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District: Guna (M.P.)

European Union

DEF
DIGITAL EMPOWERMENT foundation

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ABBREVIATIONS

* **SHG:** *Self Help Groups*
* **DPIP**: *District Poverty Initiatives Project (a government initiative project for poverty reduction)*
* **DFO:** *District Forest Officer*
* **FRA:** *Forest Right Act*
* **HHs:** *Households*
* **MGNREGA:** *Mahatma Gandhi National Rural EmploymWent Guarantee Act*
* **MP:** *Madhya Pradesh*
* **PRI:** *Panchayati Raj Institutions*
* **RTI:** *Right to Information Act*
* **MAY:** *Mukyamantri Awas Yojna*
* **IAY:** *Indra Awas Yojna*
* **PMJDY:** *Pradhan Mantri Jan Dhan Yojna*
* **KCC:** *Kisan Credit Card*
* **AJPY:** *Atal Jyoti Pension Yojna*
* **PMJJY:** *Pradhan Mantri Jiwan Jyoti Yojna*
* **PMKVY:** *Pradhan Mantri Kaushal Vikas Yojna*
* **MMKY:** *Mukhaymantri Kanyadan Yojna*
* **MMKAPY:** *Mukhya Mantri Kanya Abhibhavak Pension Yojna*
* **NJY:** *Nal Jal Yojna*
* **JSY:** *Janani Suraksha Yojna*
* **JSSY:** *Janni Shishu Suraksha Yojna*

1. INTRODUCTION

DEF launched the Soochna Seva program in January 2014 with an aim to spread awareness about existing public schemes amongst the deprived sections of the society and enable them to derive benefits from the same. The program was founded with an intention of strengthening the Public Schemes Information (PSI) delivery and entitlement system to address larger issues of poverty, rural development, social exclusion and inequity of marginalized groups through information empowerment. This initiative is further expected to strengthen the governance structure at district administration level and below.

The program was aimed to run an integrated information services delivery and citizen entitlement framework in five specified BRGF (Backward Region Grant Fund) districts in India, in six key areas of Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security. The program works at two levels viz district administration level and blocks / Panchayats level.

The key achievement during this period has been raising the level of awareness on various government schemes and entitlements to the communities. Given below is a snapshot of our achievement with respect to the target in the year 2015. 2014 the target has not been realized because effort was more focused on initiating the Action.

2. EXECUTIVE SUMMARY

In 2015, the team has tried to focus on six key areas of Education, Health, Livelihood, Employment, Financial Inclusion, and Social Security. With regard to which series of camps (with Banks, Govt. Departments, Aadhaar Card agencies), community meetings and rallies (for creating awareness among villages on various issues) has been organised. PMJDY, PMSBY, Aadhaar Cards, Health Checkup/Medical Checkup, Mission Indradhanush, BPL Ration Cards were some areas where Soochna Seva was a great help to villagers. Other than this the team also focused on arresting dropout rates of students by having face to face interactions with the teachers as well the parents.

We intend to insert capacity building of the team as an agenda for the coming years as this will help in great way to expand the quality of intervention which the team is making. A short picture of overall achievement has been shown below and the details of each category have been given in chapter 7.

CATEGORY	REGISTRATION		BENEFITS/ENTITLEMENTS	
	Male	Female	Male	Female
Financial Inclusion	512	716	446	593
Health	255	603	251	591
Livelihood	103	7	101	7
Social Security	481	161	179	106
Education	56	46	55	46
Total	**1407**	**1533**	**1032**	**1343**

3. ACTIVITIES AND RESULTS

A. Liaising with Government bodies and elected members of Panchayat

For proper implementation of the programme, Soochna Seva Guna has initiated establishing an effective relationship with Government officials at the District, Block, and Panchayat level. The teams have shared the objective of Soochna Seva with the officials and promoted the model of public service dissemination. Meetings at the Panchayat level with elected representatives happen almost on a weekly basis.

With regards to above a linkage liaising workshop titled 'Information, Entitlement & Empowerment' was organized on 27th November 2015 at Hotel Sara, Guna (M.P.). The main goal of seminar is to build deep conceptual understanding of the public schemes, program and process to avail the information/benefit. Stakeholder would get to know how the benefit can be reached to the last mile beneficiaries who are lagging behind from their rights which are actually meant for them. It would create 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.

