

A. Soochna Seva

1. SUMMARY

Soochna Seva Project has been implementing in 5 Blocks of Barmer district since January 2014 with the objective of addressing the larger issue of poverty, social exclusion and inequity of marginalized groups through information empowerment on public schemes towards entitlement gains and thereby promoting and strengthening good governance practice by local administration in 5 different blocks of the district. In last 4 consecutive years of project implementation in Barmer, Soochna Seva Project has achieved significantly in terms of access & delivery of public entitlements, grievances and rights and also bringing substantial and sustainable changes in process of services at state government level. In 3rd and 4th implementing years, Project has adopted different approach of working closely with the state government lined departments for switching their database from Management Information System (MIS) to Janta (Public) information System (JIS) so that everyone can see the status online rather than rounding the departments and killing their precious time.

Project has also adopted an integrated approach to technology in strengthening panchayat level last mile information, entitlements, services, grievance redress delivery and governance. In this regards, a comprehensive proposal was submitted to Department of Rural Development and Panchayati Raj, Govt. of Rajasthan, seeking to contribute the Department efforts in empowering Panchayats across the State through this pilot intervention in strengthening 25 Panchayats in Barmer District of Rajasthan, towards Model Information & Digital Panchayat in this pilot phase during 2018-19, towards further scale up and replication based on pilot phase outcome and impact.

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. 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 for redress of their grievances. The Government has also introduced 181 CM helpline number for those can't access online medium.

All Soochna Seva Kendras (SSKs) are equipped with Rajasthan & central government e-governance services, online content, Yojana Bank, digital devices and ICT tools. This has reformed the centralized accessibility of information, services and delivery of public schemes, entitlements, grievances and rights. People residing at last mile get frantic services.

Digital Empowerment Foundation in partnership with SR Abhiyan and Rajasthan based Civil Society Organizations working in mission mode to digitally enhance the process & access of services at state level, e-mitra services and public grievance on Ration, Pension, MGNREGA, Silicosis, Health and Education.

Target Blocks and Panchayats

Every block of Soochna Seva Kendra having 5 Panchayats and endow services related to schemes & entitlements, digital content & services, grievances & support, digital literacy and e-governance services to the last mile beneficiaries dwelling in scattered villages. Number of villages in each Panchayat varies from 5-10 and geographical area of the Panchayat also differ from 10km radius to 30 km. Project in 4th year (2017) focused on institutional development in order to bring the project into sustainable mode and run by the community itself.

S. No.	Blocks	Panchayats
1	Barmer	Rani Gaon, Balau, Undkha, Jun Patrasar, Ramderiya
2	Baitu	Baitu bhopji, Madhasar, NDKD, Baitu chiman ji, Baitu panji
3	Siwana	Siwana, Mokalsar, Mahilawas, Kusheep, Devandi
4	Kalyanpur	Kalyanpur, Dhani Sankhlan, Gharoi Charnan, Chhacharlai kalan, Doli Kalan
5	Dhanau	Dhanau, Alamsar, Shriram wala, Itada, Bisarniya,

2. Staff Details-

In 2017, every Soochna Seva Kendra had two dedicated fellows to oversee the workflow of information, access and delivery of public entitlements, grievances, digital literacy, digital services and state and central e-governance services using digital devices, online content and technology. The team was headed by Block Coordinators at block level and State Coordinator at state level. The resources working in the project at the ground are technically skilled and trained in the area. These people belong to the community they are working for and well aware about the issues and challenges at government and community level. Their understanding on public entitlements, grievances and rights is quite high and appreciable. They know every nuance of the process, follow-up and final delivery of entitlements. However, ICT fueled up their momentum in reaching out to the last mile citizens and their engagement with the services and entitlements.

Sr. No.	Name	Sex	Block Name	Designation	Mobile No.	Total experience	Major expertise
1	Shishir Purohit	Male	Jaipur	Project officer	9983337850	7 years	ICT and Social work Grievance redress
2	Shankar Lal	Male	Kalyanpur	Block Coordinator	9649553546	8 years	Rural Development and field work
3	Harish Kumar	Male	Barmer	Block Coordinator	8003237001	3 years	Banking correspondent
4	Nagendra Singh	Male	Barmer	Fellow	9649815877	2 years	Field work
5	Babulal	Male	Barmer	Fellow	8696430983	3 years	Rural development
6	Ratan Lal	Male	Dhanaua	Fellow	8890584270	3 years	Community Mobilization
7	Narpat Balwan	Male	Dhanau	Fellow	9636515690	3 years	ICT and office work
8	Durga ram	Male	Baitu	Fellow	9166458885	2 years	Community mobilization and coordination
9	Mala ram	Male	Siwana	Fellow	9414189853	3 years	Digital literacy
10	Bhera ram	Male	Siwana	Fellow	9928962651	3 years	Digital literacy
11	Rakesh	Male	Kalyanpur	Fellow		1 year	Digital literacy

3. Major Achievements

- a. The table mentioned below shows main annual achievements of the project for providing last mile access, services and delivery of public entitlements using ICT and online content. The process starts from registering the beneficiary under various schemes, attaching supporting documents, endorsing application at Panchayat/Block level and final submission to the government department. Follow-up begins after submission the form which is crucial and fruitful factor of final approval of the scheme. In 2017, institutional approach was prime focused and individual focus was lesser. However, 2713 beneficiaries have been registered under schemes related to Health, Education, Social Security, Financial Inclusion, Employment and Livelihoods. Out of which 1113 applications got approved by the government and their entitlement started.

