

BENCHMARKING PUBLIC SERVICES IN NORTH-EAST INDIA

CRC 2 - 2016

Using Citizen Report Cards for improving access to Information and Public Schemes Delivery in remote and backward districts of North-East India



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IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SCHEMES IN REMOTE AND BACKWARD DISTRICTS OF NORTH EAST INDIA

FINDINGS FROM THE SECOND CITIZEN REPORT CARD

2016

For



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By



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with field support from





The study team at Public Affairs Centre comprised of Dr. Meena Nair, Head – Participatory Governance Research Group and the project lead for this study; Mr. Vivek Divekar (Consultant), Ms. Sukanya Bhaumik (Programme Officer) and Ms. Defvika Kannan (Programme Officer) coordinated preparatory, monitoring and analytical aspects of the study. They also prepared the chapters for this report. From ACTED Mr. Nongyai Heikrujam, Program Coordinator led the study.

Public Affairs Centre (PAC) is a not for profit organization, established in 1994 that is dedicated to improving the quality of governance in India. The focus of PAC is primarily in areas where citizens and civil society organizations can play a proactive role in improving governance. In this regard, PAC undertakes and supports research, disseminates research findings, facilitates collective citizen action through awareness raising and capacity building activities, and provides advisory services to state and non-state agencies.



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Abbreviations

ACTED	Agency for Technical Cooperation and Development
APL	Above Poverty Line
BPL	Below Poverty Line
CBO	Community Based Organisation
CRC	Citizen Report Card
CSC	Community Score Card
EU	European Union
FGD	Focus Group Discussion
GP	Gram Panchayat
HH	Households
HQ	Headquarter
IAY	Indira Awas Yojana (housing)
ICDS	Integrated Child Development Scheme
JSSK	Janani Shishu Suraksha Yojana (mother and child)
MDM	Mid Day Meal Scheme
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MWCD	Ministry of Women and Child Development
NBA	Nirmal Bharat Abhiyan (sanitation)
NEI	North East India
NEICORD	North East India Committee on Relief and Development
NGO	Non Government Organisation
NSAP	National Social Assistance Programme
PDS	Public Distribution System
PSE	Pre-School Education
RGGVY	Rajiv Gandhi Grameen Viduytikana Yojana (rural electrification)
RKVY	Rashtriya Krishi Vikas Yojana (agricultural development)
SAT	Social Accountability Tools
SBM	Swachh Bharat Mission
SC	Scheduled Caste
ST	Scheduled Tribe





Preface

Preface

This report is the output of the second Citizen Report Card (CRC) carried out by Public Affairs Centre (PAC) in partnership with ACTED and NEICORD. This CRC exercise is part of the research project entitled, 'Improving Access to Information and Delivery of Public Schemes in North-East India'.

The project aims to improve access to quality information on delivery of public schemes and enhance accountability of public service delivery actors in North-East India (NEI). PAC has the responsibility to ensure smooth, timely and quality implementation of three CRCs (with field implementation by NEICORD) in the project. This project will facilitate local authorities and service providers in increasing and improving access to information of public schemes and initiatives in backward districts of the North-East, down to the village level, throughout the planning, budgeting, implementation, control and evaluation continuum.

The CRC exercise in the north-east was a first-of-its-kind initiative of PAC in the region and has been an extremely enlightening experience so far. This heralds a planned series of four social accountability interventions over four years that will

- ⊙ incrementally improve the knowledge base on the ground reality with regard to several important government schemes and interventions for the common man,
- ⊙ draw within its net several community organizations and CSOs, and
- ⊙ leave behind a nucleus of ideas and opportunities for self-initiated analyses of public service delivery.

This second CRC served to understand the trends in 10 public services schemes in the identified backward regions of north-east India. In this CRC exercise we have tried to provide better explanations of why some of the parameters have altered significantly.

PAC thanks ACTED and NEICORD for their high quality support for, and accompaniment of, this process, and would like to use this partnership as a foundation for extended engagement in this relatively neglected part of our country.

Dr Meena Nair
Acting Director, Public Affairs Centre





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- ⊙ ACTED India for having entered into a partnership with us to use the CRC tool as an approach in the project on improving access to information and delivery of public services in remote and backward districts of North-East India
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While we are indebted to the individuals mentioned above for their contribution, we the authors are solely responsible for the opinions expressed and any errors therein.

Study Team Public Affairs Centre



Executive Summary

Executive Summary

A total of 2734 beneficiaries across 7 districts (Churachandapur , Ribhoi , Cachar , Wokha , Goalpara, Chandel , Lawngtlai) of five North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and Nagaland were interviewed under the CRC exercise. The CRC covered all aspects of 10 GoI schemes such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme.

Indira Awaas Yojna// Pradhan Mantri Awaas Yojana – Gramin

On an average 88% of respondents were beneficiaries themselves and the rest were their parents, in the districts of Cachar and Goalpara all the respondents were beneficiaries. Except the two districts of Assam i.e. Cachar and Goalpara, in all the other districts the population of beneficiaries consisting of Scheduled Tribe is 100%. In Cachar majority (53%) of beneficiary population belongs to OBC social group.

The major awareness source for this scheme in all the districts except Goalpara is the Village headman/ chairman (63% average). In Goalpara the major source of awareness is Gram Sabha (53%). In Chandel the second most popular source of awareness is Neighbours and Relatives (59%).

In the districts of Wokha (75%), Goalpara (47%) and Lawngtlai (45%) the construction time taken is majorly the lowest which is 6 months. In Chandel the minimum time taken for construction is between 6 to 12 months. In the district of Cachar, majority of beneficiaries (around 47%) reported that the construction of their house took 1 to 2 years; this could also be because the type of house in Cachar is either brick or concrete house which is a stark contrast from Bamboo houses of Wokha and mud houses of Chandel and Churachandpur.

Around 73% of IAY beneficiaries replied that they did not have any problems with IAY scheme, the highest percentage of beneficiaries being in Lawngtlai (91%). The highest percentage of beneficiaries who faced problems in the last one year is from Churachandpur district (47%).

Majority of beneficiaries i.e. 47% are partly satisfied and around 26% of the total beneficiaries are completely satisfied with the scheme. The highest percentage of completely satisfied beneficiaries is in Lawngtlai district (45%). The highest percentage of dissatisfied beneficiaries are in Wokha district (31%).

Mid-Day Meal Scheme

The beneficiary for MDM scheme are school attending children. Hence the majority of the respondents interviewed are non-beneficiaries. For the interview, 14% (62/448) of the respondents were the beneficiaries themselves, children. In majority the respondents 75% (338/448) were the parents, either the mother or father, while the remaining 11% (48/448) were other family members of the household of the child / beneficiary. In Wokha, parents at 92% (57/62) were a significant section of the respondents. In reaching out directly to the beneficiary, Golpara is much ahead of the rest of the districts with children being 35% (23/65) of the respondents.

Across all districts, children less than 5yrs are 14% (63 /448), while 6 to 10yrs are 51% (227/448), while those in 11 to 15 yrs are 31% (140/448). Comparatively, Chandel (n=65) had the highest number (82%) of young children upto 10yrs and least number of beneficiaries (12%) in the older age group.

The scheme provides for cooked food to be served to children at the school premises, on a regular ongoing basis for each working day of the school. In times of exigencies, which are meant to be few and far between the scheme provides for the raw-items, as per prescribed ration, to be handed over to the child, on that day or aggregated at end of the month. The respondents have mentioned NA, and these numbers are high for three districts of Cachar, Chandel and Churachandpur, which need further verification. Among the districts, Ribhoi has the highest compliance to the regulations with 84% (52/62) receiving cooked food.



A significant number of respondents, 23% (10/448) across all the districts, have affirmed that problems were face in the MDM delivery in the past six months. Churachandpur had 55% (38/69) such problems, while the least was at Ribhoi at 5% (3/62).

In all the districts, the responses of Completely Satisfied and Partially Satisfied are high. Churachandpur at 23% has highest dissatisfied, followed by Lawngtlai at 18% and Chandel at 14%. Goalpara has highest completely satisfied at 45%. Churachandpur at 17% has highest dissatisfied followed by Lawngtlai at 16%. Goalpara has highest completely satisfied at 46%.

Rashtriya Krishi Vikas Yojana

Overall, 86% (77/90), while in two district of Goalpara and Ribhoi all the respondents, were the beneficiaries themselves. This provides the study with direct information and first-hand experiences and incidents To correlate, the respondent was also asked to answer about their relationship with the beneficiary. The response shows 83% (75/90) as replying as 'self'. In Chandel and in Wokha, the number of family members answering as respondent, in place of the beneficiary was the highest.

Nearly 43% (39/90) the Village Headman / Chairman was the primary source of information about the scheme, except in Goalpara where GramSevak/i, at 50%played a prominent role.

At 64% (58/90) providing of HYV seeds was the most accesses benefit of the RKVY scheme, followed by receiving of other agricultural inputs. In Cachar, at 40%, receiving of Organic and Bio-fertilisers was the highest. Among allied sectors, Ribhoi was the highest in received of inputs from the scheme, at 38% for Sericulture and at 67% for Dairying and Fisheries.

With regard to behavior of staff, in Ribhoi 89%and in Cachar 80% were partially completely satisfied. Churachandpur had the largest number of respondents at 57% who were completely satisfied. The most dissatisfied were in Wokha. With regard to usefulness of service, Churachandpur had the most dissatisfied at 29% while most satisfied at 53% were from Wokha.



Swachh Bharat Mission

81% of the respondents were the beneficiaries themselves, who had applied for a toilet under the program, while 19% were family member of the household of the beneficiary. In Ribhoi all those interviewed were beneficiaries.

Age of the beneficiary/respondent was found to be varied, with (30/105) 29% being of 26-40 years and (44/105) 42% of 41-55 years. The interview respondent by gender, this was (77/105) 73% male and (28/105) 27% female. Of the seven districts, Cachar is ranked highest for interviews by female at (7/16) 44%, while Churachandpur is ranked highest for interviews by male at (15/17) 88%.

Across all districts, the occupation of the main earning member of the house was ~ (71/105) 67% were related to cultivation, agriculture or laboured for these occupations. 11 / 105 (10%) were non-agricultural labourers, while 11 / 105 (10%) were self-employed.

As source of information on sanitation and hygiene, (65/105) 62% of the respondents mentioned Gram Panchayat / VC members and officials and (55/105) 55% for NGOs.

A large number (81/105) 77% found the information shared to be useful in deciding to build a toilet. Of these, (71/81) 88% received information to know about the benefits of having a toilet, and upto 44% became aware of the bad-effects of not having a toilet and of open defecation.

A majority (76/105) 72% did not face any problem in receiving the incentives under SBM, while among those who faced problems, the highest mention was in (11/17) 65% in Churachandpur. Overall, of those (29/105) 28% that faced problems (15/29) 52% had not received the amount as fully entitled and yet most of them (26/29) 90% had not contract any officials with the problem.

Across all the districts, (32/105) 30% are completely satisfied, (50/105) 48% are partially satisfied and (21/105) 20% are dissatisfied with the information given about SBM. (7/13) 54% in Chandel saw the highest ratio of those dissatisfied. The majority in (13/16) 81% Cachar and (15/17) 88% Churachandpur were partially satisfied with the behaviour of the officials.



Mahatma Gandhi National Rural Employment Guarantee Scheme

On an average 88% of respondents overall were beneficiaries themselves who were interviewed regarding their experience of MGNREGS through Citizen Report Cards. Majority of respondents belonged to Scheduled Tribe group; Cachar however had significant number of respondents belonging to Other Backward Classes.

The major source of awareness about MGNREGS had been the Village headman/chairman in case of districts Cachar, Chandel, Churachandpur, Ribhoi, Lawngtlai and Wokha. In case of the district Goalpara Gram Sabha had done the job of spreading awareness.

A majority of beneficiary samples (54% average) reported issues with wage payment. In the districts of Cachar(55%), Goalpara(50%), Chandel(52%), Churachandpur(70%) and Ribhoi(77%) the beneficiaries face problem with delay in wage payment. A major percentage of beneficiaries in Lawngtlai(69%) and Wokha(54%) districts receive timely wages and the payment of wages is mostly made in cash. Payments are made in cash for MGNREGS in districts of Chandel(97%), Churachandpur(94%), Ribhoi(82%), Lawngtlai (97%) and Wokha(97%), while in Goalpara(92%) majorly wages are deposited in bank account. In Chandel(94%) and Wokha(92%) majority of beneficiary samples possess Aadhaar card which means they can get the wages directly in their bank account but they still receive cash payments.

In principle, a person complains if there is a discrepancy between the promised benefit and the actual one, which means that the beneficiary has to be aware about the program's deliverables and guidelines. In the district of Lawngtlai highest and major percentage of beneficiaries i.e. 97% did not feel the need to complain while a major and the highest percentage of beneficiaries claimed to have had complains regarding the performance of MGNREGS in Cachar (78%).

Overall 25% of the beneficiary samples reported to be completely satisfied while a majority of them i.e.49% were partly satisfied with the scheme. The highest number of completely satisfied category of beneficiary samples was from Lawngtlai district (66%) and hence there are no reasons reported for dissatisfaction from the district.



National Social Assistance Programme

The percentage of beneficiaries who responded to interviews in CRC 2 was 78% rest were the family members of these beneficiaries. In Ribhoi, Lawngtlai and Wokha more than 40% of the beneficiaries are illiterate. The highest number of beneficiaries that had the education level of graduates is in Churachandpur (11%). Across the districts majority of beneficiaries for NSAP are illiterates (36%).

The majority of total beneficiaries i.e. 47% got information about this scheme from neighbours and relatives. The second major source of awareness for this scheme was another beneficiary (36%).

Around 70% of the beneficiaries faced no problems in the last one year. However, 47% of the beneficiaries in Cachar district of Assam reported to have faced problems in the last one year. For 67% of the beneficiaries the problems were related to payments that were made under the NSAP scheme. For the beneficiaries in Goalpara and Churachandpur district the major problem was related to poor service of the NSAP staff.

Overall 62% of beneficiaries are partly satisfied with the performance of NSAP scheme. In the districts of Wokha and Lawngtlai majority of beneficiaries are completely satisfied. For the 10% of beneficiaries who are dissatisfied, the major reason for dissatisfaction is irregularity of payment and then insufficient amount. Beneficiaries were also dissatisfied with the procedure and complained of the complicated process and lack of transparency.

Public Distribution System

Across districts majority of respondents are beneficiaries. High percentages of beneficiaries in Lawngtlai (21%) are illiterate. Beneficiaries in Goalpara (35%) and Ribhoi (29%) have attained primary education and in Churachandpur (22%) have attained upper primary education.



Majority of respondents in Cachar belong to OBC social group/ caste. In other districts majority of respondents belong to ST group/caste.

Rice, kerosene and sugar are the major items bought by the beneficiaries across all the districts from a ration shop. Most of the beneficiaries are unaware of a vigilance committee for ration shop except in Goalpara where 57% respondents are aware.

Majority of the respondents across districts agree that items are measured properly in ration shop except in the district of Lawngtlai. In Lawngtlai 54% disagreed with the correctness of measure in ration shops.

Majority of respondents agreed to have faced problems related to TPDS scheme in the last 1 year in the districts of Cachar, Goalpara, Chandel and Churachandpur.

Timing of the shop had been a major problem in this scheme across all districts with 100% respondents reporting this as a problem in Wokha. Unavailability of stock of items is another major issue across districts with 90% respondents in Chandel claiming it to be their problem with this scheme. Other problems faced by beneficiaries include poor behaviour of shop owner, shop being opened at irregular intervals and lack of transparency in operations.

According to the beneficiaries, the overall satisfaction level of the scheme would increase by improving the quality and quantity of items, increasing the availability and regularity of supplies and implementing the scheme as per guidelines.

The respondents in most cases have been a non-beneficiary of the scheme in most cases other family members. In the case of Goalpara, Churachandpur and Lawngtlai, in more than 50% cases the beneficiary was the respondent during the mid-CRC process.

Integrated Child Development Scheme

The respondents in most cases have been a non-beneficiary of the scheme in most cases other family members. In the case of Goalpara, Churachandpur and Lawngtlai, in more than 50% cases the beneficiary was the respondent during the mid-CRC process.



Among all the districts Cachar and Goalpara are exceptions as unlike the other districts majority of beneficiaries do not belong to the scheduled tribe. Goalpara has 20% of the beneficiaries belonged to the general category samples which is the highest among all districts and in the case of Cachar nearly 50% of the beneficiaries belong to the general and OBC category put together.

A large percentage of samples across all districts reported 'Anganwadi workers' as their source of awareness about the scheme. In Chandel, Churachandpur and Wokha relatives and neighbours have also spread awareness followed by information sharing from other beneficiaries of the scheme.

Supplementary nutrition and Immunization were the two major services availed through this scheme across districts. In Goalpara, people also availed health check-ups and non-formal pre-education in large percentage.

High percentages of beneficiaries are dissatisfied with the scheme in Chandel and Churachandpur (nearly 35%). Nearly 40% beneficiaries are completely satisfied in Lawngtlai and Goalpara.

Janani Shishu Suraksha Karyakram

During the mid-CRC process for the program it was seen that nearly 70% of the respondents were beneficiaries themselves.

The extent of illiteracy was the highest in Churachandpur and Ribhoi, nearly 20%. More than 20% of beneficiaries in Cachar had finished secondary education. Nearly 30% of the beneficiaries in Chandel district had completed higher secondary education and close to 15% were graduates. The number of people with comparatively higher level of education is the highest in this district.

Except for in Chandel, Anganwadi workers were the main source of information about the scheme. In the case of Chandel, most people seeked information about the scheme from neighbours and friends. Notices at the PHC centres are also a very vital source of information about JSSK, across districts.



In Chandel, Churachandpur, Wokha and Lawngtlai nearly 70% of the beneficiaries said that the PHC staff did not provide any information on the scheme. It was only in Ribhoi district where close to 70% beneficiaries reported that they had been explained about the JSSK scheme by the PHC staff.

Except for Lawngtlai and Wokha nearly 30% of the beneficiaries claimed to have faced issues with the program in the past year. In Wokha, nearly 95% of the beneficiaries said that they did not face any issues while availing benefits under JSSK. The avenues available to register the complaint was also limited as nearly 75% of beneficiaries across districts said that they had not seen a complaint box during their visit to the PHC.

Rajiv Gandhi Grameen Vidyutikaran Yojana

During the mid-CRC for RGGVY it was seen that across districts the respondents were majorly beneficiaries.

Majority of beneficiaries in Ribhoi are illiterate. In Churachandpur, highest percentages of beneficiaries have completed higher secondary education. In Goalpara however majority of beneficiaries have completed only primary level of education.

Except in the district Ribhoi, in all other districts nearly 80% beneficiaries claimed that the time taken to get sanction was more than a week.

In Chandel, Churachandpur, Ribhoi and Lawngtlai the major means of getting electricity was through state electricity board. In the case of Cachar and Wokha it was through Rural Electrification Corporation.

In Churachandpur, 100% of beneficiaries claimed that process of getting RGGVY connection was difficult. In Cachar, Chandel, Ribhoi and Lawngtlai majority of beneficiaries claimed that process of getting RGGVY connection was easy.

Across districts, majority of the beneficiaries are only partly satisfied with the scheme. In Lawngtlai, however most beneficiaries were completely satisfied. Regular supply of electricity is the major suggestion provided by the beneficiaries to improve the scheme.



Followed by which, reduction in electricity tariffs and improvement in staff behavior were the other important suggestions to improve the scheme.



Introduction

Introduction

The research strategy for the CRC 2/mid-CRC comprised of the following modular steps:

1. Preparatory activities

- a. An information-sharing exercise presentation was carried out by PAC with ACTED and its other project partners to convey the relevance of this exercise which would be carried out at three different points of the project. During this exercise the 10 programmes to be assessed were finalised along with the seven districts that would be covered in the project.
- b. The programmes included
 1. JSSK – Janani Shishu Suraksha Yojana (mother and child)
 2. IAY – Indira Awas Yojana (housing)
 3. ICDS – Integrated Child Development Scheme
 4. MGNREGS – Mahatma Gandhi National Rural Employment Guarantee Scheme
 5. MDM – Mid Day Meal Scheme
 6. NBA – Nirmal Bharat Abhiyan (sanitation)
 7. NSAP – National Social Pension
 8. PDS – Public Distribution System
 9. RGGVY –Rajiv Gandhi Grameen Vidyutikana Yojana (rural electrification)
 10. RKVY – Rashtriya Krishi Vikas Yojana (agricultural development)
- c. The seven districts included
 1. Churachandapur
 2. Ribhoi
 3. Cachar
 4. Wokha
 5. Goalpara



6. Chandel

7. Lawngtlai



Figure 1: Location of study districts in North-East India

- d. Secondary data that included details regarding each of the above programmes and the districts was collected. Simultaneously, ACTED also met with state and district-level officials to collect data from the offices regarding number of beneficiaries for each of the programmes.
- e. A brief but comprehensive literature review was carried out to understand the relevance of each of the programmes vis-à-vis the fundamental rights and entitlements to citizens as enshrined in the Indian Constitution.



2. Questionnaire Design

- ⊙ On the basis of the information collected through secondary data, draft questionnaires were prepared and then piloted in the field to check on content, flow and language. Changes were then made to the questionnaires accordingly.
- ⊙ To address each programme, 10 questionnaires were prepared to collect data from beneficiaries. In the absence of lists of beneficiaries, listing questionnaires were also prepared to identify beneficiaries.
- ⊙ The scope of the data collection instruments covered the following:
 - Availability of the service
 - Access and usage of the service
 - Service quality and reliability
 - Problem incidence, responsiveness and problem resolution
 - Costs, including Corruption
 - Satisfaction
 - Suggestions for improvement
 -

3. Sampling design

The sampling design comprised of the following steps:

- ⊙ A total of 200 villages instead of GP were covered in the 7 project districts
- ⊙ Equal distribution of villages across districts i.e. 28 villages each from each districts were taken (30 each from Goalpara and Cachar to reach target of 200 villages)
- ⊙ Again, from each district two blocks were considered (i.e. 14 villages per block)



- ⊙ Of these one block comprised of the HQ block or most near to HQ block, and another one a farther block (also having good population to get required number of beneficiaries)
- ⊙ Therefore, total of 14 blocks were covered with a target of 175 beneficiaries per block (i.e. per 14 villages) i.e. 350 per district
- ⊙ 50 to 100 households were covered per village in HH survey (Total Household or 100 household per village, whichever is lower)
- ⊙ Approximately 13 beneficiaries per village were interviewed

The final sample size was as follows:

	Cachar	Goalpara	Chandel	Churacha ndapura	Ribhoi	Lawngtlai	Wokha	Total
1. NREGA	64	64	65	69	60	64	63	449
2. IAY	15	15	17	17	15	14	16	109
3. JSSK	48	52	48	49	24	46	49	316
4. MDM	64	65	65	69	62	64	63	452
5. ICDS	63	64	64	70	55	62	62	440
6. TPDS	68	64	64	64	63	67	60	450
7. RKVY	16	16	16	7	9	17	14	95
8. NSAP	32	31	32	37	30	29	32	223
9. RGGVY	16	16	16	5	9	17	16	95
10. SBM	16	16	13	17	16	11	16	105
Total	402	403	400	404	343	391	391	2734



4. Field Work and Quality Assurance

ACTED's primary grantee partner NEICORD carried out the CRC survey in the selected villages. A two-level training programme was carried out (at Guwahati and in each of the selected districts) to ensure that the interviewers could collect the data correctly. During the course of field work, PAC research team along with ACTED, consistently monitored the field work through field visits and carried out spot checks and back checks and onsite scrutiny of filled in questionnaires.

The NEICORD District Coordinators also kept in contact with the PAC team for updates on a daily basis. Another round of random scrutiny was carried out once the questionnaires were received at PAC before data entry.

5. Data Entry and Analysis

Data entry for all the listing questionnaires and the beneficiary questionnaires was carried out in Bangalore under the direct supervision of the PAC study team. The reliability of estimate presented in this report is significant at 95% confidence level. The margin of error is +/-2.7%.

6. Presentation of Findings

The findings from the study were presented at the partner's meet on 2nd December at Guwahtai which was followed by discussions of the topline results, where the district co-coordinators could identify the reasons for most of the findings.

Structure of the Report

The report is divided in to 11 chapters. The first chapter is the introduction chapter which details out the project objectives, the methodology and the sampling details. Chapters 2 to 11 present the findings from each of the Programmes analyzed at the district level.



Indira Awaas Yojana (IAY)/ Pradhan Mantri Awaas Yojana – Gramin (PMAY)

Indira Awas Yojana

Indira Awaas Yojana (IAY) was restructured as Pradhan Mantri Awaas Yojana- Gramin from April 2016. There were gaps discovered in the old IAY scheme during a Performance Audit by CAG. These gaps were mainly non assessment of housing shortage, lack of transparency in selection of beneficiaries, low quality of house, lack of technical supervision, lack of convergence, loans not availed by beneficiaries and weak mechanism of monitoring. Hence to address these gaps and in commitment to provide “Housing for All” by 2020 the scheme was reorganized. The important changes to the scheme are¹:

- The minimum size of the house is increased from 20 square metres to 25 square metres including a hygienic cooking place.
- The unit assistance had been increased from INR 70,000 to INR 120000 in the plains and from INR 75000 to INR 125000 in the hilly states, difficult areas and IAP districts.
- There would be convergence with SBM-G and MGNREGA to build toilets in the houses under PMAY.
- Instead of targeting the BPL households from the list, to provide houses to the genuinely deprived people the PMAY uses Socio Economic and Caste Census (SECC) of 2011 which is further verified in Gram Sabhas.

Eligibility

Moving away from the BPL list the eligible beneficiaries would include all the houseless and the households living in kutchha houses as per the SECC data. Priority would be given based on the houselessness followed by the number of rooms.

¹ For full guideline check the link- http://pmayg.nic.in/netiay/English_Book_Final.pdf



Summary of findings from CRC 1

As per the findings of CRC 1 the provisioning of this programme varied from district to district. In Assam in the districts of Cachar and Goalpara, getting all the supporting documents, and lack of information sharing by the officials led to most of Citizen Report Card to assess access to information and delivery of public schemes in NEI Report by Public Affairs Centre 160 the beneficiaries finding the process of applying and availing quite complex. In Chandel, a substantial proportion of the households did not have a bank account, which not only contributed to the delay in the construction of their house but also receiving late/partial installments, materials of inferior quality, and having to resort to their own funds for completion. Churachandpur witnessed partiality during selection of beneficiaries, while beneficiaries in Ribhoi had to pay money to get selected; they also received no information on housing design and construction technologies. The latter was also observed in Lawngtlai and Wokha. In CRC 1 it was also suggested by PAC based on the findings that Selection process should be transparent and prioritized, this is followed in the new PMAY scheme.

Household Listing from CRC 2

Majority of respondents from the survey i.e. 61% were aware about the IAY scheme. The awareness was maximum in Cachar and minimum in Churachandpur district.



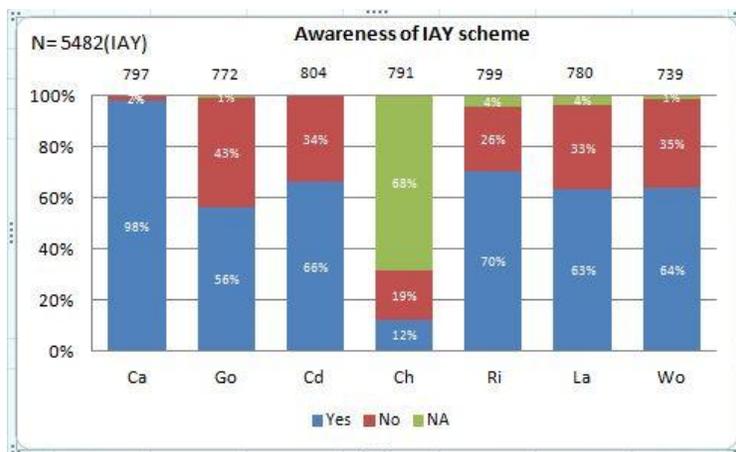


Figure 2: Awareness of IAY scheme

Though the percentage of aware respondents is high, the percentage of respondents who applied is very low i.e. 22%. The highest percentage of applicants for IAY scheme is in Cachar and Goalpara districts of Assam. Though Ribhoi district has 70% of aware respondents but the percentage of applicants is nil.

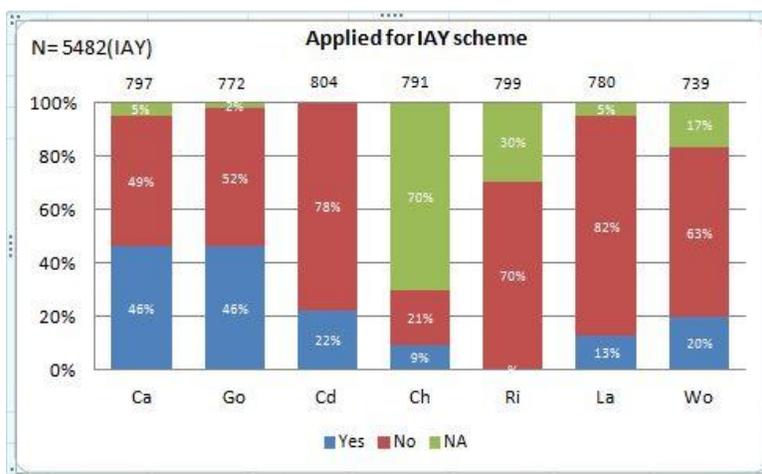


Figure 3: Applied for IAY scheme

Out of 5482 respondents interviewed only 20% had availed the IAY schemes benefits. The highest percentage of beneficiaries who availed the services is in Ribhoi district (38%). When asked regarding the reasons for not availing the services, majority refused to respond.



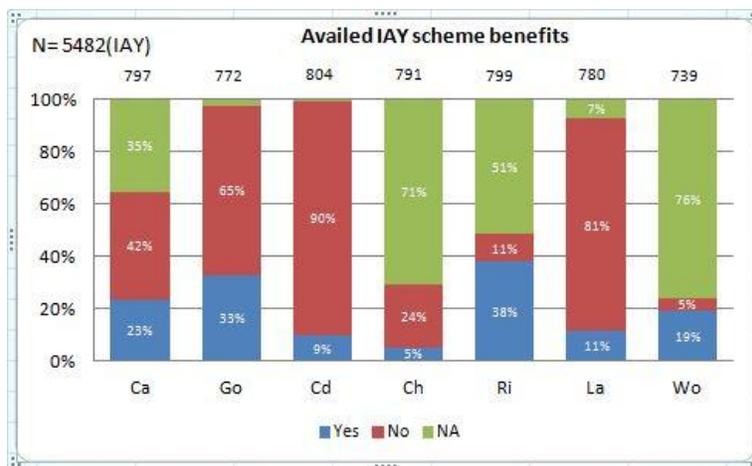


Figure 4: Availed IAY scheme benefits

IAY: Citizen Report Card 2

A total of 106 beneficiaries across 7 districts of five North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and Nagaland were interviewed under the CRC exercise. The CRC covered all aspects of IAY such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme. The findings of the study are set out below:

Demographic Details

On an average 88% of respondents were beneficiaries themselves and the rest were their parents, in the districts of Cachar and Goalpara all the respondents were beneficiaries. Except the two districts of Assam i.e. Cachar and Goalpara, in all the other districts the population of beneficiaries consisting of Scheduled Tribe is 100%. In Cachar majority (53%) of beneficiary population belongs to OBC social group.



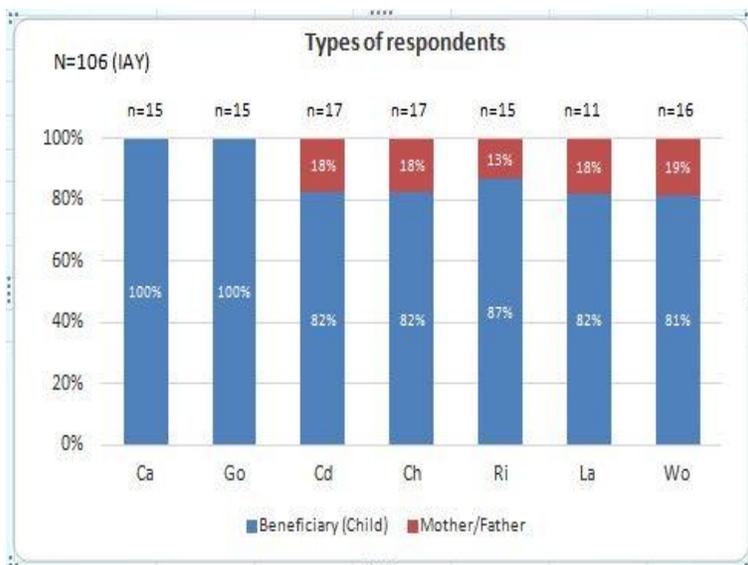


Figure 5: Type of Respondents

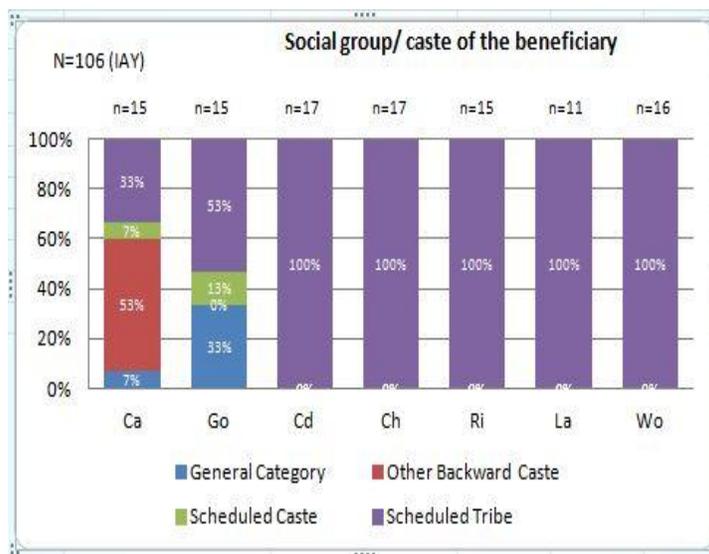


Figure 6: Social group/ caste of the beneficiary

The highest percentage of illiterates among the districts is in Ribhoi (27%). The districts that contain beneficiaries who have achieved the highest education level (Post graduate and above) are Churachandpur (6%) and Ribhoi (7%). The highest overall average is that of beneficiaries who have achieved the education level of middle/ upper primary which is 25%.



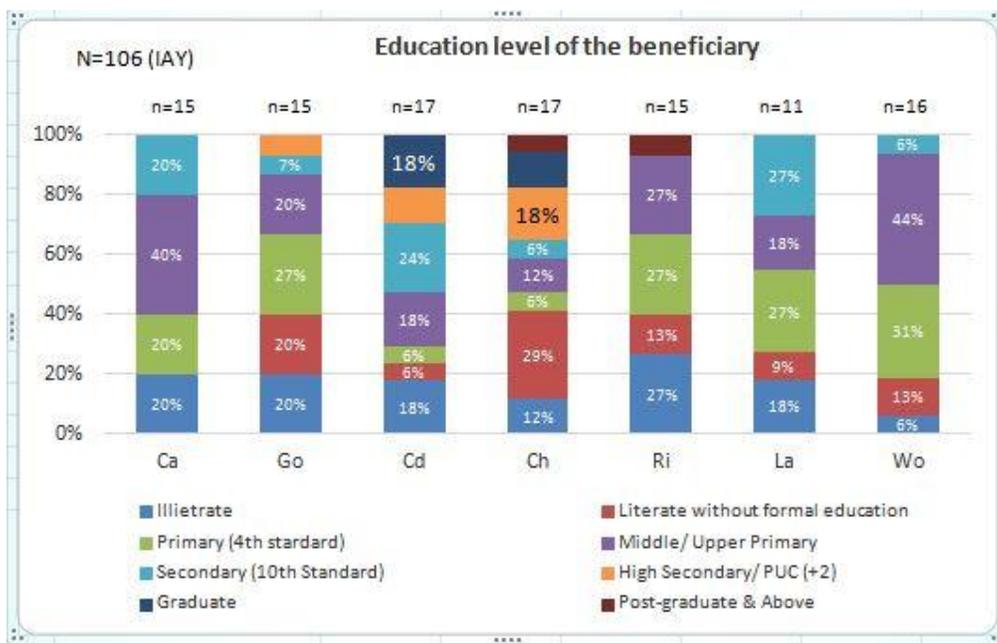


Figure 7: Education level of the beneficiary

Majority of respondents in the districts of Goalpara (53%), Ribhoi (47%) and Lawngtlai (45%) earn equal or less than INR 40000 annually. Wokha has 13% beneficiaries who earn more than one lakh per annum.