(For detailed information about Visibility workshop kindly refer report)

B. Liaising with network groups

Liaising with the network groups can be regarded as building relationship with civil society, NGOs, Self-help groups (SHG), ASHA/Aanganwadi workers, local stakeholders, and elected representatives of each.

A strong linkage has been developed with the influential groups like ASHA, ANM, Aaganwadi workers etc. This year team has been supported many camps organized by Govt. Departments namely Sushashan Shivirs, LokKalyan Shivir, Gram Sabha, Mission Indradhanush etc. The enthusiasm shown by team during these camps has been subject of appreciation by many government officials. Notable among them are appreciation certificate from Health as well as Education Department. Likewise, many awareness camps, wall writings, rallies, gathering of villagers, filling of grievance forms has also been executed. This support has brought a privilege to team as now the team is invited to attend most of the training/workshop held by the government departments. For instance, team of Chachora block has been provided with the training of holding camps under one of the big programme/mission called 'Mission Indradhanush' and 'Pulse Polio Vaccination. Along with this, Panchayat Secretaries, Sarpanchs are in regular touch with the team and always take support whenever required.

(For the certificate please see Annexure) Please attach the certificate

C. Meetings and camps

In all the blocks of the district, ground team has organized scheme-wise camps, formal and informal as well as awareness camps to create relevant information on schemes and entitlements. In GUNA the team has focused on organizing camps on Pradhan Mantri Jan Dhan Yojana (PMJDY), Sukanya Samraddhi Yojna, Aadhaar Card Registration. In these camps, we have collaborated with elected members, network groups to take the objective of Soochna Seva forward. In each camp, we have ensured that there is sufficient visibility of European

Union and Soochna Seva. In total, 152 small camps on above mentioned documents and schemes and 217 community meeting conducted by Soochna Seva Guna in 2015. Besides this, Guna team has conducted many meetings with government officials of different blocks and is a continuous process.

(Kindly refer table below for more details)

S. No.	Date	Block Name	No. Camp	No. Community Meetings	No. Local Collaboration	Any other like linkages etc.
1	1st - 31st Jan 2015	Bamori	3	7	2	Contacted in SBI Bank for PMJDY
		Aron	1	1	1	Contacted in BMO in Aron Hospital
		Chachora	5	2	1	-
		Guna	0	8	0	-
		Raghogarh	0	4	1	-
2	1st - 28th Feb 2015	Bamori	1	2	1	-
		Aron	0	0	3	Contacted in Aaron-BRC, Govt. Higher Sec. School
		Chachora	15			PHE Dept., SBI Kiosk
		Guna	6	10	1	Anganwadi and School at Bhidra
		Raghogarh	4	3	0	-
3	1st -31st March 2015	Bamori	2	8	3	
		Aron	1			Krashi Vigyan Kendra-Aron
		Chachora	2			
		Guna	10	5	9	SBI Kiosk Bhadora, Umri, Anganwadi-Chamraua

S. No.	Date	Block Name	No. Camp	No. Community Meetings	No. Local Collaboration	Any other like linkages etc.
		Raghogarh	1	2		
4	1st - 30th April 2015	Bamori	6	3	1	Block officers of Bamori, Post office-Guna
		Aron	4	4	1	
		Chachora	0	2	0	Women & Child Development Deptt., Block Office
		Guna	1	3	1	
		Raghogarh	7	6		
5	1st - 31st May 2015	Bamori	2	3	0	Head Post Office-Guna
		Aron	2	10	4	-
		Chachora	6	0	1	ADO Mr. G.K. Badoniya at Chachora Block Office, Forest office, Health Dept.
		Guna	6	13	0	-
		Raghogarh	0	5	0	-
6	1st - 30th June 2015	Bamori	1	5	3	-
		Aron	3	5	3	SDM Mr. Bhupendra Goyal ji - Aron
		Chachora	2	2		Mr. Nathu Lal Bhilala BEO at Block Office, Block Education Supervisor Mr. Raghubhir Bhil
		Guna	5	6	0	Mr. G.L. Jatav, PR Officer-Guna, Mr. O.P. Soni-PHC, Umri, Pannalal Shakya-MLA-Guna