Achievements-Jan to Dec 2017

Scheme Category	Scheme Name	Scheme Registration		Total	Conversion/ Benefits		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 Chalaan	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. **Achievements Summary:** This table reveals major thematic area wise achievement of 2017 by 5 Soochna Seva Kendra in 5 different blocks of Barmer district. Social Security schemes are more in demand in villages so team has focused on this in this fiscal year. Appreciating efforts of the team are, out of 2713 beneficiaries 1293 (47%) are female beneficiaries and in case of application approval for final entitlement the percentage figure goes up to 49% (1059) beneficiaries.

Scheme Category	Scheme Registration		Total	Benefit availed		Total
	Male	Female		Male	Female	
Social security Pension	391	606	997	306	464	770
Education	98	31	129	0	2	2
Financial Inclusion	88	189	277	74	189	263
Employment	29	99	128	27	89	116
Health	8	20	28	5	10	15
Document and others	806	348	1154	699	305	1004
Grand Total (F+G)	1420	1293	2713	1111	1059	2170

- a. This chart shows that number of Scheme registration is 2713 among all 6 categories and documents.

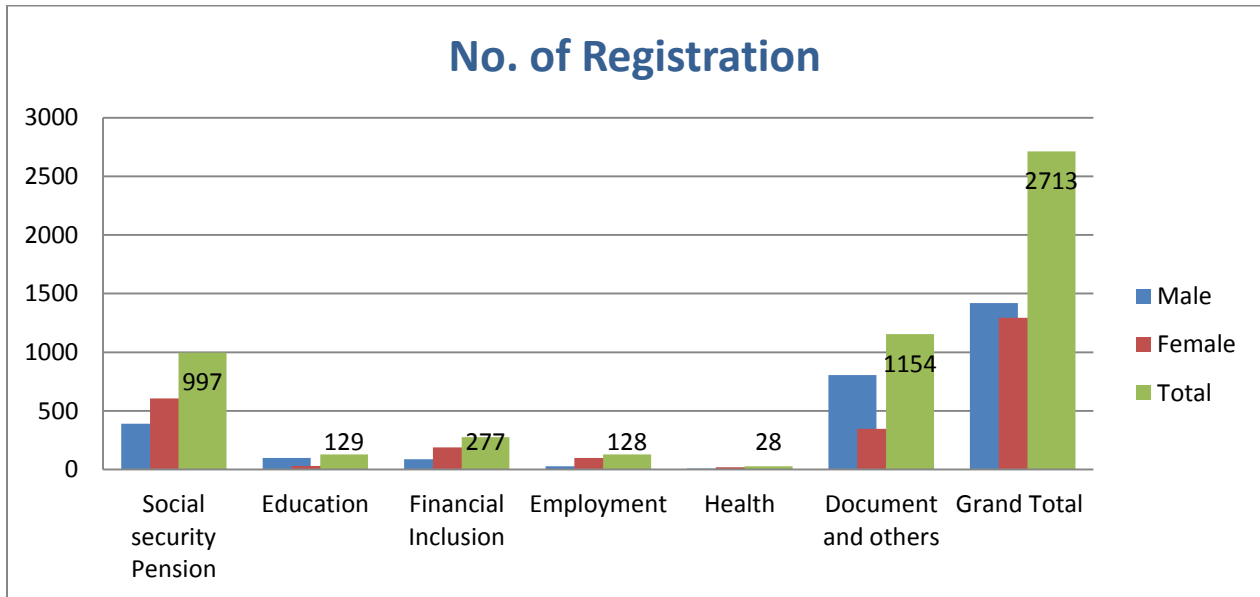


Figure 1 Beneficiaries registration

- b. The total numbers of applications approved in 2017 by the government are 2170 beneficiaries. It means these beneficiaries have got their benefits.

