Field Visit Report (West Champaran)

Date	:	From July 28th to Aug 01, 2015
Project	:	Soochna Seva
Location	:	West Champaran, Bihar
Monitored by	:	Abdul Vahid
Last visit	:	February 24-Feb 28rd 2015 by Vahid
Report created by	:	Abdul Vahid
Focal person at the field	:	Rameshwar Prasad, District Manager

Purpose of the visit

- To physically verify the entitlement holders already availed the benefits through SSK team.
- To encourage the team for building up liaising with stakeholders both Govt. officials and elected members.
- To upgrade the IT skills of the team and best usage of ICT at the ground while outreach the field and also demonstrate the resource websites.
- To search out the possibilities of collaboration with the civil societies, elected members & block headquarter.
- To get familiar the team with required documentation both programmatic and admin/finance.

Methodologies

- MIS check
- Filed visit & meetings with randomly selected beneficiaries
- Admin and HR checks of all records maintained

Filed Visit report

In all 5 SSKs of West Champaran the work related to information dissemination of public entitlements has so far been increased and beneficiaries are being aware to the services actually meant to them. They are coming forward to avail their rights with the assistance of SS team. However, presence of Soochna Seva and its approach can be seen at every selected Panchayat and village. In addition, beneficiaries have been visiting the SSK in order to receive information and way to get the scheme. Team has very good liaising with the block administration and elected members which cause to smooth functioning of the project in the area. Work has been in the process on some critical schemes i.e. Indira Awas Yojana, Pension Schemes and scholarship schemes. The process of these schemes is little lengthy but due to strong liaising with block headquarter benefits of these schemes deliver with less hurdles.

Monthly staff review

A routine staff meeting of SSK team was scheduled on July 28, 2015 at district library to review the activities of each block and also collect data and bills of entire month. The meeting was attended by the SSK teams, District Manager and Project Officer. At the outset started reviewing the activities block wise and a common response was received from the team which are as follows.

- Mainatand Block Development Offer (BDO) desired a letter from District Magistrate to authorise SSK official for getting work done of the beneficiaries accompanying or referred by SSK team.
- In digital literacy students are coming in less number due to putting extra efforts on providing scheme entitlements, not issuing the Intel certificate and absence of instructor.
- Despite planting extensive outreach beneficiaries are not meeting because of agriculture roping.
- Some schemes i.e. Kanya Vivah Yojana, MGNREGS, Swachh Bharat Abhiyan depend on the funds availability with the block and team can't do anything.
- Mainatand block team has provided the benefit of PMJJBY, PMJSBY and Atal Pension Scheme at mass level to the 215 beneficiaries. A receiving slip by bank Manager was also shown in the meeting to authenticate the beneficiaries.
- Identity card of the team has not been received.

Suggestions:

- A letter to the District Magistrate, defining the project and approach will be dispatched from the head office shorty with copied to all BDOs.
- A target to each block shall be decided during the visit of Project Officer to the block.
- It was suggested that the team need to focus on follow up of the registered beneficiaries to deliver the scheme/entitlement and also required to plan the visit as per availability of the beneficiaries.
- If there is a delay from district administration to release the benefit, ask beneficiary to keep in touch with the concerned official of the block.
- Liaising with ASHA worker, ANM, Anganwadi, Schools, PHCs, BDO, Bank Manager, Mukhiya, local NGOS/CBOs/SHGs, News agencies, Doctors, concerned block officials and other stakeholders who can influence the project.
- Apart from Health, Education, Social Security and Financial Inclusion cover another two categories employment and livelihood also.
- New scheme Mukhya Mantri Kanya Suraksha Yojan (application form available at http://socialwelfare.icdsbih.gov.in/upload/DownloadForm/DF_13339664830.pdf) govt. deposit amounting to INR 2000 to the BPL beneficiary account during the birth of girl child in IDBI bank and the girl will get INR 40,000/- after 18 years completion. Maximum two girls from one family can avail the benefit.

Note- Those who are being benefited through SSK team efforts, a document of authentication beginning from registration till the beneficiary receive benefit shall be required i.e. registration form, follow up date with photograph, availed certification with photograph .