S. No.	Date	Block Name	No. Camp	No. Community Meetings	No. Local Collaboration	Any other like linkages etc.
		Raghogarh	2	3		
7	1st - 31st July 2015	Bamori	4	5	1	School Teacher-Pardi Chak
		Aron				
		Chachora	2			Mr. Narendar Shakya of Health Department for Indra Dhanush camp. Mr. Hemant Gaud to discuss SSA rally
		Guna	1	11		Mr. A.K. Jain-PHE Guna, Rakhi Gupta-ANM-Umri, Vishnu Patidar-Horticulture, Forest Officer-Bhupendra Singh Rajpoot-Umri
		Raghogarh	2	5	0	-
8	1st-31st August 2015	Bamori	2	4	1	-
		Aron	2	0	0	Meeting with BLO & B.E.O. at Aron Block office
		Chachora	2	11	0	
		Guna	7	8	0	Head Master of Middle Schools of Bhidra & Negma
		Raghogarh	0	7	0	
9	1st-30th Sept. 2015	Bamori	0	0	0	-
		Aron	1	1	0	-
		Chachora	7	0	0	-

S. No.	Date	Block Name	No. Camp	No. Community Meetings	No. Local Collaboration	Any other like linkages etc.
		Guna	10	9	2	Panchayat Officer- Mr. Devendra Bhargava-Guna, Mr. Yadav from MPEB Guna, ANM-Ramswaroopi Shrama, Supervisor-Urmila Bhargava
		Raghogarh				
10	1st-31st Oct 2015	District Guna	11	22	12	MP Jan Abhiyan Parishad, MBGB Umri, Animal Husbendry Deptt., Mr. Badoniya at Janpad Panchayat-Chachora,
11	1st-30st Nov 2015	District Guna	2W	10	12	Women & Child Dev. Deptt., Health Deptt, Mr. Arun Dev - Dypt. Director Deptt of Social Justice, Janpad Office - Bamori/Raghogarh/ Chachora
12	1st-31st Dec 2015	District Guna	1	2	12	BEO -Aron Mr. Dangi Ji, Jila Panchayat Upadhyaksh- Aron Mr. K.P. S. Bagdi

D. Rallies and film shows

Our team did number of rallies on various issues like Samgra Swakshta Abhiyan, Women's Day, Right to Education, and Right to Information (RTI), Health, Environment Day and Independence Day etc. with Govt. dep't, schools and individually as Soochna Seva in all 05 blocks.

We are regularly using Soochna Vahan for information dissemination purpose. Through Soochna Vahan we reach out to the target groups and beneficiaries on need basis. The Vahan use both non-ICT and ICT tools to reach out to beneficiaries in Panchayat and villages. Soochna Vahans is equipped with laptop, microphone, LED TV, Mike, speaker and Projector.

The team held Mobile camps like, Aadhaar Camps and PMJDY Camps in remote villages where there is no electricity and no roads available. Team also held film shows on various issues like Gram Sabha, Right to information & road shows. In 2016 we are planning to start digital literacy classes in remote villages through Soochna Vahan.

Showcasing film of Gamsabha, Negma



Showing films on Right to Information @ Higher Secondary School, Umri



Slogans Prepared by SSK, Aron Block



Rally on Sanitation Campaign at Negma





E. Meeting with Women and defunct Self Help Groups:

For empowering women through Soochna Seva we have started regular meetings with women in our villages. In this tenure we found that there are number of SHGs which are formed under DPIP: District Poverty Initiatives Project (a government initiative project for poverty reduction) which are non-operational and in some SHGs their members are defaulter. This happened there was no one to guide these groups on how to run the SHG. SS team started meeting with members of these SHGs and we are encouraging them to pay their due installments in banks, give back loans. Right now we are working with 05 Self Help Groups of this type and nurturing them again.

Apart from this we have formed a new SHG named Jamna Devi Swayam Sahayata Samooh, Dhamkan, Gram Panchayat – Bhidra with 13 BPL Card Holder Female members.

4. INNOVATIONS

- Use of Soochna Vahan in camps, rallies, Gram Sabhas and showing educational films.
- Full involvement of team in activities conducted by Govt. like Sushashan Shivir, Lok Kalyan Shivir, Gram Sabhas and surveys which helped a lot in liaison with Departments and trust building among community.
- Conducting demo classes at Govt. schools and in villages for promoting digital literacy. Taking competitive exams in schools and promoting girls and top students for digital literacy.
- Use of projector for taking classes of digital literacy.
- Discount in fee for girls who are not able to pay full fee.
- Distributed CM Helpline Number 181 in all our villages for making online complaints. Now villagers are able to register their complaints oneself.
- Less involvement of Soochna Sevkas in meeting outside their respective blocks. This we did because travel allowances, major distances of other SSKs.
- Created a Group of Handicap youths named "Udan Yuva Samooh" at Guna Block and tried to create livelihood option for them with help of Dep't of Social Justice and Theater Artist – Vishnu Jha from IPTA.