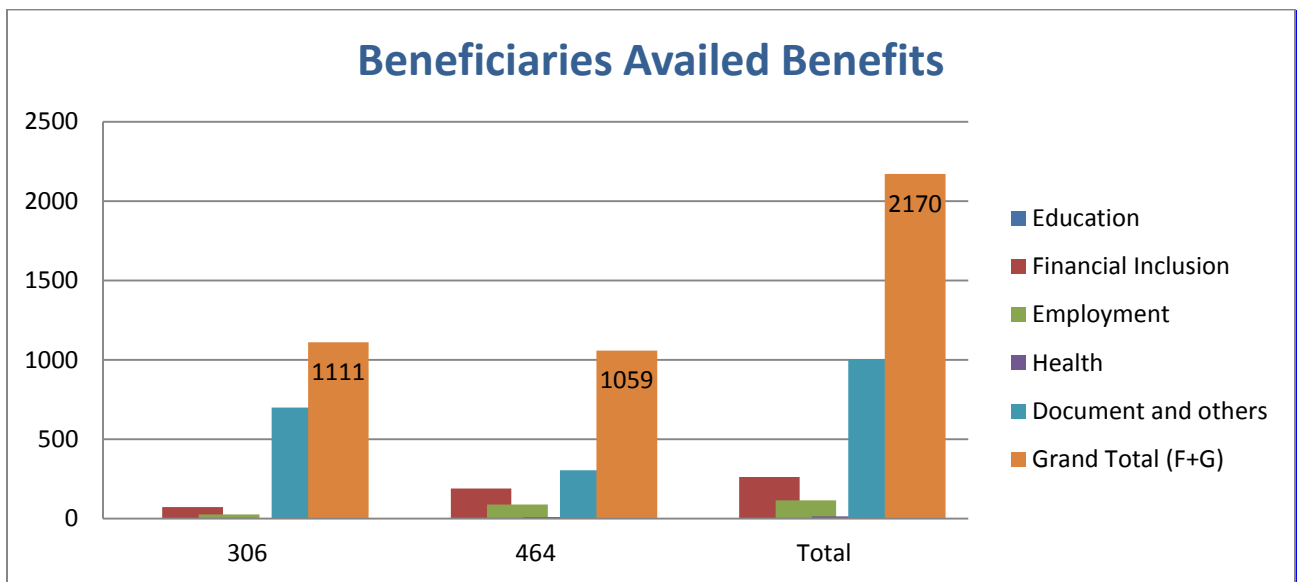


Figure 2 Beneficiaries availed benefits

- c. **Grievance redress follows up-** Post to 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. 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.

It's mentioned others in last column of the table, which means these beneficiaries could not be contacted due to several reasons i.e. their mobile phone going unreachable, some of them mentioned their neighbors number, wrong number typed etc.

All the registered grievances on Sampark portal are being followed up by the team and outcome shows that only 16.9% grievances were properly disposed by the government. After that all the grievances were sent to district based on ground NGOs for physically follow up of grievances. Now, Jaipur office have been established for state level call Centre for citizen entitlements and their basic delivery services information for Ration, Pension, NREGA, PMAY etc issues. Citizens call on regular basis at the given number and get the information about their entitlements. Whenever required, call Centre team uses various methods to insure availing the benefits.

S.No.	District name	No. of grievances Registered on sampark portal	No. of disposed grievances	Telephonic follow up with disposed calls	Disposed Rejected	Disposed Relief	Solved/ Actual relief	Actual solved out of Disposed Relief	Problem still persists	Others (couldn't contact)
1	Ajmer	527	527	500-257=243	223	304	154		89	257
2	Alwar	24	23	23-4=19	12	11	4	17.39	15	4
3	Banswara	446	434	400-79=321	299	135	45	10.37	276	79
4	Baran	304	272	255-58=197	118	154	42	15.44	155	58
5	Barmer	375	366	356-146=210	259	107	40	10.93	170	146
6	Bharatpur	129	129	123-35=88	73	56	36	27.91	52	35
7	Bhilwara	618	590	578-187=391	389	201	90	15.25	301	187
8	Bikaner	194	184	172-35=137	142	42	20	10.87	117	35
9	Bundi	77	77	70-30=40	41	36	17	22.08	23	30
10	Chittaurgarh	150	121	115-32=83	57	64	19	15.7	64	32
11	Churu	85	84	78-16=62	55	29	16	19.05	46	16
12	Dausa	31	30	26-4=22	23	7	3	10	19	4
13	Dhaulpur	481	471	460-244=216	296	175	80	16.99	136	244
14	Dungarpur	1477	1461	1421-370=1051	1161	300	198	13.55	853	370

15	Hanumangarh	7	6	6-1=5	3	3	2	33.33	4	1
16	Jaipur	234	223	220-3-217	160	63	13	5.83	204	3
17	Jaisalmer	27	24	24	17	7	1	4.17	23	0
18	Jalor	169	164	157-25=132	75	89	30	18.29	102	25
19	Jhalawar	44	44	42-12=30	25	19	4	9.09	26	12
20	Jhunjhunu	207	207	197-22=175	59	148	40	19.32	135	22
21	Jodhpur	428	426	399-100=299	271	155	81	19.01	218	100
22	Karauli	304	295	290-70=220	239	56	50	16.95	170	70
23	Kota	227	227	220-90=130	152	75	50	22.03	80	90
24	Nagaur	24	23	21-3=19	15	8	5	21.74	14	3
25	Pali	217	214	190-71=119	103	111	40	18.69	79	71
26	Pratapgarh	91	91	80-35=45	68	23	13	14.29	32	35
27	Rajsamand	287	266	255-65=190	163	85	50	18.8	140	65
28	Sawai Madhopur	13	13	13-1=12	8	5	3	23.08	9	1
29	Sikar	62	62	62-19=43	34	28	10	16.13	33	19
30	Sirohi	487	473	455-190=265	237	236	70	14.8	195	190
31	Tonk	141	141	135-35=100	122	19	10	7.09	90	35
32	Udaipur	1571	1539	1425- 520=905	889	650	360	23.39	545	520
Total		9458	9207		5788	3401	1596	16.9	4415	2759

