Field Visit to TEHRI GARHWAL

(The field visit was more focused on building capacities and providing training to the staff)

(10th April – 14th April 2015)

A BRIEF ABOUT THE VISIT

Date	-	10th April – 14th April 2015
Project	-	Soochna Seva
Location	-	Tehri Garhwal, Uttrakhand
Monitored by	-	Deepshikha Sharma, Abdul Vahid (Project Officer) and Prakash Jha (Finance Manager)
Focal person	-	Brijesh Dharma, District Manager, DEF

PURPOSE OF THE VISIT

- To train and build the capacities of ground staff in order to prepare them for the third year.
- Meeting with the ground staff and discussing the further approach & task along with timelines
- To visit all the Soochna Seva Kendras and cross check the procedures followed in terms of HR and Finance.

ACTIVITIES

1. **MEETING WITH MS. JYOTI NEERAJ KHERWAL (DISTRICT MAGISTRATE), TEHRI GHARWAL**

Objective – To discuss about Project Soochna Seva in District Tehri Garhwal and its Expansion & Providing Information & Entitlement Services to the Citizens via Information Communication and Technology (ICT) with District Administration

Outcomes –

- Desired and enquired the possibility of developing application for the ASHA and Aaganwadi workers where they can give online test every quarter or sixth month. Also if a human resource management system (HRMS) can be developed for the district administration.

- Expressed the keenness to understand what other digital interventions DEF is doing in rest of India which can have relevance for Tehri Garhwal District. For the demo of each intervention the next meeting has been scheduled on April 29th, 2016. However a small demo of HRMS portal has been shown in order to have an understanding about the system.

2. **TRAINING AND CAPACITY BUILDING OF GROUND STAFF**

Agenda

1.	**The Programme Title**	Soochna Seva
2.	**About the Programme:**	DEF launched 'SOOCHNA SEVA' program in collaboration with European Union in January 2014 with an aim to spread awareness, using ICT/non-ICT tools, about existing public schemes amongst the deprived sections and enable them to derive benefits from the same. In addition to empowering the masses with information, SOOCHNA SEVA has set its focus on capacity building of the local communities, groups and citizens and advance cooperation between the stakeholders and local administration to develop an operative framework for public scheme information

