

1. Programme Background

As per census 2011, the total population of Ranchi district is 2,912,022 whereas 56.86 % population of the districts lives in rural areas in villages, tola and hamlets. The total Ranchi district population living in rural areas is 1,656,918 of which males and females are 840,528 and 816,390 respectively. The district is divided into 2 sub-divisions and 14 administrative blocks. As a consequence of eradicating extreme poverty from remote areas of the district, Soochna Seva picket-up 5 Blocks (Angara, Bero, Burmu, Itki and Sonahatu) to start the action and bridge the gap between citizens and service providing agency, government in particular. The prime objective of Soochna Seva Project is to support rural citizens in access, process and delivery of public entitlements, rights and services. Project prior to 2014 targeted to reach out 60,000 citizens (directly & indirectly) in mission mode which is about 4% of the entire rural population residing in the district in 14 blocks.

The project outcomes and impact in last 4 consecutive implementing years have been remarkable in terms of reaching out to the last mile beneficiaries and linking them with the entitlements and services using ICT and online platforms as a medium.

Empowerment of underserved communities through last mile connectivity & access, information and content, citizen and digital services, skills, entitlements, livelihood opportunities and market linkages was also a key focused activity in 2017.

However, an integrated approach to technology in strengthening panchayat level information, entitlements, service delivery & bottom up governance in Ranchi was adopted. The objective is to work with Panchayat administration to strengthen Panchayat level governance with digital interventions in 3 key areas of – Panchayat as institution of development and governance; Panchayat as a better administrative area in information, entitlements and citizen grievance redress; and strengthening Panchayat level services delivery agencies and institutions.

Target Blocks and Panchayats

Each Block level Soochna Seva Kendra cater 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	Angara	Angara, Bisa, Getalsud, Hesatu, Heratu
2	Sonahatu	Sonahatu, Lohahatu, Dokard, Rahe, Hotlo
3	Burmu	Bare, Hesalpiri, Ojhasadam, Murupiri, Sarle
4	Itki	Kundi, Itki East, Itki West, Ranikhatanga, Multi
5	Bero	Bero, Dighiya, Tutlo, Khukhra, Puria

2. SSK Staff Details

In 2017, one SSK had 2 dedicated resources to serve the rural community with information, process, access and delivery of public entitlements, digital content, digital literacy, grievance redressal, services and rights using technology and different state/central government online platforms. These are experienced, trained & skilled resources and capable enough in providing ICT enabled services and reaching out to the unreached at village level. Every staff member comes from same geography and well familiar with the issues exist in the community. They all are aligned with the vision of the project and Digital Empowerment Foundation.

Sr. No.	Name	Sex	Block Name	Designation	Mobile No.	Total experience	Major expertise
1	Manoj Kerketta	Male	Itki	Fellow	7783098772	3 Years	Field Work
2	Suresh Ram	Male	Angara	Block Coordinator	9835724960	7 Years	Program Management
3	Md. Anzar Raza	Male	Itki	Block Coordinator	9504892842	5 Years	Program coordination
4	Dilip Kumar Sao	Male	Burmu	Fellow	8340506963	4 Years	Digital Literacy
5	Sapna Kumari	Female	Sonahatu	Fellow	7645825541	3 Years	Digital Literacy
6	Arun Kumar	Male	Sonahatu	Block Coordinator	8540808491	6 Years	Awareness generation through Group work
7	Sangita Kumari	Female	Angara	Fellow	9693608538	3 Years	Digital Literacy
8	Adil Fraj	Male	Bero	Block Coordinator	7991161973	3 Years	Community mobilisation
9	C.K. Munda	Male	Burmu	Block Coordinator	8340750859	4 Years	Program management
10	Talita Kerketta	Female	Itki	Fellow	8340305125	3 Years	Digital Literacy

3. MAJOR ACHIEVEMENTS

Soochna Seva programme in Ranchi has brought significant change in people's life by connecting them with their rights, services and entitlements. Rural citizens walk to Soochna Seva Kendra for scheme falls under 6 broad categories i.e. Education, Health, Social Security, Financial Inclusion, Employment and Livelihood instead of approaching to the department directly. Soochna Seva Kendra provides citizens a complete solution of ICT enabled services and processes their entitlement faster. Apart from entitlement benefits at SSK, citizens also avail digital and online content support at a single window. E-governance services play a vital role to process any entitlement and rights hence beneficiaries first get them registered under various e-governance services to process their entitlements.

Achievements-Jan to Dec 2017							
Scheme Category	Scheme Name	Scheme Registration		Total	Conversion		Total
		Male	Female		Male	Female	
Social Security	Old Age Pension	59	46	105	8	13	21
	Widow Pension	0	95	95	0	20	20
	Laxmi Ladli Yojna	0	5	5	0	5	5
	Sukanya yojana	0	10	10	0	10	10
	Pradhanmantri Aavas Yojna	10	3	13	10	3	13
	Damaged Home Compensation	6	2	8	6	2	8
	Toilet Construction Work	133	49	182	133	49	182
	Pradhan Mantri Ujjwala Yojna	0	475	475	0	202	202
	Sub total (A)	208	685	893	157	304	461
Education	Sarv Shiksha Abhiyan	64	44	108	64	44	108
	Sub total (B)	64	44	108	64	44	108
Livelihood	Safety Kit	40	21	61	40	21	61
	Indra Awas Yojna	110	97	207	7	0	7
	Farming Scheme	10	5	15	10	5	15
	Kuli Kit	40	14	54	40	14	54
	Goattry Shed	12	18	30	12	18	30
	Dobha Construction	10	0	10	10	0	10
	Labor Card	209	151	360	81	79	160
	Sub total(C)	431	306	737	200	137	337
Health							
	ICDS	0	105	105	0	105	105

