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1. DESCRIPTION

1.1. Name of the beneficiary of grant contract: DIGITAL EMPOWERMENT FOUNDATION (DEF)

1.2. Name and title of the Contact person: SYED S. KAZI

1.3. Name of partners in the Action: NOT APPLICABLE

1.4. Title of the Action: ‘SOOCHNA SEVA¹: Facilitating information flow and management of Public Schemes for Citizen Empowerment and Good Governance in backward districts in India

1.5. Contract number: CONTRACT NO. (DCI-NSAPVD/2013/311-983)

1.6. Start date and end date of the Action: Start Date – January 1, 2014, & End Date – December 31, 2018

1.7. Target country (ies) or region(s): India
  • West Champaran, Bihar
  • Barmer, Rajasthan
  • Tehri Garhwal, Uttarakhand
  • Guna, Madhya Pradesh
  • Ranchi, Jharkhand

1.8. Final beneficiaries &/or target groups (if different) (including numbers of women and men):
  • **50,000 BPL Families in 5 Backward Districts**: 10,000 Scheduled Tribe families, 10,000 Scheduled Caste families, 10,000 Minorities, Other Backward Classes (OBCs) and 20,000 families from the general social segments who are socially and economically weak.
  • **100,000 total beneficiaries**: 50,000 BPL families will be covered under the programme. At least 2 individuals per household will be covered.
  • **40,000 women and girl beneficiaries**: Out of the total 100,000 direct beneficiaries, at least 40,000 women and girls will be covered under health and livelihood access programmes, especially child and maternal health care.
  • **400,000 beneficiaries**: SoochnaSeva is expected to benefit a total of 400,000 beneficiaries, directly and indirectly, male and female, over a period of five years in five BRGF districts.

1.9. Country (ies) in which the activities take place (if different from 1.7): Not Applicable

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¹ Soochna means information in India and ‘Seva’ is service
2. ASSESSMENT OF IMPLEMENTATION OF ACTION ACTIVITIES

2.1. Executive summary of the Action

Please give a global overview of the Action's implementation for the whole duration of the project

Ensuring public welfare schemes information and programme benefits reaching the deserving beneficiaries in real time and space effectively are still a citizen service delivery challenges in India. Every year, the public authorities in India allocate a major budgetary provision in designing schemes and welfare programmes for economic and social empowerment of people, especially for the vulnerable groups and communities. But the challenge is such schemes and benefits do not reach the deserving ones effectively at last mile. There are numerous news, stories, reports, and concerns on this. The Soochna Seva Project action, during 2014-2018, is a response to this scenario and to the restricted call by the Contracting Authority (European Union) in 2012 for Civil Society Organizations in Development in India on – ‘Improving Access to Information of Public Schemes in Backward Districts in India.’

The SoochnaSeva Action was designed to empower underserved communities with access to public schemes information, entitlement benefits, and grievance redress through last mile access to connectivity, information related to public schemes, entitlement facilitation processes and services, community engagements, capacity enhancement, and enabling linkages to final entitlement gains. The overall objective was to address poverty, exclusion, inequity and marginalisation of the groups and communities residing at the lowest level of social and economic edge, deprived of welfare programmes and benefits.

The action was initiated in January 2014 in five Backward Region Grant Funds (BRGF) districts of India, namely, Guna in Madhya Pradesh; Tehri Garhwal in Uttarakhand; Ranchi in Jharkhand; West Champaran in Bihar; and Barmer in Rajasthan to engage and empower vulnerable households and communities with access to public schemes, social welfare programmes, and entitlements. The action covered 25 Development Block Areas (5 Blocks in each district)² and 139 Panchayats / Village Council Areas (25 Panchayat in each District)³. The action intended to reach out to 50,000 households (HHs) directly covering, 1, 00,000 individual beneficiaries from adverse socio-economic backgrounds, linking with public schemes information, and entitlement benefits.

² Please see Annexure for the Blocks list
³ Please see Annexure for the Panchayat list
The Action was designed as a community based and owned mechanism to run and manage a facility that can provide easy, handy, reliable, timely, affordable and hassle free access to critical public and schemes related information, guidelines, documents, facilitation services and guidance in knowing, applying and getting deserving public scheme benefits. This mechanism was to run and manage by local youths, identified and selected as Soochna Sevak / Sevikas / Soochnapreneurs (Information Fellows), powered by SoochnaSeva Kendras (Information Service Centres), equipped with basic infrastructure, digital facilities and connectivity as community last mile access, delivery and facilitation points for public schemes access and benefits. Add here, the role of 5 SoochnaSeva Mobile units (Soochna / Information Vans) that played a critical role in reaching out to the rural and remote locations during project period. The role of these SoochnaSeva Kendras (SSKs) was also to coordinate and engage the local authorities to improve and strengthen access to information of public schemes and final benefits. As an approach/methodology, the action delved on a bottom-up, decentralised and democratic approach and involved primary action on the ground during the project period, with local people and community at the core of the action.

As a community based experiment and demonstration of last mile access and delivery of public schemes information and entitlements, the access mechanisms were created: 50 SoochnaSeva Kendra (SSKs) (Information Service Centres) in each of the 25 blocks by local identified youth in each of the project districts to engage and serve the wider rural citizens. These SSKs enabled with information and facilitation services for the community and were addressing community needs in six key service areas of - Education, Health, Social Security, Livelihoods, Financial Inclusion and Employment. Each SSK is equipped with ICT Devices, Connectivity, e-Governance Services, Online and Offline Content of Public Schemes, and grievance redress mechanism.

The action relied on engaging institutions responsible for public schemes access and delivery towards institutional based entitlement access and delivery. It engaged the Panchayati Raj Institutions (PRIs) and block offices as local administrative units responsible for smooth, effective, timely and hassle-free delivery and access of Public Schemes information, processes, guidelines, documents, application for entitlements and receiving final entitlement benefits. Information and facilitation facilities were supported in willing PRI offices as responsive institutions for community development and empowerment through public schemes and welfare programmes. These also involved building capacities of the PRI elected representatives through ‘e-Samarthya’ training programme on key aspects of scheme delivery and access designs and making it accessible for the community. The objective has been to work with Panchayat administration to strengthen Panchayat level entitlement delivery and access governance with digital interventions in 3 key areas of – Panchayat as institution for better

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4 e-Samarthya – Enabling Entitlement
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 including local schools, hospitals, Anganwadi Kendras (Child Care Centres), Public Distribution System (PDS) Fair Price Shops and others.

