STRENGTHENING LAST MILE ACCESS AND DELIVERY OF PUBLIC SCHEMES AND ENTITLEMENTS TOWARDS PEOPLE EMPOWERMENT

Soochna Seva

Annual Report

2016-17

Barmer, Rajasthan

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1. SUMMARY

The project "Soochna Seva" is a joint initiative of Digital Empowerment Foundation and European Union (EU) to promote equitable access to the government schemes and services in the backward and information dark areas of India. The project is currently running in Ranchi (Jharkhand), West Champaran (Bihar), Guna (Madhya Pradesh), Barmer (Rajasthan) and Tehri Garhwal (Uttarakhand). The project mandate is information dissemination of government schemes and entitlements especially in the marginalized community residing in the rural areas. The information about the public schemes is disseminated using ICT and non-ICT tools supported by camps, toll-free helpline number, SMS, newsletter, mobile vans and Soochna Seva ground staff. The project covers Education, Health, Livelihood, Employment, Social Security and Financial inclusion related schemes and programs.

Soochna Seva project is working on its mandate to develop a robust infrastructure and improve access to information, education, and livelihood, skill development to empower rural population. The project has supported the vulnerable groups by helping them to access benefits under various public schemes such as Indra Awas Yojna, toilet construction support schemes, free gas connection, water reservoir schemes through MGNREGA including other institutional work.

In Barmer (Rajasthan), Soochna Seva crossed to mid-year of the project i.e. 2016. It has been reached to new dimensions, new learning as well as following up with old registered beneficiaries. The main thing which can be added is disseminating government schemes and information has been part of day to day life of 'Soochna Mitra'. Newspapers are being read by the fellows in order to get some relevance information to disseminate in community. The citizens are visiting Soochna Seva Centre on regular basis for their schemes, entitlements and rights. Even illiterate people have got a way through which they can share their issues like taking assistance in withdraw money, check their Ration status etc. Linkages with MKSS was the biggest advantage during the year, in which SSK fellows helps civil societies and NGOs to write citizens grievances and registered more than 9000 grievances online. Now the call centre is being operated with follow up of those grievances.

2. Coverage area

Soochna Seva has been working in following Panchayats & Villages since 2014 and serving to the beneficiaries with their rights & entitlements.

Block	Barmer	Baitu	Siwana	Kalyanpura	Dhanau
Gram Panchayat-1	Rani Gaon	Baitu bhop ji	Siwana	Kalyanpura	Dhanau
	Rani Gaon	Berado ki Dhani		Kalyanpura	Dhanau
	Rani Gaon kalan	Jogasar		Sitali	Goro ka tala
		Ramasariya			Meethi Nadi
		Baitu bhop ji			Pawdo ka tala
					Surte ki Dhani
	Balau	**Madhasar**	**Mokalsar**	**Doli Kalan**	**Itada**
Gram Panchayat-2	Ali ta Tala	Ahoniyon Beniwalo Ki Dhani		Doli Kalan	Itada
	Balau	Darjiyo Ki Dhani		Doli Kalan	Itadia
	Berdo ki Dhani	Madhasar		Doli Rajguru	Jam ka tala
	Segdi	Rojiya Nadi		Sahib Nagar	Sutharo ka Tala
	Undkha	**Ndkd**	**Mahilawas**	**Chhacharlai kalan**	**Shri ram wala**
Gram Panchayat-3	Adarsh Undakha	Baniyalon Ki Dhani	Mahilawas	Chacharlai Kalan	Dhananiyo ka tala
	Bhomasar	Danani Megwalo Ki Dhani	Ludrada	Charli Khurd	Kumbhoniyo ka tala
	Dhandhupura				
	Dhandhupura	Kakaro Ki Dhani		Dhatarwalo Ki Dhani	Ojia
	Kurja	Naganiyo Dhaterwalo Ki Dhani		Newei Dhana	Shriramwala

