







Annual Report 2017

Strengthening Last Mile Access & Delivery of Public Welfare Schemes Information & Entitlements Towards Empowerment

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Soochna Seva

Implemented by

DEF
DIGITAL EMPOWERMENT foundation

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1. DESCRIPTION

1.1. **Name of beneficiary of grant contract:** Digital Empowerment Foundation (DEF)

1.2. **Name and title of the contact person:** Dr. Syed S. Kazi, Deputy Director, DEF

1.3. **Name of partners in Action:** NA

1.4. **Title of the Action:** Soochna Seva: Facilitating information flow and management of public schemes for citizen empowerment and good Governance in backward districts in India

1.5. **Contract Number:** DCI-NSAPVD/2013/311-983

1.6. **Start date and end date of the reporting period:** January 2017 - December 2017

1.7. **Target country (ies) or region(s):** The following districts in India have been selected for the Soochna Seva implementation:

- West Champaran, Bihar
- Barmer, Rajasthan
- Tehri Garhwal, Uttarakhand
- Guna, Madhya Pradesh
- Ranchi, Jharkhand

1.8. **Final beneficiaries &/or target groups (if different) (including numbers of women and men):**

- **50,000 BPL Families in 5 Backward Districts:** 10,000 Scheduled Tribe families, 10,000 Scheduled Caste families, 10,000 Minorities, Other Backward Classes (OBCs) and 20, 000 families from the general social segments who are socially and economically weak.
- **100,000 total beneficiaries:** 50,000 BPL families will be covered under the programme. At least 2 individuals per household will be covered.
- **40,000 women and girl beneficiaries:** Out of the total 100,000 direct beneficiaries, at least 40,000 women and girls will be covered under health and livelihood access programmes, especially child and maternal health care.
- **400,000 beneficiaries:** Soochna Seva is expected to benefit a total of 400,000 beneficiaries, directly and indirectly, male and female, over a period of five years in five BRGF districts.

2. ASSESSMENT OF IMPLEMENTATION OF ACTION ACTIVITIES

2.1 EXECUTIVE SUMMARY

Soochna Seva Programme empowers underserved communities with their rights, entitlements, grievances and citizen services through last mile connectivity & access, information and content, digital services, skill enhancement, capacity building, livelihood opportunities and linkages. The action initiated in 2014 in five Backward Region Grant Funds (BRGF) districts namely Guna in Madhya Pradesh, Tehri Garhwal in Uttarakhand, Ranchi in Jharkhand, West Champaran in Bihar and Barmer in Rajasthan to serve the rural citizens and community/information and entitlements. Soochna Seva is public welfare schemes information dissemination & entitlements based programme platform created to support, strengthen and enhance provisions of last mile access and delivery of government schemes information dissemination, and end solutions to receive entitlements of the government welfare measures.

The approach of the programme is such that at district level, the programme has 5 Soochna Seva Kendra (Information Service Centres) to serve the wide scale rural citizens. These SSKs are a fulcrum of ICT enabled information and entitlement services majorly that falls under 6 broad categories Education, Health, Social Security, Livelihoods, Financial Inclusion and Employment. Each SSK is equipped with ICT Devices, Connectivity, e-Governance Services, Online & Offline Content of Public Schemes and provision to access Rights and Grievances Redressal.

In 2017 the programme modified its approach to target Panchayat and local service delivery institutions in all action districts for effective last mile, bottom up & decentralised access & delivery of critical public welfare & entitlement based information & services and grievance redress with an integrated approach to technology. The objective is to work with Panchayat administration to strengthen Panchayat level governance with digital interventions in 3 key areas of – Panchayat as institution for better development and governance; Panchayat as a better administrative area in information, entitlements and citizen grievance redressal; and strengthening Panchayat level services delivery agencies and institutions.

The project outcomes and impact in last 4 consecutive implementing years have been progressive in terms of reaching out to the last mile beneficiaries and linking them with the entitlements and services using ICT and online platforms as a medium.

Towards this, the programme has generated a system of schemes monitoring, review, update, validation and roll out at Panchayat level. It has created a methodology in audit of schemes delivered and benefitted to ensure relevance and utility of schemes and delivery mechanisms. In the course of one year (2017) the project has achieved and implemented public grievance redressal mechanism in 3 states Rajasthan, Bihar and Uttarakhand. In Rajasthan, the programme has a dedicated helpline to register their grievance on state government online grievance redressal portal. In Tehri Garhwal, Project has dedicated grievance redressal mechanism developed by DEF for registering and redressal of district level grievances. In West Champaran, Project is working in partnership with Civil Societies Organisations to register and redressal state level grievances using state online portal.

The overall focus is how to contribute in strengthening the governance structure, processes and systems at the bottom level in India in order to ensure timely, transparent, affordable, reliable, trustworthy information and entitlements to citizens.

It seeks to support the efforts of the District, State and Central Government authorities, department and administrations to ensure that public welfare programme information and entitlements reaches to as many individuals and households so that benefits reaches the deserving groups and communities for whom such programmes are designed and implemented.

Soochna Seva expanded its reach and created 1200 rural information-entitlements access and delivery points (Yojana Banks) across 12 States in India including Bihar, Jharkhand, Rajasthan, Madhya Pradesh, Odisha, Uttarakhand, Uttar Pradesh, Assam, Haryana, Karnataka, Tamil Nadu and Telangana. The project has introduced information entrepreneurship model and delivering doorstep services through android mobile application called MeraApp.

Readers and well-wishers may find this publication useful and informative

Let us join hands together to make India information inclusive, right & entitlement based just society and economy!

With sincere thanks & regards



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2.2 Activities and Results

2.2.1 Partnerships & Collaborations

2.2.1.1 Collaboration with Gail India Pvt. Ltd, Guna, Madhya Pradesh

A Concept of enabling access and delivery of information and entitlements of public welfare schemes through rural entitlement centres for poverty reduction has been submitted to GAIL (INDIA) LIMITED - Central Zone, Guna, Madhya Pradesh for creating two new Soochna Seva Kendras in one of project existing EU action block in Raghogarh. This grant will strengthen in expansion of Soochna Seva work in adjoining locations thus adding more rural citizens in its ambit.

2.2.1.2 Collaboration with Azim Premji Philanthropic Initiatives (APPI)

DEF in Partnership with Azim Premji Philanthropic Initiatives is working towards strenghtening panchayat level democratic governance using technology. This collaboration will leverage Soochna Seva Project activities on ground and as a result, Panchayat bodies (Gram Panchayat and Gram Sabhas and Panchayat Committees) and local service delivery agencies and communities can strengthen the overall governance and performance of GPs/PRIs in key areas of information, entitlements and service delivery, transparency and accountability, inclusive PRIs and community participation and engagement in Panchayat development.

Sample Image of Consultation Workshop attached in the annexure-A

2.2.1.3 Collaboration with Department of Panchayati Raj Institution, Govt. of, Rajasthan

A comprehensive proposal was submitted to Department of Rural Development and Panchayati Raj, Govt. of Rajasthan, seeking contribution from the department in empowering Panchayats across the State through this pilot intervention in strengthening 25 Panchayats in Barmer District of Rajasthan, towards model information and Digital Panchayat in this pilot phase during 2018-19 and further scale-up and replication based on pilot phase outcome and impact. Technology will play an integral part to expedite the pace of work.

2.2.1.4 Collaboration with Department of Information Technology and communication, Jaipur, Rajasthan

The project has also adopted an integrated approach to technology in strengthening panchayat level last mile information, entitlements, services, grievance redress delivery and governance. In 4th year of the project, public grievance redressal was the key area of working closely with the government departments at state level. Grievances have been collected from all across 33 districts of Rajasthan and followed by their process for redressal by concerned department. The state government has a dedicated portal to redress the grievances called 'Sampark Portal', which was created with the aim at providing the citizens with a platform to redress their grievances. The Government has also introduced 181 CM helpline number for those who can't access online medium.

Post transparency & accountability Yatra (Jawabdehi Yatra) in all 33 districts and 100 administrative blocks of Rajasthan, DEF team in Jaipur has continuously been following up the grievances received in Yatra and adding new one from the beneficiaries. The main objective behind this follow-up is to see the response of the government on disposing/redressing them. This also shows the accountability and responsibility of the concerned officer. A dedicated helpline number has been introduced (0141-2597850) by the project in Jaipur for grievance registration and follow-up online and offline. A total of 9458 beneficiaries registered their grievances online till 2017.

The Digital Empowerment Foundation (DEF) in partnership with Soochna Avom Rozgar Abhiyan and Rajasthan based Civil Society Organisations are working on mission mode to digitally enhance the process and access of entitlements/services at state level, e-mitra services and public grievance on ration, pension, MGNREGA, silicosis, health and education.

Sample image of Grievance Redressal Centre attached in the annexure-B

2.2.1.5 Collaboration with THDC, Rishikesh, Uttarakhand

Soochna Seva concept has been presented to the board of Tehri Hydro Development Corporation (THDC) regarding the extensions of Soochna Seva Kendra and providing access to information on public schemes and delivery of government entitlements in other blocks and district. This will strengthen to reach out more beneficiaries in the district and bridge the information and entitlement gap towards larger benefit for the members of the grassroots communities. Project will include last mile access and delivery of e-governance services, online content, digital literacy and accessible digital services.

2.2.1.6 Launch of Nagrik Samwad & Sahayata Kendra (NSSK) in Tehri Gharwal, Uttarakhand

In-house mechanism developed by DEF for Grievance Redressal, a Center called as "Nagrik Samwad & Sahayata Kendra" in Tehri Gharwal, Uttarakhand in collaboration with District Administration. NSSK is a platform where citizens can submit their grievances simply dialling at 8130313910. It will be considered as an extension outlet of the administration to collect grievances related to public schemes/entitlements 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 Soochna Seva team shall be continuously in touch with the departments for the follow up and final redress of the grievances and informing the same to the concerned citizens.

Launching image of Nagrik Samwad & Shikayat Kendra is attached as Annexure-C

2.2.1.7 Transparency & Accountability Camps in District West Champaran, Katihar and Araria, Bihar

Soochna Seva team along with Jan Jagriti Shakti Sangthan and Centre for Social Accounting and Budgeting underwent a training programme at Arairya district in November 2017. The team, in one day workshop learned the historical background of the Bihar Grievance Redress law, the provisions therein and how one can file grievances. Thereafter, the team practically filed grievances from the field from Dec, 6-12, 2017 in two districts viz Arariya and Katihar. In these camps 263 grievances were collected. In West Champaran, the Camps and Activities are planned in first quarter of 2018.

Transparency & Accountability Camp image by Bihar team is attached as Annexure-D

2.2.1.8 Collaboration with Department of Panchayati Raj Institution, Govt. of Bihar

State level collaboration for strengthening Panchayat level delivery system of information, entitlement and grievances has been initiated. A proposal has been submitted to the department, seeking permission to help in implementing the Soochna Seva new approach called Panchayat Digital Sashaktikaran Abhiyan (PDSA). It will focus on Panchayat administration to strengthen Panchayat level governance with digital interventions in 3 key areas of –Panchayat as institution of development and governance; Panchayat as a better administrative area in information, entitlements and citizen grievance redress; and strengthening Panchayat level services delivery agencies and institutions.

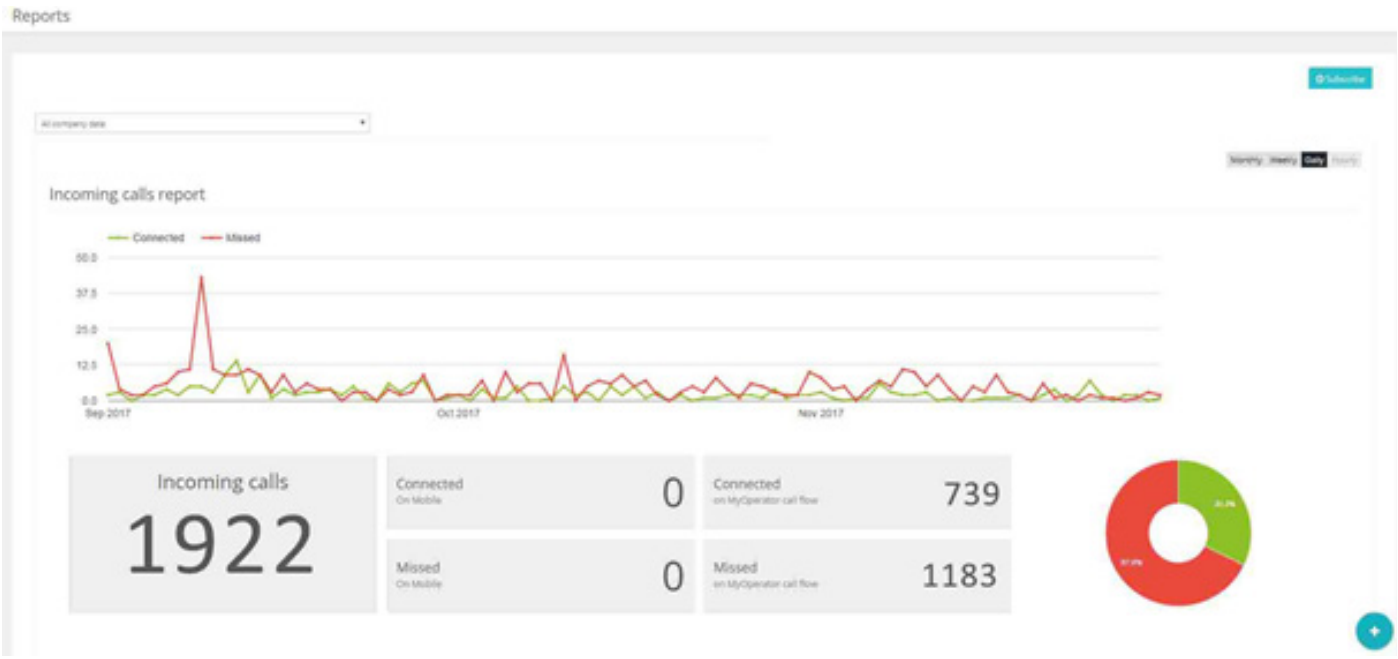
2.2.1.9 Training cum facilitation workshop of Panchayat Officials and Panchayat Representatives in all SSK locations.

Training & Capacity Building of Panchayat elected peoples representatives and officials on Panchayat Governance, information, access and delivery of entitlements and public grievances were conducted at every action location in all districts. Initially, 25 Panchayats (5 in each district) have been selected and trained their representative and officials on improving Panchayat delivery system and bringing accountability among them keeping in mind the 29 major subjects of Panchayati Raj System. ICT can play an important role for bringing transparency and accountability in Panchayat service delivery.

Meeting image with Panchayat Officials is attached as annexure-E

2.2.2 Soochna Seva Call Centre (Phone Saathi)

Information on public schemes and grievance is just a phone call away for last mile beneficiaries of Rajasthan, Bihar, Jharkhand, Madhya Pradesh and Uttarakhand. A centralised call centre number 8130313910 has been providing public schemes and entitlements information of central and state sponsored schemes and connect them with the services. Project has expanded the services to the entire states.



Services offered through the Phone Saathi helpline:

- Information about government schemes and entitlements related to health, education, livelihood, employment, financial inclusion and social security.
- If there is no information at hand about a particular query, the Phone Saathi will call back with required information.
- Facility to register a grievance with regard to any of the government services or schemes.