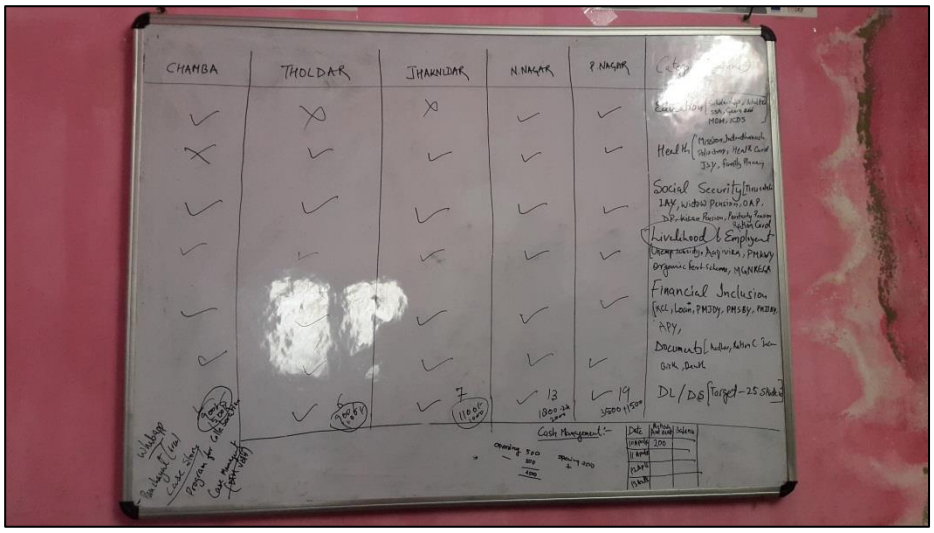
		dissemination and entitlement. As a part of this program, SOOCHNA SEVA Kendras would be set up as sustainable access points and as one-stop shop for information empowerment. The program will introduce tools based on ICT-enabled service delivery, access and entitlement model. The approach taken by SOOCHNA SEVA focuses on generating demand for the public schemes on the beneficiaries' side. The level of operation for the program would be at the district administration level and below (blocks and Panchayats). SOOCHNA SEVA was founded with an intention of strengthening the RTI act and to address larger issues of poverty, rural development, social exclusion and inequity of marginalized groups through information empowerment. The action-plan of this program also aims to help India meet its Millennium Development Goals such as eradicating extreme poverty and hunger, achieving universal primary education, promoting gender equality and empowering women, reducing child mortality rates, and improving maternal health. The program will deploy and run an integrated information services delivery and citizen entitlement framework in 5 backward districts in India in 6 key areas of - education, health, livelihood, employment, financial inclusion and social security. This initiative is further expected to strengthen the governance structure at district administration level and below. Due to the difficult social, economic, geographical, geo-physical and poor development and weak infrastructures, it has become extremely difficult for the public authorities and agencies to reach out to the maximum beneficiaries (correct and deserving ones) to avail public schemes and entitlements.
3.	**Objectives:**	To train & build capacities of ground staff in terms of programmatic, admin and financial aspects. Specific Objectives - • To familiarize the teachers with the ITE Concept • To motivate the team for further actions that needs to be taken for the sustainability • To take an update from the team in terms of achieving targets • To enable the team to become pro-active and enhance their registration under different categories • To make the team think more creatively and innovatively in terms of sustaining the programme
4.	**Audience/Participants**	Project Coordinators, Accounts Officer, District Manager, Block Coordinators and Fellows
6.	**Duration**	1 Day
7.	**Location**	Pratap Nagar, Tehri Gharwal

8.	**No. of Participants**	12 Participants
9.	**Dates**	10th April to 14th April 2016
10.	**Training Report**	-
11.	**Budgetary allocation**	Budget Heads: 2.1 National Travel – 20,000 approx.

Programmatic Aspects

Trainer: Abdul Vahid and Deepshikha Sharma

- *Individual and Institutional Schemes:* Status of scheme categories has been discussed in order to make them understand the need to address other key areas such as education. One by one each team has been asked to tell their status of each category whether they have been worked under all these categories or not. After the discussion a clear picture could be seen and based on that further discussions have been made.