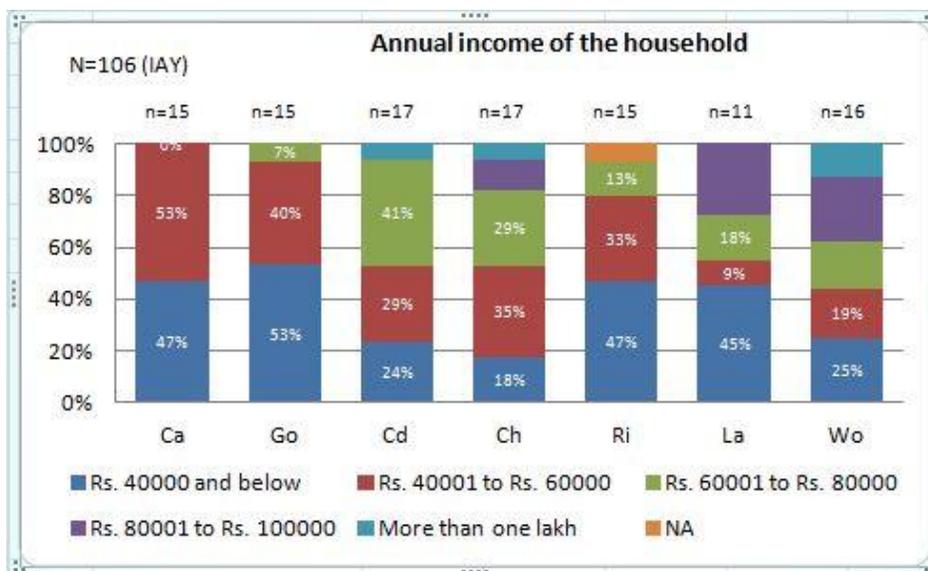


Figure 8: Annual income of the household of beneficiaries



Awareness and Access

The major awareness source for this scheme in all the districts except Goalpara is the Village headman/ chairman (63% average). In Goalpara the major source of awareness is Gram Sabha (53%). In Chandel the second most popular source of awareness is Neighbours and Relatives (59%).

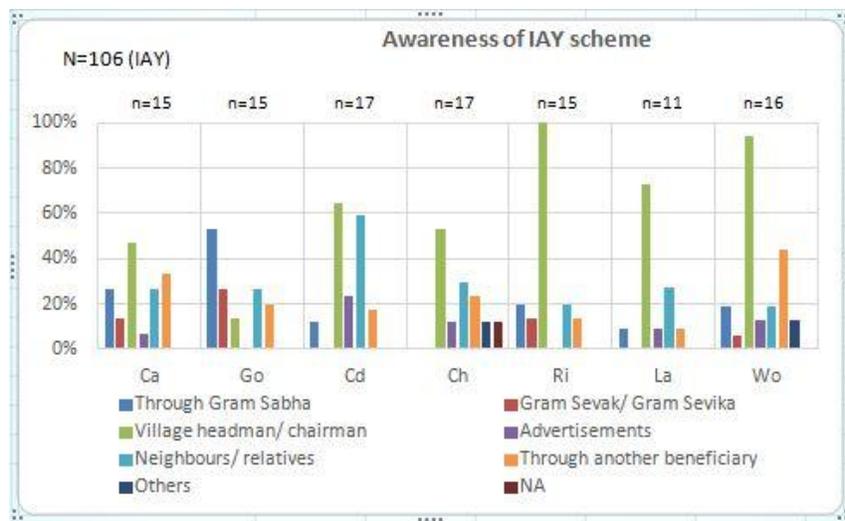


Figure 9: Source of awareness of IAY Scheme

On an average 63% of beneficiaries across districts said that none of the officials explained them about the scheme. The highest percentage of beneficiaries who claimed that they did not receive any explanation regarding the scheme from officials is from the district of Churachandpur (88%). The highest percentage of beneficiaries who acknowledged that the officials explained them the scheme was from Ribhoi (53%) and then Chandel (47%).



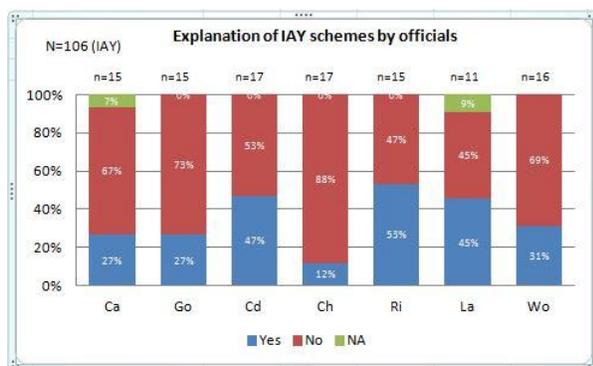


Figure 10: Whether explanation was provided by officials about IAY

The supporting documents are provided along with the application to apply for the schemes. The most common official supporting documents are two photographs (70% on an average) and Verification letter from village (53% average). Ration card (46%) and Income Certificate (41%) are also other supporting documents that are used by the eligible beneficiaries to apply for the scheme.

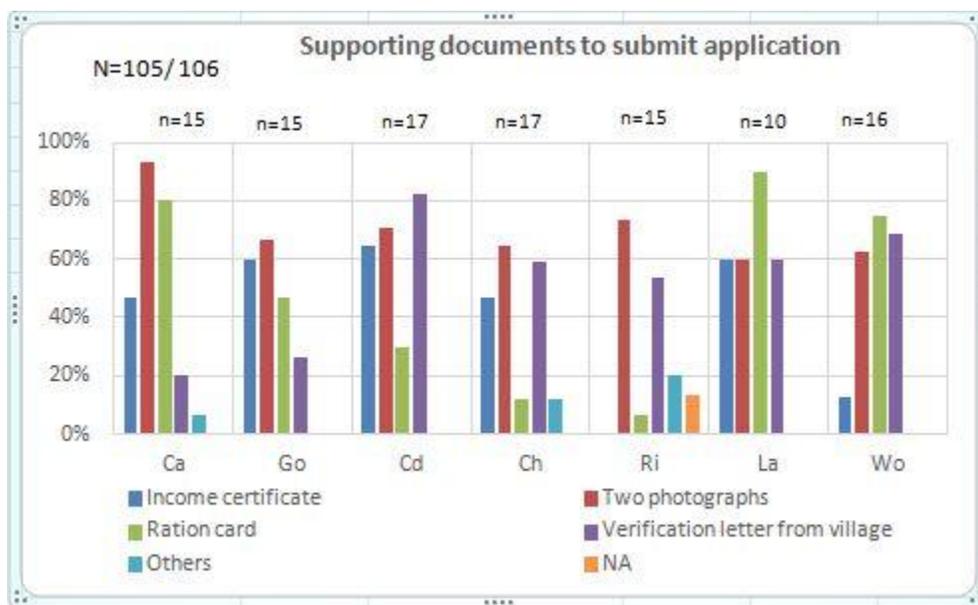


Figure 11: Supporting documents required to submit application

In Cachar (93%), Goalpara (80%), Ribhoi (93%) and Wokha (50%) the major type of pucca houses are the brick houses. In Chandel (65%) and Churachandpur (88%) the type of pucca houses majorly built through the scheme are mud houses. Bamboo houses

are also built under this scheme for the beneficiaries in the district of Wokha (38%) Chandel (18%), Lawngtlai (9%) and Goalpara (7%).

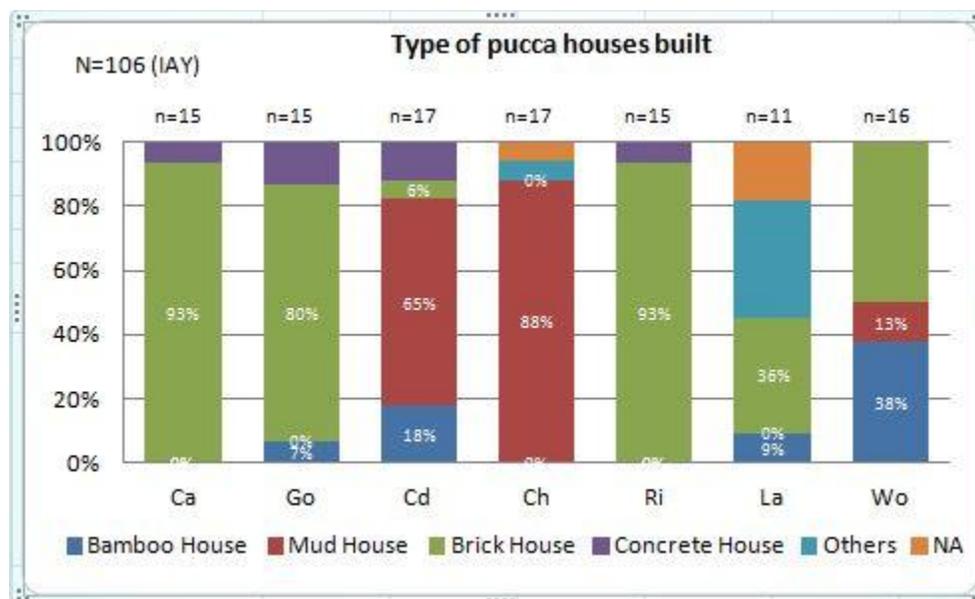


Figure 12: Type of pucca house

Usage and Quality

In the districts of Wokha (75%), Goalpara (47%) and Lawngtlai (45%) the construction time taken is majorly the lowest which is 6 months. In Chandel the minimum time taken for construction is between 6 to 12 months. In the district of Cachar, majority of beneficiaries (around 47%) reported that the construction of their house took 1 to 2 years; this could also be because the type of house in Cachar is either brick or concrete house which is a stark contrast from Bamboo houses of Wokha and mud houses of Chandel and Churachandpur.



Figure 13: Time taken to finish the construction

Majority of total interviewed beneficiaries i.e. 58% said that it took more than one month to receive sanctioned work order after applying. In the district of Churachandpur 41% of beneficiaries are still waiting to receive the sanctioned work order.

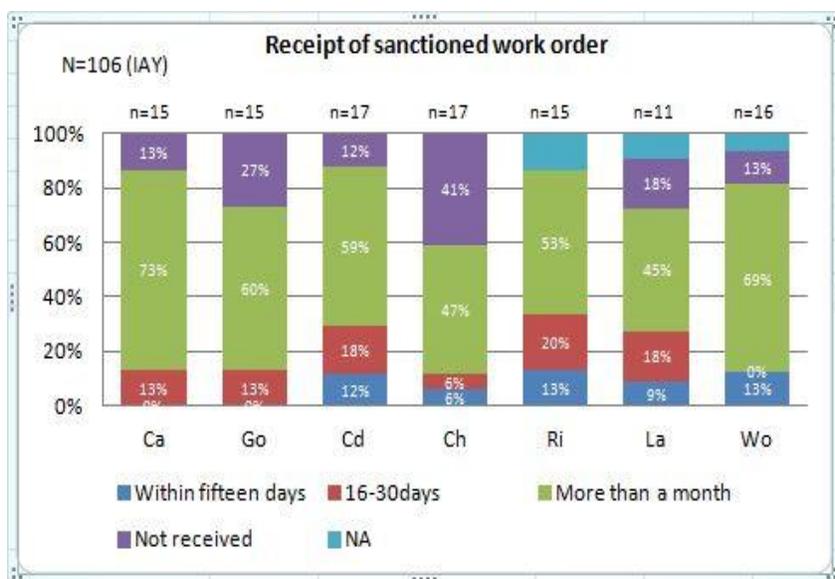


Figure 14: Time taken to receive the work order

Around 59% of total beneficiaries said that they had to spend money from their pocket also apart from the money that they got from the scheme to complete the construction



of their house. In Lawngtlai (70%) and Goalpara (50%) there is relevant percentage of respondents those who built their entire house using only the funds from the scheme.

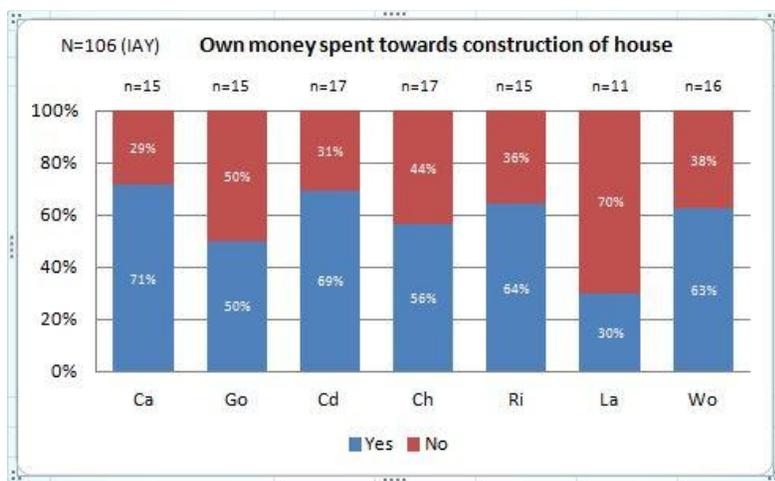


Figure 15: Whether own money was spent on house construction

It has been realized from another research study by Public Affairs Centre related to SBM-Grameen that the beneficiaries are more satisfied when they have the flexibility to choose the model of construction rather than when a fixed model is imposed on them. Around 50% of respondents in Goalpara district of Assam said that a fixed model is imposed on them. However a majority of total beneficiaries i.e. 54% said that they had the flexibility to choose their house model.

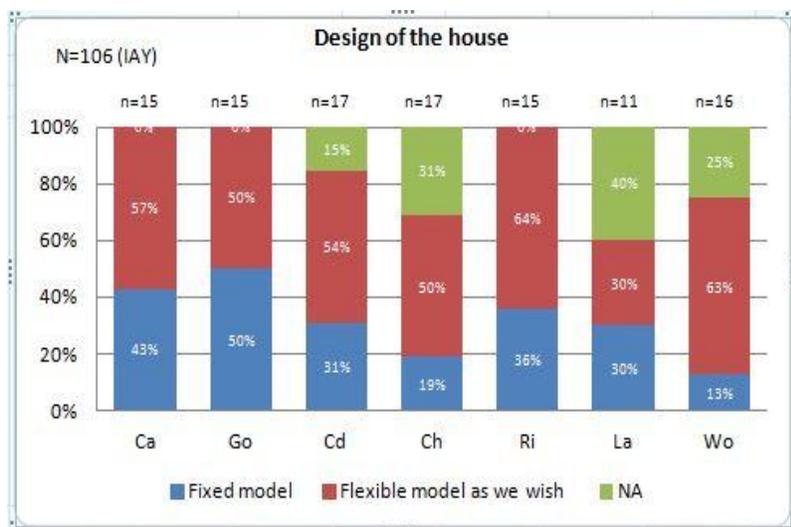


Figure 16: The design of the house



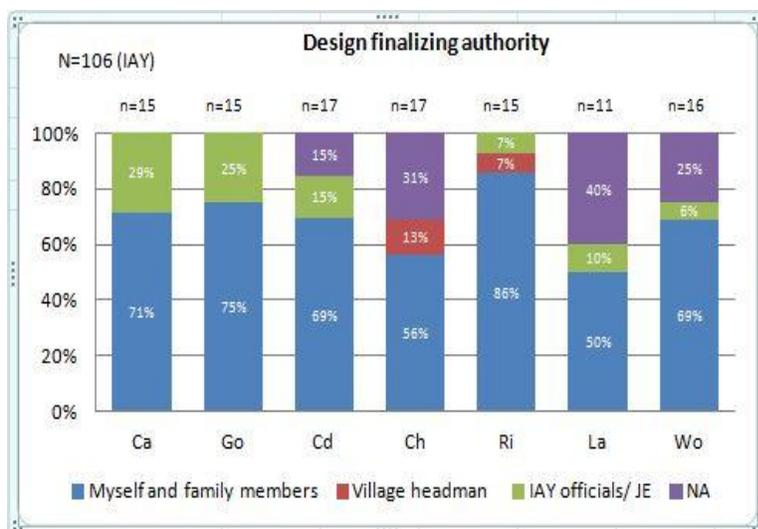


Figure 17: Authority for finalizing the design of the house

The design of the house is majorly (i.e. 68% overall) finalized by the beneficiary themselves and their family members. There is also 10% of overall beneficiaries which are 29% in Cachar and 25% in Goalpara who responded that the IAY officials selected the house design for them.

Problem Incidences and Resolution

Around 73% of IAY beneficiaries replied that they did not have any problems with IAY scheme, the highest percentage of beneficiaries being in Lawngtlai (91%). The highest percentage of beneficiaries who faced problems in the last one year is from Churachandpur district (47%).



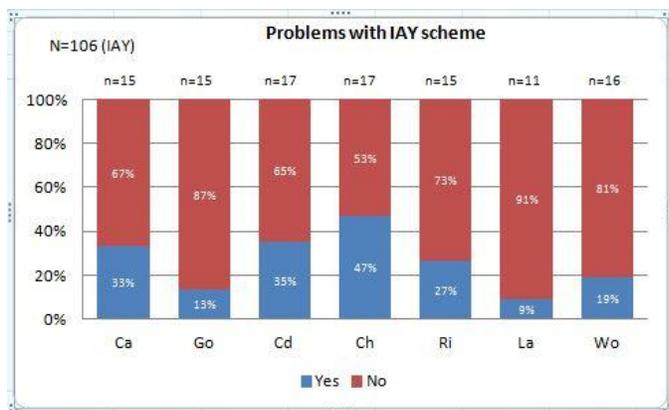


Figure 18: Problems with IAY

The three major problems related to this scheme as pointed out by the interviewed beneficiaries are:

1. Around 55% of beneficiaries across districts had issues related to receiving instalment;
2. Around 41% of beneficiaries across districts had troubles getting a sanction order;
3. Around 31% of beneficiaries across districts had problems related to construction of house.



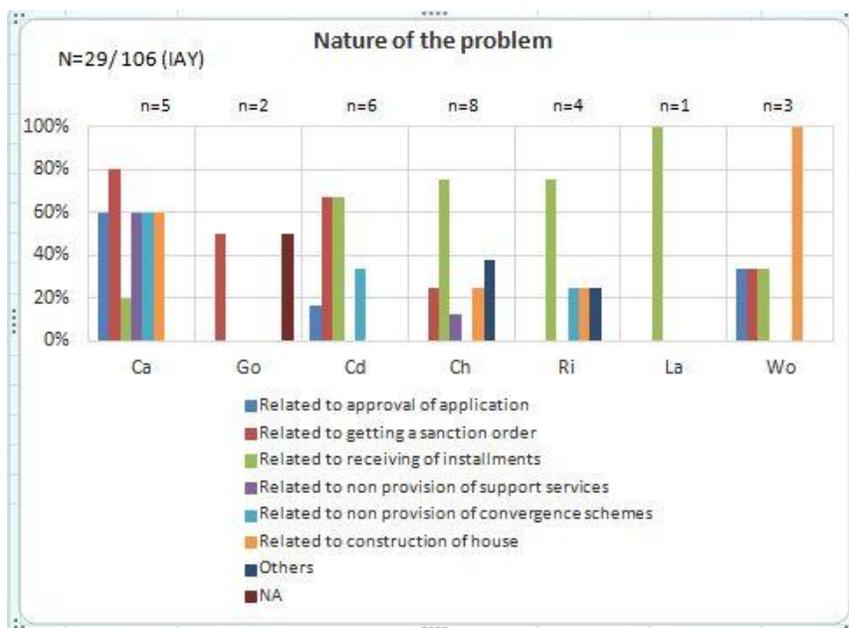


Figure 19: Nature of problem

Satisfaction

Majority of beneficiaries i.e. 47% are partly satisfied and around 26% of the total beneficiaries are completely satisfied with the scheme. The highest percentage of completely satisfied beneficiaries is in Lawngtlai district (45%). The highest percentage of dissatisfied beneficiaries is in Wokha district (31%).

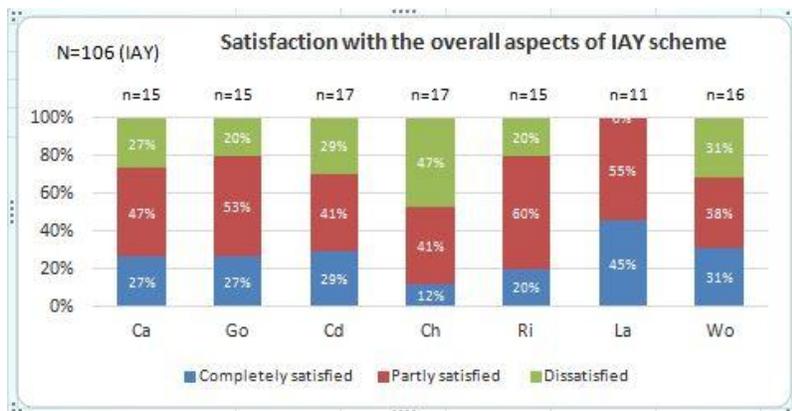


Figure 20: Whether satisfied with overall aspects of IAY

The most common suggestions cited by the beneficiaries for improving the scheme is increasing the sanctioned amount and making the payments regular. Around 43% of



beneficiaries quoted this suggestion. The second common suggestion was to provide improved quality of material and additional facilities.

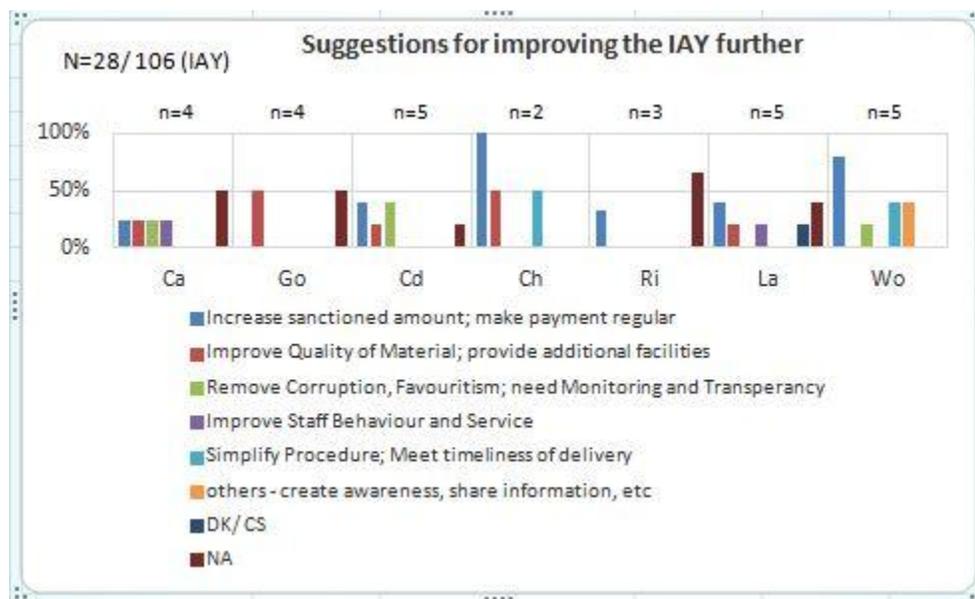


Figure 21: Suggestions for improving IAY

Gender and Minority

Out of the 106 beneficiaries of IAY who were interviewed, 60% were males and 40% were females. Churachandpur consists of the highest number and percentage of male beneficiaries while Ribhoi consists of highest percentage of female beneficiaries.



60%



40%

The main points of difference between gender are captured in the analysis and are as follows:

- The major source for awareness had been different for males and females in the districts of Cachar and Chandel. In Cachar for majority of men the main source of awareness was Village headman and for women it was either neighbour / relatives or another beneficiary. In case of Chandel it was the other way as women said that their major source of awareness was the village headman while

the men said that for them the major source of awareness was Neighbours/Relatives.

- In case of Lawngtlai district majority of women said that it took more than a month to receive the sanctioned work order after registration while for men it took 16 days to a month.
- In case of construction of house in Cachar district 64% men constructed the house themselves with the help of few labourers while all the women beneficiaries preferred Contractor /Builder.

In case of minority, the districts except Cachar and Goalpara belong to the special category states as they have majority of population classified under the social group as Scheduled Tribes. So 100% of the interviewed beneficiaries from the other five districts (Chandel, Churachandpur, Ribhoi, Lawngtlai and Wokha) belong to the minority groups. The analysis for the beneficiaries belonging to minority category in Cachar and Goalpara districts is as follows:

- For the beneficiaries of minority group in Cachar district the major sources of awareness regarding the scheme are the Village headman/chairman, Neighbours/Relatives and other beneficiaries while for the beneficiaries in Goalpara district the major source of awareness is Gram Sevak/Sevika.
- In Cachar and Goalpara majority of the General category people were able to fill the application themselves while 60% of the interviewed beneficiaries belonging to minority status took help from the Village Headman/Chairman to fill the form.
- In the district of Cachar both the minority category as well as the general category beneficiaries declined that any explanation related to the details of the scheme was provided by the IAY officials. However, in Goalpara majority (60%) of general category beneficiaries agree that they received a briefing on the details of IAY scheme while 90% of minority beneficiaries declined receiving any information on IAY scheme from the IAY officials.
- While in Cachar 50% of interviewed minority beneficiaries constructed their house themselves with some help from labourers and the other 50% relied on



contractors/builders for the same; in Goalpara 90% of the interviewed minority beneficiaries relied on contractor/builders for construction of the house.

Trends in Program

The section consists of trends captured between CRC 1 and CRC 2 in various sections within a year. The following trends were observed:

1. In CRC 1 50% of total households reported Village Headman/ Chairman as the awareness source, in CRC 2 63% of the households reported this source of awareness. Hence a higher majority of people have reported this source as an awareness source. In the district of Goalpara the major source of awareness during CRC 1 had been neighbours and relatives while in CRC 2 it is Gram Sabha.
2. The ability to produce supporting document was 70% in CRC 1 and it has come down to 64% in CRC 2. In CRC 1 50% beneficiaries from Goalpara district found it difficult to collect the supporting documents for this scheme, this percentage has come down to 27% in CRC 2.
3. In CRC 1 the districts of Wokha, Cachar and Lawngtlai had majority of mud houses constructed under the IAY scheme, this has changed in CRC 2 as in the same districts brick houses are more common among the beneficiaries.
4. In CRC 1 the highest percentage of completely satisfied beneficiaries was more than 50% from the district of Goalpara; in CRC 2 the highest percentage has come down to 47% from Lawngtlai district. In Goalpara the percentage of completely satisfied beneficiaries is 27%. The total percentage of completely dissatisfied beneficiaries had gone up in CRC 2.



Mid-Day Meal Scheme (MDMS)

Mid-Day Meal Scheme

According to the report of the Committee on Mid-Day Meals (1995), the first venture was in 1925. At that time, an MDM programme was introduced for children of poor socio economic status in the Madras Corporation area in the state of Tamil Nadu. Subsequently, in 1928, Keshav Academy of Calcutta introduced a compulsory 'Mid-day Tiffin' for school boys. In 1941, Kerala started the School Lunch Programme. [#mdm_1]

With a view to enhancing enrolment, retention and attendance and simultaneously improving nutritional levels among children, the **National Programme of Nutritional Support to Primary Education (NP-NSPE)** was launched as a Centrally Sponsored Scheme on 15th August 1995.

On November 28, 2001 the Supreme Court of India passed an order stating: *"We direct the State Governments/Union Territories to implement the Mid-Day Meal Scheme by providing every child in every Government and Government assisted Primary School with a prepared mid-day meal."* [#mdm_2] This interim order provided for the conversion of eight food security schemes into entitlements (i.e. rights) of the poor.

In 2001 MDMS became a cooked Mid Day Meal Scheme under which every child in every Government and Government aided primary school was to be served a prepared Mid Day Meal with a minimum content of calories and protein per day for a minimum of 200 days. The Scheme was further extended in 2002 to cover not only children studying in Government, Government aided and local body schools, but also children studying in Education Guarantee Scheme (EGS) and Alternative & Innovative Education (AIE) centres.

Prior to the formal launch of the Cooked Mid Day Meal programme, the practice of providing meals in schools was present in several states. Between 2002 and 2004,



however, most Indian states instituted and formalized the universal midday meals in public primary schools.

In September 2004 the Scheme was revised to provide for Central Assistance for cooking cost, fuel, personnel wages, agency remuneration, transport and also for management, monitoring and evaluation. A provision for serving mid day meal during summer vacation in drought affected areas was also made.

In July 2006 the scheme was further revised to enhance the cooking cost and revision of the nutritional norms for calories and protein. Provision to facilitate construction of kitchen, store and procurement of kitchen devices was prepared for phased implementation.

In October 2007, the Scheme was extended to cover children of upper primary classes (i.e. class VI to VIII) studying in Educationally Backwards Blocks (EBBs). The name of the Scheme was changed from 'National Programme of Nutritional Support to Primary Education' to '**National Programme of Mid Day Meal in Schools**'.

From April 2008 the scheme was extended to all areas across the country and also to cover recognized as well as unrecognized Madarsas / Maqtabas supported under Sarva Siksha Abhiyan. [#mdm_3]

From 2011 onwards the Central Government Assistance under Mid-Day Meal Scheme Central Government further provides for:

1) **100% cost of the following components:***

- a. Food grains: Supply of free food grains (wheat/rice) @ 100 grams per child per School Day at Primary classes (I-V) and 150 grams per child per School day at upper primary classes (VI-VIII).
- b. Transportation: Actual cost of transportation of food grains from nearest FCI godown to the Primary School.



- c. Management, Monitoring & Evaluation (MME): At the rate of 1.8% of total assistance on (a) free food grains, (b) transport cost and (c) cooking cost. Another 0.2% of the above amount is utilized at the Central Government level for management, monitoring and evaluation.
- d. One time Central Assistance is provided to States for construction of Kitchen Sheds @ Rs. 60, 000 per unit and Rs. 5000 for procurement/replacement of Kitchen Devices for each school covered under MDM Scheme.
- 2) **Central Assistance for Cooking Cost on sharing basis:***

- e. At Primary stage the Central Assistance towards cooking cost per child/school day is Rs.1.89 for NER States provided the States contribute minimum 20 paise and Rs. 1.58 for other States/UTs provided the State/UT contribute minimum 50 paise. At Upper Primary stage the Central Assistance towards cooking cost per child/school day is Rs.2.42 for NER States provided the States contribute minimum 20 paise and Rs.2.10 for other States/UTs. To offset the impact of price rise, Central Assistance for cooking cost has been enhanced.

North East States / special category provisions

Assam was one of the six States where even after nine years of the commencement (1995) of the MDM scheme, serving of cooked meals could not be universalized.

Due to difficult geographical terrain of the special category States the transportation cost @ Rs.1.25 per quintal was not adequate to meet the actual cost of transportation of foodgrains from the FCI godowns to schools in these States. On the request of the North Eastern States the transportation assistance in the 11 Special Category States (Northern Eastern States, Himachal Pradesh, Jammu & Kashmir and Uttarakhand) have been made at par with the Public Distribution System (PDS) rates prevalent in these States with effect from Dec-2009.

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Note: * the number / value mentioned here-in are historic, may have changed and differ from present (year 2016)

Source: [write-up is prepared with content adapted and edited from]

[#mdm_1] Sep2013, Dr.Gracious James Fighting Classroom Hunger- Achievements of Mid Day Meal Scheme <http://yोजना.gov.in/mid-day-meal-scheme.asp>

[#mdm_2] Akshaya Patra Foundation <https://www.akshayapatra.org/indias-mid-day-meal-scheme>

[#mdm_3] Logo-image; Department of School Education & Literacy, Ministry of Human Resource Development, Government of India. <http://mhrd.gov.in/mid-day-meal>



About MDM Scheme

The mid-day meal scheme is a multi-faceted programme of the Government of India that, among other things, also seeks to address issues of food security, lack of nutrition and access to education on a nationwide scale. It aims to address 'classroom hunger' and encourage poor children, belonging to disadvantaged sections, to attend school regularly and thereby involve them into classroom activities.

The scheme is the world's largest school feeding programme reaching out to about 12 crore children in over 12.65 lakh schools/EGS centres across the country (year 2013).

The school feeding programme is popular, not only because of their support for education. It is the source of availability of regular meals with provisioning for the 'supplementary nutrition' needed for the healthy growth of children. This facilitates the benefits of offsetting undernourished and malnourished status prevalent in the population.

[[National Programme of Nutritional Support to Primary Education (commonly known as Mid Day Meal Scheme) was launched as a centrally sponsored scheme on 15th August 1995 with an objective of "Universalization of primary education by increasing enrolment, retention and attendance and simultaneously impacting on nutrition of students in primary classes."

In many states quality of the meal served to children was not satisfactory, and the outreach of the scheme was not universalized in some states.

The Supreme Court has been giving certain directions in its orders passed from time to time. In its judgment in the case 'People's Union for Civil Liberties vs. Union of India (Writ Petition (Civil) No. 196 of 2001)', the apex court decreed that state governments must "implement the mid day meal scheme by providing every child in every government and government assisted primary schools with a prepared mid day meal with a minimum content of 300 calories and 8-12 grams of protein each day of school for a minimum of 200 days. Those governments providing dry rations instead of cooked meals must within three months (by 28 February 2002) start providing cooked meals in



all government and government-aided primary schools in half of the districts of the state (in order of poverty) and must within a further period of three months (by 28 May 2002) extend the provision of cooked meals to the remaining parts of the state.”

Followed by Central government’s approval of a revised scheme, ‘National Programme of Nutritional Support to Primary Education, 2004 (NP- NSPE, 2004)’. The main objectives of this revised scheme were:

- To boost Universalization of primary education (classes 1-5) by improving enrolment, attendance, retention and learning levels of children especially those belonging to disadvantage sections,
- To improve nutritional status of students of primary stage, and
- To provide nutritional support to students of primary stage in drought affected areas during summer vacation also.]] [[Verbatim from PAC CRC1 report]]

Mid Day Meal Schemes Web Site



[#mdm_4] Logo-image: Mid Day Meal Scheme portal: <http://mdm.nic.in/>

The Union Minister for Human Resource Development launched a comprehensive website: www.mdm.nic.in for creating greater awareness about the scheme to ensure transparency in the implementation of the scheme. The site provides detailed guidelines about the scheme; the Programme Approval Board approvals for various states/UTs as well as the physical and financial progress under the scheme. The site also brings out the innovative practices adopted by the various states. It also provides details about the key officers responsible for the scheme and their contact details.

Eligibility

[[All children studying in Government/Local Body, Government Aided Schools and Schools run under Central Government]] [[Verbatim from PAC CRC1 report]]



Objectives and Regulations

Mid-Day Meal Scheme is aimed to: [#mdm_2]

- avoid classroom hunger
- increase school enrolment
- increase school attendance
- improve socialisation among castes
- address malnutrition and
- empower women through employment
-

The Mid Day Meal Rules, 2015 have been notified under the National Food Security Act, 2013. Certain important provision mentioned there-in are: [#mdm_5]

- Entitlement for nutritional meal. Every child within the age group of six to fourteen years studying in classes I to VIII who enroll and attend the school, shall be provided meal having nutritional standards as specified in Schedule II of the Act, free of charge every day except on school holidays.
- Place of serving meal. The meal shall be served to children at school only.
- Preparation of meals and maintenance of standards and quality. 1. The meal shall be prepared in accordance with the Mid Day Meal guidelines issued by the Central Government and per provisions of Schedule II of the Act. 2. Every school shall have the facility for cooking meal in hygienic manner. Schools in urban area may use the facility of centralised kitchens for cooking meal.
- State Steering-cum-Monitoring Committee (SSMC) shall oversee the implementation of the scheme, including establishment of a mechanism for maintenance of nutritional standards and quality of meals.



