8	15	23
Subtotal		**43**	**47**	**90**	**8**	**24**	**32**
Livelihood	PMKVY	11		11	11	0	11
Subtotal		**11**	**0**	**11**	**11**	**0**	**11**
Financial Inclusion	PMSBY	15	31	46	15	31	46
	CM Relief Funds	30	57	87	15	30	45
Subtotal		**45**	**88**	**133**	**30**	**61**	**91**

Employment	MGNREGA	233	483	716	180	330	510
	Labour Cards	96	434	530	207	256	463
Subtotal		**329**	**917**	**1246**	**387**	**586**	**973**
Scheme Total		**798**	**1508**	**2306**	**798**	**1124**	**1922**
Documents & Others	Documents	111	102	213	102	97	199
	Organic Farming	12	45	57	12	45	57
	Kisan sanchar	0	68	68	0	68	68
Subtotal		**123**	**215**	**338**	**114**	**210**	**324**
Grand Total		**921**	**1723**	**2644**	**912**	**1334**	**2246**

d. West Champaran, Bihar

Achievements-Jan to Dec 2016							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old Age Pension	85	77	162	25	18	43
	PMUY	13	698	711	0	19	19
	Disability Pension	13	4	17	3	0	3
	Kanya Vivah Yojna	0	31	31	0	1	1
	Indira Awas Yojana	49	104	153	0	0	0
	Indira Awas Second Instalment	3	20	23	0	0	0
	Widow Pension Yojana	0	23	23	0	1	1
	Kanya Suraksha Yojana	0	19	19	0	1	1
	Fire Victim Scheme	2	0	2	1	0	1
	Kabir Antyaosthi	2	1	3	2	1	3
Subtotal		**167**	**977**	**1144**	**31**	**41**	**72**
Education	Sarva Siksha Ahiyan	44	31	75	44	31	75
	Anaganwadi	4	9	13	4	9	13
Subtotal		**48**	**40**	**88**	**48**	**40**	**88**
Livelihood	Diesel Subsidy	33	7	40	30	7	37
	MANERGA Payment (Dues)	21	18	39	8	9	17
	PMKVY	0	98	98	0	98	98
	Animal Vaccination	45	0	45	45	0	45
	Pipe Subsidy	5	0	5	0	0	0
	Gatoer Machine Subsidy	3	0	3	0	0	0
	Hand fan Subsidy	2	0	2	0	0	0
	Agriculture Subsidy (Shree Vidhi)	1	0	1	1	0	1

Subtotal		**110**	**123**	**177**	**84**	**114**	**152**
Health	Vaccination (Routine)	375	343	718	375	343	718
	Swach Bharat Abhiyan	148	86	234	22	8	30
	Medical Check Up	56	60	116	56	60	116
	JSY	0	26	26	0	17	17
	Vaccination (For Expecting Ladies)	0	40	40	0	40	40
	JSY Cheque renewal	0	8	8	0	8	8
Subtotal		**579**	**563**	**1134**	**453**	**476**	**921**
Financial Inclusion	PMJDY (New Account)	69	87	156	69	87	156
	PMMY	26	12	38	2	0	2
	PM Sukanya Bima Yojna	0	19	19	0	1	1
	PMJJB	1	0	1	0	0	0
Subtotal		**96**	**118**	**214**	**71**	**88**	**159**
Employment		0	0	0	0	0	0
Subtotal		**0**	**0**	**0**	**0**	**0**	**0**
Scheme Total		**1000**	**1821**	**2757**	**687**	**759**	**1392**
Documents	Death Certificate	4	4	8	4	3	7
	Birth Certificate	36	36	72	22	29	51
	Residence Certificate	23	13	36	15	8	23
	voter ID Card	87	33	120	37	19	56
	Disability Certificate	49	30	79	31	20	51
	Aadhar card	322	219	541	259	182	441
	Pan Card	6	4	10	2	0	2
	Income Certificate	20	7	27	9	5	14
	Cast Certificate	52	22	74	39	13	52
Other	Other	96	31	127	54	13	67
Documents total		**695**	**399**	**1094**	**472**	**292**	**764**
Grand Total		**1695**	**2220**	**3851**	**1159**	**1051**	**2156**