	Child Vaccination	47	46	93	47	46	93
	Sub total (D)	47	151	198	47	151	198
Financial Inclusion	Bank Account	152	104	256	117	85	202
	Pradhanmantri Fasal Bima Yojna	72	26	98	0	0	0
	Labor Insurance	383	413	796	383	413	796
	Kisan Credit Card	11	0	11	2	0	2
	PMJJBY	43	16	59	43	16	59
	PMSBY	29	67	96	0	0	0
	Sub total (E)	690	616	1316	545	514	1059
Employment	Skill Development	16	0	16	16	0	16
	PradhanMantri Kaushal Vikas Yojna	25	4	29	25	4	29
	Job Card Renewal	67	101	168	67	101	168
	Sub total (F)	108	105	213	108	105	213
	Scheme Total (A+B+C+D+E+F)=G	1548	1917	3465	1121	1255	2376
Documents and others	Death Certificate	7	2	9	7	2	9
	Pan Card	47	16	63	40	11	51
	Birth Certificate	31	17	48	24	14	38
	Income Certificate	64	61	125	42	33	75
	Caste Certificate	41	27	68	33	19	52
	UID	95	118	213	63	81	144
	Hand-Pump Repair	0	0	16	0	0	16
	Documents total (H)	285	241	542	209	160	385
	Grand Total (G+H)	1833	2158	4007	1330	1415	2961

In 2017 calendar year, Soochna Seva Project completely focused on those areas which are essential to uplift the living standard of marginalized group of people. Also tried hard and focused on schemes like Labour Card, Different Skill Development Programme under PMKVY, PM Ujjawala Yojana, Water reservoir Soochna schemes through MGNREGA, Pension Schemes, PDS, ICDS, Sukanya Samridhi Yojana, PM Awas Yojana etc. However, a special focus was imposed on institutional works to strengthen the Panchayat level information, entitlements, service delivery & bottom up governance in 5 blocks (1 Panchayat per block) by building capacity of Panchayat officials, elected representatives and stakeholders using technology (ICT) and available online content/platforms. The institutions like Anganwadi, Schools, Primary Health Centres, CSC and Banks were also brought under the SSK convergence approach to make them better functional.

Category Name	Scheme Registration		Total	Benefit Aailed		Total
	Male	Female		Male	Female	
Social Security	208	685	893	157	304	461
Education	64	44	108	64	44	108
Livelihoods	431	306	737	200	137	337
Health	47	151	198	47	151	198
Financial Inclusion	690	616	1316	545	514	1059
Employment	108	105	213	108	105	213
Documents & Others	285	241	542	209	160	385
Total	1833	2158	4007	1330	1415	2961

4. TYPE OF THE BENEFICIARIES

Soochna Seva Project works to reach out rural community in particular. All 4007 beneficiaries registered in 2017 are from different-different villages/Panchayats of 5 selected blocks. Out of the total beneficiaries served in last one year, tribal citizens are in majority because all 25 SSK Panchayats are pre-dominantly occupied by tribal community. Project has covered each and every age group of people to engage and serve them different social welfare schemes of state and central government. At the outset, project focused on women and children only and then shifted the approach to cover old age and widows. Project has worked a lot for the farmers and labors because they are side tracked and required extra support for their survival.

School going kinds have been engaged with different scholarships and under various educational development schemes i.e. free books & uniform, insurance, vaccination, nutrition etc. In tribal society, the unemployment is major concern so SSK worked for them to strengthen their technical skill and created opportunity for job under national government flagship programme called Skill India.

Women stays at home hardly have money to meet out their essential expenses. They were focused and served with the services and entitlements. Organization believes that if a woman empowers, she empower the family. SSK also helped women to engage them in farming schemes like chick and livestock farming where government provides hefty subsidy and loan.

Block Administration, Panchayat officials, Panchayat representative and Institutions comes under Panchayat jurisdiction were utmost targeted to strengthen their process and delivery mechanism for the feasibility and better accessibility of services and entitlements by rural citizens.

5. OUTCOMES OF THE PROJECT

Soochna Seva Project equally focused on 6 broad thematic areas Health, Education, Social Security, Livelihood, Employment and Financial Inclusion and engaged beneficiaries to provide the services. Project achievement says that out of total 4007 registered beneficiaries under various schemes & services 74% beneficiaries have availed some benefits.

- Strengthened village level process, access and delivery of services and public entitlements
- ICT enabled e-governance services, digital literacy and state/central government schemes to the rural citizens.
- Created social change agent (volunteers) to work for their community enhancement and development.
- Training and capacity building of Women, Self Help Group, NGO Partners, CBOs and concerned stakeholders on process and delivery of entitlements, rights and services using digital mediums/platforms.
- Facilitated digital integration of Panchayat in good governance and development.
- Strengthened capacity of Panchayat in information and services delivery, grievance redress and community access to information and content.
- Strengthened capacity of elected representative and staff in planning, management, implementation, monitoring, evaluation, tracking, information data and content management.
- Strengthen capacity of local service delivery agencies in Panchayat i.e. School, Anganwadi, PHCs, Banks, Post Office etc.
- Advocacy with Panchayat, Government Administration and Institutions to strengthen entitlement, access and delivery.
- Facilitated integration of Panchayat with existing e-governance platforms
- Building capacity of community representatives as information change agent.
- Crated 40 Info-entrepreneurs called as SoochnaPreneurs (information change agent) for providing doorstep mobile services to the last mile beneficiaries.

6. LEARNING

After four years of project implementation in Ranchi rural areas, it has been learnt that a lot of beneficiaries still need more attention to process their applications. However, regular efforts have brought some significant change in government official's behavior and attitude. Accountability and transparency has been seen between service providers and beneficiaries. People in selected 25 Panchayats are more aware on how to get the benefit under development schemes meant for them. Youth rural citizens availed digital literacy from

Soochna Seva Kendra are working as social change agent in their community. Soochna Seva Kendra has been proved a fulcrum of ICT enabled services accessible to all villagers. SSK is a single platform where all services related to e-governance, digital literacy, digital services, online content, grievance redressal, public entitlements are available and easy to access. Beneficiaries believe to get their application processed by SSK to get the entitlement faster, hence faith towards SSK is being building up.

It has been learnt that institutional work for villagers is quite effective and benefit goes to all people of that particular area. Their living standard can change easily and they can achieve more in their life. Good infrastructure like road, water supply, electricity, health Centre, toilets and proper residence is necessary.

