



Project Title: SOOCHNA SEVA: Facilitating information flow and management of Public Schemes for Citizen Empowerment and Good Governance in backward districts in India

Implementing Partner: Digital Empowerment Foundation

Project Duration: 5 years (2014-2018)

Project Location: East India, Central India, North India. Districts: West Champaran (Bihar); Guna (Madhya Pradesh); Barmer (Rajasthan); Tehri Garhwal (Uttarakhand); Ranchi (Jharkhand)

Project Objective: Address the larger issue of poverty, social exclusion and inequity of marginalised groups through information empowerment on public schemes towards entitlement gains and thereby promoting and strengthening good governance practice by local administration. Specific objective(s):

- a)** Provide enhanced channels and points of information services delivery to target groups at their doorsteps towards informed choices, decisions and entitlement benefits;
- b)** Facilitate towards an integrated district level public scheme information management framework & develop a citizen engagement and entitlement mechanism in public scheme administering process and its outcome and bridge administration-citizen network deficits.

Target Groups:

- 50000 BPL Families in 5 Backward Districts
- 100,000 total beneficiaries
- 150000 Households from poor social and income groups in 5 backward districts



Estimated Results:

SOOCHNA SEVA FRAMEWORK: Put in place the SOOCHNA SEVA public scheme information framework (dissemination and management) at district and sub-ordinate public offices (Panchayat & Block offices); adopt a multi-pronged approach in information services delivery and access using ICT and non-ICT tools. This involves setting up 1200 public scheme information delivery and access points (Panchayat Soochna Seva Kendras) for final gains in entitlements in 5 backward districts. Employ and engage 315 fellows (Soochna Seva Fellows) in 5 districts during project period of 5 years to reach out to final groups and beneficiaries with information services and entitlement gains.

MONITOR INFORMATION SERVICES DELIVERY & CITIZEN ENTITLEMENT GAINS : Monitor the effective use of information at community and service provider level and take corrective action through continuous learning and feedback mechanism, ensuring information access leads to better entitlements while reaching out to benefit 50000 households covering 100000 beneficiaries directly and indirectly another 150000 households and 300000 beneficiaries during project period. The gain from the action outcome shall be measured in terms of information services delivered and received on public scheme/initiatives and final entitlement gains from information services in identified 6 areas of intervention – education, health, livelihood, employment, financial inclusion & social security;

EVOLVING A SOOCHNA SEVA MODEL: Evolve a replicable ICT enabled information services delivery, access and entitlement based model - 'Soochna Seva' and advocate for scaling up the initiatives in other target districts / states through public - private partnerships / investments. The project aims to demonstrate cost effective ICT based social enterprise model with minimum investment & operation and running cost provides integrated information service delivery on public entitlements.