5. RISK AND CHALLENGES

- More number of dropouts/staff turnover in team. In this year total 10 numbers of staff left/ terminated from Soochna Seva. This affected our work a lot.
- Less active NGOs in District. In our Guna only Soochna Seva is working as an active organization. There are other NGOs also present here but they are less active and corrupt.
- Panchayat Levels Officials are less active which affects process of benefit for beneficiaries. These types of officials are not having fear of their seniors too.
- Less visits of seniors from head office somehow affecting our important linkages like District Magistrate, Dist. CEO etc. Because of this till now we are not having proper documents/letter from Govt. officials most of the time we require documents for showing in dep't.
- Corrupt officials do work of those who give them bribe even though they are not eligible for following scheme. Mostly it happens in adding names/generation of BPL cards. Due to this eligible person suffers a lot

6. SUSTAINABILITY PLAN

- Increase the number of activity and involvement with Govt. Dep't so that so that we will work together and in better way. This will generate more faith of Department in Soochna Seva.
- More focus on SSK-Bamori as the team is made up of fresher.
- Use of Social Media like Watsapp and other platforms to bridge the gap between Govt. and community. This way community will be able to air out there grievances as well as get to know the efforts of SS.
- Develop two of our SSKs (Guna & Aron) as Common Service Centre and link them with MP Online portal so that Online Govt. Services will be provided in better way at authentic charges. After assessment this may be extended to other SSKs too.
- In the process of forming team's own nukkad natak team for making work pattern more interesting/interactive and learning.
- Have more exposure and trainings of staff on Right to Information, MGNREGA, Social Audit and Govt. Schemes.

7. REGISTRATION AND ENTITLEMENT RECEIVED UNDER EACH SCHEME

Key Area	Scheme Name	Registration		Benefits/Entitlements		Success stories	Media coverage
		Male	Female	Male	Female		
Individual Schemes							
Financial Inclusion	PMJDY	501	437	404	332		
	PMJDY & Aadhar	21	16	21	16		
	Kisan Credit Card	26	-	26	-		
	PMSBY	428	230	385	213		
	Bank Account	31	31	29	30		
	Atal Jyoti Pension Yojna	2	-	2	-		
	Pradhan Mantri Jiwan Jyoti Yojna	3	1	3	1		
	Account open scholarship	1	1	1	1		
Health	Vaccination (Preg. Lady/Child)	39	95	39	95		
	Health Camp	27	135	27	135		
	Health Checkup/ Medical Checkup	48	150	44	138		
	Mission Indradhanush	98	169	98	169		
	NRHM	41	41	41	41		
	Ladli Laxmi Yojna	-	3	-	3		
	NRC Refferal	2	4	2	4		
	ANC/PNC Checkup						
	Janni Suraksha Yojna	-	6	-	6		
Livelihood	Surajdhara	11	-	11	-		
	Seed Distribution	62	1	62	1		
	Departmental subsidy	8	-	8	-		
	Subsidy on Seeds (Horticulture)						
	Yuva swarojgar	1	-	1	-		
	Nandan Phal Udyan	12	2	12	2		
	Drip Irrigation Scheme	1	-	1	-		
	Agriculture Benefits	3	-	3	-		