	Lorti Height	Nathaniyon			
	Punaro ki Basti	Naya Gaon			
	Undakha	Pananiyo Janiyo Ki Dhani			
		Purana Gaon			
	Juna patrasar	**Baitu Chiman Ji**	**Kusheep**	**Ghadoi charnan**	**Alamsar**
Gram Panchayat-4	Jahanpura	Baitu Chimanji	Khera Khidabara	Badu ka bara	Alamsar
	Juna patrasar	Bangarwo Kd	Kusheep	Baglop	Dingarh
	Sujan pura	Deromoni Potliyo Ki Dhani	Ramdev Nagar	Demo ki Dhani	Kheda
		Hemji Ka Tala		Dharmsar	Tanka Station
		Kerlipura		Gharoi Charnan	
		Padmani Godaro Ki Dhani		Gharoi Sodha	
		Ruponi Bangarwo Ki Dhani			
	Gram Panchayat-5	Sagramani Godharo Kd			
	Ramderiya	**Baitu panji**	**Devandi**	**Dhani Sankhlan**	**Bisarnia**
Gram Panchayat-5	Dungaron ka Tala	Bank Nadi	Arjiyana	Dhani Sankhlan	Bhojawas
	Hathitala	Bank Nadi	Bijaliya	Bandaro ki Dhani	Bisaraniya
	Hathitala Station	Beiwalo kakro ki Dhani	Dantala	Loharo ki Dhani	Deluon Ka Tala
	Hathitala Station	Beiwalo kakro ki Dhani	Devandi	Padiyaro ki Dhani	Hiranion Ka Tala
	Khartasar Nadi	Janduo ki Dhani		Raniya Desipura	Jakhron Ka Tala
	Nimbasar Nadi	Leelala		Ravli Dhani	Jakhron Ka Tala
	Ramderiya	Mahigonio moodho ki Dhani		Surpura	Veerdo Ka Tala
	Sutharo ka Kua	Mithiya tala			
		Salu ji ka Tala			

3. Results of the Action

Achievements-Jan to Dec 2016							
	Scheme Name	Scheme Registration		Total	Conversion		Total
		male	female		male	Female	
	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
	Pradhanmantri Awas Yojna	163	16	179	127	15	142
	PM Uajjwala Yojna (Gas Connection)	9	104	113	8	74	82
	Ration Card and others	113	17	103	95	14	109
	Palanhar Physical Verification	4	49	53	4	34	38
	Mukhayamantri Sahayta Kosh	-	1	1	-	-	0
	Maharana Pratap Awas Yojna	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 Yojna	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

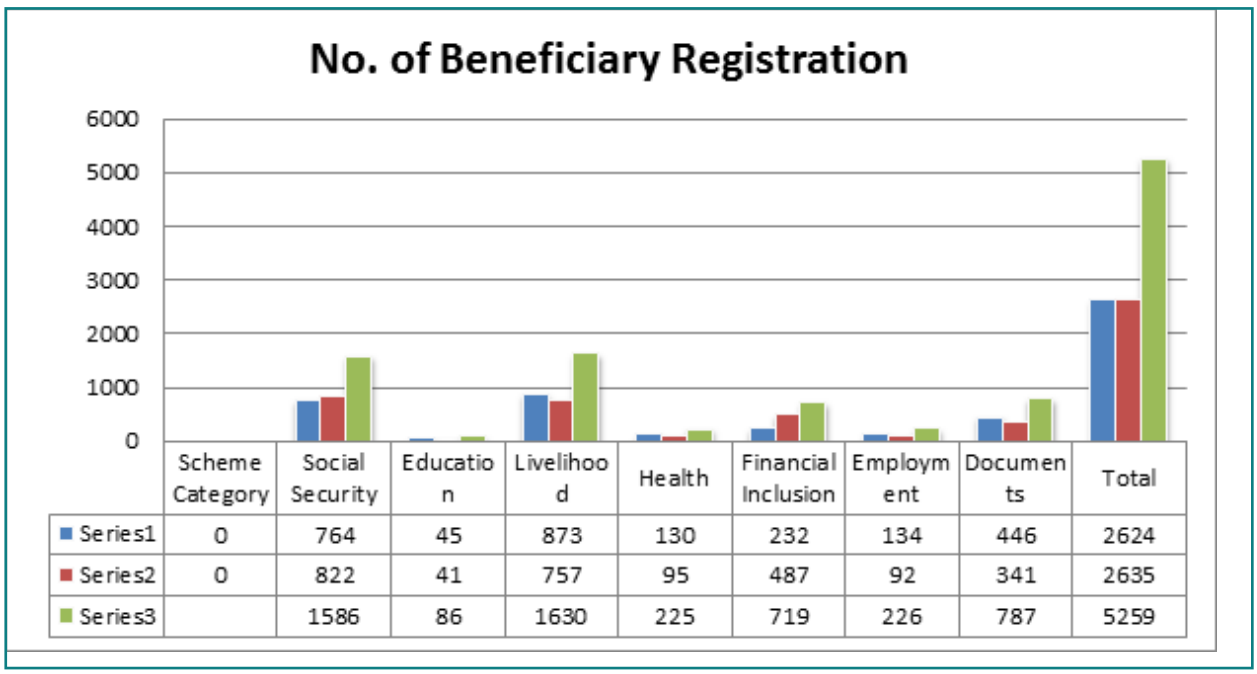
	Gargi Puraskar	-	2	2	-	2	2
	Scholarship {Hitakari Yozana}	44	39	83	21	13	34
	Unemployment allowance	1	-	1	1	-	1
	Subtotal	45	41	86	22	15	37
	Artisan Card	2	-	2	1	-	1
	Labor Card	824	749	1573	656	596	1252
	PM mudra kosh Yojna	2	-	2	1	-	1
	PMFBY	16	-	16	1	-	1
	PoP Yojna	23	7	30	21	3	24
	Seed Distribution	4	1	5	4	1	5
	Vishwas Yojna	2	-	2	2	-	2
	Subtotal	873	757	1630	686	600	1286
	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
	Swachh 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	130	95	225	112	89	201
	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

