Field Visit Report (West Champaran)

Date	:	From May 29 to June 01, 2017
Project	:	Soochna Seva
Location	:	West Champaran, Bihar
Monitored by	:	Abdul Vahid
Last visit	:	Oct 12-18, 2017
Report created by	:	Abdul Vahid
Focal person at the field	:	Balaji Madiq, District Manager

Background

The main objective of this visit was to discuss the new approach of the project called as '***Integrated Approach to Technology in Strengthening Panchayat Level Information, Entitlements & Service Delivery in Backward Districts of India*** in Soochna Seva project. This would be new era of Soochna Seva Project namely ***Soochna Seva 2.0-Panchayat Digital Sasaktikaran Abhiyan.*** Under this project one Panchayat per block will be selected for action.

Soochna Seva project has launched Panchayat Digital Sasaktikaran Abhiyan in all implementing districts. However, 5 Panchayats will be picked up to start with for making the Panchayat administration accountable for providing citizen centric services smoothly and holistically. All elected/selected members will work toward social development change for the last mile beneficiary and link them with their rights, schemes, entitlements and various programs of the government. However, for making every institution accountable in the jurisdiction of Panchayat, Soochna Seva team will support to the Panchayat administration at every step. This will help beneficiaries to easy access of every service timely.

Soochna Seva team will also support the Panchayat functionary to jolt down the issues in partnership with the community members and prioritize them strategically the smooth functioning of each institution. However, SSK team will also ensure the participation of community member in every Sabha (meeting) with a special focus on women so that planning and execution can be done holistically for reaching out to every sections of the society equally.

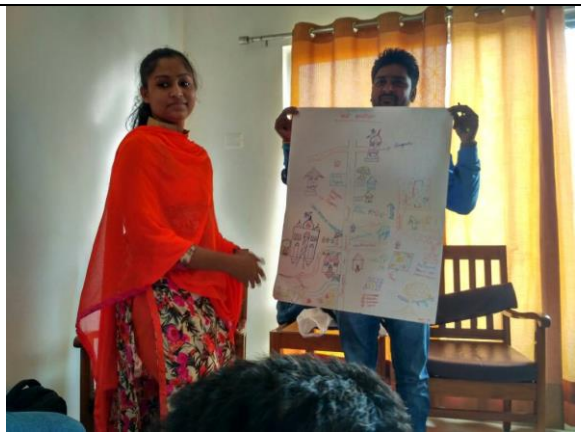
In addition, at important note SSK need to identify the institutional issues and challenges related to Health, Education, Skill Development, Agriculture, Microfinance, Water & Sanitation, Transportation, Livelihoods and other departmental issues. Thereafter, a participatory approach along with community citizens will help to resolve the issues one by one.