7. CHALLENGES FACED

Challenges were huge when Soochna Seva Project was implemented in 5 blocks of Ranchi district but now the list has narrowed down or in another way team has learnt how to fight with these challenges. Rapport with the local Government Departments, Panchayats, Stakeholders and Institutions has strongly been built and team is trained enough to tackle them. However, a lot of challenge team face in a day to day working life, these are as follows;

- Every year challenges turn into different shape, when team try to overwhelm them the old hurdle erupt and slow down the process.
- During the period of demonetization, whole nation was paralyzed the result of which all business and transaction was severely affected. People have lost all the interest in social activities and Govt. schemes, which has hampered the regular work. People were looking busy in their own problem and no one even was ready to listen wise suggestion, in these circumstances it was quite challenging to focus on day to day activities.
- Project deliver Digital Services and Digital literacy at nominal cost and fee, that creates rift with CSC (Pragya Kendras) and Computer Institutions. Project has to control this type of competition and try to run our regular work smoothly.
- Villages in the interior side, where people are illiterate mostly, they have no documents, they do not know about their rights, infrastructure is very week, not proper road, no electricity or water connection, far more distance to cover in order to reach their destination, therefore in these circumstances it is quite challenging to serve them. In the previous year we tried to work more for them not only for Govt. schemes but we are trying to work institutional basis to uplift their living standard with the cooperation of Govt. officials.

8. INNOVATION

Working in rural and interior areas are always challenging, though these are miscreant affected areas, hurdles and obstacles are on every step, unfriendly geographical and climatic conditions, lack of basic infrastructure like road, electricity, drinking water, and lack of awareness amongst people. Project continued work with great enthusiasm and passion. In the previous year project has established 2 Community Information Resource Centre (CIRC), with amazing performance. Project has started Panchayat Soochna Seva Kendra (PSSK) and Mobile Centres.

Project has successfully launched SoochnaPreneur project and created 40 digital rural information entrepreneurs, enabled with mobile android application called MeraApp, online content and other digital/online platforms. Keeping in mind the sustainability plan project in Jharkhand has created 20 additional Soochna Seva Kendra, equipped with technology, digital content, schemes and entitlements. These 20 SSKs are major access points in Ranchi district for bridging the gap of access & delivery of public entitlements, rights and services. These SSKs are endowing opportunities to the rural citizens to access their rights using latest digital mediums.

Program team in Ranchi focuses on liaising and advocacy with the government departments, service providers, panchayat functionaries and concerned stakeholders in order to fasten the process and reduce the hurdles. Project have tried hard to develop basic infrastructure for the villages and got constructed roads, knells, drinking water facilities etc.

In this part of the world villagers are traditionally habitual of consuming country made alcohol, they are very dependent in participating their regular hart (market days), they are much interested to take part in spar and spent lots of amount for it, besides that SSKs contacted and builds rapport with elected members, elders and reputed people from these places and developed interest towards their basic rights. The team members are quite successful in generating awareness amongst the local communities and running the project successfully. Project social services in all five blocks are running efficiently well and team is trying hard to improve our performance through maximum coverage.

The project came across with the situations where elected members and Govt. officials are not facilitating the service properly for the villagers, have like the bridging gap between two parties and trying to take them on a common platform to make things simpler and improve the service delivery better. Project has started SoochnaPreneurship which is a hostile step for rural youth population. It has been analyzed that youths have less opportunity for job and services in the society, with this commendable step faith of villagers developed towards our project.

Project team has worked for younger students and infant children towards their education, health and insurance, and in previous year (2017) SSKs have worked on lots of insurance policy

for child and admitted them in schools, they are the real assets of the society. The team effort has really helped the team in executing all the programs successfully.

9. SUSTAINABILITY PLAN:-

Sustainability is a vital factor for a project to run smoothly even after contract and extension period, hence it is essential to create innovative and modern ideas, keeping the above facts in view project has organized number of regular camps and charged reasonable amount with the beneficiaries as a donation, project organizing number of programs for school children with the cooperation of Education Department, and Govt. has fixed amount for every program, which is vital source of earning amount for project. Project has started computer classes in Govt. schools where students are totally unknown about digital tools and project teaching them with the help of projector, laptops and smart phone not only students but teachers are also learning with great interest and project has fixed nominal charges for students which is helpful for sustainability. Collaboration with local Skill Development agencies both CMC SKILL and MEGA SKILL CENTRE through SKILL INDIA Project, an agreement [MOU] to generate revenue has been signed. The MoU says that SSKs will work to mobilize the rural youth for availing training in different domain considering their interest. Once youth get trained, they will be linked with the job market. The major vocational trades are Electrician, Fitter, Plumber, Welder, Supervisor, Carpenter etc.

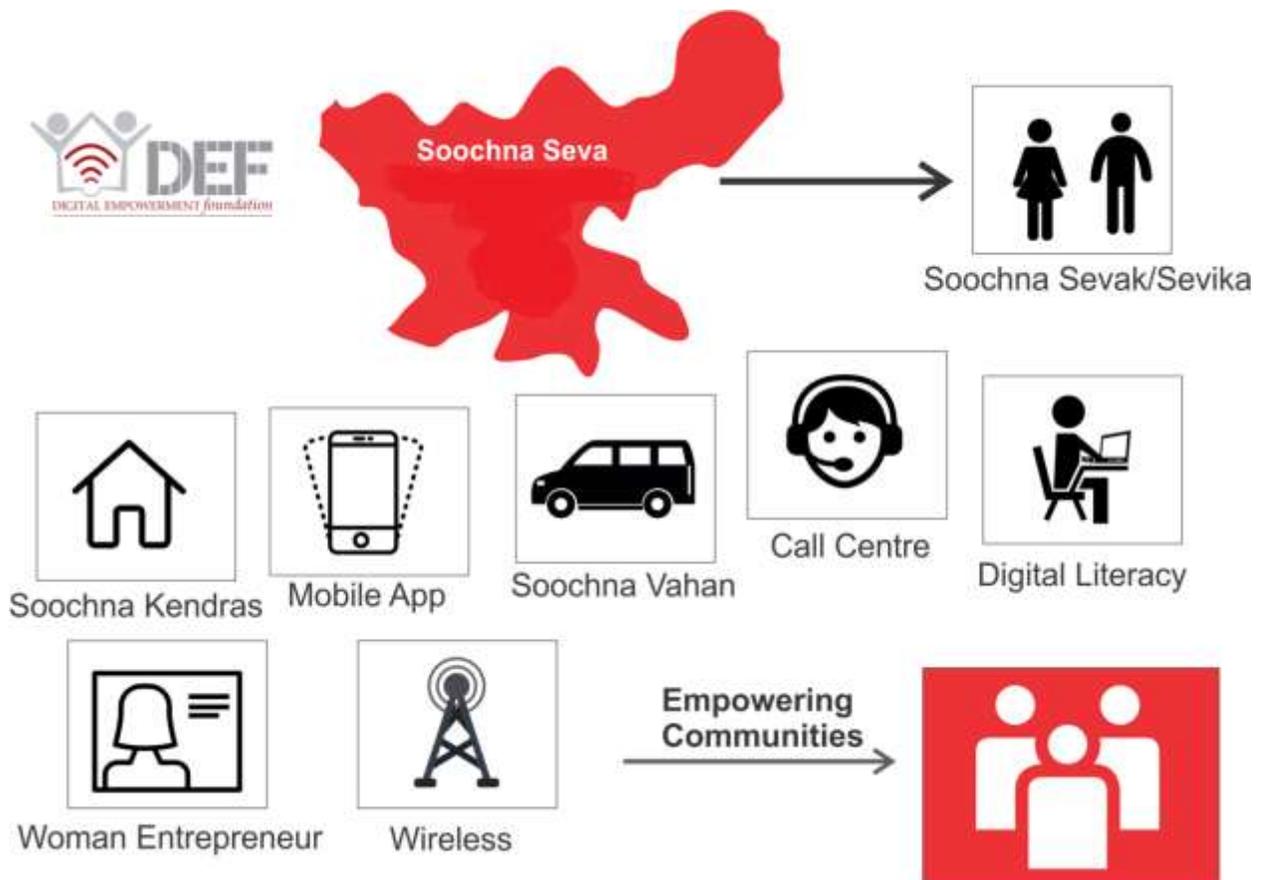
Project is also providing online service for Labor Card Registration, form fill-up work, land receipt, electricity bill deposit etc. to earn more money for the project, through securing CSC ID of the project staffs. These are the vital sources to earn reasonable amount for sustainability of our project.

