

Establishment of Community Information Resource Center (CIRC) and Strengthening the Local Digital Ecosystem



Soochna Adhikar Kendra Progress Report

About Soochna Adhikar Kendra Program

‘Soochna Adhikar Kendra’ is an initiative of TATA POWER and DEF is the implementing partner for the project. We are working in partnership to implement a community-based program which focuses on livelihood, skill development and employability of rural women/youth in information economy while providing public and private information services to rural clients on need-based, relevant, and cost-effective manner.



Selection Parameters of SoochnaPreneur and Soochna Kendra

- Should be between the 21-45 age group
- Should be a matriculate
- Able to read/write/speak and understand regional language and English
- Should be able to apply simple mathematical operations such as addition, subtraction, multiplication, and division
- Willing to teach physical classes and help beneficiaries to avail of various schemes
- Should possess soft verbal-skills and extend a friendly demeanour to the students and people associated with the project.
- Have basic understanding and knowledge of digital devices and their usage
- Preference will be given to widower/divorcee/unmarried older women
- Willing to have her/his own small digital business center and run the center efficiently
- The selection of the Soochna Adhikar Kendra property should be a well-built pakka house, which is not near any water body
- The Soochna Adhikar Kendra measurement should be around 10 x 10 ft
- Soochna Adhikar Kendra will be equipped with 5 laptops, 5 tablets, 2 printers, a projector, a bio-metric device, a START kit, and a STEM kit



List of centers opened with address and details of the SoochnaPreneur's appointed at the respective center:

Center Coordinator Name - Nanhe Raj Kumar Contact No. -9905358110 Center Address - Kushi Harpur Horil, District: Muzaffarpur Pin code- 843109	Center Coordinator Name – Mukesh Kumar Center Coordinator Contact No- 9608399091 Center Address- Deoria East, Muzaffarpur Pin code -843120
Centre coordinator Name- Mukesh Kumar Centre coordinator contact No.-9631302336 Centre Address- Birsinghpur, Kalyanpur, Samastipur Pin Code -848102	Center Coordinator Name- Kanchan Kumari Center Coordinator Contact No- 9608974221 Center Address - Khalilpur, Karja Road No-02 Pin Code – 843106
Center Coordinator Name- Abnish Kumar Diraj Center Coordinator Contact No- 8102076130 Center Address - Bishnupur Bathua, Pusa Samastipur Pin Code -843121	Center Coordinator Name- Arpana Kumari Center Coordinator Contact No:-7321027740 Gram Panchayat: Kharauna Dih Block / Subdivision: Kurhani District: Muzaffarpur, Bihar 843114

SoochnaPreneur Training

- SoochnaPreneurs received one-on-one training consisting of resources on digital literacy and tools like Mera App and Kobo, and conducted various surveys like baseline and end-line.
- They received training on various ICT Interventions and Digital Tools, which are required in their day-to-day activities.
- The training on Digital Literacy and Skills was given to the SoochnaPreneurs in a way that they can teach more people the same skills in different communities.
- Curriculum on Digital Literacy and Financial Literacy were designed looking at the understanding and requirements of the community, and sessions were delivered which covered a wide range of topics.
- Provided them with training on how to manage their day-to-day center activities.
- Established an effective system of managing the center and the team which will be running these centers.



- The central team in Delhi is constantly in touch with the SoochnaPreneurs to give them any kind of support and guidance required.

Soochna Adhikar Kendra Inauguration

In Bihar's Muzaffarpur District, a Soochna Adhikar Kendra was set up and equipped with:

- 5 Laptops
- 5 Tabs
- 2 Printers
- 1 Projector
- 1 Bi-Matric,
- 1 START Kit
- 1 STEM Kit.

The inauguration was done between 15th – 17th November 2022 and 30 to 40 members of the community attended the ceremony. The centre was beautifully decorated for the welcome of the attendees. The programme began with an overview of the origins and benefits of Soochna Adhikar Kendra. Everyone was made to feel welcome at the location. Following that, Raunak Kumar presented an overview of DEF's work and how the program will assist the community. During the discussion, members of the community also enquired about the center's services and wanted to understand if the services are free of cost. More



discussions and interactions were held among community members, coordinators, and guests. The discussions centered on the programme, benefits, and services that DEF will provide. Mr. Raunak Kumar invited the center-in-charge to say a few words on the Soochna Adhikar Kendra Program and share his insights. Following all the discussions, a senior elderly lady was invited to preside over the ribbon cutting ceremony. Following that, refreshment was served to all community members, and the programme concluded on a positive note, making it a successful event.

Activities carried out at all the centers and engagement

We have been able to reach out to 1441 beneficiaries from Muzaffarpur and Samastipur District, out of which 1167 beneficiaries were trained on Digital Literacy. We had both online and offline activities with the ground team where we covered sessions on MeraApp training which helped the beneficiaries to enroll on the app and understand the kind of schemes/entitlements the government is offering.

Next, we also had training sessions on Digital Literacy and Digital Tools. The ground team helped the beneficiaries understand the uses of computers/laptops and smartphones with practical sessions as well.

Furthermore, we have **established 4 Centers in Muzaffarpur and 2 in Samastipur District** which are functional.

The activities covered are:

1. Yojana Camp

Yojana Camps were conducted during the month of December 2022, and information on welfare schemes were provided to the community members. Our team also made sure they aware the community of all the benefits of the schemes that are available, so that they can choose any scheme according to their needs and requirements.

