

A. Soochna Seva

1. SUMMARY

In West Champaran District of Bihar, DEF is implementing Soochna Seva in five Blocks which are Gaunaha, Lauriya, Mainatand, Ramnagar and Sikkta since January 2014. Out of these five blocks Gaunaha and Ramnagar has significant number of Tribal population, Sikkta and Lauriya has significant number of minorities and Maintand has some features of semi urban and is a mix of all community. Despite the landmass being highly fertile, the political economy of the landscape does not allow subsistence level of agriculture.

This year Scheme Entitlement work was on low gear on various accounts. Natural Disaster, Political tussle between PR and Govt. and RPL list affected teams work. Quantitatively, this year Rs. 392,100/- worth of monetary benefits were facilitated by team. In 2016, Govt. of Bihar had introduced Lok Shikayat Nivaran a mechanism by which govt. intended to bring accountability in its fold.

The team too, has its share of experiences in the field in terms of the amount of grievances the public has. Soochana Seva West Champaran team along with Jan Jagaran Shakti Sangathan (JJSS) and Soochna Evom Rozgar Abhiyan held camps at Aairra and Kathihar districts from Dec 6-12, 2017. DEF team supported the JJSS in the follow up with the Complaints. About 450 complaints have gone through the first hearings. Similar camps were held in Mainatand, Sikta and Lauriya Block of W. Champaran by team in the month of Dec 2017 wherein 365 complaints have been made online and about 265 have seen the first hearings at Lok Shikyat Nivaran Kendra.

During the second half of the year, the team changed the work pattern and focused more on institutional strengthening work. The training meeting made us to identify the key institutions in a Panchayat and engage the panchayat officials in conversation to bring the panchayats in digital fold. This is imperative, as they would be better equipped to readdress the grievances and mitigate their day to day work effectively.

It was felt by the team that before getting into the job it would be fruitful to understand the institution with which it is going to work hence an Assessment Tool Designed by HO was carried out.

Target Blocks and Panchayats

The five blocks of Soochana Seva and 25 panchayats therein W.Champaran are as follows

S.No.	Blocks	Panchayats
1	Gaunaha	Sitthi, Matariya, Mahui, Roopwaliya and Gaunaha
2	Lauriya	Telpur, Bagahai, , Dewariya, Dobhani and Lakkad
3	Mainatand	Mainatand, Inarwa, Pirair, Tolcahpariya and Damrapur
4	Ramanagar	Parsouni, Meghwal, Sapahi, Manchangwa and Bagahi Sakhwani
5	Sikta	Balthar, Sugwabhanipur, Katiya Mathiya, Gauchari and Gaouripur

2. Staff Details

The below list is the post downsizing of the team

Sr. No.	Name	Sex	Block Name	Designation	Mobile No.	Total experience
1	Akshya K	M	Mainatand	Block Coordinator	7903208370	3 yr
2	Sukhdev K	M	Gaunaha	Fellow	9006593502	2 yr
3	Prakash K	M	Lauriya	Fellow	9931261989	3 yr
4	Satyaprakash K	M	Sikta	Fellow	8789118755	2 yr
5	Anil P	M	Ramnagar	Fellow	9135698400	2 yr
6	Balaji Madiq	M	W.Chamaparan	District Manager	7296061052	4 yr

3. MAJOR ACHIEVEMENTS

In the year 2017, keeping the sustainability aspect in mind, the team was downsized, with a ten member team this year total of 256 beneficiaries were registered out of which 156 were female and 100 were male. Out of 256 registered beneficiaries, 239 people got benefit. Interestingly, number of female (148) is higher than male (91).

Achievements-Jan to Dec 2017							
Scheme Category	Scheme Name	Scheme Registration		Total	Conversion		Total
		Male	Female		Male	Female	
Social Security							

