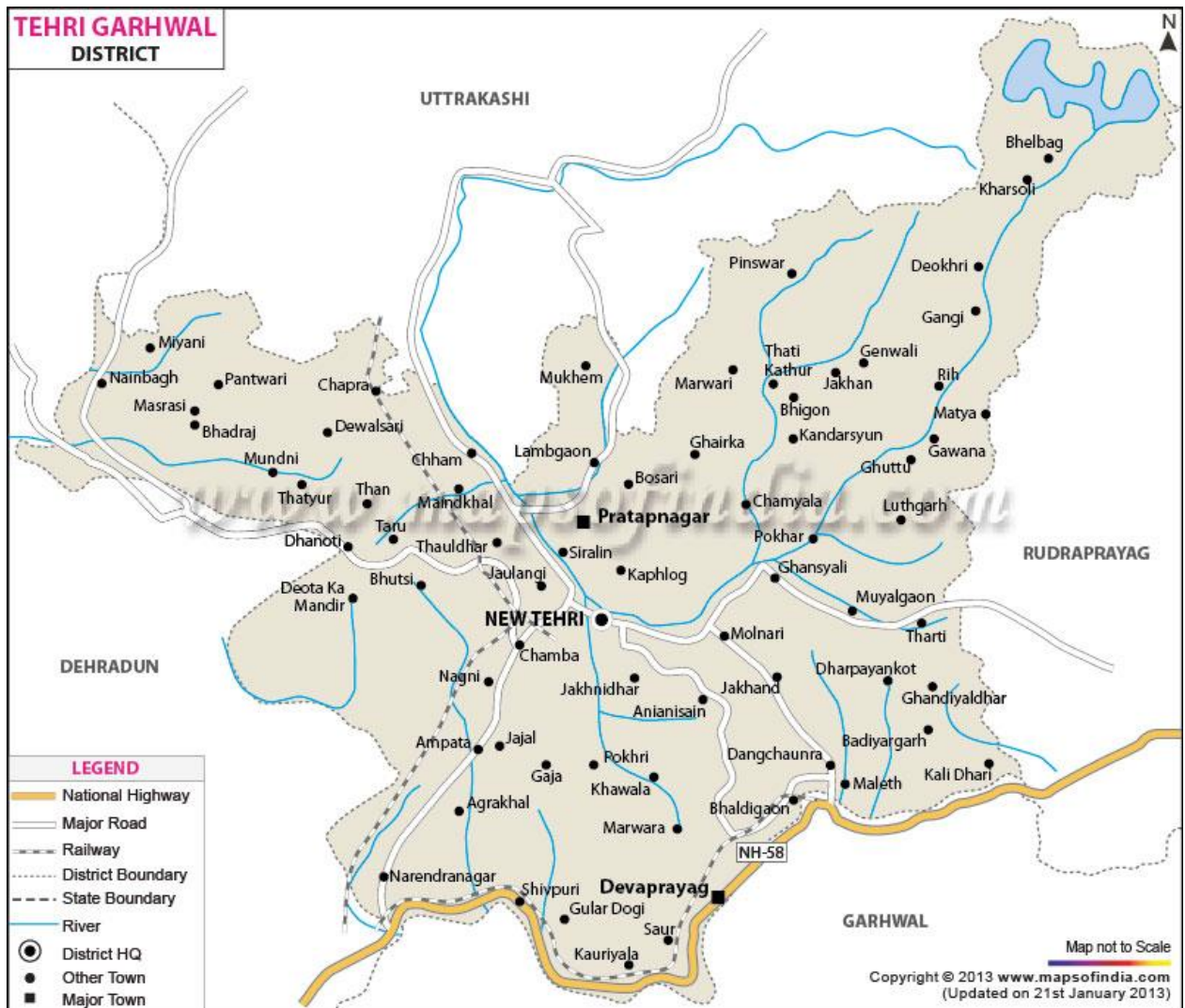


Field Visit Report



Visited Date: 8/1/2017 to 13/1/2017

Visited Place: Tehari Gharwal

Visited Block: Narendra Nagar, Ghanshali, Jhakhinidar, Thauldhar, Pratapnagar

Introduction- Tehri Garhwal is one of the mountainous districts of Uttarakhand State. The district was included in Uttarakhand after the state was carved out of Uttar Pradesh on 9th November 2000. For the administrative convenience Tehri Garhwal district, a part of Garhwal Division, has been divided into five tehsils viz. Pratapnagar, Tehri, Narendranagar, Ghanshali and Devprayag and nine Developmental Blocks viz. Pratapnagar, Bhilangana, Jakhnidhar, Jaunpur, Thouldhar, Chamba, Narendranagar, Devprayag and Kirtinagar. There are 1836 villages, out of which 1768 villages are inhabited, 42 villages are uninhabited and the rest 26 are categorised as forest villages. According to Census, 2001 there is one Census Town (New Tehri). There are 928 Gram Panchayats, 76 Nyay Panchayats, 4 Nagar Panchayats, 2 Municipal Boards and 6 Police Stations in the district. Agriculture is the main occupation of the people. However, intensive cultivation is not possible as major part of the district is mountainous. Agricultural activities are common on gentle hill slopes and in relatively plain, broad river valleys of Bhagirathi, Bhilangana and Alaknanda basins. Rice, wheat, mandua, barley, maize and sawan are the principal crops grown in the district.