There have been two key aspects of community enablement, engagement and empowerment – (1) Directly engaging, mobilising citizens and intended beneficiaries with information, awareness, processes, systems and platforms in accessing public schemes information, entitlement, grievance redress mechanisms and building their capacities around these; and (2) Engaging local NGOs/CSOs to understand and work in the critical subject of schemes and entitlements access and delivery as a priority area for their organisations. The action engaged approx. 2,60,274 rural citizens overall and created a network of local 107 CSOs / NGOs with the action objectives and action for replication and implementation on the ground.

The project has deployed digital tools, applications, content and resources to strengthen last mile community-based access and delivery of public schemes information, linkages and ensuring final benefits. Apart from the community centres (Soocha Seva Kendras) equipped with digital facilities for schemes linkages, application and support, the project created a mobile App (MeraApp) (http://meraapp.in/) with schemes information, mapping linkages and grievance redress by the community intermediaries (Soochna Sevak / Sevika and Soochnapreneur). The App, with 679 public schemes (as on December 31, 2018) of the five project district States (Bihar, Jharkhand, Madhya Pradesh, Rajasthan and Uttarakhand) and Central government schemes in local Hindi language, also helped in better information, data management of potential and existing beneficiaries and enormously facilitated the project.

The project outcomes and impact in last 5 consecutive implementing years have been positive 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. The action could reach out to more than 65,068 households and 2,60,274 citizens directly with access and linkages to public schemes information and benefits as envisaged in the original project results. Towards this, the programme has generated a system of schemes monitoring, review, update, validation and roll out at Panchayat level. It has created a methodology in the audit of schemes delivered and utility of schemes and delivery mechanisms. The development of the MeraApp has been instrumental in above by mid of 2017.

In the course of the 5th and final year of the project period, the project has achieved key outputs and outcomes as per the project original objectives, milestones and results achieved. The role of the project team, the role of 225 dedicated project fellows (Soochha Seva Fellows of
the Soochna Seva Project and Soochnapreneurs from the Qualcomm co-funded project) has been instrumental in reaching out to the identified groups and communities on the ground. The timely role and support of the EU project resource persons, their field visits to sites; the ROM visits have been key elements in adding timely inputs, suggestions and critical observations to the action.

By the end of 2017, the action could emerge out with the SoochnaSeva Framework (SSF) as envisaged in the final contract. The SSF model emerged from the ground actions and activities by capturing key processes, systems, methods and mechanisms as a community-based framework in dealing with last mile need for access and delivery of information and entitlement benefits on public schemes and welfare programmes.

By mid-2018, the Soochna Seva action has expanded its reach. The Soochna Seva Framework has been extended in new geographies and with new rural information change agents (Soochnapreneurs). The action has reached to 9 new districts with new grant partners and CSOs/NGOs in 9 States by the end of 2018. In an interesting aspect of project consolidation and sustainability, the action has created a network of Information Entrepreneurs (Soochnapreneurs) out of project fellows in each district with independently running and managing the community facility centres and work closely with local authorities and communities on schemes and entitlements. Another effort initiated is to work on the concept of ‘Information Cooperative’ as a community-owned and based cooperative model in information, content and services management and deal with the needs for public schemes information and entitlement benefits.

The project has enabled to forge and explore new collaboration and partnerships by now in strengthening the information and entitlement space as a core governance area that necessitates working in tandem and with authorities to strengthen last mile access and delivery. Based on the action vision, focus, impact and priority, it has been able to generate additional resources/grant to work in new geographies by the Organisation. In fact, the action has been able to generate a part of the co-funding requirement for the action during the project period.

By now, the project has also brought in key learning and lessons from the ground. And this has been very relevant and provided much required experiential learning to further strengthen the programmatic area of Governance and Entitlement within Digital Empowerment Foundation (DEF) and also creating a network of development agencies in rural India to work for the same.
The action has also bolstered to strengthen the ‘Jan Soochna’ platform (https://jansoochna.org/) as an EU funded collaborative platform with information, knowledge and experience sharing of the 14 major EU partners that were selected to work in 2013 in improving access to public schemes information and entitlements.

The project visibility and promotion has taken place during project period through conferences, seminars, workshops and as highlighted in print and online medium, and platforms, including project websites https://soochnaseva.org/ and additional sites including http://soochnapreneur.in/en/, http://meraapp.in/, https://defindia.org/soochna-seva-5/, https://www.facebook.com/SoochnaSeva/, https://www.facebook.com/SoochnaPreneurDEF/

The project has also helped to undertake documentation of the years of work of the 14 major Indian grantees supported by EU in India, as a part of consolidated learning and experience sharing (DECENTRALISING BENEFITS: Improving Access to Information of Public Schemes, Entitlement Benefits & Grievance Redress), the exercise driven by Digital Empowerment Foundation through research and documentation of the works.

Overall, the action supported by EU has been a great opportunity for the project grant beneficiary, i.e., DEF, in undertaking a critical work on the ground, with enough opportunity to experiment, perform, act and learn and gain enormous knowledge on the subject for further action in coming years. It has been a great institutional benefit for DEF to now dedicate one organisational unit only on Governance and Entitlements as a foundational priority for community empowerment.

Here, DEF seeks to express its sincere thanks, acknowledgment and gratitude to European Union (EU) as the grant authority, for giving a vast opportunity to work in an area that requires further push and impetus to uplift the majority of population from the edge of social and economic alienation, but could be uplifted with right linkages with public schemes and welfare programmes with a priority focus on information access.
2.2. Activities and results

Please list all the activities in line with Annex 1 of the contract since the last interim report if any or during the reporting period

Activity 1: Target Groups Reached during reporting period 2018 directly positively affected by the Action

- The action reached out to 10,866 Households during the reporting period of 2018. These included 43,465 individual beneficiaries, out of the 22,822 were males and 20,643 were females’ direct beneficiaries.
- During this period, the action reached out to 43,465 beneficiaries with access to public schemes information and support. It enabled 43,465 beneficiaries to apply for one or more than one public schemes. It finally enabled 27,277 beneficiaries to receive final entitlement benefits in one or more than one public scheme. It enabled 9458 beneficiaries to register for grievances in entitlement related issues, and finally, 1596 beneficiaries got their grievances redressed.
- The action reached out to the above target groups and beneficiaries through information awareness on schemes, facilitation services, linkage support, engaging services delivery stakeholders like PRIs, through 50 Soochna Sevak Kendras (Information Services Centers) at block and household levels, the 5 Soochna Vans (Information Vans), the Community Information and Entitlement App (MeraApp), and with the support of the Soochna Sevaks / Sevikas/ Soochnapreneurs (Information Fellows) at community level.
- The above target groups and beneficiaries were reached out in key areas of education, health, livelihood, employment, financial inclusion and social security. The target groups that benefitted from the action including 20,643 women and 22,822 men; Below the Poverty Line (BPL) families, 9,608 Schedule Caste (ST) and 8,306 Schedule Tribe (ST) Communities, 19,880 Other Backward Class (OBC), Person with Disabilities (PwDs), 2,497 minorities and 266 Socially and Educationally Backward Classes. The target groups were from 25 Development Blocks and 125 Panchayats from 5 project districts (West Champaran in Bihar; Guna in Madhya Pradesh, Ranchi in Jharkhand, Tehri Garhwal in Uttarakhand, and Barmer in Rajasthan).
- The target groups were engaged through more than 80 Yojana Camps (Scheme Camps), more than 84 Awareness camps and more than 25 community mobilization activities.
**Activity 2: Formulation of Soochna Seva Framework (A Community Based Information Entitlement Access & Delivery Framework)**