2.2.3 Panchayat Digital Sashaktikaran Abhiyan (PDSA)

- The PDSA initiative is an approach to strengthen and support the capacities of Panchayati Raj Institutions (PRIs) in order to deliver last mile services aiding ICT tools. Further, through PRIs, 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. This is shall be done through training and capacity building programmes for lower and mid-level officials and functionaries to strengthen the access and delivery channels, processes, methods and approaches.
- The whole idea has been conceived in a way to address the public service institutions at Panchayat level with the active participation of Gram Panchayat and Gram Sabhas.
- It seeks to assist, contribute, build capacities of Panchayats in access and connectivity with existing provisions as well as integrate new need based support solutions in wireless technology and connectivity.
- The plan intends to strengthen panchayat level citizen entitlements & service delivery at Panchayat level by setting up 'Soochna Seva Kendra's (SSKs) within PRI setups in the target blocks and districts of India. This provision is intended to cater to citizen centric government schemes information and entitlements services access and delivery at local level along with addressing entitlement grievance and redress.
- It seeks to build and support an integrated information services delivery and citizen entitlement framework in the form of Yojana bank (YTM), facilitating basic and complete cycle of information services delivery of public schemes/ initiatives to target beneficiaries and ensuring final entitlement gains from such provisions. 'Yojana Bank' is the new approach and method being deployed in the programme. These points are equipped digitally with basic Information Communication Technology (ICT) tools, apparatus, and platforms locally including locally accessed MIS platform, a dedicated government schemes App (MeraApp) being provided in the hands of the panchayat fellows, call centre facility and mobile vans equipped digitally as mobile units to reach out to more people with information and entitlement services.
- The focus is on building PRI Capacities in digitisation of existing beneficiaries of schemes; mapping and collecting data of potential beneficiaries of schemes; registration of beneficiaries and keeping the data; Processing of applications and keeping of data; Recording data of final beneficiaries with record; Yojana Lavarthi card issued by Panchayat.

- Further, PRIs would and should be having capacities in mapping of local institutions, their problems, solutions and recording the data and work with the institutions and Panchayats to help them perform better; mapping of priority issues, resources, planning and documentation
- The PDSA focuses on strengthening data capturing by each Panchayat through MIS/ dashboard of each Panchayat.
- It seeks to focus on training of Panchayat functionaries to do the above with focus on digital capacity and skilling of PRI functionaries.
- With little innovation, the PDSA will work with each PRI with Panchayat selecting Soochna Sevaks/Sevikas from each village to support the above in Panchayat offices voluntarily; Panchayat will select two to three Sevak/Sevikas to run the SSK service centre.
- Building the PRIs capacity in higher level of community, policy, programme advocacy by Panchayat to higher authorities is another focus.
- The PDSA to also focus on strengthening GPDP, Gram Sabha participation, community engagement, Gram Panchayat functioning in decentralised and bottom up planning, mapping, processing, documenting and such other activities with support of digital platforms.

Outcomes: Baseline Survey 25 Panchayats in selected 5 blocks has been completed. These Panchayat representatives and officials are now trained on technology based services delivery mechanism of public schemes, grievances and rights.

Followings are the selected Panchayats

LIST OF SELECTED PANCHAYATS			
State	**District**	**Block**	**Panchayat**
Bihar	West Champaran	Gaunaha	Sitthi
		Lauriya	Telpur & Dhobani
		Mainatand	Pirari
		Ramnagar	Baghai Sakhwani & Sapahi
		Siktta	Balthar
Jharkhand	Ranchi	Angara	Getalsud
		Bero	Dighiya
		Burmu	Bare
		Itki	Kundi
		Sonahatu	Dokad
Uttarakhand	Tehri Garhwal	Thauldhar	Daabri
		Chamba	Syul & Banali
		Jakhinidhaar	Kumardhar
		Narendra Nagar	Tipli & Paali
		Pratap Nagar	Kandaa & Kotga
Madhya Pradesh	Guna	Aron	Kherhedi
		Bamori	Colony
		Chachora	Genhukhedi
		Guna	Umri
		Raghogarh	Garkheda/Sakonya
Rajasthan	Barmer	Barmer	Balau
		Baitu	Baitu Panji
		Siwana	Dheera
		Kalyanpur	Dhani Sankhlan
		Dhanau	Itada

2.2.4 Strengthening Institutional Service Delivery

Project in 4th year (2017) focused on institutional and infrastructural development in order to bring the project into sustainable mode and run by the community itself. Strengthening institutional services, holistic participation of citizens always required in rural areas. Capacity building of panchayat members and citizens can help in better institutional services. Keeping in mind the issues, SSK team had been closely worked with 25 selected Panchayat authorities and 5 State Panchayati Raj Departments to open panchayat level SSK.

SSKs also worked with Panchayat level institutions i.e. Schools, Anganwadi, Primary Health Centres, Post Offices, Banks and PDS shops etc. to build their capacity to strengthen service delivery mechanism to the last mile citizens. These institutions are major delivery points of various citizen services. Hence, SSK teams have focused on state department guidelines and Right to Education (RTE), Right to Health (RTH) & Right to Information (RTI) Acts and build the capacity of concerned authorities. Following are the major achievements of 25 SSKs across 5 BRGF districts:

Institution Name	District	Block	Panchayat	Population covered by the institution	Area covered by institutions (km)	Target beneficiaries of institution
PDS Shop	Jaipur	Khatipura Colony	Jaipur Municipal Cooperation	4260	5	1060
PDS Shop	Jaipur	Eidgah Kachhi Basti	Jaipur Municipal Cooperation	4168	3	1229
Infrastructure Development	Barmer	Barmer , Baitu, Siwana, Kalyanpur and Dhanau	Gadhoi Charnan, Ranigaon Devandi, Itada, Bhopji	5002	15	5000
Lokayukt Karyalay	Jaipur	Eidgah Kachhi Basti	Jaipur Municipal Cooperation	50	3	50
Anganwadi Kendra	W.Champaran	Sikta	Balathar Panchayat	2180	3	530
Anganwadi Kendra	W.Champaran	Mainatand	Pirari Panchayat	2503	5	150
Anganwadi Kendra	W.Champaran	Lauriya	Telpur	3200	4	120
Infrastructure Development	W.Champaran	Lauriya, Gaunaha, Mainatand, Ramnagar and Sikta	Dobhani,Saphai, Balthar, Pirari and Sithi	26282	6	26282
Infrastructure Development	Guna	Aron, Bamori, Chanchouda, Guna and Raghoghar	Piproda Main,Colony, Gehunkhedi,Umari and Sakonya	18448	62	18448
Department of Animal Husbandry	Tehri	Nareandar Nagar	Tipali, Sweer Koti , Kaflolagaon and Bhandargaon	1763	7	1763
Panchayat Office	Tehri	Nareandar Nagar	Tipali	561	25	62
PDS Shop	Ranchi	Sonahatu	Rahe	2365	36	473
PDS Shop	Ranchi	Angara	Hesatu	2408	14	2400
Post Office	Ranchi	Burmu	Burmu	1231	8	1200
PHE Department	Ranchi	Patratoli	Kundi	1125	3	1100
Primary Health Center.	Ranchi	Burmu	Burmu	1228	8	1200
Total				**76774**	**207**	**60537**

Detailed district wise report is attached as Annexure-F

2.2.5 Meetings, Camps, Rallies, Trainings and Campaigns

Soochna Seva Kendras in collaboration with government departments organised camps related to social security schemes, financial inclusion and MGNREGA. Some scheme specific camps are also organised by the team. The ground team focused on institutional services i.e. vaccination, helpline numbers, Ration etc. Rallies, trainings and campaigns are effective tools to inject awareness among the rural deprived community. Meetings are mostly conducted with small groups in order to give personal attention and have interpersonal communication with every member and discuss and share the issues/ concerns in detail. In the camps, the team has often collaborated with local elected members, NGOs, network groups to take the objective of Soochna Seva forward and make it more impactful. In each activity planned, the team has ensured proper branding and visibility of European Union and the Soochna Seva.

2.2.5.1 Meeting with SSK selected Panchayats Representatives and Officials

For fuelling up Soochna Seva's new approach, a series of consultation meeting with elected public representatives and officials was held. The objective of these meetings was to develop an understanding between Soochna Seva team and gram panchayat representatives on areas where the services needs improvements and increasing the efficiency of PR in discharging their duties. 25 Panchayats (5 from one district) have been selected in first phase of the pilot to strengthen public representative and officials capacity on government existing programmes, process and delivery reformation of citizen centric services by leveraging technology. To achieve the above objective, detailed plan and strategy has been developed and shared with the PRIs and community.

With this, Soochna Seva intends to improve services of institutions such as Anganwadi, schools, primary health centre, PDS Shops and Panchayat Bhawan at Panchayat level. Several meetings and trainings have been organised with these institutions to transform their service delivery ecosystem.

Sample image of meeting with Panchayat Officials is attached as Annexure-G

2.2.5.2 On-spot relief to rural citizens using ICT tools

Barmer team in Rajasthan organised night camps in the villages. A projector with big screen installed at public place to resolve citizen's queries online related to Ration, Pension, Land, NREGA etc. It is basically a 2-3 hours long camp where people walk-in with their queries along with series of documents. Soochna Seva team assist all using digital mediums and online sources where villagers get instant status of their entitlements. Land records are high in demand because agriculture is major source of people's livelihood in rural areas. Rajasthan has placed everything related to land records on public domain. Apart from land records, information related to 'Consolidated Funds of India Schemes' is also available in public domain accessible online to all citizens of the state.

Sample image of the camp is attached as Annexure-H

2.2.5.3 Physical Verification of NFSA Beneficiaries in Ranchi, Jharkhand

Providing food and nutritional security to the people and ensuring adequate access quantity & quality food at affordable prices is the objective of National Food Security Act, 2013. The Government of Jharkhand claims to have a total 5,729,416 families which are getting benefits under the National Food Security Act (NFSA). Despite these claims Soochna Seva Ranchi team was often informed about irregularities. Thus the team thought of undertaking physical verification for National Food Security Act (NFSA) in 4 villages of Ranchi, Jharkhand. A total number of 135 ration card holders' details were collected, along with evidences in the form of photos, videos and documents. The report with key findings has been presented to the BDO. Key findings are listed below;

- 51 families are without ration cards.
- PDS shop is opened thrice a month.
- If villagers by any reason miss those days then they have to wait for next month to get ration with no compensation for the loss.
- Every month the ration card is filled with all the information irrespective of the quantity of the food grains households have received.

Detailed report is attached as Annexure-I

2.2.5.4 Justice delivered after a long wait – Jaipur

Soochna Seva Grievance Redressal team in Jaipur addressed issues related to discrepancies in delivering ration to the entitlement holders by the dealer. The issue came in light when people were struggling to get their food grains under National Food Security Program. Few beneficiaries sought help of Soochna Seva by dialling Soochna Seva grievance redressal number and narrated their ordeal. Team immediately checked online status and found disparity. The issue was quickly addressed by the team and got their long delayed entitlement delivered.

https://bit.ly/2GVeH2j

2.2.5.5 People received their entitlement for Pradhan Mantri Awas Yojana, Umri Panchayat, Guna

In Madhya Pradesh, the Jila Panchayat Officials held a camp on Pradhan Mantri Awas Yojana (PMAY) on 5th of June, 2017 at Umri, Guna. In this camp 40 application were accepted for further process by lottery system. District CEO Mr. Kailash Bankhede, Block CEO Ms. Kusum Mandloi, Sarpanch Ms. Sangeeta Bai and Secretary Mr. Raghuvanshi were present. The applicants were fecilitated by Soochna Seva team.

Detailed report and image is attached as Annexure-J

2.2.5.6 Open Defecation free village – Dhamkan, Guna

Under the Swach Bharat Mission (Gramin), a team of motivators were selected from select Gram Panchayats; and their capacities were built to facilitate the implementation of the Total Sanitation Campaign (TSC) using a community-driven approach. Two Soochna Seva team members underwent TSC training programme. These two members in Umri panchayat the team collected baseline information , learnt more about the community and establish rapport with them. By undertaking mapping activity the chain of effects from each defeaction area, motivators were able to highlight catalysts to initiate a process of behavioural change using a participatory approach.

As a result of constant interaction and team efforts in Dhamkam village of Umri panchayat, formed self-help group named 'Jamuni Devi' . This group utilised their savings to invest in the hygiene and sanitation drive. With the consent of the community members, funds have been utilised for constructing toilets in every household of the village. As a result, Damkan village has been announced as an open defecation-free village by the Jila Panchayat.

Detailed Case Story and image is attached as Annexure-K

2.2.5.6 Multi-Purpose Camp organised by Department of Social Welfare, Tehri Gharwal

Soochna Seva Tehri Gharwal team helped in organising Social Welfare Department on June 27, 2017 multi-purpose camp in Pratap Inter College, New Tehri. The camp was attended by community along with 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, 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

2.2.6 Communication and Visibility

Project has approached to the various departments at state level and discussed Soochna Seva concept. In 2017, a different approach has been adopted to target government authorities, participation in different events, district level events, grievance camps and Yatra using social media, daily newspapers and newsletters. In all activities branding of European Union to India, Soochna Seva Project and DEF were mandatory. A social media campaign on Facebook, WhatsApp and Twitter has reached to numerous people across the world. Every major activity has been posted on Facebook and shared by project network and likeminded professionals. Following are the major participation by the project.

Sample images of Social Media, Website, Yatra are attached as Annexure-M

2.2.6.1 Consultation on Strengthening Access & Delivery of Government Schemes Information & Entitlements in Jharkhand'

A State consultation on "Strengthening Governance and Citizen Engagement Digitally for Last Mile Access and Delivery of Public Schemes Information and Entitlements" has been organised on 24th April 2017 in Ranchi Jharkhand. The Consultation has been organised jointly by 5 implementing partners and European Union to identify innovations and best practices regarding access and delivery of information and entitlements keeping in mind the geographical, infrastructural and connectivity challenges in Jharkhand state.

It has also helped to recognise the best practices taken by organisations towards strengthening the access and delivery of government schemes information and citizen entitlement benefits on the thematic areas. The consultation has come out with a status note and key ideas with suggestions that can widen and expand the scope to strengthen the efforts of the government and other stakeholders.

Detailed report is attached at https://bit.ly/2uwYkXl

2.2.6.2 Participation in Prayag Mela

Digital Empowerment Foundation organised India's first Grand Digital Mela 'Prayag' that celebrated best practices and innovations in the space of digital and technology was held on February 25, 2017 at Surajkund Mela Ground in Faridabad, Haryana. Prayag brought together DEF's flagship awards Manthan Awards, eNGO Challenge and District Collector Digital Champion Award on one platform.

Soochna Seva Project exhibited district wise work, products and model in the mela where a huge gathering from civil societies organisations/NGOs, innovators, best practioners, journalist, and individuals from different sectors walked to the Soochna Seva stalls in order to avail information on public scheme and its process and delivery to the citizens. Soochna Seva team organised engaging activities and games in the Mela to pull the crowd to the stalls. People from SS districts carried with them different handicrafts for sale in the Mela.

Grievance Yatra with the help of Soochna Avom Rozgar Abhiyan team was also part of plan, using Soochna Seva Vahan with Mike, Speaker and LCD.

https://defindia.org/celebrating-digital-enablement-of-grassroots-communities/

2.2.6.3 SoochnaPreneurship event 2017

Digital Empowerment Foundation (DEF) in partnership with Qualcomm's Wireless Reach program organised Soochna Preneurship 2017 event at India Habitat Centre, New Delhi on 3rd August, 2017. The SoochnaPreneur programme is being inspired by the Soochna Seva Programme and their is mutual collaboration on ground in all SSK locations except Tehri Garhwal.

The event was attended by over 200 participants who comprised digital entrepreneurs, experts, students, representatives from NGOs and other stakeholders.

SoochnaPreneurship 2017 brought key stakeholders together on a platform enabling cross learning from rural information entrepreneurs, policy makers, industry experts and civil society representatives. The presence of SoochnaPreneurs along with other VLEs and eMitras brought forward the key challenges faced by them and steps should be taken to address these challenges. There were also suggestions from the policy makers and experts as how entrepreneurs can expand their business and what they should do to be prepared for the future. This event also provided an avenue for highlighting the role being played by SoochnaPreneurs in empowering the rural citizens by helping them avail government entitlements and providing digital services.

The detailed report can be seen here: *http://soochnapreneur.in/wp-content/uploads/2017/08/Soochnapreneurship%20 2017%20Event%20-%20Consultation%20Report.pdf*

2.2.6.4 West Champaran, Bihar - Grievance Redressal Camp

The Government of Bihar has been implementing social welfare schemes related to Social Security, Education, Health, Financial Inclusion, Livelihood, Public Sector and Basic Amenities. The claimant of these different entitlements runs in millions in such scenario, there tend to be scope for grievances among citizens. Keeping this in mind, civil society across the state (as well as country) is in conversation with government, for creating a platform within the governance to readdress citizen's grievances. The Govt. of Bihar acted on its own and enacted Act called Bihar 'Lok Shikyat Nivaran Kanoon'. Under this Act any common person can file petition to the govt. for grievance redressal.