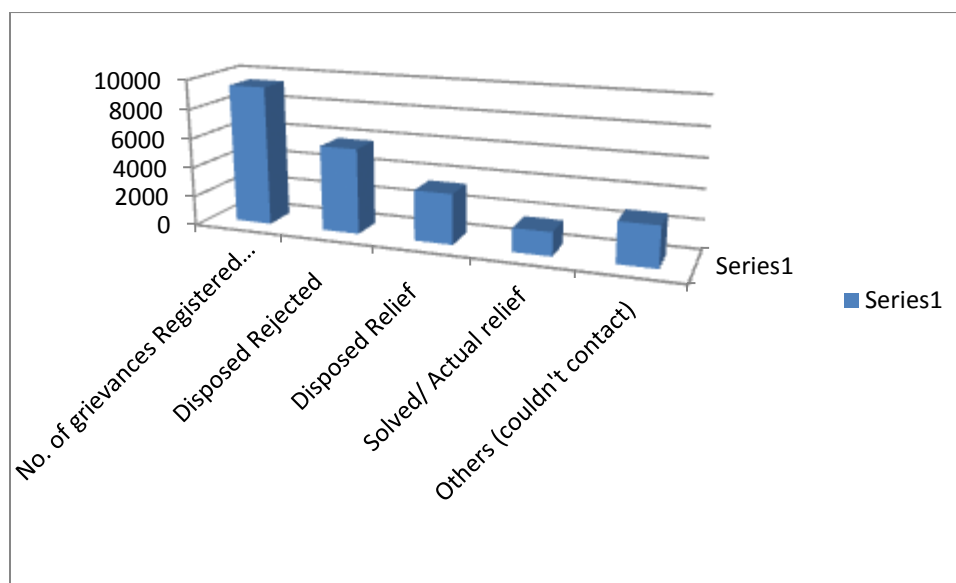


Figure 1 Jawabdehi Yatra Grievance redress data

4. Institutional Work

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 distributes only 10 kgs/family instead 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 available beneficiaries	National Food Security Act
PDS Shop	Jaipur	Eidgah Kachhi Basti		SSK team received the complaint 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 available beneficiaries	National Food Security Act
Panchayat Survey	Baramer	5 blocks of Baramer 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	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		

technolog y									
Departme nt of Food and Civil supply	Jaip ur			Department 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 populati on	All Rajasthan	All related benefici aries	NFSA availe d benefi ciaries	National Food Security Act
Lokayukt Karyalay	Jaip ur	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 receipt, but didn't get the Pension even after 2-3 years of providing the receipt. The team had all 47(approx) receipts and complains in Lokayukt Karyalay as citizen charters were not followed up.	50	3 km radius	50	BPL, State BPL, Minority etc.	Social Security Pension Scheme

5. TYPE OF THE BENEFICIARIES

Soochna Seva Project is working to reach out the rural deprived community, so all beneficiaries registered in 2017 are from different-different villages/Panchayats of 5 selected blocks and 25 Panchayats. Beneficiaries registered their grievances are from all 33 districts and 33 administrative blocks of Rajasthan, in which most of them were from rural community. Out of the total beneficiaries served in last year, citizens from SC/ST community were in majority. Though, the Project has covered each and every age group of people to engage with social welfare schemes of state and central government. Project has worked a lot for the farmers and labors because they require extra support for their survival.

SSK also helped women to engage in various schemes like Widow Pension, Palanhar and Bhamashah scheme.

6. OUTCOMES OF THE PROJECT

- A. In the year 2017, all the SSKs are now enabled with Common Service Centres, Emitra, Yojana Bank, Online Content etc.
- B. SSKs have become a fulcrum of last mile ICT enabled access points for information and delivery of entitlements, e-governance services, content, connectivity, literacy and digital services.
- C. Government of Rajasthan has implemented single window accessible and transparent e-governance services in Public Private Partnership mode in highly subsidies rate to last mile rural citizens in all across 33 states of Rajasthan.
- D. Created 100 social change agent departing e-governance services at government prescribed rate in partnership with NGO partners, volunteers and individuals in order to work for their community enhancement and development.
- E. Facilitated digital integration of Panchayat in good governance and development.
- F. One SSK in Barmer providing mobile banking services to the rural village citizens where transactions are made through Aadhar card of any nationalize bank.
- G. Project has created 24 Info-entrepreneurs called SoochnaPreneurs (information change agent) for providing doorstep mobile services to the last mile beneficiaries.
- H. A centralized grievance redressal Centre in the state capital Jaipur for collecting public grievance, register them on online Sampark portal and followed by their extensive follow up through calling. Further checking and ensuring the quality grievance disposed by the department.
- I. Liaising and advocacy resulted to convert MIS into JIS where beneficiaries can check their entitlement status online.

7. LEARNING

- a. If the government fails to provide the basic services to the citizen as mandated, citizen can file complain to Lokayukt Secretariat and State Human rights commission. Also the citizen can lodge the grievance to NALSA (National Legal Services Authority). DEF team received many complaints that citizen had submitted like Pension form in Municipal Corporation office 3 years back, but they are still unable to get the same, rather no reason why the pension not starting. So a grievance was lodged after meeting with Lokayukt judge Justice S.S.Kothari and it is under the process. It came to know that something happening positively in the dimension of the work. This was the one of the good learning in the year.
- b. Online records can be checked of scheme related to 'Consolidated Funds of India', record of farmer's agricultural and non-agricultural lands and national government flagship programs. Additionally, Panchayat budget forecast and expenditures are available online in public domain. Government has developed different applications and working towards bringing database into public domain accessible to all.

- c. Though the lots of ICT intervention have been adopted by the government in Rajasthan for citizen betterment and make transparency, but it was found that to receive, apply and get the basic services like Social Security Pension, Ration etc. are still hard to get. Such a platform established by DEF at state level can help people to link with scheme and entitlements.