Our Soochnapreneurs are not only helping the community with the information, but also helping them to enroll for the schemes, and that too at a minimal cost. Some of the welfare schemes are:

- Atal Pension Yojana
- E-Shram Card
- Old Age Pension Scheme
- PAN Card
- Mukhyamantri Kanya Vivah Yojana
- Janni Suraksha Yojana

Yojana Name	Centers Name					
	Deoria	Birsinghpur	Kanthi	Khalilpur	Bishnupur Bhattua	Total
Atal Pension Yojana	1	0	0	0	0	1
E-Shram Card	3	2	3	2	8	18
Old Age Pension Scheme	1	0	0	0	0	1
PAN Card	5	4	2	2	2	15
Cast Certificate	1	1	1	1	0	4
Income Certificate	2	3	1	1	3	10
Voter ID Card	0	0	2	1	0	3

2. Digital Literacy

Trainings were given on digital literacy to the community where our team talked about why the usage of computers and smartphones have become important. Further, they also guided them on how to use these devices on different applications.

3. Online Services

These days every piece of information is available online, but a lot of people still do not have the access to these platforms, especially in rural areas of the country. In those areas, our Soochnapreneurs are working as a medium in the communities to bridge this gap.

For example: Our Soochnapreneurs are providing services on online ticket booking, print-outs, applying jobs online, resume making, etc.

4. Social Media (Facebook, Instagram, WhatsApp, etc)

The usage of social media platforms has increased in the last couple of years. Our Soochnapreneurs are making the community aware of all the social media platforms, the uses of it, how the community members can create their accounts online. There are a lot of advantages of social media, like it helps people to stay connected and communication is easier. But on the other hand, there are a few disadvantages as well – like social media has also become a medium of spreading fake news, misinformation, and there are cyber crimes as well.

So yes, having presence on social media has its benefits, but following good digital practices is also important, and having enough knowledge on practices of online safety and security is always helpful.

5. Search Engine

Looking up information online these days have become very useful. Our Soochnapreneurs aware the community on the importance of search engine and how they find information online using keywords and phrases.

6. Email

Email is a great and quick way for communication purposes. But talking about the rural areas of our country, the community members do not have enough knowledge or access to these services. Our Soochnapreneurs are helping the community by making them aware of the importance of email and the uses of it.

7. Introduction to Computers and Smartphones

Our Soochnapreneurs helped the community members by telling them the basics of computers and smartphones. The community will learn the fundamentals of computing, explaining the various components of a computer and a smartphone, basics of operating systems, creating files and folders, etc.

8. Internet and Web Browsing

The community will understand more about the internet, browse web pages, navigate websites, use search engines, create, and exchange e-mails. They will also understand to identify the various threats that can affect the computer and the data storage in it.

9. Health Services

The community members also learn about online health services that are available today.

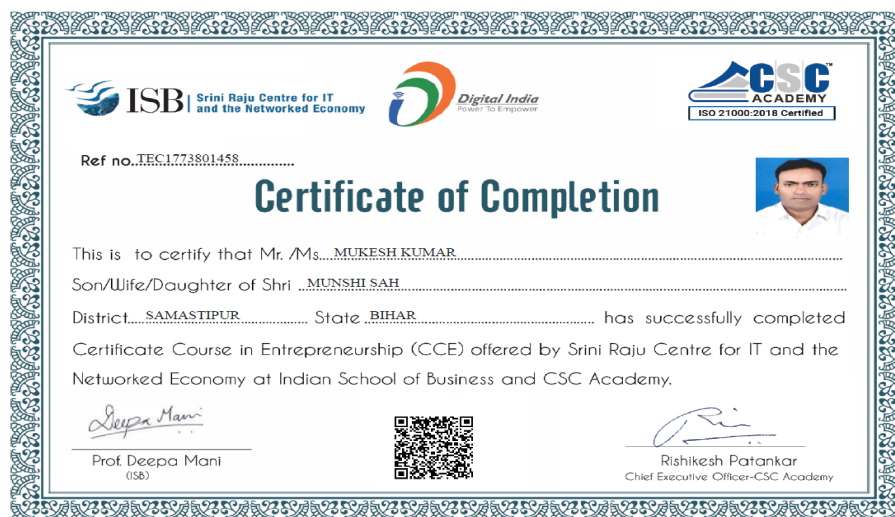
10. Banking

Banking has become a lot easier in the last couple of years as now we have an option of online banking as well. Our Soochnapreneurs ensure that the community members are aware of the benefits of online banking and they also teach them how to open an account online, and how to use the online banking app which include services like UPI and Google Pay as well.

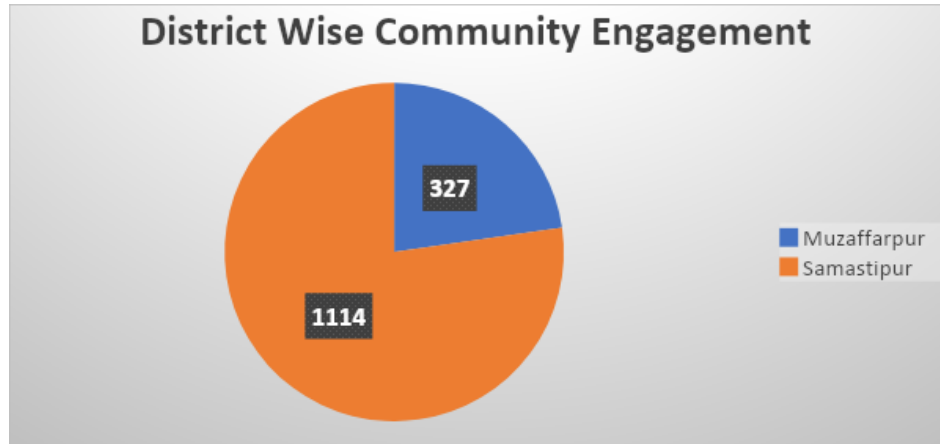
11. CSC Centers

One of the major achievements in the last couple of weeks has been setting up of CSC Centers. 1 Center has been converted to a CSC Center, and services like mobile recharge, information on welfare schemes, online ticket booking, updating of aadhar card, rural banking and insurance services, health services, education, and training services etc are available.