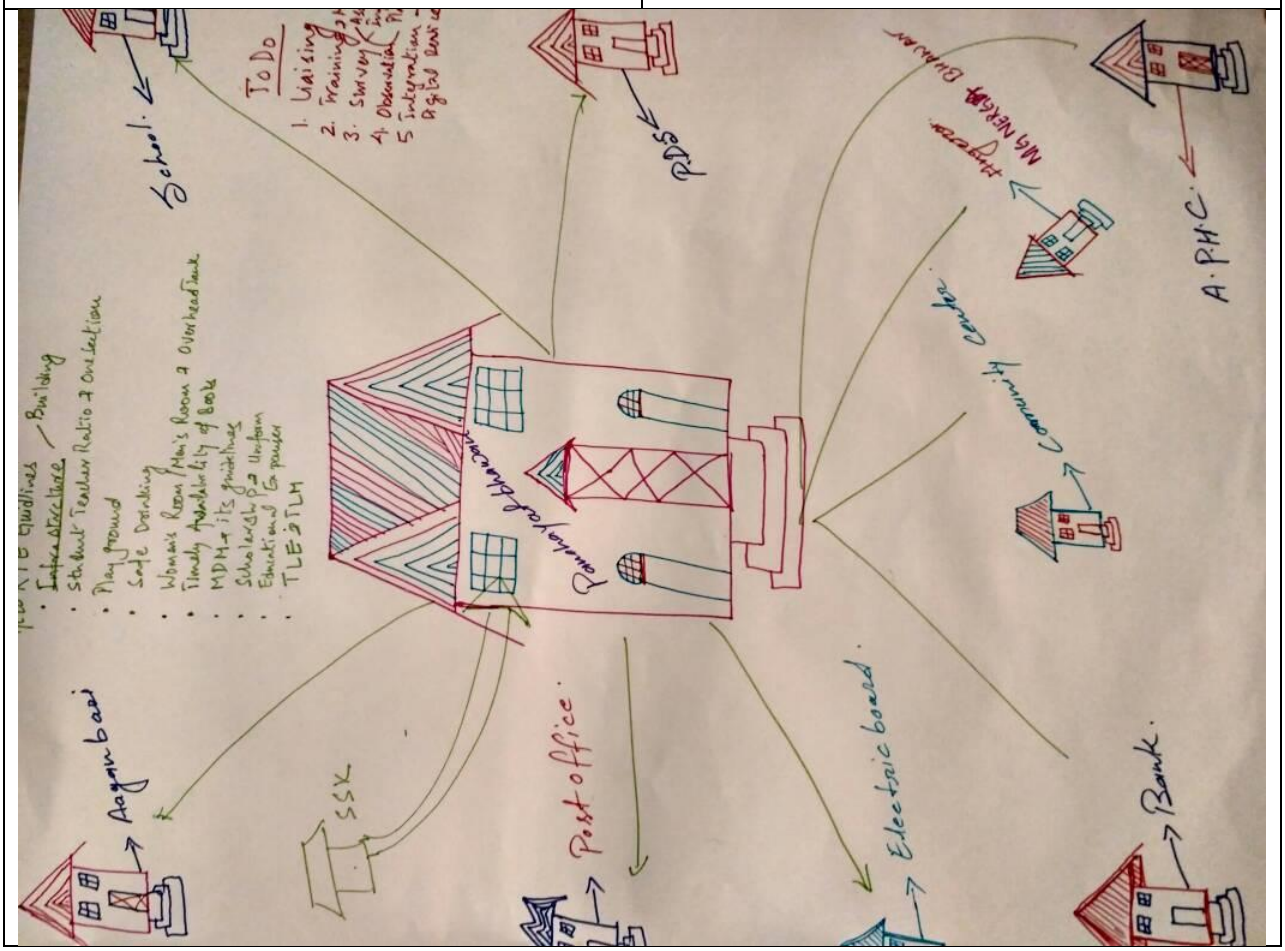
Training on Soochna Seva 2.0

At the outset, the background of Soochana Seva 2.0 was initially discussed with the team. Thereafter, team was divided into two groups and asked to draw the project on chart paper. Though, both teams failed to describe the approach. So, they again taught the entire process thoroughly. In the meanwhile they were also facilitated with the PPT in order to have better understanding.

After a round of question answer session it was felt that the concept is not understood so it was decided to split the team in to two groups again and give a task to each team.

It was also observed that the concept is much complicated to them and team will take much time to fully understand it.





Training on Meraapp

Meraapp is mandatory for all Soochna Seva staff. Now app will be used for registering beneficiaries and screening schemes. All SSKs are required to enter their backlog entries from Jan 2017 in the app only. So this app will capture the data of all beneficiaries and no MIS shall be permitted to enter the data. Each SSK will maintain their beneficiary record in hard and soft copies.

In the beginning of discussion app has been installed in the followings official's mobiles/tablets. Once they successfully installed the app, they were facilitated step by step in detail. They were also asked to register the beneficiaries in the app so that any upcoming issues can be resolved instantly.

Block	SSK/Oracle	Available Assets	Official/Personal	Name of Fellow/Coordinator	Mobile No.	Password
Mainatand	SSK	Mobile	Official	Akshya Kumar	7070991216	aka
Gaunaha	SSK	Mobile	Official	Prabhu Kumar	7070991221	pka
Lauriya	SSK	Mobile	Personal	Prakash Kumar	9931261898	pkk
Ramnagar	SSK	Mobile	Personal	Anil Kumar	8873190026	akp
Mainatand	Oracle	Mobile	Personal	Satya Prakash	7033221815	spp
Gaunaha	Oracle	Mobile	Personal	Mansha Kumari	9931476689	mmkk

During the train session some issues have been identified, those are relevant and need to be fixed immediately. These issues are as follows;

- After beneficiaries' registration schemes searching was not working. So beneficiaries have been registered and schemes will be added with them later on.
- Passwords of users have automatically been changing. This is resulting not lodged in the app
- State and District name is coming by default but in Hindi district name is not coming
- Beneficiaries are adding but after sometime details of them are disappearing.