- The School Management Committee (SMC) mandated under Right to Free and Compulsory Education Act, 2009 shall also monitor implementation of the Mid-day meal Scheme.
- SMC shall oversee quality of meals provided to the children, cleanliness of the place of cooking and maintenance of hygiene in implementation of mid day meal scheme. The Headmaster / Headmistress of the school shall be empowered to utilise any fund available in school for the purpose of continuation of Mid Day Meal Scheme in the school in case of temporary unavailability.
- Food Security Allowance. If the Mid-Day Meal is not provided in school on any school day due to non availability of food grains, cooking cost, fuel or absence of cook-cum-helper or any other reason, the State Government shall pay food security allowance as defined in clause (c) of rule 2 to every child referred to in rule 3 by 15th of the succeeding month in the manner provided for a. Quantity of Food grains as per entitlement of the child; and b. cooking cost prevailing in the State.

Source: [#mdm_5] Notification by Ministry Of Human Resource Development (Department of School Education and Literacy) as published in Gazette of India, New Delhi No. 599, PART II—Section 3—Sub-section (i), dated Wednesday, September 30, 2015. Rules are prepared based on G.S.R.743(E) in exercise of the powers conferred by sub-section (1) read with clause (b) of sub-section (2) of section 39 of the National Food Security Act, 2013 (20 of 2013)

Public display of notifications at premises

[[The school has to display the menu (on the notice board or on school wall, etc.). Along with this, schools are also expected to display the following:

- ✓ Quantity of food grains received, date of receipt
- ✓ Quantity of food grains used
- ✓ Other ingredients purchased and used
- ✓ Number of children who received MDM



- ✓ Daily Menu
- ✓ Roster of Community Members]] [[Verbatim from PAC CRC1 report]

Monitoring by School Board Management Committee (SBMC)

[[It is interesting to note that the revised MDMS national guidelines (2004) mentions about setting-up of an appropriate mechanism for quality checks. Herein the community has an important role in monitoring and implementation of the scheme. Representatives of parents from SMCs, Village Council/Authority or Gram Panchayats/Gram Sabhas, can monitor on regular/daily basis in terms of: Regularity and wholesomeness of the MDM; Cleanliness in cooking and serving; Timeliness for procuring good quality ingredients, fuel, etc; menu and Social and gender equity]]
[[Verbatim from PAC CRC1 report]]

Nutritional Support in cooked mid-day meals

To achieve the objectives of the scheme, the guidelines prescribe the following nutritional content in the mid day meal. The component-wise break up of above nutrition value of food items constituting Mid Day Meal (MDM), both for primary and upper primary, are as under: [#mdm_6]

Components	Primary	Upper Primary
Calories	450 Cal	700 Cal
Protein	12 gms.	20 gms.
Micro-nutrients	Adequate quantities of micro-nutrients like Iron, Folic Acid, Vitamin-A etc.	



S. No.	Items	Primary			Upper Primary		
		Requirement under MDM (in gms)	Energy content (in calories)	Protein Content (in gms)	Requirement under MDM (in gms)	Energy content (in calories)	Protein Content (in gms)
1.	Foodgrains (Rice / Wheat)	100	340	8	150	510	14
2.	Pulses	20	70	5	30	105	6.6
3.	Vegetables	50	25	--	75	37	--
4.	Oil & Fat	5	45	--	7.5	68	--
5.	Salt & Condiments	As per need	--	--	As per need	--	--
			480	13		720	20.6



Entitlements

[[Every child is eligible for 100 grams of food grains at primary stage and 150 grams at upper primary stage on each school day. For children in classes I – V, a meal with a nutritional value of 450 calories and 12 grams of protein is provided. For children in upper primary classes, a meal containing of 700 calories and 20 grams of protein is provided. In addition to rice/chapattis, the meal includes pulses, vegetables depending upon local availability.]] [[Verbatim from PAC CRC1 report]]

Convergence with other schemes

MDM envisages supply of adequate quantities of micro nutrients such as iron, folic acid, zinc and these micro nutrients are to be supplemented through convergence with the school health and other programmes of the National Rural Health Mission (NRHM) of the Ministry of Health and Family Welfare. For this, no budgetary support is provided under the MDMS. These appropriate supplementations are provided depending on common deficiencies found only in the local areas to the target beneficiary group.

Literature Review

Here is a quick literature review of the studies carried out of the MDMS impacts on academic achievements of students, increase in school participation, quality of meals, enrolment and retention, accountability and transparency.

P.K.Paul and N.K.Mondal in a paper attempts to analyze the nature and impact of mid-day meal programme on academic achievement of students. The findings reveal that



mid-day meal programme (MDM) has had a positive impact in some selective cases e.g., enhancing enrolment, attendance and lowering retention and drop out of students) which are essential for achieving the higher level of academic performance of students particularly BPL family students residing in the rural areas of upper primary schools of Burdwan district in the state of West Bengal.

Various studies have been conducted in India about mid-day meal scheme and students' achievement in schools (Dreze & Goyal, 2003; Dreze & Kingdon, 2001; Khera, 2002; Mondal et al, 2007 etc.). Most of the studies revealed that there exists a positive relationship between mid-day meal program and enrolment and attendance of students in schools including education and health outcomes of students. The success of this scheme is illustrated by the tremendous increase in the school participation and enrolment rates in Tamil Nadu (Sengupta, 2012).

The study taken up by IIM-A and St.Xavier's college Ahmedabad attempts to identify some of the critical issues associated with the MDM scheme and carry out an objective evaluation in terms of efficiency in delivery system and service quality (which includes food safety, food nutrition and sensory aspects). The findings of the paper mention that the scheme is important in terms of its potential for substantially improving the health of the younger generation of the country.

In this Citizen Report Card (CRC), the main objective is to capture/know the perception of the users about the act; to assess the quality of implementation; problem incidence, resolution and satisfaction level; and to offer suggestions for policy implications]]
[[Verbatim from PAC CRC1 report]]

Sources: for Mid Day Meal Scheme

- [#mdm_1] Sep2013, Dr.Gracious James Fighting Classroom Hunger- Achievements of Mid Day Meal Scheme <http://yojana.gov.in/mid-day-meal-scheme.asp>
- [#mdm_2] Akshaya Patra Foundation <https://www.akshayapatra.org/indias-mid-day-meal-scheme>
- [#mdm_3] Department of School Education & Literacy, Ministry of Human Resource Development, Government of India [Logo-image]
- <http://mhrd.gov.in/mid-day-meal>



- [#mdm_4] Logo-image: Mid Day Meal Scheme portal: <http://mdm.nic.in/>
- Source: [#mdm_5] Notification by Ministry Of Human Resource Development (Department of School Education and Literacy) as published in Gazette of India, New Delhi No. 599, PART II—Section 3—Sub-section (i), dated Wednesday, September 30, 2015. Rules prepared based on G.S.R.743(E) in exercise of the powers conferred by sub-section (1) read with clause (b) of sub-section (2) of section 39 of the National Food Security Act, 2013 (20 of 2013)
- [#mdm_6] Nutrition Support function of National Programme of Mid Day Meal in Schools (MDMS)
- http://mdm.nic.in/Files/School%20Health%20Programme/Nutrition_Support/Nutrition_support_Introduction.pdf

Other useful references

- MDM is a scheme of the Department of School Education & Literacy, Ministry of Human Resource Development, and Government of India.
- Mid Day Meal Scheme website <http://mdm.nic.in>
- On ministry website, about MDM scheme <http://mhrd.gov.in/mid-day-meal>
- HRD ministry weblink-url: state-wise education institutions with India map visual. <http://inst.mhrd.gov.in/citizen/secure/initInstListMapViewAction.do>
- MDM Grievance – contacts of State in-charge to lodge complaint
- http://mdm.nic.in/Files/Grivence_Contacts/States/Mizoram.html

1. Assam	Contact	0361-2383832	assammdm[at]gmail[dot]com
2. Manipur	Contact	0385-2411095	tenedy[at]rediffmail[dot]com
3. Meghalaya	Contact	0364-2225356	meg_mdm[at]yahoo[dot]co[dot]in
4. Mizoram	Contact	9436154576	mizorammdm[at]gmail[dot]com
5. Nagaland	Contact	09774305287	nglnd_mdm[at]yahoo[dot]in

Sources and reference (from CRC1 report)

- Guidelines of National Programme of Nutritional Support to Primary Education (Mid-day Meal Scheme),” GoI
- Source: Right to Food campaign website; Khera-2006
- Dreze, Jean and Geetha Gandhi Kingdon (2001), „School Participation in Rural India”, Review of Development Studies -5 Dreze, Jean and Aparajita Goyal (2003), „Future of Mid-Day Meals”, Economic and Political Weekly, November 1 Khera, Reetika (2002), „Mid-Day Meals in Rajasthan”, The Hindu, Nov, 13
- Sengupta, Somini. (2012) Malnutrition of children in India continues. Nytimes.com. Retrieved on 2012-02-18.
- reference: Mid Day Meal Scheme: Understanding Critical Issues with Reference to Ahmedabad City (Satish Y. Deodhar, Sweta Mahandiratta, K.V. Ramani, and Dileep Mavalankar 2007) IIM-A publication
- Source reference: Mid Day Meal Scheme: Understanding Critical Issues with Reference to Ahmedabad City (Satish Y. Deodhar, Sweta Mahandiratta, K.V. Ramani, and Dileep Mavalankar 2007) IIM-A publication

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About: *CRC (Citizen Report Card) is a social accountability tool, which is useful to enhance participatory governance through evidence based methods. The tool-kit and methodology are open-source and maybe accessed for free at www.citizenreportcards.in (developed by Public Affairs Centre).



Summary of findings from CRC 1

Some districts seem to have adapted the latter quite enthusiastically with adult members visiting and observing the process of midday meal preparations (Goalpara, Chandel). In some districts such as Ribhoi and Chandel provision of relevant facilities such as drainage in the wash areas was observed. At the same time, in most districts the findings showed that food was cooked outside and brought in (except Ribhoi where teachers were observed to be involved in the cooking process). A matter of concern is the absence of children from the afternoon sessions after availing the MDM facilities in most districts such as Wokha, Churachandpur, Chandel and Goalpara. Quality of the meal was also worrying in Chandel, Churachandpur and Ribhoi.

Although the scheme may be offering different prepared food items each day, bringing variety to the daily meal may be a good idea, keeping in mind the nutritional criteria of the scheme in mind.

Meals could be cooked in the school premises unless there are manpower, fuel issues. Provision of raw foodgrains could also be avoided as then the children may not then be direct beneficiaries of the scheme.

Teachers should be kept free from directly involving in the cooking process to avoid wastage of teaching-learning activities. As a result, a significant amount of contact time between teachers and students would be gained.

Implementation in the schools in all the districts needs to follow basic principles of hygiene, food safety and accountability. For the latter, strengthening 'Mothers' Watch' programme in all the districts would be good way of ensuring accountability.

The scheme is important in terms of its potential for substantially improving the health of the future generation of the country. The scheme is catering to more than 11 crore children (as on April 2012 according to official data). It has been possible because an



enormous amount of tax payer's money is spent on this. Our study seems to indicate that the implementation of the scheme may be wanting on the grounds of quality, hygiene, food safety and accountability.

Household Listing from CRC 2

About Mid Day Meal (MDM), the awareness was highest in Wokha, at 91% and least in Churachandpur, at 28%. Wokha, at 41% had the most respondents and Cachar at 6% had least respondents who had applied. It must be noted that MDM is for children only and households without school going children are not eligible. To avail of the scheme benefits, the process does not require any application to be submitted. The entitlements are provided to all children attending the schools.

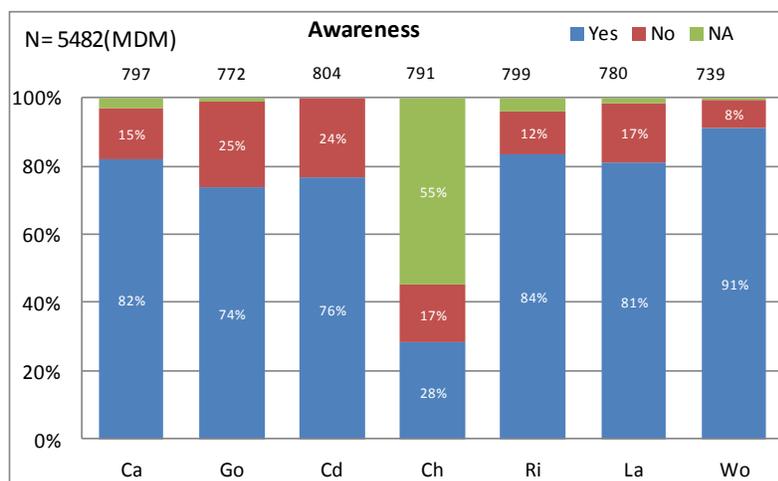


Figure 22: Awareness of MDM

Of the households surveyed, Ribhoi at 54% and Wokha at 53% had the highest number availing the scheme. Churachandpur had the least at 18% availing the scheme. Only 30% (1665 /5482) were aware of the process to be followed to become scheme beneficiary. Of those who have availed the scheme, 6% (134 /2150) have paid a certain amount with 50% (67 /134) of them not being given a receipt for the amount paid.



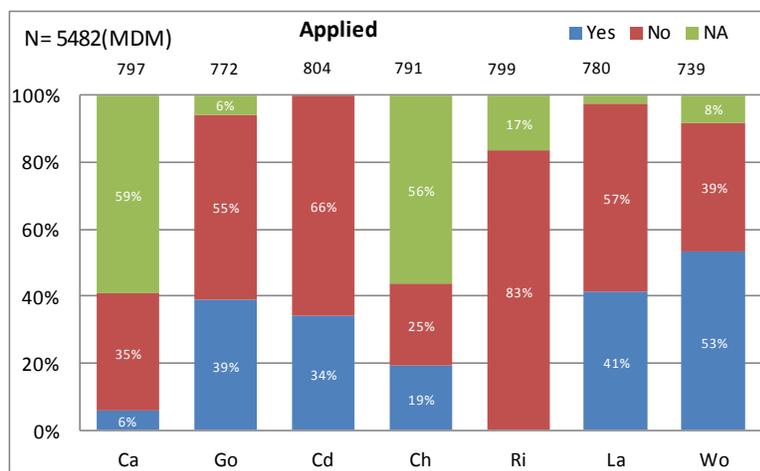


Figure 23: Applied for MDM

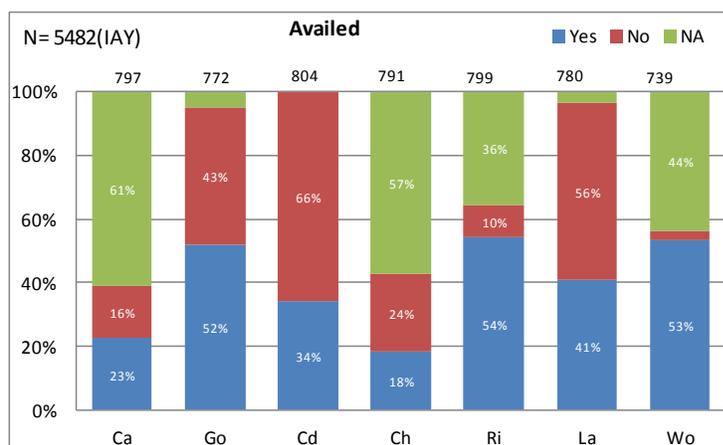


Figure 24: Availed services under MDM

Comparing the percentage of respondents of the household survey to MDM_Scheme in 'awareness' and 'applied', status of these categories shows reduction since CRC1 (2015) upto CRC2 (2016). Status of 'availed' category shows increase.

MDM: Citizen Report Card 2

For this scheme, 448 beneficiaries across seven districts were interviewed under the mid-CRC (2016) exercise. The CRC covered all aspects of MDM such as socio-economic profile, program awareness, transparency, quality of services provided and



recommendations for improvement of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.

	Mid- CRC Swachh Bharat Mission						
State (India)	Assam	Assam	Manipur	Manipur	Meghalaya	Mizoram	Nagaland
Name of District	Cachar	Goalpara	Chandernagore	Churachandpur	Ribhoi	Lawngtlai	Wokha
Chart_Code	Ca	Go	Cd	Ch	Ri	La	Wo
Respondents (Total = 448)	64	65	65	69	62	61	62

The study is meant to analyse the acceptance and efficacy of the MDM scheme. Apart from the primary role of the enumerators to administer the questionnaire, they also have a wider role. As key-knowledge persons, they share relevant information with respondents and build the capacity of the wider populace, to increase access and utilisation of the scheme benefits.

For design of questionnaire, the objectives of the scheme were noted as providing of mid-day meals at schools to children, which included provision of adequate nutrition, while also retaining children in formal education systems. The aspects of the scheme that involve parents as active stakeholders in the process were also assessed.



Demographic Details

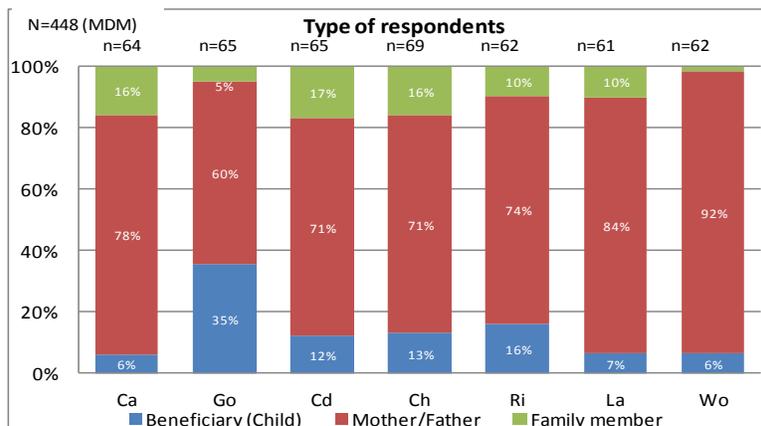


Figure 25: Type of respondents

The beneficiary for MDM scheme are school attending children. Hence, it must be expected that the majority of the respondents interviewed are unlikely the beneficiaries. For the interview, 14% (62/448) of the respondents were the beneficiaries themselves, children. In majority the respondents 75% (338/448) were the parents, either the mother or father, while the remaining 11% (48/448) were other family members of the household of the child / beneficiary. In Wokha, parents at 92% (57/62) were a significant section of the respondents. In reaching out directly to the beneficiary, Golpara is much ahead of the rest of the districts with children being 35% (23/65) of the respondents. Further details of the relationship of the respondent with beneficiary may be ascertained from the below chart.



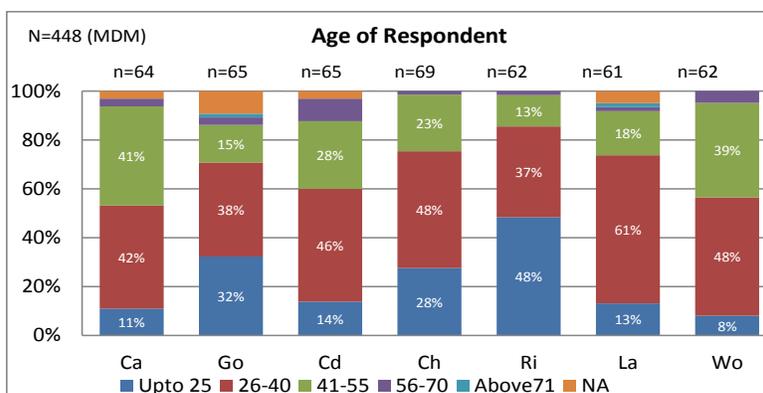


Figure 26: Age of Respondent

A significant proportion of the respondents are in two age brackets of 26-40 and 41-55 yrs, which matches the majority type of respondents being parents. The proportion of respondents below age of 25yrs is significant at 22% (99/448), when this is offset by the 14% (62/448) respondents who are children, we may deduce that the rest 37 are young parents. Ribhoi has a significant 48% (30/62) populace of respondents from the younger parents group.

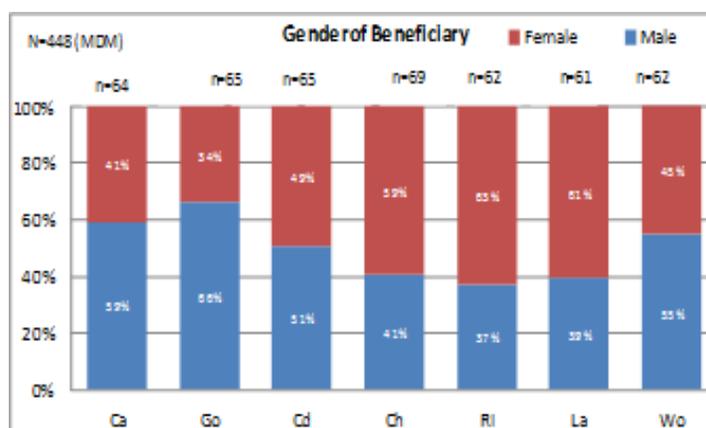


Figure 27: Gender of the beneficiary

Overall there was gender balance of the beneficiary (223 male, 225 female / total 448). In this study, three districts of Ribhoi 63%(39/62), Lawngtlai 61% (37/61), Churachandpur 59% (41/69) had higher percentage of female (girl child) as beneficiaries. Golpara stands out with the most skewed ratio with only 34% (22/62) being (girls) female.



The occupation of the main earning member of the household is important to understand the financial background of the beneficiary.

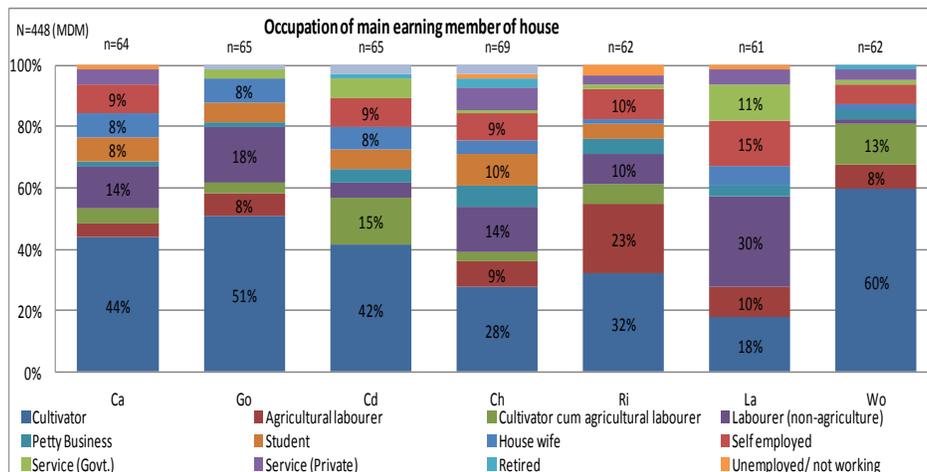


Figure 28: Occupation of the main earning member of household

Agriculture / Cultivation are the predominant occupation for the household, overall at 39% (175/448) of the respondents, and with further, significant number of earners are agriculture labourers, clearly Agriculture sector is the primary source of income of households in all the districts.

In Lawngtlai, there is an exception with the largest section of 30% (18/61) being from non-agriculture labour, and a significant large number 15% (9/61) being self-employed.



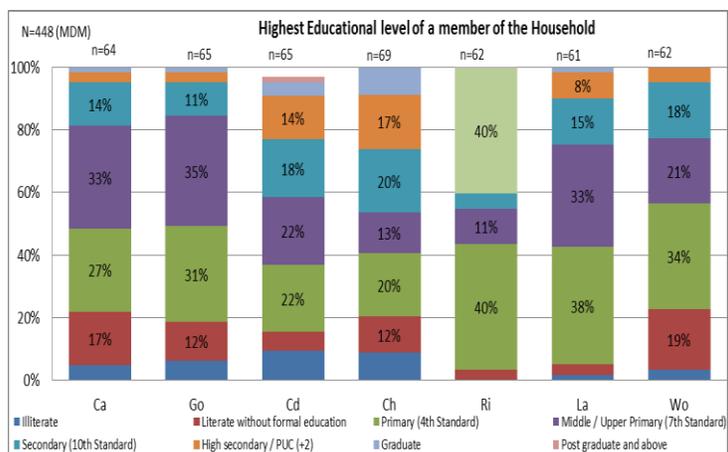


Figure 29: Education level of the beneficiary

The highest education level of any member of the household, be it respondent, main earning member, beneficiary or others is another key determinant to understand the background of the beneficiary. The education level was found to be limited with overall across district 30% (134/448) having studied till Primary and 24% (107/448) having studied till Middle-school. 25% (111/448) had completed Secondary or had higher learning. In Ribhoi district a large number at 40% (25/62) has answered as Others, which requires further scrutiny.

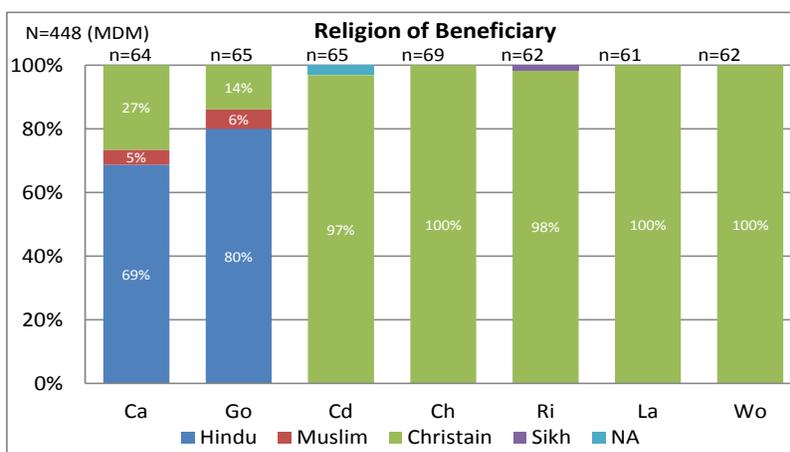


Figure 30: Religion of the beneficiary

An overwhelmingly large majority of the households (beneficiary / responded) at 76% (342/448) were Christian, followed by a significant 21% (96/448) of Hindu religion.



Three districts of Churachandpur, Lawngtlai, and Wokha were completely, and Chandel and Ribhoi almost-completely Christian. In the two Assam districts of Cachar at 69% (44/64) and Goalpara at 80% (52/65) the majority were Hindu.

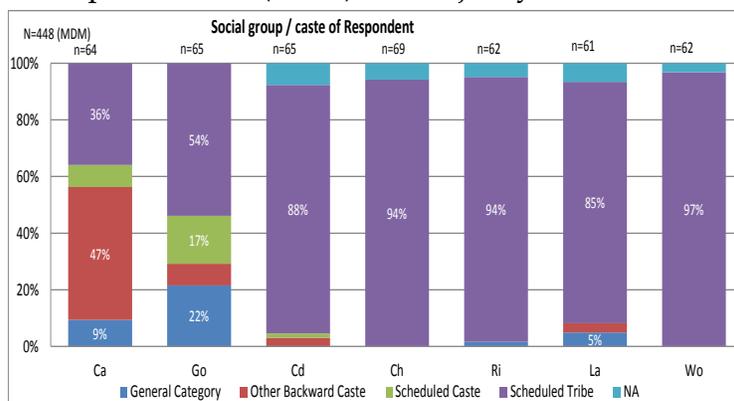


Figure 31: Social Group/ caste of the respondent

While Churachandpur, Chandel, Ribhoi, Lawngtlai, and Wokha have overwhelming Schedule Tribe households, it is the two Assam districts of Cachar and Goalpara that show significantly different mix of composition, compared to the rest of the five districts. In Cachar, the largest group at 47% (30/64) are the Other Backward Castes. In Goalpara, after Schedule Tribes, the next significant group are General Category at 22% (14/65).

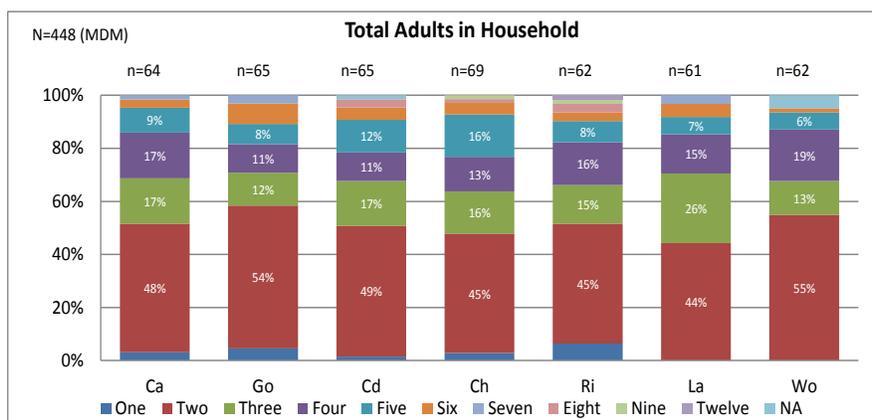


Figure 32: Total adults in households

The number of adult members in a households was analysed to understand the size of family under one roof. A significant number were found to be of small-nominal size with two or three adults; and a smaller number with three to four adults.



Churachandpur district had the highest with five or more adult members. For gender specific ratios, the chart below may be analyzed.

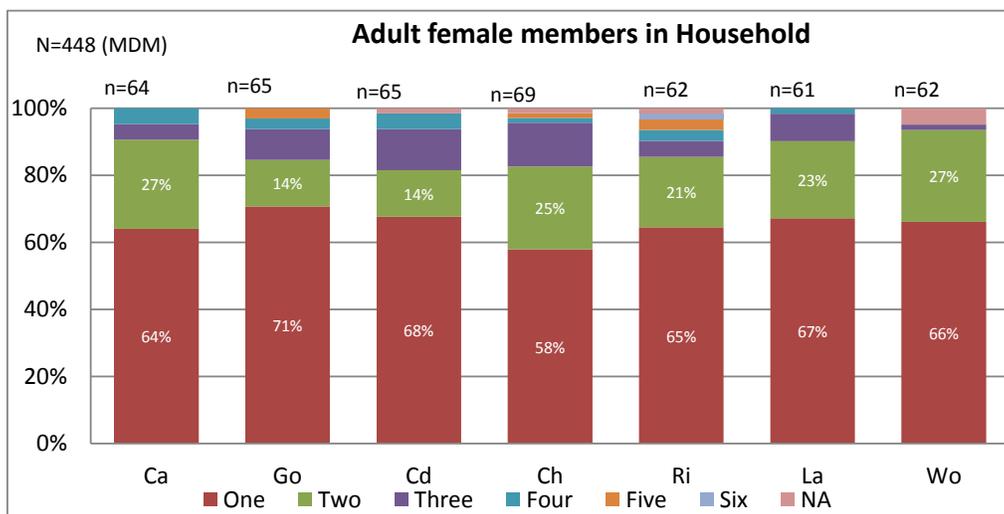


Figure 33: Number of adult female members in the household

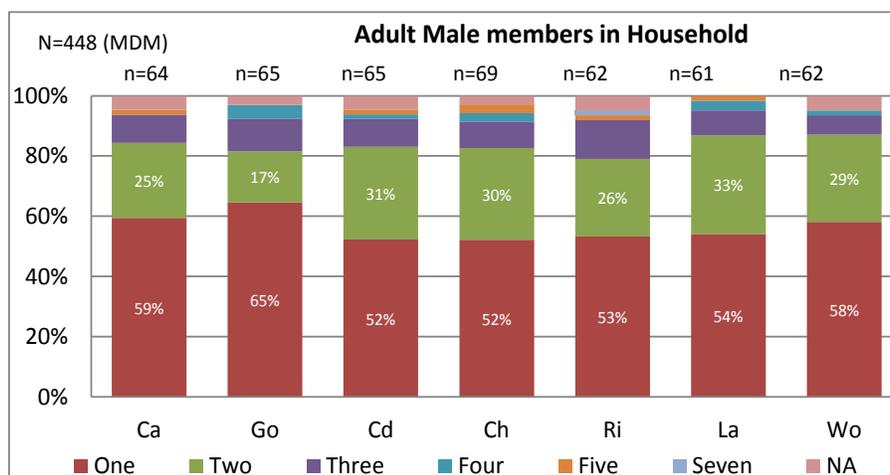


Figure 34: Number of adult male members in the household

The number of children in households was required to be analysed, as the MDM scheme is meant for children of school going age to be the beneficiaries. Goalpara had the largest number of households with one or two children (74% | n = 65). Ribhoi district had the most number of households with three or more children (70% | n=62), with exceptionally significant (15% | n=62) of households with six children. For gender specific ratios, the chart below may be analyzed; Goalpara had the most number of households (66% | n = 65) with single male (boys) child, while Wokha has the most number of households (56% | n = 62) with single female (girl) child.



Among all districts, Goalpara has the highest number of households 65% (17 / 65) that earn less than INR 40,000 per annum. Goalpara also does not have a single household earning more than INR 80,000 per annum. Further insights for the districts and the distributions can be derived from the below chart.

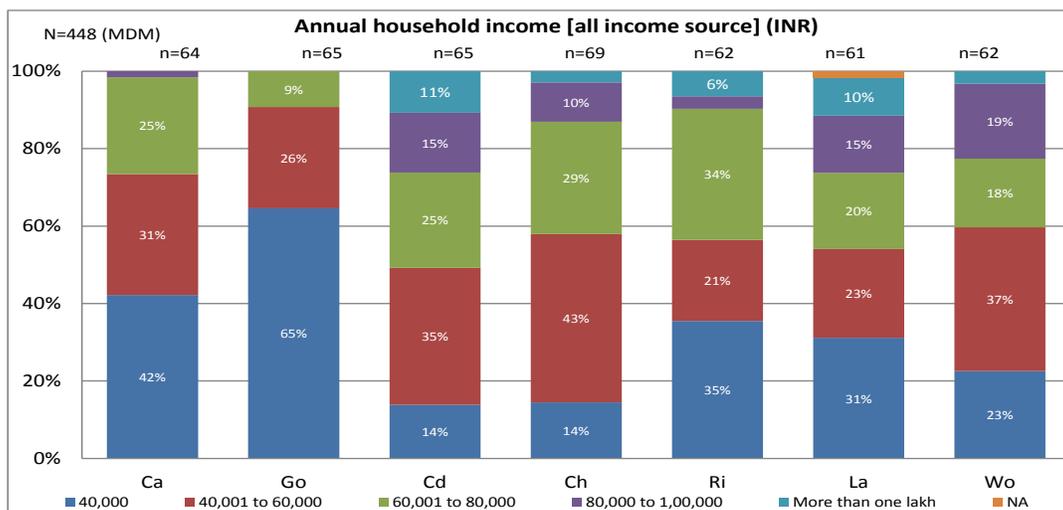


Figure 35: Annual household income

It is interesting to note that Goalpara has (13% | n = 65) a large number of households with monthly household expenses of INR 7,500 per month (~ INR 90,000 per annum), though there are no households earning this amount; indicating loans, or higher expenses than earnings. Further insights for the districts and the distributions can be derived from the below chart.



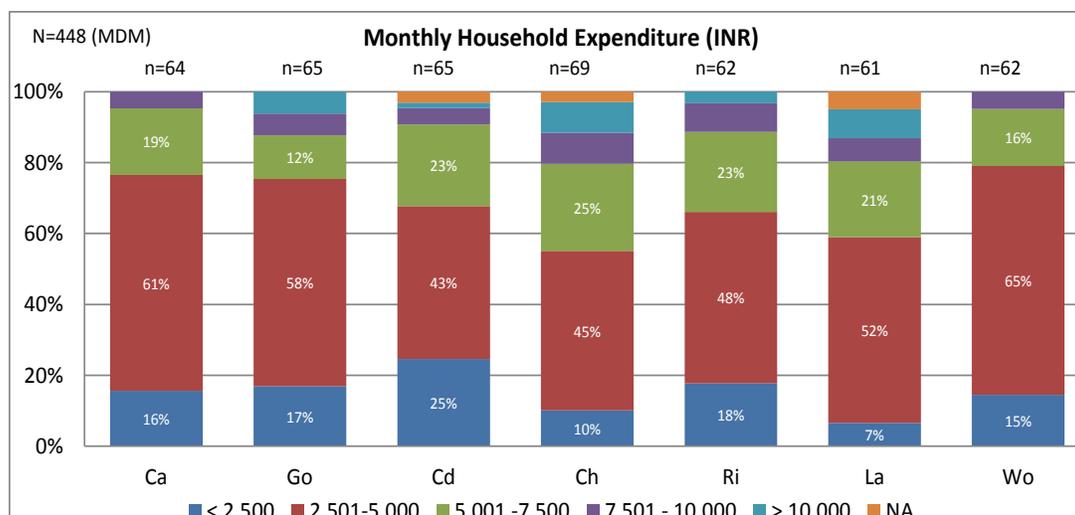


Figure 36: Monthly household expenditure

Awareness and Access

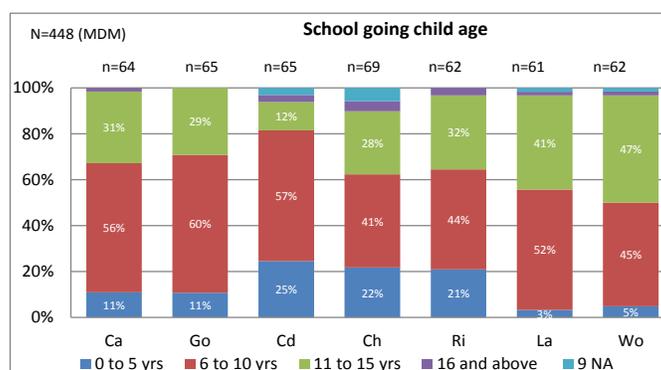


Figure 37: Age of the beneficiary (school going child)

Across all districts, children less than 5yrs are 14% (63 /448), while 6 to 10yrs are 51% (227/448), while those in 11 to 15 yrs are 31% (140/448). Comparatively, Chandel (n=65) had the highest number (82%) of young children upto 10yrs and least number of beneficiaries (12%) in the older age group.