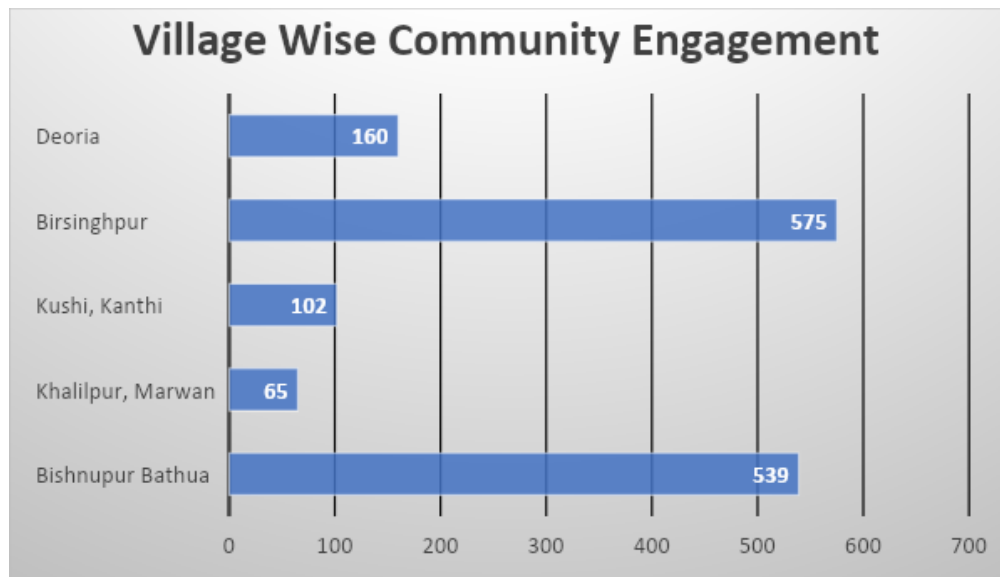
Other Soochna Adhikar Centers's applications are in process. One of the Soochnapreneur's who has already applied is waiting for the ID and password on CSC Portal. And other Soochnapreneurs are in process of applying.