e. Guna, Madhya Pradesh

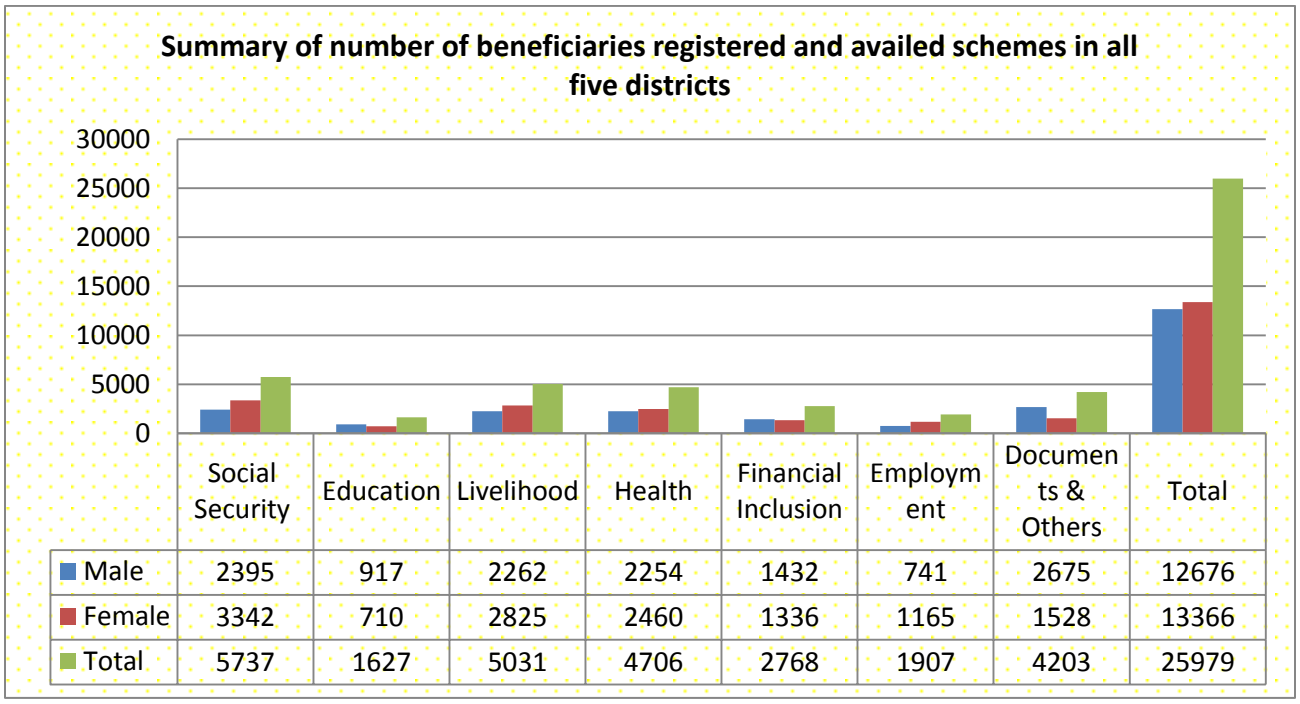
Achievements-Jan to Dec 2016							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
Social Security		**Male**	**Female**		**Male**	**Female**	
	Mukhya Mantri Annapurna Yojna (provide ration to poor	2	0	2	2	0	2

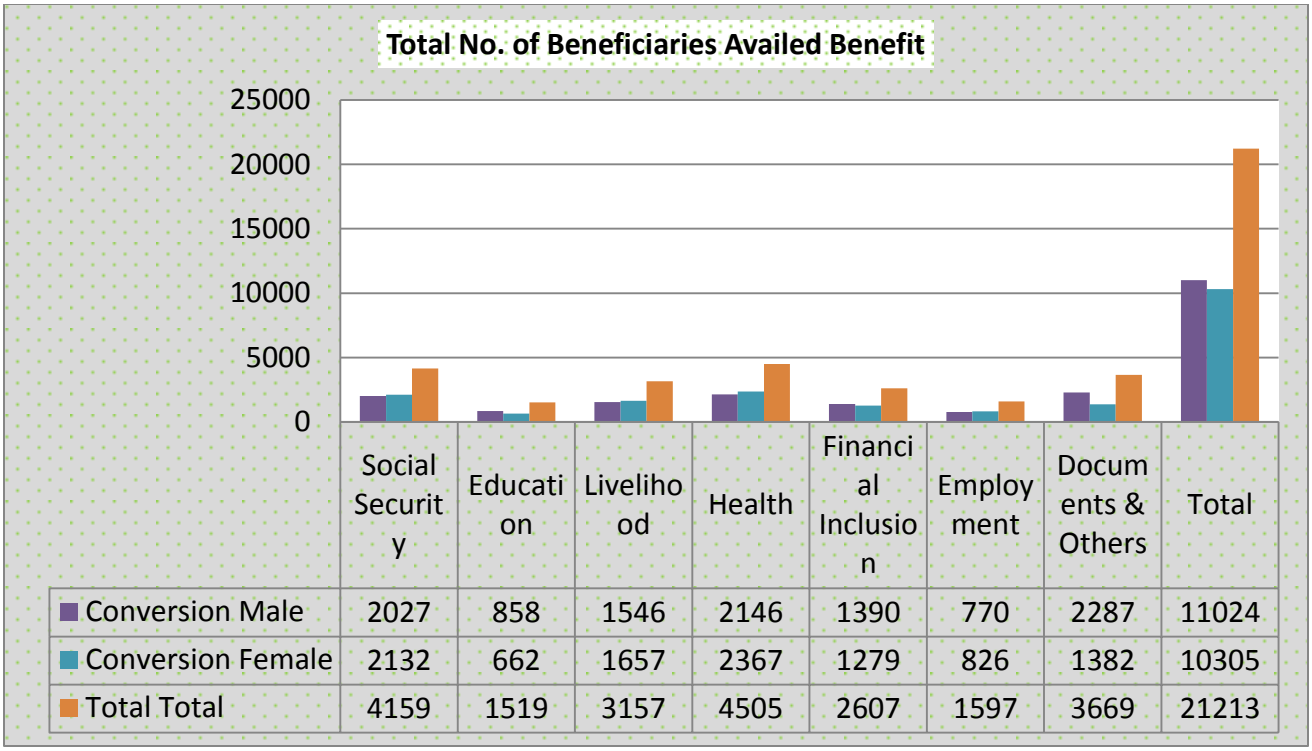
	people)						
	Disability Pension Scheme	12	4	16	9	1	10
	Crop Compensation	5	3	8	5	3	8
	Indira Awas Yojana	10	1	11	5	0	5
	Old Age Pension	36	46	82	42	43	85
	Stopped Pension	1	3	4	1	3	4
	Amendment in Voter Card	1	2	3	1	2	3
	Widow Pension	0	26	26	0	20	20
	Mukhya Mantri Awas Yojana (Housing Scheme by State Government)	7	1	8	7	1	8
	Pension Account	0	1	1	0	1	1
	Karmkar Mandal(Labor Security)	34	1	35	34	1	35
	Mukhaya Mantri Majdoor Suraksha Yojana	2	0	2	2	0	2
	Atal Pension Scheme	1		1	1		1
	Tendu Patta Bima Bonus	74	15	89	74	15	89
	PMUY		5	5	5		5
Subtotal		**185**	**108**	**293**	**188**	**90**	**278**
Education	Scholarship Scheme	7	3	10	6	3	9
	School Admission	54	34	88	54	34	88
Subtotal		**61**	**37**	**98**	**60**	**37**	**97**
Livelihood	Village Kotwar recruitment	1		1			0
	PMKVY	61	7	68	3		3
	Badi Scheme (Horticulture)	35	2	37	35	2	37
Subtotal		**97**	**9**	**106**	**38**	**2**	**40**
Health	Medical Checkup (ICDs)	42	0	42	42	0	42
	Sahayata Rashi	0	1	1	0	1	1
	Vaccination	53	141	194	53	141	194
	Disability Certificate	1		1	1		1
	Eye Check-up	24	12	36	24	12	36
	Health Check-up	28	20	48	28	20	48
	NRC Referral	26	25	51	26	25	51
	Swach Bharat Mission	37	67	104	73	67	140
Subtotal		**211**	**266**	**477**	**247**	**266**	**513**
Agriculture	Krishi Yantra	1	0	1	0	0	0
	Pipe Line	1	0	1	0	0	0
	Pradhan Mantri Fasal Bima Yojna	98	17	115	0	0	0
	Subsidy on Seeds	4	1	5	0	0	0