For reference only: Indicative table | **Class Age (of admission)** Pre-school / nursery 2.5 - 4 yrs; I (first year) 5-7 yrs; II 6-8; III 7-9 yrs; IV 8-10 yrs; V 9-11yrs; VI 10-12 yrs; VII 11-13 yrs; VIII 12-14 yrs; IX 13-15 yrs; X (final year) 14-16 yrs.

Source: <http://7thpaycommissionnews.in/admission-guidelines-for-kv-schools-with-effect-from-academic-session-2016-17/>



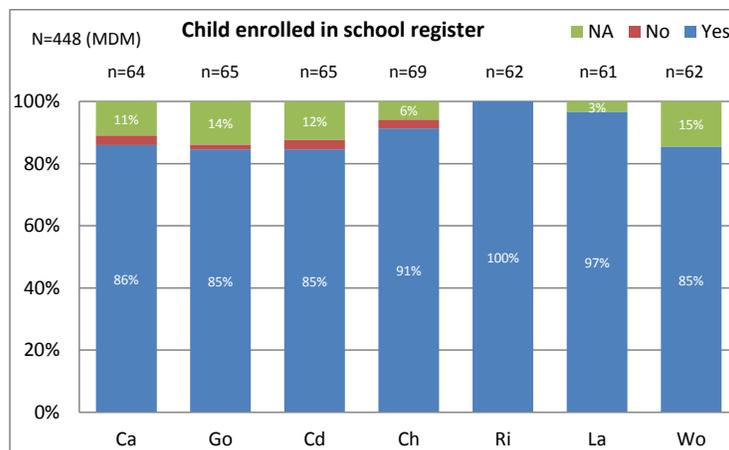


Figure 38: Whether the child is enrolled in school register

Across all districts, there were 2% (9/448) children not attending school, while 7 have reported not being enrolled. These were reported from Cachar, Goalpara, Chandel and Churachandpur, the local administration should take measures to include them into the RTE* process.

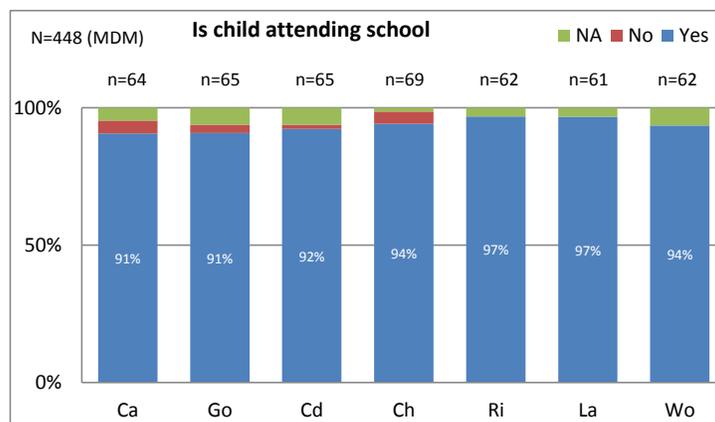


Figure 39: Whether the child is attending school

The Constitution (Eighty-sixth Amendment) Act, 2002 inserted Article 21-A in the Constitution of India to provide free and compulsory education of all children in the age group of six to fourteen years as a Fundamental Right in such a manner as the State may, by law, determine. The Right of Children to Free and Compulsory Education (RTE) Act, 2009, which represents the consequential legislation envisaged under Article 21-A, means that every child has a right to full time elementary education of satisfactory and equitable quality in a formal school which satisfies certain essential norms and standards.

Article 21-A and the RTE Act came into effect on 1 April 2010. The title of the RTE Act incorporates the words 'free and compulsory'. 'Free education' means that no child, other than a child who has been admitted by his or her parents to a school which is not supported by the appropriate Government, shall be liable to pay any kind of fee or charges or expenses which may prevent him or her from pursuing and completing elementary education. 'Compulsory education' casts an obligation on the appropriate Government and local authorities to provide and ensure admission, attendance and completion of elementary education by all children in the 6-14 age group.

For reference only: source:

<http://mhrd.gov.in/rte>



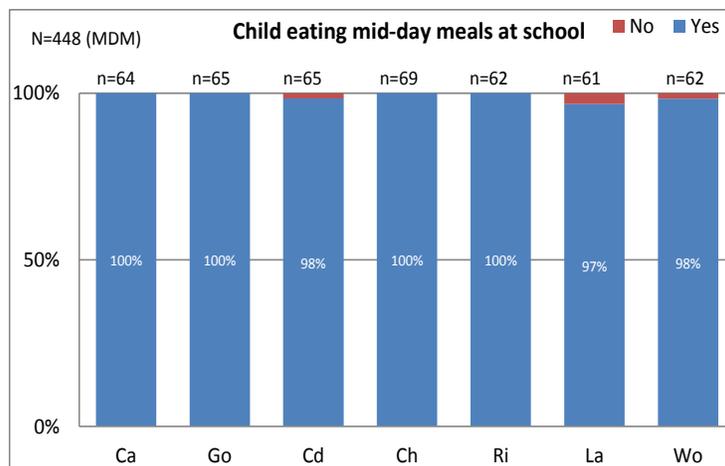


Figure 40: The child's intake of mid-day meals in school

A significant majority in each district has reported the child as attending or registered at the school. It is worth mention to showcase Ribhoi district as having accomplished 100% registration. In the study, a marginal minority of 1% (4 / 448) have responded as not participating in the scheme by taking the mid-day meals at the school. Four of the districts have complete 100% coverage.

Usage and Quality

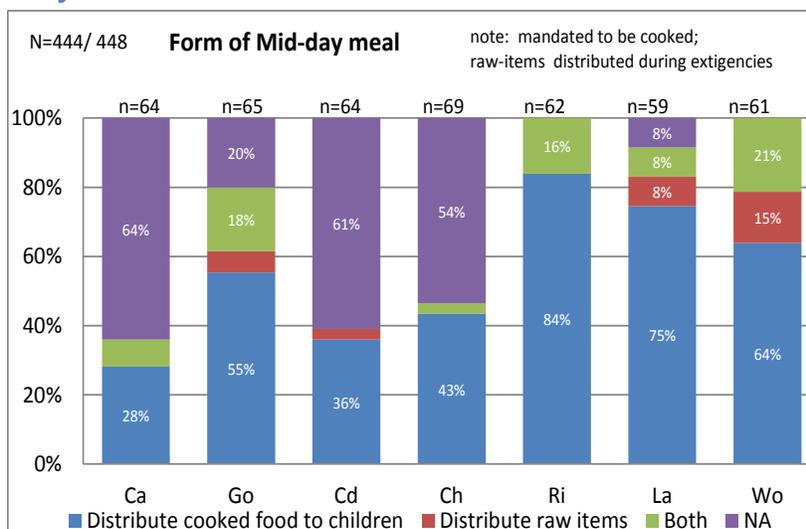


Figure 41: Form of mid-day meal

The scheme provides for cooked food to be served to children at the school premises, on a regular ongoing basis for each working day of the school. In times of exigencies, which are meant to be few and far between the scheme provides for the raw-items, as



per prescribed ration, to be handed over to the child, on that day or aggregated at end of the month. The respondents have mentioned NA, and these numbers are high for three districts of Cachar, Chandel and Churachandpur, which need further verification. Among the districts, Ribhoi has the highest compliance to the regulations with 84% (52/62) receiving cooked food.

These inputs are based on the observation of the respondent of the food distributed to the school children. In each of the districts, Cooked rice is given. Churachandpur stands the worst among the districts for Dal (lentils) at 9% and also Vegetables / Curry at 52%; both these components are critical contributors of nutrients. The distribution of drinking water is low in all districts, except Goalpara at 80%.

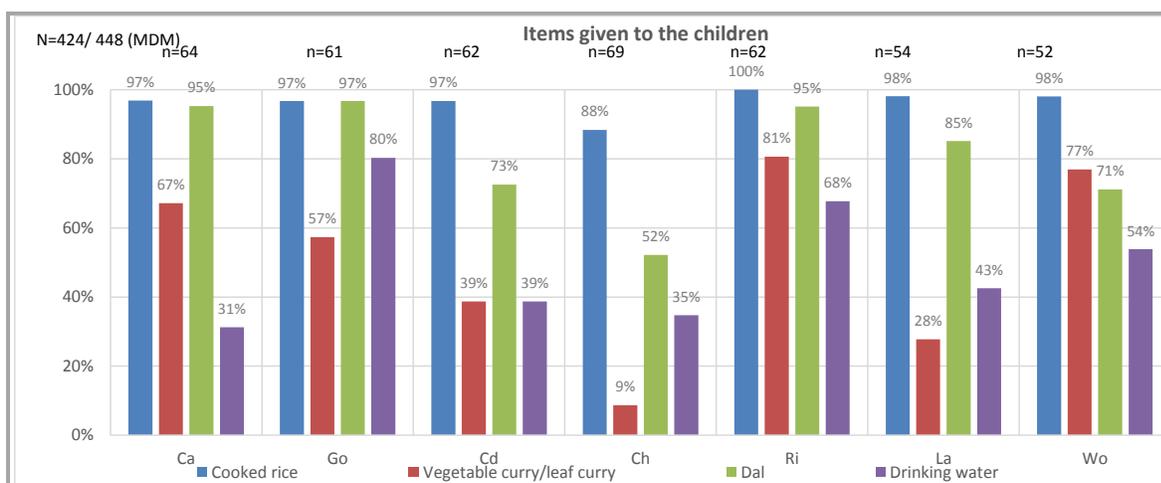


Figure 42: Items given in mid-day meal

When circumstances do not allow for cooked food to be served, raw items are distributed. In this instance, mostly food-grains / rice are distributed, followed by pulses / dal and vegetables.



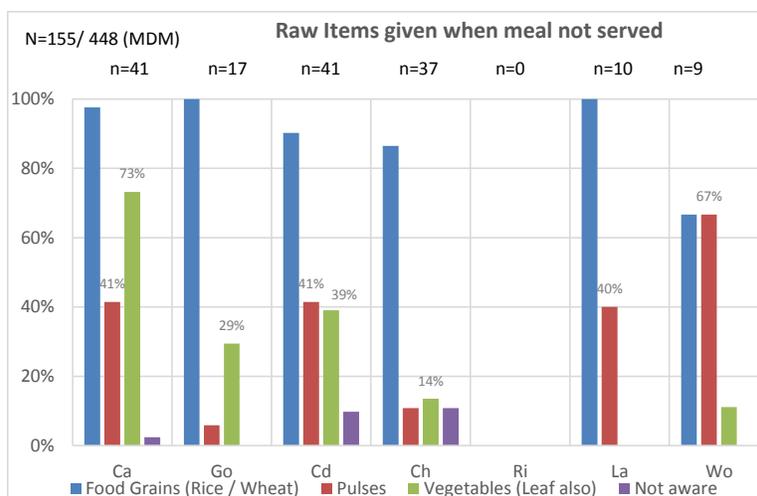


Figure 43: Raw items that are given when meals are not served

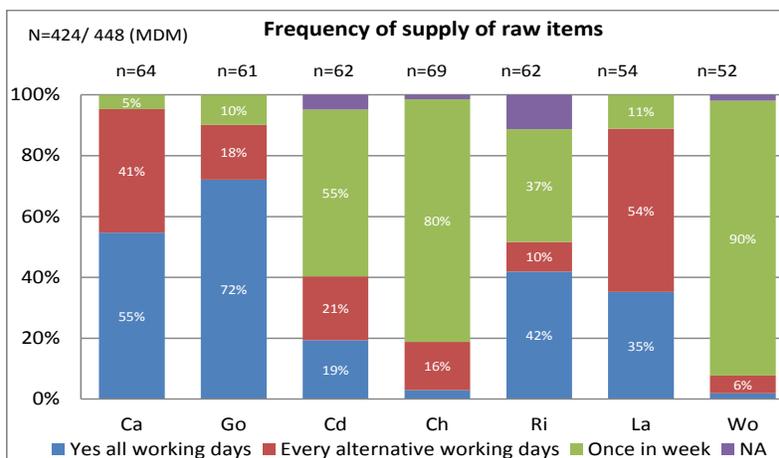


Figure 44: Frequency of supply of raw items

Both districts of Cachar at 55% and [Go] at 72%, of Assam state, have the highest frequency for instances where raw-items are given on a daily basis. Churachandpur at 80% and Wokha at 90% have highest instances where raw-items are given on a weekly basis. Given that the primary purpose of the MDM scheme is meant for distribution of cooked food, the high periodicity of distribution of raw-materials is a point of concern that needs to be addressed, and the cause studied.

In each district, the majority shows that food is cooked inside the school premises, on campus. In Chandel at 39% is the highest instance where food is cooked outside the premises and brought to the school.



The MDM scheme allows, for either cooking on-campus or sourcing from off-campus from central / community kitchens. This may be decided by the local authorities, based on their respective circumstances and challenges.

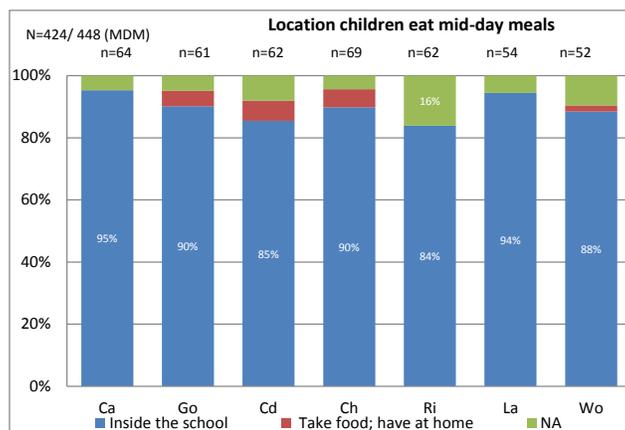


Figure 45: Location children eat mid-day meals

In each district, the majority shows that food is eaten by the children inside the school premises, on campus. In minor instances some children take the food home. Ribhoi at 16% shows a large number of NA responses, this need further enquiry to ascertain the nature of this action.

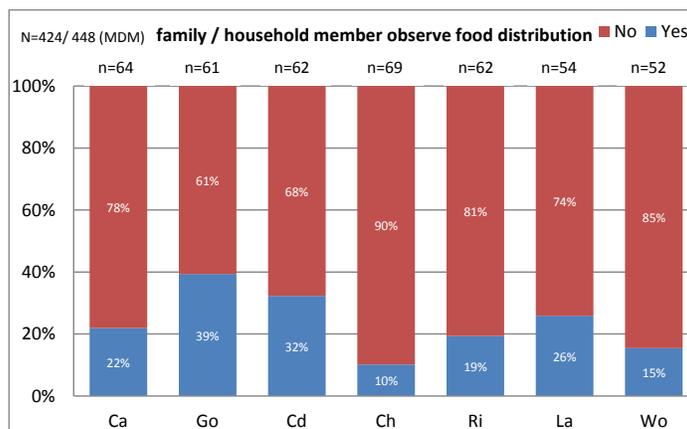


Figure 46: Food distribution in MDM observed by family/household member

In each district, the ratio of household members who have visited the school to observe the cooking process is less. The highest is 34% at Goalpara, closely followed by 32% at Chandel and 31% at Lawngtlai. Chandel at only 13%, fares the worst in this matter.



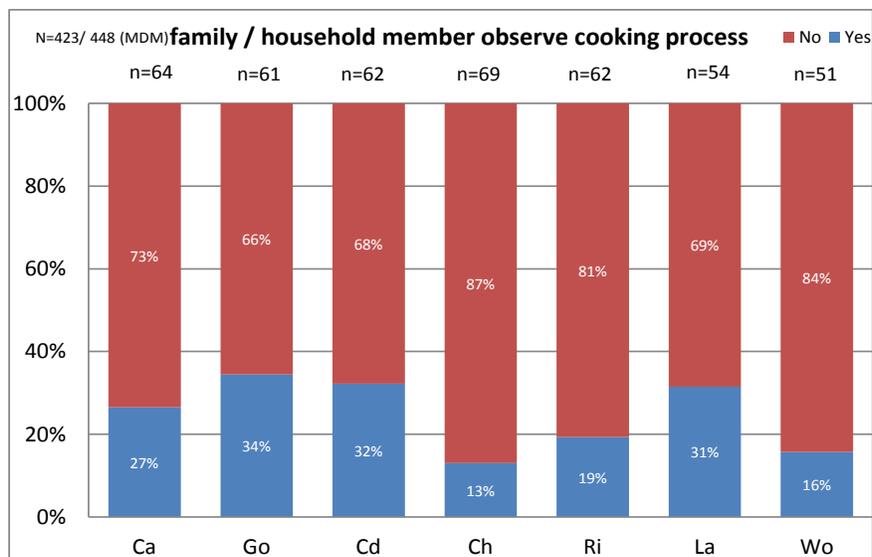


Figure 47: Cooking process observed by family/ household member

The same pattern of low involvement from members of the household is seen, in the observation of distribution of the cooked meals. Again, Chandel at only 10%, fares the worst.

Among respondents (n=448), those who have visited the school and observed the area for cooking / kitchen room are just 29% at 132. In Ribhoi there is 100% confirmation about existence of designated area for cooking / kitchen room. In Wokha there is 100% confirmation about existence of designated area for washing of vessels. The high number of NA and No responses are areas of concern, especially in Goalpara, Chandel and Churachandpur



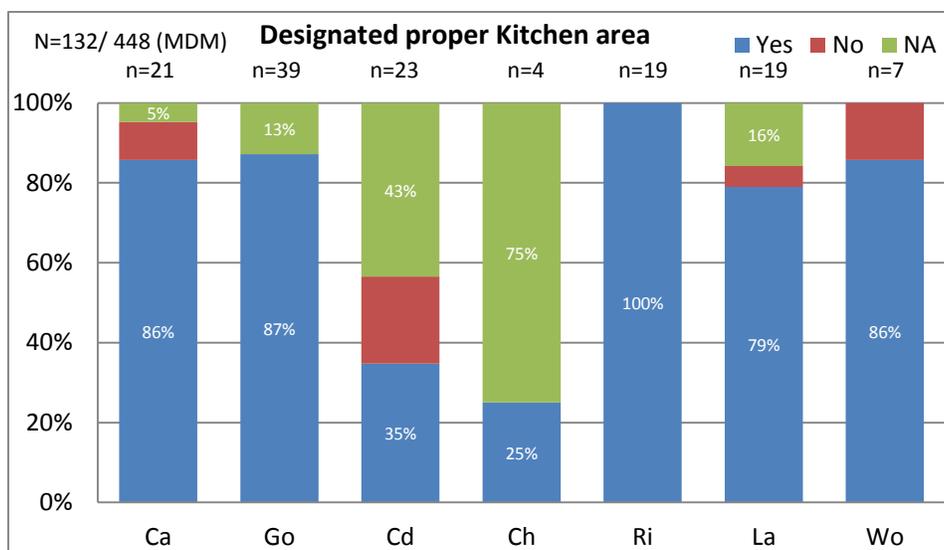


Figure 48: Designated proper kitchen area

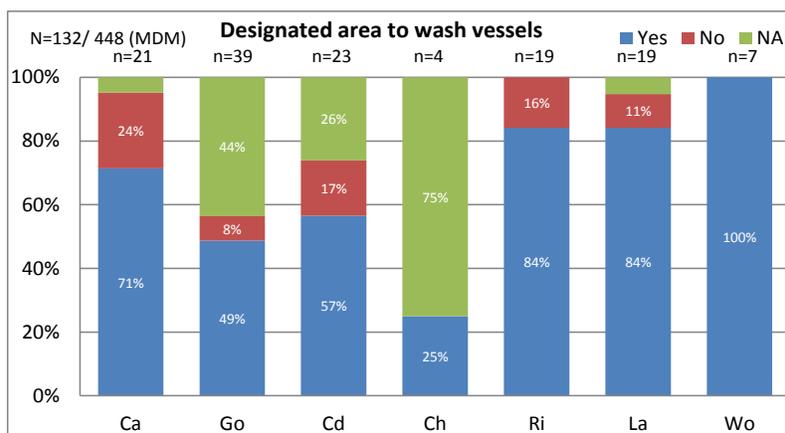


Figure 49: Designated area for washing vessels

Existence of proper drainage facility, for the outflow of water and other waste from kitchen and wash area is not existing in most locations. Ribhoi is far ahead of the rest of the districts at 63%, while Cachar has a lowly 5%.



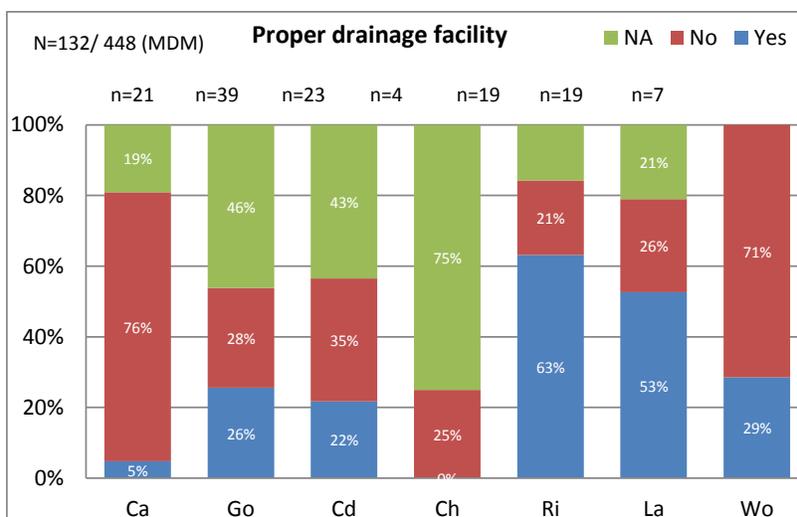


Figure 50: Drainage facility

Availability of staff for preparation of the meals is important, for this ensures food is cooked and available for distribution at the right time. Higher the numbers, the more likelihood that the school is compliant in delivering cooked meals. All respondent has observed the availability of both head cook and helpers in Wokha, making it the district best staffed for the MDM. While Churachandpur has head cook in 100%, the helpers are observed only in 25%.

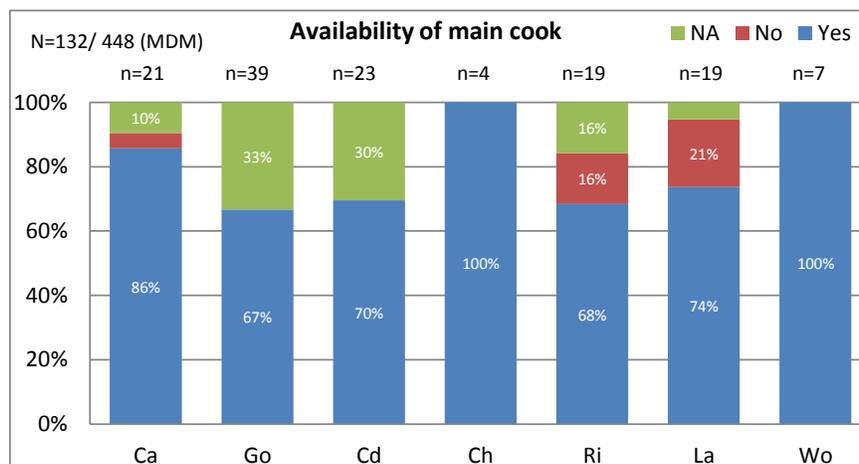


Figure 51: Availability of main cook



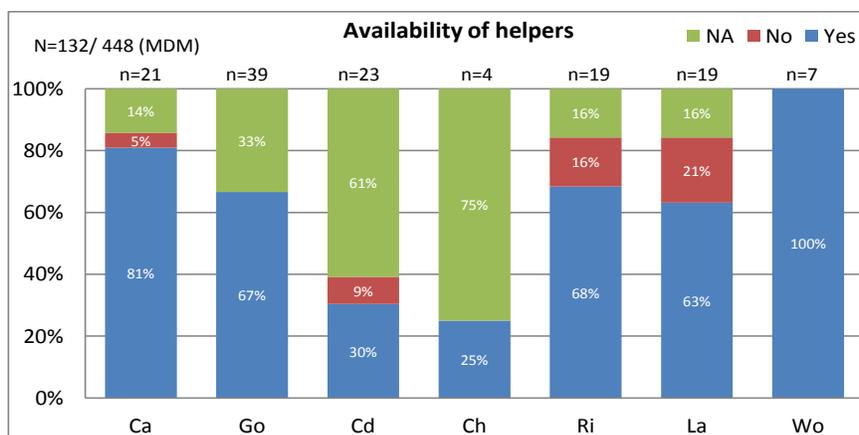


Figure 52: Availability of helpers

Of the total respondents (448), only 139 have tasted the food. The highest being 72% (n=61) in Goalpara. In Goalpara, of those respondents who have tasted the food, 80% mention the food to be Good.

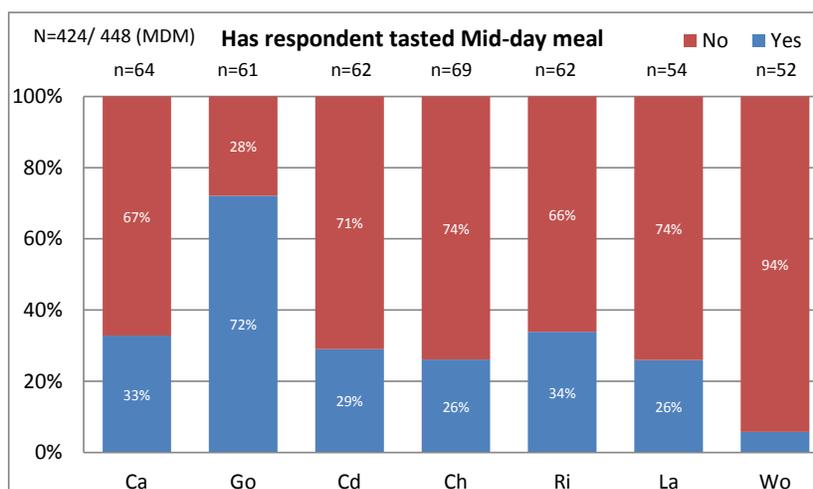


Figure 53: Tasting of MDM by respondent



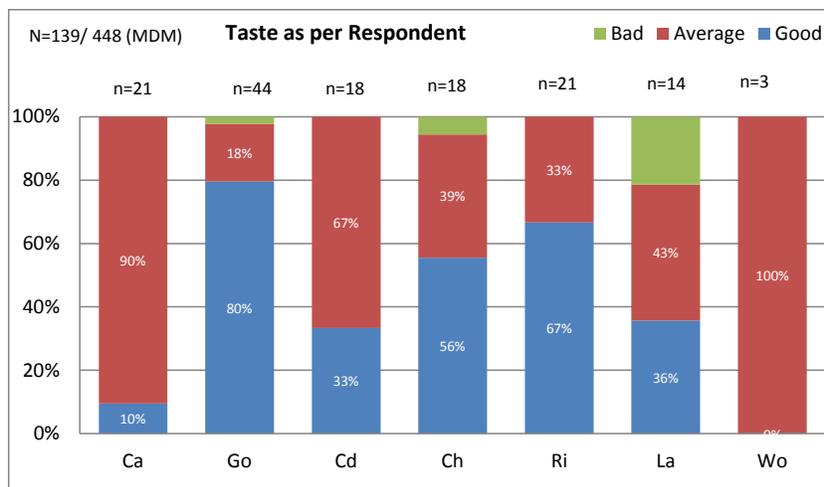


Figure 54: Taste of the MDM food as per the respondent

The respondents were asked if they had seen, after the children had eaten, food leftover in the plates, ie wastage. Of the total respondents (448), only 59 have observed the food being wasted. Their input for reasons are diverse from extra quantity served to quality of cooking and taste. Overall, the children are eating and finishing servings of meals.

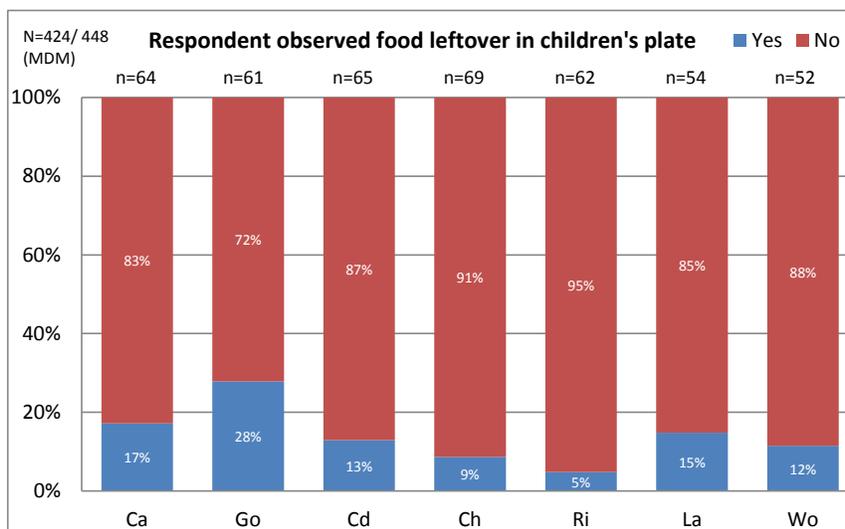


Figure 55: Respondent observed food leftover in children's plate

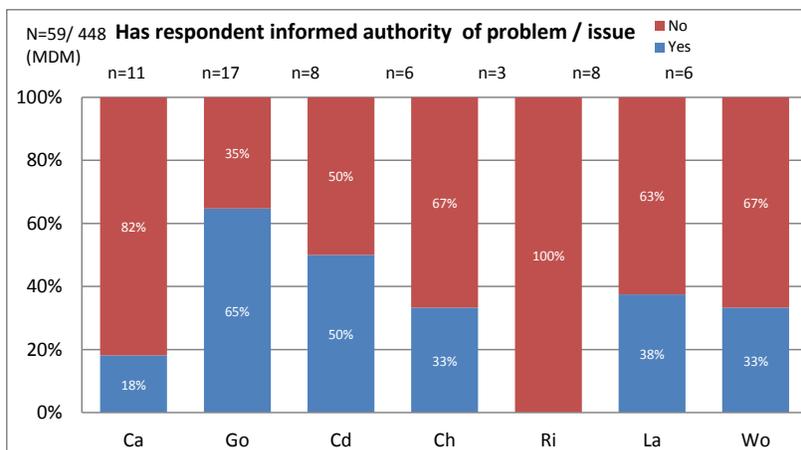


Figure 56: Informing authority about the problems in MDM

Of the respondents (59 / 448) who had seen food leftover, it was asked if they had complained to the authorities. In all districts, a minority of 41% (24/59) only have done this, with the highest being in Goalpara at 65%, while no one has complained / brought to the matter to the notice of authorities in Ribhoi.

The authority the respondents reached-out to, in each district, were mostly the School headmaster, at 82% (20/24). In Goalpara and Chandel a few have contacted the School management. While in Chandel a few have also reached to authorities in the Village panchayat and Higher official in Education department.

Bringing the matter to the attention of the authorities, complaining did see improvement in most instances at 58% (14/24). In Goalpara there was change in all (n=11) the schools, while there was no change in any school in Ribhoi, Lawngtlai and Wokha.

During meal time, drinking water facility is available in 68% (289 /448) during meal time. Cachar is having least availability at 42%, while Goalpara and at 85% and Chandel at 82% are among the highest. In Cachar, most of the children (78% | n= 37) bring drinking water to the school from home. In Goalpara, most of the children (78% | n=9) take water from a place nearby to the school.



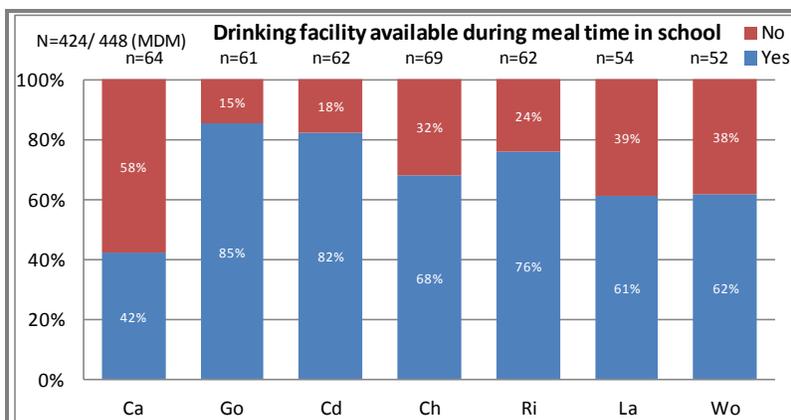


Figure 57: Availability of drinking water facility during MDM

As per respondents, the mother-watch programme is not operational in most schools; only 12% (51/424) have observed this in all districts. The exception is Goalpara, which is far ahead of all the rest of the other six districts, where 51% (31/61) schools were observed to have followed this practice. In Goalpara, the majority 65% (20/31) of the mothers participated in observing the cooking process.

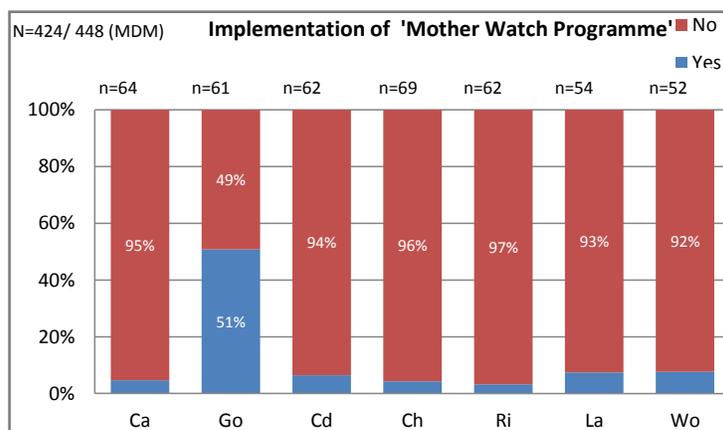


Figure 58: Implementation of 'Mother Watch Programme'

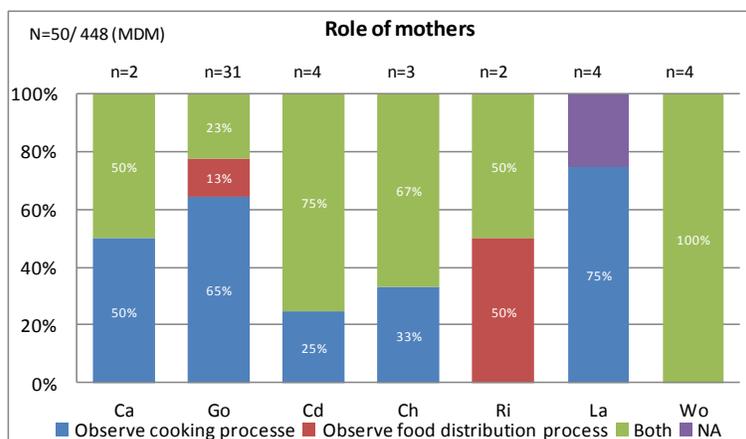


Figure 59: Role of mother in the programme

Providing food was recognized as a major incentive that would attract children to the schools; leading to inclusion in to the RTE and possible enhance education. Hence, a primary objective of the MDM scheme was cooked meals served to the children at the school during lunch. A general problem associated with this would be the children attending school in the fore-noon and absenting themselves after the meal.