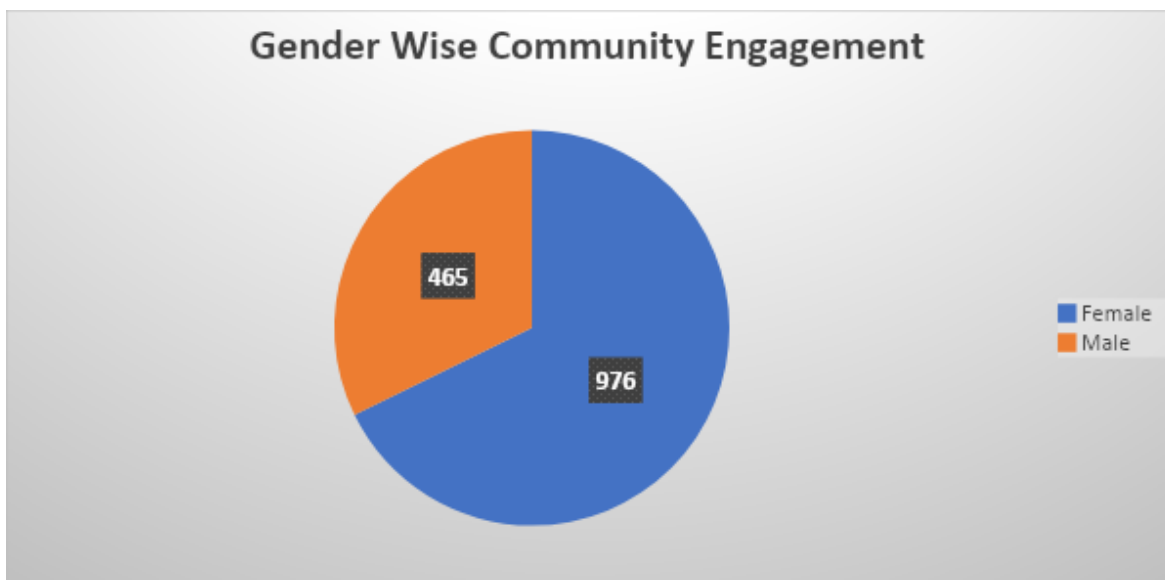
Community Engagement



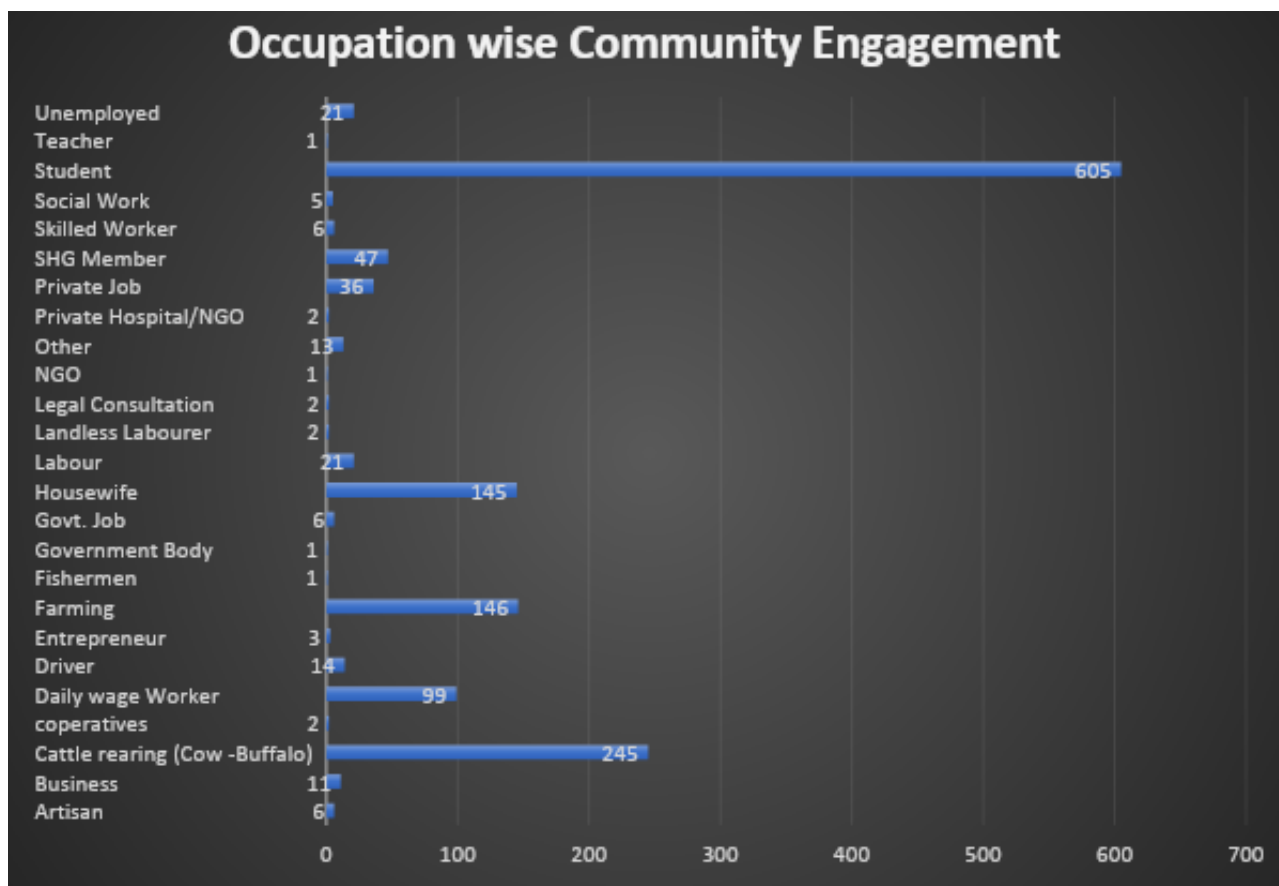
Graph 1 shows District wise beneficiaries' registration data total 1441.



Graph 2 shows village wise beneficiaries registration data total 1441.

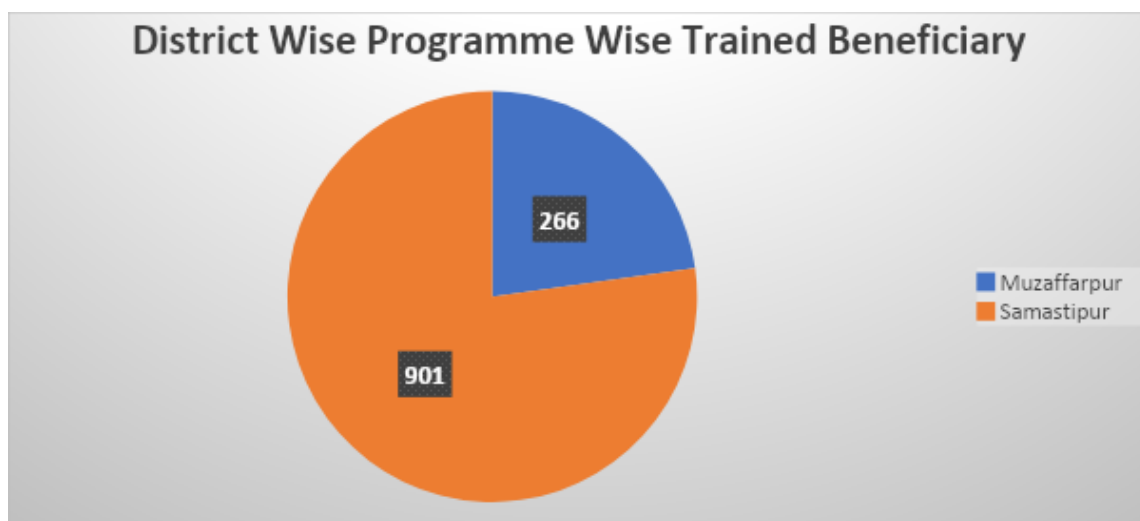


Graph 3 shows gender wise beneficiaries registration data total 1441.