Taking this as opportunity, SSK the team has focused on grievances among members of public to capture how the Govt. of Bihar's faired in its endower to be accountable to its public through its Bihar Jan Shikyat Nivaran hence the team has focused more on public grievances registration and their redressal.

The team felt that this new learning should also be applied in Soochna Seva District in West Champaran at Panchayat level. Considering the fact, team collected 367 grievances from the four camps held in four blocks Mainatand, Sikta, Gaunaha and Lauriya Blocks.

S.NO	DISTRICT	NO. OF GRIEVANCES				STATUS
		Male	Female	Group	Total	
1.	Arariya	63	60	43	166	3rd Hearing
2.	Katihar	40	57	0	97	3rd Hearing
Total		**103**	**117**	**43**	**263**	

S.NO	BLOCK NAME	NO. OF GRIEVANCES			STATUS
		Male	Female	Total	
1.	Mainatand	81	43	124	1st Hearing
2.	Sikta	21	112	133	1st Hearing
3.	Lauriya	5	5	10	1st Hearing
4	Gaunaha	50	50	100	1st Hearing
Total		**157**	**210**	**367**	

Sample images of Camp is attached as Annexure-N

2.2.6.5 Ranchi (Launch of Yojana Bank)

Soochna Seva Project in Itki Block of Ranchi set-up an ATM and Yojana Bank in SSK premises accessible for all beneficiaries. This is a unique initiative to connect the poor and marginalised households with government schemes information and final entitlement benefits at their doorsteps. ATM is equipped with big screen tablet on a podium which is loaded by MeraApp State and central government scheme's guidelines and forms. Yojana bank accommodates central and state sponsored schemes information in soft and hard copy available for last mile citizens. It also has LCD screen which regularly plays scheme videos, songs and jingles. Schemes IEC material in local language teaches beneficiaries process, benefits and required documents to avail it. In 2017, total number of beneficiaries walked to avail information in 1700 from nearby villages/Panchayats.

Sample images of Yojana Bank is attached as Annexure-O

2.2.6.6 Visibility via Social Media and Print Media (Newspapers)

Social Media facilitate the creation and sharing of information, ideas, career interests and other forms of expression via virtual communities and networks. Project in 2017 has significantly increased presence on Social Media platforms such as Facebook, WhatsApp and Twitter where the on ground activities are being updated on daily basis. These updates are linked effectively through 'WhatsApp' group which have been created with an intention to connect the field team with the central office team so that their daily updates can be shared immediately in any language the ground team is comfortable with.

In print media, the advantage of catering to specific target audience opens up countless opportunities to enhance the visibility of the project altogether. Moreover, it has also been said that a consistent visibility in newspaper ensures a cumulative effect on the potential audience. Rajasthan Patrika, Dainik Bhaskar, Jhagar Patrika, Live Mint and Guna Patrika are some of the local newspapers that have carried Soochna Seva activities in their editions.

Sample images of social media platforms are attached as Annexure-P.

2.2. 6.7 MIS to JIS

Digital Empowerment Foundation (DEF) in partnership with Soochna Avom Rozgar Abhiyan started working with various government departments, in order to convert Management Information System (MIS) into Janta Information System (JIS). The objective of the JIS is to make all information available in public domain so that citizens can access hassle free information related to their rights, entitlements and programmes.

Since then, DEF is closely working with Department of Information & Technology and NIC in Rajasthan for improving & putting the MIS in public domain related to following departments:

- Health
- Education
- Panchayati Raj
- NREGA
- Food & Civil Supplies

Although, citizen centric information is not available in public domain but to a certain extent, required information is available which is giving some relief to the citizens. However, DEF and SR Abhiyan are in constantly working with the departments, government officials, civil societies, social development experts and concerned stakeholders in order to have a robust Janta Information System in place.

2.2.7 Extension of target area

Soochna Seva at the ground is not restricted to 125 Panchayats 25 blocks and 5 Districts. The programme at the ground introduced information entrepreneurship (SoochnaPreneurship) for providing android App (MeraApp) based solution in nearby Blocks, Districts and Panchayats. Mera app is medium to get one step closer to the last mile beneficiary and reduce rural poverty. The application is designed to increase and improve the access, delivery and quality of public schemes and services aimed at social and financial exclusion, mainly by bridging the gap between community rights and entitlements and state responsiveness to them successfully through timely information and channels. Using MeraApp, these SoochnaPreneurs (change agent) are not restricted to give services in SSK catchment areas only but they fly much beyond it and serve beneficiaries. 80 SoochnaPreneurs, 20 each in West Champaran, Ranchi, Barmer and Guna are on board serving rural beneficiaries. These 80 SoochnaPreneurs have created 40 SSKs in same districts and multiple access points where they visit and give services.

Apart from it, Soochna Seva Project has extensively been advocating with state government authorities, including Assam and Telengana, service providers and stakeholders in order to work at large scale for rural community.

For more detail please visit www.soochnapreneur.in

2.2.8 EU Partners explored ICT enabled Soochna Seva Kendra

Post to EU partners review on 26th April 2017, NGO partners visited Soochna Seva Kendra, Itki Block and its field location to have an exposure and learning on ICT enabled Kendra and how it is being benefited to the last mile citizens. This SSK equipped with Yojana Bank (Scheme Bank), Yojana ATM, LCD, projector, screen, scheme videos/audios/jingles, digital devices, e-governance Services, content, connectivity and expertise on entitlements and grievances. DEF team presented their ICT based model to the people from different organisations and Ms. Anusuiya Gupta from delegation of European Union. This session was followed by field visit to the nearby village where a session with beneficiaries was conducted focusing in Prime Minister Ujjawala Yojana (LPG Subsidy Scheme).

Images of meeting with partners meet in the field is attached as Annexure-Q

2.2.8 Digital Literacy and Digital Services

The primary objective of Digital literacy and services is to bring the poor into economic mainstream by availing the government benefits of different services, rights, entitlements and programmes. The SSKs are located in remote areas and run by young, passionate and responsible community members who appreciate sense of empowerment through information.

Literacy among marginalised sections of the society has constantly been a matter of concern in India. The privilege classes have always been dominated and enjoyed their rights/entitlements. However, underprivileged community without access to information has struggled and always remained ignorant of their basic rights. SSKs were positioned uniquely to solve the divide problem in rural life and raise the living standard of underprivileged. Following are citizens' availed digital literacy.

SR. NO.	MONTH	TOTAL LITERACY			MONETARY VALUE
		MALE	FEMALE	TOTAL	
1	Jan-17	97	62	159	174,900.00
2	Feb-17	48	38	86	94,600.00
3	Mar-17	56	72	128	140,800.00
4	Apr-17	71	54	125	137,500.00
5	May-17	64	33	97	106,700.00
6	Jun-17	74	37	111	122,100.00
7	Jul-17	62	30	92	101,200.00
8	Aug-17	68	28	96	105,600.00
9	Sep-17	61	42	103	113,300.00
10	Oct-17	41	26	67	73,700.00
11	Nov-17	43	27	70	77,000.00
12	Dec-17	27	25	52	57,200.00
Total		**712**	**474**	**1186**	**1,304,600.00**

**Monetary value has been calculated at the lower market price Rs.1100/- per literacy*

SSKs are establishing last mile connectivity & access to information and content, citizen and digital services, skills, entitlements, livelihood opportunities, market linkages. Engaging youth and other citizen groups and work towards fully digital inclusive society. Bringing all community stakeholders together under SSK umbrella of services & provide them affordable digital services at their doorstep. Additionally, connecting with community stakeholders & providing them affordable digital literacy, access to government entitlement/rights & other digital services, using ICT and different digital devices.

Revenue Details: SSKs earned INR 546,623 from accessible and affordable digital literacy and digital services in this reporting period, month wise details of which is as fellows.

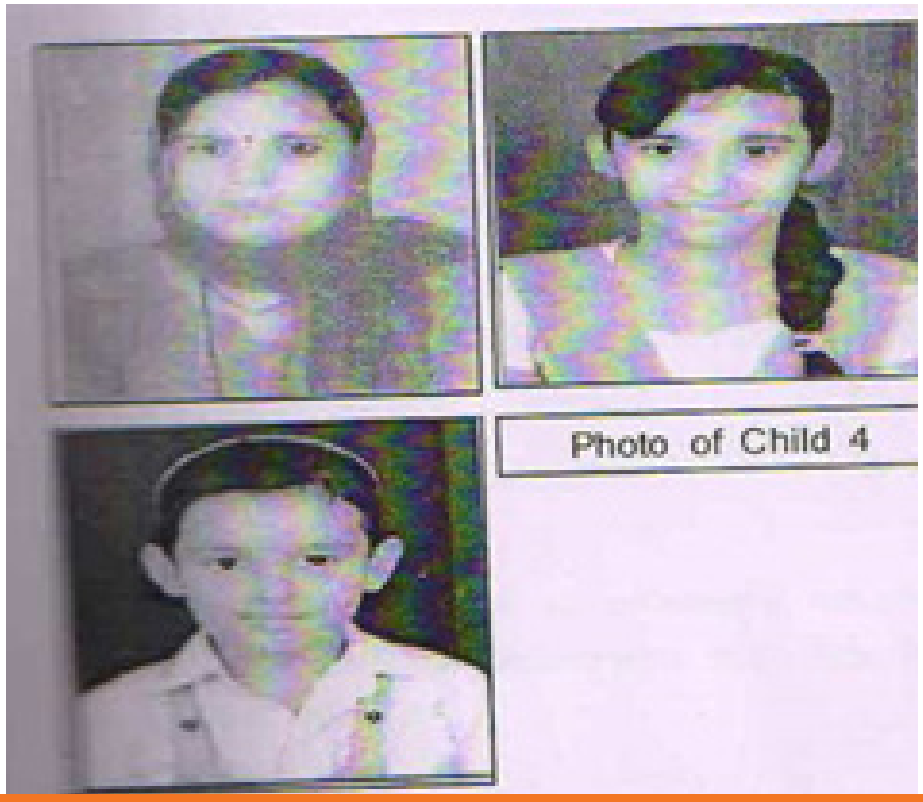
S. NO.	MONTH	BARMER	GUNA	RANCHI	TEHRI GARHWAL	WEST CHAMPARAN
1	January	4,936	20,060	6,468	18,980	2,910
2	February	4,673	10,722	4,967	18,965	7,388
3	March	3,396	10,722	7,110	21,267	4,631
4	April	4,728	11,196	4,888	20,207	4,500
5	May	2,286	8,050	4,873	16,082	4,400
6	Jun	4,248	15,982	3,335	20,362	4,748
7	July	5,727	14,022	4,177	20,126	2,960
8	August	3,203	15,408	4,665	16,793	1,644
9	September	3,638	23,558	4,716	16,203	800
10	October	5,883	31,643	3,895	13,245	700
11	November	2,657	23,380	4,372	9,425	3,240
12	December	2,497	14,303	4,340	11,140	1,183
	Total	**47,872**	**199,046**	**57,806**	**202,795**	**39,104**
Grand Total of 25 SSKs						**546,623**

2.2.9 The IMPACT

DEF mandated the ground team to provide entitlements to the beneficiaries. Case stories are the most integral part of every project indicating the impact in various aspects. The core team receives case stories on a monthly basis and the same has been showcased on the websites and other social media platform for programme outreach.

Each story is unique and different in one way or the other. However, a case may be selected as a key case, because of the inherent interest of the case or the circumstances surrounding it based on the project deliverables. No standard format is been used to gather case story from ground but some of the basic details are mandatory such as name of the beneficiary, age, gender, occupation, background, benefits, challenges faced and any other important details.

Two case stories from each district have been given below:



BARMER, RAJASTHAN

Palanhar Scheme, a bread winner for Kavita Devi

Much delayed but huge relief for Kavita Devi w/o Shyam lal, age 35 years lives in Baitu Bhopji, Barmer, Rajasthan. Shyamlal died due to cancer and there was no one to earn even basic necessities for the house other than Kavita and whole the family including three children (two girls and one boy) struggling for food as well as education also. This lead to worse, when the children had to drop out of the school. Kavita was getting Rs. 500 per month as widow Pension, which was not sufficient enough for the family of four members. She didn't know any other scheme except the pension, which she is receiving. While SSK fellow went to meet her, suggested Palanhar Scheme which provides Rs.1000 per month for every school going kid. Kavita was surprised with a new ray of hope and asked the fellow to get enrolled. SSK fellow facilitated her on every step from the Aadhar card enrolment of all children, her bank account opening, form filling, submitting and follow up. Meanwhile, she regularly came at SSK about asking for her payment. At the end when she received money of Rs. 33,000 of her three school going kids after 11 months in her account, she thanked the SSK team for their hard work and dedication. She was longing for this happiness in her life after husband's death. Now, she is regularly sending her children to schools. Right from the starting, Kavita received the linkages from Bhamshah Yojna, Pradhanmantri Jan Dhan Yojna, Adhar Card and Palanhar Scheme.

Food grain relief to Bhimaram's family



Bhimaram resident of Kalyanpur village, Barmer is 36 years old. He works on daily wages and earns on an average 40-50 Rs per day. His wife Geeta Devi is a housewife and looks after their four children. Eldest son, Jeeva Ram studies in class 4th and two younger children Ravina and Komal also goes to school. Bhimaram was in financial crisis since after death of his father two years back and he had to take loan in the pressure of social structure, which directly affected his financial situation and he was in trouble all side.

Soochna Seva team checked his ration status online and found disparities in issuing ration from the dealer. His ration was discontinued by the department from Food Security Scheme without giving any reason. He was deeply in trouble because his livelihoods became tearful. SSK fellow immediately lodge an appeal to food and civil supplies department copying to Sub Divisional Magistrate (SDM) office. However, it took 2 months' time but the smile on his face returned as soon as the appeal was taken care of by the department to start his ration under National Food Security Scheme Abhiyan (NFSA).



GUNA, MADHYA PRADESH

Instilling the thirst for Knowledge & Learning

This is the story of an Indian tribal man and the onset of a thirst for learning in him as a result of the nudge given by the Soochna Seva team. The story revolves around 40-year-old Bharat Singh Bheel who could only study till Grade VIII but had passed with middle class division. Bheel has four children and owns 40 to 50 acres of land. Though his wife is an Anganwadi worker, it's actually him who carries out all the Anganwadi duties.

Bharat Singh Bheel replied, "Sir, our responsibilities are to monitor the school and to verify — twice or thrice a week — whether the teachers are delivering their responsibilities well or not. We also have the responsibility to ensure that the students are attending classes, whether or not the mid-day meal is being served and to check if there is proper supply of water, among other responsibilities."

The day after, Bharat Singh, while monitoring the middle and primary sections, went to the headmaster Beeram Bheel's office and greeted him in the local dialect, "Ram Ram Shyam Shyam!"

"Sir, I just learnt that I am a member of a council. I was not even aware of that. May I know who the other members of the school management council are?" he asked. The question touched the heart of the headmaster as he himself was a member of this council and was saddened by the fact that other members were not even aware that they belonged to a council. Immediately after, educator Niranjan Meena called Naval Kushwaha, a Soochna Seva team member, and accused him of instigating the villagers against them, despite the respect they were receiving from the teachers.

The Soochna Sevak politely responded and said, "We do not wish to instigate anyone, we just aim to create awareness and accelerate the growth of the councils in a positive manner. Is that a crime, sir? Definitely not!" The reply seemed to calm the educator down, and he then revealed that at the time of the constitution of the councils, no one turned up. So, reluctantly, people's names had to be put in the council without their consent.

On another occasion, the same Soochna Sevak was working on the issue of a ration dealer who had refused to distribute ration to villagers in the absence of relevant documents as the administration had amended the rules (but the villagers were unaware of the same). While Kushwa was busy working on his laptop, Bheel turned up and asked the sevak what he was doing.

"Why don't you see for yourself and learn? It will prove useful in the long run," the Sevak suggested Bheel who was fascinated by the laptop, giving rise to his newfound thirst for knowledge.