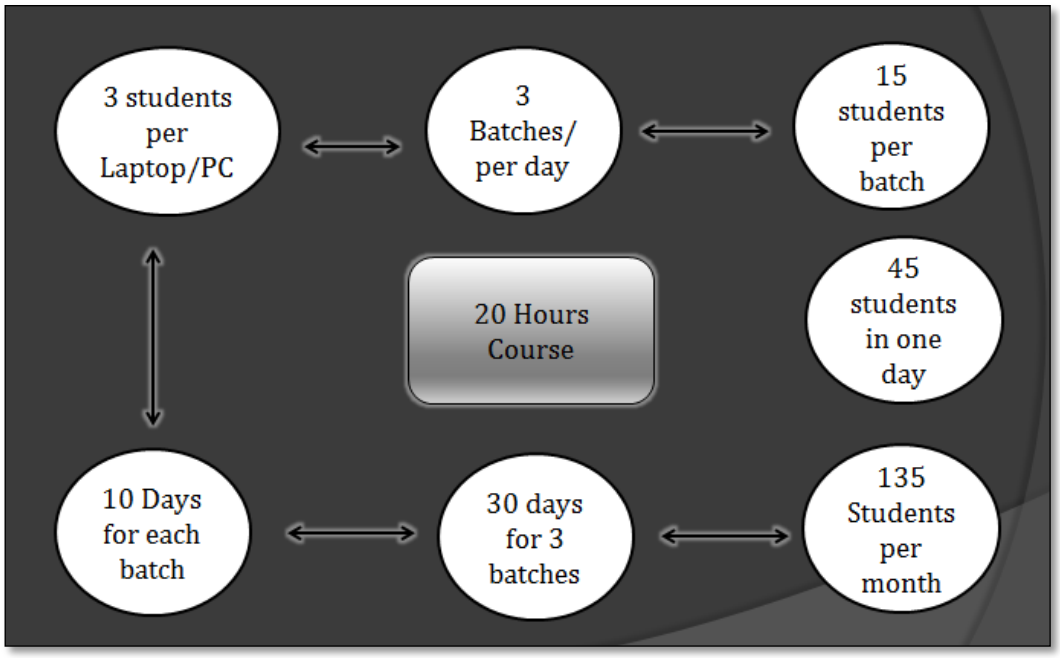


- *Increase enrollment of beneficiaries in different scheme categories:* More number of people should be encouraged to send their children to schools. Conduct meetings with the parents and make them aware about the importance of sending their children to aaganwadi kendras. Working with School management committees is another area where there is a need to be explored. Under the category of health following are the main programs covered by Soochna seva; Mission Indradhanush; Polio drop; Health card; JSSY, Family planning; Rastriya Baal Swasthy Karykram; Sachal seva & etc. The of category is health is very crucial for us to get the beneficiaries benefitted for which the teams need to upgrade their collaboration with ASHA's and ANMs so that Soochna seva can reach out to more number of people.

  Like wise in social security more types of pensions can be taken into consideration with the continuation of others. Tehri Gharwal is on eof the district consisiting a rahnge of pension schemes. Therefore the team has been guided to cover other pensions as well which are there for the community. This year the team has been asked to make less efforts in enrolling for the schemes under financial inclusion such as APY, PMJDY, PMJJBY, PMSBY.

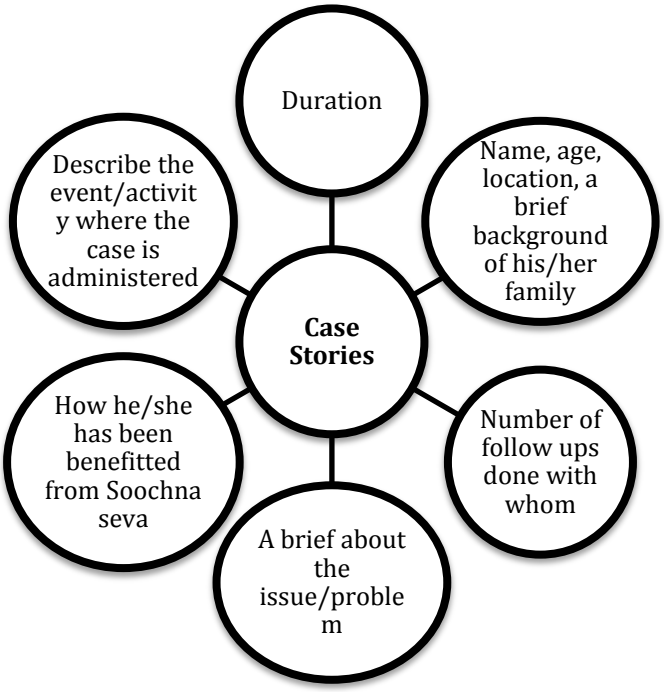
- *Community Benefits:* More focus has been given to address the issues where whole community is getting benefitted. This will help the team in envisioning the larger objective of the programme as well as the organization.
  In this regard, Soochna seva team has been asked to list out the list of villages, majority of which falls under SC, ST and minority belts. Department of social welfare has been assigned with a budget above 60 Lac for building up any type of institution like Milan Kendra/Mothersa/Graveyard/Aaganwadi Kendra. The requirement of any type of institution has to be raised by the community according their needs. Such kind of activities is now needed to implement with the support of Soochna seva, as the whole concept has been formulated to address the larger issue information access for a community as a whole not an individual.
  A survey should be conducted of the schools in order to find out the overall status such as toilet condition, and distance between male/female toilet, roof top, other facilities available, water storage, students teacher ratio etc, number of students, presence of staff etc.
  In the same ways, other institutions such as Aaganwadi, Primary health centres and PDS shops should also be monitored through conducting small surveys.