	Deen Dayal Upadhyay 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
	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
	Adhar 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
	Anganvadi Karykarta Form	0	1	1	0	1	1
	Income Certificate	12	13	25	12	13	25
	Voter card	14	11	25	13	9	22
	Disability Certificate	26	11	37	26	11	37
	Vacancy form filled	1	-	1	1	-	1
	Documents total (H)	446	341	787	438	337	775
	Grand Total (G+H)	2624	2635	5259	2256	2309	4565

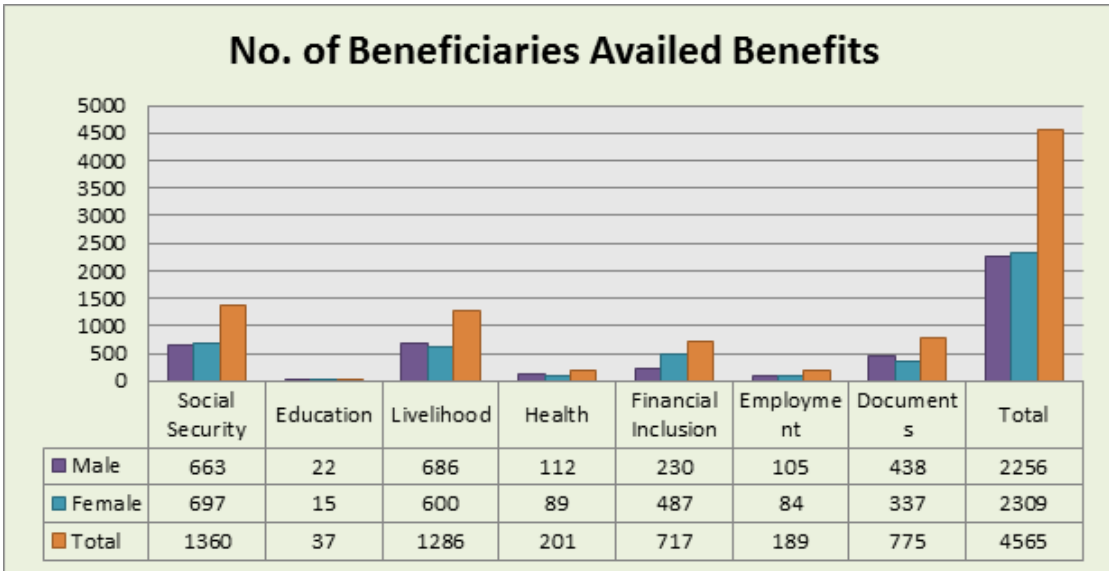
3.1 Summary Achievements

Achievements-Jan to Dec 2016						
Scheme Category	Scheme Registration		Total	Conversion		Total
	male	Female		male	Female	
Social Security	764	822	1586	663	697	1360
Education	45	41	86	22	15	37
Livelihood	873	757	1630	686	600	1286
Health	130	95	225	112	89	201
Financial Inclusion	232	487	717	230	487	717
Employment	134	92	226	105	84	186
Documents	446	341	787	438	337	775
Total	2624	2635	5259	2256	2309	4565

