

FIELD VISIT TO TEHRI GHARWAL

A Brief about the visit

Date	-	16 th – 18 th August 2017
Project	-	Soochna Seva
Location	-	Tehri Gharwal
Monitored by	-	Deepshikha Sharma and Saurabh Srivastava
Focal person	-	Brijesh Dharma, District Manager and Praveen Panwar, District Coordinator

Purpose

- Meeting with Chief Development Officer (CDO)
- Meeting with District Magistrate
- Meeting with Koteswar Dam unit, THDC
- Group Discussion with Pradhan/Mukhiyas regarding the functioning the Gram panchayat
- Meeting with the ground staff and discussing the further approach & task along with timelines

Activities

I. Meeting with Chief Development Officer, Mr. Ashish Batgain

- A Grievance Collection Centre at your office using the existing Soochna Seva virtual number and IVR system to collect the grievances.
- DEF will be managing the technical and programmatic aspects of the centre which includes call routing and recording.
- One person from DEF will dedicatedly work on receiving calls, register grievance and send them to concerned departments in the form of text messages, WhatsApp messages and in emails as well.
- The list of concerned departments and officials with their contact details will be provided by the CDO Office.
- Soochna Seva team will provide a setup including 1 Desktop and 1 human resource.
- CDO Office will provide a sufficient space in the CDO Office along with internet and requirements based on the setup need.
- A pilot will be conducted for 3 months in order to see the impact and then taking it to the larger level.
- After the successful completion of pilot, the impact will be assessed and a strategy will be formalise accordingly.
- A technical proposal between the district administration and DEF shall be submitted.

II. Meeting with District Magistrate

Discussion Points:

- Updated about the recent meeting with the CDO and plan of establishing a grievance redressal facility.
- Soochna Seva is one of the programme of DEF supported by European Union in 5 districts of 5 states of India for 5 years. In Uttarakhand, it is being implemented in 5 blocks of Tehri Gharwal district, with an aim to disseminate information about public schemes and entitlements to the last mile beneficiary.
- Seva works through 3 mediums of communication; Soochna Seva Kendra established in 5 blocks; an ICT enabled Van; Soochna Seva Fellows. These communication channels serve different functions and purpose to serve the beneficiary with the required information and facilitate to avail its benefits.
- Soochna Seva also runs a call centre facility, giving scheme information through a phone call.
- Other than information dissemination of information, Soochna Seva offers digital services and digital literacy to the citizens.
- The team has also mentioned about the expansion in Jaunpur and Bhilangana blocks of Tehri Gharwal to reach out more beneficiaries.
- It has been highlighted that Soochna Seva is having a presence and resources in 7 blocks of the district, therefore how the program can contribute in achieving the larger objectives of the government at district level and serve the last mile citizens of Tehri Gharwal.

III. Focus Group Discussions (FGD) with Pradhan/Mukhiyas regarding the functioning the Gram panchayat

Block: Chamba

Name of the Panchayats: Lamkot; Silogi; Sabli; Basal; Paturi

Name of the Pradhans: Gura Prasad Lakhuda; Anand Singh; Satyapal Singh; Narender Singh Panwar; Vijay Laxmi wife of Krishna Kumar

Findings of the Group Discussion:-

Digital Awareness

- None of them were familiar with computer and its related aspects be it internet or its basic applications.
- Most of them are using smart phones and are familiar with the know-how of social media.
- As mentioned by them, only the Gram Rozgar Sevak/Secretary is aware about the basics of the computer. This is the case only with the newly appointed secretaries.

- None of them was aware about the Panchayat Assessment Tool.
- No digital setup has been provided to the Gram Panchayat

Basic Infrastructure

- 4 panchayats has the old Panchayat bhawan with 2 rooms and it's functional. While there is no proper electricity connection and water supply. At some bhawans the electricity runs in unauthorised way.
- This is because they are not getting any budget for paying electricity or water bills.
- There is no proper sitting arrangement or furniture, the pradhans have themselves purchased table chairs and using it for official purpose at Panchayat Bhawan.
- Pradhans receives a monthly salary of Rs 750.
- The panchayat bhawan of Sabli is a newly established Bhawan as per the updated norms and has proper infrastructure with a separate meeting rooms, computer room, and toilets. This is been done under Rajiv Gandhi Seva Kendra.
- For the construction of Rajiv Gandhi Seva Kendra, 12 lac. is been sanctioned for each Panchayat Bhawan. In the whole district there will be only 10-20 % such new buildings.
- All the records are being maintained in block Offices and a copy of the same is available in Gram Panchayats.
- As per the new norms, Panchayat having a population of >5000 will have the data recorded digitally recorded.
- There is notice board outside the Panchayat Bhawan.
- Information regarding the government schemes is displayed regularly outside.



- The only source of water is natural tap water.
- Almost 100% of the household have electricity connections.

- In terms of transportation, there is no public bus facility available locally, private taxis are available only for few crowded villages.