- The action since 2014 has helped to evolve out a Soochna Seva Framework (A Community based Information Entitlement Access & Delivery Framework) by end of 2017 and further established by mid-2018 (project final year).
- The SSK Framework evolved out of years of intervention on the ground with EU grant support since 2014 and it involved collation of ground-level observations, experiences, learning, processes and mechanisms on the ground with varied results, outputs, outcome and impact.
- The SSK Framework evolved as a low-cost community-based mechanism owned by the community and that can be scaled up and replicated.
- By the end of 2018 project period, the SSK framework has been replicated and scaled up in 9 new geographies and with 16 new development partners.

**Activity 3: Scheme App (MeraApp) cum Soochna Seva Call Centre (Phone Saathi) Activity**

- Access to Information on public schemes, regular updates on schemes, schemes content in a readable format, all relevant guidelines and documents and registering grievance is still the last mile challenge. The advent of digital technology and solutions can effectively handle this.
- Partners as per agreement did not materialize and got cancelled. The same was taken on record by **EU wide Addendum no.2 dated 4 August 2017**. The beneficiary entered into co-funding agreement with Qualcomm (a co-funding partner of the EU funded SoochnaSeva project) to create the “MeraApp”: a mobile application on government schemes information access and linkage.
- MeraApp services have been on the ground and were extensively used during 2018 project period in all project 5 districts locations covering 5 districts, 25 blocks and 139 Panchayat locations. Please visit [http://meraapp.in/](http://meraapp.in/)
- By December 2018, the App could deliver 679 public schemes in English and Hindi languages, out of which 98 numbers were Central Government schemes and 581 State Government Schemes of 5 States of project districts.
- At the end of the project period, MeraApp reached out to 43,465 beneficiaries across 5 districts.

**Services offered through the MeraApp:**

- Information about government schemes and entitlements.
- Mapping of potential and existing beneficiaries with various criteria and linking with schemes.
- Registration of grievances related to any issues in getting/receiving entitlements.
- Call facility by the MeraApp user intermediaries to facilitate query and linkages.
- Guidelines and documents on schemes in the most possible easy and local language.
• Provisions to apply, register, track beneficiary and stages of the application submitted.
• Data management and governance related to beneficiaries.
• Community audit facility on government schemes.
• Entitlement survey tools.

**Activity 4: Training and Capacity Building**

• The final year also undertook several training and capacity building activities. Workshops were organized for Panchayat representatives, community, NGO/CSO representatives on why and how to deal with improving access to information of public schemes and entitlement benefits at the community level.
• A total of 6 such Training and Capacity Building (TCB) workshops and sessions were held
• The focus of the TCB programme was on – Need for Access to Information of public schemes, How to deal with access challenge; how and why to deal with entitlement linkages effectively; the role played by representatives in different capacities; use of ICT / digital solutions and means to deal with this challenge.

**Activity 5: Visibility Event and Activities**

• The final year of the project saw organizing 5 State level visibility events pertaining to the subject of information on public schemes and entitlement benefits with State level NGOs/CSOs who are working or shall be keen to work in the subject of schemes and entitlement.
• The five State level NGO/CSO visibility events were organized in Tehri Garhwal (Uttarakhand), Ranchi (Jharkhand), West Champaran (Bihar), Guna (Madhya Pradesh), and Jodhpur (Rajasthan).
• The topics for the events were kept same for all locations – “Yojana Se Labh Tak (From Schemes to Entitlements): Role of NGOs/CSOs as Frontline Service Delivery Agency”.
• The issues for deliberation included – Status of Schemes and Entitlements; Scope and Challenges in Access & Delivery of Schemes; Role of NGOs / CSOs in Access and Delivery of Schemes; Dealing with Grievance Redress; and Scope to implement the Soochna Seva Framework by Grassroots CSOs/ NGOs.
• The events were held in the month of December 2018 in all five District / States more as a consolidated event, build and create a network of grassroots CSOs/ NGOs; advocated with these agencies for further wider advocacy with authorities and stakeholders; demonstrate and showcase the Soochna Seva Framework and the MeraApp (Community Information and Schemes App) for relevance to the NGOs/CSOs; and knowledge products sharing and transfer with these agencies.
• A total of 107 numbers of NGOs/CSOs were part of these five District / State level visibility and promotion events on schemes and entitlements.
• Post event partnership and collaboration took place with 30 of these agencies to work on the Soochna Seva Framework in areas of operations of these NGOs/CSOs. The MeraApp login access and facility were provided to these NGOs/CSOs by now.
• Reports of the events were prepared for knowledge sharing and exchange and uploaded in project and organizational website.