- *Digital Literacy/Services:* Present status of Digital literacy/Digital service has been discussed with 19 students registered in pratap nagar, 13 in narender nagar, 7 in Jakhanidar, 6 in Thauldar and 6 in Chamba. There is a need to enroll more number of students for digital literacy course for which a strategy of 20 hours course can be applied details of which can be seen in the below diagram.

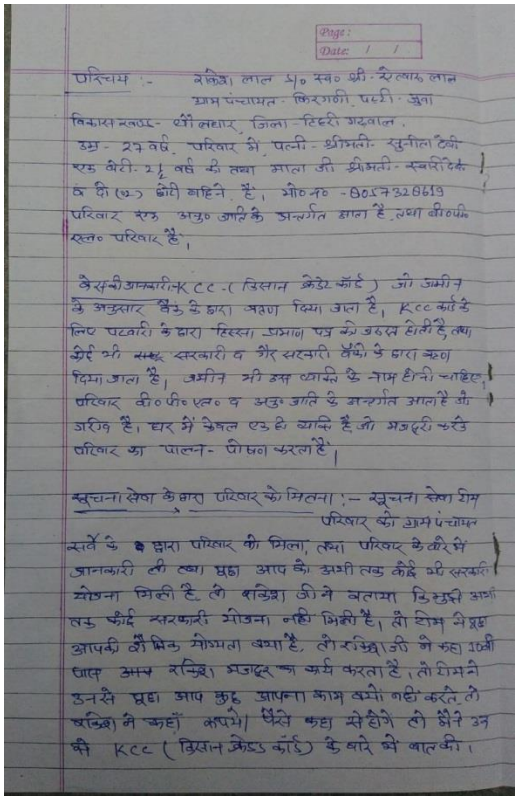


Apart from that list of digital services can be enhanced and upgraded by adding on number of courses. These can be named as Byju's, Intel Easy Steps, Hello English, English Speak and Vocabulary, Galli Galli Sim Sim Apps etc. Providing range of services can lead to generate sufficient revenue for the sustainability purpose. With regard to this the team has been encouraged to think creatively and add more number of services to the list. For e.g. learning how to use an android phone or a tablet can be another small addition. More options has be listed out by the team.

Case Stories: A small session has also been taken on writing case stories regarding which few guidelines has been provided to the team.



A demo session has been conducted where each team member has been asked to write any case story with the proper details. A sample case story is attached below.



Page:
Date: / /

परिचय :- रविंद्र लाल S/o स्व० श्री रैल्या लाल
ग्राम पंचायत - किरगली पट्टी - जुगा
विकास खण्ड - थौलधार, जिला - टिहरी गढ़वाल.
उम्र - 24 वर्ष. परिवार में पत्नी - श्रीमती सुनीता देवी
एक बेटी 2½ वर्ष की तथा माता जी श्रीमती स्वरिदेवी
व दो (2) छोटी बहिनें हैं। मो० न० - 8057320619
परिवार रूढ़ अनु० जाति के अन्तर्गत आता है तथा बी०पी०
एल० परिवार है।

बैंक की जानकारी - KCC (किसान क्रेडिट कार्ड) जो जमीन
के अनुसार बैंक के द्वारा वहन किया जाता है, KCC कार्ड के
लिए पटवारी के द्वारा हिस्सा प्रमाण पत्र की जरूरत होती है तथा
कोई भी सहकारी व गैर सहकारी बैंकों के द्वारा ऋण
दिया जाता है। जमीन भी उस व्यक्ति के नाम होनी चाहिए।
परिवार बी० पी० एल० व अनु० जाति के अन्तर्गत आता है जो
गरीब है। घर में केवल एक ही व्यक्ति है जो मजदूरी करके
परिवार का पालन- पोषण करता है।