Visit to SSK Mainatand (Aug 29, 2015)

This SSK is nearby to the block administration offices where access to information and liaising with the block for smooth functional of SSK is possible. Team is dedicated and energetic towards the work. Their performance has consistently been seen satisfactory especially Block Coordinator is proactively involve in the project, he adopt new strategies to boost up the program and reaching out

to the unreached. This Kendra has been found good among all Kendra in terms of getting people information empowered on public entitlements and working on many key areas and schemes for the benefit of people. Moreover, team has expanded their coverage in 8 Panchayat and not restricted to 5 Panchayats only.

Documentation:

- Attendance register is properly maintained and they have asked to maintain the leave record in a file of each employee from the starting.
- Movement register of Block Manager, Coordinator and Fellow is being filed by Block Coordinator only, they instructed to fill themselves.
- Community meeting register is not in place and asked to maintain
- Visitor register is being maintained properly
- Suggested how to maintain asset register
- Office timing is not displayed on the wall of office premises same has been suggested and displayed

Issues in MIS: In the MIS wrong terminology of the schemes used, spelling errors, least mobile numbers of the beneficiaries have taken, wrong occupation, used abbreviations of the schemes, documents required, whether beneficiary aware & scheme for family members have mostly kept blank, less case story.

Visibility meetings (liaising with stakeholders)

BDO (six time in last two months), Bank Manager (2-3 meeting monthly), CDO (2 times in a month), Kisan Adviser (2), Bank of India (2), Mukhiya (4), ASHA (3), NGO (Parivartan), New agency (1), Customer Service Centre (1), Block Agriculture Officer (1), CO (1), Pramukh (1) SDO (1)

Digital Literacy- a total of 26 students 3 girls and rest are boys are being digitally empowered in the Kendra. They team has been strictly instructed to increase the number of students to atleast double until a separate fellow to teach the student doesn't recruit.

Following schemes have been covered under Key areas as

1. **Social Security Scheme Name**
    a. Widow Pension Scheme
    b. Old Age Pension Scheme
    c. Disability Pension Scheme
    d. Family Benefit
    e. Atal Pension
    f. Indira Awas Scheme
    g. Kisan Card
2. **Financial Inclusion**
    a. Crop wastage
    b. PMJDY
    c. PMJJBY
    d. PMSBY

e. Kanya Samridhi Yojana
f. Kanya Vivah Yojana
g. Swachh Bharat Abhiyan
h. Earthquake Disaster

3. **Education**
   a. Sarv Shiksha Abhiyan
   b. ICDS Scheme
   c. School Admission/Mid-day Meal
4. **Health**
   a. Janani Suraksha Yojana
   b. Health Check-up
5. **Employment**
   a. MGNREGS
6. **Documents**
   a. Caste certificate
   b. Birth Certificate
   c. Death Certificate
   d. Income Certificate
   e. Adhar Card
   f. Land Position Certificate
   g. Living Certificate
   h. Voter ID Card
   i. Kisan Card

Achievement table (Jan to June 2015)

S. No.	Scheme Name	Total Registration		Total Conversion	
		Male	Female	Male	Female
1.	PMJDY	293	318	293	318
2.	Disability Certificate	69	43	69	43
3.	Swachh Bharat Abhiyan	304	53		
4.	Old Age Pension Scheme	4	3	2	1
5.	Sarv Shiksha Abhiyan	2	4	2	4
6.	Kisan Card	19	4	19	4
7.	PMJJBY+PMJSBY	128	89	128	89
8.	Earthquake disaster	10	6		
9.	Indira Awas Scheme		4		4
10.	Atal Pension Scheme	1	2	1	2
11.	Widow Pension Scheme		4		
12.	Caste certificate	2			
13.	Living certificate	1	1	1	1
14.	Income Certificate	1	1	1	1
15.	Land Position certificate	2			
16.	Hard copy card	151	1171		
17.	PHC check-up	8	8	8	8
18.	Crop compensation	34	1		
Total		**1029**	**658**	**524**	**475**

Field visit: some beneficiaries have been selected randomly from the MIS and visited their houses to authenticate physically. Those who found present are correct. The beneficiaries were deliberately selected registered under critical schemes i.e. Disability Pension Scheme, Indira Awas Scheme, SSA, MGREGS etc. When asking them about the project they replied that they know to the Soochna Sevak only as they are illiterate. They hardly keep remembering the name of Soochna Seva.