10. LIAISING AND COLABORATION WITH THE GOVERNMENT DEPARTMENTS

Working with Govt. Officials and stakeholders always provide opportunity to generate innovative ideas. In last year, project staffs has signed a contract with BRC [Education Department] for “Samaveshi Shiksha Program” and worked in favor of handicapped children in order to develop awareness amongst school going children on how to treat and behave with these discarded and lonely children of the society. Common people does not pay any heed to them, even family members try to neglect their education and other vital activities, which is their born right. State Govt. provides attractive offer with these activities, whoever conduct these classes they will be rewarded with Rs- 500/- per class, (few amount will be deducted by the education department). These programs are also helpful according to sustainability angle as well.

Govt. Veterinary Dept. is a useful source to serve the villagers, because all people are generally farmer by profession in these rural areas and they always get benefitted by this department. Every year State Government selects farmers to hand over a huge amount for farming like goat farming, hen farming, cow farming etc. SSK staffs are helping to select the right candidate, because officials are not very much known to these areas due to their regular transfer and other elected members are partial. Previous year lots of genuine and eligible candidates were nominated for farming scheme. Govt. provides Rs- one lakh for Goat farming, Rs- four lakhs for hen farming, Rs- fourteen thousand for pig farming etc. (fifty percent of the amount will invest by the farmers according to scheme).

11. Mediums used



12. THE IMPACT

I. By

a- Soochna Seva Call Centre:-

In Soochna Seva 4th implementation year (2017), the response for call centre was not much convincing due to lack of advertisement and communication strategy adopted. Presently Soochna Seva Call Centre number has been stitched through sticker at all the bus stops, Soochna Seva Van and E-Rickshaw for proper advertisement. Every SSK will have to take proper care and fix minimum ten calls through villagers on the monthly basis. These steps will strengthen Project Call Centre. People of different places can easily get information through call Centre regarding schemes and get themselves benefitted.

b- Soochna Seva Vahan (Van):-

Digital Vahan is a complete package for the beneficiaries in the outfield and it provides lots of support and help in organizing a successful camp. Villagers are illiterate and not understand about the schemes but audio visuals of different schemes attract them and they easily absorb the information. This is great time saver and attractive source for attraction in between villagers. Soochna Seva Vahan is quite useful tool in the project to organize workshop and events.

c- Yojana Banks:-

Yojna Bank is a new establishment set-up to work with more innovative and systematic process. There are three desks in Yojna Bank (1) Registration Desk, where beneficiary can fill-up their forms and know about the scheme(2) Enquiry Desk, where people can know about the status of the form, which they have filled-up previously and asked for further camp details in their village. and (3) Payment Desk, where people can pay nominal form charges and other fee available for them. Anyone can know about the suitable schemes for their family members.

d- Soochna Seva Fellows

Fellows are just like officers of the field and they play a big role in organizing camps, door to door activities, access, process and delivery of schemes and entitlement services. They convey important messages of public entitlement and right based information to the villagers. They are very useful at the time of follow-up and inform their Block Coordinators about the actual status of the beneficiaries. They are helpful at the time of digital literacy classes and earn money for the project through digital services. They are helping hands at the time of documentation and online MIS and provide useful services according to situation.

e-MeraApp

Lots of central government and state government schemes are available on the website but through MeraApp project can provide most suitable schemes to the needy people of the society.

SoचनाPreneurs are using MeraApp successfully and helping other NGOs and villagers, how they can use this app according to their convenience and help each other for their benefit. MeraApp is very familiar and easy to handle, it can be use in every working areas of the districts either interior or dense populated areas without any further support.