	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

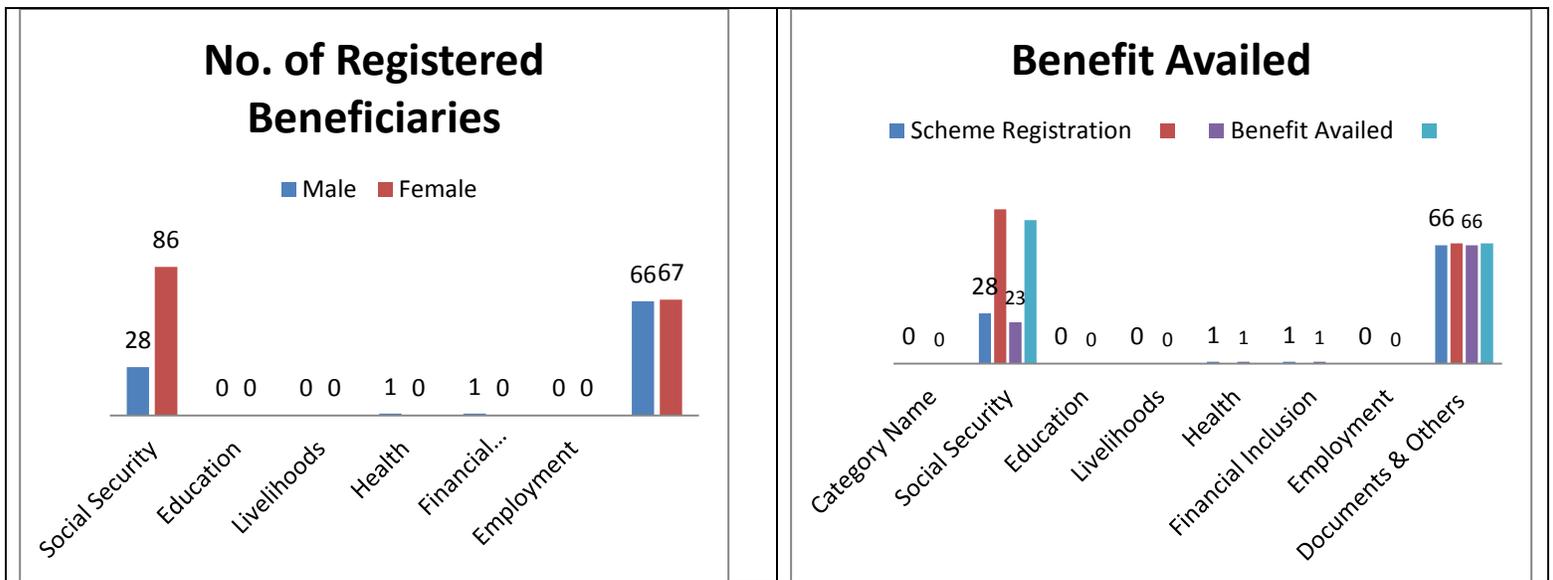
Achievement Summary:

This year the old BPL lists were to be renewed by Govt. of Bihar. But gov. for unknown reasons kept the BPL list in suspended motion. The Revision which was to take place in the month of April 2017 started only in Nov 2017. This affected SSK work as many applications have been kept in pending. Despite this, the team registered a total of 256 beneficiaries of which 156 were female and 100 were male. Speaking of convertibility, out 256 registered beneficiary 239 were able to get benefits of scheme. Again in the convertibility section too the number of female

beneficiary is more than the male. Out of total scheme Social Security Scheme convertibility stands at 43.5 percent. The second important element is documents; most of the people in this region lacks the basic documents which assist in availing the entitlements hence possession of document too becomes a crucial step this year 55.6 percent of the work were documentation related.

Category Name	Scheme Registration		Total	Benefit Availed		Total
	Male	Female		Male	Female	
Social Security	28	86	115	23	80	104
Education	0	0	0	0	0	0
Livelihoods	0	0	0	0	0	0
Health	1	0	1	1	0	1
Financial Inclusion	1	0	1	1	0	1
Employment	0	0	0	0	0	0
Documents & Others	66	67	133	66	67	133
Total	96	153	250	91	147	237

As the above table suggest this year the team focused more on social security schemes



4. Institutional Work

Institution Name	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)
Anganwadi Kendr	Sikta	Balathar Panchayat W 1,2,6,7 and 8	The team undertook Community meeting in 5 wards and explained the following to the populace living in these wards Objective of Anganwadi (ICDS). Services Provided by Anganwadi Types of Beneficiary of Anganwadi THR Quantity entitled to registered Beneficiary Objective of Anganwadi Samajik Avekshan Samiti Composition of Anganwadi Samajik Avekshan Samiti. Roles and Responsibility of Samiti.	1800	Average 1 km	Women, Infants, Child and Adosalant Girls	Direct (M)75 (F) 185 In direct (M) 95 (F)175	ICDS
Anganwadi Kendr	Mainat and	Pirari Panchayat Ward No 8 and 9	same as above	900	Average 1 km	Women, Infants, Child and Adosalant Girls	Direct (M) 17 (F) 27 In direct (M) 20 (F) 35	ICDS
Anganwadi Kendr	Lauriya	Telpur	same as above	3200	Average 1 km	Women, Infants, Child and Adosalant Girls	In direct (M) 33 (F) 32	ICDS

5. INNOVATION

Right from the recognition of the concept of government, either for the community or for the nation state, practices have been developed as to how a government has to perform and how not to function. Good governance was traditionally related to resource management. It has been a subject in the political discourse since last three decades on the instances of International Agencies like WB who have lent loans for development works etc.