Objectives:

- Review the work progress
- Understand the field challenges
- Training team for CSC registration process
- Visit SSK center
- Understand the staff challenges
- Discuss and find economic services
- Discuss about online MIS
- Meeting with local NGOs
- Field visit with staff
- Centralized meeting with staff
- Find the CSR activity

Observations

1. Chamba Block SSK Center

Chamba is a Block placed in Tehri Garhwal district in Uttarakhand, positioned in rural region of Uttarakhand. The block has 221 villages, SSK is a head office for others soochna seva kendras. The center is situated in main market which is very easy to reach and see. The major activity doing by center is providing scheme related information about financial inclusion, education, livelihood & employment, health and social security. The center is also providing various important digital services like computer training, photo copy, scan, internet services. The daily customer incoming is around 15 to 20, maximum came for to avail digital services also digital services is main earning source for the center, The monthly income of Chamba center is Rs. 7000 to 8000 with 4 staff. In the surrounding 10 NGOs are working on livelihood, water schemes, education, health related issues. The soochna van is an important asset which helps all SSKs to

approach masses to educate, provide mobile digital services, camps, road shows, delivery of information. Also government departments like social welfare department, SBI bank recognize the SSK center, they personally visit at center and helps our team, also they gave bulk order to SSK center for photo copying which helps center to increase their income. Chamba staffs have a good rapport with government departments/ panchayats they call our staff if there is any meeting or workshops. Team is documenting the record in register and then they maintain in it online MIS.

2. Thauldhar Block SSK Center

Thauldhar is a Block located in Tehri Garhwal district in Uttarakhand. Located in rural part of Uttarakhand, Thauldhar Center is 39 km from head office, The block has 179 villages, the average incoming customer is 10 to 12 per day, the major services provided by the center is photo copy, scan, scheme information, typing, fill online form, internet services. The average monthly center income is Rs. 3000 to 5000. Thauldhar team open office at 10am, the center is situated on main road which helps customer to reach easily. The team has good rapport with local peoples, government departments and media. Media helps team to cover their activity through newspaper which also helps team to expand their reach within the community. All the activity record they are maintaining register, excel and online MIS. Thauldhar team behavior is good.

3. Bhilangana Block SSK Center

Bhilangana is a small town situated 85km from head office. There are about 254 villages. The center is running by self-motivated Ms. Anita and her husband (working volunteer), she has a good reach among women's group and center is serving scheme information, photo copy, scan and computer literacy program. The average daily peoples incoming is 15 to 20, maximum peoples approach center for photo copy and computer classes. The average monthly income of center is Rs. 4000 to 6000. They have a main challenge of power cut and internet lack. The centers have a good approach with government department, schools, health department. Three local NGOs are working on environment issue, promoting small scale business among women groups. Panchayat recognized SSK work and they welcome team whenever they organize workshop or meeting.

4. Narendranagar Block SSK center

Narendranagar is a Tehsil/Block in the Tehri Garhwal District of Uttarakhand. The SSK situated about 18km from Chamba head office. There are about 254 villages in Narendranagar block. The major activity they are doing on scheme information, photo copy, computer classes, scan, print out, internet service, passport size photo, CV drawing. The average peoples came daily around 25 to 30 and average Kendra income is Rs. 8000 to 10000. The Kendra has well recognized by the government departments, panchayat and local communities. The Kendra have a good connections with media like ETV, Dainik, they cover Kendra activities through newspaper. The Kendra is approaching schools children for volunteer work. The school children's are motivated for computer training classes. The record maintenance by team is in excel, register and MIS.

5. Pratapnagar Block SSK center

Pratapnagar is situated 100km from Chamba head office, one of the far kendra. There are about 155 villages in Pratapnagar block. The major activity provided by the Kendra is scheme information, photo copy, printing, computer training class. The average people's incoming is 12 to 15 and income is Rs. 3500 to 4000. The Kendra have a linkage with official departments/ panchayat, they are working with cooperation. All the work record keeping in register and online MIS.

Centralized Meeting with Team from all the locations: A centralized meeting conducted in Chamba SSK center whether 15 staff gathered from Chamba Block, Narendra Nagar Block, Thauldhar Block, Bhilangana Block, Pratap Nagar Block. Some staff could not attend the meeting because of road blockage due to snow fall.

The idea of the centralized meeting was to create a platform for staff whether they can share and discuss the project progress, challenges and new ideas to make SSK as sustainable.