II. Scheme Wise financial benefits

Scheme wise financial benefits									
Scheme Category	Scheme Name	Scheme Registration		Total	Opportunity Cost{travel(Up&Down)+wage(MGNREGA)+Fooding cost}	Conversion		Total	Actual Benefit(One year benefit or one time
		Male	Female			Male	Female		
Social Security	Old Age Pension	59	46	105	(105)(40+168+20)=23940	8	13	21	21X600X12=151200
	Widow Pension	0	95	95	(95)(40+168+20)=21660	0	20	20	20X600X12=144000
	Laxmi Ladli Yojna	0	5	5	(5)(40+168+20)=1140	0	5	5	20x150000x12=36000000
	Sukanya yojana	0	10	10	(10)(40+168+20)=2280	0	10	10	20x600000x12=144000000
	Pradhanmantri Aavas Yojna	10	3	13	(13)(40+168+20)=2964	10	3	13	13x125000x12=19500000
	Damaged Home Compensation	6	2	8	(8)(40+168+20)=1824	6	2	8	8x25000x12=2400000
	Toilet Construction Work	133	49	182	(182)(40+168+20)=41496	133	49	182	182x12500x12=273000
Pradhan Mantri Ujjwala Yojna	0	475	475	(475)(40+168+20)=108300	0	202	202	202x3000x12=7272000	
Subtotal (A)		208	685	893	203644	157	304	461	209740200
Education	Sarv Shiksha Abhiyan	64	44	108	(108)(40+168+20)=24624	64	44	108	108x5000x12=6480000
Subtotal (B)		64	44	108	24624	64	44	108	6480000
Livelihood	Safety Kit	40	21	61	(61)(40+168+20)=13908	40	21	61	61x1000x12=732000
	Indra Awas Yojna	110	97	207	(207)(40+168+20)=47196	7	0	7	7x125000x12=10500000
	Farming Scheme	10	5	15	(15)(40+168+20)=3420	10	5	15	15x50000x12=9000000
	Kuli Kit	40	14	54	(54)(40+168+20)=12312	40	14	54	54x3000x12=1944000
	Goatry Shed	12	18	30	(30)(40+168+20)=6840	12	18	30	30x7000x12=25200000
	Dobha Construction	10	0	10	(10)(40+168+20)=2280	10	0	10	10x40000x12=4800000
	Labor Card	209	151	360	(360)(40+168+20)=82080	81	79	160	160x168x12=322560
Subtotal C		431	306	737	168036	200	137	337	52498560
Health	ICDS	0	105	105	(105)(40+168+20)=2940	0	105	105	105x200x12=252000
	Child Vaccination	47	46	93	(93)(40+168+20)=21204	47	46	93	93x300x12=334800
Subtotal (D)		47	151	198	24144	47	151	198	586800
Financial Inclusion	Bank Account	152	104	256	(256)(40+168+20)=58368	152	104	256	256x500x12=1536000
	Pradhanmantri Fasal Bima Yojna	72	26	98	(98)(40+168+20)=22344	72	26	98	98x5000x12=5880000
	Labor Insurance	383	413	796	(796)(40+168+20)=181488	383	413	796	796x10000x12=95520000
	Kisan Credit Card	11	0	11	(11)(40+168+20)=2508	11	0	11	11x100000x12=13200000
	PMJJBY	43	16	59	(59)(40+168+20)=13452	43	16	59	59x100000x12=7200000
	PMSBY	29	67	96	(96)(40+168+20)=21888	29	67	96	96x100000x12=115200000
Subtotal (E)		690	616	1316	300048	690	616	1316	2181948000
Employment	Skill Development	16	0	16	(16)(40+168+20)=3648	16	0	16	16x6000x12=1152000
	PradhanMantri Krishi Vikas Yojna	25	4	29	(29)(40+168+20)=6612	25	4	29	29x5000x12=1740000
	Job Card Renewal	67	101	168	(168)(40+168+20)=38304	67	101	168	168x5000x12=10080000
Subtotal (F)		108	105	213	48564	108	105	213	12972000
Scheme Total(A+B+C+D+E)= F		1548	1917	3465	769060	1121	1255	2376	2464225560
	Death Certificate	7	2	9		7	2	9	
	Pan Card	47	16	63		40	11	51	
	Birth Certificate	31	17	48		24	14	38	
	Income Certificate	64	61	125		42	33	75	
	Caste Certificate	41	27	68		33	19	52	
	UID	95	118	213		63	81	144	
	Hand-Pump Repair	0	0	16		0	0	16	
	Documents (H)	285	241	542		209	160	385	
	Grand Total (G+H)	1833	2158	4007		1330	1415	2961	

III.

13. OBSERVATIONS

All the SSKs located at far flung distance from the main town like Sonahatu, Itki, Bero, Angara and Burmu and their blocks and Panchayats situated. Majority of people reside in SSK catchment areas are illiterate and have very little interest in schemes resulting they have not complete documents. This creates hurdle to get the benefit of any scheme because process needs supporting documents. If fellow fill-up form for widow pension then he/she has to make death certificate of her husband first and open their Bank Account.

In this part of the world villagers are traditionally habitual of consuming alcohol made by them locally. they are very dependent in participating their regular hart (market days), they are much interested to take part in spar and spent lots of amount for it, besides that our project contacted and builds rapport with elected members, elders and reputed people from these places developed interest towards their basic rights. Our team members are quite successful in generating awareness amongst the local communities and running the project successfully. Our social services in all five blocks are running efficiently well and team is trying hard to improve our performance through maximum coverage.

Our project came across with the situations where elected members and Govt. officials are not facilitating the service properly for the villagers, have like the bridging gap between two parties and trying to take them on a common platform to make things simpler and improve the service delivery better. Project has started SoochnaPreneurship which is a hostile step for our youth. We have analyzed that our youth have less opportunity for jobs and services in our society, with this commendable and hostile step faith of villagers developed towards our project.

Our team has worked for younger students and infant children towards their education, health and insurance, and in previous year we have worked on lots of insurance policy for child and admitted them in schools, they are the real assets of our society. The team effort has really helped us in executing all the programs successfully. In the recent time our project solemnized a huge workshop in Itki block in which number of staffs from different states with other dignitaries participated in this workshop and share their views with the villagers, which was ore some. Project has signed MOU with CMC SKILL for the benefit of unemployed youths and it is also helpful in sustainability plan of project.

14. ANNEXURES

1. Case Stories

Rukhsana khatoon wife of Naim Ansari, aged about- 30 years, Resident of village- Kundi, Itki, Ranchi, being her Mobile no- 4361994951. She has four sons and a daughter namely- Sohail Ansari (12 years), Md. Tufail Ansari (10 years), Md. Altaf Altaf Ansari (8

years), Arsalan Ansari (6 years) and Bebi Kashish (6 years). All the children are students and use to go regularly to the nearby school.

Her husband is a day lab our and use to work different type work like sometimes he sell vegetable and other corn in the market for his livelihood. He is the only member to earn money for their livelihood; other members are not able to earn money. When they have not gas connection in their house, they use to cook their foods with log and coal, in that process they waist lots of money and time.