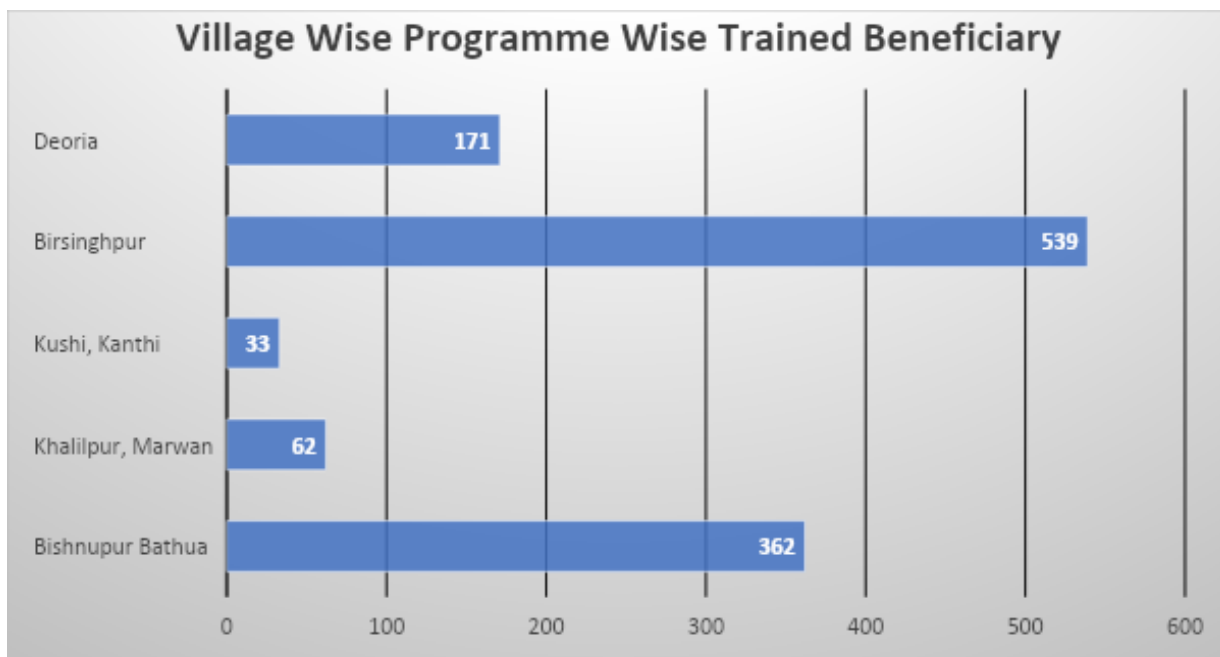


Graph 4 depicts the occupation of all beneficiaries who have enrolled on MeraApp.

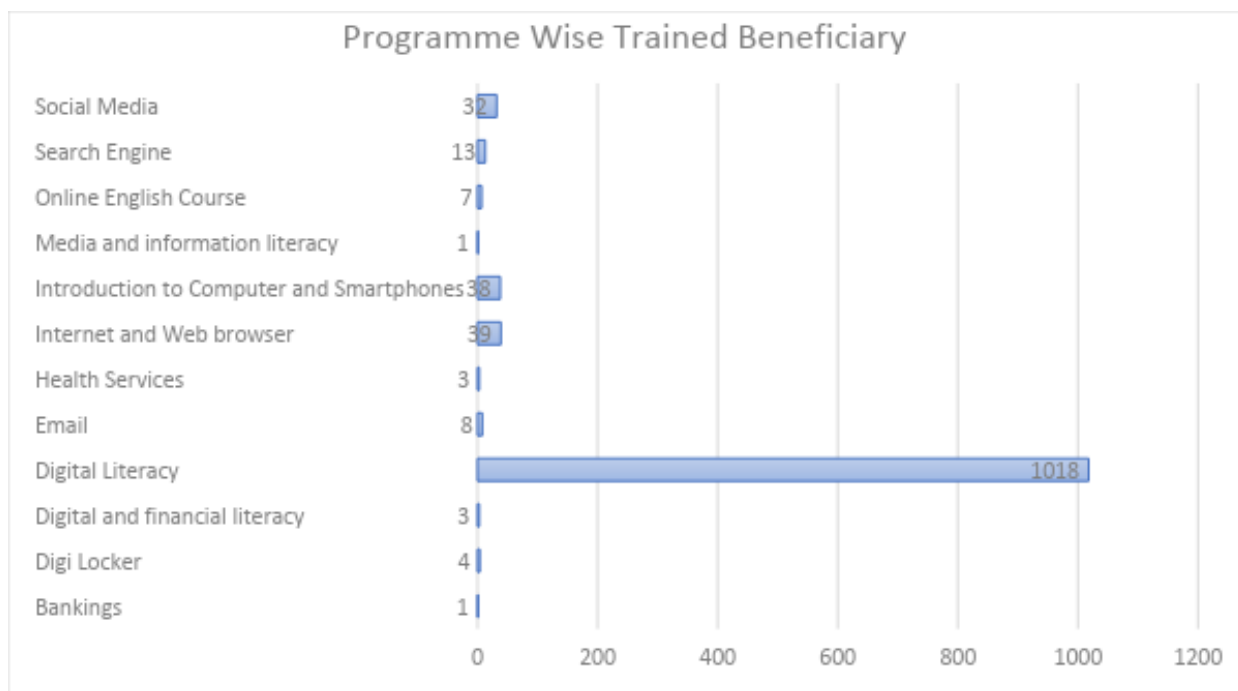
Community Reach



Graph 1 depicts the number of beneficiaries who have been educated on digital literacy in different districts Muzaffarpur 266 & Samastipur 901 (Total 1167).



Graph 2 shows Village wise number of trained beneficiaries (Total 1167).