**Activity 6: Project Publication, Studies & Research Activities undertaken as an integral part of the Action**

• During this period the action undertook the process of publication of cases/stories of the EU supported action by the fourteen (14) partner agencies with multiple pages/leaves of the stories from each partner as a consolidated learning experience and sharing.
• The title of the publication activity has been - **DECENTRALISING BENEFITS: Improving Access to Information of Public Schemes, Entitlement Benefits & Grievance Redress**
• The publication of these case stories in the form of independent stories of changes, impact, learning and sustainability of the EU project partners have covered issues like - Poverty, Backwardness, and Improving Access to Information of Public Schemes, Entitlements & Benefits; Increasing Access to information on public schemes: A Case Study of strategizing people’s capacities in the backward districts of India; Enhancing Access to Public Services: The Interweaving Civic Engagement and Responsive Local Governance Initiative in the States of Madhya Pradesh and Jharkhand; Building Spaces for Mainstreaming Service Delivery Reach for AIDS-Affected Families, Female Sex Workers, Sexual/Gender Minorities, and Injecting Drug Users: The Svavritti Project Initiative; Improving Public Program Delivery Reaching the Last Mile: The ‘Strengthening Inclusive Civic Leadership for Social Accountability and Effective Delivery of Public Programs’ Initiative in the backward regions of Gujarat and Rajasthan; Community mobilization and people’s participation in the governance process: The ‘Reducing Poverty through Good Governance’ initiative in Jharkhand; Improving Access to Public Schemes Information, Entitlements, and Grievance Redress in backward districts of India: The SoochnaSeva Integrated ICT Approach to Access and Empowerment Initiative; and others
• Research activity and studies were conducted on above with analysis of primary and secondary data of case studies and work on the ground. Research activities were undertaken to analyse the cases and make those ready for publication and printing.
• The research and study were also conducted on the need for a comprehensive Training and Capacity building programme for frontline schemes delivery agencies and frontline workers and authorities including PRIs, NGOs/CSOs, Health agencies, and others. The focus was on bringing out a research-based toolkit titled – “**E-Samarthya (ENTITLEMENT): A professional development program for Public Schemes information, entitlement & citizen service delivery agencies, information entrepreneurs who work with communities, households and citizens in delivery of**
information, entitlement, Grievance Redress, and work for citizen / public service Needs & Access and Delivery.

- Research-based assessment was carried out to independently analyse the project impact and relevance of the Soochna Seva Project, supported under the EU grant.

2.3. Activities that have not taken place

Please outline any activity and/or publications foreseen in the contract that has not taken place: explaining the reasons for these

- The project journey was initiated in January 2014 and ended on December 31, 2018. During these five years of journey, the project could achieve all of its major activities towards pursuing its objectives. It could achieve the overall goal of working on an alternative community-based mechanism to deal with the constant need for last mile access and delivery of public schemes information, entitlement linkages and enabling final benefits to the target groups and communities and beyond.
- At the end of the project period, most of the project activities as planned and designed were carried out and completed. With due support and cooperation from the EU India office and EU project coordinator, all these activities could be completed key results achieved as per the project log frame.
- However, there was one conference that could not be organized out due to project priorities and time constraint in other areas. Similarly, 1-2 more visibility events as planned could not be carried out in the 5th year of the project. In any case, the overall project objectives or result areas were not affected due to non-conduction of these visibility and conference activities.

2.4. What is your assessment of the results of the Action? Include observations on the performance and the achievement of outputs, outcomes, impact and risks in relation to specific and overall objectives, and whether the Action has had any unforeseen positive or negative results. (Please quantify where possible; refer to Log frame Indicators).

- The assessment of the results of the action is positive and encouraging. The action worked in a subject in India that has been a less priority in the list of development and public services delivery scheme of things, be it at the level of the public services delivery authorities and agencies or at development and civil society level. Prior to the initiation of the action in India, there has been no such dedicated focus and investment to work in the missing gaps of public schemes access and delivery, more so at information dissemination and linkages level, that has been one major stumbling block to ensure social and economic justice through public schemes and welfare programmes.
• Strongly assuming that ‘Information Poverty’ is the core to addressing larger social and economic alienation and marginalization of the majority of vulnerable groups and communities, the last mile easy, reliable, timely and affordable access to public schemes information and necessary support to avail benefits holds the key factor in empowerment, poverty reduction and development of these groups and communities.

• The action implemented by Digital Empowerment Foundation (DEF), supported by EU, could achieve key results including outcome, output and impact in key activities towards empowerment in the public schemes and entitlement space.

Key Outputs Achieved

• The project could reach out to **65,068 households overall during 2014-2018 covering and linking 2,60,274 numbers of total beneficiaries in all target five districts**, covering 25 Blocks and 139 Panchayats in India. It could facilitate in setting up and running 25 Block Level **Soochna Seva Kendras (SSKs) / Information Service Centers** at Panchayat / Village level equipped with sound Information Communication Technology (ICT) / digital infrastructure, tools, platforms with Internet access to facilitate schemes information and linkages for local communities.

• The action could facilitate setting up and running another set of 785 numbers of SSKs in Panchayat offices and at beneficiary homes facilitate access to information and linkages on public schemes. The SSKs as community facilitation points provided continuous access to critical information resources, services and final entitlements on education, health, employment, livelihood and financial inclusion and social security government schemes to target groups and beneficiaries in selected 139 Panchayats and 25 Blocks in five backward districts through project intervention.

• It could identify, train and empower a set of **225 Soochna Sevaks / Sevikas / Soochnapreneurs** (Information Fellows) directly from the community to facilitate information access on public schemes and provide linkages to schemes and entitlement benefits through the SoochnaSeva Kendras (SSKs) and through Panchayat and Block offices. These fellows could reach out to more than 65,068 households during project period and engage target groups and beneficiaries through house to house enrollment, campaigns, scheme camps and services through traditional tools and mechanisms as well as digital tools, call centre and mobile App on schemes (MeraApp) and Soochna Van (Information Vans) as mobile units.

• The action could help to operate and run five (5) **SOOCHNA VANS** (Information Vans) as mobile access and delivery points in 5 districts during project period as managed by the Soochna Sevaks / Sevikas / Soochnapreneurs / Information fellows.

• The action could work on building capacities of frontline scheme services delivery agencies and institutions like Panchayats, NGOs/CSOs, Anganwadis, and Health Centers and engage PRI representatives, members, staff, NGO/CSO representatives through the ‘**e-Samarthya** (Enabling Entitlement)’ Training and Capacity Building (TCB) programme developed for the
purpose. The project could reach out to 500 such representatives from these agencies in building their capacities and understanding to improving access to public schemes information and entitlement linkages with due process, mechanisms, strategies, techniques, and systems being in place.

- The action could develop and deploy on ground a dedicated android mobile App (MeraApp) only on public schemes information and content in local language with more than 679 Central government and State government schemes information content and updates. With the assistance of the MeraApp (Scheme App), the Soochna Sevaks / Sevikas / Soochnapreneurs could provide last mile access to information in public schemes, map potential beneficiaries with various social and economic criteria and provide linkages to schemes and ensure final benefits. The App is being hosted at [http://meraapp.in/](http://meraapp.in/) and downloadable from Google store[^5]. The App was developed with co-funding support of Qualcomm Inc. MeraApp has provisions to map beneficiaries, link beneficiaries with schemes, record real time data and information, conduct schemes / entitlement survey, call facility, capturing and registering grievances and provide support to agencies and authorities to link with communities effectively.

- The action could develop key knowledge products. These include brochures, leaflets, booklet, e-Samarthya training kit on schemes linkages and entitlement; one research based case stories of Decentralising Benefits from EU funded grant partners including Digital Empowerment Foundation (DEF), and Lavarthi Card (Beneficiary Card).