Five months before our staffs met to Naim Ansari and told them to apply for free gas connection, because this connection only belongs to woman he applied the name of her wife with Adharcard, Bank passbook, Rashan card and photographs. After four months he got gas connection in the name of her wife and now they are enjoying cooking their foods in time and their children also go to school after breakfast.

We met him at his Resident and asked him to apply for other schemes for their family members; he was very pleased and regularly come to our SSK to know about the schemes.

2. Case Stories

Nanki Kerketta wife of Charwa Kerketta, aged about 40 years, Resident of village Kundi, Itki,Ranchi, being her Mobile no-9801869787. She has five sons namely- Sanjay Kerketta (20 years), Ajay Kerketta (18 years), Laxman Kerketta (15 years), Santosh Kerketta (12 years) and Manish Kerketta (10 years) in her family including her husband. All her sons are students and used to go their schools only his elder son

contributes to work with his father in the field.



Her husband use to work always in the field for his livelihood. Previously, all the family members use to go in the outfield for their natural cause and this was hazardous and inconvenience for the whole society. Few days ago under Swachh Bharat Abhiyaan people are called for nomination through Mukhiya and then we include her name for Toilet Construction. After few months they get their name in toilet construction and their toilet was built-up in their vacant land.

Now all the family members use to go in the toilet and they feel very safe and convenience to go in the toilet instead of outfield. When our staffs met to her and asked about the toilet then she told us that, in few years I will solemnize marriage of my elder son and this was good achievement for our family member.

We told her in the upcoming month we will try to nominate your name for Indra Awas and other scheme for your family. She was very grateful to us and optimistic towards our SSK for her help.

15. Activity Images



PDS Verification



PDS Verification



PDS Verification



PDS Verification



Labour card registration camp



Labour card registration camp

16. Media Coverage

आणंदलाल शर्मा, सुनहा महता, रामकुमार पण, केशव महता, कारकनाथ महता, योगेंद्र महता, लक्ष्मण महता, रामेश्वर महता, नरेश ठाकुर, मनोज महता, विजय मुंडा, सुरेंद्र महता, गिरीशर महता, हीरानाथ महता, उमेश कुमार मुंडा, सुभाष महता, प्रेमचंद काशीधी, मोहन गंधू, करण कुमार कर्मकार, विजेंद्र महता, मनुनाथ गंधू, नरेश महता, मनेश मुंडा, शुक्देव मुंडा और मीनू देव।

सामाजिक अंकेक्षण की समीक्षा बैठक



गोला। डिजिटल इनफार्मेट प्रोग्रामेशन व सूचना सेवा अण्डाड़ के ताल्लखान में हेसतु पंचायत भवन में किये गये समाजिक वा भौतिक व समीक्षा बैठक की गई। जिसमें अध्यक्षता एसस मोहन गंधू व संचालन मुखिया वनेश पहन ने की। जबकि मुख्य रूप से प्रगंड विकास पदाधिकारी लक्ष्मण पुनू रहितल हूँ। इस बैठक में उस्ता संस्था के द्वारा विगत मह पूर्ण किये गये समाजिक अंकेक्षण का समीक्षा व भौतिक सल्लखान कांडंधरियों एवं डीलरों के बीच किया गया। जिसमें डीलरों ने स्तर्य स्वीकार कि वजन की मात्रा कम मिलने के कारण हमसोय कांडंधरियों से दो-दो किलो वजन की कटौती करती हैं, और कांड पूरी मात्रा अंकित करते हैं। बीटीओ के द्वारा कांडंधरियों से पूछे जाने पर बताया गया कि 35 किलो के जगह 32 किलो व 25 के जगह 23 किलो वज्र नवी दिया जात है। साथ ही इसके एवज में किसी भी तरह की कोई स्वीड नहीं दी जाती है। इस दौरान सर्वे स्तूपकों से लिखित रूप से अपेदन लिया। साथ ही डीलरों की समस्याओं को भी लिखित रूप से लिया गया। इतना ही नहीं बीएसओ से सल्लखान पर बात कर बिन्दुवर अलग हूँ। उन्होंने रिक्कात किये गये अवेरक नही पहुंचे जाने पर उनके पर पहुंच कर जानकारी हांसिल करने की बात कही। मौके पर कांड सदस्य के अलावे संगीता कुमारी, विमल कुमार, किरण विघ्नकर्मा, निमांता देवी, सकेश कुमार व सुगत खर्गत कई लोग शामिल थे।

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श्वेत पत्र

रांची, 07 दिसंबर, गुरुवार 2017

संक्षिप्त खबर

डिजिटल लिटर में मजदूरों का जमा लिया गया आवेदन



गोला। क्षेत्र के श्रमसंघनायक में सूचना सेवा व डिजिटल इनफार्मेट प्रोग्रामेशन अण्डाड़ के ताल्लखान में एक दिवसीय डिजिटल लिटरसी व सर्विस का लिटर वर अवेरकन किया गया। लिटर में उपस्थित क्षेत्रों को डिजिटल साक्षर बनने व सर्विस के अलावे आसत पंचायत पर प्रकाश डालते हुये बताया गया। श्रम लिखेवन प्रशिक्षण विभाग द्वारा संचालित मजदूर निबंधन के परचल मिलने वाली योजनाओं में से प्रधानमंत्री सुरक्ष व जीवन ज्योति योजना, सेपटी किट, कुली किट, सरकारी योजना, पेंशन, झाकबुधि, अर्बेट, सामान्य मनु लाम, प्रसूति लाम योजना, चिकित्सा प्रतिपूर्ति योजना, सईकल, सिवाई मशीन सहित 22 योजनाओं के तहत मिलने वाली लाम के बारे में बहुत जानकारी दी गई। साथ ही शिक्ष, स्वास्थ्य एवं सेवाओं की संचालन में सुधार को लेकर लोगों से राय लिया गया। लिटर में 56 मजदूर निबंधन को लेकर अवेरकन एव भवा। विनका निबंधन के शिषे प्रक्रिय आरंभ कर दी गई है। मौके पर संजिह कुमारी, फलेन्द्र महता, किरण देवी, निमंता देवी, सुरेश सहित दर्जनों लोग शामिल थे।