Media Coverage



62% 12:20 am

डिजिटल एम्पोवेर्मेंट फाउंडेशन द्वारा सूचना मित्रों को आदर्श पंचायत स्थातापित करने के लिए ट्रेनिंग दिया गया ।

— May 30 2017 10:44PM

मैनाटाड़। बिहार के चंपारण में सूचना सेवा प्रोजेक्ट जो यूरोपियन यूनियन द्वारा पोषित है डिजिटल एम्पोवेर्मेंट फाउंडेश द्वारा क्रियान्वन किया जा रहा हैण् इस प्रोजेक्ट के तहत जिले के पांच ब्लाक के 25 पंचायतों में सूचना एवं टेक्नोलॉजी के माध्यम से सरकारी योजनाओं की जानकारीए बीपीएल परिवार को दिया जा रहा हैण् इस प्रोजेक्ट को आगे बढ़ाते हुए डिजिटल एम्पोवेर्मेंट फाउंडेशन ने पंचायतों को मजबूत करने के लिए सूचना सेवा टीम को दो दिवसीय कार्यशाला का आयोजन कर प्रशिक्षण दिया गया इस कार्यक्रम के तहतए डिजिटल एम्पोवेर्मेंट फाउंडेशन पंचायतों को योजनाओं के निष्पादन को बेहतर करने और पंचायत तंत्र को मजबूत कर उन्हें एक बेहतर संसथान बनाने में मदद करने का प्रयास हैण् इस कार्यशाला के लिए डिजिटल एम्पोवेर्मेंट फाउंडेशनए नई दिल्ली से से श्री वहीद चौधरी ने मैनातंडए सिकटाए लौरियाए रामनगर और गौनाहा प्रखंड से 9 सूचना मित्रों को ट्रेनिंग दीण् इस कार्यशाला का आयोजन सूचना सेवा केंद्र बगही ए लौरिया प चंपारण में संपन हुआण् वह मौके पर जिला कोडिनेटर बालाजी मादिकए मैनाटांड़ ब्लॉक कोऑर्डिनेटर अक्षय कुमारए विनीत केसर एप्रकाश मिश्राए सत्यप्रकाश राम एअनिल पासवान आदि मौजूद रहे।

म० इश्तियाक आलम

Share 2 Like 2 Tweet G+1 0

संबंधित समाचार

विषपान करने से ए अचेतएरेफर ।

— May 30 2017 11:1

छूटे निर्वाचकों को करने हेतु माह जुला विशेष अभियान।

— May 30 2017 11:09PM

इनरवा के सिंहासनी से 58 किलो गांजा

— May 30 2017 11:0

थरूहट विकास अ योजनाओं के कार्या प्रस्ताव आमंत्रित।

— May 30 2017 11:02PM

थरूहट विकास अ योजनाओं के कार्या प्रस्ताव आमंत्रित।

— May 30 2017 10:59PM

Important Links

http://www.biharprd.bih.nic.in/Home.aspx
http://www.panchayat.gov.in/
http://www.biharpanchayat.gov.in/
http://bgsys.gov.in/
http://biharprd.bih.nic.in/StateActRules/ACT_Bihar%20Panchayat%20Raj%20Act%202006%20-%20English.pdf

Call Centre Promotion

New ideas for promoting the Call Centre helpline were discussed with the team. Team will use different platforms of promotion the number i.e. weekly haat, Social Media and FGDs. Call Centre promotion will be handled by Vineet Kesar and team will help him in promotion.

Here are some audio messages below recorded by the team. These messages shall be shared in various whatsapp groups, Facebook, Linkedin etc.


WhatsApp Audio 2017-06-01 at 16.46.16.mp4


WhatsApp Audio 2017-06-01 at 16.46.10.mp4


WhatsApp Audio 2017-06-01 at 16.46.11.mp4


WhatsApp Audio 2017-06-01 at 16.46.12.mp4


WhatsApp Audio 2017-06-01 at 16.46.13.mp4


WhatsApp Audio 2017-06-01 at 16.46.15.mp4

Action Plan

Consolidated Action Plan W. Champaran, Bihar					
Sr. No.	Block	Date	Activity	Objective	Remarks
			Post orientation of Soochna Seva 2.0	To have better understanding of the project	
			Name of Panchayats	To select the panchayat for implementation	
			CSC Registration		
			Nagrik Sahayata Kendra	To promote the helpline number	40 Wall Painting 10 Whatsapp/facebook messages 5 Audio messages

1	Ramnagar	5/19/2017	Introductry Meeting with Bagahi Sukhwani PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting. • Informal mapping of merits and demerits of Panchayat working and its resources.	Anil, Vineet and Balaji
2	Mainatand		Visit SSK Balthar and lend Support on Documentation of labaharthi list	Improve Documentation of SSK Balthar	Akshya and Amlesh
3	Gaunaha		Visit Bhitiharwa Panchyat for talks regarding PSSK	Shifting of Centre from Bhitihirwa School to PSSK	Prabhu
4	Lauriya		Introductry Meeting with Lakad Sisyai PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Praksh , Vineet and Balaji
5	Sikta		Improving documentation of Labharthi 2015 and 2016	Yestreday's inspection of document from all centre revealed that it lacks an order so it was decided that Akshya will help Amlesh in this regard.	Akshya and Amlesh
6	Ramnagar	5/20/2017	Follow up with labharthi Sukhwani Village	Regular Work	Anil
7	Mainatand		Introductry Meeting with Pirari PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources.	Akshya and Satyprakash
8	Gaunaha		Visit Mazauliya and Chanpatiya SK	review of SP work	Prabh and Balaji