8. CHALLENGES FACED

- a. In the beginning of 2017, demonetization disturbed the rural community to withdraw their money from their accounts to meet out the daily expenses because digital medium for rural citizens is not a piece of cake.
- b. At the outset of 2017, SSK activities turned its approach and started charging against each service provided to the beneficiaries, which made a negative impact on the project at the ground. Citizens started assuming and reacting that SSK is also working as commissioning agent similar to e-mitra.
- c. Existence of mediators and corrupted agents in rural areas make life measurable of rural community. These agents survive because of easy access to information, process and delivery of entitlements services.
- d. Government late back behavior in providing services to the marginalized people of the society breaks ownership.
- e. Regular changes in the project approach, reducing team size, internal audit etc. were faced by ground team.
- f. Very less commission through e-mitra doesn't provide enough revenue to run SSK
- g. Scattered and vast area prevents citizen to come at SSK on regular basis.

9. INNOVATION

- a. DEF state regional office in Jaipur is a hub for registering public grievances, their redressal & follow-ups, providing information, content and services to the large scale citizens of Rajasthan using ICT tools/devices and online content. A dedicated team is in place for bridging the gap between access, delivery and prompt & satisfactory response to the beneficiaries. People from the villages lodge their grievances online using call Centre number.
- b. One of Barmer SSK started mobile banking services for providing accessible and hassle free services to the rural community, specifically for people receiving their social security pension and can't frequently go to the bank.
- c. Soochna Seva Project in Barmer has extended its approach to cater wider areas by introducing Social Entrepreneurship called SoochnaPreneurship. Project has created 20 SoochnaPreneurs (change agents) enabled with India's first public schemes app

(MeraApp), content, e-governance services and other ICT tools. These SoochnaPreneurs impart accessible mobile services profoundly in extended areas through MeraApp and digital devices.

- d. **State level DEF Grievance Redressal Centre (Soochna evam Shikayat Kendra)-** (0141-2597850) 100 days Accountability & Transparency Yatra in 100 administrative blocks of all 33 districts for collecting public grievances and submitting online on state government online portal (Sampark) revealed that in most of the cases, citizens are not getting benefits just because of information poverty on government schemes and entitlements, also the grievance redressal system established by the government is also not providing such platform to show live status of entitlement of any complainant. Rajasthan Sampark portal is only about registering the grievance of complainant. However, DEF Team in Jaipur started showing citizens entitlements, follows up with grievances and department as well as complainant and organized and mobilization of call Centre etc. On an average 4-5 calls are being received by team every day. Some of the cases are as below:-

- a. On 20th February 2017, Information received from the ward number 19, Weavers Colony, Khatipura, Jaipur that the Ration Dealer of the does not release outright ration on timely. When enquired by Soochna Seva Fellow, Mr. Kamlesh and Shishir following issues were came up; -

- 1) Ration dealer opens the shop only 4-5 days in a month and for about 2 hours in that day
- 2) Ration dealer usually goes house to house and marks thumb impression on biometric machine stating that he will receive the ration from the government. During this fudging ration dealer does not provide slip of the ration to entitlement holder, despite making request to provide the, he excuse that the slip can be availed from the shop and never adhere the promises. When people visited the shop, dealer narrated some falls stories to the rural citizens.
- 3) Ration dealer always release pathetic quality of wheat which may cause of many diseases.
- 4) Instead of giving 5 kg wheat per month and 60 kg in a year as per government order, Ration Dealer has fixed 10 kg of wheat per year per family.
- 5) Ration of ration card number 119001909175 and 119001909176 was lifted without the applicant's knowledge. (The ration of the above ration cards have been lifted on February 20, 2017, but they did not get the ration till 22 February 2017. (This information was seen on food.raj.nic.in)

The issue was taken up by the Digital Empowerment Foundation and enquired the status online. It was found that the detail of Ration of all beneficiaries is not available online on National & State Food and Security Portal. Moreover, local administration was also seen not

helpful in the subject. Ration dealer was also enquired in the matter and explanation was sought. Ration Dealer did not have anything but to accept the mistake and promising to release old ration to each beneficiary as prescribed by the government. The entire story was fixed up on February 22.

This information was fired among all beneficiaries and they came forward to receive their claim. A total of 70 entitlement holders from the area walked to the ration shop to receive their entitlements. In which, about 4700 kg ration was given to the 70 beneficiaries. With this, the youths of the area were educated and informed about to check their ration status online using smartphones.

The following is the link to the interview conducted by the people in connection with the rationing dealer –

- 1) <https://www.youtube.com/watch?v=PuocJQzF4xl>
- 2) https://www.youtube.com/watch?v=ITpNX_dLIFU
- 3) <https://www.youtube.com/watch?v=6NJm6NyiB4>

b) **Complainant Name – Hanuman Sahai Yadav**

Ward number- 10, Chaksu, Jaipur

Mobile- 8104148914

Grievance Id- 11170302810080

Grievance registration date – 29 November 2017

Soochna evam Shikayat Kendra team received the complain that, Mr. Hanuman Sahay, who is living in Chaksu village of Jaipur told that he is not getting ration. While asking from the ration dealer, he gets the answer “*Abhi tumhara ration nahi aaya, jab aayega to bata denge.*” The team asked his ration detail and check the status of the ration through ration department portal, it was found that he is already NFSA included and ration is being taken on his name, but he was not distributed single kg of ration. Team asked Hanuman sahai to go to ration dealer, mark the thumb/ finger impression on biometric device and if nothing happen, make us call. While going at Ration dealer, hanuman sahai marked his thumb impression, and took the current month ration. When he asked about previous month ration, he was intimidated by the ration dealer that neither he will get the ration for previous month nor for upcoming month. Then a grievance was registered on Sampark portal on 29th November 2017 that ration dealer didn't provide previous months' 150 kgs. ration and intimidate to disburse ration for upcoming month that enforcement officer, DSO all are my man.