जिप सदस्य ने किया मत्करदानी वितरण

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सामाजिक अंकेक्षण सत्यापन की बैठक में खुली पोल पूरे वार्ड में नहीं एक भी राशन कार्ड

संवाददाता

राहे : प्रखंड के डोकाद पंचायत सचिवालय में सोमवार को पंचायत के ग्रामीणों की आमसभा आयोजित की गई। सभा में डिजिटल इंपॉवरमेंट सूचना सेवा सोनाहातु के सौजन्य से खाद्य सुरक्षा अधिनियम के तहत बने राशन कार्ड का सामाजिक अंकेक्षण के पश्चात सत्यापन किया गया। पंचायत स्तर पर गठित टीम द्वारा गत 08 सितंबर से 10 सितंबर तक सामाजिक अंकेक्षण किया गया था। टीम द्वारा अंकेक्षण के परिणामस्वरूप कई चौकानेवाली बातें उभर कर सामने आयीं। जिनमें आम तौर पर अंत्योदय कार्डधारी को 35 किलो चावल की जगह 33 किलो चावल देना, पीएच कार्ड में प्रति यूनिट एक किलो चावल की



कटीली, वार्ड नं. 03 में कम संख्या में कार्ड बनना, वार्ड 04 में एक भी लाल पीला कार्ड न बनना, वार्ड नं 09,10 व 11में एक भी कार्ड न बनना, हरिजन टोला में केवल साढ़ कार्ड बनना, पंचायत के दो डीलर पर कम वजन का बटखरा होना तथा महीने में तीन दिन ही दुकान खोलना जबकि खाद्य सुरक्षा अधिनियम के तहत प्रतिदिन दुकान खोलना आदि

मुख्य है। सभा में मुख्य अतिथि के रूप में राहे उप प्रमुख राजकिशोर मेहता, उपमुखिया विरेन्द्र महतो, पंसस सुभाष महतो, सूचना सेवा के प्रखंड समन्वयक अरुण महतो, परियोजना सहायक सुरेश राम, पंचायत अंकेक्षण टीमएसभी वार्ड सदस्य के अलावा ग्रामीण उपस्थित हुए। सभा की अध्यक्षता डोकाद मुखिया राजकिशोर मुण्डा ने किया।

1 आयोजन पिंजड़ापोल आदर्श पंचायत जागरूकता शिविर का आयोजन

प्रदेश निर्णय लिया कि 12 दिसम्बर 2017, दिन मंगलवार को राज समक्ष भवन के समक्ष विशाल धरना-धरना-प्रदर्शन किया जायेगा, जिसमें झारखण्ड राज्य के सभी जिलों से हज़ारों-हज़ारों की संख्या में विश्वकर्मा समाज के लोग भाग लेंगे और प्रदर्शन के माध्यम से चेतावनी देंगे कि विश्वकर्मा समाज को अब कोई भी राजनीतिक दल अपना वोट बैंक न समझे, समाज जागरूक हो चुकी है। विश्वकर्मा समाज के रीची जिला अध्यक्ष संतोष कुमार ने कहा कि विभिन्न जिलों एवं क्षेत्रों में जनसम्पर्क अभियान चलाकर समाज के लोगों को धरना-प्रदर्शन में शामिल होने के लिए आमंत्रित किया गया है। प्रदर्शन में शामिल होने के लिए विश्वकर्मा समाज के लोगों में काफी उत्साह है, साथ ही इसके लिए सभी तैयारियाँ पूरी कर ली गई हैं।

गोला। क्षेत्र के दुबलाबेड़ा में सूचना सेवा व डिजिटल इनफॉर्मेशन फंडेशन अनगड़ा के तत्वाधान में आदर्श पंचायत जागरूकता शिविर का आयोजन किया गया। शिविर में उपस्थित लोगों को आदर्श व डिजिटल पंचायत की परिफलना के तहत स्कूली शिक्षा, आंगनवाड़ी में अध्ययनरत बच्चों की शिक्षा की गुणवत्ता में बढ़ोतरी वही संस्थानों की बेहतर संचालन को लेकर परिचर्चा किया गया। इसके अलावे स्वास्थ्य, उन्नत कृषि की व्यवस्था एवं डिजिटल साक्षर बनने, एवं श्रम नियोजन प्रशिक्षण विभाग द्वारा संचालित मजदूर निबंधन के पश्चात मिलने वाली योजनाओं में से प्रधानमंत्री सुरक्षा व जीवन ज्योति योजना, सेफ्टी किट, कुली किट,