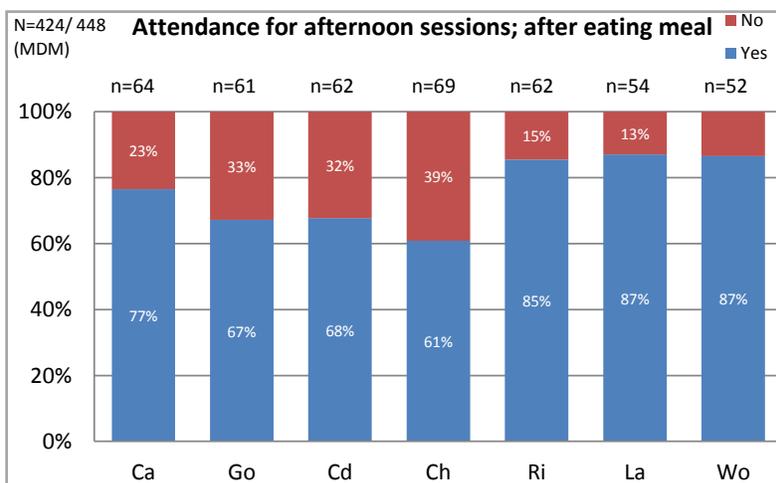


Figure 60: Attendance for afternoon sessions in school after MDM

In Goalpara, Chandel, Churachandpur, atleast 1 in every three children does not attend the afternoon sessions. Even the better performing districts have high absenteeism of 15% at Ribhoi, 13% at Lawngtlai and 13% at Wokha.



While all respondents were asked about being member of the School Board Management Committee, there were significant numbers, at 57% (35/65), only in Goalpara district.

SBMC members visiting school to observe or oversee the process of cooking or distribution of food was limited. Churachandpur, Ribhoi and Lawngtlai has the least such responses, and based on this observation from the study, the SMBC members should improve. Even Goalpara and Chandel which are best places compared to other districts, have ample scope to improve in this matter.

As per requirements of the scheme, the SBMC members need not be involved in the cooking process. Food is to be prepared by cook and helpers. This matter has been evaluated to check the degree of their involvement.

As per requirements of the scheme, the SBMC members need not be involved in the cooking process. Food is to be prepared by cook and helpers. A noted general issue with MDM has been that authorities request some individuals to become involvement with cooking process. This takes the individual away from their primary duties. This may happen due to various operational, circumstantial demands and for timely preparation.

It may be noted that there are no regulations specific to serving of and distribution of meals, which maybe undertaken by any individual. The question was put forth to the respondents to ascertain the relevance of this issue to MDM in the districts of this study. Only in limited instances have SMBC members been involved in cooking process, the exception is 39% (24/65) at Goalpara, the district that has the highest number of respondents that are member of SMBC. Unfortunately, Goalpara also shows high involvement of students-Children as well as teachers. Teacher involvement is also high in Wokha at 33% and Chandel at 23%. The authorities in these districts have to look at the root-cause of the issue and implement safe-guards, so that the critical education process at school is not impacted.



None of the respondents have paid money for the MDM, which is a positive compliance to the scheme objectives of providing free cooked meals.

Problems and Resolution

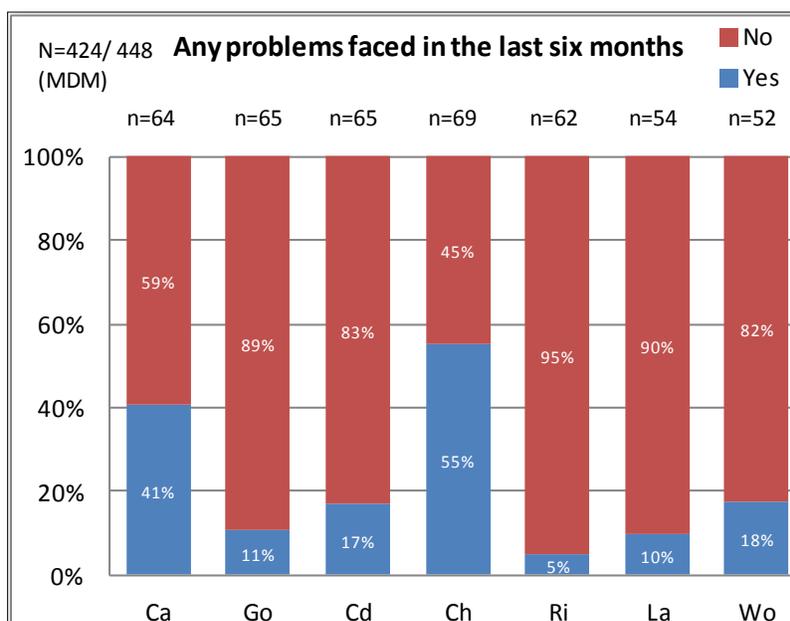


Figure 61: Problems faced in the last six months

A significant number of respondents, 23% (10/448) across all the districts, have affirmed that problems were face in the MDM delivery in the past six months. Churachandpur had 55% (38/69) such problems, while the least was at Ribhoi at 5% (3/62).

Food not being tasty was a major cause for concern for 57% (58/102), followed by 53% (54/102) mentioning less quantity and 49% (50/102) having problem with the quality of rice. Interestingly, 83% (5/6) in Lawngtlai have informed the problem as being about demand for money.



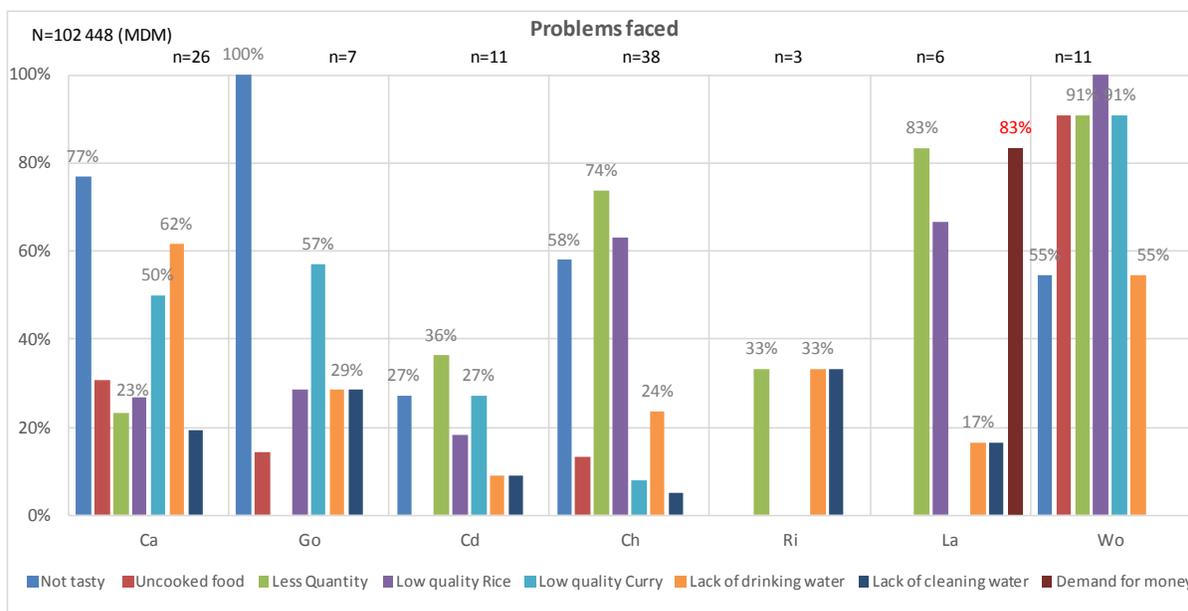


Figure 62: Type of problem

Satisfaction

For quality of food-meals: In all the districts, the responses of Completely Satisfied and Partially Satisfied are high. Churachandpur at 23% has highest dissatisfied, followed by Lawngtlai at 18% and Chandel at 14%. Goalpara has highest completely satisfied at 45%.

For quantity of food-meals: Largely the similar pattern as written above is followed. Churachandpur at 17% has highest dissatisfied followed by Lawngtlai at 16%. Goalpara has highest completely satisfied at 46%.



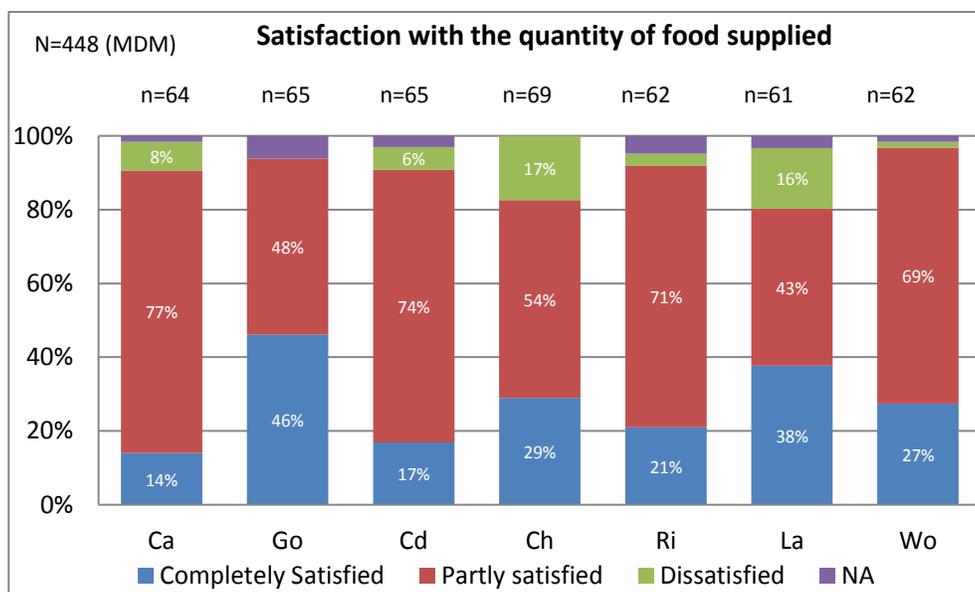


Figure 63: Satisfaction with the quantity of food

For overall aspects of scheme: The dissatisfaction is notable increased in districts. Lawngtlai has highest completely satisfied at 38%.

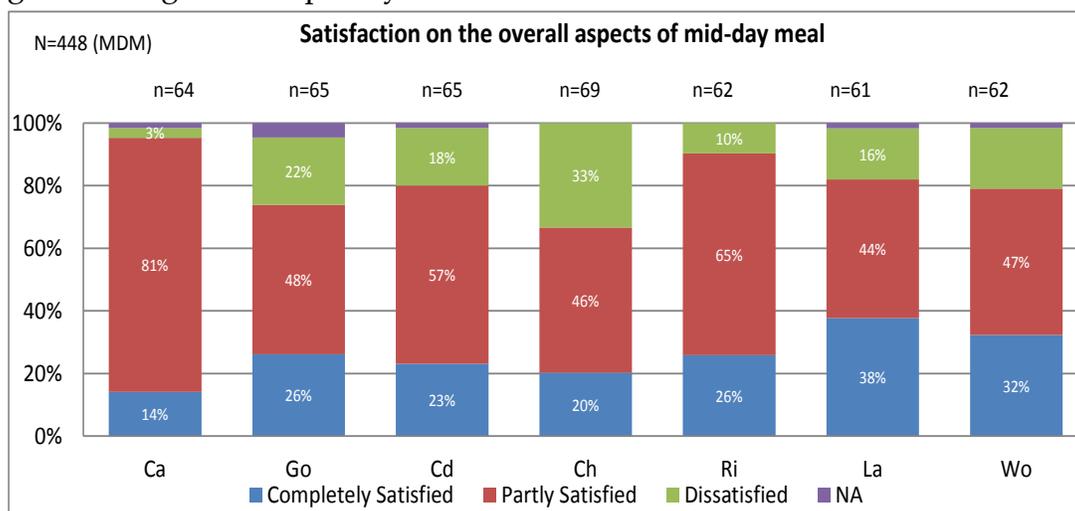


Figure 64: Overall satisfaction of MDM

In the questionnaire for the MDM scheme, a section was added where in the questions were asked directly to the beneficiary (child) apart from the respondent. This allows for first hand experiences to be included and for experiences that are faced on a daily ongoing basis and not just observed by the respondent.



The children of Churachandpur with 51% (n=69) mentioned that the quantity was not sufficient, followed by 35% (n=62) from Wokha.

From the child, we understand that meals are not being served at the right time allotted for lunch. Authorities should make efforts to understand the problem and improve on this parameter, especially in Chandel, Churachandpur and Lawngtlai

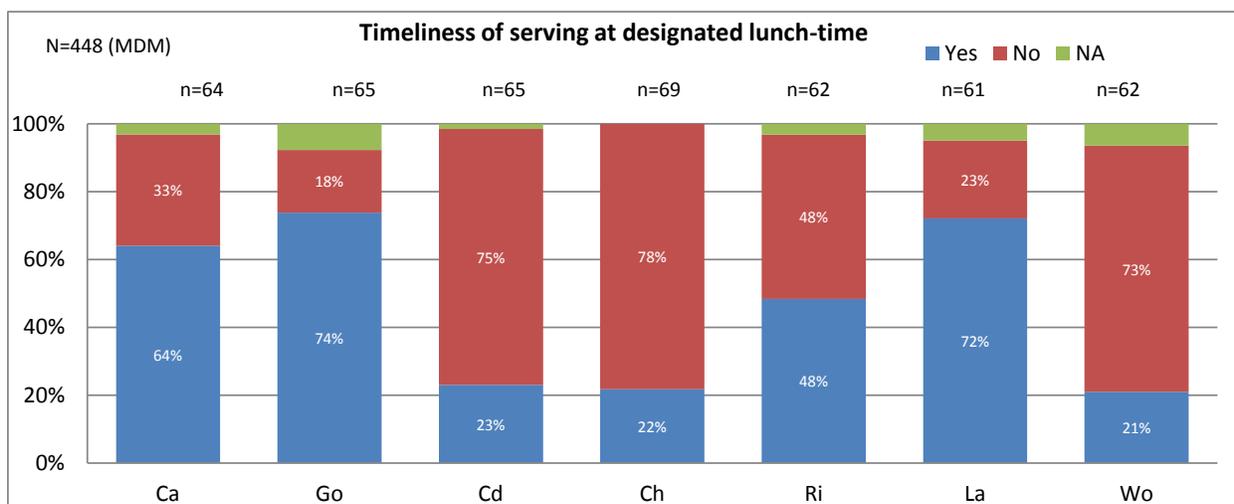


Figure 65: Timeliness of serving MDM

Most of the children, 59% (264 / 448) did not have any suggestions for improvement. From all districts, 23% (105/448) would like tastier food.



Gender and Minority

The respondents were from both genders; both father and mother have participated in the study interview. Beneficiaries (children) answering the interview, we find among all the districts, Goalpara with highest representation from male (boys), with Goalpara and [Ri] with highest representation from female (girls). Analysis by social-class, Goalpara has highest number of beneficiaries from 'Others'.

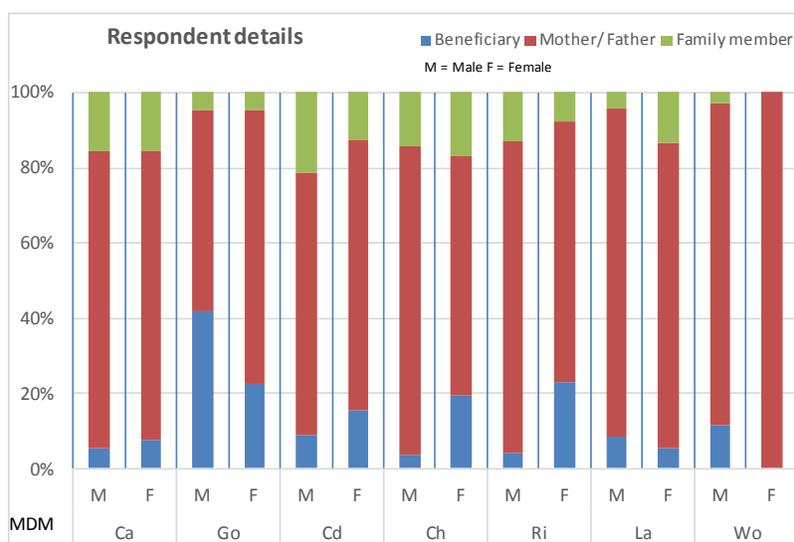


Figure 66: Respondent details- Gender

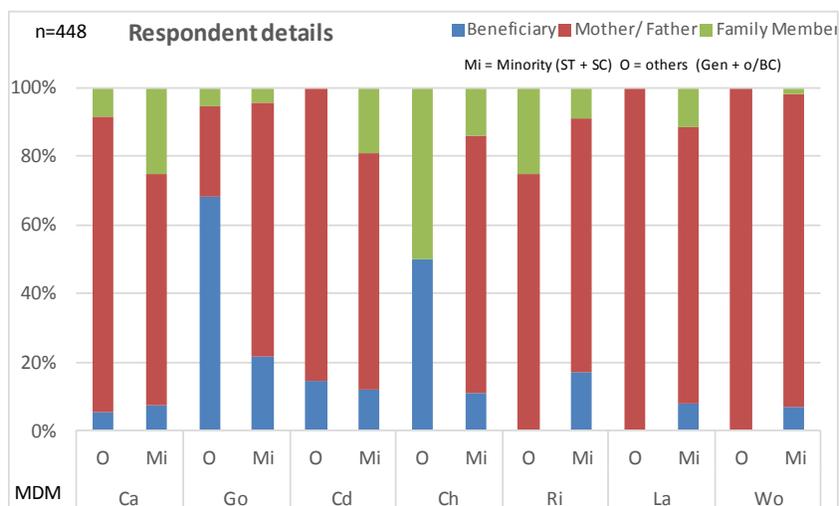


Figure 67: Respondent details- Social group/caste

In the household of the beneficiary (children), the study looks at the education level of any member with the highest education. This allows reflecting about background of education in the household, understand relevance of child attending to school. Lawngtlai and Goalpara have large ratio of illiterate females. Churachandpur and Wokha has a large section of females who are literate without formal education. Cachar and Goalpara have larger number of Minorities than Others among illiterates. Also, among the educated, the same applies.



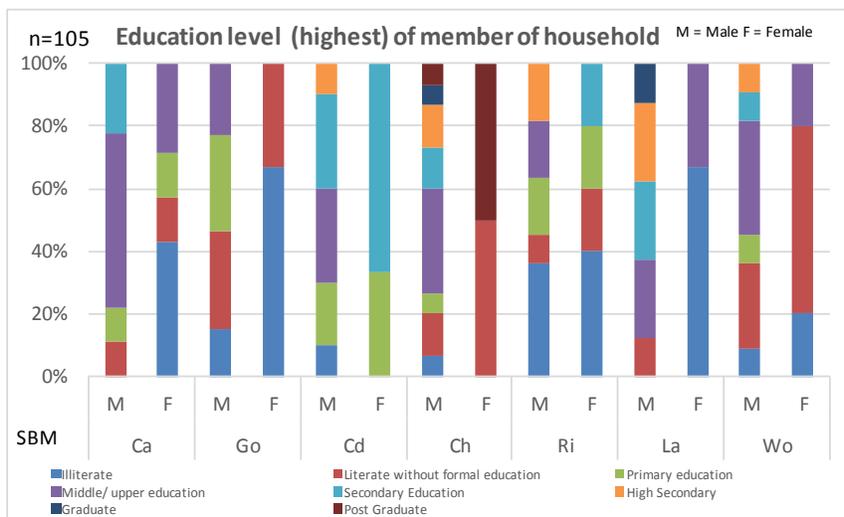


Figure 68: Education level- Gender

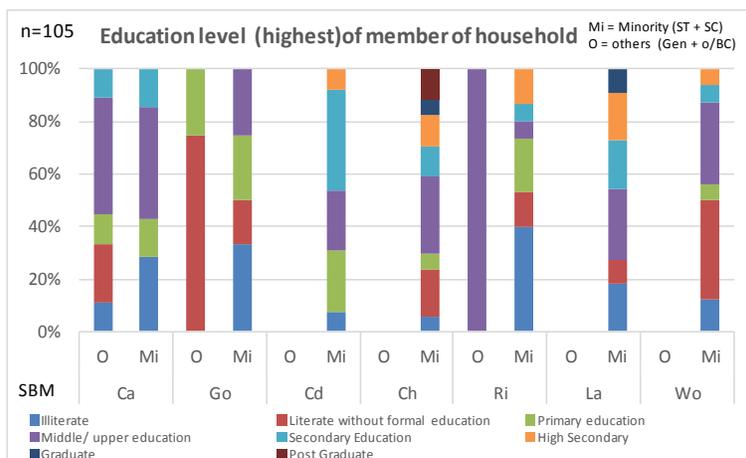


Figure 69: Education level- Social group/caste

While looking at the preferred more of communication, in Chandel, higher ratio of males prefer radio to television, while across all districts and genders the trend is reversed, with preference for television being higher than for radio. In each district irrespective of gender, Mobile-SMS is the most preferred medium of communication. In Goalpara, a larger section among Other class prefer Mobile-calling than among Minorities.



Comparing Gender of respondent to Gender of the beneficiary (children), we see a proportioned mix. In Cachar and Goalpara the number of male (boys) going to school is higher than female (girls), in among Others social class; while its more girls than boys among Minorities.

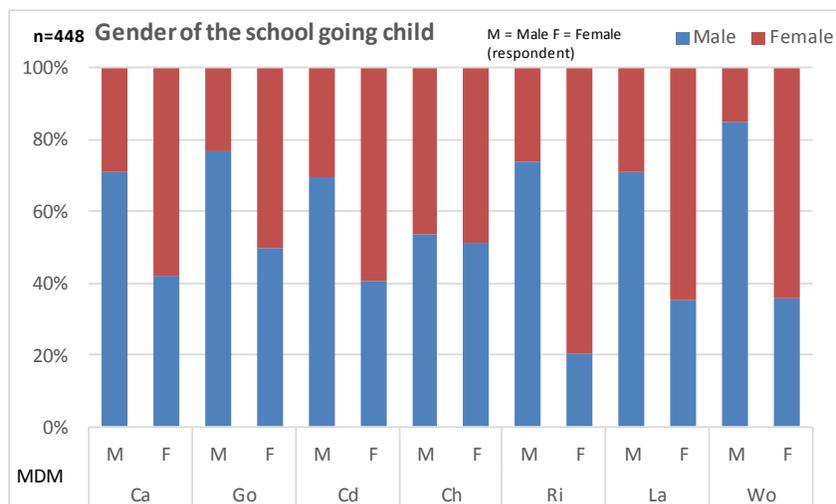


Figure 70: Gender of the school going child

A large proportion of children eat their mid-day meals at the school itself. Notably, a higher proportion of boys than girls, take their food home to eat. Chandel has the largest proportion in this category. In Goalpara, a small number of children from Minority class take their food home to eat, while there are none from among the Others.

In Chandel all the female (girls) bring drinking water from their house, while only 50% of boys do so, with rest taking water from nearby-source. In [Ri], all the male (boys) get water from home, while a small number of female (girls) do not.

The study look inputs about the observation of the respondents about the physical improvement in the child after taking Mid-day meals.

Among all district, Goalpara is the highest where improvement was seen. In Goalpara, within each gender, a larger proportion of children showed improvement than those who did not. While in Cachar, though the proportion is small, a larger number of girls



showed improvement over boys. A large proportion of the responses were uncategorized (Don't know, Can't say)

Trends in Programme

The points below reflect on the changes over the past year as per the data from CRC 1 and CRC 2 study, to ascertain any improvement or change otherwise.

- Among the surveyed households, the distribution of the annual income has varied. While in CRC1, Chandel had more than 95% of respondent beneficiaries earned more than INR 60,000 annually; in CRC2 it has a households from a wider dispersion.
- For annual expenditure, Golpara retains its position, as having the lowest expenditure.
- In CRC1, 95% of the children going to school were taking the mid-day-meals. This has increased in CRC2 with only a marginal minority of 1% not participating in the scheme. Also, from only one district (Wokha) in CRC1, now four of the districts have complete 100% coverage.
- It is significant to note that during CRC1 the distribution of cooked meals was high, with only Churachandpur having substantial number of schools providing raw material. In CRC2, the supply of raw material has increased. Goalpara has significant change.
- During CRC1, the Mother-watch programme was observed initially to have been followed. In CRC2 the mother-watch programme is not operational in most schools; only 12% have observed this in all district
- The Number of respondents Completely Satisfied with the scheme aspects has reduced. While in CRC1 Golpara stood highest with over75%, in CRC2 Lawngtlai has highest at just 38%.



Rashtriya Krishi Vikas Yojana (RKVY)

Rashtriya Krishi Vikas Yojana

Agriculture growth was just 3% during the 1980s. Attributed to this was the lack of adequate investment in agriculture. Hence, the National Development Council (NDC) had ratified a major scheme to raise investment in the sector. In its meeting held on 29th May, 2007 it put forth measures to spur growth in the agriculture and allied sectors, National Development Council. NDC observed that a special Additional Central Assistance (ACA) plan, relevant for state and district levels would be formulated taking into account prevailing agro-climatic conditions, natural resources and technology for ensuring more inclusive and integrated development of agriculture and allied sector.

In pursuance to aforesaid observation, NDC in consultation with the Planning Commission, Department of Agriculture & Cooperation (DAC), Ministry of Agriculture formulated a national scheme programme. To offset the sluggish growth and revive prospects in agriculture, the NDC launched and operationlized the Rashtriya Krishi Vikas Yojana (RKVY) in 2007-2008.

Over the years, the scheme has undergone modification. In 2014, the Operational guidelines of the RKVY were changed to make the scheme better suited the overall national objectives. Higher attention was given for the generation of agricultural assets, with a mandate that a substantial portion of allocation be utilized by for implementing Infrastructure and Assets development projects.

As per current period, Dec 2016, the most recent document for reference is from year 2014, the 'RKVY – operational guidelines for XII five year plan', issued by the Department of Agriculture & Cooperation Ministry of Agriculture, Government of India.

Budget 2016 has provided an allocation of Rs 5,400 crores for RKVY. The amount allocated to each state is based on set-methodology, including key-indicators and



calculations. The funds are provided to the States as 100% grant by the Central Government. As per grant-rules (and special status category), the States add their portion of the funds to the allocation from the Central Government.

On 11th December 2014 (Fno 9-1/201.3-RKVY), an addendum with modifications of the guidelines was issued as clarification. The proportion of allocation (by Centre) / spend (by State) of the annual outlay was specified as:

- a. RKVY (Production Growth) with 35%
- b. RKVY (Infrastructure and Assets) with 35%
- c. RKVY (special schemes) with 20%
- d. RKVY (*Flexi Fund) with 10%

(*States can undertake either Production Growth or Infrastructure & Assets projects with this allocation depending upon state specific needs / priorities. Of the aforesaid distribution, Special schemes allocation is held back by the Department at the Centre, for programmes of National priorities e.g. BGREI, VIUC, NMPS etc.

Basic features of RKVY

- ⊙ It is a State Plan scheme
- ⊙ The eligibility of a state for the RKVY is contingent upon the state maintaining or increasing the State Plan expenditure for Agricultural and Allied sectors
- ⊙ The base line expenditure is determined based on the average expenditure incurred by the State Government during the three years prior to the previous year.
- ⊙ The preparation of the district and State Agriculture Plans is mandatory
- ⊙ The scheme encourages convergence with other programmes such as NREGS.
- ⊙ The pattern of funding is 100% Central Government Grant.



- ⊙ If the state lowers its investment in the subsequent years, and goes out of the RKVY basket, then the balance resources for completing the projects already commenced would have to be committed by the states.
- ⊙ It is an incentive scheme, hence allocations are not automatic
- ⊙ It will integrate agriculture and allied sectors comprehensively
- ⊙ It will give high levels of flexibility to the states

Sectors cover by scheme

- ⊙ List of allied sectors, apart from Cultivation and Agriculture, as covered under the scheme are:
 - ⊙ Crop Husbandry (including Horticulture)
 - ⊙ Animal Husbandry, Dairy Development and Fisheries
 - ⊙ Agricultural Research and Education
 - ⊙ Agricultural Marketing
 - ⊙ Food storage and Warehousing
 - ⊙ Soil and Water Conservation
 - ⊙ Agricultural Financial Institutions
 - ⊙ Other Agriculture Programmes and Cooperation

Objectives

Main goal of RKVY was to increase the lagging agricultural growth rate. RKVY is a centrally funded State scheme to incentivise the States to draw-up comprehensive agriculture development plans, taking into account agro-climatic conditions, natural resources and technology for ensuring more inclusive and integrated development of agriculture and allied sectors. The objectives as specifically stated in the Operations Guideline (2014) document are:



- (i) To incentivize the States so as to increase public investment in Agriculture and allied sectors.
- (ii) To provide flexibility and autonomy to States in the process of planning and executing Agriculture and allied sector schemes.
- (iii) To ensure the preparation of agriculture plans for the districts and the States based on agro-climatic conditions, availability of technology and natural resources.
- (iv) To ensure that the local needs/crops/priorities are better reflected in the agricultural plans of the States.
- (v) To achieve the goal of reducing the yield gaps in important crops, through focused interventions.
- (vi) To maximize returns to the farmers in Agriculture and allied sectors.
- (vii) To bring about quantifiable changes in the production and productivity of various components of Agriculture and allied sectors by addressing them in a holistic manner.

Eligibility

[[Scheduled Castes/Scheduled Tribes, Women, Marginalised members of society, Farmers Groups]] *[[Verbatim from PAC CRC1 report]]*

Entitlements

[[Entitled to materials like seeds, farm mechanization assistance through custom hiring centres, soil health cards; Loan; Subsidy (For buying Tractor and Power Tailor= Subsidy of INR.45000/- , Power Reaper = Subsidy of INR.40000/-, Pump Set = Subsidy of INR.10000/- & Zero Tillage = Subsidy of INR.15000/-)



Other benefits: Providing new initiatives for skill development training related to agriculture, horticulture, fishery etc through farm field schools; Training of farmers for promotion of organic farming; and providing assistance related to enhancement of soil health.]] *[[Verbatim from PAC CRC1 report]]*

RKVY convergence

RKVY is additional central assistance to the State Plan for Agriculture and allied sectors and thus it is essential to encourage convergence with schemes like Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), Swarnajayanti Gram Swarajgar Yojana (SGSY) and Backward Regions Grant Fund (BRGF). States shall also ensure convergence with other Central Schemes of Ministry of Agriculture (e.g. Department of Agriculture & Cooperation & Department of Animal Husbandry, Dairying & Fisheries & Department of Agriculture Research & Education) and other relevant Ministries/Departments viz., Ministry of Food Processing Industries, Ministry of New and Renewable Energy, Department of Land Resources, Ministry of Rural Development, Ministry of Water Resources etc. Ministry of Panchayati Raj shall also be appropriately consulted for ensuring that local/ Panchayat level requirements are adequately addressed in District Development Plans. Planning Commission and the Ministry of Agriculture will together examine the States' overall Plan proposals for Agriculture and allied sectors as part of the Annual Plan approval exercise.

Source / references: for information about RKVY

- Scheme Web-portal <http://rkvy.nic.in/>
- RKVY Guidelines (XII plan) 2014 [http://agri.tripura.gov.in/Archive/RKVY_Guidlines_\(XII_Plan\)-2014.pdf](http://agri.tripura.gov.in/Archive/RKVY_Guidlines_(XII_Plan)-2014.pdf)
- Department of Agriculture & Cooperation - Ministry of Agriculture & Farmer Welfare, Government of India

Other useful references

- <http://vikaspedia.in/agriculture/policies-and-schemes/crops-related/rashtriya-krishi-vikas-yojana-1/rashtriya-krishi-vikas-yojana>
- <http://www.indianeconomy.net/splclassroom/214/what-is-rashtriya-krishi-vikas-yojana-rkvy/>

Sources and reference (from CRC1 report)

- none

Notes: *[code] Districts (States) [#Ca] Cachar (Assam); [#Go] Goalpara (Assam); [#Cd] Chandel (Manipur);*



[#Ch] Churachandpur (Manipur); [#Ri] Ribhoi (Meghalaya); [#La] Lawngtlai (Mizoram); [#Wo] Wokha (Nagaland)



Summary of findings from CRC1

During the 2014 CRC, a total of 140 beneficiaries across seven districts of five North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and Nagaland were interviewed. The summary of findings from the exercise are mentioned herein:

The findings from the CRC carried out in the selected districts showed some interesting patterns. Most users in Cachar and Goalpara found the application process quite complex. They also had to pay money through middlemen to avail the services that they wanted to use; in the case of Wokha money was paid to the BDO and Agricultural Board members as well, and in none of the cases receipts given for the amounts paid. Respondents in Ribhoi felt that there was bias in the selecting beneficiaries and the assets that were created were not of good quality; the latter was observed in the case of Lawngtlai as well. In Churachandpur there were reports of beneficiaries receiving only advice and no demo or on-site support from the Programme implementers.

- An intensive training at the community level has to be given on a regular basis for knowledge transfer on the production and growth strategies.
- Implementing officials should provide on-site support for better results in terms of creating quality assets.
- User friendly grievance redress mechanism has to be put in place making use of ICT platform.

Household Listing for CRC 2

About Rashtriya Krishi Vikas Yojana (RKVY), Cachar and Wokha, both at 63% had the highest awareness about the scheme. With 73% Chandel has most respondents that were unaware about the RKVY scheme.

Overall, less than 20% (351 / 1807) of those aware about the RKVY scheme have availed of the benefits. Comparing with all the districts, Golpara had the highest proportion, at



17%, of respondents surveyed who had availed of the scheme. Chandel at 94% had the most respondents who specifically responded as not having availed of the scheme.

There are many responses mentioning 'not applicable' and for analysis these may be considered as not availed.

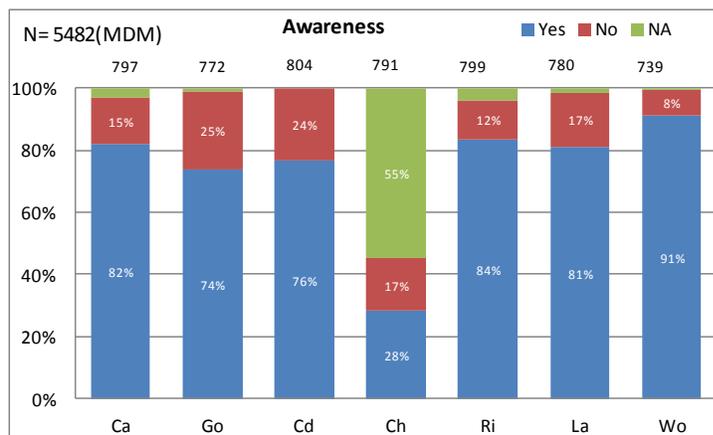


Figure 71: Awareness of RKVY

Churachandpur, at 2% (12/791) had the least number of respondents availing of the benefits provided under RKVY. Only 11% (604 /5482) were aware of the process to be followed to become scheme beneficiary.