The lending experiences in many developing countries soon brought home the realization that, despite technical soundness, development programmes and projects, loans financed by them often failed to produce desired results given the extreme diversity of the political culture and administrative structures prevalent in most of the developing countries.

In post-independence times, India adopted the 'prescriptive planning' process. But unfortunately, the controlled economic system was widely abused and infused with rampant corruption, inordinate delays and inefficiency. This made these agencies to policies and devise new conditionalities to ensure proper utilization of its loans.

Understandably, the need for change was inevitable. Consequently the endeavors to 're-invent' government in accordance to new requirements both, economy and polity was over hauled which altered the paradigm of governance, administration and development. Thus the System of Accountability was inserted and mechanisms akin to Accountability were introduced.

In the post liberalization period political leadership is walking a tight rope, at one hand it has to cap its spending on Welfare Scheme as the international institutions deem them to increase the deficit of govt. But developing countries needs this populism to justify their political existences. Hence, they from time to time introduce practices which are in conjunction to good governance. Grievances Readdress Mechanism is a means to ensure peoples' voices do get due respect in governance.

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 grievances readdressed of the needy public.** From the four grievances camps held at Mainatand ,Sikta, Gaunaha and Lauriya Blocks about 367 grievances have been made on line.

Before rolling out the activity, the respective team sought to enlist the PR in the activity this was done in order to build a bond as well as trusted partnership between SS and PR. During the meeting the SM explained to PR the need of such exercise. SM also briefed the PR about the Bihar Shikyat Nivaran Adhinyam. In Lauriya and Ramnagar Block PR were reluctant to hold the exercise. In other places the team went to meet the community along with Ward Member to promote the idea to public.

In these meeting also the SM explained the objective of the camp and procedure involved. This meeting as also used to determine the place and date of the camp. SM also gave necessary instructions to those who wished to put their cases.

On the decided date, the team went to the venue put up an office and collected the grievances. Thereafter these grievances were put online and generated an id for the Complaint which was communicated. An excel sheet was maintained to track the process of compliant.

The labharthi was constantly updated about any development up to hearing dates. The below list enumerates the total number of camps, place of camps and number of complaints received.

Sr.No	Block Name	No. of Grievances			Status
		Male	Female	Total	
1.	Mainatand	81	43	124	First Hearings
2.	Sikta	21	112	133	First Hearings
3.	Lauriya	5	5	10	First Hearings
4	Gaunaha	50	50	100	First Hearings
5	Total	157	210	367	

6. SUSTAINABILITY PLAN

The team is down to five plus one mode. Once the project period gets over all the centres would convert in to SP model. Meanwhile, the team is trying to create Labharthi Samhu for sustaining the SS efforts. Keeping the sustainability in mind in post project period, the team decided to shift its focus on Institutional Beneficiary. Hence more and more engagements with community and Panchayat Representatives were held. The team is of the view that the labharthi drawn from these engagements would be converted in to a group who would further the cause of SS.

7. CHALLENGES FACED

Challenges faced by team in year 2017 are as follows:

- Govt. of Bihar for unknown reasons kept the BPL list in suspended motion. The Revision which was to take place in the month of April 2017 started only in Nov 2017. This affected SS work as many applications have been kept in pending.
- The govt. is gradually withdrawing from its Welfare mode hence it's also reducing the number of schemes. Also it is keeping a tight lid on scheme approval.
- The change from individual to Institutional is at slow pace.
- This year the floods too affected the work of Govt. as well as SS work.

8. LIAISING AND COLABORATION WITH THE GOVERNMENT DEPARTMENTS

Despite Liberalisation phase Govt. of Bihar is running 80 plus public welfare schemes. 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 govts. for creating a platforms within the governance to readdress these grievances. Govt. of Bihar (being socially more sensitive) acted on its own and incited an act called Bihar Lok Shikyat Nivaran Kanon. Under this act any common person can petition the govt. for any of her grievances.