To keep alive Bheel's fascination and inquisitiveness, the sevak guided him dramatically, "Press this bright shining silver button, and see the magic. Get ready to immerse yourself in the reservoir of knowledge, which is waiting to be discovered by you and for you."

This is the story of a positive impact, among hundreds of others that the Soochna Seva Programme is making. It has been dedicated towards sowing the 'seeds of hunger for knowledge' and thus, changing the dynamics of our remote Indian villages.

The Toil for the daily meal made easy by the SS 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 subsidised 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 the aadhaar cards from the Internet 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.



TEHRI GHARWAL, UTTARAKHAND

Guddi Devi will never stop in front of contractors again

Guddi Devi lives in Koti village of Narendra Nagar block in Tehri-Garhwal District, Uttarakhand. She is a poverty stricken woman, has two sons still dependent on her.

When a Soochna Seva team conducted a field visit in her village, they observed that out of all the issues, the one which stood out the most was the problem of not getting enough work or timely labour wages.

The Soochna Seva team then informed Guddi and other villagers about the MGNREGA scheme and the benefits they are entitled to under it. The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) is the flagship programme of the government aiming at enhancing livelihood security of rural households by providing at least 100 days of guaranteed wage employment in a financial year to every household whose adult members volunteer to do unskilled manual work. One-third of the participation is by women. Over the years, the average wage paid under the scheme has risen from ` 65 in 2006-07 to `115 in 2011-12. Only Job Card holders can be employed for MGNREGA work.

This programme has been implemented in the rural areas of all districts. As a result, the bargaining power of rural labour has increased, and consequently, private sector wages have also risen.

Moreover, the centre has launched an electronic fund management system for direct and faster release of wages under the MDNREGA scheme. The National Electronic Fund Management System (NeFMS) enables direct and immediate credit of wages into the accounts of the MNREGA beneficiaries. The gram panchayat and blocks, after due verification of work and muster rolls, generate an electronic fund transfer order to deposit the wages directly into the beneficiary accounts. The new platform ensures transfer of wages to the workers' accounts within 48 hours of the issue of the order.

After we informed Guddi Devi about this scheme, she immediately applied for MGNREGA benefits and now she is enough financially equipped to raise her children well. As a result of the information service rendered by Soochna Seva, Guddi Devi will never again have to stop and beg in front of contractors for work or the money she has a right over.

Enabling the disabled



Thirty-two-year-old Reena Devi lives in village Selur Patti Juva in Thauldhar block of Uttarakhand. Wife of Darshan Lal, Reena Devi lives with her two sons Sumeet and Lucky, who are ten and five years old, respectively. As Reena Devi suffers from a disability in her legs, her husband is the only bread earning member in the house. However, it's not enough to even sufficient feed the entire family.

"Had my legs not been in this condition, I would have contributed something to the family income. I wouldn't have been sitting at home like this," says Reena Devi.

One day, she met some Soochna Mitras who were conducting a survey in the area. When they questioned Reena Devi about some government schemes that might be of help to her, she was disappointed that she knew none and had no information about it. So, the Soochna Mitras informed her about several schemes, including the Divyaan Pension Yojna, bringing hope in her life.

The Soochna Mitras did not stop at that but helped her fill the form and submit all necessary documents along with it, which were then verified by the Gram Pradhan, the tehsildar and the welfare department. As of April, Reena Devi has not been receiving a pension for the last six months.



WEST CHAMPARAN, BIHAR

Gulshan Khatoon becomes the earning member for the family

During field visit, the team met Ms. Gulshan Khatoon who was struggling to meet her both ends. Further, it was learnt by the team that her husband is no more and the entire family is dependent on her. The team asked her to get her documents. The team asked her to apply for Death Certificate of her late husband. On the direction of the team she approached Anganwadi and a few days later Ms. Gulshan Khatoon called team and apprised the team of the new situation. She stated that the Anganwadi is not cooperating on the matter. Soochna Seva team met Anganwadi karykarta and requested her to help Ms. Gulshan Khatoon. Though, Anganwadi karykarta being reluctant to issue the certificate, she gave in and issued the certificate based on which Ms. Khatoon was able to apply for Widow Pension. Her Pension was approved in March through PP no 194/16-17.

Mukthatar Miyan gets helping hand

During the field visit Soochana Mitr met Mukthar Miyan, who is a resident of Dewrua Panchayat. During the meeting he narrated his poor condition and asked for help. On further enquiry the team learnt that Mukthar Miyan may be able to avail Social Security Pension. The team asked Mukthar Miyan to get his entire documents and visit the centre. Mukthar Miyan visited the SSK Baghai, the team helped Mukthar Miyan to fill the Social Security Pension and put his case in RTPS counter. Mukthar Miyan visited the centre and thanked the team for its efforts as he has an ability to meet out his expenses which is a big relief





RANCHI, JHARKHAND

Chawa Oraon, a beneficiary of pig farming

Chawa Oraon son of Late Mahadev Oraon, aged about 46 years is a resident of village Bhandra which comes under Kulli Panchayat. Ratni Orain aged about 40 years is his wife and he has six children. He has doesn't own a mobile phone and hence he has given number of his neighbour for anyone to call him and contact him.

He is a farmer by profession and use to work in his field and sometimes also work as a labour for his family's livelihood. They were facing hardships in their life because all the children are minor and he is sole earning member for his family.

Once when SS team met to him during camp for free gas connection at his residence and informed him about farming scheme. He was nominated for this scheme and after initial verification selected for pig farming scheme. After four months his name was selected for the farming scheme and amount was transferred in his account. Now, he is very happy to receive this farming scheme because it will provide him extra amount for his livelihood and any one of his family member can look after these animals in his absence. His living standard will definitely increase after getting this farming scheme in the upcoming months because he was a needy and suitable candidate.

Unnerving efforts of Soochna Seva

A job card under MGNREGA is not the only source of guaranteeing a job, but also provides health security especially in case of Kurmi Urain of Itki block, Ranchi. Soochna Seva has been constantly trying their best to link daily wage labourers under the MGNREGA scheme. When Kurmi Urain visited the registration camp, her story was different. She had a job card but had no information about the health benefits under this scheme. After learning that she and her family can avail the benefits, she was overjoyed because she needed to take care of the most important thing in her life.

Krishna Urain is a five year old son of Kurmi Urain. He looked like a normal child but he could not behave like one. He could not play, run or do any physical activity because of the hole in his heart. Doctors had already informed her that it cannot be cured with medicines. An operation is a must for his longevity. The amount for the operation was more than a lakh, which is very high for the couple who earns 3000 per month.

During a camp she learned that if she deposits 100 rupees per month for the health benefits then after three years she will be entitled to receive INR 250,000. Nothing could have relieved her at that point of time. As she did not have identity proof at the camp, later on she visited the Soochna Seva Kendra and successfully registered for the health benefits. Now, she is eligible to avail 18 benefits out of which her daughter will get 500 rupees per month for her studies, Jan Shree Bima Yojna in case of sudden mishaps, Rashtriya Pension Yojana and many more benefits.

This is just the story of a woman in Itki block but there are thousands still there unheard and helpless. The unnerving efforts of Soochna Seva have made a small difference in someone's life and we strive to make this a reality for many more people to come.

Monitoring visits to the target locations

Project Director, Project Coordinators and Content Writer visit locations to monitor the performance of the field staff. This has also helped the core team to get a better understanding of the existing knowledge and connections of the administration with the rural community. Cross district visits by District Technical Managers to learn innovations and approach adopted to service the community better. Basically the due diligence visit includes the following:

- Visiting each target location in the district.
- Monitoring of field level activities and support to the ground staff in documenting the project & financial reports, planning & strategizing of activities, liaising with government officials & stakeholders, partnerships and collaborations with local NGOs, services providers and institutions.
- Training and Capacity building of ground staff of effective use of technology, devices and online digital content.
- Sample check of entitlements delivered to the rural citizens.
- Record case stories and impact stories.
- Meeting with Panchayat Elected Representatives, Panchayat Officials, Local NGOs, Block & District Administration and relevant stakeholders.
- Find out the suitable sources for sustainability and incorporate with the programme.
- Grievances redressal of the team and project planning.

Please see all reports attached here at http://soochnaseva.org/monitoring-reports/

Regular Follow Ups

'Follow-up' is one of the crucial activities for the successful implementation of the project. Each scheme has a specific time period allotted after enrolment and a good follow up action ensures entitlements to the beneficiary. It is a time-based activity and once the time-frame lapses the process reiterates. To ensure that the beneficiary receive the benefits in time, follow-up is an important step that has to be implemented strictly.

The data entered in the Soochna Seva Management Information System (MIS) shows the date of follow-ups and indicates the time being consumed. Some SSK maintain this manually in registers step by step as well as electronically. This tool has produced a magnificent result in terms of converting the registrations into benefits and also developed a good relationship among SSK, stakeholders, block administration and beneficiaries.

Information Education Communication (IEC) Materials

Digital Empowerment Foundation (DEF) has designed communication tools such as the Soochna Seva logo, leaflets, banners, posters, pamphlets, standees and publications. These materials follow the guidelines provided by the European Union. These communication and visibility tools aim at creating a sustained identity of Soochna Seva Programme in a manner that upholds its objective.

Number of stories has also been recorded in order to showcase the impact of the project on various social media and other online platforms. Besides this, 5 small documentaries have been created showcasing the whole approach and fundamentals of Soochna Seva programme. In order to create deeper understanding of the whole project and its functioning, ICT has proven to be the most potential tool in the development sector. Hence, the second video has been identified as a momentous medium in place of communicating them orally.

To see the videos please click the link below:

For DEF IEC material i.e. scheme posters, videos, audios and banner please click at *http://soochnaseva.org/videos-2/* and more videos are uploaded at Soochna Seva you tube channel at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3t7j3aNjfNYT8RaXwyHK2uz*

For case stories, please click at

1. West Champaran at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3uWcyo_SYQPJwGjgXJCvFmk*
2. Tehri Garhwal at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3uh4wmj-2ZZLGzbIXMCwlIg*
3. Barmer at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3vckbJr6Es84dZTKJzkgX-M*
4. Guna at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3ugHgcr8SAAh7vsUHwr6Vgz*
5. Ranchi at *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3vIgunfkLyIoBF83gLAvwoM*
6. Soochna Seva films *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3uGZOLt1eHr4xHh1sKOlNtS* and *https://www.youtube.com/playlist?list=PLIj-PNPl3Q3vygb68XeBRySpF_TzLS4ZY*

2.2.10 Creation and upgradation of JAN SOOCHNA Portal

A joint web portal *(http://jansoochna.org/)* where all 14 EU partner organisations working for same cause are liable to update their activities regularly but, it has been learned that only a few organisations have sent their updates; those organisations provided their content have been updated as per what was provided to DEF. The website link has been already shared with the partner organisations for further updates. As the European Union Delegation in India envisions a larger picture of this whole initiative, accompanied by 13 partners, the portal is emerging as a strong tool to voice in terms of advocacy and outreach.

2.3 Results of the Soochna Seva Action

a. Ranchi, Jharkhand

ACHIEVEMENTS-JAN TO DEC 2017							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old age Pension Scheme	196	176	372	157	138	295
	Old age Pension verification	62	64	126	58	63	121
	Widow Pension Scheme	0	44	44	0	21	21
	Widow Pension verification	0	41	41	0	34	34
	Disability pension	4	1	5	3	0	3
	Palanhar Scheme	5	77	82	5	58	63
	Pardhan Mantari Avas Scheme	8	21	29	2	5	7
	Khadhya Suraksha	59	32	91	42	26	68
	Swachh Bharat Abhiyan	47	112	159	39	102	141
	ShubhShakti Scheme	10	24	34	0	3	3
	PM Ujjwala Scheme	0	14	14	0	14	14
	Sub Total (A)	**391**	**606**	**997**	**306**	**464**	**770**
Education	Labour Scholarship Scheme	88	30	118	0	2	2
	CM Scholarship	10	1	11	0	0	0
	Sub Total (B)	**98**	**31**	**129**	**0**	**2**	**2**
Financial Inclusion	Bhamashah Card	17	75	92	17	75	92
	Bhamashah Card Siding	43	68	111	29	68	97
	PMJDY	5	22	27	5	22	27
	PMSBY	23	24	47	23	24	47
	Sub Total (C)	**88**	**189**	**277**	**74**	**189**	**263**
Employment	NREGA payment	29	99	128	27	89	116
	Sub Total (D)	**29**	**99**	**128**	**27**	**89**	**116**

Health	Jananni Shishu Yojna	0	4	4	0	4	4
	Silicosis	8	0	8	5	0	5
	Prasuti Yojana	0	16	16	0	6	6
	Sub Total (E)	**8**	**20**	**28**	**5**	**10**	**15**
	Sub Total (A+B+C+D+E+F)= F	**614**	**945**	**1559**	**412**	**754**	**1166**
Document and others	Job Card	34	31	65	25	24	49
	Labour card	264	79	343	184	55	239
	Aadhar card Verification	83	38	121	83	38	121
	Birth Certificate	31	20	51	31	20	51
	Caste Certificate	64	35	99	64	35	99
	Bonafide certificate	66	36	102	68	34	102
	PAN Card	20	10	30	17	8	25
	Police Certificate	8	0	8	8	0	8
	Grievance registration	9	7	16	18	7	25
	Disability certificate and others	47	15	62	35	13	48
	Ration card and others	63	11	74	58	11	69
	Bank account opening	11	8	19	11	8	19
	Death certificate	1	1	2	1	1	2
	Income certificate	16	7	23	16	7	23
	REET admission	20	13	33	20	13	33
	Police admission	23	11	34	23	11	34
	Raj shree Yojna	0	1	1	0	1	1
	ST/SC Chalaaan	7	0	7	2	0	2
	Motor Insurance	1	0	1	1	0	1
	Light Connection	1	2	3	1	2	3
	Varishth Nagrik Tirth Yatra	10	10	20	7	4	11
	Mamta Card	0	2	2	0	2	2
	Marriage certificate	5	0	5	5	0	5
	Voter Card	16	9	25	16	9	25
	Artison I Card	0	2	2	0	2	2
	Deendayal upadhyay Yojna	2	0	2	2	0	2
	Kisan Card	3	0	3	3	0	3
	CM BPL Jivan Raksha Kosh	1	0	1	0	0	0

	Sub Total (G)	**806**	**348**	**1154**	**699**	**305**	**1004**
	Grand Total (F+G)	**1420**	**1293**	**2713**	**1111**	**1059**	**2170**

b. Barmer, Rajasthan

ACHIEVEMENTS-JAN TO DEC 2017							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old age Pension Scheme	196	176	372	157	138	295
	Old age Pension verification	62	64	126	58	63	121
	Widow Pension Scheme	0	44	44	0	21	21
	Widow Pension verification	0	41	41	0	34	34
	Disability pension	4	1	5	3	0	3
	Palanhar Scheme	5	77	82	5	58	63
	Pardhan Mantari Avas Scheme	8	21	29	2	5	7
	Khadhya Suraksha	59	32	91	42	26	68
	Swachh Bharat Abhiyan	47	112	159	39	102	141
	ShubhShakti Scheme	10	24	34	0	3	3
	PM Ujjwala Scheme	0	14	14	0	14	14
	Sub Total (A)	**391**	**606**	**997**	**306**	**464**	**770**
Education	Labour Scholarship Scheme	88	30	118	0	2	2
	CM Scholarship	10	1	11	0	0	0
	Sub Total (B)	**98**	**31**	**129**	**0**	**2**	**2**
Financial Inclusion	Bhamashah Card	17	75	92	17	75	92
	Bhamashah Card Siding	43	68	111	29	68	97
	PMJDY	5	22	27	5	22	27
	PMSBY	23	24	47	23	24	47
	Sub Total (C)	**88**	**189**	**277**	**74**	**189**	**263**
Employment	NREGA payment	29	99	128	27	89	116
	Sub Total (D)	**29**	**99**	**128**	**27**	**89**	**116**
Health	Jananni Shishu Yojna	0	4	4	0	4	4
	Silicosis	8	0	8	5	0	5
	Prasuti Yojana	0	16	16	0	6	6
	Sub Total (E)	**8**	**20**	**28**	**5**	**10**	**15**
	Sub Total (A+B+C+D+E+F)= F	**614**	**945**	**1559**	**412**	**754**	**1166**