9	Lauriya		Introductry Meeting with Bagahai Baswariya PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Prakash , Vineet and Balaji
10	Sikta		Follow up with labharthi	Regular Work	Amlesh
11	Ramnagar	5/22/2017	Follow up with labharthi of Nautanwa	Regular Work	Anil
12	Mainatand		Introductry Meeting with Sakrol PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Akshya, Satyprakash, Vineet and Balaji
13	Gaunaha		Vist Damrapur PSSK and SK	review of SP work	Prabhu and Balaji
14	Lauriya		Follow up with labharthi of Lakad Sisai, kanchanpur and Sautand	Regular Work	Prakash
15	Sikta		Follow up with labharthi of Sikta	Regular Work	Amlesh and Tanzeer
16	Ramnagar	5/23/2017	Follow up with labharthi of sakhwani	Regular Work	Anil
17	Mainatand		Introductry Meeting with Inarwa PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Akshya, Satyprakash, and Balaji
18	Gaunaha		Visit of Dhamaura PSSK and SK	review of SP work	Prabhu and Omprakash
19	Lauriya		Introductry Meeting with Telpur PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of	Prakash , Vineet and Balaji

				Call Centre and Wall Painting.	
20	Sikta		Follow up with labharthi of Gauchari	Regular Work	Amlesh and Tanzeer
21	Ramnagar	5/24/2017	Introductry Meeting with Dumri PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Anil and Balaji
22	Mainatand		Introductry Meeting Follow up with Pirari PRI and Members of Public on Selection of Model Panchayat	Review of the May 20 meeting	Satyprakash and Akshya
23	Gaunaha		Selection of SP for Lauriya Block	Selection of SP and further appointment	Prabhu
24	Lauriya		Introductry Meeting with Sagauli PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Prakash, Vineet and Balaji
25	Sikta		Introductry Meeting with Gauchari PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Amlesh and Tanzeer

26	Ramnagar	5/25/2017	Introductry Meeting with Ghediya PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Anil and Balaji
27	Mainatand		Introductry Meeting Follow up with Sakrol PRI and Members of Public on Selection of Model Panchayat	Review of the May 20 meeting	Akshya and Satyprakash
28	Gaunaha		Introductry Meeting with Matariya PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Prabhu, Vineet and Balaji
29	Lauriya		Follow up with labharthi of at Block office	Regular Work	Prakash
30	Sikta		Follow up with labharthi of 2015	Regular Work	Amlesh
31	Ramnagar	5/25/2017	Introductry Meeting with Dardarwa PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Anil and Balaji
32	Mainatand		Introductry Meeting Follow up with Inarwa PRI and Members of Public on Selection of Model Panchayat	Review of the May 23 meeting	Satyprakash and Akshya
33	Gaunaha		Introductry Meeting with Mahuai PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Prabhu, Vineet and Balaji

34	Lauriya		Introductry Meeting Follow up with Lakad Sisai PRI and Members of Public on Selection of Model Panchayat	Review of the May 20 meeting	Prakash
35	Sikta		Follow up with labharthi of 2015	Regular Work	Amlesh
36	Ramnagar	5/26/2017	Introductry Meeting with Balua PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Anil and Balaji
37	Mainatand		Follow up of Labharthi 2015 at Jharjhari	Regular Work	Satyprakash and Akshya
38	Gaunaha		Follow up of Bhithiharwa meeting	Follow up work	Prabhu
39	Lauriya		Introductry Meeting with Sitapur PRI and Members of Public on Selection of Model Panchayat	• Introduce the Objective of model Panchayat and ascertain their views. • Informal mapping of merits and demerits of Panchayat working and its resources. • Information Dissemination of Call Centre and Wall Painting.	Prakash and Vinet
40	Sikta		Follow up of Labharthi 2015 at Balthar	Regular Work	Amlesh
41	Ramnagar	5/29/2017	Introductry Meeting Follow up with Dumri PRI and Members of Public on Selection of Model Panchayat	Follow up work	Anil
42	Mainatand		Follow up of Labharthi 2015 at mainatand	Follow up work	Satyprakash and Akshya
43	Gaunaha		Introductry Meeting Follow up with Mahui PRI and Members of Public on Selection of	Follow up work	Prabhu

			Model Panchayat		
44	Lauriya		Introductry Meeting Follow up with Kandhwaliya PRI and Members of Public on Selection of Model Panchayat	Follow up work	Prakash
45	Sikta		Follow up of Labharthi 2015 at saghua Bhawanipur	Follow up work	Amlesh