- By early 2018, the action could emerge out with a Soochna Seva Framework (SSF), a community based model / approach to deal with last mile access and delivery of public schemes information, facilitation, linkages and enabling final benefits. The SSF framework, as envisaged in the contract, by end of 2018, could be replicated in other new geographies and locations with new programme and fund partners. The framework involved design, implementation, structure, systems, processes and mechanisms of last mile access and delivery of public schemes information, linkages and enabling final benefits and grievance redress. The framework evolved as a process documentation of 5 years of work at every major step.

- The action also helped in evolving out a low cost mechanism for replication and up-scaling of the SoochnaSeva Framework with centers, services and facilities for local communities powered by low cost digital support. The action helped to advocate and raise additional funds and replicate the SSF with new partners and stakeholders.

- The action helped to organize 5 state level NGO/CSO consultation / visibility event in project districts in the 5th year on the theme “Yojana se Labh Tak (From Schemes to Benefits): Role of NGOs/CSOs as Frontline Services Delivery Agencies”. The events helped to reach out to more than 100 NGOs/CSOs in all five locations and deliberate, discuss, share and exchange knowledge, issues, ideas and examples on scope, ways and challenges to deal with improving access to public schemes information and entitlements.

• The action could work and support at Rajasthan State level towards a Draft Accountability Bill to deal with schemes, entitlements and accountability of public authorities in the State. The action’s support was evident in the development of Janta Information System (JIS) / Public Information System, in enabling 3-5 key departments of the State to deal with access to information on schemes, benefits for more transparency and accountability including Silicosis Grant Disbursement department of Rajasthan.

**Key Outcomes Achieved**

• The action could reach out to target groups and last mile beneficiaries at Village / Panchayat level linking groups and beneficiaries with public schemes information, entitlements and benefits.

• The action could demonstrate an information entitlement framework and provide an alternative community based mechanism and platform to address needs of public schemes information and entitlement benefits.

• The action could engage stakeholders, local communities and mobilize on the subject of access to information on public schemes and entitlement benefits.

• The action could engage local communities, information fellows, representatives from PRIs, local services agencies, authorities, NGOs/CSOs and build their capacities on why and how to deal with issues of access to information on public schemes and entitlement linkages.

**Key Impacts Realized**

• The action helped to reach out to target groups and communities and link them with public schemes information and entitlement benefits.

• The action could address poverty reduction, exclusion, inequity and vulnerability through schemes information and entitlement benefit linkages.

• Target groups, communities more sensitized and aware of public schemes and its availing processes and mechanisms.

• Public schemes delivery agencies sensitized and aware of the why and how to deal with issues of public schemes information and entitlement benefits.

• More corporate and civil society organizations engaged and involved to work on improving access to public schemes information in backward and remote villages, communities and Panchayats in India.

**Key Risk Factors Faced and Overcome**

• There were risks involved as a development agency and practitioner to engage service delivery agencies and authorities concerned to address schemes and entitlement needs towards reduction of poverty, social exclusion and inequity of marginalized groups through information empowerment.
• There was risk in antagonizing and confronting the traditional and established attitude, approach, and ways and means of service agencies and authorities to deal with public schemes information and entitlement access towards entitlement gains. There had been resistance and rigidity in discussing and ideating new ways and means to strengthen public schemes information management, dissemination and entitlement linkages and strengthening good governance practice by local administration;

• The sustainability of a community-based mechanism in last mile improving access to public schemes information and entitlement linkages has its own risks of management, sustaining and providing desired services to communities and target groups at their doorsteps towards informed choices, decisions and entitlement benefits;

• There were risks in the form of gaps or channels in sharing, exchanging and adapting the whole or few aspects of a community based integrated public scheme information management framework and develop a citizen engagement and entitlement mechanism in public scheme administering process and its outcome and bridge administration-citizen network deficits.

Unforeseen Positive or Negative Results of the Action

• The action has helped to integrate the project framework with key other corporate and civil society stakeholders in new geographies and locations.

• The action has generated new interests and willingness in grassroots civil society organizations and NGOs to work in the area of public schemes access and entitlements.

• The action has triggered to work information and creation of ‘Information Cooperative’ as a community member based information network to deal with needs and services around public schemes information, facilitation, services and such other activities by the community.

• The action has the opportunity to provide knowledge and technical support to the ongoing efforts in Rajasthan in public grievance redress, Janta (Public) Information System for information transparency and accountability on schemes, entitlements and benefits, Draft public accountability bill.

• The action has generated an antagonistic feelings in some middle men at community level as the project delivered information and entitlement services at no cost or at very marginal cost in printing and processing, whereas the middlemen used to charge hefty sums from commoners to provide schemes benefits.

2.5. What has been the outcome on both the final beneficiaries &/or target group (if different) and the situation in the target country or target region which the Action addressed?
**Outcome on Final Beneficiaries / Target Group**

- The action reached out to desired and targeted groups and end beneficiaries in all project backward Districts in five States, 25 Blocks and Panchayat locations, linking target groups with public schemes information and entitlement linkages and final benefits.
- The action reached out to women, Schedule Caste, Schedule Tribes, OBCs, and Minorities as final beneficiaries benefitting from the action in all project locations.
- The final beneficiaries were benefitted with public schemes information and benefits in education, health, livelihood, social security, financial inclusion and employment.
- The action could reach out to the final beneficiaries with door to door, nearby last mile access and provisions to avail scheme information and facilitate in receiving final benefits from authorities and agencies.
- Making communities information aware and sensitized about schemes and entitlement linkages and processes have been part of this overall outcome.

**Outcome / Situation in Target Country / Region**

- In the project Districts, Blocks and Panchayats there has been greater awareness and sensitisation in the community about schemes, processes, application, submission and ways and means to apply and get the benefit.
- The local community, target groups in and around the 125 Panchayats, 25 Blocks having a better community facility, mechanism to address information needs, entitlement linkages and such other services.
- There has been a greater level of engagement, interaction and understanding in the district block, Panchayat representatives, staff and members of front line service delivery agencies including NGOs / CSOs.
- In the States like Rajasthan and Bihar (where the action was undertaken in one district each) the action has engaged with state-level agencies and authorities to deal with wider issues in grievance redress, accountability and transparency in information sharing.

2.6. **Please list all materials (and no. of copies) produced during the Action on whatever format (please enclose a copy of each item, except if you have already done so in the past).**

Please state how the items produced are being distributed and to whom.