Graph 3 depicts all beneficiaries who are trained in Digital Literacy on different topics as mentioned in the graph

DEF SP CIRC 1st Yearly Work plan												
Year 1								Year 2				
Work Plan	Q1	Q2	Q3			Q4		Q1	Q2	Q3	Q4	
			Sept. 2022	Oct. 2022	Nov. 2022	Dec. 2022	Jan. 2023					
Recruitment of District/location leads		Selection and final recruitment was done in the month of July.										
Programme orientation of District/location leads		Orientation session was done in the month of August with the District Leads.										
Village level Recce and location profile		Field visit was done to understand the locations where the program would be running.										
Identification, selection and enrolment of soachnapreneur		Selection and the final recruitment was done for Soachnapreneurs in the month of August and September										
Orientation training of Soachnapreneur		Orientation Session was done with the Soachnapreneurs.										
Baseline questionnaire preparation, Survey and Community Mobilization		Baseline Questionnaire was prepared in the month of August 2022. And the survey was conducted as per the selection of all the										
Baseline Reporting and Endline Report					Baseline Report submitted						Endline Report will be done at the last quarter.	
Review cum planning and meeting with District/location leads		Regular meetings with our District Leads and Soachnapreneurs to plan the implementation of the Program.										
Capacity Building training of Soachnapreneur			Online training sessions were given to Soachnapreneurs on Mera App and START KIT.	Offline training sessions were given to Soachnapreneurs on Mera App and START KIT in Muzaffarpur and Samastipur (Bihar)	Online and offline training sessions were given to Soachnapreneurs on Mera App and START KIT.		Regular trainings with the Soachnapreneurs will happen both online and offline.					
Procurement and deployment of asset		30 laptops, 12 Printers, 6 STEM KITS, 6										
Center set up		2 Centers were set up in the month of August 2022.	3 Centers were set up in the month of September 2022.		Centers were set up in the month of Dec 2022.							
Center inauguration		2 Centres were Inaugurated in the month of August.			Inauguration of Muzaffarpur Centres has been done in the month of Nov. & Dec 2022.							
Applying for central/State e-governance ID, Banking Correspondence ID					Applied for CSC License. Exams has been cleared. ID yet to be received in Muzaffarpur Deoria Center. And other applications are in process.		Soachnapreneurs will start applying for Central/State e-governance IDs, Banking Correspondence IDs.					
Yojana camp					Yojana Camp was conducted in dec. 2022 and in Jan. 2023		Yojana Camps will be conducted every month.					
Dashboard Development			In Progress									
Developing collateral materials to be used in different medium.		Curriculum has been developed in the form of both STEM and START Kits. It curriculum covers topics on Digital Literacy, Computer skills, MS Office, Online Education and Networking, Financial Literacy, Online Safety and Security, etc.										
Field monitoring visit & Supervision (District/location leads)		Regular field visits to all the locations						Regular monitoring and supervision field visits will be done in the next quarters as well.				
Field monitoring visit & Supervision (Central Team)	RECCE visit was done in the month of June 2022.	Centre setup and orientation of selected Soachnapreneurs and District Leads in the month of August 2022.		Field visit was done for offline trainings with Soachnapreneurs and District Leads.					Field visits will be done in the other quarters as well.	Field visits will be done in the other quarters as well.		
Reporting & Documentation		Regular report and documents were shared which covered all the achievements.			A detailed report has been shared covering the overall progress for the last 6 months which also covers the upcoming work plan.		Regular reports and updates will be shared in the coming months, too.					
Social Media Posting					Regular posts on social media will be done in the coming months.							
Quarterly report					After the submission of the 6 month report, DEF will share reports quarterly wise.							
Case stories to report discrete examples of effective and meaningful service delivery				Shared case stories for the month of October 2022 in the progress report.	DEF will share case stories month wise.							

Below we have a summary which includes all the achievements and plans for the next quarter.

Achievements in the last 3 months	Plan for the next quarter
1. Selection and final recruitment completed .	Regular trainings with the SoochnaPreneurs will happen both online and offline and similar models will be followed as the previous quarters.
2. Orientation session was completed with the District Leads.	Inauguration of Muzaffarpur Sumera Centre to be done in the month of January 2023.
3. Regular field visits were done to understand the locations where the program would be running.	SoochnaPreneurs will start applying for Central/State e- governance IDs, Banking Correspondence IDs. Private agencies will be covered as well.
4. Selection and the final recruitment process was completed for SoochnaPreneurs	Second Yojana Camp will take place in the last week of January 2023.
5. Orientation Session was completed with the SoochnaPreneurs.	Dashboard- In Process
6. Baseline survey was completed and report was submitted.	Regular monitoring and supervision field visits will be done in the next quarters as well
7. Regular meetings with our District Lead and SoochnaPreneurs were conducted to plan the implementation of the Program.	Regular posts on social media will be done in the coming months.
8. Regularly Online training sessions were given to SoochnaPreneurs.	Showcasing documentaries on fake news.
9. 3 centres were Inaugurated in the month of December 2022.	More focus will be given to Digital Literacy and Financial Literacy in the next quarter.
10. 1 Center has been converted to a CSC Center , and services like mobile recharge, information on welfare schemes, online ticket booking, updating of aadhar card, rural banking and insurance services, health services, education, and training services etc are available	Other Soochna Adhikar Centers' applications are in process. One of the Soochnapreneurs who has already applied is waiting for the ID and password on CSC Portal.
11. Regular field visits to all the locations were covered	Remaining 3 CSC Applications are in process

12. Centre setup and orientation of selected SoochnaPreneurs and District Leads in the month of August 2022.	Financial Literacy will be added as well.
13. Regular field visits by the central team – for monitoring and offline trainings with SoochnaPreneurs and District Leads.	Discussions around Financial Literacy with the community members.