3.2 No. of Registered Beneficiaries



3.3 No. of Beneficiaries availed Scheme Benefits



	Social Security	Education	Livelihood	Health	Financial Inclusion	Employment	Documents	Total
Male	663	22	686	112	230	105	438	2256
Female	697	15	600	89	487	84	337	2309
Total	1360	37	1286	201	717	189	775	4565

4. Type of the Beneficiaries

Block Name	General	SC	ST	Minorities	OBC	Total
Barmer	68	204	126	40	369	767
Baitu	18	280	55	69	588	941
Siwana	147	524	142	75	562	1375
Kalyanpur	81	268	512	18	354	1215
Dhanau	31	192	31	114	707	961
Total	345	1467	866	316	2581	5259

*Minorities are part of OBC category.

5. Collaboration with State Government of Rajasthan in order to strengthen the digital interface, open data, accountability and transparency initiatives

Rajasthan State Consultation workshop was held on 16th September 2016 at the Institute of Development Studies, Jaipur. The one-day workshop was jointly organized by Digital Empowerment Foundation, Wireless Reach Partner and Mazdoor Kisan Shakti Sangathan. In addition to Government officials, DEF invited faculty from Tata Institute of Social Sciences Mumbai and also citizens from a far off district Barmer to attend the workshop. About 120 people participated in the workshop.

The workshop opened with an introduction session by Nikhil Dey and Osama Manzar. They both explained the rationale for conducting the workshop and its objectives to the invited speakers and guests. The workshop was dedicated to figuring out how to best use ICT tools and maximize the development impact.

Later, officials from Rajasthan health, labour, education and IT departments showcased their respective digital interface employed to meet public needs. The departments gave presentations and were evaluated on accountability, open data and transparency initiatives.

To encourage further in-depth dialogue among audience, a Q & A session was conducted after every presentation. Everyone pitched in their ideas and recommendations to improve the existing government service platforms in state. The key recommendations were to promote data literacy and allow communities and individuals to generate data by making information system easy to access.





The event, overall, was a complete success

For more info please reach at
http://soochnaseva.org/collaboration-with-state-government-of-rajasthan-in-order-to-strengthen-the-digital-interface-open-data-accountability-and-transparency-initiatives/

6. 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
Ajmer	509	507	460	214
Alwar	19	11	11	8
Banswara	356	277	187	164
Baran	151	358	60	56
Barmer	372	128	356	256
Bharatpur	128	488	123	72
Bhilwara	494	128	472	341
Bikaner	193	185	164	140
Bundi	77	76	70	40
Chittaurgarh	53	53	52	35
Churu	85	84	78	51
Dausa	31	28	25	20
Dhaulpur	481	470	460	291
Dungarpur	1477	1427	1380	1134
Hanumangarh	7	6	5	3
Jaipur	232	221		
Jaisalmer	12	12	9	10
Jalor	110	108	102	38
Jhalawar	44	43	42	24
Jhunjhunu	207	202	190	65
Jodhpur	428	420	385	268
Karauli	305	304	295	257

	Disposed Relief	Solved/ Actual relief	Actual solved out of Disposed Relief	Problem still persists	Others (couldn't contact)
	293	154	52.56	49	257
	3	0	0	7	4
	113	30	26.55	100	57
	32	7	21.88	11	42
	102	35	34.31	175	146
	56	36	64.29	29	58
	147	73	49.66	223	176
	45	4	8.89	109	51
	36	13	36.11	16	41
	18	6	33.33	22	24
	33	14	42.42	26	38
	8	2	25	14	9
	179	17	9.5	99	344
	293	168	57.34	802	410
	3	2	66.67	1	2
	2	0	0	9	0
	70	21	30	33	48
	19	1	5.26	2	39
	137	14	10.22	112	64
	152	40	26.32	210	135
	47	46	97.87	75	174