Key Area	Scheme Name	Registration		Benefits/Entitlements		Success stories	Media coverage
	PMKVY	1	-	-	-		
	MGNREGA						
	Khet Namantaran	1	-	-	-		
	Poultary (Murgi Palan)	3	4	3	4		
	Mukhaymantri Kanyadan Yojna	-	1	-	1		
Social Security	Mukhaymantri Aavas Yojna	167	6	-	-		
	Mukhyamantri Kanya Abhibhavak Pension	1	-	-	-		
	Indra Awas Yojna	3	9	-	-		
	Widow Pension	-	14	-	7		
	Oldage Pension	52	52	15	22		
	Oldage Pension (Account Transfer PO to Bank)	2	3	2	3		
	Disability Pension	6	3	6	3		
	Home Compensation						
	Sukanya Samraddhi						
	Ladli Laxmi Yojna						
	Annpurna Yojna	54	8	54	8	-	
	Relief Fund	4	1	-	-		
	Karmkar Mandal (Labor Security)	63	-	-	-		
	Kanya Abhibhavak Scheme						
	MM Majdoor Suraksha Yojna	3	2	3	1		
	Tendu Patta Worker Insurance	74	61	74	61		
	Fasal Muawaza (Crop Compensation)	49	1	22	-		
	Tendu Bonus	3	-	3	-		
Education	Handicap Allowance	-	1	-	1		
	School Uniforms	8	13	8	13		

Key Area	Scheme Name	Registration		Benefits/Entitlements		Success stories	Media coverage
	Means cum Merit	7	-	7	-		
	BSW (Bachelor of Social Work)	3	-	2	-		
	School Admissions	38	32	38	32		
Institutional Schemes							
	Routine Animal Health Check up	4	-	4	-		
	Scholarship Scheme	30	41	26	29		
	Anganwadi Admissions						
	Animal Medicine Distribution	5	-	5	-		
	Animal Vaccination	58	-	58	-		
	Seed Treatment Scheme	14	3	14	3		
Others							
Documents	Aadhar Card	2015	2032	2013	2028		
	Aadhar Card linked with Votar Card	35	14	-	-	-	-
	BPL Card Application	181	15	21	1		
	Caste Certificate	5	10	-	1		
	Birth Certificate/ Death Certificate	2	1	-	-		
	Operation Certificate (Nasbandi)						
	Disability Certificate	2	1	1	1	-	
Activities	Handpump Repairing	2	-	2	-		
	New Handpump	2	-	-	-		
	Medicine for Seed Treatment						
	Bhukhand Avantan Avedan	57	2	4	-		
	Namantaran						
	Tinshed in cremation ground	1	-	1	-		

Key Area	Scheme Name	Registration		Benefits/Entitlements		Success stories	Media coverage
	School Building Const.	1	-	-	-		
	Installation of Transformer (D.P.)	1	-	1	-		
	Toilet Construction	1	-	1	-		
	Nal Jal Yojna	2	-	-	-		
	Aagjani Muawaza	2	-	-	-	-	
	Financial Aid	4	-	2	-		
	Livestock Treatment						
	CC Road Construction	2	-	1	-		
	Nirmal Bharat Abhiyan	10	-	10	-		
	Transfer Certificate	3	1	1	-		
Total		4347	3653	3622	3406	50	15
Grand Total		8000		7028		50	15

8. SUCCESS STORIES

A LITTLE AWARENESS MADE A GROUP OF 20 FARMERS OF BHIDRA VILLAGE TO AVAIL LARGE BENEFITS

In Madhya Pradesh, nearly 71% of the population is directly involved in agriculture. Every year farmers face crop failure due to various reasons like unproductive seeds, climate change and many more. Rastriya Dalhan Utpaad Yojana, is a small part under the umbrella of 'Rashtriya Kirshi Vikas Yojana' by agriculture department. The main objective of this yojana is to improve the crop production by distributing good quality pulse seeds that are pre-tested in the laboratories. Rajaram Dhakkad, Soochna Sevak (Guna) came to know about this benefit so he paid a visit to Bhidra village and had an open discussion with some of the farmers.

Throughout the course of discussion he informed them about the benefits of Rashtriya Dalhan Yojana with the mandate of having a group of at least twenty people. Unquestionably, the farmers agreed and came to the decision that they will form a group and take the seeds of chickpeas and distribute among themselves on temporary basis.

Gradually the farmers learned about other benefits of the scheme so as to have holistic understanding of the programme such as they will get 80kg of seed per person, pesticides for the crops and the contribution amount bear by them. So, Soochna Sevak collected all the required documents like address proof, ID proof, land proof, passport size photo and a bank pass book. Rajaram Dhakkad met Mr. BL Jatav (Krishi Vikas Vistaar Adhikari), agriculture department officer and inquired about the remaining criteria of the yojana so as to enrol the group of farmers from Bhidra village. On the same day, Rajajram Dhakkad along with the Agriculture Development Officer visited the village and registered all the farmers on the spot.