Document and others	Job Card	34	31	65	25	24	49
	Labour card	264	79	343	184	55	239
	Aadhar card Verification	83	38	121	83	38	121
	Birth Certificate	31	20	51	31	20	51
	Caste Certificate	64	35	99	64	35	99
	Bonafide certificate	66	36	102	68	34	102
	PAN Card	20	10	30	17	8	25
	Police Certificate	8	0	8	8	0	8
	Grievance registration	9	7	16	18	7	25
	Disability certificate and others	47	15	62	35	13	48
	Ration card and others	63	11	74	58	11	69
	Bank account opening	11	8	19	11	8	19
	Death certificate	1	1	2	1	1	2
	Income certificate	16	7	23	16	7	23
	REET admission	20	13	33	20	13	33
	Police admission	23	11	34	23	11	34
	Raj shree Yojna	0	1	1	0	1	1
	ST/SC Chalaaan	7	0	7	2	0	2
	Motor Insurance	1	0	1	1	0	1
	Light Connection	1	2	3	1	2	3
	Varishth Nagrik Tirth Yatra	10	10	20	7	4	11
	Mamta Card	0	2	2	0	2	2
	Marriage certificate	5	0	5	5	0	5
	Voter Card	16	9	25	16	9	25
	Artison I Card	0	2	2	0	2	2
	Deendayal upadhyay Yojna	2	0	2	2	0	2
	Kisan Card	3	0	3	3	0	3
	CM BPL Jivan Raksha Kosh	1	0	1	0	0	0
	Sub Total (G)	**806**	**348**	**1154**	**699**	**305**	**1004**
	Grand Total (F+G)	**1420**	**1293**	**2713**	**1111**	**1059**	**2170**

c. Tehri Garhwal, Uttarakhand

ACHIEVEMENTS-JAN TO DEC 2017							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
Social Security		**Male**	**Female**		**Male**	**Female**	
	Pension	171	306	477	170	148	318
	Sub total (A)	**171**	**150**	**477**	**170**	**148**	**318**
Education							
Sub total (B)							
Livelihood	RATION CARD	45	156	201	45	156	201
Sub total(C)							
Health							
Sub total (D)		**216**	**306**	**478**	**215**	**304**	**678**
Financial Inclusion	Sharmik card	92	96	188	20	40	60
Sub total (G)		**92**	**96**	**188**	**20**	**40**	**60**
Employment							
	Sub total (F)						
	Scheme Total (A+B+C+D+F)=G	**238**	**356**	**666**	**235**	**344**	**738**
Documents and others	Ration card	90	543	633	90	543	633
	Pan card	15	15	30	15	15	30
	Document			62			62
Documents total (H)		**105**	**558**	**663**	**105**	**558**	**663**
Grand Total (G+H)		**343**	**914**	**1329**	**340**	**902**	**1401**

d. West Champaran, Bihar

ACHIEVEMENTS-JAN TO DEC 2017							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
Social Security		**Male**	**Female**		**Male**	**Female**	
	Old Age Pension	21	12	33	18	9	27
	Widow Pension	0	6	6	0	5	5
	Disability Pension	6	4	10	4	4	8
	PMUY	0	61	61	0	61	61
	CM Kanya Vivha Yojana	0	2	2	0	0	0
	Indira Parivarik Labh	0	1	1	0	1	1
	Natural Disaster Relief	1	0	1	1	0	1
	Indira Awas Yojana	0	1	1	0	1	1
	Sub total (A)	**28**	**87**	**115**	**23**	**81**	**104**
Education		0	0	0	0	0	0
	Sub total (B)	**0**	**0**	**0**	**0**	**0**	**0**
Livelihood	MNERGA Payment	4	2	6	0	0	0
	Sub total(C)	**4**	**2**	**6**	**0**	**0**	**0**
Health		1	0	1	1	0	1
	Sub total (D)	**1**	**0**	**1**	**1**	**0**	**1**
Financial Inclusion	Atal Pension	1	0	1	1	0	1
	Sub total (G)	**1**	**0**	**1**	**1**	**0**	**1**
Employment		0	0	0	0	0	0
	Sub total (F)	**0**	**0**	**0**	**0**	**0**	**0**
	Scheme Total (A+B+C+D+F)=G	**34**	**89**	**123**	**25**	**81**	**106**
Documents and others	Death Certificate	1	0	1	1	0	1
	Aadhar	10	18	28	10	18	28
	PAN	45	40	85	45	40	85
	Disability Certificate	6	4	10	6	4	10
	Birth Certificate	4	5	9	4	5	9
	Sub Total	**0**	**0**	**0**	**0**	**0**	**0**
Documents total (H)		**66**	**67**	**133**	**66**	**67**	**133**
Grand Total (G+H)		**100**	**156**	**256**	**91**	**148**	**239**

e. Guna, Madhya Pradesh

ACHIEVEMENTS-JAN TO DEC 2017							
Scheme Category	**Scheme Name**	**Scheme Registration**		**Total**	**Conversion**		**Total**
		Male	**Female**		**Male**	**Female**	
Social Security	Old Age	29	35	64	12	12	24
	Widow	00	38	38	00	15	15
	Handicap	02	01	03	01	01	02
	PMAY	194	23	217	108	11	119
	MM Yuva Swarozgar Yojna	015	5	20	8	0	8
	Animal Insurance (Pashu Beema)	03	01	04	03	01	04
	Family help Compensation (Antyesti Sahayata Rashi)	0	01	01	00	01	01
	PM Ujjwala	0	39	39	0	37	37
	Toilet Construction	253	21	274	180	20	200
	MM Kanyadan Yojna	0	06	06	0	06	06
	Sukanya Samradhdhi	0	37	37	0	34	34
	Kalyani Yojna	0	13	13	0	0	0
	Ladli Laxmi Yojna	00	05	05	00	05	05
	Kanya Abhibhavak Pension	01	0	1	0	0	0
	Divorcee Pension	0	2	2	0	1	1
Subtotal (A)		**497**	**227**	**724**	**312**	**144**	**456**
Education	BSW Admission	4	00	04	4	00	4
	Army School Admission	01	00	01	01	00	01
	College Admission	00	01	01	00	01	01
	Gaon ki Beti Yojna	00	01	01	00	00	00
Subtotal (B)		**05**	**02**	**07**	**05**	**01**	**06**
Livelihood	Onion Storage (Pyaz Bhandar Grah)	01	00	01	01	00	01
	PM Agriculture Irrigation Scheme (Pipeset)	160	13	173	125	05	130
	Agriculture Instruments on Subsidy	26	03	29	05	00	05
	Mukhya Mantri Yuva Swarozgar Yojna	13	05	18	06	00	06
	Mukhya Mantri Arthik Kalyan Yojna	06	00	06	00	00	00
	Ration Shop	00	02	02	00	00	00

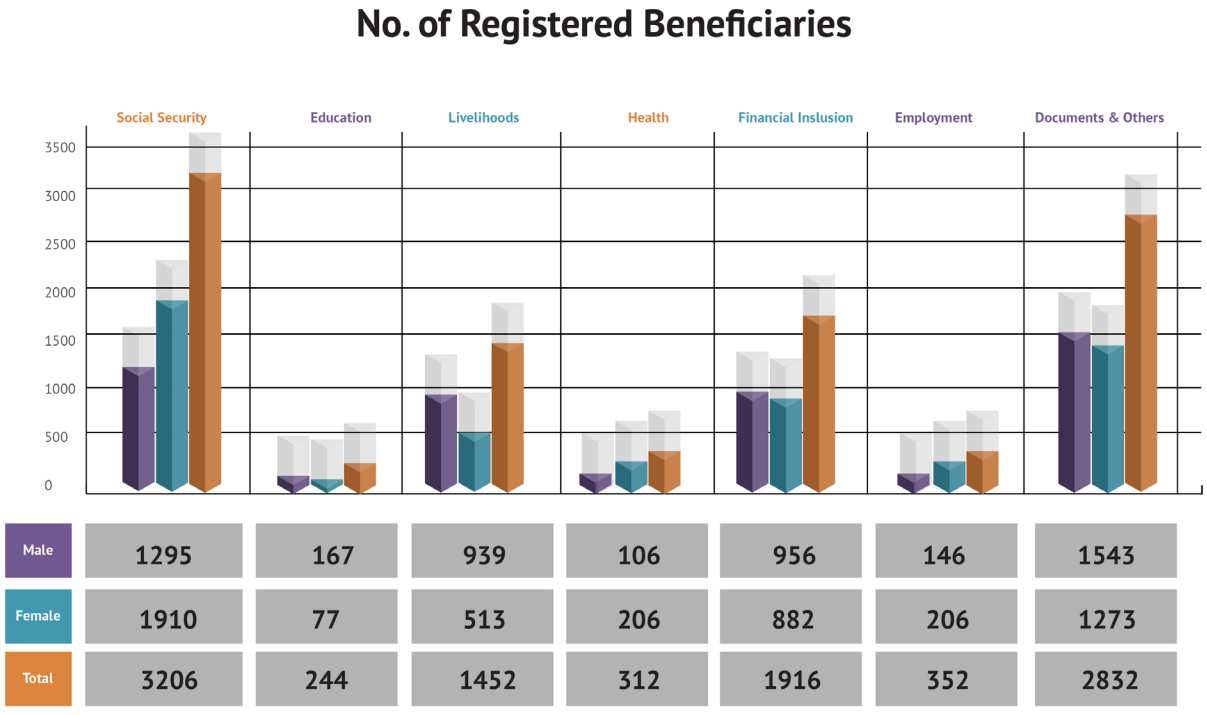
	Mukhya Mantri Mazdoor Surksha Yojna	32	00	32	00	00	00
	Kitchen Garden	225	28	253	225	28	253
Subtotal(C)		**463**	**51**	**514**	**362**	**33**	**395**
Health	Prasuti Sahayata Yojna	05	04	09	05	04	09
	Suposhan Abhiyan	04	08	12	04	08	12
	Debugging (Krami Nashak) Day	35	15	50	35	15	50
	ICDS God Bharai	00	02	02	00	02	02
	Bal Shakti Yojna	02	02	04	02	02	04
	Vaccination	04	04	08	04	04	08
Subtotal (D)		**50**	**35**	**85**	**50**	**35**	**85**
Financial Inclusion	Bhavantar Bhugtan Scheme	97	13	110	97	8	105
	PM Fasal Bima Yojna	05	01	06	04	00	04
	Bank Account Opening	03	05	08	03	05	08
	SHG Bank Account Opening	00	07	07	00	07	07
	Account for Pension	02	01	03	02	01	03
Subtotal (G)		**107**	**27**	**134**	**107**	**21**	**127**
Employment	Agriculture Business Agriculture Clinic Scheme	04	00	04	04	00	04
	Mukhyamantri Kausal Samvardhan Yojna	04	02	06	04	02	06
	Peon Application Form	01	00	01	00	00	00
Subtotal (F)		**09**	**02**	**11**	**08**	**02**	**10**
Scheme Total (A+B+C+D+F)=G		**1131**	**334**	**1475**	**835**	**236**	**1079**
Documents and others	DPIP SHG	00	01	01	00	01	01
	Voter Card Correction	16	01	17	16	01	17
	Karmkar Mandal Card	10	02	12	02	02	04
	Disability Certificate	03	02	05	03	02	05
	Domicile Certificate	06	00	06	06	00	06
	Income Certificate	07	01	08	07	01	08
	BPL Card	25	03	28	01	01	02
	Job Card	06	00	06	00	00	00
	Aadhar Card	42	34	76	42	34	76
	Voter Card	01	01	02	00	01	01
	Pan Card	72	10	82	72	10	82
	CM Help Line Complaint Readdress	01	00	01	01	00	01
	Aadhar Card Update	03	00	03	03	00	03
	Atal Jyoti Yojna	05	00	05	05	00	05
	Electric DP Installation	03	00	03	00	00	00

	Mukhya Mantri Awas Patta	01	00	01	00	00	00
	Addition of names in PMAY	76	04	80	10	00	10
	New Handpump Installation	04	00	04	01	00	01
Documents total (H)		**281**	**59**	**340**	**169**	**53**	**222**
Grand Total (G+H)		**1412**	**393**	**1815**	**1004**	**289**	**1301**

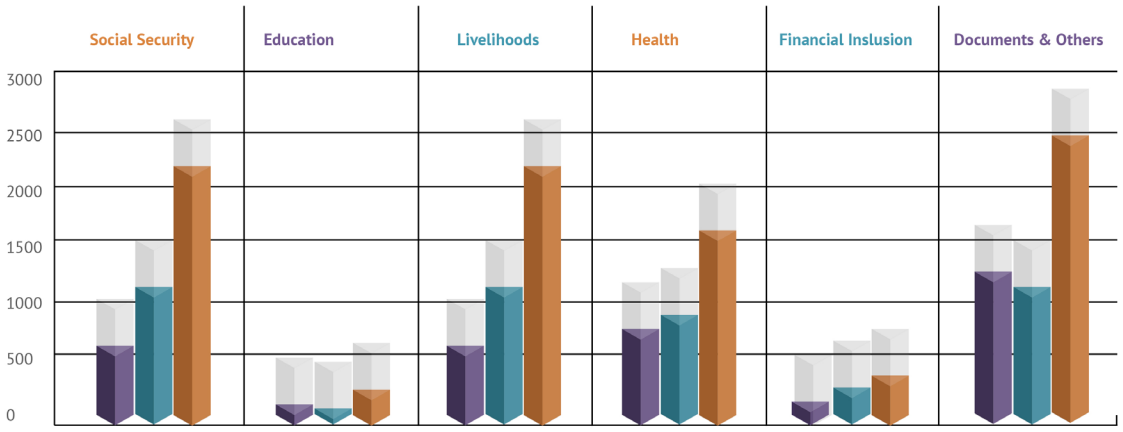
TOTAL DATA OF 5 DISTRICTS

Category Name	Scheme Registration		Total	Benefit Availed		Total
Social Security	**Male**	**Female**		**Male**	**Female**	
Social Security	497	227	724	312	144	456
Education	5	2	7	5	1	6
Livelihoods	463	51	514	362	33	395
Health	50	35	85	50	35	85
Financial Inclusion	107	27	134	106	21	127
Employment	9	2	11	8	2	10
Documents & Others	281	59	340	169	53	222
Total	**1412**	**393**	**1815**	**1004**	**289**	**1301**

GRAPHS



No. of Benefits Availed



	Social Security	Education	Livelihoods	Health	Financial Inslusion	Documents & Others
Male	918	69	607	103	746	1248
Female	1190	47	326	196	764	1143
Total	2109	116	933	299	1510	2407

Financial Value of Schemes and Services

The project wished to access whether the efforts put by team are generating concrete results or not to gauge this team taught of assessing the financial value of entitlements against the efforts. The results are boosting rural citizen's economy positively.

Project calculated financial value in two broad categories. Firstly opportunity cost which includes one day wage of applicant, travel cost, fees for the process and miscellaneous and secondly monetary value of the entitlements (one time or per month).

FINANCIAL VALUE OF SCHEMES							VALUE IN INR
Sr. No.	**Category**	**Barmer**	**Guna**	**Ranchi**	**Tehri Garhwal**	**West Champaran**	**Total**
1	Social Security	16,540,800	8,915,900	209,740,200	5,219,046	2,067,300	**242,483,246**
2	Education	18,000	5,000	6,480,000	-	-	**6,503,000**
3	Health	1,924,000	141,090	586,800	-	-	**2,651,890**
4	Livelihood	232,000	2,215,445	52,498,560	60,000	-	**55,006,005**
5	Financial Inclusion	9,589,000	12,350	2,181,948,000	-	-	**2,191,549,350**
6	Employment	-	100	12,972,000	-	-	**12,972,100**
7	Documents & Others	140,500	73,715	97,945	410,466	98,180	**820,806**
Grand Total	**28,303,800**	**11,363,600**	**2,464,323,505**	**5,689,512**	**2,165,480**	**2,511,986,397**	

reason for these:

S. No.	Activities	Description (as per budget)	Status	Reason for not implementation
1	Studies, Research	Study/research on 3 major following topics is underway. 1. Midline assessment of Soochna Seva project; 2. The impact assessment of Soochna Seva project and its activities; 3. Measuring the effectiveness & efficiency of public grievances and redressal system in Rajasthan	In process	Raw data of 3 studies have been collected and collated, final product publication shall be released by March 2018.
3	Translation, Interpreters	Translation, Interpreters are required to convert the data into local language	In Process	Translation work in English to Hindi and viz-a-viz is simultaneously being done by the consultants

2.5 What is your assessment of the results of the Action so far? Include observations on the performance and achievement of outputs, outcomes and impact in relation to the specific objectives and overall objectives and whether the Action has had any foreseen positive or negative results (Please quantify where possible; refer to Log frame indicators).