	(Horticulture)						
Subtotal		**104**	**18**	**122**	**0**	**0**	**0**
Financial Inclusion	PMJDY	35	26	61	35	26	61
	Compensation	41	18	59	41	18	
	Atal Jyoti Yojana	3		3	3		
Subtotal		**79**	**44**	**123**	**79**	**44**	**61**
Employment	Computer Operator	1		1	1		1
	Anganwadi worker		1	1		1	1
Subtotal		**1**	**1**	**2**	**1**	**1**	**2**
Scheme Total		**738**	**483**	**1221**	**613**	**440**	**991**
Documents	Aadhar Card	141	15	156	89	15	104
	Avas Patta	49	47	96	24	22	46
	BPL Rajasthan Card	80	2	82	26	2	28
	Birth/Caste/Domicile	30	35	65	30	35	65
	BPL Card	4	5	9	4	5	9
	Aadhar Card Liked with Ration Card	125	97	222	125	97	222
	New BPL Card	1	0	1	1	0	1
	Ration Card	13	0	13	13	0	13
	Karamkar Mandal Card	7	0	7	7	0	7
	Ration Slip	18	0	18	18	0	18
Other	Animal Camp	30	0	30	30	0	30
	Cremation renovation	1	0	1		0	0
	Survey of land form Cremation	1	0	1	1	0	1
	Electricity/Drinking water/staff toilet	4	0	4	4	0	4
	Village announced as populated	1	0	1		0	0
	Anganwadi Building construction	2	0	2	2	0	2
	School Boundary Wall	2	0	2		0	0
	Anganwadi Opening	1	0	1	1	0	1
	Path for Farm	1	0	1	1	0	1
	Road Construction	4	5	9	3	1	4
	Seed Distribution	29	6	35	29	6	35
Documents total		**544**	**212**	**756**	**408**	**183**	**591**
Grand Total		**1282**	**695**	**1977**	**1021**	**623**	**1582**

Summary of number of beneficiaries registered and availed schemes in all five districts

Scheme Category	Scheme Registration		Total	Conversion		Total
	Male	Female		Male	Female	
Social Security	2395	3342	5737	2027	2132	4159
Education	917	710	1627	858	662	1519
Livelihood	2262	2825	5031	1546	1657	3157
Health	2254	2460	4706	2146	2367	4505
Financial Inclusion	1432	1336	2768	1390	1279	2607
Employment	741	1165	1907	770	826	1597
Documents & Others	2675	1528	4203	2287	1382	3669
Total	**12676**	**13366**	**25979**	**11024**	**10305**	**21213**





	Social Security	Education	Livelihood	Health	Financial Inclusion	Employment	Documents & Others	Total
Conversion Male	2027	858	1546	2146	1390	770	2287	11024
Conversion Female	2132	662	1657	2367	1279	826	1382	10305
Total Total	4159	1519	3157	4505	2607	1597	3669	21213

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
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 3 years on ground will give sufficient realistic data and inputs to do a qualitative research

				study. This will be conducted in mid-2017.
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 4.

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.

Third year has shown a remarkable achievement in terms of qualitative 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 and services of public institutions (Aaganwadi, Primary Health Centres, and Schools) has also been done during the monitoring visits by the Soochna seva staff and community members. Though these types of visits are not frequent in every district, Guna and Ranchi are ahead with positive outcomes and feedback. These sorts of visits can also be counted as another achievement of the project as the community members becomes aware about the benefits they are eligible to receive from these government bodies. Such kind of activities has been planned in next year also in order to provide learning opportunity to the team and community as well with new challenges and

issues. 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**
It is seen that many a times Government officers are reluctant to approve registration form without the presence of beneficiary and when beneficiaries visit to government department, officers run around or they don't present. This lead the frustration of	Beneficiary coming from far distance has to lose his daily wage	
Lack of accountability at panchayat/ block level. For e.g. citizens are being denied to provide acknowledgement receipt of their submitted form, especially in case of NFSA, taking out the list of beneficiary is always a tough challenge.		
In Guna district of Madhya Pradesh, working with the group of adivasis and bheel language serves as the barrier for the team.		
Lack of support from district and block administration		
Sustainability of Soochna Seva Kendras		
Illiteracy is a major barrier for the team	Lot of effort goes in making the people understand about their rights and entitlements	

Forest area, dilapidated roads and minimal or no public transport	The 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.
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.
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
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.
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	Majority of male staff	Behavior change is a long

location	members lead to have a bad impact in terms of gender analysis.	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 4													
	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													Local District teams and core team

would create opportunities to explore areas relevant for information dissemination and citizen entitlements in more depth and share ideas in a way that will advance the thinking's and actions of stakeholders to strengthen and develop capacities of local agencies to deliver citizen services better													
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 /													Implementing agency

partners 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													Implementing agency and local partners

and capacity building 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. Since beginning, DEF has made concerted efforts to engage the partners to implement key activities on ground with resource distribution and utilization on ground. In the year 2016, ALOK has not been involved in a single activity as they are no more active in any of the defined role.

ii. In the beginning local only 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.