- The Action involved producing a case study material with multiple pages/leaves per story for publication and distribution. The material in the form of a book (titled: *Decentralizing Benefits*) involves case studies of all the 14 EU India grant partners and their works since 2014 in India including that of Digital Empowerment Foundation under the Restricted Call for Proposals 2012 for Civil Society Organizations in Development on ‘Improving Access to Information of Public Schemes in Backward Districts in India”, under which grants were provided to selected 14 grantees in 2013-2014 including DEF. A total of 200 hard copies are
being printed, published and distributed to key stakeholders. The 200 hard copies and another 300 soft copies are being distributed to government agencies, departments, Ministries, civil society organizations, academic institutions that are involved and have a stake in public services delivery, public schemes delivery and governance of services.

- The action also involved final project evaluation of the Soochna Seva Project funded by EU as contracting authority. The final evaluation is being done and completed of the 5 years of project intervention by a third party independent neutral agency, hired for the purpose as per EU contract guidelines. A total of 100 copies spiral bound and 200 soft copies are being designed, printed and distributed to EU, public agencies and departments, EU grantee partners and other national and international development agencies and academic institutions related to governance, public policy and public administration and others.

- The action has involved in bringing out a research based training and capacity building material titled “e-Samarthya (Enabling Entitlement), for staff, workers and resource persons involved in last mile delivery of schemes and services including PRIs, NGOs/CSOs and others. A total of 500 soft copies of the kit are being produced for sharing and using.

- The action also involved producing and printing information collateral on the MeraApp (mobile App on government schemes).

2.7. Please list all contracts (works, supplies, services) above 10.000€ awarded for the implementation of the action since the last interim report if any or during the reporting period, giving for each contract the amount, the award procedure followed and the name of the contractor.

Not Applicable

2.8. Describe if the Action will continue after the support from the European Union has ended. Are there any follow up activities envisaged? What will ensure the sustainability of the Action?

- The action is being continued and will continue after the support from the European Union has ended. The community facilitation centers (SoochnaSeva Kendras) continues to run and function independently by the community youth (Information fellows) in all project locations, the fellows converted into Information Entrepreneurs (Soochnapreneurs). The Soochnapreneurs are providing information, facilitation, digital and other online offline services to local community at low cost affordable rates. Further, the Soochnapreneurs have taken affiliation of Common Services Centre (CSC); a government of India supported and promoted rural ICT based service entrepreneurship (https://www.csc.gov.in/), and providing various Government to Citizen (G2C) and Business to Citizen (B2C) services.
There has been and will be regular follow up of above in terms of information provided, beneficiaries applied, registered and linked to schemes and entitlements through the MeraApp (the Community Information and Entitlement App) created under EU grant and co-funding support. The App is providing real time update of data, registration, and services offered and delivered especially schemes linked and benefit ensured to beneficiaries.

The above activities will sustain the action. Further, DEF is working on the concept of ‘Information Cooperative’ as a community information network to deal with above needs and services. Once established at the earliest, this will help and strengthen the sustainability of the action further.

2.9. **Explain how the Action has mainstreamed cross-cutting issues such as promotion of human rights", gender equality', democracy, good governance, children's rights and indigenous peoples, environmental sustainability" and combating HIV/AIDS (if there is a strong prevalence in the target country/region).**

- The action has worked within the framework of human rights in terms of empowering target groups and communities with social and economic opportunities as their entitlement rights as given under the Constitutional framework and Directive Principles of State Policy.
- The action has focused on gender equality and empowerment and approximately 40% of total project beneficiaries are women.
- The action focused on a bottom up, democratic, decentralized access and delivery framework at community level for social and economic empowerment through scheme and entitlement linkages.
- The action worked within the framework of protection and promotion of child rights including scheme linkages for mother and child related health benefits. It respected the rights of indigenous people and their right to social and economic benefits under various provisions of law and the Constitution.
- The action worked within the realm of protecting and preserving environment and without harming its sustainability with any kind of wastes or actions out of the project.

2.10. **How and by whom have the activities been monitored / evaluated? Please summarize the results of the feedback received, including from the beneficiaries.**

- The activities of the action were being monitored internally with regular and timely reports including annual reports. Further, the action was being tracked and monitored by the MeraApp (mobile App) in terms of reaching out to the target groups and beneficiaries and their linkages with public schemes information and entitlement benefits.
- Further, the action has being externally evaluated by a third party agency, IPSOS Research Private Ltd. The final project evaluation has brought out key result elements out of the action intervention and activities.
**Project Evaluation Summary**

i. The SoochnaSeva action was a programme initiative of the Digital Empowerment Foundation (DEF) with the support of the European Union. The programme, since January, 2014, spread over the sixty-month duration, till December 2018, was implemented across India’s five backward districts in five States, covering 25 Blocks and 139 Panchayats.

ii. The SoochnaSeva programme was designed to evolve as the last mile community based government schemes and entitlement access and delivery programme, covering six critical areas in education, health, livelihood, employment, financial inclusion, and Social Security. The project was implemented with an Information Communication Technology (ICT) based bottom-up and decentralized ‘Information Service Model’ with local youth as change agents in the process to reach out and benefit the community.

iii. In this entire process, the focus was on the access to schemes information, understanding the availing process, submission of entitlement demand /application and enabling the final benefits of schemes for the beneficiaries.

iv. The project had been a need based programme. The lack of last mile access of public schemes information and linkages to final entitlement benefits is still a major challenge in India. The rural community still does not have the easy and reliable access to schemes information and benefits due to variety of factors. The project helped to create and provide alternative mechanisms to local communities towards access and delivery of entitlements which has been a difficult proposition for public authorities and services agencies.

v. With the technology-based framework including a dedicated mobile application to map and enroll beneficiaries and provide citizen friendly schemes information and processes, the programme helped to reach out to over 65,068 households and 2,60,274 beneficiaries over five years including beneficiaries from Schedule Caste, Schedule Tribe, Minorities and other vulnerable socio-economic groups and communities.

vi. Engaging the local government authorities, enrolling the community in the grievance application and redress process, building the capacity of community and local services delivery agencies and institutions and scaling up the framework with other development agencies have been other highlights of the programme.

vii. The project helped to reach a wider section of community end beneficiaries with various community mobilization and engagement methods and strategies, and especially through over 50 physical SoochnaSeva Kendras (SSKs) or Information Service Centers equipped with digital assets and connectivity, five Soochna Van (Information Van), one dedicated android Mobile App on schemes (MeraApp), and community based 225
Soochna Sevak / Sevikas/ Fellows / Soochnapreneurs (Information Fellows / Facilitators) for outreach and engagement.