Meeting with Block Development Officer, Mainatand (visibility efforts)

A meeting with Mr. Sanjay Kumar Panday, Block Development Officer (BDO), Mainatand Block was held to brief the whole concept, strategy and intervention of Soochna Seva and also seek expected collaboration and strong holding liaising with block administration in order to smooth functioning of the project and reaching out to the last mile. At the outset a brief description of Digital Empowerment Foundation and its existence and coverage followed by Soochna Seva presence in 5 BRGF districts particularly in West Champaran was explained to him.

The prominent reason behind the meeting was that the district SSK team experienced BDO utmost reluctant to give support in providing the entitlements actually meant to them. He said under which capacity/ authority SSK putting their efforts in providing the scheme to the beneficiaries. Further he stated that if team wants my support than a letter from District Magistrate along with the introduction of Soochna Seva and instructions related to support should be released. Moreover, initially BDO suspected SSK team a middleman. In a meeting he assured to support SS team. It happens when new officer come in the block.



Discussion started in a way to build the relationship and emotionally connect with the developmental ground issues. He progressively realised when extreme deprived cases brought to his kind attention. He produced the example of Old Age Pension Scheme that government has mandated documentation i.e. BPL card and proof of age to approve the pension of concern beneficiary and those are needy one don't have these documentation with them. He uttered himself handicapped to support these types of beneficiaries. Some ways were suggested by him to do the intervention.

Summing up the discussion he appraised the initiative of Digital Literacy which is said to be a primary need of the youth in particular residing in village/panchayats and promised the team to give every possible support in future. He also promised to visit the Soochna Seva Kendra.

Learning areas

- With the efforts of Block SSK team beneficiaries in the range between 25-30 people visit the Kendra daily to avail information of scheme entitlements.
- Coverage has been extended to 3 more Panchayats
- Apart from livelihoods all key areas are being covered.

- Block coordinator is very active on social media and send maximum case stories.

Area for improvement:

- In digital literacy required to increase attendance
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.
- Improve documentation

Ramnagar block visit (July 30, 2015)

This Kendra is situated in community hall in Parsauni village and somehow surviving with local politics. Middlemen and their likeminded people want to capture the Kendra by introducing/ engaging their own employees. The issue started two months ago meanwhile a committee was formed of some stakeholders to voluntarily work towards information dissemination of scheme/entitlements. These people are among of them and having bad image in the area.



A meeting with the committee people was called and discussed the issues in detail and found that they want their involvement just to spoil the image of the SSK. President of the committee desired to organise mobile camps of the schemes village wise. The camp will start from Jhararva village from second week of August 2015 on public entitlements.

After the meeting it was internally decided to shift the SSK in nearby village Bakhri Bazar. Team started looking up the new location and the issues will be resolved shortly may be within couple of week time.

Documentation:

- Attendance register is properly maintained and they have asked to maintain the leave record in a file of each employee from the starting.
- Movement register of each employee found correct.
- Community meeting register is not in place and asked to maintain
- Visitor register is being maintained properly
- This block has maintained asset register properly

Achievement table: (Jan to July 2015)

S. No.	Scheme Name	Total Registration		Total Conversion	
		Male	Female	Male	Female
1.	PMJDY	528	508	528	508
2.	Disability Certificate		1		1
3.	ICDS	4	5	4	5

4.	Old Age Pension Scheme	3	6	3	6
5.	Sarv Shiksha Abhiyan	9	13	9	13
6.	Kanya Vivah Yojana	2		2	
7.	PMJJBY+PMJSBY	52	56	52	56
8.	Janani Suraksha Yojana		3		3
9.	Atal Pension Scheme	52	56	52	56
10.	Widow Pension Scheme		2		2
11.	Caste certificate	6	7	6	7
12.	Living certificate	6	7	6	7
13.	Income Certificate	6	7	6	7
14.	Death Certificate	1		1	
15.	Birth Certificate	6	5	6	5
16.	Adhar Card	663	542	663	542
17.	Voter ID Card	5	4	5	4
18.	Crop compensation	2			
Total		**1345**	**1222**	**1343**	**1222**

Digital literacy- The block is witness of engaging maximum students in digital literacy course but in the absence of Instructor only 4 students are attending the Kendra. Moreover, those have completed the course didn't receive the Intel certificate and also due to local issues.

