

Field Visit Report

Date : 17/08/2017 to 19/08/2017
Project : Soochna Seva
Location : Guna, MP
Monitored by : Abdul Vahid
Focal person at the field : Nagendra, District Manager
Report drafted by : Abdul vahid

Background

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

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

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

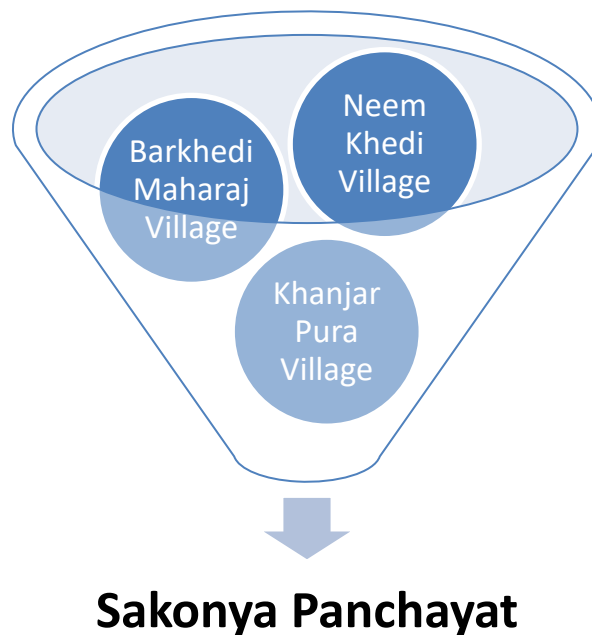
In addition, at important note SSK need to identify the institutional issues and challenges related to Health, Education, Skill Development, Agriculture, Microfinance, Water & Sanitation, Transportation, Livelihoods and other departmental issues. Thereafter, a participatory approach along with community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

Brief Background of the Panchayat selected for Soochna Seva 2.0

Sukonya Panchayat has been selected for Panchayat Digital Sashaktikaran Abhiyan. An Integrated Approach to Technology in Strengthening Panchayat Level Information, Entitlements, Service Delivery & Bottom up Governance in Backward Districts of India. This Panchayat falls in Ragogarh block of Guna District. Panchayat has 3 villages attached and these are in 3-4 Km radius.

Team has followed selection criteria and guidelines minutely which was recommended & suggested by the central team during initiation of the new approach of Soochna Seva. Panchayat Sarpanch, Ward Members and MGNREGA Rozgar Sahayak all are positive to learn new things and bring the positive and systemic change in their Panchayat. The most important thing is Panchayat has got BSNL WiFi broadband and also has a computer. The broadband will get started functioning soon as connectivity line is in place.

The Panchayat level elections in Madhya Pradesh were commenced in January 2017 so all are newly elected Panchayats. Panchayat Sarpanch is a female namely Kamla Bai. However, the story of handling Panchayat by male member remains same here also. She is more like rubber stamp and performs any duty by herself. It is her son who acts like Sarpanch of the Panchayat and deals all matters related to the Panchayat, both inside and outside.



The total population of the Panchayat is said to be 1500 in total of all three villages included. Population demographics are, Other Backward Community (OBC) have major shares in the population about 60% followed by Scheduled Caste (30%) and Scheduled Tribes (10%). The Panchayat has a total of 300-400 households with 900 are voters. Panchayat has 10 active ward members, all belong to 3 villages falls in the Panchayat.

Literacy is major concerned of the Panchayat. These elected members are partially literate people or illiterate.

Panchayat Digital Awareness: All Panchayat representatives are illiterate digitally. They don't know how to open computer and internet/broadband are just beyond of their understandings. Panchayat doesn't maintain any record/database in the computer or online. This is a huge scope where Soochna Seva team can help Panchayat in record maintenance online/offline, MIS generation, Panchayat Website development, Digital Literacy of Panchayat functionaries.



Even though, Panchayat officials don't aware about State Grievance redressal Portal and toll free number to register their Panchayat and citizens related grievances online or offline at the portal. *So, it would be a great opportunity to ground team to make them learned and get them familiar with the grievance portal.*

Panchayat Basic Infrastructure: Panchayat has functional Bhawan with two small rooms available. It has electricity and an internet line has just recently been installed. Internet will be started soon in near future. Panchayat doesn't have toilet, drinking water, notice board, grievances box etc. Scheme related content is also less in particular. The main advantage of this Panchayat is that the building is located in between the villages and easy accessible to all. Panchayat only maintain records in registers.

Digital Asset with Panchayat: In digital devices, Panchayat has only computer. This computer has ideally been kept in the Panchayat because of lack of digital literacy among Panchayat functionaries. Other digital devices like printers, LCDs, tablets, TV and Photocopy machines are not available with the Panchayat.