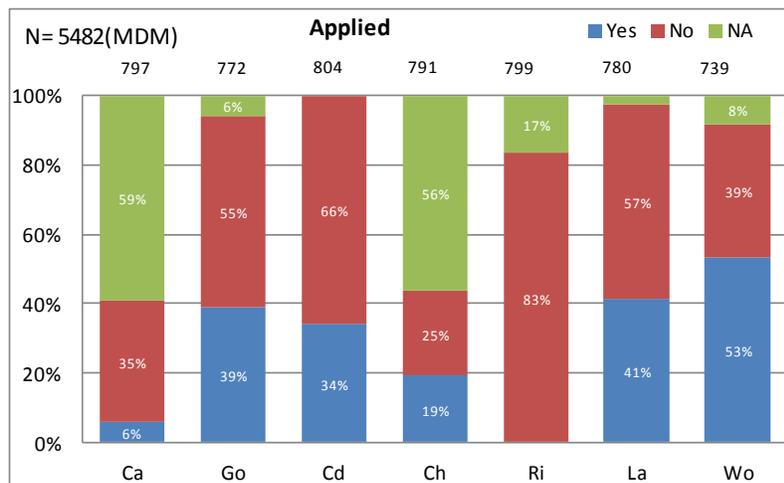


Figure 72: Applied under RKVY



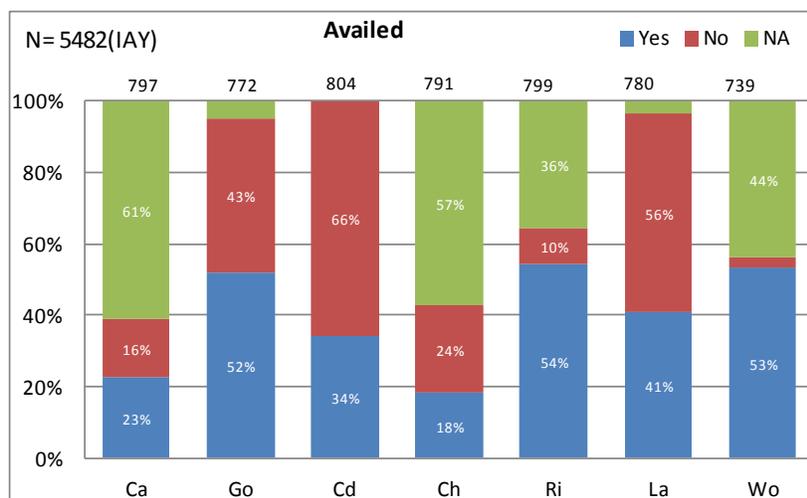


Figure 73: Availed under RKVY

Of those who have availed the scheme, 23% (82 /351) have paid a certain amount with 82% (67 /82) of them not being given a receipt for the amount paid. Responses to process experience were 19% (112 /604) consider it as simple, while 24% (142 /604) said it is complex.

RKVY: Citizen Report Card 2

During the CRC2 (2016) exercise, enumerators conducted on-ground household survey. Two blocks (distinct administrative regions) were identified blocks in each of the seven intervention districts chosen for the BPS_NEI programme. The information here-in is data analysed from the household survey where beneficiaries were found for the RKVY scheme. The scheme questionnaire was administered, upon sampling*, only to a sub-set of these beneficiaries. The analysis in subsequent chapters is based on the administered questionnaires. Hence, we must note that the data /charts in this section and those further on are not comparable.



Households	Assam	Assam	Manipur	Manipur	Meghalaya	Mizoram	Nagaland
District	Cachar [Ca]	Goalpara [Go]	Chandel [Cd]	Churachandpur [Ch]	Ribhoi [Ri]	Lawngtlai [La]	Wokha [Wo]
Total = 5,482	797	772	804	791	799	780	739

Demographic Details

Overall, 86%(77/90), while in two district of Goalpara and Ribhoi all the respondents, were the beneficiaries themselves. This provides the study with direct information and first-hand experiences and incidents To correlate, the respondent was also asked to answer about their relationship with the beneficiary. The response shows 83% (75/90) as replying as 'self'. In Chandel and in Wokha, the number of family members answering as respondent, in place of the beneficiary was the highest.

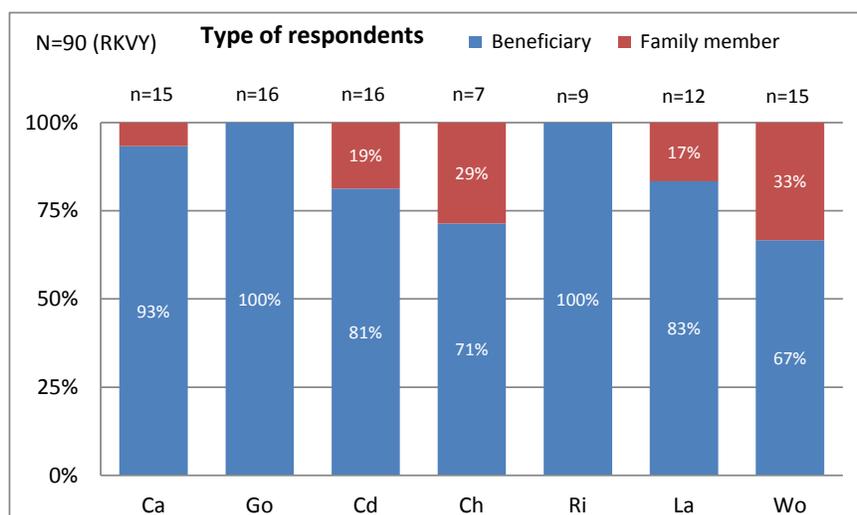


Figure 74: Type of respondents



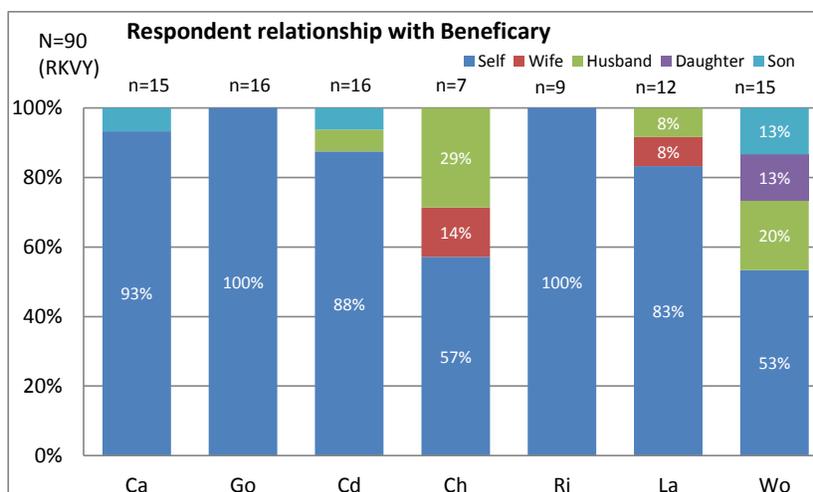


Figure 75: Respondent relationship with beneficiary

Those in the age-bracket of 26-40 yrs were the largest group of beneficiaries, at 37% (33/90), followed by 41-55 yrs, at 33% (30/90) Chandel at 50% along with Lawngtlai were districts with beneficiaries at the higher age-bracket of 56-70 yrs.

The majority of the beneficiaries, by gender, were male at 83% (75/90); rest 17% females. In Cachar and #Go], all the beneficiaries were male. Churachandpur 43% and Lawngtlai 42% had highest number of female beneficiaries.

Cultivation is the mainstay of the beneficiary households in all districts. Next, the most important occupation was Agriculture related labour activities. RKVY being an agriculture based scheme, it an important point of note.



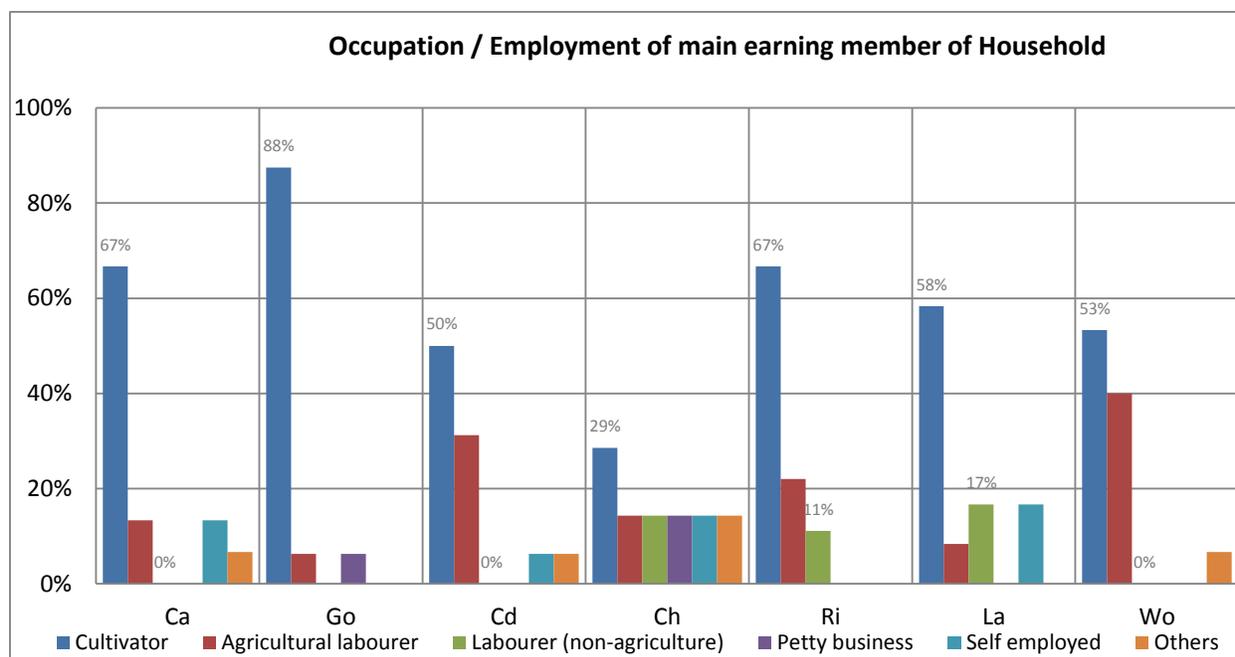


Figure 76: Occupation/Employment of the main earning member of the household

Ribhoi has a large proportion, at 44%, of Illeterate Beneficiaries. Chandel has the largest propotion of highest-level of education (passed Higher secondary or Graduates).

Overall, all districts combined, the largest group, at 26% (23/90), by education level were those from Middle / Upper Primary (7th Standard).



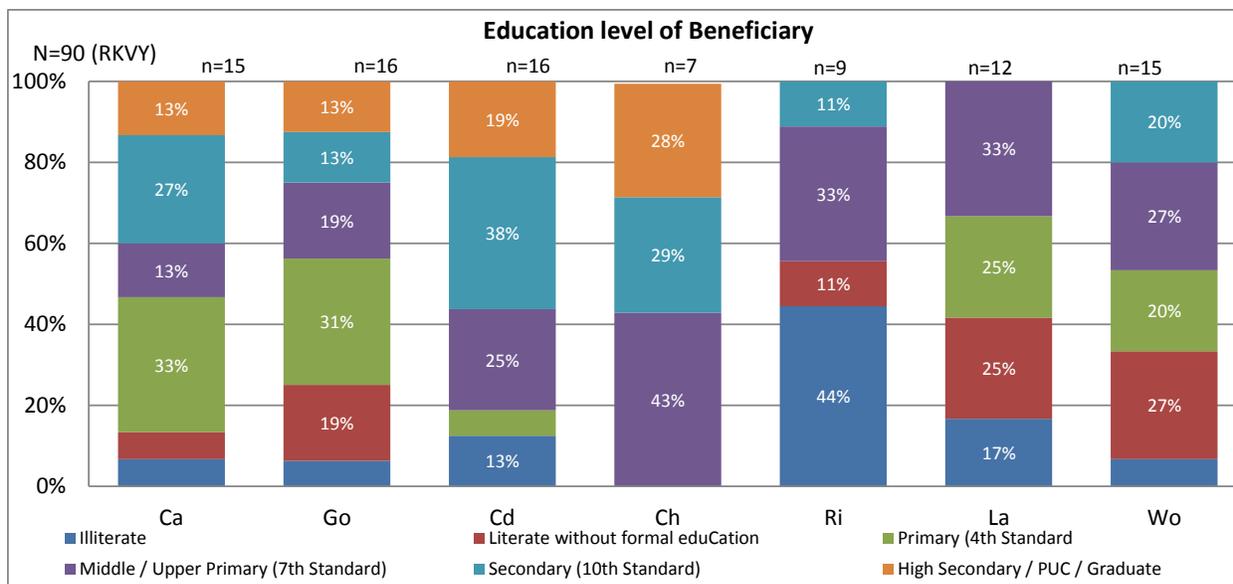


Figure 77: Education level of beneficiary

An overwhelmingly large majority of the households (beneficiary / responded) at 72% (65 / 90) were Christian, followed by 23% (21 / 90) of Hindu religion. Four districts of Chandel, Churachandpur, Lawngtlai and Wokha were completely and Ribhoi almost completely Christian. In the two Assam districts of Cachar at 60% and Goalpara at 75% the majority were Hindu. Muslim beneficiaries were at Cachar 13%, followed by Ribhoi and then Goalpara 06%.

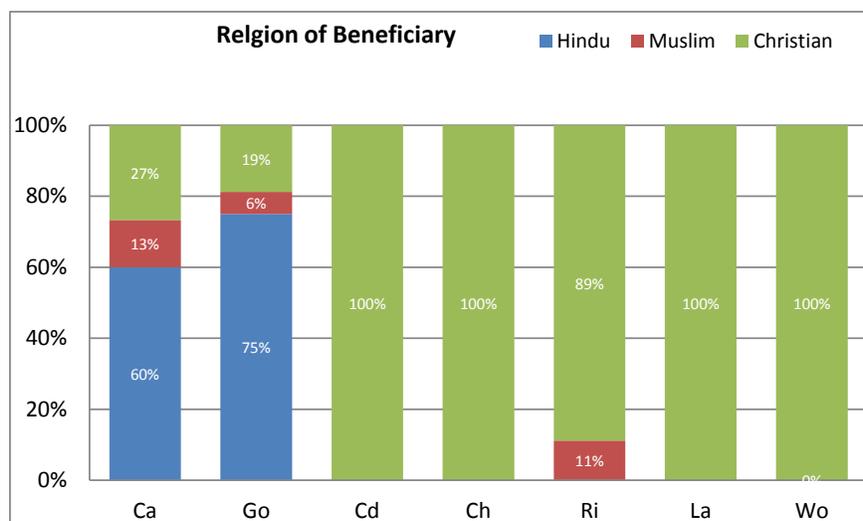


Figure 78: Religion of the beneficiary



Scheduled Tribes (STs) were by far the largest group covered at (76/90) 84%. The respondents in Chandel, Churachandpur, Ribhoi, Lawngtlai and Wokha were 100% STs;

In Cachar, 53% were Other Backward Castes, while in Goalpara (4/16) 25% were from General Category.

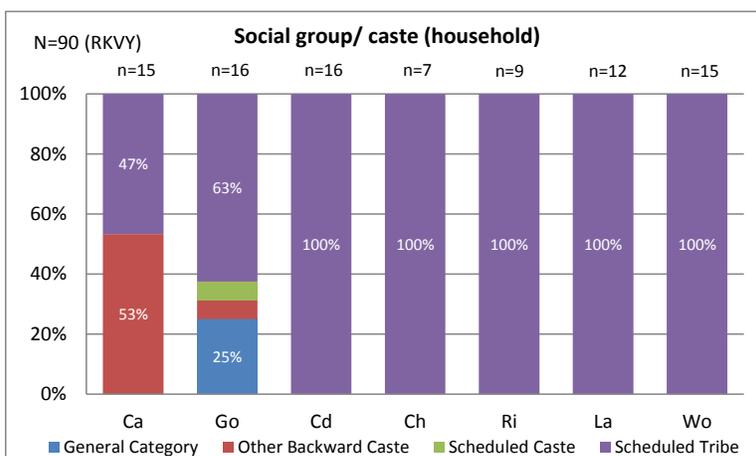


Figure 79: Social group/ caste of the beneficiary

Two districts of Goalpara 44% and Ribhoi 44% have significant high proportion of households earning the least, less than Rs 40,000 per annum. Cachar 73% has a large proportion of households with income less than Rs 60,000/-, followed by Lawngtlai at 50%

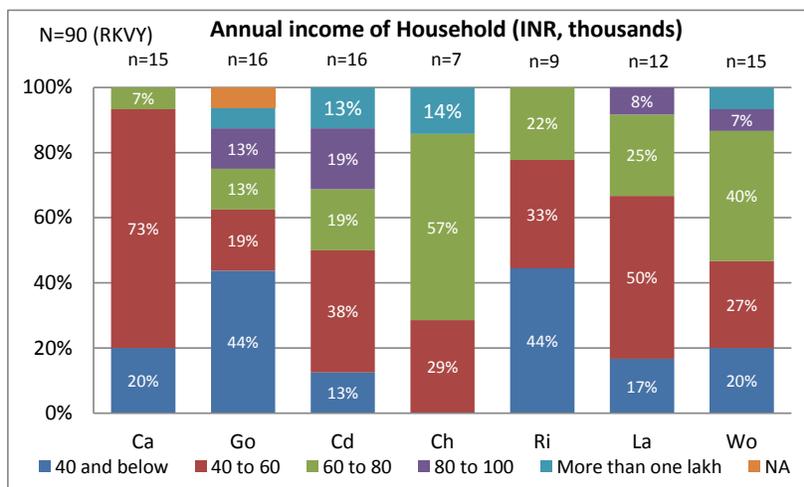


Figure 80: Annual income of the household



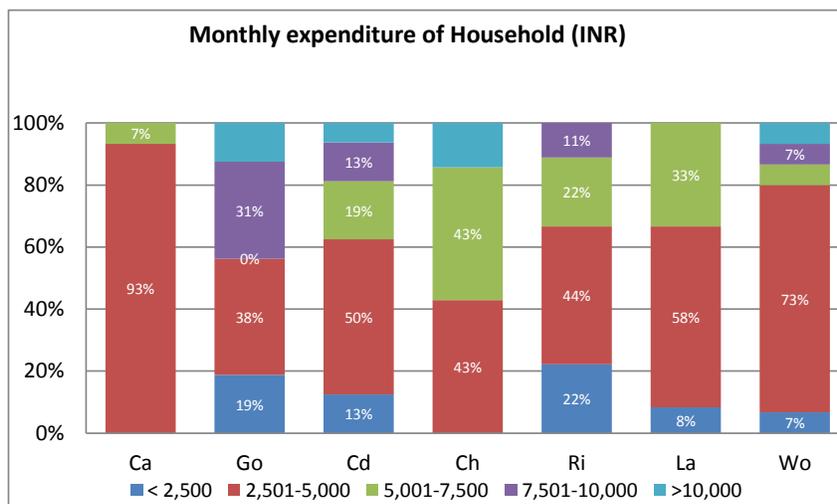


Figure 81: Monthly expenditure of the household

Across all districts, the largest group at (53/90) 59% had a monthly expenditure by household of INR 2,501-5,000. Households with expense over INR 7,500 per month were from Goalpara and Churachandpur.

Voter ID is the primary photo identity card held by most beneficiaries across districts. Most respondents had Voter-ID card, 100% in two districts and over 90% in three others. Aadhar card is available with all in Chandel.

NCAER (2010): Poverty in rural India is measured based on degree of deprivation in respect of 13 parameters (scores from 0–4): landholding, type of house, clothing, food security, sanitation, consumer durables, literacy status, labour force, means



of livelihood, status of children, type of indebtedness, reasons for migrations, etc. Several studies have used the income approach to measure poverty; households earning less than INR 40,000 per annum (at 2001-02 prices) are dubbed as low income.

Awareness and Access

Overall, at 43% (39/90) the Village Headman / Chairman was the primary source of information about the scheme, except in Goalpara where GramSevak/i, at 50% played a prominent role.

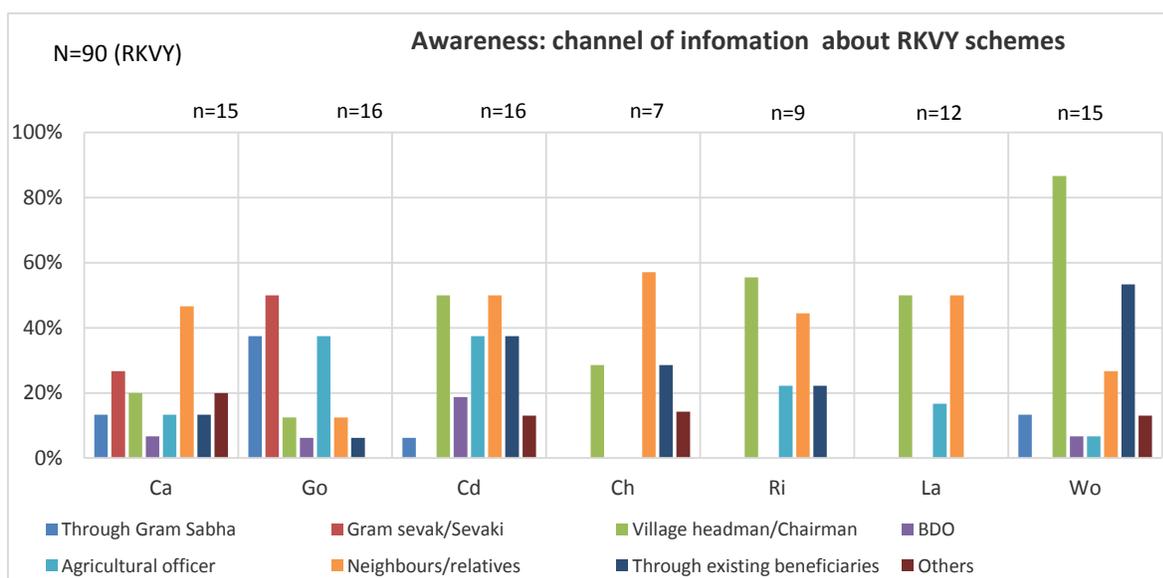


Figure 82: Source of awareness

Agricultural officer were active in Manipur, with 38% in both Chandel and Churachandpur. Neighbours / relatives were at 39% most important source of information. Interestingly, existing beneficiaries were not as active in sharing.



Only 59% (53/90) were informed about the process to avail the RKVY entitlements. In Churachandpur only 29% got this information, while Cachar and Wokha at 73% had highest number of beneficiaries that were informed of the process. It is noteworthy that these households are receiving the entitlements from the scheme without knowing of the process. Hence, it is likely there are other individuals who have done the required activities to enable this.

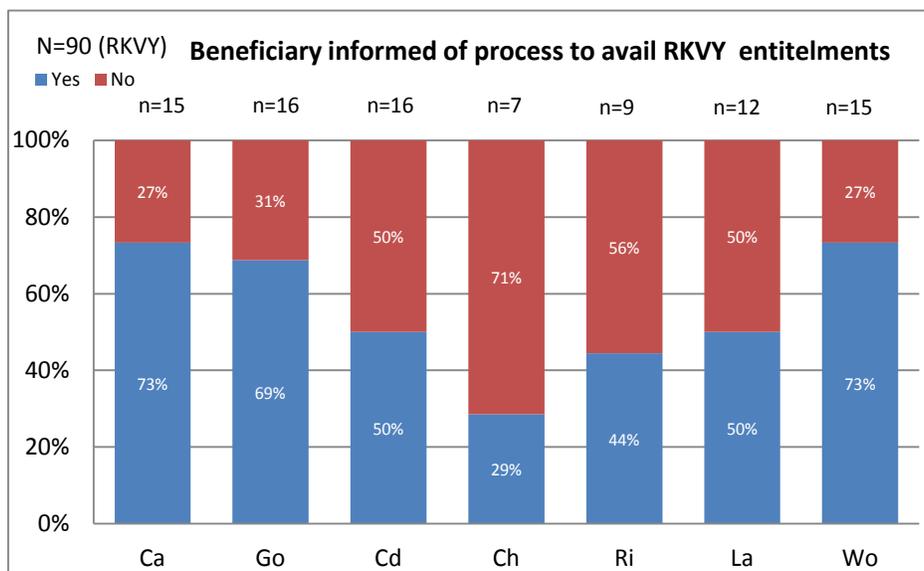


Figure 83: Beneficiaries informed of process to avail RKVY entitlements

Overall 34% approached the Agricultural officer while 21% reached out to the Gram Sevak/i. The most number, at 40%, which was a high as 91% in Wokha, approached the Village Headman / Chairman for the application. It is to be noted that in Ribhoi there were no responses to this question.



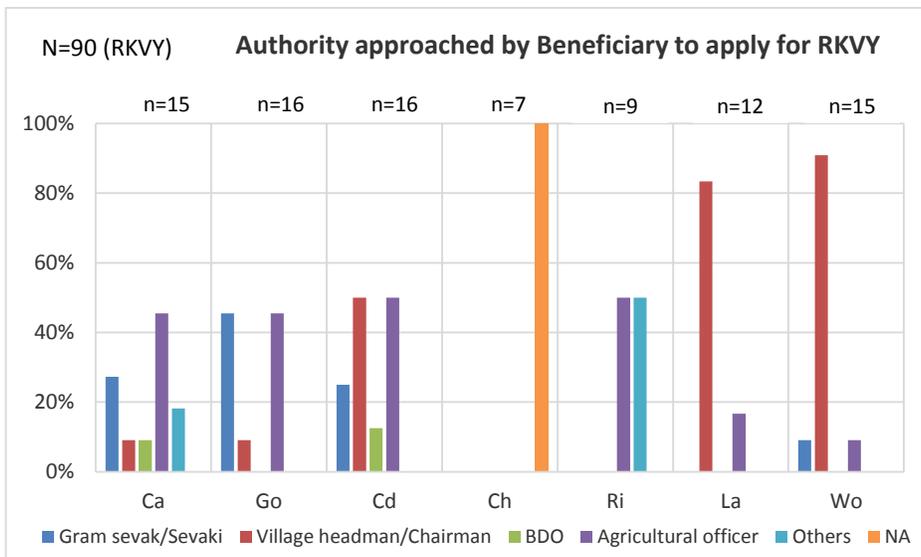


Figure 84: Authority approached by beneficiary to apply for RKVY



Usage and Quality

At 64% (58/90) providing of HYV seeds was the most accesses benefit of the RKVY scheme, followed by receiving of other agricultural inputs. In Cachar, at 40%, receiving of Organic and Bio-fertilisers was the highest. Among allied sectors, Ribhoi was the highest in received of inputs from the scheme, at 38% for Sericulture and at 67% for Dairying and Fisheries.

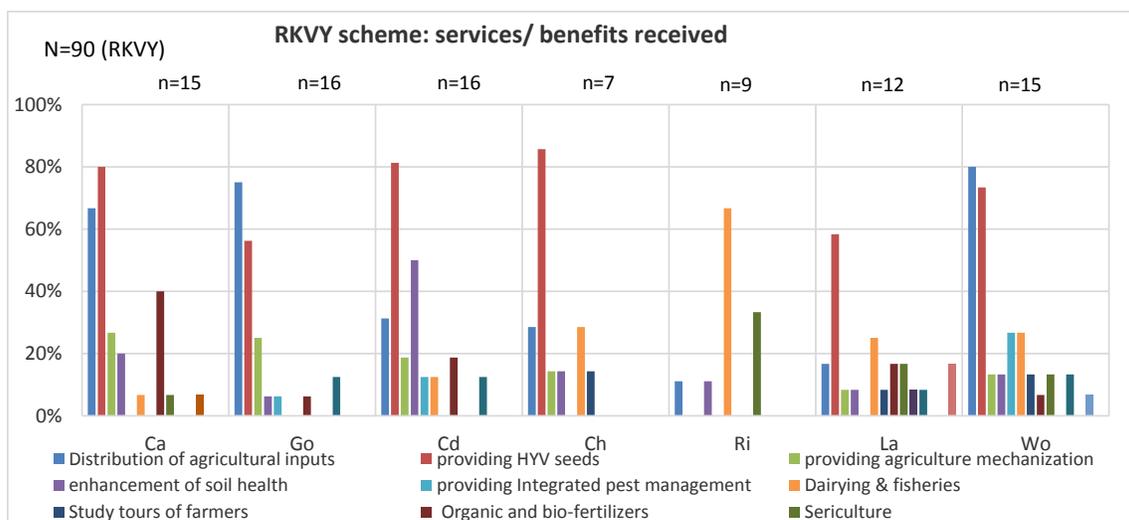


Figure 85: Type of benefit received under RKVY

The scheme implementing officer in most instances, at 41%, provided only advice; this was predominant in Churachandpur at 71%. Only a limited instances of hands-on support was noted, mostly from Cachar. In Wokha 67% provided Advice as well as demonstration. For RKVY scheme related processes, 29% of the officials were very supportive, 57% were somewhat supportive and 12% not supportive. Comparing the districts, Churachandpur stood the highest with as much as 43% (3/7) being very supportive; while Churachandpur compared to the other districts is also having the most 29% (2/7) where officials were not supportive.



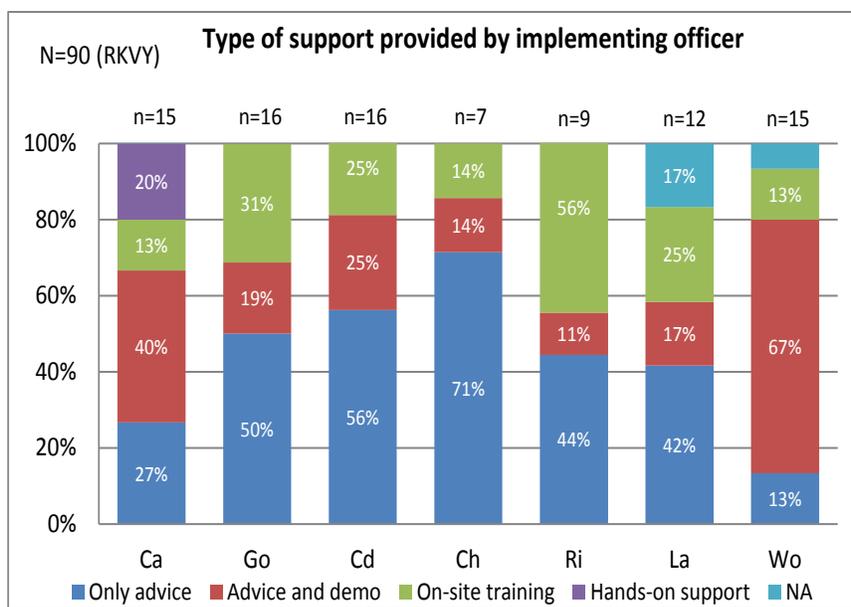


Figure 86: Type of support provided by implementing officer

Of beneficiaries requiring clarification, only 46% (41/90) approached the officials. The least number that approached official was in Churachandpur at 29%. After the official were approached for clarification, in 26% (23/90) of the times they were able to answer all questions. In 22% they were not able to give any answer. Churachandpur at 43% saw the highest number of clarification for all questions posed.

In all districts combined, the beneficiaries saw 'increased production', at 72% (63/90), while 535(47/90) got 'guidance to better agriculture-farming', as a result of the services and inputs received from the RKVY scheme. In Wokha 60% got 'guidance on sources for better input or seeds'. Cachar saw the highest, at 87% respondents, confirming increase in production.



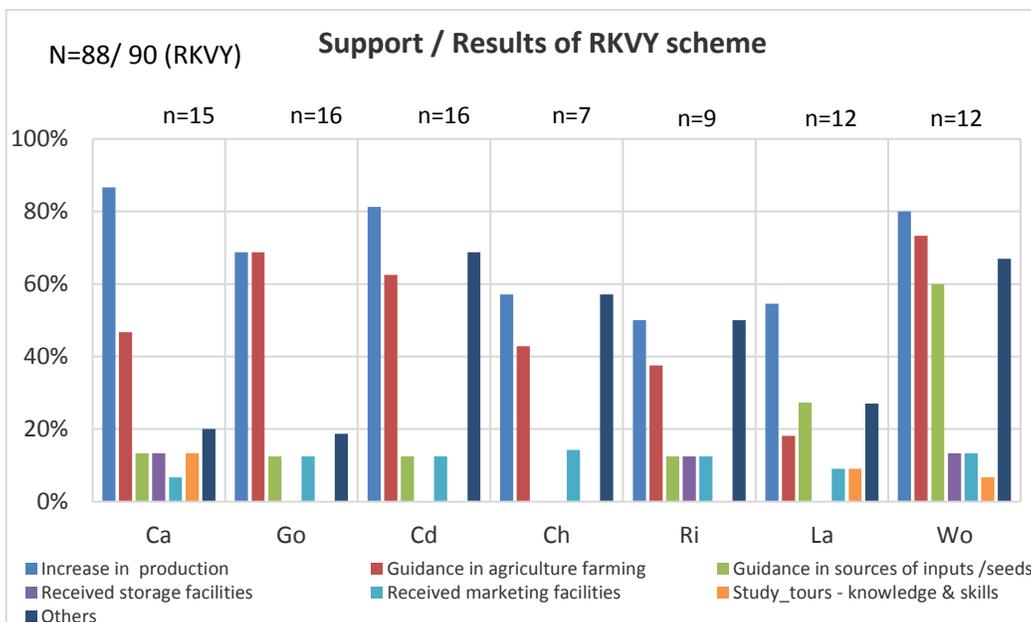


Figure 87: Results of RKVY scheme

Problem and Resolution

Of the beneficiaries, only a minority at 21% (19/90) faced problems. Among them, 'availing the entitlements per the scheme', at 58% was the highest, followed by 53% in getting 'access to information' and 'Access to the right officer'.

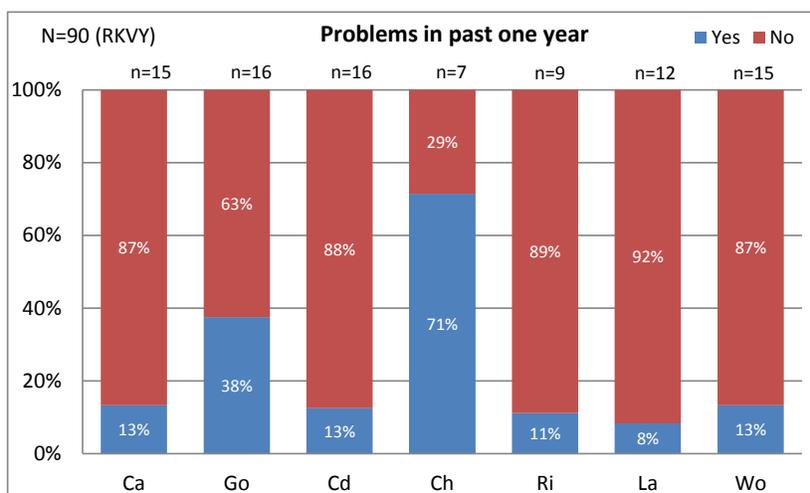


Figure 88: Problems faced by beneficiaries in last one year



Among the 19 that faced problems, only 32% (6/19) contacted the official to get the matter sorted. Most of these problems, at 79% (15/19) have remained without being solved.

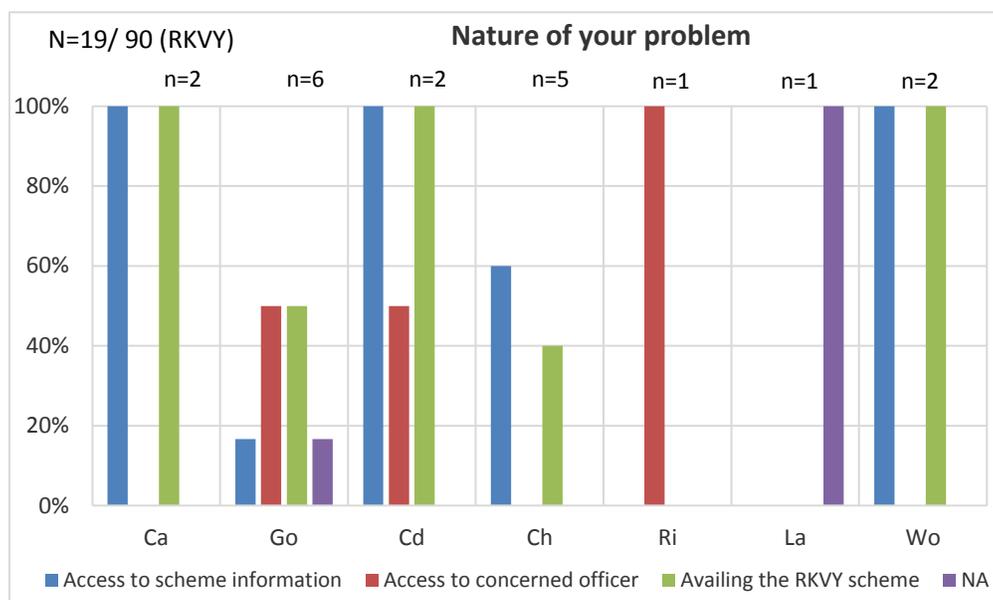


Figure 89: Nature of problems

In 12% (11/90) instances money was paid to receive services. Cachar at 27% had the highest such instances. These payments were made officials, such as, to Gram Sevak/i (27%), Village Headman / Chairman (18%) or Agricultural officer (27%). In none of the 11 instances of money being paid, any receipt was issued. In 64% of the times the payment was made directly to the officials mentioned, while in other instances it was paid through middlemen (36%). In majority of the instances the payment was demanded for from the applicant. In 91% (10/11) instances the work was completed after the payment was made.