Project work progress so far (2015- 2016)-

Sr no	Category	Registration			Application Approved and Entitlement Received			Application Pending for Approval		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Financial Inclusion	76	73	149	76	71	147	0	2	2
2	Education	17	13	30	17	13	30	0	0	0
3	Livelihood and Employment	240	437	677	164	353	517	76	84	160
4	Health	690	462	1152	639	411	1050	51	51	102
5	Social Security	563	1277	1840	434	995	1429	129	282	411
6	Documents	1820	1903	3723	1818	1884	3702	2	19	21
Total		3406	4165	7571	3148	3727	6875	258	438	696

Expansion and Scope- Integrated New Economic Services

The cash crop in rural area is live saving and give a relief them from the tough condition. These activities help them to get quick cash which help them to spend the amount for the family needs. But many times they have to face huge loss due to lack of scientific knowledge in cash crop farming. SSK can provide a platform of training and help those farmers or group of peoples in capacity building. Also these training programs would be chargeable which helps to make SSK sustainable and further SSK known for multi service provider.

The following services discussed with team:-

Mushroom Cultivation- Provide a training for mushroom cultivation which is comfortable and sustainable livelihood and income generation option. Mushroom cultivation does not require a labor intensive; it's requiring minimal physical, financial inputs, resources and can be easily start from the small place which could be home. Mushrooms are best cultivated indoors in a dark, cool and sterilized and enclosed building. Mushrooms are suitable to grow vastly and quickly. The most common edible mushrooms are white button, oyster. To supporting this plan we visited mushroom plant near Chamba block. We have met firm owner Mr. Devendra and requested him for lead a training program, he agreed and start the training in 2nd week of February 2017.



Figure: Fresh Mushroom

IL & FS Training Program- We met Mr. Pradeep, program head in Vision society NGO, Chamba, they are running training program for hotel management students in various blocks, we discussed about expansion of the hotel management program through SSK. We can provide SSK space for hotel management training. This could be a good revenue generation activity for the sustainability of SSK.

Local Products- SSK helps to promote local products from the market like seed, daal, handloom etc, the demand of organic product is higher in cities. This could become a value addition.

Linkage with Panchayat- Panchayat organize many training programs for their staff and local people, for this they need mass mobilization, here our Soochna Van can help them they can hired our Van on agreed price.

E- Governance Services- All the SSK can provide e-governance services to the citizen through CSC id, all the staff get training on how to apply for CSC id. All the services based on commission, they can generate good revenue from it.

THDC CSR- the proposal has been submitted to THDC for seeking financial support to provide access to information on public schemes and delivery of government entitlement to the community.



Staffs are discussing their work progress

Staff Grievances

Long Pending Travel Bills- the major concerns admitted from all the locations, their travel bills have been pending since 5 month, the major demotivating factor I counted during the visit. This also stopping ground team for field work and others activities.

Salary Structure- the staff salaries haven't revised for the fellows since the project started which is demotivating among the fellows.

Tough geographical, climatic conditions- the project locations is scattered which is time taking during field work. Traveling option is very limited and risky by bike. The climate is very tough during winter, road blockage due to snow fall.

Lack of Internet and Electricity- Internet facility is not good in our project locations which hamper our e- governance services related work. Electricity is also a reason to worry.

Recommendation

Clearances of Pending Bills- coordinate with account for clearing all the pending bills of team.

Revision in Staff Salary- we should revise staff salary on the basis of revenue generated so far and performance.

Provide Internet Option- we should provide the private internet connection which helps to commence e- governance services, this help Kendra to enhance revenue.

Provide Accidental & Health Insurance- As the traveling involves huge risk, we should provide them accidental & health insurance policy.

Promote New Economic Services- Promote all the above mentioned services for increasing revenue.

Photo Gallery-



Figure 1- SSK Narendranagar Block



Figure 2- SSK Shivapuri

Tehri Garhwal Staff details

S.N.	EMPLOYEE NAME	DESIGNATION	PROJECT NAME	LOCATION
1	Brijesh Kumar	District Manager	Soochna Seva	Tehri Garhwal
2	Brijesh Panwar	Block Coordinator	Soochna Seva	Tehri Garhwal
3	Manish Chauhan	Block Coordinator	Soochna Seva	Tehri Garhwal
4	Manoj Chauhan	Block Coordinator	Soochna Seva	Tehri Garhwal
5	Suresh Singh	Fellow / Trainee	Soochna Seva	Tehri Garhwal
6	Anil Singh Rautela	Fellow / Trainee	Soochna Seva	Tehri Garhwal
7	Kedar Singh	Fellow / Trainee	Soochna Seva	Tehri Garhwal
8	Sushil Lal	Fellow / Trainee	Soochna Seva	Tehri Garhwal
9	Shivani	Fellow / Trainee	Soochna Seva	Tehri Garhwal
10	Kiran Bhandari	Fellow / Trainee	Soochna Seva	Tehri Garhwal
11	Betal Singh	Fellow / Trainee	Soochna Seva	Tehri Garhwal
12	Susheel Saklani	Fellow / Trainee	Soochna Seva	Tehri Garhwal
13	Reena Sajwan	Fellow / Trainee	Soochna Seva	Tehri Garhwal
14	Monika Rautela	Fellow / Trainee	Soochna Seva	Tehri Garhwal
15	Praveen Panwar	Block Coordinator	Soochna Seva	Tehri Garhwal
16	Praveen Uniyal	Block Coordinator	Soochna Seva	Tehri Garhwal