Institutions and its functions

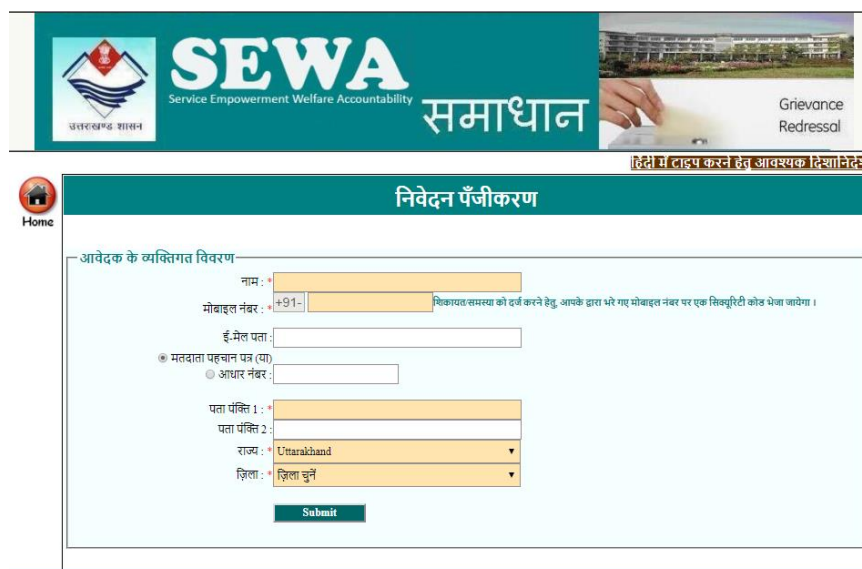
- 2-3 % of the Gram Panchayats have health centre facilities.
- Pradhans/Sarpanch do regular follow up with the primary schools
- Under NREGA, there is a provision of road construction for the stretch of up to 1.5 Km, but the land should does not be related to forest department or any citizen.
- As per their views, schemes are not being developed considering the geography and climate changes.
- You cannot earn a single penny by selling trees, because the strict laws.
- Post Offices are available at Nyay Panchayat Level.
- There are no public libraries at panchayat level.

Legal System for Conflicts

- Nyaya Panchayat is another legal system at panchayat level dealing with small issues
- Para Legal Volunteers (PLV) with the basic knowledge in the laws and other available welfare measures and legislation, they would be able to assist their immediate neighbourhood; Those who are in need of such assistance, so that a person, who is not aware of such right is not only made to understand his rights, but also will be able to have access to measures involving implementation of such rights.
- They maintain a register and write complaints and try to solve it at their end.
- PLV has to submit their report monthly to district courts. For each case, they get Rs. 250 from the government.
- Each Nyaya Panchayat has 1 Volunteer

Grievance Redressal

- There is an online grievance submission portal named as 'Samadhan'



The screenshot shows the SEWA Samadhan portal for grievance redressal. The header includes the SEWA logo and the text 'Service Empowerment Welfare Accountability समाधान'. Below the header, there is a section titled 'निवेदन पंजीकरण' (Registration of Complaint). The form contains the following fields:

- नाम : * (Name)
- मोबाइल नंबर : * +91- (Mobile Number)
- ई-मेल पता : (Email Address)
- मतदाता पहचान पत्र (या) आधार नंबर : (Voter ID or Aadhar Number)
- पता पंक्ति 1 : * (Address Line 1)
- पता पंक्ति 2 : (Address Line 2)
- राज्य : * Uttarakhand (State)
- ज़िला : * जिला चुनें (District)

A 'Submit' button is located at the bottom of the form. A small note next to the mobile number field reads: 'विकास/समस्या को दर्ज करने हेतु, आपके द्वारा भरे गए मोबाइल नंबर पर एक किबुनैटी कोड भेजा जाएगा।' (To register/develop the problem, a KYC code will be sent to the mobile number you have entered.)

(<http://www.samadhan.uk.gov.in>), however nobody is aware about its existence. There is no proper grievance redressal system at panchayat level.

Gram Sabha's and Meetings:

- There is a provision of 2 Gram Sabhas every year and it regularly happens with recording minutes.
- Annual plan is being made in the Gram Sabha meeting with the consent of communities
- These plans are then sent to the higher authorities for further recommendations and approval however it gets changed
- For the approval of the plan it takes minimum 6 to 7 months
- Apart from Gram Sabha, monthly meeting of Gram Panchayat members takes place regularly and they record minutes of the meeting as well.

Connectivity

- Connectivity is a serious challenge in all the Gram Panchayats
- Even it does not get 2G properly

Budget/Fund

- Depends on the population of the GPs
- No revenue earning sources have left for the Gram Panchayats
- Earlier they used to get Rs. 10,000 for hygiene and cleaning purposes, now the same money is being transferred to the ASHA workers
- No contingency funds are allocated

Committees (Includes ward members and other members of gram panchayat)

- Education
- Health
- Development
- Monitoring
- Jal Prabandan

The committee includes ward members only.

IV. Action Plan

- Follow up with CDO Office and sign agreement with the District Administration.
- Set up 'Nagrik Samwad & Sahayata Kendra' at CDO Office, where a Soochna Seva staff will dedicatedly sit and receive calls of citizens.

- Organise camps at block level to register grievances from villages. The main objective of camps is to populate about this initiative in collaboration with the district administration and the call centre number.
- Follow up meeting with the District Magistrate and the concerned departments.
- Soochna Seva 2.0 Roll out in the selected panchayats.
- Organise meeting with Subodh Uniyal, Minister, Agriculture and horticulture, Uttarakhand where Central team will come and present our work.
- Follow up with Department of Education, Tehri Gharwal.