Panchayat Functioning: Panchayat only maintain offline record in the registers and doesn't use digital platform to maintain the record. Panchayat doesn't make any formal planning for a particular scheme keeping in mind the actual need and demand. Panchayat record only Gram Sabha minutes but doesn't maintain photographic evidence. Agenda of the Gram Sabha meeting doesn't get prepared beforehand and shared among citizens of the Panchayat. Panchayat conduct Gram Sabha meeting every month on 14th. However, Gram Sabha happens in a much unplanned manner. Panchayat doesn't inform agenda points to the citizens and also doesn't use any kind of medium to inform the citizens. *When asked attendance in Gram Sabha, Sarpanch replied that only 15-16 present in every meeting. It means participation of villagers and women is quite low.*

Sarpanch son is an active person, he visits to every village of the Panchayat and serve to the community with the edge of information and linking them with their rights and entitlements. However, his knowledge is limited to few schemes only i.e. Ration, Pensions, MGNREGA, PM Awas and Janani Suraksha Yojana. *This information is not sufficient enough because there are hundreds of other schemes in place those can be served to the citizens of Sakoni Panchayat but it has not been happening.* This Panchayat has standing committee but is limited to the papers only.

Panchayat office doesn't accommodate any scheme related information. Also Sarpanch did not placed any scheme related poster on the wall of the panchayat. This Panchayat Bhawan is occupied by the Sarpanch. Villagers can access front room of the Bhawan which remains open every time because it doesn't have any door.

This Panchayat maintain every record in the registers only. Moreover, Panchayat administration is not well aware about the Panchayat functionary formally. They do well with their understanding.

Basic Infrastructure Facility Available at Panchayat Level

Sakoni Panchayat has one Anganwadi, Ration shop and 1 Primary and Middle Class School. It doesn't have bank, PHC, Digital Literacy Centre, CSC, Vocational Training Centre, Public Libraries, Cooperative Societies and SHGs.

Panchayat is located 2 km from main road; citizens have to walk to access public transport to the nearby city Raghogarh.

Panchayat Enterprise Suite (PES)

Panchayat is not following anything related to PES. Panchayat people even don't even single application. There is no direct transportation facility available from the Panchayat. The condition of this 2 km stretch is in pathetic shape.

Suggestions & Recommendations

- One dedicated fellow preferably Om Prakash be placed in the Panchayat in order to look after daily activities. Since he is not digitally sound and need to learn basic things quickly before commencement of the new approach.
- Fellow will act like a postman for any information to the citizens of Panchayat.
- In every selected Panchayat, there should be a trained person placed to register the citizen grievance on State Government Portal.
- Panchayat should have Yojana Bank- All scheme related documents like application forms and guidelines should ready be available with the Panchayat in hard and soft copies form.
- MeraApp should be installed in Fellow's tablet and he should have a vast training on how to operate it properly.
- Panchayat representatives should be digitally literate, so they should be taught online content related to grievances, public scheme & entitlements, different state government websites.
- A rigorous training on Panchayat Enterprises Suite (PES) and its best usage.
- Encourage Panchayat representatives to develop its own website with all content related to the Panchayat.
- Training of Panchayat officials on provision for devolution of powers and responsibilities to the panchayats, both for the preparation of economic development plans and social justice, as well as for implementation in relation to 29 subjects listed in the eleventh schedule of the constitution.
- Training of Panchayat representatives on how to make strategy & planning of each citizen centric schemes.
- Training of Panchayat representatives on how to keep database in online/office form also how to track the beneficiaries.
- Laborious training of Panchayat representatives on how to handle and maintain a record of Panchayat associated and non-associated institutions in order to maintain the quality. These can be Primary/Secondary Schools, Anganwadi, ASHA, PHC, CSC, Post office, Bank, etc.
- Gram Panchayat and Gram Sabha- They should be organised in more formal ways with beforehand agenda sharing to all the representatives and citizens of the Panchayat. Minutes of the meetings should be recorded offline in register and in computer. In addition, ensure to increase women participation in all the meetings.

Soochna Seva Kendra Visit

SSK
Raghogarh

SSK Aron

SSK Bamori

SSK Umri

Four out of five Soochna Seva Kendra has been visited. All SSKs have similar story of approaching the citizens in their concerned Blocks/Panchayats. They have good relationship with block administration, stakeholders and service providers. All records till June 2017 have been entered in the MIS. They have been told to upload the evidences of beneficiaries availed the benefits in last three and half years. The deadline for uploading all evidences (old & new) is December 2017.

In addition, discussed with two Rozgar Sahayak has been associated with Sakonya Panchayat and Umri Panchayat. These Panchayats have been selected for Soochna Seva 2.0 approach start off. Both of them have been found to be very positive and they want to bring systemic change and introduce digital revolution in their Panchayats. They are young and passionate people. Rozgar Sahayak role is crucial in every Panchayat in Madhya Pradesh because 90% of work is being done under MGNREGA. There is always a need of infrastructural development work in Panchayat region so Panchayat assign its own labour.