Soochna Seva Project has developed an ecosystem in 25 blocks in 5 BRGF districts of providing ICT enabled services to the rural citizens. Access to information on government schemes, entitlements, rights, grievances and public infrastructure has now become easy and affordable. Liaising with government authorities, service providers and institutions is making people life easy and building a consensus of improving service delivery mechanism.

Panchayat Elected Representative, Panchayat Officials and Panchayat Level Institutions such as Anganwadi, Schools, Primary Health Centres, PDS Shops, Post Offices and Banks are key players for delivering the various social sectoral services and entitlements to the last mile communities. These have been major targets of all SSKs at the ground to closely work with them and build their capacity on process, guidelines, delivery mechanism, innovations and online mediums introduced by state and central government. So, government is also introducing different technology based solutions in various programs to make the process easy and accessible.

The programme is making a huge impact in its catchment areas through SSKs and additionally by creating rural information entrepreneurs (social change agent) called SoochnaPreneurs. These SoochnaPreneurs provide mobile app based services in existing SSK blocks and in additional blocks. In 2017, they have reached to thousands of rural beneficiaries and linked them with various e-governance and entitlements.

Please list potential risks that may have jeopardized the realization of some activities and explain how they have been tackled. Refer to Log frame indicator. If relevant, submit a revised log frame, highlighting the changes.

Some of the social, environmental and situational challenges are beyond of organisation's reach and uncontrollable, they will remain existing in the community. Some are based on a large planning by the government such as scattered area and no transportation facility available, they will gradually change. However, India is diversified and has numerous challenges and sometime adding up and mitigating up. Below are some small challenges listed out by the team of 25 SSKs in 5 Districts.

Challenges	Potential risks	Mitigation Plan
Scattered area and minimal or no public transport	People cannot attend camps, visit SSKs easily; the SSK team found extremely difficult to reach these spots.	High risk. Not in the project's control. The SSK team reaches out to people living in these areas despite the task being too tedious, time consuming and daunting.
Lack of infrastructure such as roads in certain areas. Certain weather conditions make it impossible to reach.	People cannot attend camps, visit SSKs easily. The SSK team cannot reach people.	High risk. Not in the project's control.
Lack of basic documents required for availing any Schemes, for example bank account, Aadhar card, birth certificate	Longer gestation period	Team helping in getting the required documents since this is required to avail any scheme benefits.
People are either not aware or partly aware of the eligibility criteria	Longer gestation period	The SSK team providing all information relation to Schemes
Phone numbers/Cell phone numbers are temporary	Verification issue	High risk. Not within team's control.
Non-disclosure of social status – SC/ ST, Minority, OBC	Incomplete, inaccurate analysis	High risk. Not within team's control.
Non-availability of computer literate people	Hiring the right people for Soochna Seva, longer gestation period	Central team along with a few trained SSK fellows provided hands on training on the ground.
Left wing extremism influences in certain areas	People do not come out of the houses during naxal bandi (black out period by the extremist)	High risk. Not within the project's control.
BPL cardholders owned by APL. The real deserving citizens below poverty line actually do not hold any beneficiary card like BPL card.	Benefits going to the wrong people	High risk. Not within team's control. However, the SSK team is linking other Government schemes that do not require BPL cards
Middlemen charging fees for forms and services which are otherwise free	Longer gestation period.	High risk. SS team engages Govt. officials, elected members, and community members to curb corruption.
Threat to ground team (by the locals) when there is a positive change in some institution because of Soochna Seva		Monitoring visits to be done by the villagers only.
Some people are spreading rumours that Soochna Seva is charging money	People who are not aware about Soochna Seva will form a prejudice	Maximum outreach with positive message and advocacy being undertaken.
Migration to cities (Specially in Tehri Gharwal)	Less number of people to cover	Since, one of the main reason is unemployment, connect them with livelihood generation activities.
Turnover of staff on regular basis	Till the time the staff learns the whole system he is gone	Motivate them
Unavailability of female staff at every location	Majority of male staff members lead to have a bad impact in terms of gender analysis	Behaviour change is a long process, but the team will continue to try its best to address this.

2.6 Please list all contracts (works, supplies, services) above € 10.000 awarded for the implementation of the Action during the reporting period, giving for each contract the amount, the award procedure followed and the name of the contractor.

Not Applicable

2.7 Please provide and updated action

YEAR 5													
	Semester 1						Semester 2						
Activity	**Month 1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Implementing body**
Execution Activity 1 Reaching out to groups / beneficiaries in 5 districts : Reach out to target group and beneficiaries with public scheme information services using access points, ICT tools, SOOCHNA Vahan and other means													Local District teams and core team
Execution Activity 2 Awareness, campaign and advocacy : Campaign, advocacy, road shows by SOOCHNA SEVAK Fellows involving groups / beneficiaries													Local District teams and core team
Execution Activity 3 Training & Capacity Building : Orientation and capacity building of SOOCHA SEVAK Fellows													Core team
Execution Activity 4 Engagement of stakeholders Orientation workshops / camps for Panchayat, Block and District officials and local agencies (CBOs/CSOs) on why and how of public scheme information dissemination for citizens													Local District teams and core team
Execution Activity 5 Project progress tracking Project progress tracking in terms of information services delivered in need based areas, final outputs in actual services gained and entitlements received from information provisions, Process documentation, review, evaluation , reporting, course correction													Local District teams and core team
Execution Activity 6 Project consolidation													Core team

3 PARTNERS AND OTHER CORPORATION

3.1. How do you assess the relationship between the formal partners of this Action (i.e. those partners which have signed a partnership statement)? Please provide specific information for each partner organization.

Since beginning, DEF has made concerted efforts to engage the partners to implement key activities on ground with resource distribution and utilisation on ground. In the year 2016, ALOK has not been involved in a single activity as they are no more active in any of the defined role.

Since the beginning local team has been recruited and constantly trained, guided and handhold to carry forward the project objectives which they have been doing diligently and with results and innovations. And by now, there has been lot of ownership and responsibility in the local district teams in both districts to implement key activities, liaison with local stakeholders including district authorities on regular basis.

3.2 How would you assess the relationship between your organization and state authorities in the Action countries? How has this relationship affected the Action?

Project is now targeting state and central government for bringing systemic changes in the process of service delivery of welfare schemes and flagship programs. At some extent, this will contribute to bring the sustainability in the entire states. Followings are the major work carried/carrying out with the government authorities:

Project has worked and is working on effective implementation of State and Central Citizen Grievance Redressal

Mechanism. This brings transparency and accountability between citizens and government.

Helping Rajasthan government to convert their Management Information System (MIS) to Janta Information System (JIS) so that citizens can see their entitlement status and can get rid of rounding the departments.

Panchayat is a local and prime authority to process the citizen services, hence organisation is collaborating with Panchayati Raj Departments of Jharkhand, Bihar, Uttarakhand, Rajasthan and Madhya Pradesh for integrated approach to technology in strengthening panchayat level last mile information, entitlements, services, grievance redressal delivery and governance.

Government block and district work in close coordination with Soochna Seva Kendras, use their assets, expertise and Soochna Vahan for conducting yojana camps in the community. Teams also help authorities in different flagship programs and social audits of various schemes and programs.

Soochna Seva Programme is not restricted to 25 blocks only, it has been working beyond the actions and deliverable by closely working with state and central government.

3.3 Where applicable, describe your relationship with any other organisations involved in implementing the Action:

NA

3.4 Where applicable, outline any links and synergies you have developed with other Actions:

Partnerships and Collaborations with various services provider agency such as National Skill Mission of the Government of India in the focused districts as partners to this mission has approached SSK team to collaborate and work jointly in skilling youths in various livelihood and employment related activities.

Secondly, integrating Common Service Centres (CSCs) with the SSKs to impart accessible and affordable e-governance services has been pulling the rural crowd to avail them.

Thirdly, providing online content to the citizens and linking them with their rights, entitlements and public grievances.

Fourthly, institutional and infrastructural development in order to smoothen the process and delivery mechanism for larger audience will be proved effective and sustainable model.

Programme is also linking rural community with India's flagship programs i.e. National Digital Literacy Mission, National Rural Employment Guarantee Programme (NREGP), National Rural Health Mission (NRHM), Integrated Child Development Services (ICDS), Sarva Shiksha Abhiyan (SSA), Mid-day Meal Scheme (MDM), National Social Assistance Programme (NSAP) etc.

3.5 If your organization has received previous EU grants in view of strengthening the same target group, in how far has this Action been able to build upon/ complement the previous one(s)?

NA

4. VISIBILITY

4.1 How is the visibility of the EU contribution being ensured in the Action?

DEF engaged European Union branding in every promotional campaign, activities and events. The campaigns in all formats, online and offline, print, audio, or video clearly display the logo of EU prominently. In all the Soochna Seva Kendras across districts, exhibition counters, camps, IEC materials, EU branding is prominently displayed. In door to door campaigns, meetings, camps and any other activities it is ensured that the field staff has sufficient knowledge about the EU objectives to share with the communities.

The European Commission may wish to publicise the results of Actions. Do you have any objection to this report being published on the EuropeAid website? If so, please state your objections here.
DEF does not have any objections.

Name of the contact person for the Action: Dr. Syed S. Kazi



Signature:
Location: New Delhi
Date report due: March 30 2018

Date report sent: March 30 2018

Supported by

Funded by Delegation of European Union to India

Soochna Seva

Implemented by

DEF
DIGITAL EMPOWERMENT foundation

ANNEXURES

1. *Workshop images are attached in the* **annexure-A**
2. *A Resident lodging his Grievances at Camp Site Bihar* **annexure-B**
3. *Launching of Grievance Redressal Camp in Tehri Garhwal* **Annexure-C**
4. *Transparency and Accountability Camp* **Annexure-D**
5. *Panchayat Elected Representatives undergoing Training on ICDS programme at Bakhari Panchayat* **Annexure-E**
6. *Institutional Beneficiary Details (District wise)* **Annexure-F**
7. *Umari Panchayat Secretary endorsing Beneficiary Application* **Annexure-G**
8. *Night Camp at barmer* **Annexure-H**
9. *Transparency and Accountability Camp* **Annexure-I**
10. *Pradhan Mantri AAwas Yojna Camp at Guna District* **Annexure-J**
11. *Detailed Case Story and image is attached as* **Annexure-K**
12. *Tehri Multipurpose* **Annexure-L**
13. *Sample images of Social Media, Website, Yatra are attached as* **Annexure-M**
14. *Villagers waiting for their turn at Shikyat Nivaran Counter -N*
15. *Annexure O Sample Image of Yojana Bank at Itki SSK Centre* **Annexure-O**
16. *Soochna Seva Ranchi undertook Social Audit Exercise as a result many in village were able to get PDS RationAnnexure Q partner Meet* **Annexure-P.**
17. *Meeting between Community Member and Representatives of European Union* **Annexure-Q**



ANNEXURE-A DIGITAL PANCHAYAT CONSOLATION



ANNEXURE-B A RESIDENT LODGING HIS GRIEVANCES AT CAMP SITE BIHAR



ANNEXURE-C LAUNCHING OF GRIEVANCE REDRESSAL CAMP IN TEHRI GARHWAL



ANNEXURE-D, TRANSPARENCY AND ACCOUNTABILITY CAMP



ANNEXURE-E PANCHAYAT ELECTED REPRESENTATIVES UNDERGOING TRAINING ON ICDS PROGRAMME AT BAKHARI PANCHAYAT



ANNEXURE- G UMARI PANCHAYAT SECRETARY ENDORSING BENEFICIARY APPLICATION



ANNEXURE -H NIGHT CAMP AT BARMER



ANNEXURE-I, TRANSPARENCY AND ACCOUNTABILITY CAMP



ANNEXURE-J PRADHAN MANTRI AAWAS YOJNA CAMP AT GUNA DISTRICT



ANNEXURE - L TEHRI MULTIPURPOSE



ANNEXURE-N VILLAGERS WAITING FOR THEIR TURN AT SHIKYAT NIVARAN COUNTER

सामाजिक अंकेक्षण की समीक्षा सह मजदूर निबंधन शिविर का आयोजन

गोला। डिजीटल इंपावरमेंट फांउण्डेशन सूचना सेवा अनगड़ा के तत्वाधान में सामाजिक अंकेक्षण की समीक्षा सह मजदूर निबंधन शिविर का आयोजन दुबलाबेड़ा में किया गया। शिविर में मुख्य रूप से वार्ड सदस्य अनिता देवी व श्रमिक मित्र फलेन्द्र महतो मुख्य रूप से मौजूद थे। विगत माह सूचना सेवा के द्वारा जन वितरण प्रणाली के तहत दिए जा रहे राशन के लाभुकों को सामाजिक अंकेक्षण ग्राम मिर्चाटोली, सारूबेड़ा, मलघोषवा समेत चार गावों में किया गया था। जिसमें बड़े पैमाने पर लाभूकों के साथ राशन कटौती किया जा रहा था। अंकेक्षण के रिर्पोट प्रखण्ड विकास पदाधिकारी व प्रखंड प्रमुख को दिया गया था। जिसे लेकर



बीडीओ ने कार्डधारी, जन प्रतिनिधि, सूचना सेवा के प्रतिनिधियों व डीलरों के साथ संयुक्त बैठक कराते हुए इस मसले का निराकरण निकाला। बहरहाल पूरे पंचायतों में डीलरों के द्वारा अब राशन कटौती नही की जा रही है। इसका सीधा लाभ लाभूकों को मिल रहा है। जिससे लाभुक काफी उत्साहित हैं। इस दौरान लाभुक जितेन्द्र बेदिया, किरण देवी, निर्मला देवी, शिवनारायण, राजकुमार सहित कई ने कहा कि बैठक के बाद डीलरों में शालीनता आ गया है। वे स्वयं मापी कर उचित राशन जाता है। इस उपलब्धि को ग्र अपनी भरी-भूरी प्रसंशा करते सूचना सेवा को धन्यवाद देते अगला कदम शिक्षा के क्षेत्र में बे बदलाव लाए जाने की विनती ने की है। इसके अलावे शिवि 50 मजदूरों को निबंधन आवेदन गया। वहीं निबंधित मजदूरों का कुली किट, सेफ्टी किट, छात्र बीमा का लाभ के लिए आवेदन गया। मौके पर सुरेश राम, सोना देवी, शशिभुषण बेदिया, अलती पुनम देवी, सुरेश बेदिया, च बेदिया, आरती देवी, राजेन्द्र मु निर्मल बेदिया सहित दर्जनों शामिल थे।

ANNEXURE P SOOCHNA SEVA RANCHI UNDERTOOK SOCIAL AUDIT EXERCISE AS A RESULT MANY IN VILLAGE WERE ABLE TO GET PDS RATIONANNEXURE Q PARTNER MEET



ANNEXURE - O SAMPLE IMAGE OF YOJANA BANK AT ITKI SSK CENTRE



ANNEXURE - Q MEETING BETWEEN COMMUNITY MEMBER
AND REPRESENTATIVES OF EUROPEAN UNION



ANNEXURE - Q MEETING BETWEEN COMMUNITY MEMBER AND REPRESENTATIVES OF EUROPEAN UNION

Financial Value of Scheme and Documents (District wise)