Meetings with stakeholders (visibility of Soochna Seva)

Soochna Seva Kendra Parsauni is well connected with the people of 5 initially selected panchayats and their concerned villages. Stakeholders are aware about the existence of the project, its approach and services. This has been observed during the visit to the several Villages/Panchayats, Block Office, Police Station, Bank, local NGOs, PHC, Anganwadi centre etc. Almost all stakeholders know the whereabouts of SSK team by name especially to Komal Kumari, who is very popular and well known by the name of Soochna Seva wali. She meets continuous to the people who can influence the project directly and indirectly.



Meeting with BDO (5-6 times in a month), Bank Manager (3), Kisan Adviser (2), Bank of India (2), Mukhiya (4), ASHA (5), ANM (4), NGO (Deep Cry, Bal Vikas Pariyojana & Bachpan Bachao Andolan), New agency (News 24, Prabhat Khabar & Hindustan), Customer Service Centre (1), Block Agriculture Officer (2), CO (1), Doctors (4), PHC (1), SHO (1)

All stakeholders are in favour of Soochna Seva and a good result can be expected.

Field visit to Bakhri village and Goverdhana Police Station

SSK team has shown the beneficiaries availed the benefits of schemes Pradhan Mantri Jeevan Jyoti Bima Yojana, Pradhan Mantri Surksha Bima Yojana and Atal Pension Yojana in Bakhri village hence a visit to ensure the beneficiaries was made. However, team called the people those have been

availed the benefit through SS and introduced to Project Officer. Team has shown huge number of beneficiaries registered under this scheme. The reason behind their (SSK team) success is that they have strong liaising with the bank officials.

Sub Inspector of Goverdhana Police station visit SSK routinely and appreciate the concept of reaching out to the unreached and get them benefits with their entitlements. He desired and asked the team to meet with Project Officer and District Manager whenever their visit made. However, PO, DM along with the SSK team visited and discussed several issues. He had huge misconceptions about the NGOs their work and approach. Many examples have also been given by him of the NGOs not doing their work up to the mark. A brief description of DEF and its reputation in social sector has been clearly described to him. The program and coverage of DEF got him realised to re-think and change the misconceptions.

At the end he said that the DEF approach is quite innovative and these types of program should be increased in this area to reach out the beneficiaries in masses.

Through team efforts Primary Health Centre got functional

During the visit of Soochna Sevak to the Bakhri village beneficiaries complained that the primary centre rarely open and doesn't have basic amenities i.e. oxygen, bed and Ambulance. The subject was brought up to the SDO, DM and other concerned administration. District Magistrate quickly ordered to his subordinates to make available all basic amenities with the Primary Health Centre. This was had resulted to arranged all items and now the PHC is being functional smoothly.

Soochna Sevak, Komal Kumari wrote a letter through the village people and addressed to District Magistrate copied to SDO and other concerned officials. However, DM enquired the case by visiting the PHC physically and found the information correct which was strongly taken up into the priority to arrange the all services. Since then all the beneficiaries have been in a great favour of Soochna Seva.

Issues in Ram Nagar SSK

Some middleman barricade and punctured the smooth functioning of the project. They dwell in an adjoining area and have huge influence among the beneficiaries. They want themselves as well as their people entry in SSK team.

A meeting with some of them held and explained that inefficient person can't work the precious program. Rameshwarji motivated them continuously around two hours to seek their support but they didn't budge to an inch. Since the SSK is in operational in a community centre which is public property and anybody can interfere. They are hooligans and do every misdeed for their survival and existence in the area. However, it has been jointly decided that the Kendra shall be shifted to another Panchayat as earliest as possible to continue with the old promptness.

Learning areas:

- A good coverage in all selected Panchayats and their villages
- Strong liaising with elected members, blocks headquarters, local NGOs, banks and other stakeholders.

- Good documentation

Area of improvement:

- In digital literacy required to increase attendance
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.
- Shifting of SSK as earliest as possible
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.