Kota	227	227	220	147
Nagaur	23	22	16	14
Pali	217	213	182	102
Pratapgarh	91	91	70	70
Rajsamand	251	232	200	163
S Madhopur	12	12	9	9
Sikar	62	62	60	35
Sirohi	487	462	437	226
Tonk	141	139	125	120
Udaipur	1394	1389	1360	721

	80	43	53.75	43	134
	8	7	87.5	5	4
	111	30	27.03	60	92
	21	11	52.38	14	45
	69	35	50.72	65	100
	3	2	66.67	6	1
	27	7	25.93	29	24
	236	13	0	79	345
	19	5		60	60
	668	205	30.68	310	845

7. ACTIVITIES THAT HAVE NOT BEEN TAKEN PLACE

7.1 Community Infrastructure work -

The reason for community work couldn't be done as Soochna Seva team was in Gram Sabha as well as there were not major demand raise from the community.

7.2 Scheme for Artisan Card-

Though initially tried to make artisan card for the artisans who have got good work of embroideries and handicrafts, but due to lack of interest by government department as well as due to other commitment, it was couldn't be placed.

7.3 NREGA and others-

There are lots of scope of NREGA work, but due to less number of communities meeting as per expectation, it was can't happen on time.

10. LEARNINGS

- Linkages with Majdoor Kisan Shakti Sangthan - During the year, linkages with MKSS (Majdoor Kisan Shakti Sangthan) were the biggest learning itself. MKSS working as civil society and play vital role in Rajasthan as well as India for enacted Right to Information law. They organized 100 days Accountability Yatra in all 33 districts, there blocks and villages in Rajasthan. Expenditure of the Yatra was born with the help of local citizen itself. Approx 60-70 people participate in single day. All Yatris stay in village at night and at day time people, local citizens are mobilized and aware about the Accountability law objective with the help of puppet show, singing a song and role play.

- After the program citizen are motivated to get written their grievances and provide them acknowledgement receipt. This time SSK team starts in act and understands citizen grievances and help in writing the grievances in proper manner as well as helping in to do online. During the Yatra, SSK team came to know various things like how to mobilize people, puppet show, to talk on various issues, way to resolve the grievance, way to complain, way to get it benefitted and talk to government authorities with evidence and lots more. Thought team can't perform as a activist role, but SSK team learnt how can the work be improved within the limit.

Came to know various issues on ground which couldn't be highlighted without MKSS participation.

11. CHALLENGES FACED

Government officers don't approve beneficiaries form without presence of the beneficiary and when beneficiaries visit to government department, officers run around or they don't present. This lead the frustration of beneficiaries who are coming from far distance after losing their daily wage:

- To linkage the beneficiaries with government scheme is becoming typical task, as to make the officer understand that we are not doing any fake work or we are not working as money taking mediator.

- It seems that being a mediator between Government and citizens might be tougher, when the project moves in entrepreneurship model.

- No or very less accountability found on Panchayat/ block level officer, so it is tough task to get the beneficiaries benefitted. Citizens are not provided acknowledgement receipt of their submitted form. NFSA lists are not shown to all etc.

12. INNOVATIONS

- Accountability Yatra - Year 2016 started with participation of Soochna Mitras from various states in Accountability Yatra, A Journey to make Government accountable and accountability law to be enacted into law, where DEF fellows register citizens' grievances in all 33 districts of Rajasthan, online and register all the grievances and call centre team is following up for those registered grievances on regular basis. DEF SSK team participated in all 33 districts from the starting till the end of the Yatra and know, understand and type of citizen grievances and entitlements. The Yatra was very important to know how government digital connection helping citizen for their rights and entitlements and how much citizen are facing various issues. During the 100 days of Yatra DEF-SSK team helped Civili societies and all NGOs to register grievances.

- Call Centre was established for Rajasthan in Jaipur with primarily focus on Accountability Yatra registered grievances follow up. All Grievances related to Social Security Pension, PDS (NFSA), NREGA, Electricity etc were taken up, follow up with citizens on phone ask the status of grievances disposed off by the government. During the time more than 9000 calls made and even now citizens are calling on daily basis. More than 200 citizens received their entitlements by facilitation over phone only and now citizens from all rajasthan making calls to call centre.