Soochana Seva W.Champaran team along with JJSS and MKSS held camps at Araira and Kathihar from Dec 6-12, 2017. DEF team supported the JJSS in the follow up with the Complaints. About 450 complaints have gone through the first hearings. Similar camps were held in Mainatand, Sikta and Lauriya Block of W. Champaran team in the month of Dec 2017 wherein 365 complaints have been made online and about 265 have seen the first hearings at Lok Shikyat Nivaran kendr.

9. THE IMPACT

- I. SM are engaged with three task namely enrolling the labharthi under various schemes, strengthening panchayats and institutions therein and thirdly, taking up the grievances of people and helping them with their entitlements.
- II. **Scheme Wise financial benefits**

This table quantifies the benefits a beneficiary receives in monetary terms.

Scheme Name	No. of Registration	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/-
Aaadhar	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)
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From the above table one draws that from PMUY Rs. 275200 worth of benefit. Social Security pension draws Rs.68800 worth of benefits.

Revenue Details Jan Dec 2017

The below table pan out the revenue eared for the year 2017

Sr.No	Name of the Month	Mainatand	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

Note: out of Rs 36404/- Rs 17,000/- have been deposited. Remaining Rs.11951/- is with the centre and Rs.11800/- is in the form of Bills has been deposited. **All the bill of 2017 from W. Champaran has been deposited.**

10. ANNEXURES

सक्सेस केस स्टोरी

प्रखंड मुख्यालय लौरिया से 2 किलो मीटर दूर एक गांव है | लाकड जहा की आज भी अपनी सवारी नहीं हो तो पैदल चलकर जाना पड़ता है यह गांव लाकड सिसई पंचायत में है | सूचना सेवा केंद्र बगही से 8 किलो मीटर की दुरी पर है यह गांव बलोर नदी की तट पर बसा है गांव भ्रमन के दौरान एक औरत से मुलाकात हुई जिसके शौहर का इंतकाल हाल में ही हुआ

था | इस बेगम का नाम गुलशन खातून है बात चित के दौरान सूचना मित्र द्वारा मृत्यु प्रमाण पत्र बनवाने के लिए बोला गया ताकि विधवा पेंशन की कंडीशन बन सके तथा उसको यह भी बताया गया की अपने आगनबाडी जा कर मृत्यु प्रमाण पत्र के लिए पंजीयन कराने को बोल कर सूचना मित्र चले गये | 8 दिन बाद सूचना मित्र उस बेगम से मिले तो पता चला की आगनबाडी सेविका आना कानी कर रही है तब सूचना मित्र जा कर आगनबाडी सेविका से मिले तथा निवेदन किये की मृत्यु प्रमाण पत्र बन जाये 2 जोज बाद उस बेगम का फ़ोन आया की आप लोग नहीं आये आगनबाडी वाली बोल रही है की वे लोग आयेगे तो बात बिगड़ सकती है , हम मृत्यु प्रमाण पत्र तुमको देगे | कुछ दिनों बाद उस औरत का फोन आया की मृत्यु प्रमाण पत्र मिल गया है यह बात जनवरी 2017 की है उस औरत के सारे कागजात लगाकर और फार्म भरकर 09-02 -2017 को R.T.P.S पर जमा करवाया गया |जिसका आवेदन संख्या - 010111011061700109 है जमा पावर्ती का फोटो कोपी लेकर मरहूम दोहाकिम की बेगम को रुखसत किया गया | तथा फेलो अप कर वस्तु स्थिति समय समय से उनको बताया गया, फार्म अवधि में उनका विधवा पेन्सन पास हो गया |पेन्सन की स्वीकृति 31-03-2017 को हुई जिसका पी.पी ओ नंबर 194/ 16-17 है ,जब यह खबर उस औरत को दी गई तो खुशी का ठिकाना नहीं रहा आज वह सूचना सेवा को धन्यवाद दे रही है ,तथा सूचना मित्र को दुआ दे रही है तथा उसका कहना है की अपने बच्चो को कपडे सिलवाएगी तथा उसके घर के खर्च में मदद मिलेगी यह परिवार काफी गरीब है जहा एक दिन कम नहीं मिला तो खाने में कमी आ जाएगी लेकिन अब इस पैसे से कम चल जायेगा