SSK Raghogarh	SSK Aron	SSK Umri	SSK Bamori
Staff - Mukesh Yadav (BC) - Bhure Singh (F) - Om Prakash (F) Online MIS - Completed till June 2017 - Evidence deadline December 2017 Major Assets: 5 Laptops, 1 Desktop, 1 Printer, 1 Tablet, 1 Camera, 1 Almirah, 2 Chairs, 8 Tables, 8 Stools, 2 Ceiling Fans, 1 Camera, 1 Invertor set, etc. CSC ID- 79408284990012 (Mukesh Yadav) MP Online ID- SSK Raghogarh Digital Literacy- 7 Students Digital Services- moderate condition Revenue- Rs.2365/- (July) Internet- BSNL Current Schemes: Fasal Bima Yojana, PM Awas, Pensions, MGNREGA, SBM, Labour Cards etc. Suggestions- BSNL connection need to be replaced with Jio 4G hotspot device - Office need be shifted to another location to increase the revenue -Om Prakash should be associated with the Panchayat selected for SS 2.0 -MIS be completed by Dec 2017 -More collaborations at block level required -revenue be increased -service basket must be expanded Sakoni Panchayat for SS 2.0	Staff - Rajpal Kewat (F) - Santosh Ojha (F) Online MIS - Completed till July 2017 - Evidence deadline December 2017 Major Assets: 4 Laptops, 2 Desktop, 1 Printer, 1 Tablet, 1 Camera, 1 Almirah, 2 Chairs, 7 Tables, 10 Stools, 2 Ceiling Fans, 1 Invertor set, etc. CSC ID- 146532390019 (Rajpal Kewat) MP Online ID- SSK Aron1 Digital Literacy- 11 Students Digital Services- moderate condition- team is thinking for Digi Payment (BC) Revenue- Rs.2600/- (July) Internet- BSNL Current Schemes: Fasal Bima Yojana, PM Awas, Pensions, MGNREGA, SBM, Labour Cards etc. Suggestions- BSNL connection need to be replaced with Jio 4G hotspot device - Find out options increase the revenue -Rajpal should be associated with the Panchayat selected for SS 2.0 -MIS be completed by Dec 2017 -More collaborations at block level required -revenue be increased -service basket must be expanded Piproda Meva for SS 2.0	Staff - Aditya Pandey (BC) - Puroshottam (F) Online MIS - Completed till July 2017 - Evidence deadline December 2017 Major Assets: 5 Laptops, 2 Desktop, 2 Printer, 1 Tablet, 1 LCD, 1 Lamination Machine, 1 Projector, 1 Camera, 3 Almirah, 2 Chairs, 10 Tables, 13 Stools, 2 Ceiling Fans, 1 Invertor set, etc. CSC ID- 659817310010 (Aditya Pandey) MP Online ID- SSK Umri2016 Digital Literacy- 10 Students Digital Services- moderate condition Revenue- Rs.5500+/- (July) Current Schemes: Fasal Bima Yojana, PM Awas, Pensions, MGNREGA Suggestions- -Purushottam should be associated with the Panchayat selected for SS 2.0 -MIS be completed by Dec 2017 -More collaborations at block level required -revenue be increased -service basket must be expanded Note- This is hub center of the SS project in Guna and has more infra and manpower so center has been doing well but need to expedite scheme entitlements work Umri Panchayat for SS 2.0	Staff - Sandeep Patil (F) - Ragini (F) Online MIS - Completed till June 2017 - Evidence deadline December 2017 Major Assets: 4 Laptops, 2 Desktop, 2 Printer, 1 Tablet, 1 Camera, 1 Almirah, 1 Chairs, 8 Tables, 10 Stools, 1 Ceiling Fans etc. CSC ID- 5258414009530696 (Sandeep Patil) MP Online ID- SSKUmri Digital Literacy- 8 Students Digital Services- moderate condition Revenue- Rs.2500/- (July) Current Schemes: Fasal Bima Yojana, PM Awas, Pensions, MGNREGA, SBM, Labour Cards, Kalyani, etc. Suggestions- - SSK needs an active staff for outreach and advocacy. - SSK is week in comparison to others -MIS be completed by Dec 2017 -More collaborations at block level required -revenue be increased -service basket must be expanded Note- This SSK needs special attention of District Manager to improve the overall performance.

Meeting with GAIL CSR Head

Nagendra Chaturvedi & Vahid had a meeting with GAIL CSR Head, Central Zone and discussed about DEF work in Madhya Pradesh. In this meeting every DEF project in MP has been highlighted with its objective. Thereafter, an oral proposal has been placed for possible alignment with the GAIL working in Guna or in any district of the state.

CSR Head Mr. A. Thrpathi linked DEF approach and requested to submit a proposal. GAIL only support in Guna region so he stated that the proposal should be covered Guna villages only. He emphasized that components of the concept should be clearly written in the proposal with possible outcomes.

The followings should be attached with the proposal.

1. Organisation registration details
2. Financial balance sheet of last 3 years
3. 80G & 12A copy
4. Copy of 27&28

Apart of above, Proposal should define that No. of beneficiaries will be covered, Casting component wise, what would be geographical area and Need Analysis

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