On 2nd November, 2015 seeds and pesticides were collected from 'Nanakheda Maal Godown' of Agriculture Department and dispensed equally among all the famers on next day. Later on, the agriculture officer Mr. Jatav conducted a small training with the farmers regarding the process of seed sowing and proper use of pesticides. Information of other schemes was also explained in the same training. Lastly, Mr. Jatav appreciated the efforts of Soochna Seva for the welfare of the needy people by empowering them with relevant information.

YOU DID A COMMENDABLE JOB

Ratan Lal Paardi, a resident of Pardichak village struggles daily to make both ends meet. He had, if nothing else, at least the support of an old age pension until a few months back. But, for some reason he was deprived of this benefit too.



He sent a plea to the Gram Panchayat to get his pension benefits restored but since he was not good at drafting an application, it was repeatedly rejected for not following the due application format. Due to this, he couldn't receive his pension. He got extremely disappointed, and life kept getting harder for him every passing day.

He then decided to approach the Soochna Seva Kendra for help. Rajpal Khevat, the digital fellow of the Soochna Seva Kendra, checked his bank passbook and discovered that Paardi's pension was discontinued since July 6, 2015. Kevat drafted an application on Paardi's behalf and sent a plea to the

Janpad Panchayat, and also requested the Gram Panchayat to issue Paardi a Life Certificate. Once that was submitted it in the bank, and all other processes completed, his pension got restored. The grateful Paardi exclaimed, "Tumne toh bahut accha karo bhaiya" (You did a commendable job)!"

WEEDING OUT MYTHS

Twenty-seven-year-old Kalam Bai w/o (wife of Pratap Singh Bhilala) and 25-year-old Sushma Bai (wife of Sonu Bhilala) are residents of village Hathikhundan of Guna district in the state of Madhya Pradesh. Kalma Bai had already given birth to four times, all of which were non-institutional deliveries. However, one of them, a male child, died a couple of days after his birth. She was now pregnant with her fifth child. On the other hand, Sushma Bai, who was already a mother of a daughter, a non-institutional delivery again, was pregnant too.

Both the women belonged to the same household in which a misconception prevailed about institutional births – that deliveries in hospitals are not safe or beneficial enough. The head of the family had never allowed any of the woman to go to the hospital for a child delivery and all the deliveries were done at home until Soochna Seva entered the scene.



In an effort to demystify the misconceptions related to institutional births, they met the family and spoke to them about the importance of delivering the baby in an appropriate setting, where lifesaving equipment and hygienic conditions can also help reduce the risk of complications that may cause death or illness to mother and child. They were informed about the Janani Suraksha Yojana (JSY) which is a safe motherhood intervention under the National Rural Health Mission (NHM) launched by the government of India. The scheme has been implemented with the objective of reducing maternal and neonatal mortality by promoting institutional delivery among poor pregnant women.

After the Soochna Seva team concluded their discussion, the pregnant women of the house pleaded the family members to take them to the hospitals this time for delivery. Courtesy the awareness instilled in the household by Soochna Seva, the family even agreed to the women's demand.

As the time of the delivery approached, the women were taken to the hospital through Janani Express and they safely gave births to healthy children through an institutional delivery. On October 16, 2015, Kalma Bai delivered a hale and hearty baby boy weighing 2.900 gm and on September 21,2015, Sushma Bai gave birth to a healthy girl child weighing 2.800 gm.

The team contacted the women after the delivery and to their great satisfaction the family narrated the immense benefits that they had received from the hospital. Moreover, as the women were entitled to financial assistance under JSY but didn't have a bank account, the Soochna Sevaks helped them open their accounts in which the women received the financial assistance. Kalam Bai and Sushma Bai are now committed to sharing their experience with other women of their village.

THE TOIL FOR THE DAILY MEAL – MADE EASY BY THE SOOCHNA SEVA TEAM!

This is the story about an intervention by a Soochna Seva team that simplified the efforts of the innocent and unaware villagers of Meriyakhedi Khurd in Madhya Pradesh in acquiring their daily bread. A public distribution shop, also known as fair price shop (FPS), is a part of India's public distribution system established by Government of India which distributes rations at a subsidized price to the poor. Locally these are known as "ration shops". The process of getting ration from the ration dealer had left the village residents frustrated due to absence of relevant documents.