Many instances have been shared in the activities which clearly show relationship with various government departments in the districts.

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

In 2014, as a part of funding support of European Union, Digital empowerment Foundation have received EURO 960,000 equivalent to 89.91% of the estimated total eligible cost i.e. EURO 1,067,750 for the action entitled: SOOCHNA SEVA: Facilitating information flow and management of public schemes for citizen empowerment and good governance in backward districts in India

Soochna Seva program has been implemented in 5 backward districts across 5 States in India – Barmer (Rajasthan), Tehri Garhwal (Uttarakhand), Guna (Madhya Pradesh), Ranchi (Jharkhand), and West Champaran (Bihar) since January 2014 for five years (2014-2018). The project aims to address the larger issue of poverty, social exclusion and inequity of marginalized groups through information empowerment on public schemes towards entitlement gains and thereby promoting and strengthening good governance practice by local administrations. During the grant period of 5 years, the project seeks to touch base and benefit to 200,000 households and 400,000 beneficiaries (directly and indirectly).

In last three years (2014 - 2016) the project has reached out to 21213 beneficiaries (men, women, youth, farmers, old age people, tribal, minorities, PWDs and others) and served information and entitlement needs in education, health, livelihood/employment, financial inclusion & social security. All major central and state government schemes have been covered during this period. The project title under this programme has identified multiple modes of dissemination of information on public schemes, including ICT & non-ICT tools to reach the final beneficiaries. Soochna Seva is a replicable to self-sustainable model, which has been designed considering the collaborations with different partners.

As per the mandate of the action DEF is required to raise 10.09% of the total funding from another source and based on which DEF has mobilised the required amount from Qualcomm under its Wireless Reach Program. Qualcomm's Wireless Reach initiative is a strategic program that brings wireless technology to underserved communities globally. The project goal is to improve the rural information service among unemployed youths in India as a social venture using digital tools and applications.

Since the Soochnaseva program build on the foundation of Qualcomm's Wireless Reach Initiative, the grant has been considered as a contribution to 'Soochna Seva' programme between DEF-EU in India as the balance fund contribution for 4 locations i.e. Barmer (Rajasthan), Ranchi (Jharkhand), Guna (MP) and West Champaran (Bihar).

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 related 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. 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, 2017

ANNEXURES

Annexure 1: Training cum Facilitation Workshop for PRI, Mainatand, West Champaran

Annexure 2: Transparency and Accountability Yatra at Dungarpur District of Rajasthan

Annexure 3: Intervention for Equality - An interface meeting organized with the support of Soochna Seva in Pratap Nagar, Tehri Gharwal, Uttarakhand

Annexure 3: Status of calls received in the last year, 2016

Annexure 4: Digital Uttarakhand State consultation, Dehradun held on 26th August, Uttarakhand

Annexure 5: Digital platforms for democratic governance, 16th September 2016

Annexure 6: Grievance Redressal Camp, Guna district, Madhya Pradesh

Annexure 7: Launch of Yojana Bank by Shri. Anwar Ahmad, BDO of Sikta Block, West Champaran

Annexure 8: Visibility via Social Media and Print Media (Newspapers)

Annexure 9: Rally on Women's Day held on 8th March 201

Annexure 10: Intervention for Equality - An interface meeting organized with the support of Soochna Seva in Pratap Nagar, Tehri Gharwal,

Annexure 11: Say no to drop out – an awareness camp

Annexure 12: Soochna Seva mobile centre inaugurated at 'Surte ki Dhani' Barmer

Annexure 13: Pension camp – A community interface meeting at Narender Nagar, Tehri Garhwal

Annexure 14: Centenary Year Celebration of Champaran Satyagraha Health Camp on occasion the occasion of Gandhi Jayanti

Annexure 15: Monitoring Visits of Public Service institutions

Annexure 16: Upgradation of JAN SOOCHNA Portal

Annexure 17: Result Oriented Monitoring Mission (ROM) held in February

Annexure 18: Programmatic Review and Meeting in Guna District, Madhya Pradesh

Annexure 1: Training cum Facilitation Workshop for PRI, Mainatand, West Champaran, Bihar



Annexure 2: Transparency and Accountability Yatra at Dungarpur District of Rajasthan



दैनिक भास्कर | अजमेर | अजमेर, शुक्रवार 4 दिसंबर, 2015 | 10

पारदर्शिता एवं जवाबदेही यात्रा अजमेर में

अजमेर | सूचना एवं रोजगार का अधिकार अभियान द्वारा प्रारंभ की गई पारदर्शिता एवं सरकारी जवाबदेही यात्रा गुरुवार को अजमेर पहुंची। इस यात्रा के दौरान आजाद पार्क में जनसुनवाई की गई। इसमें आम नागरिक ने समस्याएं दर्ज कराई। इसमें दूर दराज के गांवों से लोग पेंशन, राशन, पानी, शौचालय, स्वास्थ्य, राशनकार्ड, मनरेगा व भुगतान, विधवा पुत्री विवाह आदि शिकायतें दर्ज कराई।