Lauria Block (July 30, 2015)

SSK is situated in the very well-known village Baghayi Devraj is a minority dominated area. Team has been requested to work initially in 3 Panchayats only followed by the extension to other Panchayats. An average coverage has been seen here because the team is new. Project Officer has been guiding them regularly. They have told to discuss the issues with other block to have an idea of working on different-2 schemes. Half of the population have all basic amenities and don't eligible for scheme entitlements, they have everything for their survival. Rest population are labour in majority and hardly survive, they need extra affection for which the team is working.

Filed visit observation:

Team has been failed to convert the registration into the benefit of the schemes apart from Insurance and account opening, those they have converted few of them checked and found correct. Some of the beneficiaries were not found due to agriculture roping.

Documentation:

- Attendance register is properly maintained and they have asked to maintain the leave record in a file of each employee from the starting.
- Movement register of Block Manager, Coordinator and Fellow is being filed by Block Coordinator only, they instructed to fill themselves.
- Community meeting register is not in place and asked to maintain
- Visitor register is being maintained properly
- Suggested how to maintain asset register

Issues in MIS: In the MIS least mobile numbers of the beneficiaries have taken, wrong occupation, used abbreviations of the schemes, documents required, whether beneficiary aware & scheme for family members have kept blank, focused on few schemes especially on financial inclusion, less beneficiaries entered, no case story written and last four columns didn't enter.

Visibility related meetings (liaising efforts)

Meeting with BDO (5), Bank Manager (3), Kisan Adviser (2), Bank of India (2), Mukhiya (3), ASHA (5), ANM (4), Customer Service Centre (1), Block Agriculture Officer (2), CO (1), Doctors (4), PHC (1), SHO (1) and stakeholders concerned to the program.

Achievement table (Jan-June 2015)

S. No.	Scheme Name	Total Registration		Total Conversion	
		Female	Male	Female	Male
1.	PMJDY	46	46	46	46
2.	Disability Certificate	3			
3.	Swachh Bharat Abhiyan	4	15		
4.	Old Age Pension Scheme	22	67		
5.	Sarv Shiksha Abhiyan	42	29	42	29
6.	Kisan Card				
7.	PMJJBY+PMJSBY	67	123	67	123
8.	MGNREGS	8			
9.	Indira Awas Scheme	2			
10.	Kanya Vivah Yojana	7	8		
11.	Birth certificate	1		1	
12.	Kisan Credit Card	1			
13.	Caste Certificate	2		2	
14.	Living Certificate	1		1	
	Total	**206**	**288**	**159**	**198**

Learning Points:

- Team is digitally educating to the minority girls which is itself a difficult task because they don't come out and moreover parents don't allow going out.
- Selecting the most deprived among those falsely claim the entitlement is really good task.

Areas for improvement:

- Documentation need to be improved up to the satisfactory level.
- Good coverage and team work has not been seen
- Increase the number of scheme with the assistance of Mainatand team
- Increase the students in digital literacy
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.

Gaunaha Block (July 31, 2015)



SSK exists in Vijaypur village of Sitti Panchayat which is a centre place of all 5 panchayats. The block is predominantly occupied by Tharu (SC) community and they are far behind to avail the benefits of

public entitlements. They are marginalised community and well known of persecuted by landlords and other stronghold people. Tharu community is fairly and squarely in terms of behaviour with others and they have created their world for the livelihood.

Filed visit observation:

This SSK team's coverage has been satisfactory they all go to the field regularly. The team headed by the Block Coordinator who is himself a proactive person. The major issue arise in the field was people have gone to rope their agriculture. Some farmer explained that before August 15 crop roping work can be done that's why all are busy in their work at the field.

Documentation:

- Attendance register is properly maintained and they have asked to maintain the leave record in a file of each employee from the starting.
- Movement register is fine.
- Community meeting register is not in place and asked to maintain
- Visitor register is being maintained properly
- Suggested how to maintain asset register

Issues in MIS: In the MIS least mobile numbers of the beneficiaries have taken, wrong occupation, used abbreviations of the schemes, documents required, whether beneficiary aware & scheme for family members have kept blank, focused on few schemes especially on financial inclusion, less beneficiaries entered, no case story written and last four columns didn't enter.

Visibility related meetings (liaising efforts)

Meeting with BDO (5), Bank Manager (3), Kisan Adviser (2), Bank of India (2), Mukhiya (3), ASHA (5), ANM (4), Customer Service Centre (1), Block Agriculture Officer (2), CO (1), Doctors (4), PHC (1), SHO (1) and stakeholders concerned to the program.