Case II

सूचना सेवा के मानवीय कार्यों मे गांव भ्रमण भी सामील है इसी क्रम मे एक दिन सूचना मित्रो द्वारा देउरवा गांव का भ्रमण किया गया जहाँ मोखतार मियाँ से मुलाकात हुआ। उनके उम्र के हिसाब से वृद्धा पेन्सन के बारे मे बताया गया । और पुछा गया की लाल कार्ड आपके नाम से है तो उन्होने हाँ कहा तब उनको केन्द्र पर आने को बोला गया । वोटर लिस्ट मे उम्र देखने पर 60वर्ष हो गया था । यह बात मई 2017की की है । उनको पेन्सन की प्रक्रिया के बारे बताया गया । तथा फार्म भरने के लिए कहा गया लेकिन कुछ दास्तावेज नही होने के कारण फार्म जमा नही करवाया जा सका ।सारे कागजात सूचना मित्रो द्वारा जमा कर दिनाक 6-6-2017 को प्रखण्ड लौरया मे आर0 टी0 पी 0एस0 काउन्टर पर जमा

कैंप में सुनी गई लोगों की समस्याएं

मैनाटांड, संस: सूचना सेवा केन्द्र
मैनाटांड के तत्वावधान में पिड़ारी
पंचायत के मनरेगा भवन में कैंप
का आयोजन कर ग्रामीणों की
समस्याएं सुनी गयी। काफी टंड के
बावजूद भी लोग अपनी समस्या को
लेकर कैंप में पहुंचे थे। मौके पर
पेंशन, आपूर्ति, इंदिरा आवास आदि
लोक कल्याणकारी योजनाओं के
बारे में लोगों ने आवेदन दिया। मौके
पर मौजूद डीईएफ और सूचना सेवा
टीम के सदस्यों के द्वारा आवेदनों
को लोक कल्याण विभाग के

B. Soochna Seva 2.0

Digital Panchayat Sashaktikaran Abhiyan

1. Project Overview

Digital Empowerment Foundation (DEF) through this will provide technical support in strengthening the Panchayat services delivery and access to information and entitlements by its citizens through technology. Building capacity of Panchayat representatives and associated institutions for bringing systemic changes in the process delivery will be an ultimate vision of the DEF. Also it aims at focusing technology integration with the service delivery mechanism in each institution and Panchayat. 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

2. Activities Carried out so far

2.1 Panchayat Assessment Tool

During the second half the year, the team received instructions from the HO to change the work pattern and focus more on institutional strengthening work. In this light, the visit from HO in the month of May –June 2017 was instrumental, as in this meeting the concept of SS phase II was introduced to the team. The training meeting made us to identify the key institutions in a Panchayat and engage the panchayat officials in conversation to bring the panchayats in digital fold. This is imperative, as they would be better equipped to readdress the grievances and mitigate their day to day work effectively.

The HO also felt that it would be help if the team could map the capacity and capability of Panchayats hence a Comprehensive Panchayat Assessment Tool was drawn which was then administered to panchayat officials (both elected and selected).

The salient features of the Assessment Tool of W. Champaran are as follows:

Issues in Panchayats

- Concerns about functioning of Anganwadi
- Concerns about discipline at School in the village
- Concerns about functioning of PDS
- Concerns about lack of Information
- Lack of discussion in GS.
- Lack of Grievances Readdressed Mechanism

The tool had five different components on which data was collected through discussion and meetings. (For detail discussion pls refer the report). The three key areas with which the SS was concerned are reproduced here.

Key Areas of SS Concern

Process of Labbarthi Identification by panchayat

It was imperative for SS to understand the function of Panchayat body; the process which they adopt to execute the mandate. The following points were discussed.

- Process of Identifying the Labharthi
- Process of forming Scheme
- Process of executing the work
- Process of Calling of Gram Sabha

Process employed by panchayats

There are two types of Schemes for which a panchayats needs to identify a beneficiary one is individual scheme and second is community work. As far as Information dissemination is concerned Panchayats appears to be very poor. Most of the people come to know about schemes through media which carries the announcements of Govt. or Political leader.

Armed with this information people approach any one they deem knowledgeable in the village. The first desk (in the series of desks) is Mukhiya and then the Ward Member. There is no support and handholding during the process. In many cases, the applicant has to grease the machinery to get the application through.