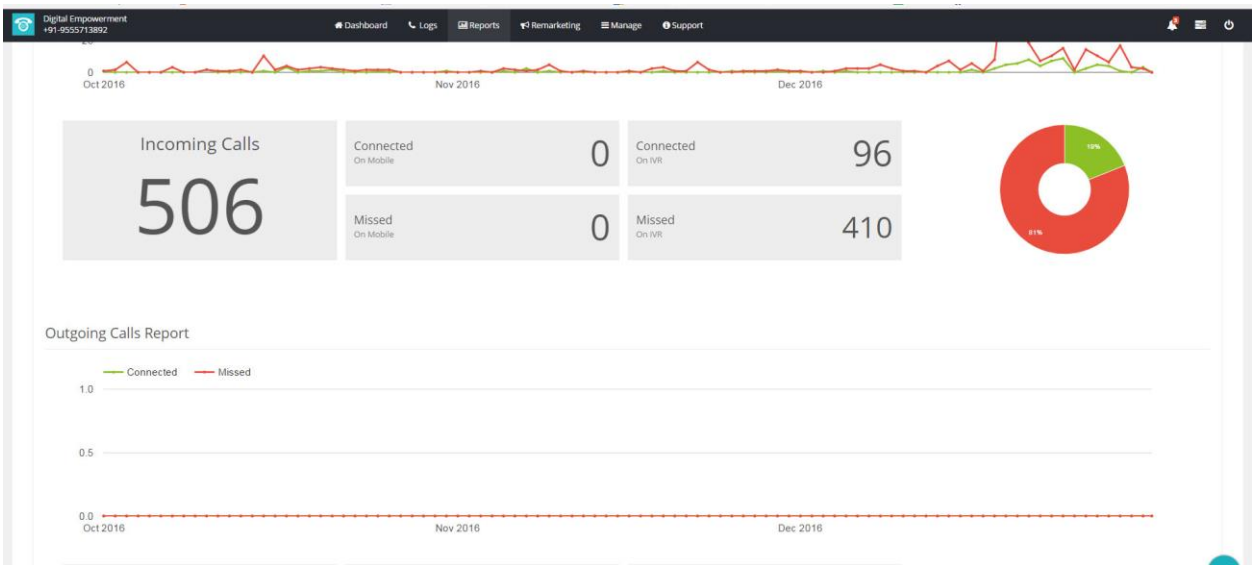
इस जवाबदेही मेले में मोहनी देवी पत्नी सर्वण गांव टिकवाड़ा ने 27 मई से 24 दिन मनरेगा में काम किया था। इसका भुगतान नहीं हुआ। सिलोरा ग्राम पंचायत में मनरेगा कार्य बंद है। टिकवाड़ा में राशन का कोटा नियमित आवंटित कराया जाए। सिलोरा निवासी महावीर कुमावत को राशन कार्ड नहीं मिला। मुंडोलाव निवासी का ग्राम पंचायत काढ़ा का जॉबकार्ड नंबर 243 है। इन्हें 1 मार्च से 42 दिन मनरेगा में काम करने का भुगतान नहीं हुआ। इसी तरह लक्ष्मी व भिवराज निवासी मुंडोलाव ने 1 जून से 34 दिन मनरेगा में काम किया था। इन दोनों का भुगतान नहीं हुआ। छोटी देवी पत्नी निवास ग्राम अरांई की शादी 8 फरवरी को हुई। इसने समाज कल्याण बोर्ड में आवेदन किया गया, मगर



कलेक्ट्रेट पर विरोध करते राज्यदेही जवाब यात्रा सदस्य।

अनुदान राशि नहीं मिला। गणेशलाल अरांई का मीटर खराब है, रीडिंग ज्यादा आने पर शिकायत की, लेकिन कोई समाधान नहीं हुआ। जवाबदेही मेले में 300 लोगों ने शिरकत की। इन शिकायतों को लेकर लोग एक रैली के रूप में कलेक्ट्रेट पहुंचे और शिकायतें दी। सचिव सिस्टर गीता कैरोल ने बताया कि जवाबदेही मेले के बाद एक प्रेस कांफ्रेंस कर जवाबदेही यात्रा व मेले में आई शिकायतों के बारे में बताकर सरकार से जवाब मांगा गया। एक प्रतिनिधि मंडल जिला कलेक्टर से मिला। प्रतिनिधिमंडल में अरुणा रॉय, निखिल डे, डीएल त्रिपाठी, अनंत भटनागर, ओपी रे, रमेश लालवानी, केआर सिंघल, धर्मेंद्र लालवानी, अंजू नयाल आदि उपस्थित रहे।

Annexure 3: Status of calls received in the last year, 2016



Annexure 4: Digital Uttarakhand State consultation, Dehradun held on 26th August, 2016



Annexure 5: Digital platforms for democratic governance, 16th September 2016



Annexure 6: Grievance Redressal Camp, Guna district, Madhya Pradesh





नव भारत
भोपाल, बुधवार, 07 दिसम्बर 2016
गुना जिला

मामला देहरीकलां में मजदूरों के राशन हड़पने का

राशन हड़पा, तो कलेक्टर की चौखट पर पहुंचे मजदूर

रहा है।

जांच हुई तो निकलेगा बड़ा घोटाला

कलेक्टर के संज्ञान में मामला आने के बाद अब इस पूरे मामले की जांच एसडीएम को सौंपी गई है। माना जा रहा है कि अगर सूक्ष्मता अपनाकर सभी पहलुओं पर जांच की जाती है, तो सीधापीण कर्मकार मजदूरों के हिस्से के राशन में बड़ा घोटाला सामने आ सकता है। फिलहाल तो यह पूरी तरह साफ हो गया है, कि 18 मजदूरों की खाद्य आवंटन पर्चियों को जानबूझकर गांव के ही एक दबंग ने दबा रखा था। इसमें सरपंच एवं सचिव भी कहीं न कहीं लिप्त नजर आ रहे हैं, क्योंकि उनके सहयोग के बिना इतने बड़े खेल को अंजाम देना संभव नहीं हो सकता था।