A. Ranchi, Jharkhand

SCHEME WISE FINANCIAL BENEFITS									
SCHEME CATEGORY	SCHEME NAME	SCHEME REGISTRATION		TOTAL	OPPORTUNITY COST {TRAVEL(UP&DOWN) +WAGE(MGNREGA) +FOODING COST}	CONVERSION		TOTAL	ACTUAL BENEFIT(ONE YEAR BENEFIT OR ONE TIME
Social Security		**Male**	**Female**			**Male**	**Female**		
	Old Age Pension	59	46	105	(105) (40+168+20) =23940	8	13	21	21X600X12 =151200
	Widow Pension	0	95	95	(95)(40+168+20) =21660	0	20	20	20X600X12 =144000
	Laxmi Ladli Yojna	0	5	5	(5)(40+168+20) =1140	0	5	5	20x150000x12 =36000000
	Sukanya Yojana	0	10	10	(10)(40+168+20) =2280	0	10	10	20x600000x12 =144000000
	Pradhanmantri Aavas Yojna	10	3	13	(13)(40+168+20) =2964	10	3	13	13x125000x12 =19500000
	Damaged Home Compensation	6	2	8	(8)(40+168+20) =1824	6	2	8	8x25000x12 =2400000
	Toilet Construction Work	133	49	182	(182) (40+168+20) =41496	133	49	182	182x12500x12 =273000
	Pradhan Mantri Ujjwala Yojna	0	475	475	(475)(40+168+20)=108300	0	202	202	202x3000x12 =7272000
Subtotal (A)		**208**	**685**	**893**	**203644**	**157**	**304**	**461**	**209740200**
Education	Sarv Shiksha Abhiyan	64	44	108	(108) (40+168+20) =24624	64	44	108	108x5000x12 =6480000
Subtotal (B)		**64**	**44**	**108**	**24624**	**64**	**44**	**108**	**6480000**

Livelihood	Safety Kit	40	21	61	(61)(40+168+20) =13908	40	21	61	61x1000x12 =732000
	Indra Awas Yojna	110	97	207	(207) (40+168+20) =47196	7	0	7	7x125000x12 =10500000
	Farming Scheme	10	5	15	(15)(40+168+20) =3420	10	5	15	15x50000x12 =9000000
	Kuli Kit	40	14	54	(54)(40+168+20) =12312	40	14	54	54x3000x12 =1944000
	Goattry Shed	12	18	30	(30)(40+168+20) =6840	12	18	30	30x70000x12 =25200000
	Dobha Construction	10	0	10	(10)(40+168+20) =2280	10	0	10	10x40000x12 =4800000
	Labor Card	209	151	360	(360) (40+168+20) =82080	81	79	160	160x168x12 =322560
subtotal C		**431**	**306**	**737**	**168036**	**200**	**137**	**337**	**52498560**
Health	ICDS	0	105	105	(105) (40+168+20) =2940	0	105	105	105x200x12 =252000
	Child Vaccination	47	46	93	(93)(40+168+20) =21204	47	46	93	93x300x12 =334800
subtotal (D}		**47**	**151**	**198**	**24144**	**47**	**151**	**198**	**586800**
Financial Inclusion	Bank Account	152	104	256	(256) (40+168+20) =58368	152	104	256	256x500x12 =1536000
	Pradhanmantri Fasal Bima Yojna	72	26	98	(98)(40+168+20) =22344	72	26	98	98x5000x12 =5880000
	Labor Insurance	383	413	796	(796) (40+168+20) =181488	383	413	796	796x100000x12 =955200000
	Kisan Credit Card	11	0	11	(11)(40+168+20) =2508	11	0	11	11x100000x12 =13200000
	PMJJBY	43	16	59	(59)(40+168+20) =13452	43	16	59	56x100000x12 =67200000
	PMSBY	29	67	96	(96)(40+168+20) =21888	29	67	96	96x100000x12 =1152000000
Subtotal (E)		**690**	**616**	**1316**	**300048**	**690**	**616**	**1316**	**2181948000**
Employment	Skill Development	16	0	16	(16)(40+168+20) =3648	16	0	16	16x6000x12 =1152000
	Pradhan Mantri Krishi Vikas Yojna	25	4	29	(29)(40+168+20) =6612	25	4	29	29x5000x12 =1740000
	Job Card Renewal	67	101	168	(168) (40+168+20) =38304	67	101	168	168x5000x12 =10080000
Subtotal (F)		**108**	**105**	**213**	**48564**	**108**	**105**	**213**	**12972000**
Scheme Total(A+B+C+D+E)= G		**1548**	**1917**	**3465**	**769060**	**1121**	**1255**	**2376**	**2464225560**

Documents (H)	Death Certificate	7	2	9	(9)(40+168+20) =2052	7	2	9	(9)(40+168+20) =2052
	Pan Card	47	16	63	(63)(40+168+20) =14364	40	11	51	(51)(40+168+20) =11628
	Birth Certificate	31	17	48	(48)(40+168+20) =10944	24	14	38	(38)(40+168+20) =8664
	Income Certificate	64	61	125	(125) (40+168+20) =28500	42	33	75	(75)(40+168+20) =17100
	Caste Certificate	41	27	68	(68)(40+168+20) =15504	33	19	52	(52)(40+168+20) =11856
	UID	95	118	213	(213) (40+168+20) =48564	63	81	144	(144) (40+168+20) =32832
	Hand-Pump Repair	0	0	16	Institutional Work	0	0	16	Institutional Work
Documents (H)	**285**	**241**	**542**	**1199 28**	**209**	**160**	**385**	**84132**	
Grand Total (H+G)	**1833**	**2158**	**4007**	**8889 88**	**1330**	**1415**	**2961**	**24643 09692**	

B. Barmer, Rajasthan

SCHEME NAME	MALE (AVAILED BENEFIT)		FEMALE (AVAIL BENEFIT)	
	This Include efforts (travel+wage+money saved)	One Year benefit or one time, whichever is applicable	This Include efforts (travel+wage+money saved)	One Year benefit or one time, whichever is applicable
Old age Pension Yojana	157000	1062000	138000	828000
Old age Pension verification	58000	393000	63000	423000
Widow Pension Yojana			21000	144000
Widow Pension verification			34000	231000
Disability pension	3000	18000		
Palanhar Yojana	7500	180000	87000	2088000
Pardhan Mantari Avash Yojana	2000	296000	5000	740000
Khadhya Suraksha	21000	14700	13000	9100
Swachh Bharat Abhiyan	78000	468000	204000	1224000
ShubhShakti Yojana			3000	165000
PM Ujjwala Yojna			14000	11200000
Labour Scholarship Yojana			2000	18000
CM Scholarship				
Bhamashah Card	3400		15000	

Bhamashah Card Siding	2900		6800	
PMJDY	2500		11000	
PMSBY	11500	4600000		4800000
NREGA payment	13500	54000	44500	178000
Jananni Shishu Yojna			4000	112000
Silicosis	10000	1000000		
Prasuti Yojana			6000	120000
Job Card	25000	34*25000=850000	24000	31*24000=744000
Labour card	92000	264*92000=24288000	27500	79*27500= 2172500
Aadhar card Verfication	41500	83*41500=3444500	19000	38*19000=722000
Birth Certificate	15500	31*15500=480500	10000	20*10000=200000
Caste Certificate	32000	64*32000=1984000	17500	35*17500=612500
Bonafide certificate	34000	66*34000=2244000	17000	36*17000=612000
PAN Card	8500	220*8500=1870000	4000	110*4000=440000
Police Certificate	4000	8*4000=32000	0	0
Grievance registration	9000	9*9000=81000	3500	7*3500=24500
Disability certificate and others	17500	47*17500=822500	6500	15*6500=97500
Ration card and others	29000	63*29000=1827000	5500	11*5500=60500
Bank account opening	5500	11*5500=60500	4000	08*4000=32000
Death certificate	500	1*500=500	500	1*500=500
Income certificate	8000	16*8000=128000	3500	7*3500=24500
REET admission	10000	20*10000=200000	6500	13*6500=84500
Police admission	11500	23*11500=264500	5500	11*5500=60500
Raj Shree Yojna	0	0	500	1*500=500
ST/SC Chalaaan	1000	7*1000=7000	0	0
Motor Insurance	500	1*500=500	0	0
Light Connection	500	1*500	1000	2*1000=2000
Varishth Nagrik Tirth Yatra	3500	10*3500	2000	10*2000
Mamta Card	0	0	1000	2*1000=2000
Marriage certificate	2500	5*2500=12500	0	0
Voter Card	8000	16*8000=128000	4500	9*4500=40500
Artison I Card	0	0	1000	2*1000=2000
Deendayal upadhyay Yojna	1000	2*1000=2000	0	0
Kisan Card	1500	3*1500=4500	0	0
CM BPL Jivan Raksha Kosh	0	1	0	0
Total	**732300**	**8085700**	**835800**	**22280100**

C. West Champaran, Bihar

SCHEME NAME	NO. OF REGISTRA-TION	OPPORTUNITY COST	NO. OF LABHARTHI	ACTUAL BENEFIT
Old Age Pension	33	40+175+50*3=365	27	@400*8*1=3200
				400*4*26=41600
Widow Pension	6	40+175+50*3=365	5	#400*5*1=2000
				400*4*4=6400
Disability Pension	10	40+175+50*3=365	8	$400*5*7=14000
				400*4*1=1600
PMUY	61	40+175+50*3=365	61	&1600*5*23=184000
				1600*2*19=60800
				1600*1*19=30400
CM Kanya Vivha Yojana	2	40+175+50*3=365	0	
Indira Parivarik Labh	1	40+175+50*3=365	1	One time Benefit of Rs 20,000/-
Natural Disaster Relief	1	40+175+50*3=365	1	One time benefit of Rs 9800/-
Indira Awas Yojana Second Installment	1	40+175+50*3=365	1	The second installment of Rs 37500/-
Atal Pension	1	40+175+50*3=365	1	Rs 2000 per month from the
				age of 60 till death.
Death Certificate	1	40+175+50*3=365	1	The second installment of Rs 37500/-
Aadhar	28	40+175+50*1=265	28	For Documentation Support
PAN	85	40+175+200*1= 415	85	For Banking purpose
Disability Certificate	10	40+175+50*2=530	10	$400*5*7=14000
				400*4*1=1600
Birth Certificate	9	40+175+50*1=265	9	Mid day meal worth Rs 40/ day and
				Rs 1400/- as scholarship and
				Uniform cost (one time)

D. Tehri Garhwal, Uttarakhand

SR. NO.	SCHEME /DOCUMENT NAME	REGISTRATION	BENEFIT
1	Pension	477(50+200+30) = 133560	380*1000*12 =4560000
2	Ration Card	201*50+200+30 = 56280	201*110*12= 265320
3	Shramik Card	188*70+180+30 = 52640	60*1000*1 = 60000
4	Ration Card online	633*50+30= 50640	633*6*22 = 60000
5	PAN Card	30*40+100+20 = 4800	144000
6	Other Document	62*100+40+130 = 270*62 = 16740	1037880

E. Guna, Madhya Pradesh

ACHIEVEMENTS-JAN TO DEC 2017								Calculation	Total Amount
Scheme Category	Scheme Name	Scheme Registration		Total	Conversion		Total		
		Male	Female		Male	Female			
Social Security	Old Age	29	35	64	12	12	24	24x12x300	86400
	Widow	0	38	38	0	15	15	15x12x300	54000
	Handicap	2	1	3	1	1	2	2x12x300	7200
	PMAY	192	23	215	106	11	117	40000x117 (for 2nd and 3rd instl	4680000
	MM Yuva Swarozgar Yojna	15	5	20	8	0	8	8x50,000	750000
	Animal Insurance (Pashu Beema)	3	1	4	3	1	4		
	Family help Compensation (Antyesti Sahayata Rashi)	0	1	1	0	1	1	1	20000
	PM Ujjwala	0	39	39	0	37	37		166500
	Toilet Construction	253	21	274	180	20	200		2400000
	MM Kanyadan Yojna	0	6	6	0	6	6		150000
	Sukanya Samradhdhi	0	37	37	0	34	34		
	Kalyani Yojna	0	13	13	0	0	0		
	Ladli Laxmi Yojna	0	5	5	0	5	5		600000

	Kanya Abhibhavak Pension	1	0	1	0	0	0		
	Divorcee Pension	0	2	2	0	1	1	6X300	1800
Subtotal (A)		**495**	**227**	**722**	**310**	**144**	**454**		**8915900**
Education	BSW Admission	4	0	4	4	0	4	12X400	4800
	Army School Admission	1	0	1	1	0	1		100
	College Admission	0	1	1	0	1	1		100
	Gaon ki Beti Yojna	0	1	1	0	0	0		
Subtotal (B)		**5**	**2**	**7**	**5**	**1**	**6**		**5000**
Livelihood	Onion Storage (Pyaz Bhandar Grah)	1	0	1	1	0	1		175000
	PM Agriculture Irrigation Scheme (Pipeset)	160	13	173	125	5	130	15000X130	1950000
	Agriculture Instruments on Subsidy	26	3	29	5	0	5	18000X3/ 10000X2	74000
	Mukhya Mantri Arthik Kalyan Yojna	6	0	6	0	0	0		
	Ration Shop	0	2	2	0	0	0		
	Mukhya Mantri Mazdoor Surksha Yojna	32	0	32	0	0	0		
	Kitchen Garden	225	28	253	225	28	253	253X65	16445
Subtotal(C)		**450**	**46**	**496**	**356**	**33**	**389**		**2215445**
Health	Prasuti Sahayata Yojna	5	4	9	5	4	9	14250X9	128250
	Suposhan Abhiyan	4	8	12	4	8	12	720X12	8640
	Debugging (Krami Nashak) Day	35	15	50	35	15	50		
	ICDS God Bharai	0	2	2	0	2	2	2X100	200
	Bal Shakti Yojna	2	2	4	2	2	4	1000X4	4000
	Vaccination	4	4	8	4	4	8		
Subtotal (D)		**50**	**35**	**85**	**50**	**35**	**85**		**141090**

Financial Inclusion	Bhavantar Bhugtan Scheme	97	13	110	97	8	105	50X105	5250
	PM Fasal Bima Yojna	5	1	6	4	0	4	100X4	400
	Bank Account Opening	3	5	8	3	5	8	50X8	400
	SHG Bank Account Opening	0	7	7	0	7	7	1x6000	6000
	Account for Pension	2	1	3	2	1	3	100x3	300
Subtotal (G)		**107**	**27**	**134**	**106**	**21**	**127**		**12350**
Employment	Agriculture Business Agriculture Clinic Scheme	4	0	4	4	0	4		
	Mukhyamantri Kausal Samvardhan Yojna	4	2	6	4	2	6		
	Peon Application Form	1	0	1	0	0	0	1x100	100
Subtotal (F)		**9**	**2**	**11**	**8**	**2**	**10**		**100**
Scheme Total (A+B+C+D+F)=G		**1116**	**339**	**1457**	**837**	**236**	**1073**		
Documents and others	DPIP SHG	0	1	1	0	1	1	1000x12	12000
	Voter Card Correction	16	1	17	16	1	17	17*65	1105
	Karmkar Mandal Card	10	2	12	2	2	4	100x4	400
	Disability Certificate	3	2	5	3	2	5	100x5	500
	Domicile Certificate	6	0	6	6	0	6	100x6	600
	Income Certificate	7	1	8	7	1	8	100x8	800
	BPL Card	25	3	28	1	1	2	100x2	200
	Job Card	6	0	6	0	0	0	6*25	150
	Aadhar Card	42	34	76	42	34	76	100x76	7600
	Voter Card	1	1	2	0	1	1	50X01	50
	Pan Card	72	10	82	72	10	82	100x2, 40x70, 20x10	3200
	CM Help Line Complaint Readdress	1	0	1	1	0	1	50x01	50
	Aadhar Card Update	3	0	3	3	0	3	50x3	150
	Atal Jyoti Yojna	5	0	5	5	0	5	300x5	1500
	Electric DP Installation	3	0	3	0	0	0	0	0

	Mukhya Mantri Awas Patta	1	0	1	0	0	0	1*50	50
	Addition of names in PMAY	78	4	82	12	0	12	12*30	360
	New Handpump Installation	4	0	4	1	0	1	45000x1	45000
Documents total (H)		**283**	**59**	**342**	**171**	**53**	**224**		**73715**
Grand Total (G+H)		**1399**	**398**	**1797**	**1008**	**289**	**1297**		**1.1E+07**