Second kind of Scheme which involves community work (for instance PCC construction, drainage, Well etc) is discussed in Ward Meetings and then the entire ward proposal is put in to debate at GS. At GS the whole council is present and is the prime body where proposals are prioritized. This is the case with formulation of any plan or executing any work for the village.

At one point of time last year there was a push for Participatory Planning process under the banner of ***Mera Gaon , Meri Yojna*** . The extension workers (primarily Vikas Mite and Kisan Salhakar) were to hold Ward Sabhas and ask the people to participate in drawing up plan for their ward. Two blocks out of five were actively involved with Block Administration to hold the Sabhas.

Bagahi Kendr at lauriya block got formal letter from Blocks Administration to assist the BA and Vijyapur Kendr helped in filling the survey under the banner of ***Jivikauttporjan Yojna***. The team saw a potential in these exercises but after doing two to three meetings the team realized that Administration is not keen on actually putting things on track rather they are treating it as one of many regular work. Jivikauttporjan Yojna forms are still with the Vijyapur Kendr.

The team has observed that what has been stated (the above process) to the team is very bookish, the actual process is kept under wrap. The stated process of calling GS is also very bookish. In actual practice, GS is only called to distribute the sweets (as most of GS dates falls on national days). Most of the times even elected Ward Members are not included in the discussion (if at all they happen). In short, decentralization has been understood neither in letter nor in spirit.

Digital Skills in Panchayat Members

Eighty percent of the people do not have knowledge of Computers and most of them use feature phones. As they do not have the functional computers record keeping is offline and they are not upto date. The demographic data too were presented on the basis of memory rather than consulting records. Thanks to RTI that whatever state data is in are now accessible otherwise things were difficult prior to RTI. But most of them are unaware of RTI. In nutshell, even the data is accessible hardly anyone is concerned. It has been observed that Panchayat are not pro active rather they are reactive.

Despite the provisions in Constitution to form committees to oversee the function of panchayats and infuse sense of participation among people. Most of these committees are nonexistent and perceived to be bottle neck and thus treated.

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The only thing the panchayats have heard is that Computers were given to panchayat. They have no idea about PRS and 27 related websites associated with RGPSA.

From the above discussion the team was tasked out to draw strategy to engage the panchayats. The team internally sat and deliberated on the issue and came out with the following

Sr.No	Challenge	Solution	Key Person	Result	Status
1.	Institutional Strengthening	The team will engage community and disseminate information and encourage to take positive action	Team and the community	So far 12 community meetings on Anganwadi were held.	Ongoing as the out coming of these 12 meetings have taught us to involve the Administration as well. The team is trying to engage the administration.
2.	Panchayat Soochana Seva Kendr	Opening of platform in panchayat by volunteers to fasten the process of labharthi	HO, team and Govt.	Two meeting where in two proposals were submitted for the administration	On the advice of State administration SS team is privately engaging the

		mitigation and addressing of grievances		to consider has resulted in zero sum game.	panchayats
3.	Digitalisation of Panchayat Work	Encouraging the officials to use the PES software	HO, team and Govt.	Two meeting where in two proposals were submitted for the administration to consider has resulted in zero sum game.	The team will build the capacity of Panchayat officials so that when govt implement the plan the officials would be capacitated by then.

2.2 Strengthening Institutional Services

Through Community Meetings and Training Workshops the team engaged both community and PR by holding sabha and meeting to discuss the issues. During these meetings it came to notice that the status of institutional service's efficiency is in shambles. In a Panchayat, (which in itself is an institution) there are three crucial institutions catering to health and education. Among the two, the team decided to take Anganwadi Kendr as focus area.

Since 2000 the United Nation has asked the members states to encourage the practice of peoples' participation in the governance. It also charted a ideal documents by the name Millennium Development Goals. This document encourage the member state to view Development not in quantities perspective rather from social development perspective hence members states are encouraged to device means to ensure peoples' voices do get due respect in governance.

Thus, there are various forms and platforms which are in place to compile with MDG. Often the SM was asked to resolve the grievances by community. When these grievances were taken up with PRs they tend to pass the blame to Line Department Officials. While talking to Officials often led to unresolved disagreements.

In order to resolve this deadlock the team thought of using public forums to mitigate the issue. After careful readings it was learnt by team that there are special samiti (supervisory committee) for oversight. The team decided to hold community meeting and check whether they are aware of such bodies and to know if there are members in it. During these

interactions the team learnt that there are no such committees formed, even if there are some they were formed with melafied intensions.