जिलेभर में है एक सी स्थिति

खाद्य आवंटन उठाने पर्चियों में गड़बड़ी

अपैथ भूमि को दिखाकर करा दी असली रजिस्ट्री

गुना। कागजों में हेराफेरी कर चार लोगों ने शासकीय जमीन की फर्जी रजिस्ट्री एक गरीब ग्रामीण को कर दी। तीन साल पूर्व हुई इस हेराफेरी के बाद जब ग्रामीण उक्त बताए गए प्लॉट पर कब्जा करने पहुंचा तो उसके द्वारा गाड़े गए खंभे उखड़े पड़े थे और वहां आम रास्ता था। बाद में पता चला कि उक्त जगह पर तो कोई प्लॉट था ही नहीं। अब ग्रामीण अपनी असली रजिस्ट्री के साथ प्लॉट पर कब्जा पाने के लिए शासकीय विभागों में गुहार लगा रहा है। मोतलाश की जनसुनवाई में पीड़ित चिरगेदावूर्द तहसील आरोन निवासी रतन सिंह शिवहरे ने बताया कि 2013 में उसका रोड रेलवे पटरी के पार दो भूखंड खरीदे। जिसकी अनापेदकारणी द्वारा विधिवत रजिस्ट्री कराई गई। भूखंड खरीदने के बाद रतन सिंह ने वहां कब्जे के लिए खंभे गाड़ दिए। जब तीन साल बाद रतन सिंह वहां अपना फरीदी बनाने पहुंचा तो पता चला कि वहां तो कोई प्लॉट था ही नहीं।

Press Release in Nav Bharat and Patrika News Network, Guna district



ग्रामीणों को पता नहीं, एक साल से बंट रहा था उनके हिस्से का राशन

पुलिस और एसडीएम से की शिकायत

पत्रिका न्यूज नेटवर्क
patrika.com

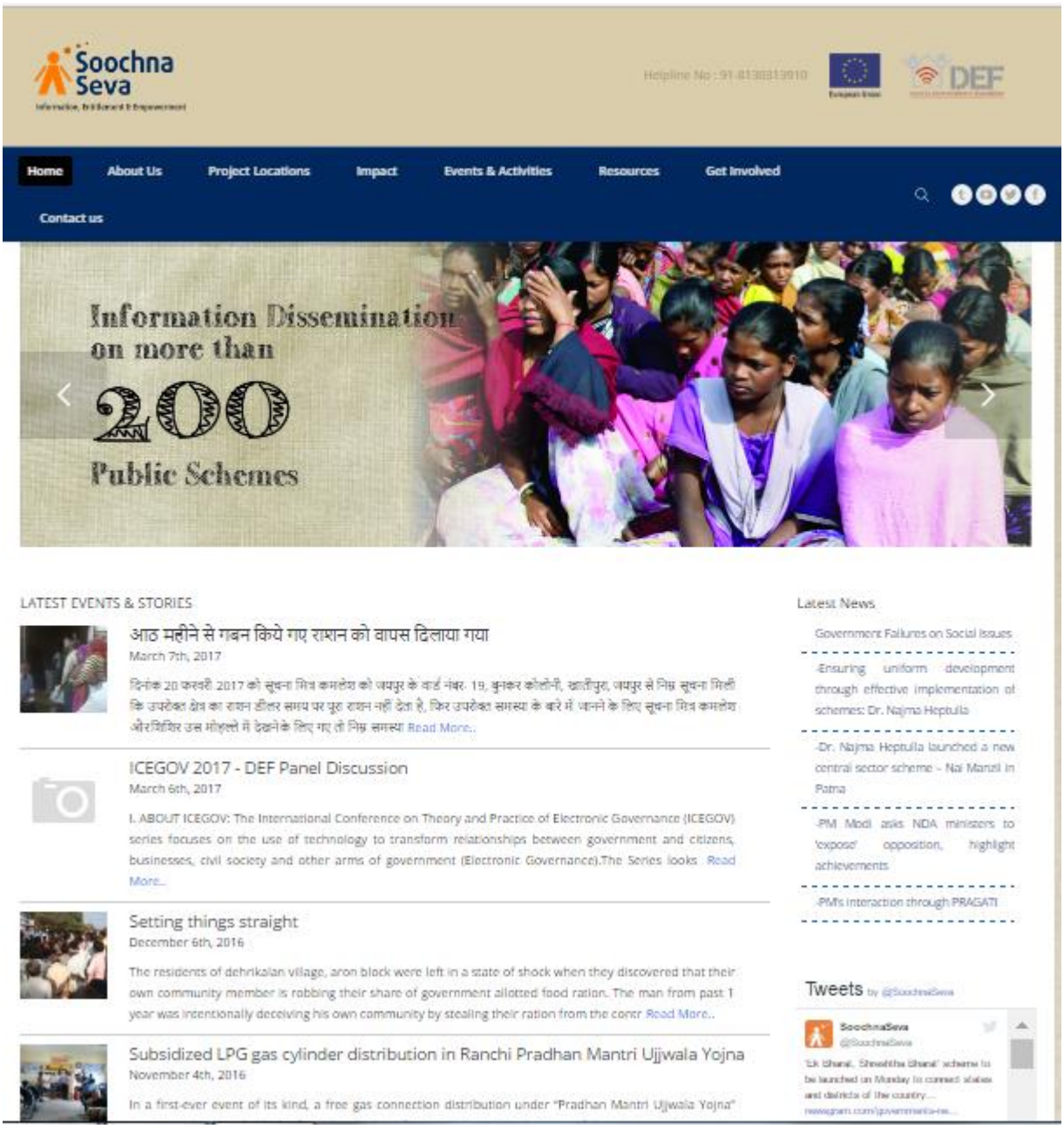
आरोन. ब्लॉक के ग्राम देहरीकलां के दर्जनों ग्रामीणों का राशन उनकी जानकारी के बिना एक साल से दूसरा व्यक्ति ले रहा था। ग्रामीणों को जब इसकी जानकारी मिली तो उन्होंने मामले की शिकायत एसडीएम और पुलिस में की है। ग्रामीणों ने मामले की जांच कर संबंधित के खिलाफ एफआईआर दर्ज कराने की मांग की है।