सूचना सेवा के द्वारा परिवार को मिलना :- सूचना सेवा टीम
परिवार को ग्राम पंचायत
सर्वे के द्वारा परिवार की मिला, तथा परिवार के बारे में
जानकारी ली तथा पूछा आप को अभी तक कोई भी सरकारी
योजना मिली है तो रविंद्र जी ने बताया कि मुझे अभी
तक कोई सरकारी योजना नहीं मिली है। तो टीम ने पूछा
आपको कौन सी योजना चाहिए, तो रविंद्र जी ने कहा 10वी
पास रविंद्र मजदूर का कार्य करता है, तो टीम ने
उनसे पूछा आप कुछ आपना काम क्यों नहीं करते तो
रविंद्र ने कहाँ सर्पये। पैसे कहा से होंगे तो हमने उन
को KCC (किसान क्रेडिट कार्ड) के बारे में बात की।

Finance & Admin

Trainer – Prakash Jha (Accounts Executive)

- Minimum two visit of district manager at all center in every month, and check the all document in proper way.
- All blocks to maintain a leave record with proper approval. Absentees need to be marked with an A in a different colored pen.
- Minutes of monthly meetings needs to be maintained in the register duly signed by attendees and the District Manager.
- District Manager's approval can first be taken on mail and then the hard copy needs to be signed during his visit.
- All Original bills and vouchers must be submitted before 5th of every month with Summary Sheet.
- Imprest already taken must be cleared before asking for additional amount as advance.
- Imprest taken must be expended as per expense sheet. If there is any deviation then it must be approved by proper authorized person/Project director.
- All bills and vouchers must be approved by the District head or proper authorized person along with the proper Budget Head suggested by Project Coordinator.
- Local conveyance sheet must accompany the monthly expense sheet.
- All bills and Vouchers must be photo-copied and retained and managed in proper EXPENSES file by the Centre Coordinator for all Centers.
- Vehicle log book must be maintained by the person who is claiming fuel expenses. And it must contain the purpose of visit in detail. Also copy of the vehicle log book must be submitted with the petrol bills, otherwise the bills will not be considered.
- Any major expenses above Rs.1, 000/ requires special approval from the project head otherwise it will be disallowed.
- The center coordinator must have a Copy of Rent agreement, with the original being sent to Delhi Office within a week of it's as soon as it is made. This must be only in English or Hindi no regional language will be accepted.[please note that all rent agreements must be made as per the draft sent from the Delhi office]
- Center rent paid must be supported by rent receipts
- Each activity of the centre such as workshops, community meetings etc, must be supported with a proper report.
- All the register are mandatory to be maintained by the centre coordinator separately; Fixed assets, Movement register, Attendance register, students registration and attendance, stock register, cash book, receipt book, visitor register s
- Revenue must be deposited in DEF base a/c on the monthly basis. And the deposits slip must be forwarded to the Delhi Office immediately.
- The revenue generated from the centres cannot be used for any other purposes or any other activity. And every month it needs to be deposited in the given DEF account.
- The revenue needs to be maintained day wise in an excel sheet.
- Revenue Stamp is mandatory in case of vouchers above Rs 500 /-.
- All the rent agreements have to be made as per the given format in English as well in Hindi.

3. TARGETS TO BE ACHIEVED NEXT MONTH

- Register 2 beneficiaries each in any of the 15 schemes provided, every month.
- Register every centre as “Common Service Centre”
- 25 students need to be digitally literate every month
- Filter out villages belongs to proper SC/ST/Minority communities followed by having group meeting with the selected one and ascertaining any institutional requirement of their village. The list then needs to be submitted to the department of Social welfare with the proper documents and consensus of villagers.
- Learning from Jawaabdehi Yatra has to be implemented by administrating the same surveys at school level.
- Soochna Seva can collaborate with IL & FS, work as counselling and mobilization center.
- Look for more option of revenue generation activities.

4. TASK for Project Officer

- Send the list of android applications
- Format of Rent Agreement with a proper guidelines
- Tool kits which can be used in the centers.
- Design a different certificate for 20 hour course.