Few days after registering the grievance, ration dealer called Hanuman sahai and be sorry for his act. Later on, he provided all previous ration to Hanuman sahai. Hanuman called the Soochna evam shikayat team on 18-december-2017 and give thanks to team.

F) State level e-mitra and Soochna Kendra campaign- Emitra is E-governance initiative of Government of Rajasthan implemented in all 33 districts on Public-Private Partnership model for convenience and transparency to citizens in availing various services of the Government and Private Sectors under a single roof at their door steps using e-platform). These emitra kendras are providing e-governance services on prescribed government rates. While having Jawabdehi Yatra, it was found that more than 90% of emitras were charging extra money than prescribed by the government. DEF under Soochna evam Rozgar Adhikar Abhiyan initiated and requested DoIT (Department of Information and technology, govt. of rajasthan) for issuing e-mitra Ids to NGO partners in Rajasthan, SSKs, SoochnaPreneurs and Individual to impart services on government prescribed rates. These e-mitra will abide the guidelines of state government and will work in close coordination with DEF team.

DEF in partnership with SR Abhiyan is conducting a yearlong study with 100 e-mitras in all across Rajasthan by following department guidelines. This study shall be produced before the department for introducing new and sustainable model of e-governance service delivery in all 33 districts of Rajasthan.

10. SUSTAINABILITY PLAN

Sustainability plan for the Soochna Seva Project are as below:-

- a. Emitra id (State level CSC initiative started by Govt. of Rajasthan) has been started working in all five SSKs of Barmer district. Government of Rajasthan has started all e-governance services with web portal 'e-mitra'. Emitra services are being served by operators and using the license, citizen can be entitled with various documents and Schemes. Commission has been for the every service is fixed by the government. Though the commission amount is very less, SSK is also trying to check its viability.
- b. Banking correspondence facility has been started implementing one SSK block. By using this id citizen are provided most of the banking services like account opening, money transfer, cash deposit and withdrwal etc. at SSK without any hassle. It is also being checked and will be replicated after checking its potential.

11. LIAISING AND COLABORATION WITH THE GOVERNMENT DEPARTMENTS

- a. Quarterly State level Digital dialogue in partnership with Soochna Evam Rojgar Adhikar Abhiyan (SR Abhiyan) with department of Social Security Pension, Food and Civil supply, Grameen Vikas and Panchayati Raj, Health, Department of IT etc to find out the nuances and fill the gap in their MIS with the objective to bring services database into Public Domain. Government is being pressurized for bringing transparency and

accountability in services delivery mechanism. Some of the key discussions were as below :-

i. Food

1. List of people not picking up ration for more than three months not in Public Domain.
2. Biometric authentication failure report with the list of beneficiaries who tried to make attempt to be generated.

ii. Pension

1. Bank name to be shown while checking the beneficiary's PPO status online
2. Beneficiary ledger to be shown for last financial status
3. Reason for pension rejection to be shown
4. Palanhar list to be shown in Public Domain

iii. Silicosis

1. Silicosis related MIS to be prepared and shown in Public Domain.(For that, meeting on 16th june was decided for further suggestions)

iv. E-mitra

1. E-mitra Centres are not providing all the services to citizens. They are providing those services which are financially beneficial for them.
2. E-mitra to be work as a Information Centre
3. E-mitra Centre to be worked as grievance redressal Centres as well

12. Mediums Used



13. THE IMPACT

I. By

- Soochna Seva Call Centre:** Soochna Seva call Centre in Jaipur has made huge impact on Soochna Seva program in Barmer and also redressed 10,000 individual grievances related to Ration, Pension, NREGA, PMAY, Road etc. Information related to scheme and entitlements is a phone call away for all citizens dwelling in Rajasthan.
- Soochna Seva Vahan:** Though Soochna Vahan is very well for community meeting and disseminating in public schemes, but it was not used last year properly as compare to its potential. SSK need to better plan out in 2018.
- Yojana Banks:** SSK works as Yojana Bank in Barmer, equipping all scheme information, guidelines and application forms in soft and hard copies.
- Soochna Seva Fellows:** Soochna Seva fellows are the base of the project, they are main pillar. The project depends on these fellows who are disseminating citizen information to them accordingly. The project really impact of their life rather collecting. Filtering and disseminating Soochna have part of their life.
- MeraApp :** MeraApp is leveraging the work of SoochnaPreneurs on ground and helping them to register the beneficiaries under schemes related to major 6 categories Health, Education, Social Security, Livelihoods, Employment and Financial Inclusion. It stores database of beneficiaries, help fellows to process the applications, teach eligibility of schemes and keep financial records of all transactions.