Digital literacy:

Digital literacy program has smoothly been functioning here students come to avail education. The good thing is girls come in majority. Students number has been decreased due to non-issuance the Intel easy step certificate,



Meeting with BDO (Mr. Rajeev Kumar)

BDO is the main point of contact where access to scheme entitlements can easily be possible if a robust liaising happen with him. In this regards Project Officer, District Manager and SSK team visited the block to explain the whole concept and intervention of Soochna Seva and expected collaboration with the district administration.

When visiting the block it was found that the information related to the popular schemes have been clearly displayed on the wall of outside the block. All these scheme information comprises with eligibility criteria, documents required, how can approach to avail, who is the concern person etc. Moreover, number of beneficiaries availed the benefit in last years also displayed. Everything is transparent has been seen.

Meeting started with an introduction of ground team followed by brief description of DEF and Soochna Seva. BDO appreciated the concept of Soochna Seva and promised for every possible support in future. SSK team also requested him to visit the Kendra once which was agreed by him. He stated that middlemen are dominated here and block officials are handicapped to entertain them and do their work. If anybody from district administration deny their work they get registered the rape case through local woman against officer. This has happened many times and they (middlemen) have very good contacts with some woman, they anytime agree to register the case with the greed of small amount.

Once a case has been register against block official, middleman start blackmailing him to complete the work in lieu of to back up the case. In many cases middlemen have back-up the case by receiving a hefty amount or having work done he desired for. The situation of the block is said to be worst. DBO stated that they always afraid of these cases and work carefully to avoid every unwanted issue which can cause to indulge them into trouble. He suggested the block team to spread information in the area not to support middlemen. At the end, he said that we have great expectations from Soochna Seva.

1. **Social Security Scheme Name**
    a. Widow Pension Scheme
    b. Old Age Pension Scheme
    c. Disability Pension Scheme
    d. Family Benefit
    e. Atal Pension
    f. Indira Awas Scheme
    g. Kisan Card
2. **Financial Inclusion**
    a. PMJDY
    b. PMJJBY
    c. PMSBY
    d. Kanya Vivah Yojana
    e. Swachh Bharat Abhiyan
3. **Education**

a. Sarv Shiksha Abhiyan
b. ICDS Scheme
c. School Admission/Mid-day Meal

4. **Health**
   a. Health Check-up
5. **Employment**
   a. MGNREGS
6. **Documents**
   a. Caste certificate
   b. Birth Certificate
   c. Death Certificate
   d. Income Certificate
   e. Adhar Card
   f. Land Position Certificate
   g. Living Certificate
   h. Voter ID Card & Bank Smart Card

Achievement table (Jan to July 2015)

Scheme Name		Total Registration			Total Benefit		
		Male	Female	Total	Male	Female	Total
1	PMJDY	273	363	636	217	313	530
2	PMJSBY	2	2	4	2	2	4
3	PMJJBY	0	0	0	0	0	0
4	Atal Pension Scheme	0	0	0	0	0	0
5	Adhar Card	192	234	423	189	234	423
6	Indira Awas Scheme	4	96	100	0	9	9
7	Kanya Vivah Yojana	0	11	11	0	0	0
8	Widow Pension Scheme	0	20	20	0	6	6
9	Old Age Pension Scheme	65	47	112	10	15	35
10	Disability Pension Scheme	5	2	7	0	0	0
11	Ration Card	91	81	172	0	0	0
12	Swachh Bharat Abhiyan	163	96	259	0	0	0
13	MGNREGS	3	3	5	0	0	0
14	Family Benefit Scheme	0	1	1	0	0	0
15	New BPL	15	6	21	0	0	0
16	Voter ID Card	93	84	177	25	35	60
Total		**906**	**1046**	**1948**	**443**	**614**	**1067**

Learning Points:

- A very good team work and leadership by Block Coordinator
- Good liaising with block headquarter and other stakeholders
- Good coverage and existence of Soochna Seva at the ground

Ares for improvement:

- Documentation need to be improved up to the satisfactory level.
- Increase the students in digital literacy
- Increase number of schemes
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.