13. LIAISING WITH THE GOVERNMENT DEPARTMENTS

State government- Various issues raised on ground level and not solved by local governance were raised with state government. DEF organized the state level consultation on The subject 'Strengthening Access and delivery of Government Schemes Information and entitlements in Rajasthan: Role of Digital connectivity, content, platforms and solutions'

In the consultation, various department representatives like Department of Information and Technology, Department of Food and civil supply, Department of Education, Department of labour, department of health and silicosis and department of social justice and empowerment came in the workshop and contribute their role that what is opened on department web site, what is not open and what can be open for citizen and how it can be helpful for the citizen. These departments are being met on regular basis with various issues as well.

Partnership with Government- Digital Empowerment Foundation with collaboration with Soochna evam Rojgar Abhiyan have been fixed to improve the MIS of government departments, in which a dedicated team work on various department MIS and monitor what is shared and what is to be shared, meet with concern authorities and suggest them to make changes.

District level officers- Liaising with district level officers couldn't be so maintain on regular basis as due to transfer of the officers as well as almost issues resolve at block/ village level.

Block/ village level office- First sight of contact in governance for SS fellows are local body which is being maintain on regular basis. Some of them are assisting and acknowledging our work and some are not. SS fellows regularly visit the offices for the beneficiaries' entitlements, linkages and grievances. We also get receive the call from these departments whenever required.

14. CASE STUDIES



1. 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 SSK workers for it.

2. Itiyo Devi W/o Rupa ram, age 30 years lives in Dhanau block. She lost her husband few years back and lives alone with having one child. She belongs to Below poverty line family and earn the money while doing some embroidery work. In the rainy season, they have to stay in raw hut, where water leaks on regular basis and no other source of staying. She got the news from her relative about the Karyashala Yojna run by Government of Rajasthan, where SC/ST family get Rs. 10000 for their business. While she got the form filled up and bring it to village secretary, he denied approving the form without any reason. After lots of follow up she tired and lost the hope. Meanwhile when SS fellow visited in field, Itiyo told her incident to fellows. SS fellows Shakti Singh and Haji Khan assured her for the benefit, if she is eligible for the scheme. Later on, fellow met with village secretary and ask him the reason for not signing on Itiyo devi form, he prevaricated the things and while following up he told that the form has been sent to Block development officer. After some days Itiyo received the first installment of Rs. 4000 and with smiling face she visited SSK and acknowledges the work. 10 more women, whose form were not taken by village secretary, again submitter to the same person and later on all got the cheque against the scheme for which they entitled. They all came to SSK and received the cheque by Block office member Sarita Meghwal.



3. Nakhtaram and Haua Devi lives in Rani Gaon village belong to poverty family. Nakhtaram himself begging for the food and whatever he gains, both husband wives eats together. Haua Devi works diehard as labor in rock smashing. Their both son and daughter lives separately along with their family. Nakhtaram age 62 years and Haua Devi age 60 years had applied three times for old age pension, but nothing happened. After regular follow up in Village secretary, they didn't get the response and they have no hope except to hard work in this age. While visiting in the field SS fellows Nagendra met with Nakhtaram and assured him that the work will be done after submitting the form. For that, both of husband and wife were invited in SSK along with all related documents. On a very next day, both came SSK and got filled the form. SS fellow initiated this form on urgent basis and had a signature of Sarpanch and submit it to village secretary office. In the December end their pension got approved by BDO and they received the NEWS from SSK itself. They came thanked the Team for the noble work. Both photos are attached.



4. Kavita devi w/o shyam lal, age 35 years lives in Baitu Bhopji. Shyamlal died due to cancer and no one other was the bread winner other than Kavita and whole the family including 3 children (2 girls and one boy) struggling for food as well as education also. That leaded the condition for drop out of the children. Kavita was getting Rs. 500/month as widow Pension, Which was not sufficient enough for the family of 4 members. She didn't know any other scheme except the pension, which she is receiving. While SSK fellow went her to meet and told about palanhar Scheme she surprised with a new hope and asked the fellow to get enrolled. SSK fellow facilitated her on every step from the Adhar card enrollment of all children, her bank account opening, form filling, submitting, and follow up. meanwhile she regularly used to come at SSK about asking her payment. At the end when she received the money of Rs. 33000 after 11 months in her account, she moved to SSK first and gave thanks to SS team for the work and dedication. she got Lots of happiness in the life after husband's death first time. Now she is regularly sending her child to schools. From the starting Kavita got the linkages from Bhamshah Yojna, Pradhanmantri Jan Dhan Yojna, Adhar Card and Palanhar Scheme.