II. Scheme Wise financial benefits

Below mentioning table showing scheme wise financial benefits on various schemes. One column defining efforts to avail the scheme like travel cost, loss wages etc. and another column showing one year benefits of particular scheme.

Scheme Name	Male (availed benefit)		Female (Avail Benefit)	
	Travel+wage+money saved)	Direct Benefit	Travel+wage+money saved)	Direct Benefit
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

Shubh Shakti 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		24000	
Labour card	92000		27500	
Aadhar card Verification	41500		19000	
Birth Certificate	15500		10000	
Caste Certificate	32000		17500	
Bonafide certificate	34000		17000	
PAN Card	8500		4000	
Police Certificate	4000		0	
Grievance Registration	9000		3500	
Disability Certificate And Others	17500		6500	
Ration Card And Others	29000		5500	
Bank Account Opening	5500		4000	
Death Certificate	500		500	
Income Certificate	8000		3500	
REET Admission	10000		6500	
Police Admission	11500		5500	
Raj Shree Yojna	0		500	
St/SC Chalaaan	1000		0	
Motor Insurance	500		0	
Light Connection	500		1000	
Varishth Nagrik Tirth Yatra	3500		2000	
Mamta Card	0		1000	
Marriage Certificate	2500		0	
Voter Card	8000		4500	
Artisan I Card	0		1000	
Deendayal Upadhyay Yojna	1000		0	
Kisan Card	1500		0	
CM BPL Jivan Raksha Kosh	0		0	
Total	732300	8085700	835800	22280100

14. OBSERVATIONS

- a. While observing over all work of the year, it was found that revenue is not being generated as per the expectation by the team so much, but citizen footfall and citizen participation at SSK is being increased regular basis.

15. ANNEXURES

1. Case Stories
2. Activity Pictures
3. Media Coverage
4. Collaborations and Partnerships
5. Institutional Scheme

B. Soochna Seva 2.0

Digital Panchayat Sashaktikaran Abhiyan

1. Project Overview

Project has been strengthening panchayat digitally through officials training on strengthening Panchayat access & delivery of infrastructure and development. Project conducted several meetings with Panchayat officials and elected members at time on the regular basis ensuring more women participation. Survey of community members and connectivity arrangements are vital for a model panchayat.

An integrated Approach to Technology in Local Governance (ITLG) is an initiative to empower Panchayat & Urban Local Bodies as well as agencies involved in local and community based services delivery with need based practical learning, digital literacy, information and services with the support of Information Communication Technology (ICT) tools and facilities towards better and analytical governance and knowledge, digital and information powered citizens.

2. Activities Carried out so far

- a. Baseline survey of 25 Panchayats has been conducted covering all aspects of citizens, Panchayat officials and elected members. Transparency and accountability was the prime focused.
- b. A detailed discussion with panchayat authorities was carried out whereas digital strength of the workers, way of dissemination the scheme information, work flow using digital tools, the issues which are facing by them and Panchayat digital was discussed.

- c. An agreement has been signed between DEF and Panchayat officials that are about working of SSK and its existing work in Panchayat in term of citizen strengthening.
 - d. Similarly, a meeting has been conducted with Deputy Director, Grameen Vikas Evam Panchayati Raj Department along with Department of Information and technology about their approval to allow opening SSK in Panchayat Bhawan.
 - e. A proposal has been submitted to Department of Rural Development and Panchayati Raj, Govt. of Rajasthan, seeks to contribute to the Department efforts in empowering Panchayats across the State through this pilot intervention in strengthening 25 Panchayats in Barmer District of Rajasthan, towards Model Information & Digital Panchayat in this pilot phase during 2018-19, towards further scale up and replication based on pilot phase outcome and impact.
3. **Achievements-** Baseline survey of selected panchayat has been conducted as of now. The result of panchayat citizen and panchayat as an institution has been done.
4. **Strengthening Institutional Services-** To strengthen institutional services, holistic participation of citizens required especially in rural areas. Capacity building of panchayat members and citizens can help in better institutional services. For that, SSK team had met with panchayat authorities and state level Panchayati raj secretariat to open panchayat level SSK.

5. Panchayat Development Plan

SOOCHNA SEVA 2.0 Action Plan PHASE-I		
<i>PANCHAYAT DIGITAL SASHAKTIKARAN ABHIYAN</i> <i>Integrated Approach to Technology in Strengthening Panchayat Level Information, Entitlements, Service Delivery & Bottom up Governance in Backward Districts of India</i>		
S.NO.	TASK LIST	TIMELINE
1	Consultation with Panchayat Administration- district wise	Done
2	Selection of Panchayat for Soochna Seva 2.0 approach	Done
3	Survey of selected panchayats (FGDs & in ODK)	Done
4	Suvey of Community members	Done