Satisfaction

With regard to behavior of staff, in Ribhoi 89% and in Cachar 80% were partially completely satisfied. Churachandpur had the largest number of respondents at 57%



who were Completely satisfied. The most Dissatisfied were in Wokha. With regard to usefulness of service, Churachandpur had the most dissatisfied at 29% while most satisfied at 53% were from Wokha.

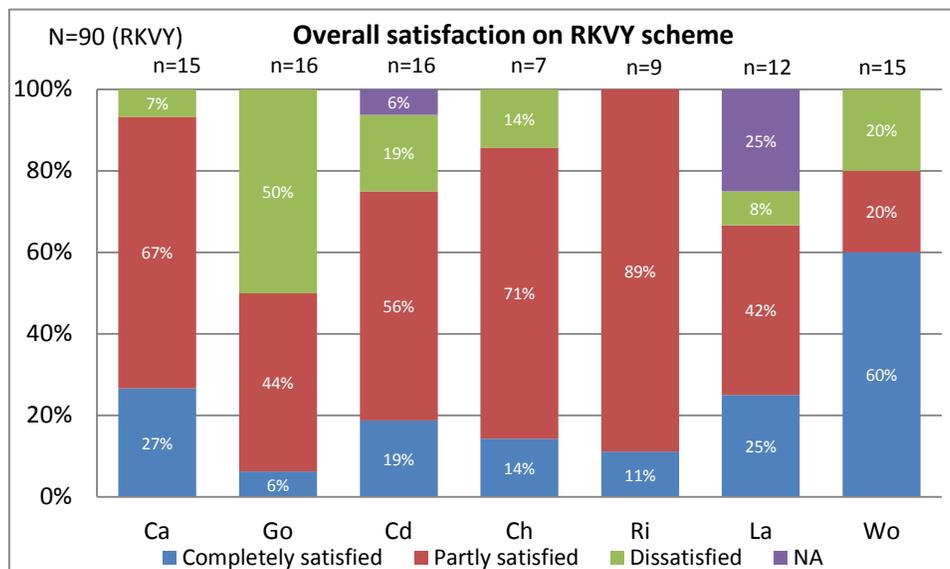


Figure 90: Overall Satisfaction under RKVY scheme

On overall scheme satisfaction, Goalpara has a large section of dissatisfied beneficiaries at 50%, while Wokha had the most completely satisfied at 60%.



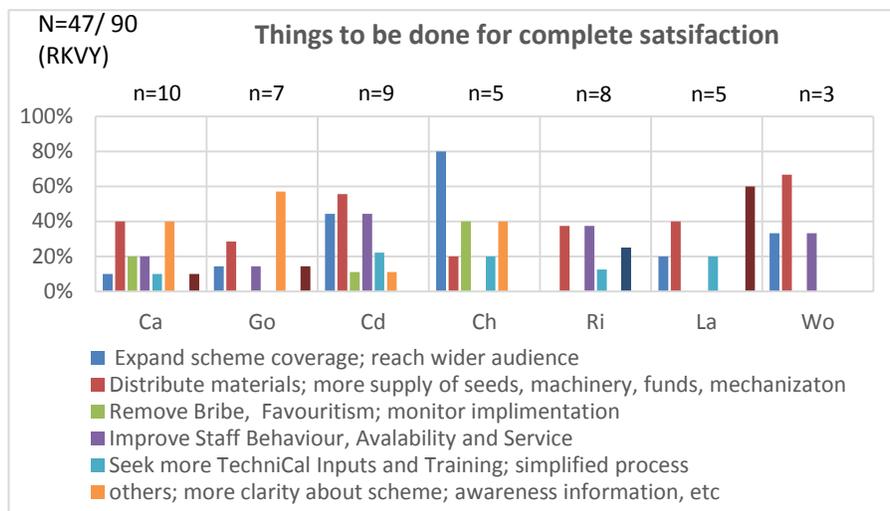


Figure 91: Things to be done for complete satisfaction

Those dissatisfied, were concerned about the limited coverage of the scheme, bad behavior of the officials and the complex procedures. They have suggested the need for full life-cycle support, removal of Corrupt and Favoritism practices. The beneficiaries are seeking increased technical training and distribution of more material and awareness sharing about scheme information and entitlements.

Gender and Minority

During the CRC2 exercise, of the respondents, 86% (77/90) were the beneficiary themselves, while the rest were family members. In Cachar and Golpara all the respondents / beneficiaries were male. Among all the districts, Lawngtlai has the highest representation from female respondents.

For social class, there were no Other category respondents in five districts. Hence, comparison is not done. In Cachar, among the Minority, there were some members from the Household / family; while, among the Others, all respondents were beneficiaries.



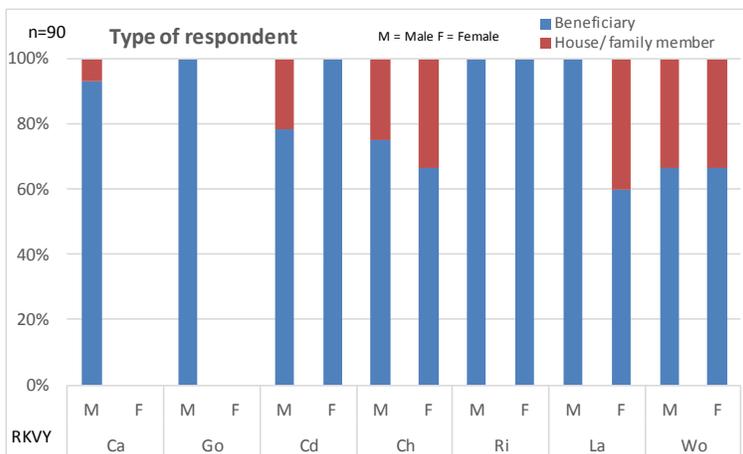


Figure 92: Type of respondent-Gender

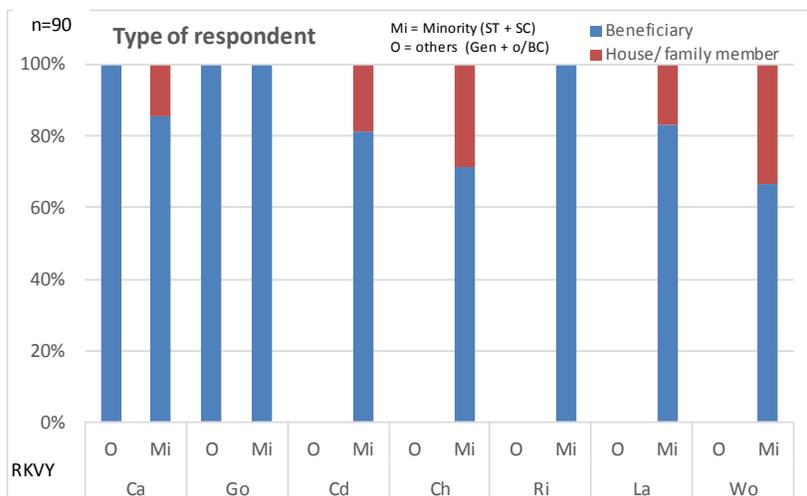


Figure 93: Type of respondent-Social group/caste

In Lawngtlai none of the houses had a Granary. In Chandel all female respondents have replied as having a Granary in the household, while in Ribhoi all the females have



replied as not having Granary. In Wokha the proportion of having to not having Granary is the same be it male or female. In Churachandpur more males than females have replied as having a granary. Looking at the social class, in Cachar the proportion of households from Minority having a Granary in the household is much less than households from Others category. In Goalpara all the households from Others had Granary, and even among Minorities the proportion was high.

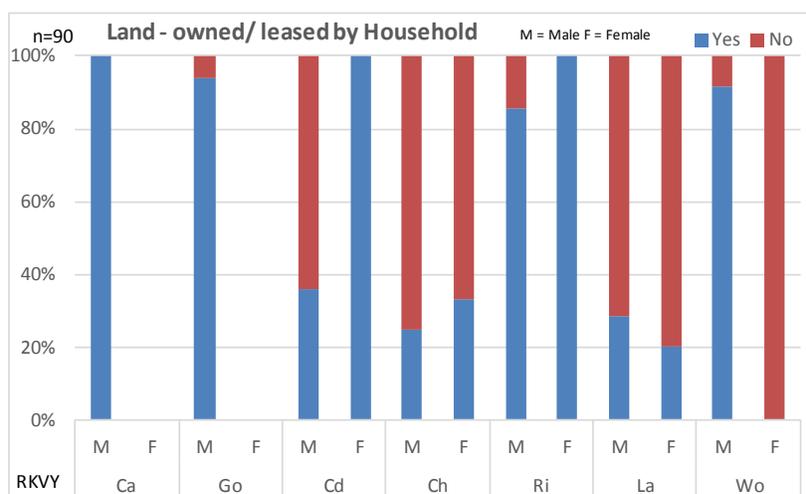


Figure 94: Land owned/leased-gender

Among respondents from Chandel, all females have mentioned about having land, either owned or leased; while among males, a larger proportion have replied as not having land. In Wokha all females have responded as not owning land, while nearly all male respondent households have land. All females from Ribhoi have replied in positive for own or leased land.

In Cachar it must be noted that members of Others group have received information from Existing-beneficiaries, Agricultural-officer, Block Development Official and GramSabha. No member of the Minority though have received awareness about RKVY scheme through these channels. In Cachar Agricultural Officer, GramSevak/i and GramSabhass are major channel for Minorities to received awareness about this scheme.



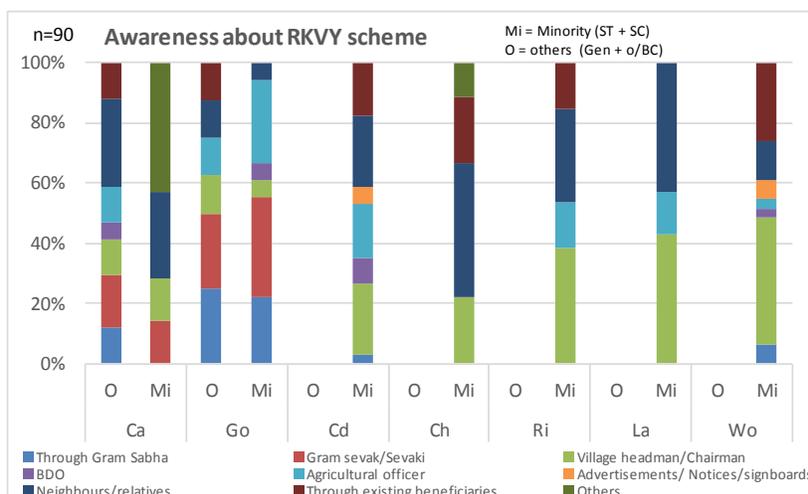


Figure 95: Awareness about RKVY scheme-gender

In Cachar, among the minorities, most have received ‘Advice and Demo’, none got On-site training, though few received hands-on support. The proportion of respondents from Others class receiving Advice and Demo is much less than from among the Minorities. In Goalpara, among the Others class, most have received Only advice while none have got Hands-on support. Those in the Minority in Goalpara have received Hands-on support but in much smaller proportion to those who have got Only Advice.

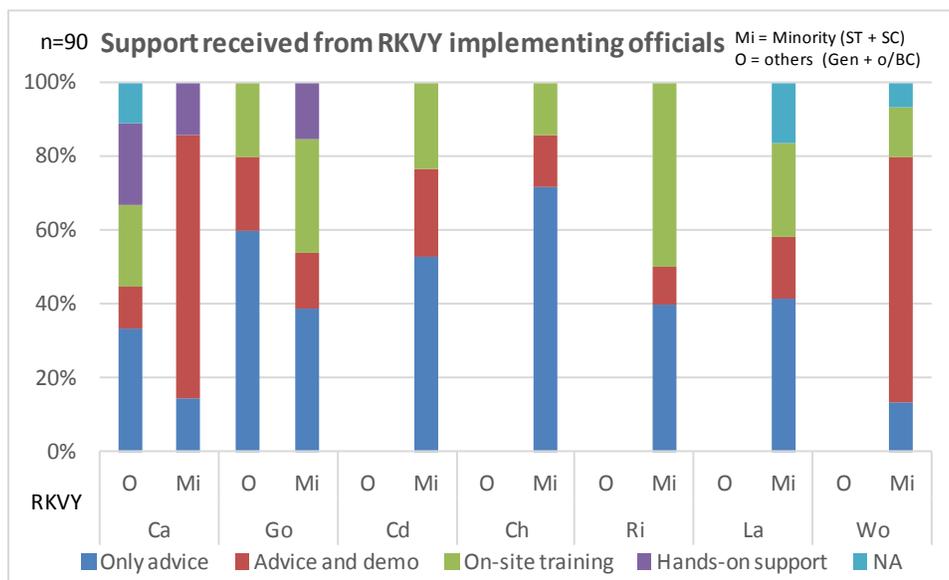


Figure 96: Support received from RKVY officers- Social group/caste



Considering their experiences with all the aspects like quality of infrastructure & assets created, the ability of the staff in providing the required information, the efficiency with which problems are deal with, overall behaviour of staff & usefulness of services/support provided under this scheme find the males to have less satisfaction than the females.

Trends in Programme

- In CRC 1, more than 80 % of the respondents were beneficiaries, this has increased to 86% in CRC2.
- In CRC1, average literacy rate was 80% (except Goalpara and Ribhoi), the same situation has been found during CRC2, with high rate of illiterate beneficiaries.
- As in CRC1, it so continues that across districts, except Golpara, the village headman is the most popular source of information about RKVY
- In CRC1, 57% of them received HYV seeds and 37% provided assistance in distribution of agricultural inputs. During CRC2, 64% were provided HYV seeds, and again followed by receiving of other agricultural inputs.
- During CRC1, in Cachar, 25% of the beneficiaries had to pay for the services; the situation remains the same, in CRC2, with Cachar district the most affected with 27% such instances.
- During CRC1, it was observed that 38 % of the respondents are completely satisfied and 53 % are partially satisfied. During CRC2, on overall scheme satisfaction, Goalpara has a large section of dissatisfied beneficiaries at 50%, while Wokha had the most completely satisfied at 60%.



Swachh Bharat Mission (SBM) / Nirmal Bharat Abhiyan (NBA)

Swachh Bharat Mission

The programme was initiated by the Ministry of Rural Development, Government of India in 1999, following the principles of community-led total sanitation (CLTS), and was called Total Sanitation Campaign (TSC). In 2012 it was renamed as Nirmal Bharat Abhiyan (NBA), with main objective for providing access to hygienic and safe sanitation through provision of toilets. NBA is a comprehensive programme to ensure sanitation facilities in rural areas with the broader goal of eradicating the practice of open defecation. The scheme provides for the promotion of a range of toilet options to promote increased affordability. Strong emphasis is also placed on Information, Education and Communication (IEC). NBA is implemented in a campaign mode, taking Village Council / Gram Panchayat as the base unit.

The programme was restructured and on 02-Oct-2014 was introduced as Swachha Bharat Mission. The scope of coverage was expanded, and SBM also encompasses many additional aspects such as drainage and solid waste management as well. To accelerate the efforts to achieve universal sanitation coverage and the focus is on sanitation.

The SBM programme, the Mission Coordination, is run by the Ministry of Drinking Water and Sanitation (MDWS), Union Government of India (GOI). A stated goal is to achieve an Open-Defecation Free (ODF) India by 2 October 2019, the 150th birth anniversary of Mahatma Gandhi, by constructing million of toilets across rural and urban India.

SBM has two sub-missions, the Swachh Bharat Mission (Gramin) and the Swachh Bharat Mission (Urban).

Ensuring safe and hygienic sanitation through provision of toilets is the main objective of the Nirmal Bharat Abhiyan. The programme has been renamed Swachha Bharat



Mission under the new government and now encompasses all aspects such as drainage and solid waste management as well.

Objectives (SBM - Gramin)

Goal: to achieve “Swachh Bharat” by 2019

The main objectives of the SBM (Gramin) are as under:

- a) Bring about an improvement in the general quality of life in the rural areas, by promoting cleanliness, hygiene and eliminating open defecation.
- b) Accelerate sanitation coverage in rural areas to achieve the vision of Swachh Bharat by 2nd October 2019.
- c) Motivate Communities and Panchayati Raj Institutions to adopt sustainable sanitation practices and facilities through awareness creation and health education.
- d) Encourage cost effective and appropriate technologies for ecologically safe and sustainable sanitation.
- e) Develop wherever required, Community managed sanitation systems focusing on scientific Solid & Liquid Waste Management systems for overall cleanliness in the rural areas.

Eligibility (SBMG - IIHL)

- All Below Poverty Line (BPL) households
- Above Poverty Line (APL) households restricted to SCs/STs, small and marginal farmers, landless labourers with homestead, differently abled persons and women headed households.
- All houses constructed by beneficiaries under Indira AwaasYojana (IAY) / State rural housing schemes which do not have toilets are eligible for the incentive for creation of sanitation facilities.

Note: The 'BSM / NBA' programme has several components; this study (CRC) covers only those aspects relevant to the construction of Individual Household Latrines (IHHL).



Entitlements (SBMG - IHHL)

Provision of Individual Household Latrine (IHHL)

- Each eligible household shall receive an incentive amount of **INR 12,000** for construction of one unit of IHHL and provide for water availability, including for storing for hand-washing and cleaning of the toilet.
- Central Share of this Incentive for IHHLs shall be INR 9,000/- (75%) from Swachh Bharat Mission (Gramin). The State share will be INR 3,000/- (25%).
- For North Eastern State, and Special category States, the Central share will be INR 10,800/- (90%) and the State share INR 1,200/- (10%).

The construction of household toilets should be undertaken by the household itself and on completion and use of the toilet; the cash payment can be given to the household. There is no mandatory design type. Individual houses choose from a menu of options for their household latrine, allowing flexibility according to requirement and financial position.

Application process (SBMG - IHHL)

All households under categories entitled are identified by a committee comprising of Block Development Officer (Village Council / Village Panchayats), Deputy Block Development Officer and Village Panchayat President.

- The list prepared by the Committee is approved by the Village Council / Authority / Gram Sabha
- There is no as such prescribed application format. However, once the family is identified by the committee and informed, the family will have to submit an application to the Village Council / Village Panchayat / Gram Panchayat on a piece of plain paper.



SBM current status

■ Nation (India) at a glance:

Component: IHHL Actual (in numbers)

Households with 9,43,56,117

Toilet

Household Toilet 2,66,41,447 (Total)

Constructed

In-progress (of Target) 56.72% completed

■ Status of SBM - IHHL in North-east states

State (India)	Assam	Assam	Manipur	Manipur	Meghalaya	Mizoram	Nagaland
% of ODF^ villages	1.51	1.51	2.87	2.87	43.42	16.71	21.09

■ Status of SBM - IHHL in District* (of CRC study)

Name of District	Cachar	Goalpara	Chandel	Churachandpur	Ribhoi	Lawngtlai	Wokha
All-India	297	288	164	174	36	356	224
District Ranking#							
IHHL Coverage (%)	63.44%	64.31%	81.67%	79.50%	100.00%	57.90%	72.06%

Source / references: for information about SBM / NBA

- [#1] Swach Bharat Mission Urban <http://sbm.gov.in/sbm/>
- [#2] SBM Dashboard <http://sbm.gov.in/sbmdashboard/Default.aspx>
- [#3] Guidelines for Swach Bharat Mission Gramin <http://www.mdws.gov.in/sites/default/files/SwachBharatGuidelines.pdf>
- [#4] Gramin translates to Rural; SBM (G) has program components meant for rural areas; SBM (U) has aspects for urban regions.
- [#5] ODF status <http://sbm.gov.in/sbmdashboard/ODF.aspx>
- [#6] District Rank <http://sbm.gov.in/sbmdashboard/DistrictRanking.aspx>



Other useful references

- [##7] Swachh Bharat Mission Urban <http://swachhbharaturban.gov.in>
- [##8] Total Sanitation Campaign <http://tsc.gov.in/TSC/NBA/AboutNBA.aspx>
- [##9] SBMG app for monitoring (launched on 22-Dec-2015) <http://sbm.gov.in/SBMGUpload/Swachh%20App.pdf>

Sources and reference (from CRC1 report)

- CENSUS 2011
- NCAER (2010)
- Telecom Regulatory Authority Of India (2014)
- RBI (2007)
- RICE Institute

Notes:

^ODF = Open Defecation Free

* Intervention areas / blocks of the programme

District Ranking is out of a total of 649 districts in India

[code] Districts (States) [#Ca] Cachar (Assam); [#Go] Goalpara (Assam); [#Cd] Chandel (Manipur); [#Ch] Churachandpur (Manipur); [#Ri] Ribhoi (Meghalaya); [#La] Lawngtlai (Mizoram); [#Wo] Wokha (Nagaland)

Summary of Findings from CRC1

A quick analysis across the districts shows that beneficiaries across Chandel and Goalpara faced problems related processing of applications and receiving incentives, while in Wokha almost all beneficiaries claimed that they had to pay a bribe to get their toilets built. Goalpara also reported highest proportion of children going for open defecation, which indicated towards major health implications.

There is a need to improve the overall implementation of the program. It has been seen that beneficiaries face issues in receiving entitlements. The new Swachha Bharat Mission (SBM) guidelines suggest direct cash transfers into beneficiary accounts; this may help in reducing the time lags.

Among all districts it has been seen that the village council members have a major role to play in the beneficiary selection and implementation of the NBA. Providing hands-on training on safeguarding their entitlements like receiving of installments, lodging their



grievances officially in writing and using RTI when required to find out status of funds will empower the community.

The information and awareness creation should be focused on benefits of sanitation and ill effects of open defecation in addition to entitlements under NBA.

Household Listing for CRC 2

About Swachh Bharat Mission (Gramin), the awareness was highest in Cachar, at 86% and least in Churachandpur, at 7%. Golpara, at 41% had the most respondents who had applied. Overall, on average, only 35% of those aware had applied.

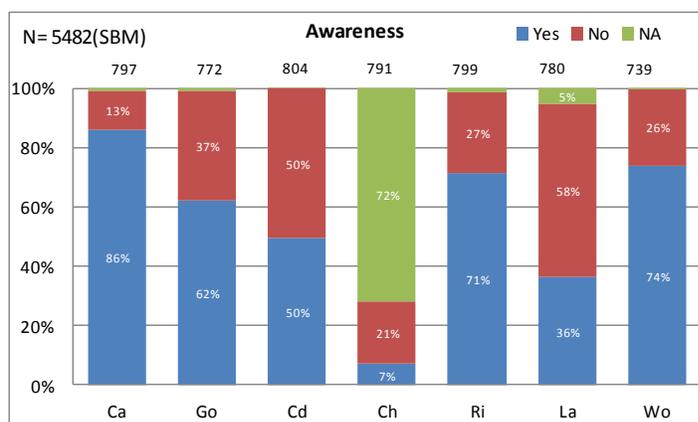


Figure 97: Awareness about SBM

Wokha had 32% who had applied and also 32% as having availed, may be interpreted as successful conversion thought the process. In Ribhoi though 71% were aware about SBM, only 1% had applied, while a high number of 39% had availed of the scheme benefits. Golpara is the other district where those availing the benefits are more than those who had applied. This leads us to note that others (other than members of the household) are preparing and submitting the application on behalf of the respondents.



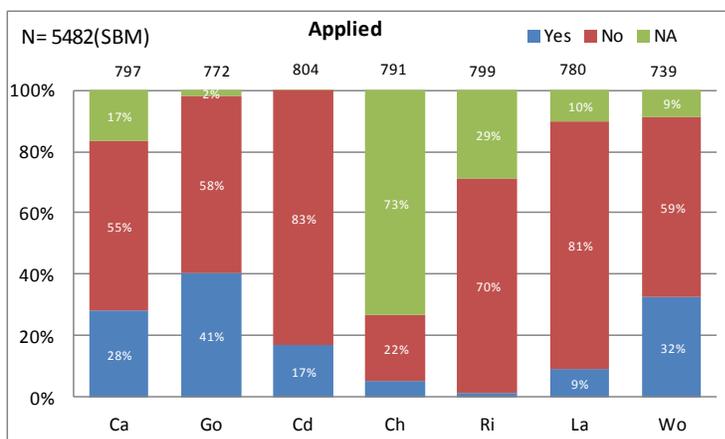


Figure 98: Applied for SBM

Only 20% (1097 /5482) were aware of the process to be followed to become scheme beneficiary. Of those who have availed the scheme, 10% (113 /1103) have paid a certain amount with 83% (94 /113) of them not being given a receipt for the amount paid. Responses to process experience was 40% (436 /1097) consider it as simple, while 22% (238 /1097) said it is complex.

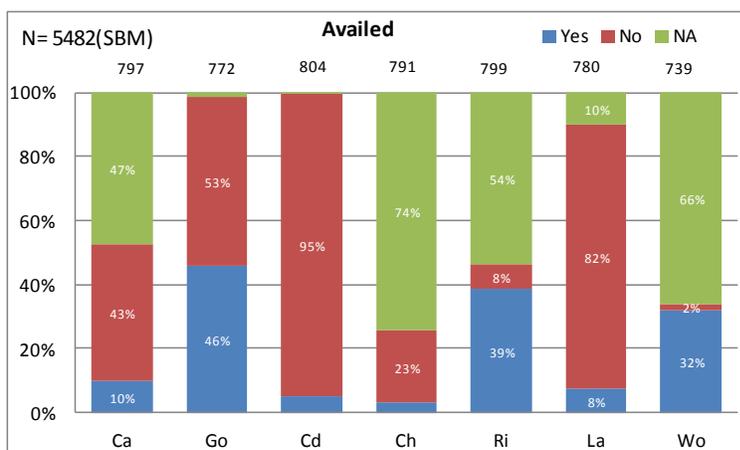


Figure 99: Availed SBM

SBM: Citizen Report Card 2

The SBM programme has several component areas. For this study (BPS_NEI), the mid-CRC (questionnaire) have been limited to those aspects of SBM which were covered in the



previous (first) CRC and also are limited to objectives as per the provisions of the earlier NBA.

The study only ascertains aspect of sanitation in rural areas, under Swachh Bharat Mission Gramin (SBM-G), limited to the construction of Individual Household Latrines (IIHL). All the BPS_NEI programme intervention blocks are rural with SBM-G coverage.

For this scheme, 105 beneficiaries across seven districts were interviewed under the mid-CRC (2016) exercise. The CRC covered all aspects of SBM such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.

Sample Size	Mid-CRC: Swach Bharat Mission Gramin (SBMG - IIHL)						
	Assam	Assam	Manipur	Manipur	Meghalaya	Mizoram	Nagaland
State (India)	Assam	Assam	Manipur	Manipur	Meghalaya	Mizoram	Nagaland
Name of District	Cachar	Goalpara	Chandel	Churachandpur	Ribhoi	Lawngtlai	Wokha
Chart Code	Ca	Go	Cd	Ch	Ri	La	Wo
Respondents							
Total = 105	16	16	13	17	16	11	16

IIHL = Individual Household Latrines

The study is meant to analyse the acceptance and efficacy of the SBMG-IIHL scheme. Apart from the primary role of the enumerators to administer the questionnaire, they also have a wider role. As key-knowledge persons, they share relevant information with respondents and build the capacity of the wider populace, to increase access and utilisation of the scheme benefits.



For design of questionnaire, the objectives of the scheme were noted as providing of incentives for building of the IIHL, which provided local officials and beneficiaries the flexibility in deciding the implementation at the ground level. The aspects of the scheme that involve active stakeholders in the process were assessed.

Demographic Details

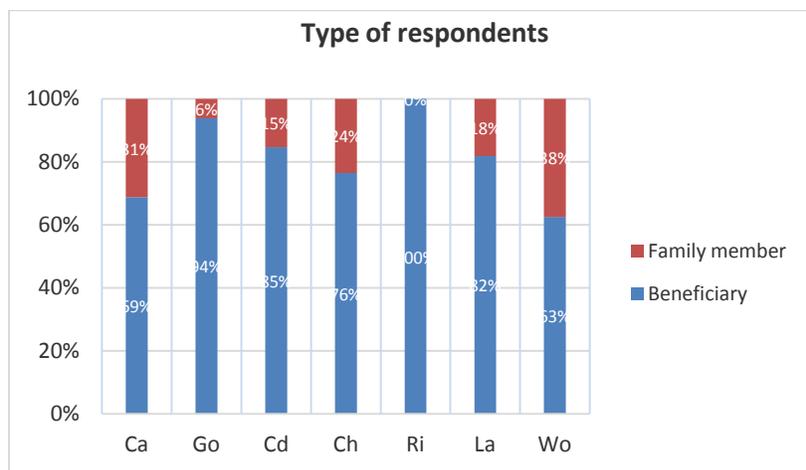


Figure 100: Type of respondents in SBM

For the interview, 81% of the respondents were the beneficiaries themselves, who had applied for a toilet under the program, while 19% were family member of the household of the beneficiary. In Ribhoi all those interviewed were beneficiaries.

Age of the beneficiary/respondent was found to be varied, with (30/105) 29% being of 26-40 years and (44/105) 42% of 41-55 years.

The interview respondent by gender, this was (77/105) 73% male and (28/105) 27% female. Of the seven districts, Cachar is ranked highest for interviews by female at (7/16) 44%, while Churachandpur is ranked highest for interviews by male at (15/17) 88%.

Across all districts, the occupation of the main earning member of the house was ~ (71/105) 67% were related to cultivation, agriculture or laboured for these occupations. 11 / 105 (10%) were non-agricultural labourers, while 11 / 105 (10%) were self-employed.



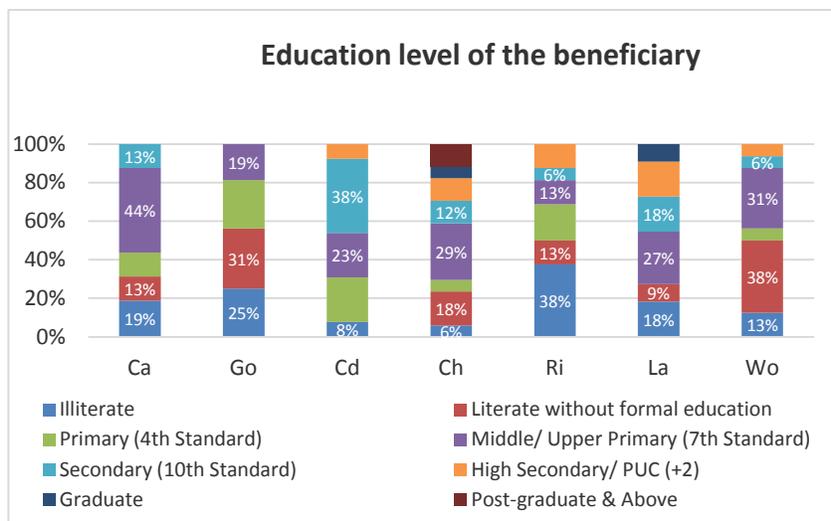


Figure 101: Education level of the beneficiaries

The average literacy rate is close to (86/105) 80%. Among the seven districts, (4/16) 25% Goalpara and (6/16) 38% Ribhoi had high rate of illiterate beneficiaries.

An overwhelmingly large majority of the households (beneficiary / responded) at 75% (79 / 105) were Christian, followed by 22% (23 / 105) of Hindu religion. Four districts of Chandel, Churachandpur, Lawngtlai and Wokha were completely and Ribhoi almost completely Christian. In the two Assam districts of Cachar at 63% (10 / 105) and Goalpara at 81% (13 / 105) the majority were Hindu.



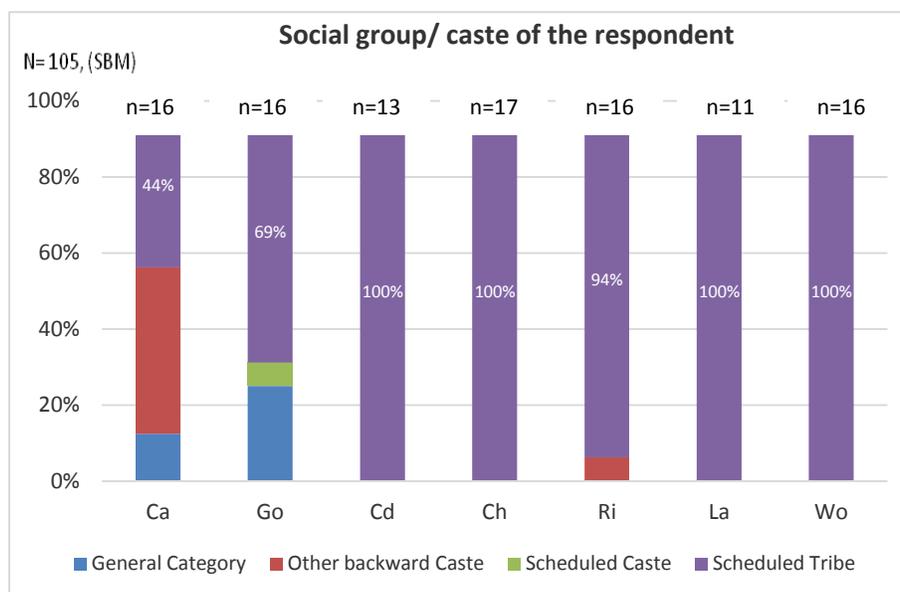


Figure 102: Social Group/ caste of the respondent

Scheduled Tribes (STs) were by far the largest group covered at (90/105) 86%. The respondents in Chandel, Churachandpur, Lakhimpur and Wokha were 100% STs; as high as (15/16) 94% Ribhoi. In Cachar, (7/16) 44% were Other Backward Castes while in Goalpara (4/16) 25% were from General Category.

Three districts of Goalpara (9/16) 56%, Ribhoi (7/16) 44% and Wokha (6/16) 38% have significant high proportion of households earning the least, less than Rs 40,000 per annum. Cachar (15/16) 94% has a large proportion of households with income less than Rs 60,000/-. In Chandel, (2/13) 15% and in Wokha (3/16) 19% of households had income of over one lakh per annum. Most of the households (35/105) 33% had income at the lowest bracket, at below INR 40,000 (which would average to less than INR 110 per day per household), while Golpara had upto (9/16) 56% and Ribhoi with (7/16) 44%.