MORE STORIES AVAILABLE AT
http://soochnaseva.org/barmer-impact/



Sr. No.	Name	Sex	Block Name	Designation	Mobile No.	Total experience	Major expertise
1	Shishir Purohit	M	Barmer	District Technical Manager	983337850	6+ years	ICT hands on experience, group meeting
2	Shakti Singh	M	Dhanau	Block Coordinator	7073464505	8+ Years	Knowledge sharing
3	Shankar lal	M	Kalyanpur	Block Coordinator	7073464504	3+ Years	Community meeting
4	Manglaram	M	Siwana	Block Coordinator	7073464503	2+ years	ICT knowledge
5	Narpat Balwan	M	Baitu	Fellow	7073464502	3+ Years	-
6	Nagendra Singh	M	Barmer	Fellow	7073464501	2+ years	-
7	Ramesh Kumar	M	Barmer	Fellow	9784383156	1+ year	-
8	Haji Khan	M	Dhanau	Fellow	7597786887	1+ year	-
9	Ratan lal	M	Dhanau	Fellow	8890584270	2+ year	-
10	Firoz Khan	M	Siwana	Fellow	7689097674	1+ year	-
11	Jugtaram	M	Siwana	Fellow	9414389210	1+ year	-
12	Bhagaram	M	Kalyanpur	Fellow	8209220045	1+ year	-
13	Rawal Singh	M	Kalyanpur	Fellow	9001010852	2+ month	-

Photographs and Media Coverage



Digital platforms for democratic governance, 16th September 2016



Community meeting held by Soochna Seva
in Kalyanpur Block



Soochna Seva came forward to rescue,
Dhanau residents

Labor card campaigning held by Soochna Seva Kendra, Siwana





सूचना सेवा की बैठक आयोजित

Labor card campaigning held by Soochna Seva Kendra, Siwana



बाड़मेर . बालोतरा

जवाबदेही यात्रा ने कानून के लिए गांवों से जुटाया समर्थन

चौहटन, धनाऊ, बायतु इलाकों में पहुंची जवाबदेही यात्रा, ग्रामीणों से मांगी शिकायतें

भास्कर संवाददाता | बाड़मेर

राज्य स्तरीय जवाबदेही यात्रा शनिवार को 89वें दिन जिले के चौहटन, धनाऊ व बायतु क्षेत्रों में रैली, नुक्कड़ सभा आदि के माध्यम से लोगों को सरकारी तंत्र की जवाबदेही सुनिश्चित करने के लिए एक कानून बनाने की मांग के लिए लामबंद किया।

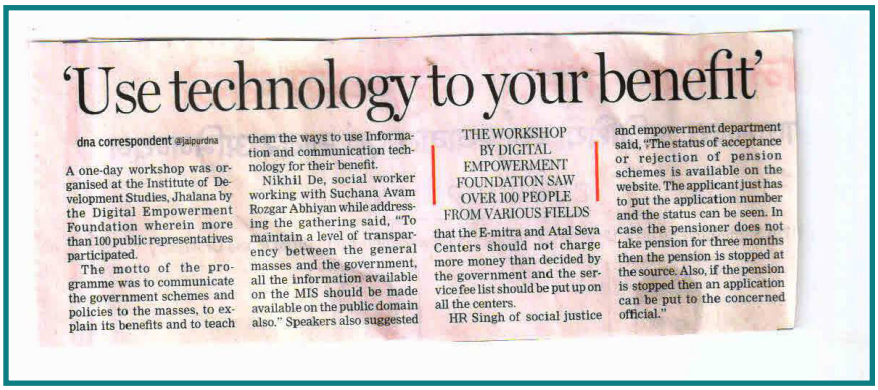
चौहटन में आयोजित सभा में सूचना रोजगार अभियान के शंकर सिंह ने कहा कि आखिर हम सरकार क्यों बनाते हैं। सरकारी अधिकारियों और कर्मचारियों को तनख्वाह और तमाम सुविधाएं दी जाती हैं। ऐसा इसलिए कि आमजन का जीवन सुगम बने। आमजन को सम्मानपूर्वक जीवनयापन के लिए मूलभूत सुविधाएं मिले, लेकिन आज व्यवस्था में बैठे लोग जनता का शोषण करने में लगे हुए हैं। मोटी तनख्वाह पाने वाले सरकारी अधिकारी, कर्मचारी या फिर जनता की सेवा के नाम पर जनप्रतिनिधि बने लोग इन सबकी जनता के प्रति क्या जवाबदेही है। इसी सवाल का जवाब ढूंढते हुए जवाबदेही यात्रा घूम रही है। लोगों से जवाबदेही कानून के लिए समर्थन ले रही है। डिजिटल एम्पावरमेंट फाउंडेशन के शिशिर पुरोहित ने लोगों को यात्रा से जुड़ने और अपनी प्रशासन से संबंधित शिकायतें दर्ज करने के लिए आमंत्रित किया। इस यात्रा ने अब तक आठ हजार से भी ज्यादा शिकायतें दर्ज की है।