Visit to Sikta Block (Aug 01, 2015)

SSK is located in the middle of 5 selected panchatats in Balthar village which is itself a hub centre because of the centre point of 3 SSKs and good connectivity to the other SSKs. The villages for coverage are scattered to the radius of 12-15 Km and mostly adjoined with the neighbouring county Nepal. The actual beneficiaries have been kept isolated with the public entitlements are meant to them. Here is the dictatorship of landlords and rich people. They use them as labourer and snatch their rights.

The outreach till March has been seen satisfactory but thereafter a downfall has started and remains continued till date due to lack of manpower and completely dependency on Block Manager as well as not supporting him. Now disturbing element has been replaced and a target to cover all beneficiaries by covering all key areas has been given to them. In the month of August SSK will show their performance otherwise an alternative will be think.

Documentation- Data has been captured in hard and soft copies but rest documentation i.e. recording the minutes of mass meeting/camp and Asset register has not been maintained properly.

- Attendance register is properly maintained and they have asked to maintain the leave record in a file of each employee from the starting.
- Less movement by team to the field
- Community meeting register is not in place and asked to maintain
- Visitor register is being maintained properly
- Suggested how to maintain asset register

Issues in MIS: In the MIS least mobile numbers of the beneficiaries have taken, wrong occupation, used abbreviations of the schemes, documents required, whether beneficiary aware & scheme for family members have kept blank, focused on few schemes especially on financial inclusion, less beneficiaries entered, no case story written and last four columns didn't enter.

Other issues: This SSK is far behind the expectations

Learning: All new schemes information with paper cutting indicating eligibility criteria, required documents, age, category etc. has been properly maintained in the file.

Ares for improvement:

- Documentation need to be improved up to the satisfactory level.
- Good coverage and team work has not been seen
- Increase the number of scheme with the assistance of Mainatand team
- Increase the students in digital literacy
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.

Achievement table (Jan to July 2015)

Name of Schemes	Registration			Applied			Result		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
P.M.J.D.Y.	442	420	462	442	420	462	442	420	462
PMSBY	57	46	103	57	46	103	57	46	103
PMJJBY	23	12	35	23	12	35	23	12	35
Atal Pension Yojana	3	0	3	3	0	3	3	0	3
Annparashan	5	6	11	5	6	11	5	6	11
kanya vivah Yojana	0	1	1	0	1	1	0	1	1
Disability Pension	3	4	7	3	3	6	3	3	6
Old Age Pension	2	1	3	2	0	2	2	0	2
Widow Pension Scheme	0	3	3	2	0	2	2	0	2
Swachh Bharat Abhiyan	199	78	277	199	78	277	199	78	277
T.B Disease	1	0	1	1	0	1	1	0	1
Total	**735**	**571**	**906**	**737**	**566**	**903**	**737**	**566**	**903**

Meeting with BDO

Mr. Anwar Ahmed is Block Development Officer of Sikta block since last one year. Project Officer, SSK Block Manager and District Manager meet to the BDO to explain the work and coverage of Soochna Seva. In addition, he is the concern person for almost all developmental schemes; if a good liaising can be made with him the services to avail the benefits would be easy.

Meeting started with brief description of DEF followed by Soochna Seva its coverage, services and approach. BDO knew Block Manager and assured his several visits to the block. He appreciated the approach of Soochna Seva and told that the entitlements should go to the real and deserving beneficiaries which are actually meant to them. Many people have left untouched due to several

reasons also presently exists in the society. He stated that the work must be done on not for profit base only which the team assured him. He told that the team can come anytime I am ready for any possible support. Ending the discussion team invited him to visit the SSK which was accepted by him.

Overall Observations:

The intervention of three SSKs namely Maintained, Gaunahan and Ramnagar block has been seen up to the mark and rest two blocks need extensive assistance. These two blocks are lagging behind in terms of information dissemination on public entitlements, documentation and liaising with the stakeholders. Followings are the critical observations for all SSKs;

- Increase coverage of all key areas and their respective schemes
- Increase the students in digital literacy
- Install mobile centres of Soochna Seva at Panchayat, Public place, Block headquarter etc.
- Documentation part needs to be improved
- Use of ICT in outreach
- Liaising with the block headquarter, elected members, banks, local NGOs, SHGs, ASHA, ANM, PHCs, and related stakeholders.