viii. This action having co-funding support from Qualcomm Incorporated to the project in 4 districts in 4 States, excluding Tehri Garhwal in Uttarkhand. This co-funding support was critical to reach out to more number of final end beneficiaries and target groups as well as developing and deploying the unique mobile App (MeraApp) only on public schemes (first of its kind in multiple language).

ix. Community mobilization was a key activity component carried through appropriate mechanisms and methods like Yojana Camps (Scheme camps) at village / Panchayat level, Awareness camps and door to door campaigns to make community informed, aware and sensitized on public schemes, link potential beneficiaries ,and address grievances related to schemes.

x. The project helped to address poverty, marginalization and exclusion of marginalised groups and communities during the project period by linking 65,068 poor households with access to public schemes and benefits.

xi. The project had provided the community with easy and reliable access via facilitation centers / points to get public schemes information, documentation services, and follow up services resulting into availing the final benefits. The project had provided inclusive, democratic and participative space for the community to get information on schemes and all such necessary details and benefits.

xii. The project helped to create and develop a SoochnaSeva Framework (SSF) as a model for replication and scale up in existing geography and in new territories. Positively, the project helped to reach out to local civil society organizations / NGOs to adopt and replicate the model in their geography of jurisdictions. In fact, the MeraApp have reached out to new working partners on ground by end of December 2018. The model and the entitlement integration work has been happening in DEF’s other programmes including its newly launched SMART Village project.

xiii. The MeraApp android mobile application developed and implemented had been a great intervention through which the project got further strengthened and streamlined in reaching out to final beneficiaries. The application could be seen effective in data collection and mapping of beneficiaries, providing information on schemes, data management and tracking of beneficiaries and the works of the fellows / Soochnapreneurs.

xiv. Another positive development of the project had been able to engage local Panchayat and Block level offices and representatives to provide information and services related to public schemes information and entitlement linkages.

xv. The project had few weak areas that could or would have been addressed in a more effective way. One, Capacity building of community could have been much effective and
better with a different approach and mechanism i.e. using of ICT tools to train and skill the community. Two, there have been less specific training and skill programme for the fellows and staff. Three, the SoochnaSeva mobile units (the Soochna Vans) could have been better and effectively utilized with a structured programme and approach. Four, the project could have more female staff or fellows at district, block and Panchayat levels to ensure wider inclusions of women and other community beneficiaries under the project. Five, a sustained and integrated way of engaging the local community to have more role and responsibilities of local people. Six, institutional strengthening of local service delivery agencies could have been designed and implemented in a better way to make these institutions more effective and responsive to the needs of the community.

2.11. What has your organization / partner learned from the Action and how has this learning been utilized and disseminated?

- The organization (Digital Empowerment Foundation – DEF) has learnt quite few valuable lessons from the action. One, it has learnt well that the subject and issue of access to public schemes information and entitlement linkages and benefits for the vast majority in India is a real time and continuous development, empowerment and governance challenge. Two, it has learnt that there is continuous and further need at wider level to work on this issue that has wider social and economic empowerment elements involved with access to rights, equality and justice. Three, it has learnt that community based approach and methodology of access to schemes information and entitlement linkages works and requires to be considered strongly. Four, it has learnt that ICTs and digital solutions can be a great facilitator in information dissemination and linkages to schemes and entitlements last mile. Five, it has learnt that public authorities and departments should devote more time on this issue with revisiting new ideas, methods, approaches and techniques to reach out to vulnerable groups and communities with schemes and welfare programme benefits in real time, space and in transparent and trust worthy manner. Six, it has learnt that the public schemes delivery agencies need to be more adaptive and receptive with their approaches and reach to the communities.

- The learning has been utilized to consolidate the action as well as scale up and replicate the Soochna Seva Framework to new geographies and locations with new partner agencies. It has been used to advocate with relevant agencies and authorities in training and capacity building of front line services delivery agencies and its workers and others.
3. PARTNERS AND OTHER CO-OPERATION

3.1. How do you assess the relationship between the formal partners of this Action (i.e. those partners which have signed a partnership statement)? Please provide specific information for each partner organization.

- The action identified 3 civil society partners for implementation. However, the partnership could not be carried out due to reasons, shared and updated with EU at the beginning of the project period itself. Due to the commitment and interest issues, as well as the internal board of management issues within the partner organizations to associate and partner with the EU funded project, the formal partnership with these partners could not be carried further.

- The action had co-funding partnership with Qualcomm Incorporated as co-funding partner to the project in 4 districts (out of 5 districts) covering 20 blocks and 100 Panchayats during October 2017 – June 2018. The project’s objectives and result areas were of interest for the co-funding partner that showed interest and willingness to co-fund the project and become part of this EU funded mainstreaming project empowering communities with access to public schemes information and entitlements.

- This co-funding support helped to reach out to new areas, communities, beneficiaries and households. Moreover, the co-funding support has helped to develop, implement and roll out MeraApp (Android-based mobile app on government schemes) and which became one of the key accelerating factors in strengthening and enlarging the project on the ground.

3.2. Is the partnership to continue? If so, how? If not, why?

- The partnership between DEF and Qualcomm is being continued and strengthened in existing project districts and in additional districts in India.

- The MeraApp application is being added with new features in – schemes mapping with beneficiaries, schemes audit at the community level, scheme based entitlement survey and grievance collection related to schemes and entitlements.

3.3. How would you assess the relationship between your organization and State authorities in the Action countries? How has this relationship affected the Action?

- The relationship between the organization and the State authorities has been a mixed one. There have been positive and not so positive responses in the 5 States of the active intervention.

- In Rajasthan, the organization along with other stakeholders engaged the State departments like Health, Silicosis and Public Distribution System, to improve access to information of department services, and entitlements mapped and delivered in real time. The organization along with key other stakeholders have been working with Rajasthan...
government departments to create and develop Janta Information System (Public Information System) as a people centric online window to access real time information and data of beneficiaries. The organization has been part of the regular Digital Dialogues on inter-departmental aspects of schemes and entitlements and improving access to information and entitlements.

- In Bihar, related to the SoochnaSeva project, several rounds of consultation and discussions were held with State Panchayat Department in Patna office. These discussions were aimed at strengthening Panchayat level access of public schemes information and better entitlement services delivery. In Guna in Madhya Pradesh, the district administration was involved in camps and community mobilization meets and this helped to get better support from the administration in reaching out to households and beneficiaries.

- In Tehri Garhwal in Uttarakhand, the district administration was engaged closely in various project related activities and this helped to have extended support to realize the project objectives. In Ranchi, Jharkhand, the Birsa Agriculture University and State government run STATE AGRICULTURAL MANAGEMENT & EXTENSION TRAINING INSTITUTE (SAMETI) has come forward to work with DEF on providing agriculture specific information and services for the farming community.