The Soochna Sevak (fellow of Soochna Seva Kendra) Padam Bheel was sitting in his portico when the desperate village residents came up to him and said "Sir, this time the ration dealer will probably not distribute ration to us." Surprised, Bheel enquired "But why, what happened? Tell me in detail."

The integration of POS machines in the PDS shops requires replacement of existing ration cards, with e-ration cards by verifying certain documents such as ration card verification receipt, aadhaar card, voter ID or bank passbook. Therefore, the ration dealer had refused to distribute ration in the absence of such documents. However, some of the villagers didn't have ration card, some didn't have the aadhaar card and somebody else had lost his passbook. The villagers had to face a lot of challenges due to this. After listening to the villagers, Soochna Sevaks Bheel and Babulaal invited them to the local Soochna Seva Kendra and assured them that their visit would prove very beneficial for them in more than one way. Some of the villagers like Unkaar Singh, Phool Singh Bheel and Netaji then thought that there is no harm in trying this, and so they decided to pay a visit to the local Soochna Seva Kendra. There, they told the Sevaks, "Sir, in Binaganj tehsil, they charge five rupees for a two–sided Photostat copy. So, what will you charge?" The Soochna Sevak smiled and gladly informed the innocent villagers, "Dada, you will be happy to know that here at our Soochna Seva Kendra, we only charge two rupees for the same service. Soochna Seva issued in public interest." The villagers were surprised. Then Rodu Lal Bheel, a villager, sadly told the Sevaks, "Sir, I went all the way to Binaganj to get my daughter's aadhaar card issued. I completed all the required formalities and processes but it's been four months and I haven't received the Aadhaar card yet." He handed the receipt of aadhaar card registration to the Sevaks and requested them to check its status on the Internet. Manish Suman, the Fellow, tracked the status only to be



disappointed as the status was pending. The sad villager said, "What am I supposed to do now? It takes a lot of money to commute from my place to such centres and yet I don't see any results" Soochna Sevak Padam Bheel smiled and offered help, "Let me help you this time. You might finally get the aadhar card." This is just one example of how Soochna Sevaks help villagers who're living in remote villages, untouched by the new age technologies.

The Sevaks also keep a hard copy of the aadhaar registration receipts for records. Often, villagers lose or misplace their receipts, or it is ruined during laundry or for other reasons. At such a time, they get a sigh of relief as original records are maintained at the Soochna Seva Kendra!

The two Soochna Sevaks then checked the receipts of around 30 to 40 beneficiaries who had registered for aadhaar cards through this Kendra. They instantly downloaded from the Internet the aadhaar cards of those beneficiaries whose receipts were present. Like a flower, the faces of those villagers bloomed and the fellows experienced great satisfaction as if their penance had met success. The delighted innocent villagers told the Soochna Sevaks that they would now be able to get the ration from the dealer easily. "You simplified our toil for the daily bread sir. Now we will get our two meals," they said.

The next day, the happy villagers of Meriyakhedi Khurd turned up in great numbers at the Neshkala ration control room and handed over the documents to the ration dealer who gave them their food supply. This was all due to the unconditional help extended by the Soochna Seva team and the co-operation of the villagers! The villagers, filled with gratitude, blessed the Soochna Sevaks and admired the team's effort in reaching out to the villagers and helping them.

ANNEXURE



A. Camp of PMJDY in collaboration with Madhyanchal Grameen Bank at Negma



B Soochna Seva Kendra – Negma taking competitive exam at Middle School, Negma for digital Literacy on 13 August 2015



C Soochna Seva Kendra – Guna Team sharing their experiences of School visit along with officials of District Education Department, Guna at Sushashan Shivir, Umri



D Aditya Pandey – DL Fellow, SSK – Negma, Taking Class of DL over projector.



E Community people from Raniganj village at SSK-Negma for getting guidance on writing application in Sushashan Shivir held at Negma



F Sachindra Bhargava – Block Coordinator, SSK-Aron getting Certificate from Principal of Modal School, Aron Mr. Vijay Chandel for better work in Education.



G Naval Kushwaha – Block Coordinator, SSK – Chachora getting certificate for his excellence support in Mission Indra Dhanush and Pulse Polio Campaign





H Photos of linkage liaison workshop 'Information, Entitlement & Empowerment' had been organized on 27th November 2015 at Hotel the Sara, Guna (M.P.).



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