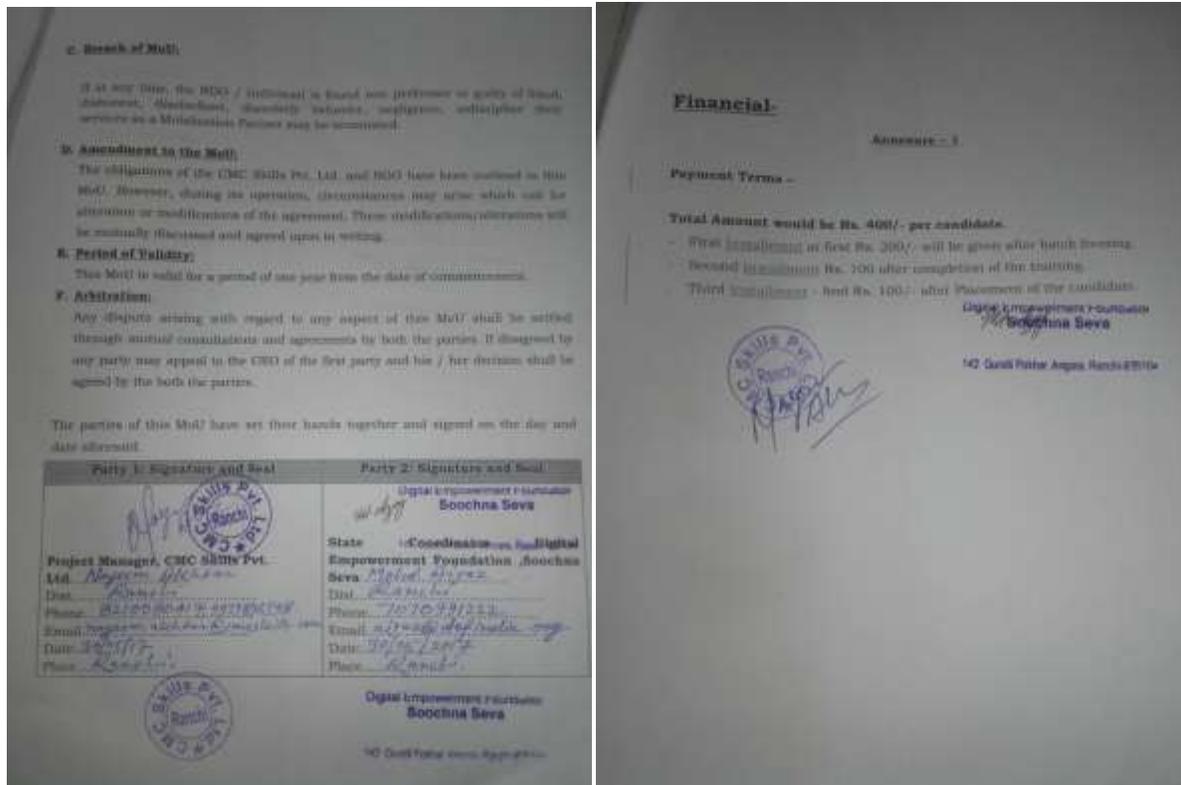


सरस्वती योजना, पेशन, छात्रवृत्ति, अत्येष्टि, सामान्य मृत्यु लाभ, प्रसूति लाभ योजना, चिकित्सा प्रतिपूर्ति योजना, साईकिल, सिलाई मशीन सहित 22 योजनाओं के तहत मिलने वाली लाभ के बारे में वृहत जानकारी दी गई। साथ ही शिक्षा, स्वास्थ्य एवं सेवाओं की संचालन में सुधार को लेकर लोगों से राय लिया गया। साथ ही अगला मजदूर

निबंधन शिविर आगामी 12 दिसम्बर को आहुत की गई है। इस शिविर में गांव के सभीमजदूरों का पंजीयन किया जायेगा। मौके पर वार्ड सदस्य सुनिता देवी, संगीता कुमारी, फलेन्द्र महतो, किरण देवी, निर्मला देवी, जलेश्वर बेदिया, रामकुमार बेदिया, बैजनाथ बेदिया, करमु मुण्डा, शिव नारायण मुण्डा, सहित दर्जनों लोग शामिल थे।

17. Collaborations and Partnerships

Working with Govt. Officials and stakeholders always provide opportunity for innovative ideas, previously our staffs signed a contract with BRC [Education Department] for “Samaveshi Shiksha Program” and worked in favor of handicapped children in order to develop awareness amongst all the Govt. School children that how to treat and behave with these discarded and lonely children of the society. Common people does not pay any heed to them, even family members try to neglect about their education and other vital activities, which is their born right. State Govt. provided attractive offer with these activities, whoever conduct these classes they will be rewarded with Rs- 500/- per class, (few amount will be deducted by the education department). These programs are also helpful according to sustainability angle as well. Govt. Vet nary Dept. is a useful source to serve the villagers, because all the people are generally farmer by profession in these rural areas and they always get benefitted by this department. Every year State Govt. select farmers to hand over a huge amount for farming like goat farming, hen farming, cow farming etc. SSK staffs are helping to select the right candidate, because Govt. Officials are not very much known to these areas due to their regular transfer and other elected members are partial. Previous year lots of genuine and eligible candidates were nominated for farming scheme. Govt. providing Rs- one lakh for Goat farming, Rs- four lakhs for hen farming, Rs- fourteen thousand for pig farming etc. (fifty percent of the amount will invest by the farmers according to scheme). Official’s paper of beneficiaries and contact papers with Govt. officials are enclosed below in the attached file for your kind perusal.



A. Soochna Seva 2.0 : Digital Panchayat Sashaktikaran Abhiyan

1. Project Overview:-

Strengthening panchayat digitally through officials training and thereafter, strengthening infrastructure development, which is related to each other. Project have to fix meetings with Mukhiya and other elected members regularly and severely focus on Gramsabha and Aamsabha take place in panchayat bhawan at time on the regular basis in which participation of villagers of all age group will be necessary particularly women. Survey of community members and connectivity arrangements are vital for a model panchayat.

2. Activities Carried out so far

Entire Block have selected their model panchayats and working according to the requirement and plan. Project has narrated his plan to all elected members and already organizes orientation cum training workshop for them. Survey of community members and agreements with panchayat administration has been done so far. Project is organizing panchayat wise

workshop by ground team. Training and capacity building of panchayat officials are in continuation and Gram Sabha and Aam Sabha meetings have been regularized in formal way.

3. Achievements

All the villagers and elected members attached with project successfully and excited about model and digital panchayat. Previously Gram Sabha and even Aam Sabha never organize on fixed time and place, but after effort of project both Gram Sabha and Aam Sabha are organizing on time and in panchayat bhawan, which morale booster for project. Connectivity arrangements improved and laptop, printer and other infrastructure have been developed. Villagers are taking part in monthly meetings and they are attached with elected members.

4. Strengthening Institutional Services

Project is working according to plan and focused to develop/rectify primary requirements for a model panchayat hence electricity and water problem has to be solved primarily. All the panchayats have provided digital tools by Govt. Department and project trying for a proper use of it. Project is keen to reopen/start primary health Centre, to run Anganbari properly, to look after midday meal process etc.

5. Panchayat Development Plan

Project consulted with all elected members to develop a sametee by a member of responsible persons to look after panchayat properly and they will take responsibility for every shortcomings of panchayat. Basic infrastructure has to be developed within a short time. Villagers take part in every activity and fully involved in the act and deed of panchayat.

Regular Gramsabha and Aamsabha held in panchayat Bhawan on a fixed time. Try to develop connectivity arrangements and with these basic manners panchayat can develop gradually.

6. Soochna Seva 2.0 strategic plan

Project decided to make each and every elected members digitally sound so that, they can be able to know about Govt. facilities and make villagers aware. Govt. has provided connectivity arrangements in each panchayat for development and project try to make full use of it.

Project tries to connect general villagers with elected members and panchayat works directly for speedy development. Optimum utilization of panchayat tools and training and capacity building for elected members in near future make the difference.