पुलिस की गई शिकायत में ग्रामीणों ने बताया कि वह देहरीकलां में निवास करते हैं और सभी मजदूरी का काम करते हैं। उनके भवन एवं अन्य सन्निर्माण कर्मकार मंडल के कार्ड की खाद्यान्न पर्ची है, जिसकी जानकारी उन्हें एक साल बाद लगी है। गांव का ही एक व्यक्ति उनके आधार कार्ड मांगने आया तो उन्हें इसकी जानकारी लगी। इसके अलावा गांव में लगाया सूचना सेवा केंद्र में प्रत्येक ग्रामीणों के नाम की खाद्यान्न पर्ची भी दिखाई दी। यह देखकर उनके पैरों तले जमीन खिसक गई। ग्रामीणों ने बताया कि उक्त व्यक्ति ही एक साल से उनके हिस्से का राशन शासकीय कंट्रोल दुकान से उठा रहा था। न तो इसकी जानकारी उन्हें कंट्रोल दुकान ने दी और न ही अन्य जगह से यह पता चला। ग्रामीणों ने एसडीएम से मामले की जांच कर संबंधित के खिलाफ मामला दर्ज कर करने की मांग की है। शिकायत करने वालों में देवेंद्र सिंह, गेंदालाल, लालाराम, शंतिलाल, वीरेंद्र, साबिर, पूरा, रामप्रसाद आदि शामिल हैं। ग्रामीणों ने बताया कि वह राशन के लिए लंबे समय से परेशान हो रहे हैं। इसके लिए विभागीय और प्रशासनिक अधिकारियों से कई बार गुहार भी लगाई है। लेकिन उन्हें एक अलग श्रेणी में देखते हुए संबंधित ने इसका लाभ उठाया और पात्रता पर्ची के माध्यम से यह फर्जीकारी की गई है। ग्रामीणों ने पूरे मामले की उच्च स्तरीय कराते हुए संबंधित व्यक्ति के खिलाफ कड़ी कार्रवाई करने की मांग की है।

Annexure 7: Launch of Yojana Bank by Shri. Anwar Ahmad, BDO of Sikta Block, West Champaran Bihar



Annexure 8: Visibility via Social Media and Print Media (Newspapers)







महिला दिवस पर निकाली रैली

आरोन। अंतर्राष्ट्रीय महिला दिवस पर ग्राम झांझौन में जाकर सूचना केन्द्र द्वारा एक रैली निकाली गई। इस दौरान महिलाओं के अधिकारों से अवगत कराया। रैली में महिलाएं अपने हाथों में तख्तियां लेकर चल रही थीं। इस मौके पर अपने सम्बोधन में सचिन भार्गव ने बताया कि महिलाएं आज पुरूषों के बराबर खड़ी होकर कंधे से कंधा मिलाकर काम रही हैं। महिलाएं हर क्षेत्र में अपने कौशल का परिचय दे रही हैं। महिलाओं को आरक्षण दिया जाना आज की आवश्यकता है। उन्होंने महिलाओं को जागरूक होकर उन्हें शासन द्वारा प्रदत सुविधाओं का लाभ उठाने के लिए आगे आने की प्रेरणा दी।

जनपद अध्यक्ष ने किसानों को बंधाया ढांढस

आरोन। ओला प्रभावित ग्रामों में जनपद अध्यक्ष अशोकसिंह रघुवंशी किसानों से मिले और ओलों-आंधी से नष्ट फसलों से दुखी किसानों को ढांढस बंधाया। उनके साथ अर्जुनसिंह सरपंच, प्रतापसिंह करोंदा, मुनेश

मनरेगा लोकपाल ने सुनी लोगों की समस्या

मैनाटांड़, संस : अंचल क्षेत्र के पिड़ारी पंचायत के झझरी, चिउटाहां, पिड़ारी आदि गांवों के दर्जनाधिक मजदूरों को वर्षों से मनरेगा में मजदूरी भुगतान लंबित है। इसको लेकर सूचना सेवा केंद्र मैनाटांड के तत्वावधान में मनरेगा लोकपाल नगिन प्रसाद ने मजदूरों की आप बीती सुनी मजदूर हिरालाल साह, बृजेश महतो, बाबूलाल प्रसाद आदि ने आवेदन देकर बताया है कि मिट्टी भराई, पौधारोपण एवं वनपोषकों का मजदूरी भुगतान 2011 से 2016 तक लंबित है। मजदूरों ने भुगतान कराने की गुहार लगाई है। मौके पर बलॉक कॉडीनेटर अक्षय कुमार आनंद, सत्यप्रकाश राम, अखिलेश राम, विरबहादूर साह आदि शामिल रहे।

Annexure 9:



Rally on Women's Day held on 8th March 2016



GAIL has organised five days training in Guna, Madhya Pradesh

Annexure 10



Intervention for Equality - An interface meeting organized with the support of Soochna Seva in Pratap Nagar, Tehri Gharwal, Uttarakhand



Pension camp – A community interface meeting at Narender Nagar, Tehri Garhwal

Annexure 11



Soochna Seva mobile centre inaugurated at 'Surte ki Dhani' Barmer



Soochna Seva came forward to rescue, Dhanau residents

Annexure 12: Centenary Year Celebration of Champaran Satyagraha Health Camp on occasion the occasion of Gandhi Jayanti