3.4. Where applicable, describe your relationship with any other organizations involved in implementing the Action:

- Associate(s) (if any)
- Sub-contractor(s)  (if any)
- Final Beneficiaries and Target groups
- Other third parties involved (including other donors, other government agencies or local government units, NGOs, etc): The action has involved the support of co-funding agency in Qualcomm\textsuperscript{6} that supported the project objectives and result areas. It supported the action activities in four out of five districts of intervention.

3.5. Where applicable, outline any links and synergies you have developed with other actions.

- The action has developed synergy and linkages with other actions within the organization and externally. The SoochnaSeva Framework of the action has been scaled up and replicated in new geographies with new donors and partners. It has been integrated with the SMARTPUR Programme initiative (http://smartpur.in/) of the organization as an Integrated Village Development Programme of the organization in recent months. It has established great synergy with the wider Soochnapreneur (Information Entrepreneur) programme of the organization (http://soochnapreneur.in/) implemented with donor

\textsuperscript{6} Qualcomm Incorporated is a world leader in 3G and next-generation mobile technologies.
support to reach out and serve public schemes information and entitlement benefits and services. It has been aligned with the organization’s Integrated Public Library Development (IPLD) programme implemented with other partners and authorities in States like Telangana.

- It has developed synergy with ongoing Digital Dialogue, Janta (Public) Information System and The Draft Rajasthan Bhagidari, Jawaab dehi aur Samajik Annekshan Bill (Accountability Bill) 2018.

3.6. If your organization has received previous EU grants in view of strengthening the same target group, in how far has this Action been able to build upon/complement the previous one(s)? (List all previous relevant EU grants).

3.7. How do you evaluate co-operation with the services of the Contracting Authority?
- The organization has and had a wonderful and very congenial cooperation and support from the services of the Contracting Authority (EU).
- It has received timely knowledge, technical, grant support and regular advises and inputs to make the action better and stronger to benefit the wider community.
- It has received a very nurturing, handholding and accelerating support from EU in strengthening the organization’s capacity and strength in addressing the problems in improving access to public schemes information and entitlement benefits in backward regions and districts.
4. VISIBILITY

- **How is the visibility of the EU contribution being ensured in the Action?**
  The visibility of the EU Contribution has and had been ensured in various ways in the Action. One, it has been ensured through five visibility events in 5 States / District during the reporting period, 2018. Two, it has been ensured through regular workshops, training, mobilization and engagement with communities and stakeholders in all project locations. Three, the visibility has been ensured with EU name and logo made visible in reference to supporting from the EU of the activities. Four, the visibility has also been made possible through publication, reports, newsletter, news stories, news coverage and online updates.

- **The European Commission may wish to publicize the results of Actions. Do you have any objection to this report being published on the Europe Aid website? If so, please state your objections here.**
  The organization will have no objection if the European Commission wishes to publicize the results of the actions. It will have no objection to this report being published on the Europe Aid website.

Name of the contact person for the Action: SYED S KAZI

Signature: Location: New Delhi

Date report due: March 31, 2019 Date report sent: May 13, 2019
## ANNEXURE

### 1. LIST OF 25 BLOCKS & 139 PANCHAYATS OF PROJECT INTERVENTION

<table>
<thead>
<tr>
<th>SERIAL NO.</th>
<th>STATE</th>
<th>DISTRICT</th>
<th>BLOCK</th>
<th>PANCHAYATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Uttarakhand</td>
<td>Tehri Garhwal</td>
<td>Chamba</td>
<td>Kainchhoo, Syul, Gunogi Udaykot, Patudi, Than.</td>
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<tr>
<td></td>
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<td>Pratap Nagar</td>
<td>Padiya Kanda, Kotga, Banali, Okhla</td>
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<td>Narendra Nagar</td>
<td>Tilpi, Bhandar gaon, Koti, Sweer, Khankar</td>
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<td>Thauldar</td>
<td>Dabri, Indar, Kaleth, Ramgar, Thauldar</td>
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<td>Jakhnidhar</td>
<td>Gadugaad, Chopda, Nawakot, Koti, Petab</td>
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<td>Bihar</td>
<td>West Champaran</td>
<td>Gaunaha</td>
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<td>Berkhedi, Muradpur, Rampur, Muhal Colony, Silabati</td>
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</tbody>
</table>
2. MEDIA COVERAGE

सरकारी योजनाओं की जानकारी से लाभाविक हुए ग्रामीण

गुणा भास्कर

समग्र स्वच्छता अभियान के तहत स्कूली छात्र-छात्राओं को किया जागरूक
आयोजन प्रिंजपोल आदर्श पंचायत जागरूकता शिविर का आयोजन

गोला। क्षेत्र के निवासियों में समान सैद्धांतिक एवं विशेष ज्ञान का प्रामाण्यता और उनकी अभिव्यक्ति एवं चलावा का समान सैद्धांतिक चरमों में भाग लेना उन्नति करने के लिए स्वतंत्रता एवं मानवाधिकारों के नियमों में से प्रभावित है।

उन्हें स्वतंत्रता एवं मानवाधिकार संदर्भ में लोगों की समस्याओं का समाधान करने के लिए तैयार होना चाहिए। इस शिविर में लोगों को नए जीवन कला और दृष्टिकोण दिखाने के लिए किताबें तथा विद्यालय प्रवेश पत्र व अन्य सामग्री उपलब्ध कराए जाएंगी।
3. ACTION IN IMAGES
राज्य स्तरीय कार्यशाला 12 दिसम्बर को

अग्रसर। डिजिटल एमोजी फॉर्डेशन गण्डी के तत्कालिन में एक विरासत कार्यशाला का गण्डी में एक राज्य स्तरीय कार्य शाला के अवसर पर तिथि दिन को नवंबर को शुरू तय किया गया है। इसकी आयोजन शीर्ष है। डिजिटल एमोजी फॉर्डेशन गण्डी के नवंबर के तत्कालिन में एक राज्य स्तरीय कार्यशाला के अवसर पर तिथि दिन को नवंबर को शुरू तय किया गया है।

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MERAAPP HELPS OVERCOME INFORMATION DARKNESS TO FACILITATE ACCESS AND DELIVERY OF PUBLIC WELFARE SCHEMES AND SERVICES

OBJECTIVES

- Strengthens the information ecosystem in rural communities
- Enable access to government schemes, entitlements & rights
- Introduce new-age window, entrepreneurship among unemployed youth
- Bring forward digital eradication of information darkness
- Promote the larger objective of Digital India

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