The tem also learned that the community, PRs and even officials were not aware of such provisions. They are also ignorant of the rules governing these committees. During the interaction with PR representatives and community members the team often heard negligence on part of Anganwadi Kendr.

The team thus decided to make training module for PR representatives and community members and presented this module to them through six community meeting and two workshops for PR representatives. The gist of the module and the details of Meeting and workshop are as follows:

2.3 Anganwadi and Labhuk Sabha Training Module

As part of the introduction to the topic the first section of the module the objectives of Angnwadi Kendr were enumerated.

The objectives are as follows

- Holistic Development of Children in the age of new born to 6 year old.
- Improve Nutrition and Health of Women and Child.
- Curbing IMR, Cases of Malnutrition and School Drop Outs.

During interaction most of the members only knew of 'kichadi' and medication of infants as services of Anganwadi. So, in the second section list of services were introduced to the gathering. This section rose interest in many present.

Services Provided by Anganwadi

- Nutrition Food for Beneficiary
- Pre- School Training
- Vaccination
- Health Check Up
- Health, Hygiene, Nutrition and Education Consultancy

In this section of the training SM listed out the types of Beneficiary which a Anganwadi caters to.

Types of Beneficiary of Anganwadi

Sr. No.	Beneficiaries	No. of Beneficiaries
1.	6 months to 3 years	28 malnourished children
2.	6 months to 3 years	12 sham children
3.	Pregnant to Lactating women	16 omen

Often, the Anganwadi Shaiyika is blamed for misappropriating the THR (Take Home Ration). The SM was asked to give information on this subject. SM linked the ICDS website to the projector and opened the link depicting the quantity of THR. This section was bone of contention between the Sahiyks and PRs. Hence, it was decided to have another meeting where Progamme Officer would present their case.

In the last section the team explained the gathering about a Samiti which is formed to supervise the working of Anganwadi. This samiti is known as Anganwadi Samajik Avekshan Samiti and its objective is to Scrutiny of Anganwadi Services by Samiti. The composition of samiti is as follows

- All adult members of Ward will form Labhuk Sabha
- This LS would form a five member committee
- The Shayika would be the De facto Secretary of Samiti

The Roles and Responsibility of Samiti are as follows.

- To supervise Sevika work
- Timings of Anganwadi
- Cleanliness of kendr
- Distribution of THR and quantity
- Keeping a cap on Expenditure
- Maintenance of kendr and Building construction

All these details were presented to the gathering through PPT in Hindi so that people can understand and act upon. Using of ICT tools to present the module to gathering was appreciated and it also put them on ease to grasp the key points of presentation. The details of the Community Meeting a Training workshop is given below.

3. Achievements

- The community meeting on Anganwadi's labhuk Samiti is a great success. Five wards of Balthar Panchayat of Sikta Block have called for a meeting with CDPO. Similarly, Sitthi panchayat of Gaunaha Block has also requested to meet the CDPO.
- Telpur Panchayt of Lauriya Block and Sithi panchayat of Gaunaha Block has asked SS to conduct workshop in Digital literacy for PR representatives.

- Through 9 community meetings the team has registered **192 male and 212 female direct beneficiaries and 163 male and 277 female beneficiaries.**

The below table shows the number of Community meetings and training workshops and number of participants therein.

Sr.N.	Community Meetings	Panchayat	Points of Discussion	Participants			
				Direct		Indirect	
				M	F	M	F
1.	Community meeting on Anaganwadi Labhuk samiti	Balthar Panchayat of Sikta Block ward No 1,2,6,7 and 8	Objective of Anganwadi (ICDS). Services Provided by Anganwadi Types of Beneficiary of Anganwadi THR Quantity entitled to registered Beneficiary Objective of Anganwadi Samajik Avekshan Samiti Composition of Anganwadi Samajik Avekshan Samiti. Roles and Responsibility of Samiti.	75	185	95	175
2	Community meeting on Anaganwadi Labhuk samiti	Pirari panchayat of mainatand ward no 8 and 9	Same as above	17	27	20	35
3	Community meeting on Anaganwadi Labhuk samiti	Telpur Panchayat of Lauriya block	Same as above	0	0	33	42
4	Community meeting on Need assessment of Aganwadi	Jhahhri panchayat of Mainatand block ward 10	Application for opening up anganwadi	0	0	15	25
	Total			192	212	163	277