Revenue District wise

A. Ranchi, Jharkhand

SR. NO.	MONTH	ITKI	BERO	ANGARA	BURMU	SONAUTU	TOTAL
1	Jan-17	1848	800	1800	900	1120	6468
2	Feb-17	2647	450	900	300	670	4967
3	Mar-17	1618	1592	750	600	2550	7110
4	Apr-17	877	1596	1350	450	615	4888
5	May-17	708	1825	1200	150	990	4873
6	Jun-17	1612	363	600	0	760	3335
7	Jul-17	910	532	600	1500	635	4177
8	Aug-17	920	700	600	1800	645	4665
9	Sep-17	916	1050	1050	1200	500	4716
10	Oct-17	1140	325	540	1120	770	3895
11	Nov-17	987	320	1000	1005	1060	4372
12	Dec-17	830	315	900	1365	930	4340
Total							**57806**

B. Barmer, Rajasthan

MONTH (2017)	BARMER	BAITU	SIWANA	KALYANPUR	DHANAU	GRAND TOTAL
January	655	648	571	2625	437	4936
February	735	383	1455	1855	245	4673
March	1191	1250	0	558	397	3396
April	430	0	2770	892	636	4728
May	612	81		1098	495	2286
Jun	1147	187		2464	450	4248
July	1639	313	188	600	2987	5727
August	1429	354	210	339	871	3203
September	2180	418	246	242	552	3638
October		387	255	416	825	1883
November		580	184	1275	618	2657
December		370	164	1238	725	2497
Total	**10018**	**4971**	**6043**	**13602**	**9238**	**43872**

C. West Champaran, Bihar

SR.NO	NAME OF THE MONTH	MAIN-ATAND	LAURIYA	SIKTA	GAUNAHA	RAMNAGAR	TOTAL
1	Jan	2510	200	0	200	0	2910
2	Feb	1200	947	2147	3094	0	7388
3	March	3400	105	450	676	0	4631
4	April	3200	800	0	500	0	4500
5	May	2800	800	0	800	0	4400
6	June	2848	950	0	950	0	4748
7	July	1200	330	250	580	600	2360
8	Aug	1000	122	0	122	400	1244
9	September	200	300	0	300	0	800
10	October	0	100	0	100	500	200
11	November	0	120	900	1020	1200	2040
12	December	635	24	250	274	0	1183
Total		**18993**	**4798**	**3997**	**8616**	**2700**	**36404**

D. Tehri Garhwal, Uttarakhand

BLOCKS NAME	PRATAP NAGAR	NARENDRA NAGAR	THAULDHAR	JAKHNIDHAR	CHAMBA	TOTAL
January	1856	7457	2680	1758	5229	18980
February	1148	8029	1920	1242	6626	18965
March	2709	6784	2045	2928	6801	21267
April	2001	6472	1860	2030	7844	20207
May	2343	6888	1023	2300	3528	16082
Jun	1354	7884	1286	3334	6504	20362
July	2643	7848	nil	5521	4114	20126
August	3073	5913	nil	3160	4647	16793
September	2637	6643	nil	3168	3755	16203
October	2334	5651	nil	2376	2884	13245
November	2107	3103	nil	1740	2475	9425
December	1856	4513	nil	1675	3096	11140

E. Guna, Madhya Pradesh

	ARON	BAMORI	CHANCHOU-DA	GUNA	RAGHOGHAR	TOTAL
January	2140	2776	868	12236	2040	20060
February	2000	1828	1372	4500	1022	10722
March	2400	910	959	5300	1153	10722
April	1500	2126	1135	4600	1835	11196
May	1135	1300	2053	1821	1741	8050
June	2980	2617	2273	5767	2345	15982
July	2635	2482	1540	5000	2365	14022
August	2740	3772	2191	5020	1685	15408
September	6126	4450	4462	6500	2020	23558
October	5508	2071	3943	16600	3521	31643
November	9915	2178	568	7140	3579	23380
December	5036	634	2105	5475	1053	14303
Total	**44115**	**27144**	**23469**	**79959**	**24359**	**199046**

Institutional Beneficiary Details (District wise) Annexure F

A Ranchi, Jharkhand

INSTITUTION NAME	DISTRICT	BLOCK	PANCHAYAT	BRIEF WORK HISTORY BY SSK	POPULATION COVERED BY THE INSTITUTION	AREA COVERED BY INSTITUTIONS (KM)	TARGET BENEFICIARIES OF INSTITUTION	TYPE OF BENEFICIARIES	SCHEME NAMES (IMPLEMENTED BY INSTITUTION)
Ration shop	Ranchi	Sonahatu	Rahe	Report Attached	2365	12 K.M	473	All age group of villagers.	Khadya suraksha adhiniyam.
Ration shop	Ranchi	Angara	Hesatu	Report Attached	2400	14 K.M		All age group of villagers.	
Post Office	Ranchi	Burmu	Burmu	New post office inaugurated/opened in village-Bare, which comes under Bare panchayat, Burmu Block, Ranchi. Previously there was no post office in Bare village and people use to visit main post office Brambe and in that process cover lots of distance and time for their regular post office Work. Project staffs make contact with local post man who resides in the same village, project staffs approached head of main branch post office, Brambe. After inspection of two three months new post office established in Bare village for the nearby villagers, through which people get success to get insurance for Sukanya Yojana and other Govt. Schemes along with other regular work of post office	1200	08 K.M	1200	All age group of villagers.	Sukanya Yojna
Hand Pump Repair work.	Ranchi	In all five blocks.	In all five blocks.	Government established lots of hand pumps in the villages for needy people but due to mishandling and repair work most of the hand pumps are not working properly. Project approached related BDOs and hand pump staffs for repair work.				All age group of villagers.	Water and Sanitation Department.

New hand pump construction work	Ranchi	Patratoli	Kundi	Most of the villages are sidetracked and there is scarcity of drinking water facility. Project decided to approach consulting Govt. Officials to establish new hand pump in these areas and after effort of villagers and project staffs got success to established new hand pump for the villagers	1100	03 K.M	1100	All age group of villagers.	Water and Sanitation Department.
Anganbari	Ranchi	In all five blocks.	In all five blocks.	Project restarted process in lots of villages like Immunization Program for infant children, nutritious food supplements for small children, vitamins and medicines for pregnant women on regular basis. Villagers are ignorant people and it is better to run Anganbari in regular basis for women and children				Primary students	Immunization
School	Ranchi	In all five blocks.	In all five blocks.	Govt. trying hard to literate the people and every village has Govt. primary schools, but students take little interest to attend their classes. Govt. provided facilities for the students and make arrangement for midday meal program in every primary school with Menu. Lots of children attend their classes for food and breakfast. Poor students unable to get their notorious food, which is vital for regular physical and mental growth. Project restarted midday meal in lots of schools on regular basis.				Primary students	Midday meal
Primary Health Center.	Ranchi	Burmu	Burmu	Health center is vital for poor and needy people and Govt. provided facilities for villagers. Though few of the health centers are working but they never distribute medicine according to prescription. Project restarted medicine distribution system in Burmu block.Villagers use to go in health centers but after initial diagnostics by Govt. Doctors they are unable to purchase medicine due to money problem, hence it is necessary to provide medicine from primary health centers.	1200	08 K.M	1200	All age group of needy people.	Medicine Distribution

B. Barmer, Rajasthan

INSTITUTION NAME	DISTRICT	BLOCK	PANCHAYAT	BRIEF WORK HISTORY BY SSK	POPULATION COVERED BY THE INSTITUTION	AREA COVERED BY INSTITUTIONS (KM)	TARGET BENEFICIARIES OF INSTITUTION	TYPE OF BENEFICIARIES	SCHEME NAMES (IMPLEMENTED BY INSTITUTION)
PDS Shop	Jaipur	Khatipura Colony		SSK team received complain on following points: 1) Ration dealer doesn't open the shop regular. 2) He disburses lowest quality of wheat. 3) He takes the thumb impression but doesn't provide the wheat. 4) He distribute only 10 kgs/family insteat 5kg/member. Ration dealer was contacted and pressurize with the help of citizen and get 5000 kgs wheat distributed to citizens.	300	5km radius	400 approx	NFSA availed beneficiaries	National Food Security Act
PDS Shop	Jaiur	Eidgah Kachhi Basti		SSK team received the complain from the Eidgah Basti that, 1) Ration dealer doesn't provide the ration to beneficiaries. 2) He almost close his shop and 3) doesn't talk with people properly.	500	3 km radius	500 approx	NFSA availed beneficiaries	National Food Security Act
Panchayat Survey	Barmer	5 blocks of Barmer district		SSK team surveyed in two panchayats of every block to open Panchayat Soochna Seva Kendra. For that, team met with Panchayat authorities, prepare interview schedule for the beneficiaries.	500*10= 5000	15 km each	5000 approx	Panchayat beneficiaries	Panchayat Schemes

Social Justice and empowerment	Jaipur			SSK team met with the department of Social justice and empowerment to publish various point on public domain from which citizen gets benefitted from various scheme.	All related population	All Rajasthan	All related beneficiaries	BPL, State BPL, Minority etc.	SJE dept. scheme.
Department of Information and technology	Jaipur			SSK team met with DoIT on regular basis to change various point on Rajasthan Sampark and emitra services.	All related population	All Rajasthan	All related beneficiaries		
Department of Food and Civil supply	Jaipur			Deparment of food and civil supply are being on regular basis for various issues related to ration. Department is being suggested to publicize citizen entitlement and information related to ration dealer, NFSA beneficiaries etc. on public domain.	All related population	All rajasthan	All related beneficiaries	NFSA availed beneficiaries	National Food Security Act
Lokayukt Karyalay	Jaipur	Eidgah Kachhi Basti		While organized camp in Eidgah, the team received the complain that people submitted the Pension application form in Municiple office, jaipur and got the recipt, but didn't get the Pension even after 2-3 years of providing the receipt. The team had all 47(approx) receipt and complain in Lokayukt Karyalay as citizen charters was not followed up.	50	3 km radius	50	BPL, State BPL, Minority etc.	Social Security Pension Scheme

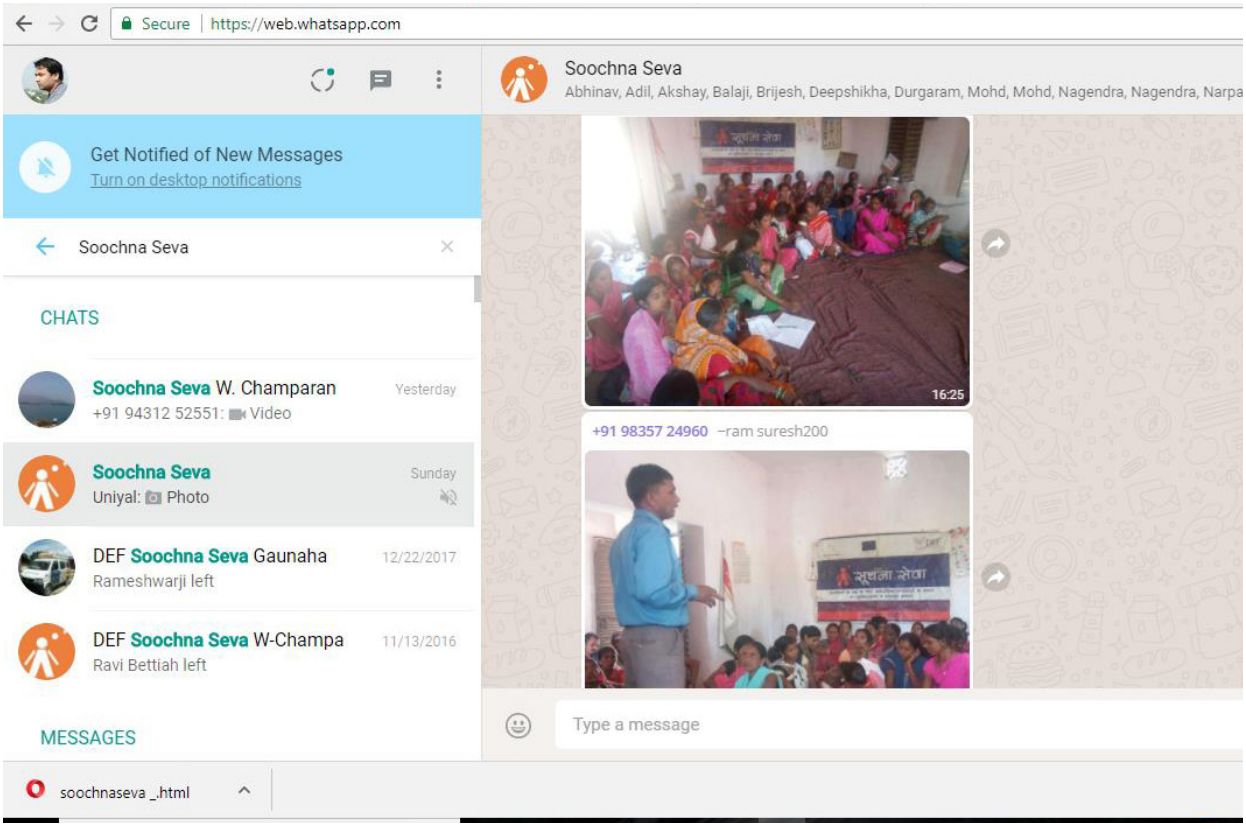
D. Tehri Garhwal, Uttarakhand

INSTITUTION NAME	DISTRICT	BLOCK	PANCHAYAT	POPULATION COVERED BY THE INSTITUTION	AREA COVERED BY INSTITUTIONS (KM)	TARGET BENEFICIARIES OF INSTITUTION
Department of Animal Husbandry	Tehri	Nareandar Nagar	Tipali, Sweer Koti , Kaflolagaon and Bhandargaon	1763	7	1763
Panchayat Office	Tehri	Nareandar Nagar	Tipali	561	25	62

E. Guna, Madhya Pradesh

INSTITUTION NAME	DISTRICT	BLOCK	PANCHAYAT	POPULATION COVERED BY THE INSTITUTION	AREA COVERED BY INSTITUTIONS (KM)	
Infrastructre Development	Guna	Aron, Bamori, Chanchouda, Guna and Raghoghar	Piproda Main,Colony, Gehunkhedi,Umari and Sakonya	18448	62	18448


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विधवा पेंशन योजना
विकलांग पेंशन योजना
इन्दिरा आवास योजना
जननी शिशु सुरक्षा योजना
छात्रवृत्ति संबन्धित योजनाएं
सामाजिक सुरक्षा से संबंधित योजनाएं
कृषि से संबंधित योजनाएं
रोजगार से संबंधित योजनाएं
शिक्षा से संबंधित योजनाएं
महिलाओं से संबंधित योजनाएं
जिले व ब्लॉक स्तर की योजनाएं
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स्वयं सहायता समूह हेतु योजनाएं
एवं अन्य सभी प्रकार की योजनाओं की जानकारी सूचना सेवा केन्द्र पर मिलती है. अधिक जानकारी के लिए नजदीकी सूचना सेवा केन्द्र से संपर्क करें या सूचना मित्र से मिलें
जन्म प्रमाण पत्र
जाति प्रमाण पत्र
विकलांग प्रमाण पत्र
आय प्रमाण पत्र
निवास प्रमाण पत्र
आधार कार्ड
फोटोकॉपी
प्रिंटिंग
फोटोग्राफ
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50% response rate, 37-day response time
Respond faster to turn on the badge
964 likes 0 this week
Rizwan Ahmed Khan and 99 other friends
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Sunday
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Rameshwarji left
12/22/2017
DEF Soochna Seva W-Champa
Ravi Bettiah left
11/13/2016
MESSAGES
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Abhinav, Adil, Akshay, Balaji, Brijesh, Deepshikha, Durgaram, Mohd, Mohd, Nagendra, Nagendra, Narpa
16:25
+91 98357 24960 ~ram suresh200
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For Further Details

Soochna Seva

C/O – Digital Empowerment Foundation

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