बाड़मेर. जवाबदेही यात्रा के दौरान आमजन को हक के लिए जागरुक करते हुए।

धनाऊ . जवाबदेही यात्रा दल ने रैली निकालकर तहसील कार्यालय के सामने सभा की। सभा में एकल नारी शक्ति संगठन सामाजिक कार्य एवं अनुसंधान केंद्र, धनाऊ, कालबेलिया समाज तथा अन्य कई वंचित समुदायों के 200 से भी अधिक लोग एकत्रित हुए। सभा में धनाऊ के दौलतराम ने यात्रा का स्वागत करते हुए कहा कि सरकारी तंत्र की जवाबदेही सुनिश्चित करने के लिए चलाई जा रही यह यात्रा ऐतिहासिक है। लोकतंत्र को सशक्त करने वाली इस यात्रा में राज्य के विभिन्न हिस्सों से जो लोग जुड़े हैं वे बधाई के पात्र है। सूचना अधिकार मंच के कमल टांक ने जवाबदेही यात्रा का महत्व बताया। उन्नति संस्थान के तोलाराम ने भी इस सभा को संबोधित किया।

बायतु. जनता को अपना हक पाने के लिए स्वयं को जागना होगा। अधिकारी कर्मचारी अपनी जिम्मेवारी समझें। यह संदेश जवाबदेही यात्रा के दौरान निजी बस स्टैंड पर शनिवार को सुनाई दिए। पुलिस थाना के पास नाटक, गीतों के जरिए अपने हक के लिए जागने का संदेश दिया। जवाबदेही यात्रा के शंकरसिंह, कमल टाक, तोलाराम चौहान, पूर्व सरपंच नीरती बाई, उरमूल ज्योति के मोहनराम ने भी विचार रखे।

Labor card campaigning held by Soochna Seva Kendra, Siwana



'Use technology to your benefit'

dna correspondent @jaipurdna

A one-day workshop was organised at the Institute of Development Studies, Jhalana by the Digital Empowerment Foundation wherein more than 100 public representatives participated.

The motto of the programme was to communicate the government schemes and policies to the masses, to explain its benefits and to teach them the ways to use Information and communication technology for their benefit.

Nikhil De, social worker working with Suchana Avam Rozgar Abhiyan while addressing the gathering said, "To maintain a level of transparency between the general masses and the government, all the information available on the MIS should be made available on the public domain also." Speakers also suggested

THE WORKSHOP BY DIGITAL EMPOWERMENT FOUNDATION SAW OVER 100 PEOPLE FROM VARIOUS FIELDS

that the E-mitra and Atal Seva Centers should not charge more money than decided by the government and the service fee list should be put up on all the centers.

HR Singh of social justice and empowerment department said, "The status of acceptance or rejection of pension schemes is available on the website. The applicant just has to put the application number and the status can be seen. In case the pensioner does not take pension for three months then the pension is stopped at the source. Also, if the pension is stopped then an application can be put to the concerned official."

State level consultation in Jaipur

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