Annexure 13:



Soochna Seva Team Facilitate Vishesh Gram Sabha in October, 2016



Subsidized LPG gas cylinder distribution in Ranchi Pradhan Mantri Ujjwala Yojana

Annexure 14: Monitoring Visits of Public Service institutions



Unravelling loopholes in MDM

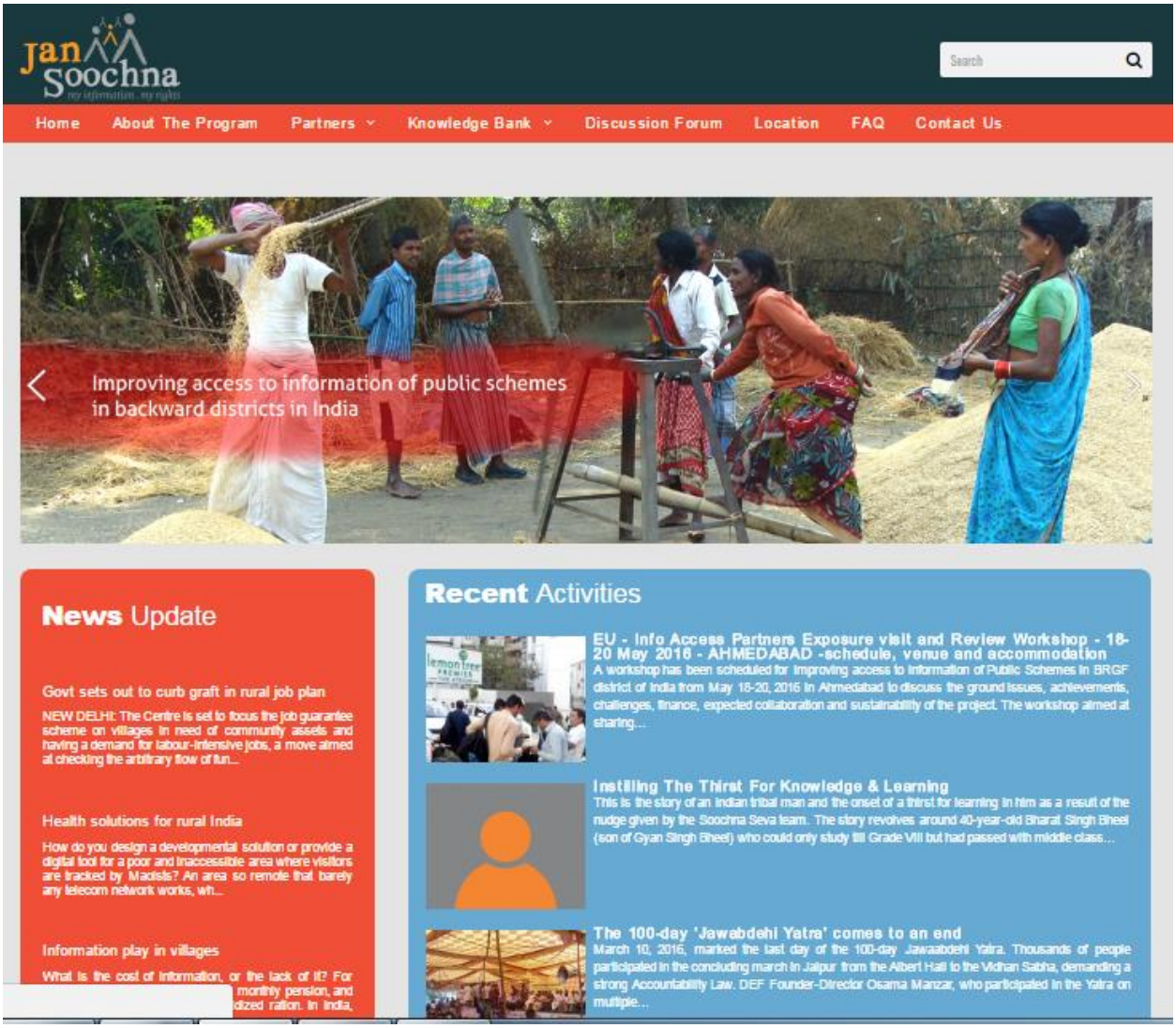
Soochna Seva team visited Rashtriya Prathamik Vidyalaya in West Champaran on August 28 this year to encourage teachers and students to address their grievances about the mismanagement in Mid-Day Meal scheme and seek help in improving standards of food served under the scheme.

While team was examining the kitchen, teachers at the school told about loopholes of the scheme. They said that the recess time was not sufficient to serve meals. They complained that the teachers had to manage the whole affair without any support staff and said that they did not get time to eat their own lunches at times. They told that students had to clean up their plates and it led to loss of their time and hampers academic activities.

They also complained about the non-availability of proper utensils to cook food. They showed the twisted plates that the students use to eat food. Cleanliness is often not maintained after the recess. The team assured the teachers that the team will try to advocate their voices to the education department and will seek some solution to their problems.

India has embarked upon an ambitious scheme of providing mid-day meals (MDM) in the government and government-assisted primary schools to improve health and education of the poor children. The constant mismanagement in implementation of the scheme has been reported in newspapers. To correct the situation through available measures, Soochna Seva team regularly conducts awareness camps in schools to help schools authorities to voice their concerns to the right authorities.

Annexure 15: Upgradation of JAN SOOCHNA Portal



Annexure 16: Result Oriented Monitoring Mission (ROM) held in February 2016





Annexure 17: Programmatic Review and Meeting in Guna District, Madhya Pradesh





For Further Details:

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URL: www.soochnaseva.org