Insights and learnings

- Initially, what we observed was that the community members refused to share their data with the team during recce, which created difficulties for the team to run the project smoothly.
- In certain locations, identification of SoochnaPreneurs was also a challenge, as they were not provided with any fixed stipend. So, the hiring process got extended.
- The community members were not ready to trust NGOs as they had bitter experiences in the past. However, our team made sure they overcome this challenge by sharing success stories and the impact created by DEF in society.
- Traveling from one location to another became a challenge as the centers were situated far apart from each other. Therefore, covering all the locations in one day became challenging.
- Another challenge that we faced in the community was that a lot of people would not step out of their homes because of the cold weather. So, the engagement rate reduced a bit.
- Lastly, due to the elections in the month of December, the activities on field were impacted.

Learnings

In the last 9 months, we learned that there we have to follow different processes in every location. Like in Muzaffarpur, first we had to get in touch with the Panchayat members and take their permission before meeting the beneficiaries. It was a time-consuming process as it involved coordinating with various members of the Panchayat and to understand the ways of working in their village.

The next thing that our team observed was that the community members had some concerns during recce, which created some challenges, but our team ensured the community members that they were not there to take any personal details like Aadhar or PAN card.

Identification of SoochnaPreneur also became a challenge, as there were dropouts due to no fixed stipend. To resolve this concern, we ensured the SoochnaPreneurs that setting up of the center, and the devices that we are providing them will eventually help them to become financially independent. But with this, we also made sure to work on references we got from the existing SoochnaPreneurs or local resources.

Another challenge for our team was to travel from one place to another as some of the centers were quite far from each other. So, DEF arranged conveyance for our District Lead, so that travelling would become easier for him and implementation of the all the activities would be carried out smoothly.

One of important observations we had was that when we were applying for CSC licenses, the online portal was not accepting applications in that period. So, we had to wait for the portal to open again, and then apply for the license.

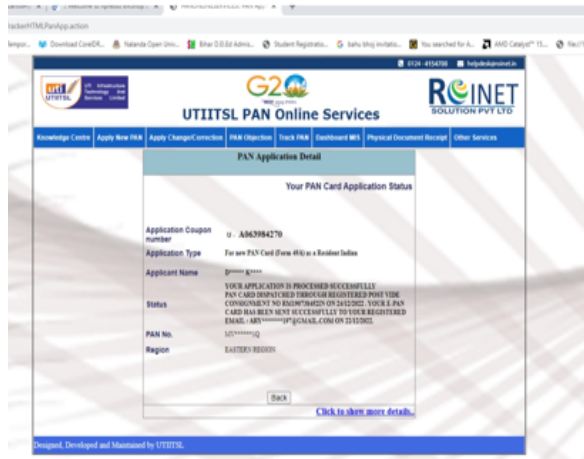
These were some of the learnings for both our central and ground team. Not only did it provide a better understanding of the field, but it also enabled us to add new perspectives for field implementation for future projects. We continue to face challenges, but we always make sure to come up with solutions and resolve them at our end.

Case Stories

Story 1

My name is Dheeraj Kumar and I am from Muzaffarpur, Bihar. I needed to get a PAN Card, but I was a bit confused as I didn't know which place to visit or how to apply for it. In our village, one of my friends' told me to visit a Soochnapreneur Center where I will get all the information regarding not only PAN Card, but also welfare schemes. The person at the center explained everything and also helped me to apply for PAN Card, and took a very minimal cost of Rs. 150/-

So, I gave all the necessary documents and photo to get my PAN card made and the documentation process started soon. I am grateful for the services the Soochnapreneur center is providing which helping our community.

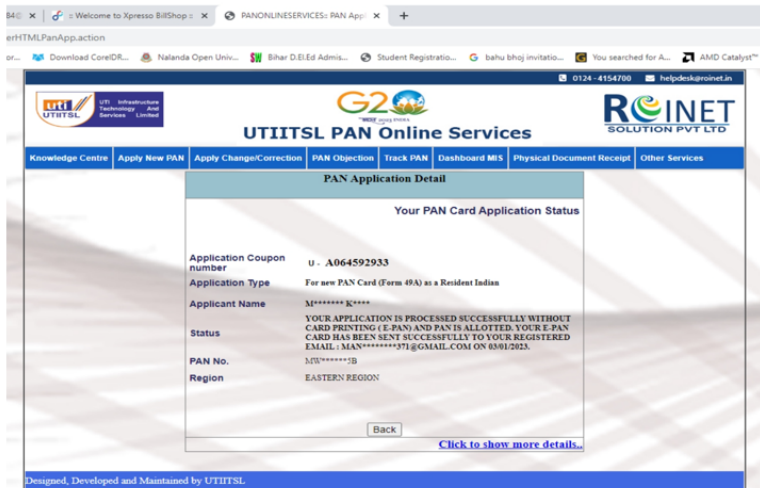


I also learned more about other services like digital banking, basics of computers and smartphones without any extra charges.

Story 2

I am Manikant Kumar from Muzaffarpur, Bihar. I needed to get a PAN card made as I wanted to open a bank account. So, my father suggested that there is a Soochnapreneur Center in the locality where I can go and get information on how to get a PAN Card made. Once I visited the center, I was given information on all the documents that will be required to apply for a PAN Card. The Soochnapreneur at the center also told me about various welfare schemes that the government is

providing. Out of all the schemes, I applied for the E-Shram card. It's a card which is used for social security benefits and welfare benefits implemented by central and state governments.



Story 3

I am a resident of Julikumari from Muzaffarpur. I am a graduate student. On my way back home, I saw a banner and a board of a Soochnapreneur Center. I have been thinking from a long time of applying for an e-shram card but was not able to find a proper place. Even if I got some leads, the documentation process was lengthy and costlier. So, when I saw the banner, I decided to pay a visit

to the Soochna Adhikar Kendra and know more about the services and charges to apply for an e-shram card. Once I got to know that the complete process will only take Rs. 50/-, I decided to go ahead with the documentation process as the cost was very minimal compared to other places, which was a huge relief for me.