5	Agreement with Gram Panchayat	Jan-18
6	Sharing data of 5 Panchayats with District Administration	Feb-18
7	Data Sharing and with ONE selected Panchayat	Feb-18
8	Connectivity Arrangements: Laptop Printer, Table and Chairs	Feb-18
9	Optimum utilisation of panchayat (Scheme collaterals on the wall, notice board, bulletin board, wall newspaper, registers, stationary, etc)	Feb-18
10	Strengthening Infrastructure development - Public Sanitation, Electricity plug points, drinking water, ceiling fans, sitting arrangements and ensuring security arrangements.	Mar-18
11	PSSK formal Inauguration, inviting local media and relevant stakeholders	Apr-18
12	Training and capacity building of Panchayat officials on Rajiv Gandhi Panchayat Sshaktikaran Abhiyan, Gram Sabha meetings in formal way. Hisuri Ausanpur, UP can be a resource person.	Apr-18
13	Selection of Soochna Sevak/Sevika (2) by Panchayat officials from the Panchayat	Apr-18
14	Training of PSSK staff on scheme information, process & document submission, data collection and data management	May-18
15	Panchayat Citizen Charter -Notice board, Sign board, Suggestion Board etc.	May-18
16	Panchayat Digital dashboard	May-18
17	Grievance redressal set up (grievance forms, grievance mechanism, grievance management & data management)	May-18
18	Data distinguish (Panchayat) as per Government department provision also monitoring and tracking system	Jul-18
19	Panchayat Enterprises Suite (PES) implementation and data digitization	Jul-18
20	Campaign and advocacy (IEC material)	Aug-18
21	Channeling information and communication with the block level	Aug-18
23	Panchayat portal with local information an related to agriculture, villagers occupations, Panchayat demography, a brief history and also information related to the concerned institutions.	Aug-18
24	Panchayat training tool kit related to 29 constitutional subjects	Sep-18

SOOCHNA SEVA 2.0 Action Plan		PHASE-II
<i>PANCHAYAT DIGITAL SASHAKTIKARAN ABHIYAN</i> Integrated Approach to Technology in Strengthening Panchayat Level Information, Entitlements, Service Delivery & Bottom up Governance in Backward Districts of India		
S.NO.	Task List	Timeline
1	GIS mapping of selected panchayat	Oct-18
2	Call Centre (Nagrik Sahayata Kendra)	Oct-18
3	Panchayat officials training	Oct-18
4	Social media handling tools	Oct-18
5	Recognition/ awards- linking panchayat for obtaining various central/state government awards	Oct-18
6	Exposure visit to other model panchayats	Nov-18
7	Strengthen local institutions (School, Aganwadi,PHC, CSC, Post office, Bank etc.)	Nov-18
8	Live streaming on services- health, education, etc	Nov-18
9	Data integration of all institutions	Dec-18
10	Agriculture information (seeds, subsidy, counseling, market linkages, mandi database, etc)	Dec-18
11	Community workshops	Dec-18
12	CSC integration with Panchayat	Dec-18

Success story

1) Hanza Bano W/o Gaffar Khan, Village- Siwana



Myself Hanza bano is living in Siwana village of Barmer. I have got two children. My Husband Lt. Gaffar Khan was suffered from Cancer disease since more than 10 years. We were in so much crucial stage that earning 2 times meal in a day was very typical to get as whole the money and asset was gone for the treatment, but he couldn't save and dead on 10-Jul-2017. After the death of husband, we didn't get any entitlements from the government

even Widow Pension and other entitlements. I regularly used to visit Panchayat but nothing happened and the situation was in trouble. Soochna Seva staff came in our house while disseminating the information. I told my whole story to them and request anything that can be done. They asked whole the information and go from the house. Later on, I got the news that my pension and other entitlements is started. I thank to Soochna Seva for their work and initiate.

2. Tulcho Devi W/o Bhanwra ram, age- 53 years, village-Nagada in Pachpadra Tehsil of Barmer block. Her Husband bhawrram was suffered from silicosis disease since more than last 20 years and now got death. She has got only 12 years son Bhairaram and earning bread for the family was very tedious. She casually met with Soochna fellow Shankar lal and gets the news about silicosis help Scheme. All the paper formalities for her were done by Soochna fellow Shankar lal. After 4 months of regular follow up, she received the amount of 3 lac Rs. Tulcho Devi got very happy after receiving the amount and thank to Soochna Seva for her help. Later on it was found that she got the Fix deposited for her and used 1.5 lac Rs. for personal use.



Dainik Bhaskar 22/May/2017

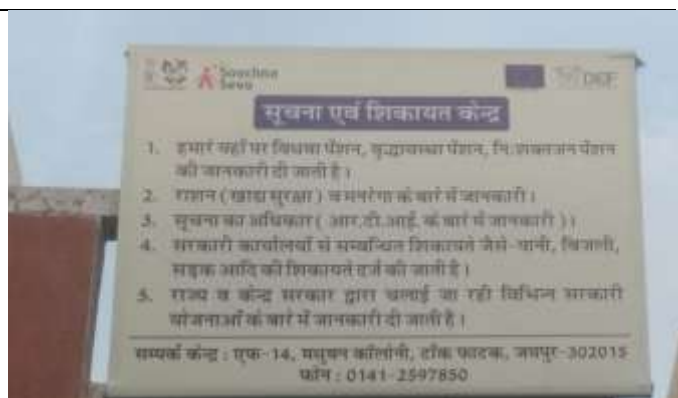


Figure 2 DEF Jaipur Centre



Figure 3 Attending Gram Sabha in Kalyanpur Gram Panchayat



Figure 4 SSK Kalyanpur



Figure 5 Creativity made by Dhanau SSK team to publicize CSC services.



Figure 6 E-mitra orientation training organized in Astha, Udaipur



Figure 7 DEF Rani Gaon Centre along with display board



Figure 8 Information about DEF Soochna Evam Shikayat Kendra published in state level magazine.