FIELD VISIT TO TEHRI GHARWAL



A Brief about the visit

Date	-	June, 2017
Project	-	Soochna Seva
Location	-	Tehri Gharwal
Monitored by	-	Deepshikha Sharma and Abdul Vahid
Focal person	-	Brijesh Dharma, District Manager and Praveen Panwar, District Coordinator

Purpose

- Meeting with Chief Development Officer (CDO)
- Training of Soochna Seva team regarding Soochna Seva 2.0 approach

Activities

I. Attended Multi-Purpose Camp organized by Department of Social Welfare, Tehri Gharwal

Department of Social Welfare, Tehri Gharwal is constantly working to bridge the gap between marginalized population of the society and main stream. Implementation of social security and welfare schemes is being taken up on priority with increased coverage of schemes every year.

Recently organized (27th of June, 2017) multi-purpose camp in Pratap Inter College, New Tehri is one such example of the effort by the department. The camp witnessed the presence of District Magistrate Ms. Sonika, Chief Development Officer (CDO) Mr. Ashish Bhatgai, MLA Mr. Vikram Singh Negi, District Welfare Officer Mr. Avinash Singh Bhaduria, Block Development Officers Mr. Vijay Ghunsola, Ms. Anandi and Ms. Baby Oswal.

The main objective of the camp was to reach out to the marginalized community of the district and register them under various social security schemes. For the awareness and promotion of the camp Soochna Seva team has been approached and the result of which a large gathering has been seen to avail the benefits. Income certificate were also being generated by the revenue department.

Interestingly, eligible disabled were also distributed with support machines and equipment's such as wheel chair, spectacles etc. Mal-nourished children were got treated during the camp by the doctors from Dehradun.

The team put up a stall and provided digital services to the beneficiaries and huge demand has been noticed among the people. The whole support was appreciated by officers from different departments. In order to make the camp successful, Soochna Seva team created awareness among 250 Gram Sabhas covering 4 blocks of Tehri Gharwal district. A total number of 479 people participated from across the districts providing referral services Counselling/therapy, Eye Certificate, ENT related Certificate, mentally retired Certificate and Handicap Certificate.



II. Meeting with Chief Development Officer (CDO), Mr. Ashish Batgain

Based on the brief discussions in CDO office, following activities can be considered by the administration where DEF can associate with:

- Select and finalise 2 panchayats per block as Model Panchayats in Tehri Gharwal district (Digital Model Panchayat) focusing on panchayat connectivity, customize skills and trainings of Panchayat functionaries using digital tools, provisioning dashboard/MIS platform for information content and data management, local language web portal for transparency, accountability & visibility, digitally enabled Yojana Bank (a resource centre for government schemes and information centre) and enabling panchayats to select panchayat fellows and train them digitally to support panchayat transformation.
- Regarding Grievance Redressal Mechanism using an IVR system, please let us know your thoughts how DEF can support with its digital expertise. Also if there is any possibility to integrate and use Soochna Seva Call Centre number for collecting the grievances.
- Participation of Soochna Seva in BDC meeting is another area where they team can get involved and present the work of last 3 years.
- To get support from CDO office in getting government schemes information from different departments of the administration. It will help us reaching out to a large group of beneficiaries in the last mile areas with multiple benefits and entitlements. A letter endorsed by CDO will work efficiently to gather the required scheme information and its related updates.
- To replicate more Soochna Seva Kendras (to provide last mile government schemes information and services) in the remaining blocks of the district, it can be a great initiative of the Tehri administration. As of now the pilot kendras are functioning in 7 blocks; The district administration can consider of opening more such centres in the other blocks at Panchayat level (or within Panchayat bhavan office premise) and these centres are recognized by the district administration as Citizen Service Centres.

Lastly, it has been proposed to organise a meeting where DEF can discuss and deliberate the above aspects in detail and map out the priority areas with detail presentation at CDO office.

III. Training of Soochna Seva team regarding Soochna Seva 2.0

A meeting has been organised with Soochna seva staff in order to discuss with them about 'Integrated Approach to Technology in Strengthening Panchayat Level Citizen Entitlements & Service Delivery' in Tehri Gharwal District, Uttarakhand.

A brief about the status of panchayat at information, data and service delivery management in India has been shared with the list of existing gap areas. Whereas, Soochna Seva 2.0 is approach

to strengthen and support the capacities of Panchayati Raj Institutions (PRIs) in order to deliver last mile services aiding ICT tools. It seeks to enhance capacities of local institutions such as schools, SHGs, PHCs at panchayat level to deliver affordable, timely and transparent services to the citizens. Subsequently the components of 2.0 Approach ash been shared in details to make the team clear about the important aspects of it.

Lastly, the team has been involved in a group activity where they have asked to write and discuss about their learnings of the session using a chart paper.

Apart from the training, the team has also suggested few changes in the whole methodology of Soochna Seva 2.0 keeping in mind the socio-economic aspects of Tehri Gharwal district. Some of the suggestions have been found useful by the central team to consider for other districts also.



IV. Action Plan for Brijesh Dharma And Praveen Panwar For July 2017

1.	Selection of 10 Panchayats for Phase 2 , discussion & final inputs to Delhi office	10th July
2.	Training & orientation of the team with Soochna Seva 2.0 and then selecting Panchayat (2 Panchayat per block). The good and friendly ones as model & digital Panchayat. Delhi team representative will give training inputs and resources.	July
3.	2.0 roll out in all 10 Panchayats	30th July
4.	Make a detailed Revenue Plan for the Soochna Seva Kendra and share with us	15th June
5.	Change Locations of Jakhanidar, Pratap Nagar and Thauldar blocks. Please try if we can get Panchayat Bhawan	30th July

6.	Release of Soochna Seva Annual Report with the presence of government officials, media, others	Deepshikha will give the final designed report by 15th July
7.	- MIS training to the staff as per the guidelines - Sharing audit assessment and observation report - Regular monitoring & checking of the data	15th July by Praveen
8.	Sharing New Beneficiary form with the team and start using the form	From July
9.	Panchayat Survey with the selected panchayats once the survey format is shared by Delhi office	July
10.	All SSK centres must be fully functional with Central as well as State CSC ids	30th July by Praveen
11.	Proper monitoring, guidance and support by Brijesh to all Soochna Seva Kendras	
12.	Proper Functioning of Lamination Machine to all the SSKs	By 15th July
13.	Whatever beneficiary data is pending from January to June 2017 it has to be put in MIS.	By 30th July
14.	- Follow up meeting with CDO Ashish Bhatgai, and discuss about the integration of grievance redressal cell. - Meeting with the new District Magistrate and update her about the project status	20th July (Praveen and Brijesh)
15.	Every centre maintaining proper offline records of the scheme benefits availed by the beneficiaries. This should be properly followed by each centre and training to be given by Praveen.	For Jan to June, 2017 records should be done till 30th July.
16.	Praveen Panwar will work as Assistant Coordinator from June 2017. His skills and capacities to be utilised fully for all blocks.	
17.	Partnership and collaboration with THDC and Koteshwar Dam. (Deepshikha will share proposal for Koteshwar Dam)	30th July
18.	SoochnaPreneur Agreement with Oracle Centres	10th July (by Praveen)
19.	Find out Government Notified Tribal Areas of Tehri Gharwal	10th July (Brijesh)
20.	Selection of 5 blocks for SoochnaPreneur Phase	15th July

	2 where it will be operated	
21.	Letter and follow up email to CDO	Deepshikha by 5th July