So, I submitted all the documents that were required, and I was told that the whole process will be done online in 10 minutes.

I was happy the all the documentation process was smooth and it didn't even take much time for processing. I would suggest other people in my community to visit the center and know more about the schemes and services and apply according to their needs and requirements.

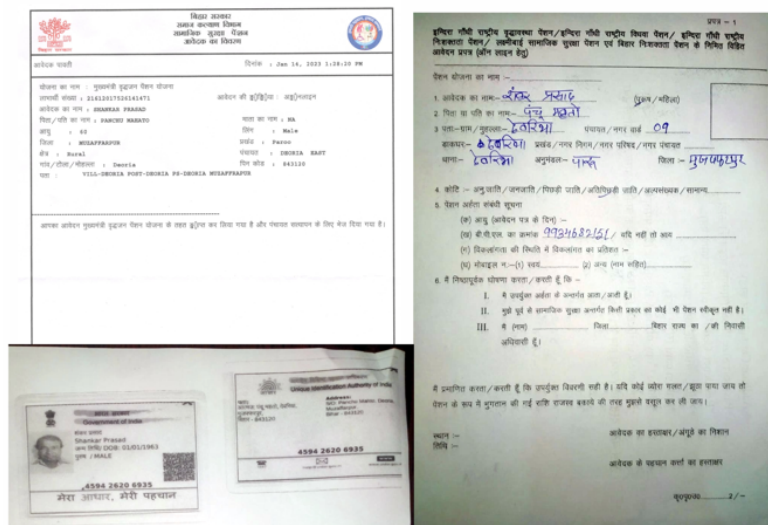


Story 4

My name is Shankar Prasad Mahto and I am 60 years old. I come from a small village Deoria, in Muzaffarpur, and have been looking to have some information on welfare schemes provided by the government. I came to know about the nearest Soochna Adhikar Kendra a month back. The person at the Soochna Adhikar Center explained step by step process of applying to any scheme.

I decided to visit the center and know more about certain schemes. Not only that, I needed some guidance on the complete documentation process as well in order to apply for the schemes. I decided to apply for the Mukhyamantri Vriddhjan Pension Yojana. I was given a list of the documents that would be required to apply for this scheme. I took the list back home, and visited the center again the next day with all the documents. The documents that were needed were Aadhar Card, Income Certificate, Passport Size Photographs, Photocopies of the bank passbook and once I submitted all the documents, the form was filled by the Soochnapreneur at the center.

I have been asked to bring my form to the bank branch after getting it verified for further verification. The people at the center explained everything very patiently and ensured that the complete documentation process goes smoothly.



The image shows three documents related to the welfare scheme application process:

- Top Left:** A form from the Soochna Adhikar Kendra, Muzaffarpur. It contains personal details of Shankar Prasad Mahto, including his address, age (60), and contact information. The form is dated 15/06/2022.
- Bottom Left:** An Aadhar card for Shankar Prasad Mahto, with the ID number 4394 2620 6935.
- Right:** A form for the Mukhyamantri Vriddhjan Pension Yojana. It contains handwritten details such as the applicant's name (Shankar Prasad Mahto), age (60), and the name of the Soochnapreneur (Shankar Prasad Mahto). The form is dated 15/06/2022.

Photos

Below there are photographs from field of some of the applications of welfare schemes of the beneficiaries and center activities.

[illegible]

ई-श्रम कार्ड
e-SHRAM Card

भारत सरकार
GOVT. OF INDIA


 नाम / Name : जुबी कुमारी / Jubi Kumari
 पिता का नाम / Father's Name : RAMSAGAR DAS
 उन्मा तिथि / DOB : 11/01/2004
 लिंग / Gender : Female / महिला

Universal Account Number (UAN)
7813 9470 1062

श्रम एवं रोजगार मंत्रालय | MINISTRY OF LABOUR & EMPLOYMENT

श्रम एवं रोजगार मंत्रालय, भारत सरकार
MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA

Primary Occupation : Field Technician - Other Home Appliances
 Current Address : Chandpura, Deoria, Paro, Muzaffarpur, Bihar-843120
 Contact Number : 6287012074 (Self)
 8757642171 (Emergency)

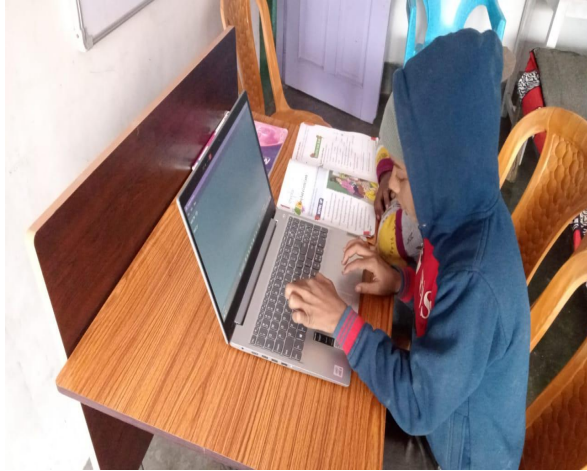


To reprint the card and update details, visit <https://eshram.gov.in> and to find the nearest CSC centre, visit <https://findmycsc.nic.in>

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 14434
  eshramcare-male@gov.in

जिनकी मेहनत देश का आधार, सपना उनका हुआ साकार









THANK YOU