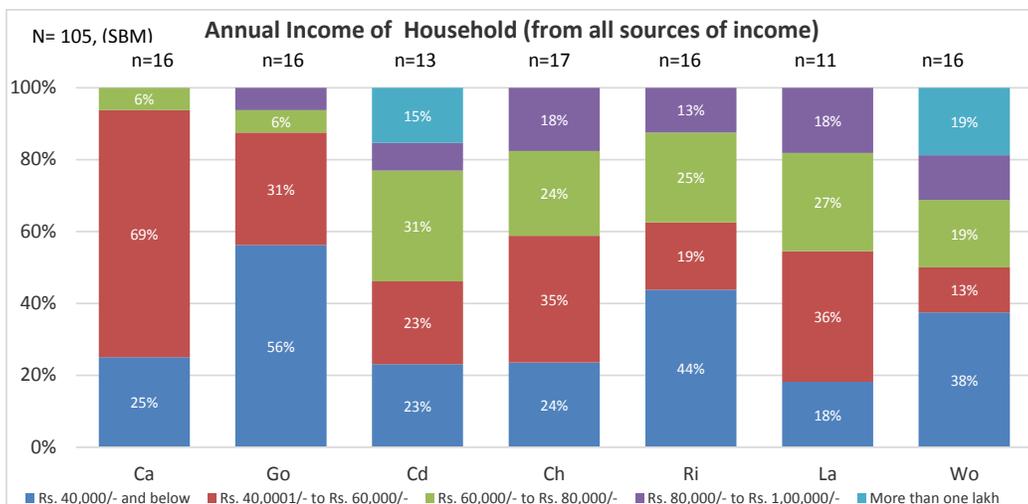


Figure 103: Annual Income of the Household

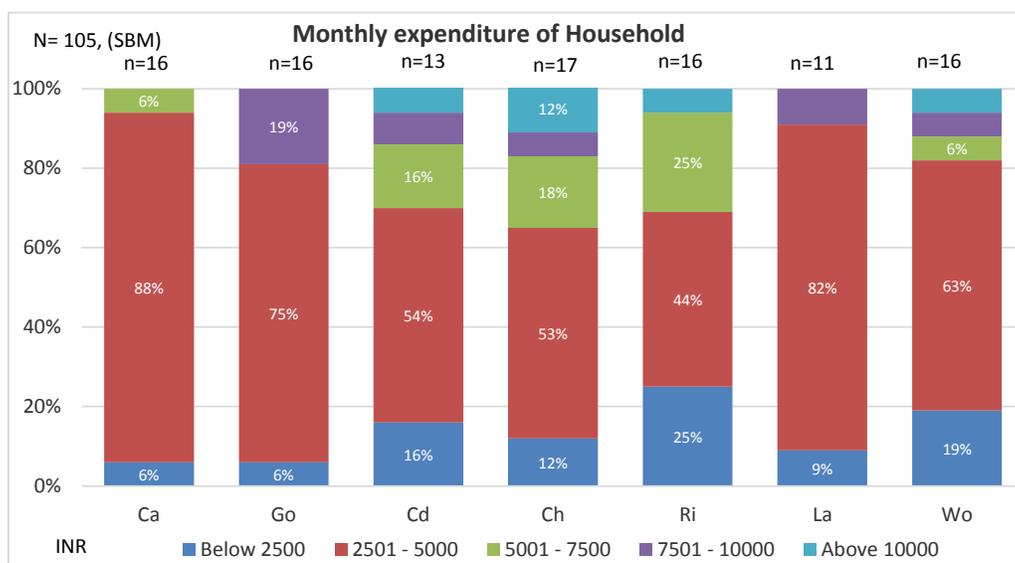


Figure 104: Monthly Expenditure of Household

Across all districts, the largest group at (68/105) 65% had a monthly expenditure by household of INR 2,501-5,000. For Lawntalai, a quick observation shows that the monthly expenditure was much less comparative to the actual income of households.

Type of Identity Card



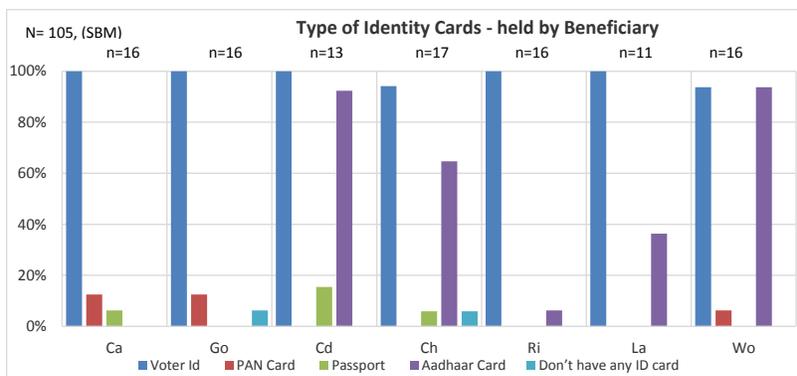


Figure 105: Identity cards held by beneficiaries

Voter ID is the primary photo identity card held by most beneficiaries across districts. Most respondents had Voter-ID card, 100% in five districts and as high as 94% in other two, Churachandpur and Wokha. Next most available form of identity available with respondents was the Aadhar Card, with (15/16) 94% having it in Wokha and (12/16) 92% in Chandel. Only 2/105 respondents did not have any ID_card.

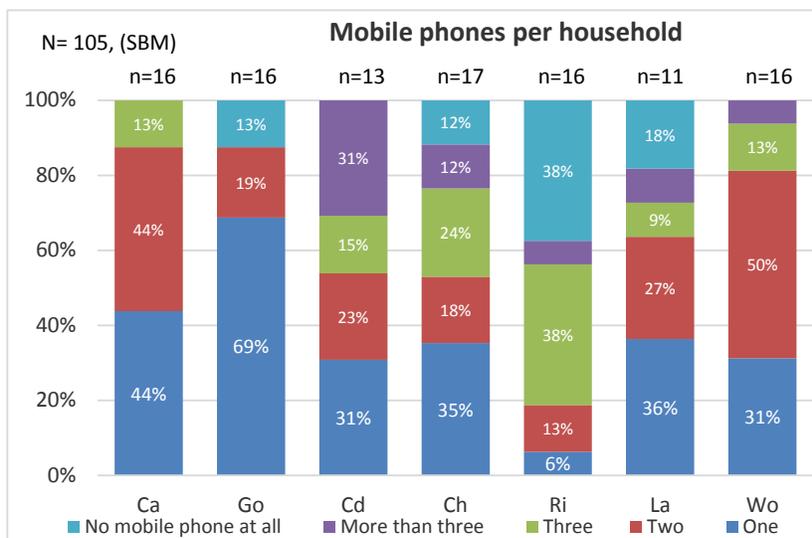


Figure 106: Number of mobile phones per household

Availability of mobile phones has increased, with ownership being individual-person than the historic norm of landline-telephones being linked to houses. Three district of



Cachar, Chandel and Wokha, each and every house has atleast one mobile. Ribhoi has most number of households (38%) without any mobile phone.

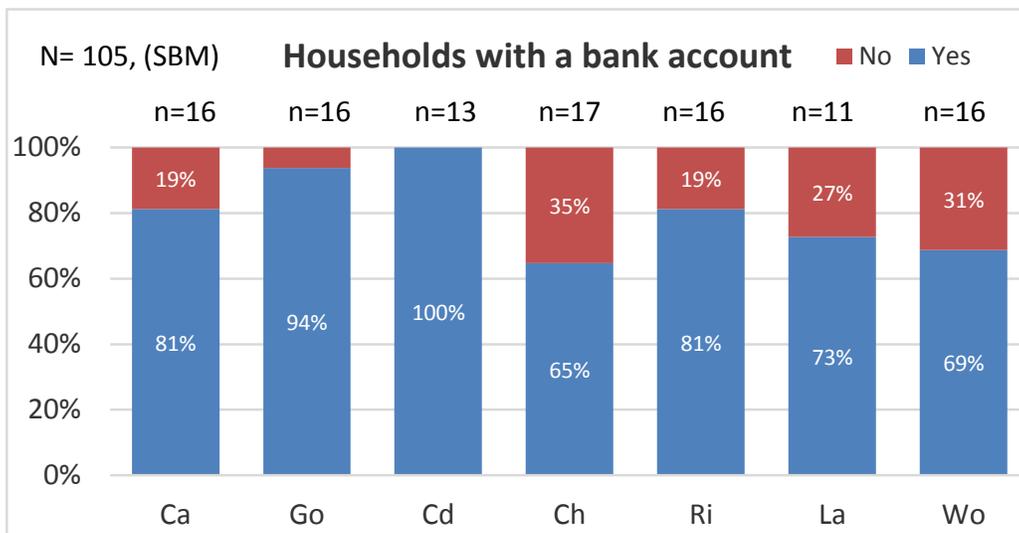


Figure 107: Households having a bank account

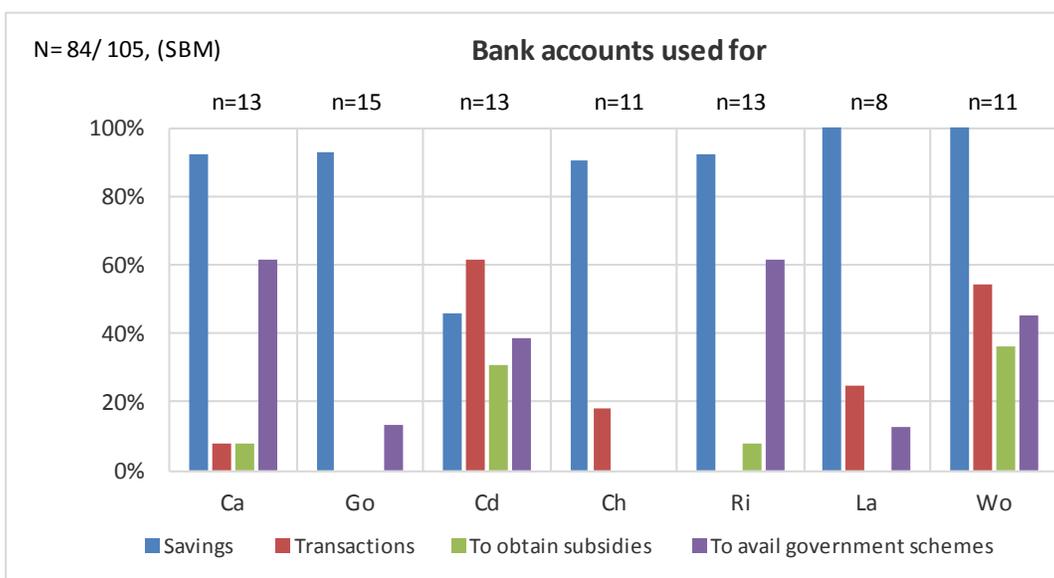


Figure 108: Usage of the bank accounts

Awareness and Access



As source of information on sanitation and hygiene, (65/105) 62% of the respondents mentioned Gram Panchayat / VC members and officials and (55/105) 55% for NGOs.

A large number (81/105) 77% found the information shared to be useful in deciding to build a toilet. Of these, (71/81) 88% received information to know about the benefits of having a toilet, and upto 44% became aware of the bad-effects of not having a toilet and of open defecation.

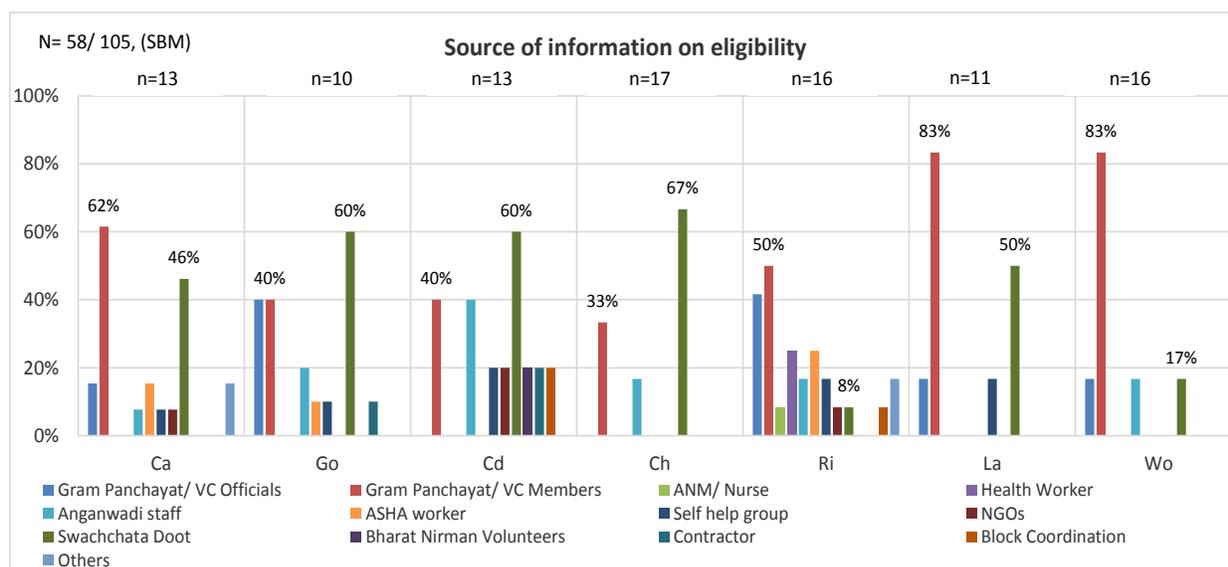


Figure 109: Source of information on eligibility of the scheme

The main reason for poor state of sanitation in the country is due to cultural reasons and lack of awareness, the information provided under the NBA seems to be addressing both these issues. The issue of cultural practice is being addressed by giving information on the ill effects of open defecation (OD) and lack of awareness is being tackled by giving information on the benefits of having a toilet.

The respondents came to know about the SBM scheme from a wide range of sources. NGOs role was prominent in Churachandpur (16/17) 94% while in (1/16) 6% Ribhoi they found scant mention. Health-worker (6/13) 46% role was prominent in Chandel, but found Nil mention in Cachal and Goalpara. Gram Panchayat / VC members contribution was high, at average of (48/105) 46% across all districts.

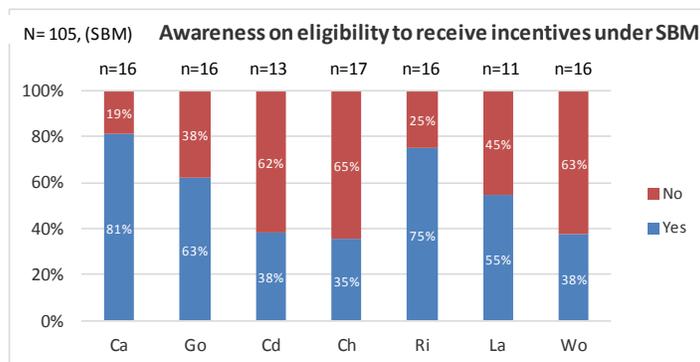


Figure 110: Percentage of aware beneficiaries on eligibility under SBM

On average (58/105) 55% across all districts, most were aware about their eligibility to receive incentives under SBM, due to the high awareness in these three districts of (13/16) 81% Cachar, (10/16) 63% Goalpara and (12/16) 75% Ribhoi.

In providing of information on eligibility for SBM, on average across all the seven districts, the (32/58) 55% Gram Panchayat/VC Members was the highest ranked source. While (24/58) Swachchata Doot was the next most prominent, their contribution in (1/12) 8% Ribhoi and (1/6) 17% was low.

Family members who initiated the discussion on need for toilet, in Cachar (7/16) 44% and Chandel (5/17) 38% was wife a prominent influencer, while overall on-average in all the districts (76/105) 72% the conversation about toilet construction was initiated by the beneficiary in most cases.

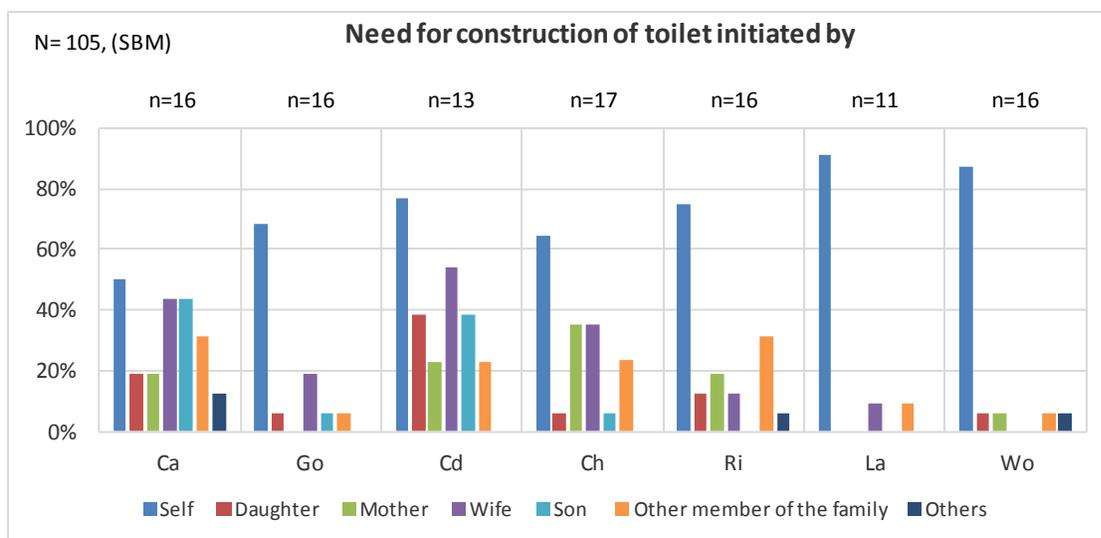


Figure 111: Member of household who initiated the construction of toilet

Only (26/105) 25% had to fill an application to receive the incentive under SBM, with a high of (9/16) 56% in Cachar and (5/11) 45% in Lawntlai filling them. On average (45/105) 43% had to submit photograph of during the work stages. This was highest in (13/16) 81% in Golpara and lowest in (1/11) 9% Lawngtlai and (3/16) 19% Wokha.

On average, most respondents (89/105) 85% were not aware of the incentive amount the household was entitled for. Of those who answered yes (16/105) 15%, only (12/16) 75% correctly mentioned the amount as being INR 12,000/-.Note: Under SBM, each eligible household shall receive an incentive amount of INR 12,000 for construction of one unit of IHHL and provide for water availability, including for storing for hand-washing and cleaning of the toilet.

Across all districts (84/105) 80% have completed construction of the toilet. A high number in Goalpara (11/16) 69% though were incomplete, with (4/11) 36% indicating shortage of finance, but no particular reason was assigned for the majority.



Usage and Quality

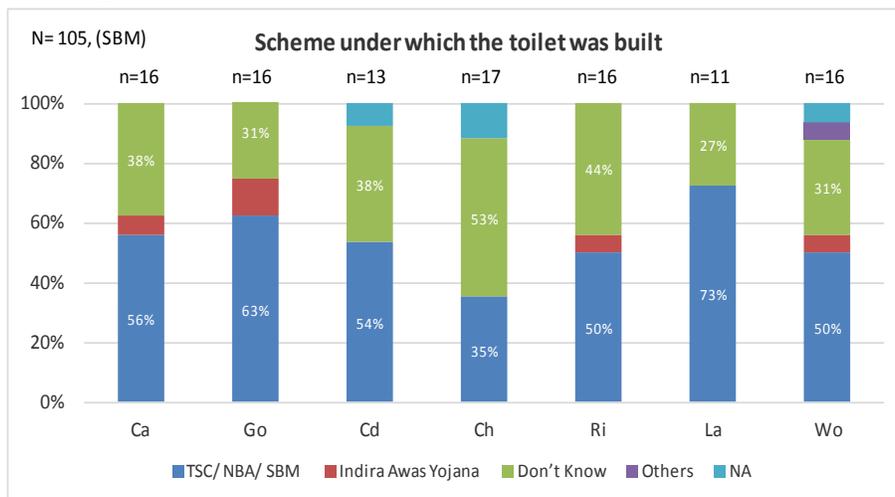


Figure 112: Scheme under which the toilet was built

In (16) Ribhoi, (11) Lawngtlai and (16) Wokha all the toilets were constructed by the beneficiary themselves. In Cachar highest was the (9/16) 56% constructed by contractor. While in Goalpara (9/16) 56% were constructed by NGO.

The majority (50/105) 48% of the toilet construction started in Jan 2014-Present, with the districts of Cachar at (13/16) 81% and Lawngtlai with (9/11) 82% with significant share. Further, (29/105) 28% of the construction was began in Jan 2013-Dec 2014.



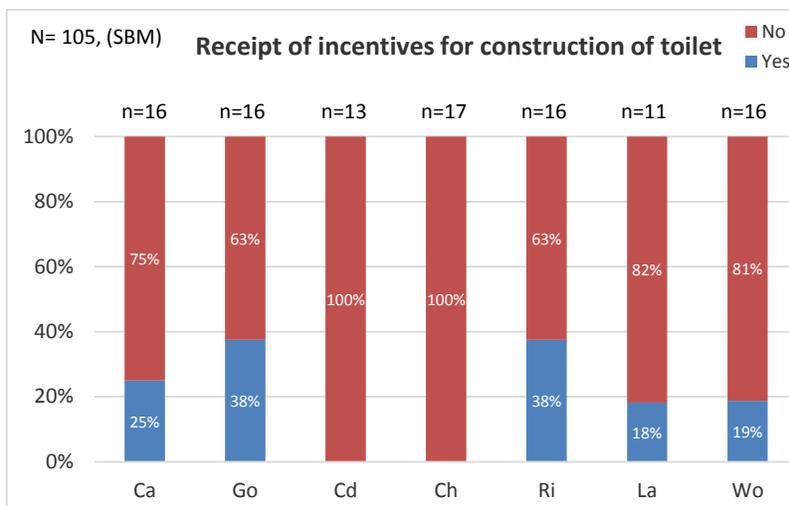


Figure 113: Receipt of incentives for construction of toilet

A majority on average in all districts, at (84/105) 80% have not received any incentive for construction of a toilet in your house. Of those who have received it, only (9/21) 43% have received the full pay-out amount of INR 12,000/-

Usage by all family members was high on average with (88/105) 84% using the toilet in the household, with the lowest being (8/13) 62% for Chandel. While at work in the fields, (11/13) 85% resort to open defecation.

Problem and Resolution



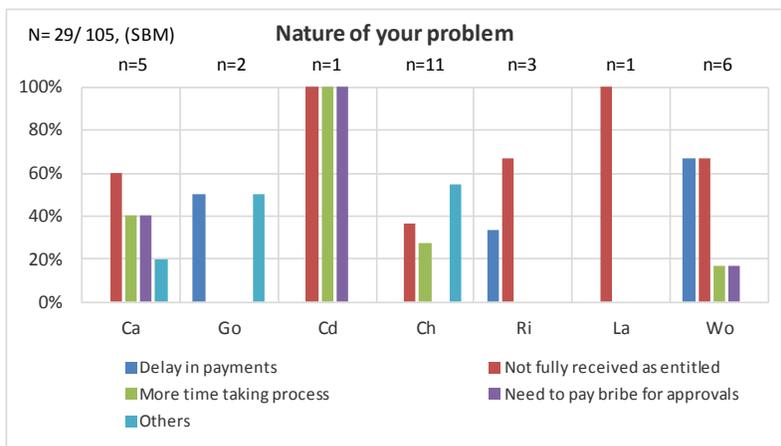


Figure 114: Nature of problem

A majority (76/105) 72% did not face any problem in receiving the incentives under SBM, while among those who faced problems, the highest mention was in (11/17) 65% in Churachandpur. Overall, of those (29/105) 28% that faced problems (15/29) 52% had not received the amount as fully entitled and yet most of them (26/29) 90% had not contract any officials with the problem.

Of those having faced problem in receiving the incentives, (13/29) 45% mentioned that their problem was resolved, (20/29) 69% were dissatisfied having faced the problem, while a few (4/29) 14% had paid extra during the progress of the resolution being done?

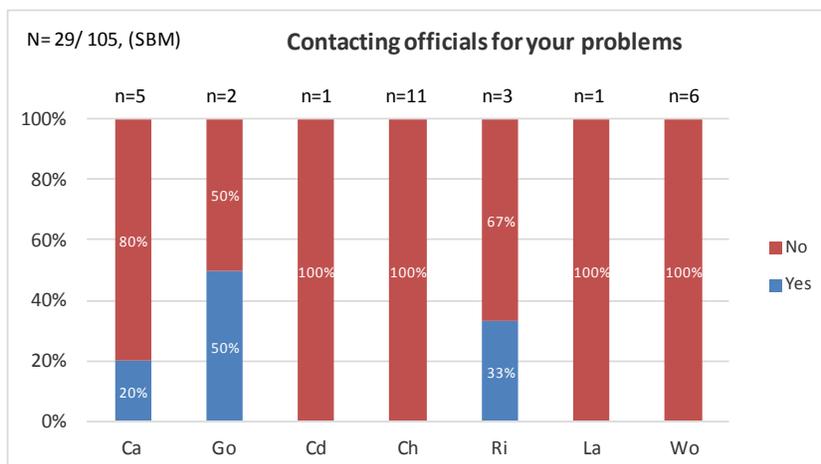


Figure 115: Whether contacted officials for problem solution



Satisfaction

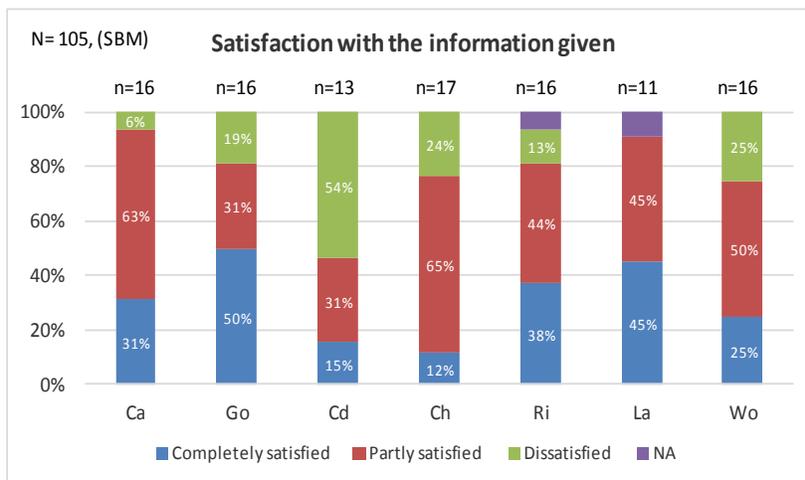


Figure 116: Satisfaction with the information provided under SBM

Across all the districts, (32/105) 30% are completely satisfied, (50/105) 48% are partially satisfied and (21/105) 20% are dissatisfied with the information given about SBM. (7/13) 54% in Chandel saw the highest ratio of those dissatisfied. The majority in (13/16) 81% Cachar and (15/17) 88% Churachandpur were partially satisfied with the behaviour of the officials.

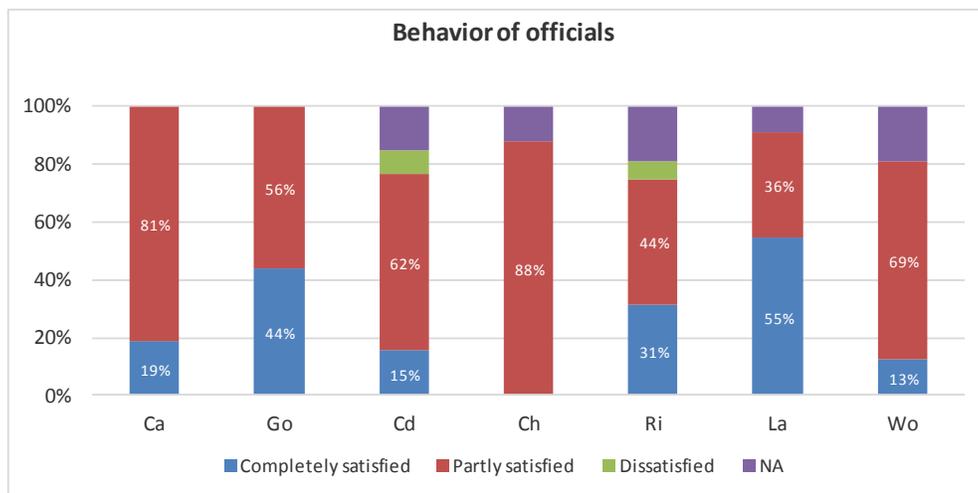


Figure 117: Satisfaction with the behavior of the SBM officials



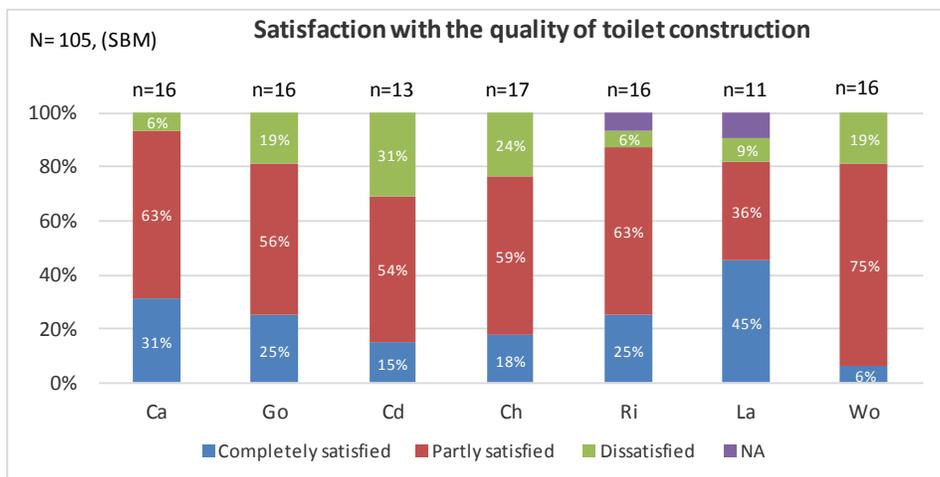


Figure 118: Satisfaction with the quality of toilet construction

The response to quality of construction of toilet under SBM was mixed, with (24/105) 23% being completely satisfied, (62/105) 59% are partially satisfied and a smaller number (17/105) 16% being dissatisfied.

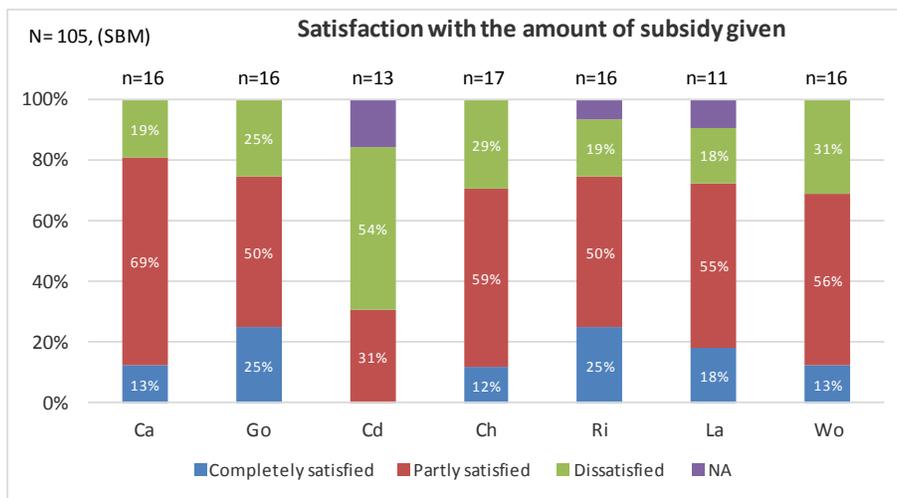


Figure 119: Satisfaction with the amount of subsidy provided under SBM



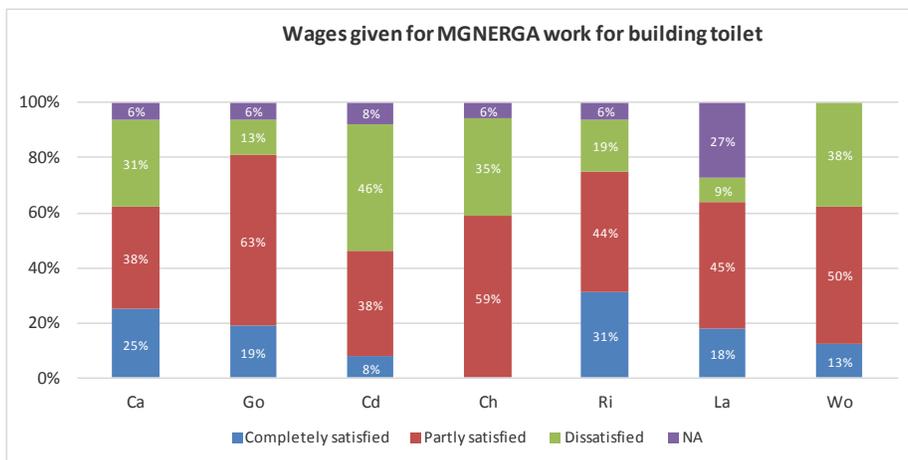


Figure 120: Satisfaction with the wages provided under MGNREGA collaborated work with SBM

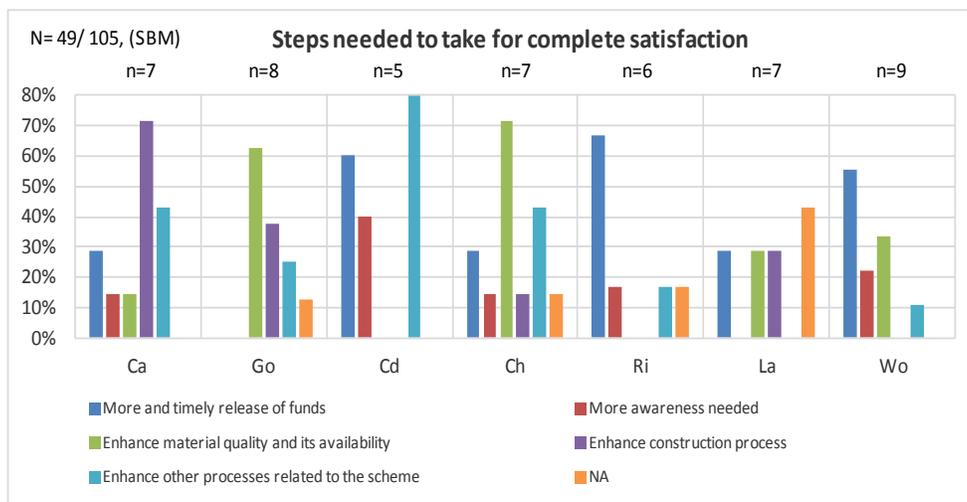


Figure 121: Measures to be followed for complete satisfaction of beneficiaries



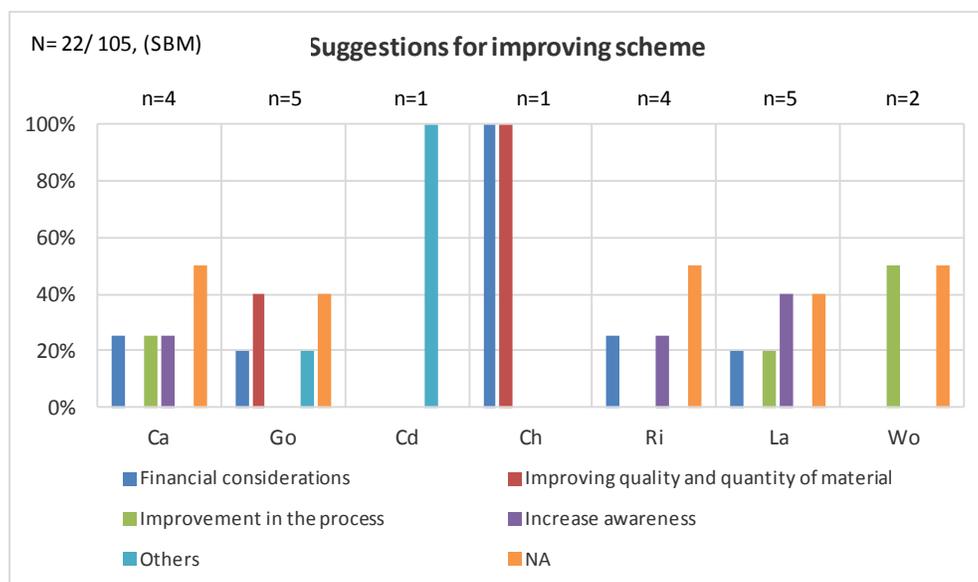


Figure 122: Suggestions by the beneficiaries for improving the scheme

Among the respondent who were not completely satisfied, the options chosen were many for them to feel completely satisfied. (18/49) 37% chose More and timely release of funds and (16/49) 33% selected Enhance material quality and its availability. The condition of the toilet was found in most households to be (59/105) 56% of semi-pucca.

At a pan national level study it is estimated that only 50% of the toilets constructed under the NBA are being used for the purpose for which it was built². Thus, several observational factors have been decided to decipher the use of toilets by NBA beneficiaries based on parameters such as presence of light bulb, lock on door, availability of water, clarity of pathway, etc

Only (58/105) 55% had water facility available, with the highest being in (10/11) 91% in Lawngtlai. On average across all districts, a majority (96/105) 91% of households did not have water-tap inside the toilet. Compared to the other districts, Ribhoi was far ahead of the rest, with a significant number at (5/16) 31% of toilets with water-tap inside the toilet.

² RICE Institute



Gender and Minority

In Ribhoi district, all the respondents were the beneficiaries themselves. In Lawngtlai, among males all were the beneficiaries, while among the females, most were family members replying to the questionnaire. In Golpara and Chandel all the female respondents were beneficiaries. In Wokha, a significantly large number had family members answering on behalf of the female beneficiary. In Golpara, all respondents from Others class were the beneficiary themselves.

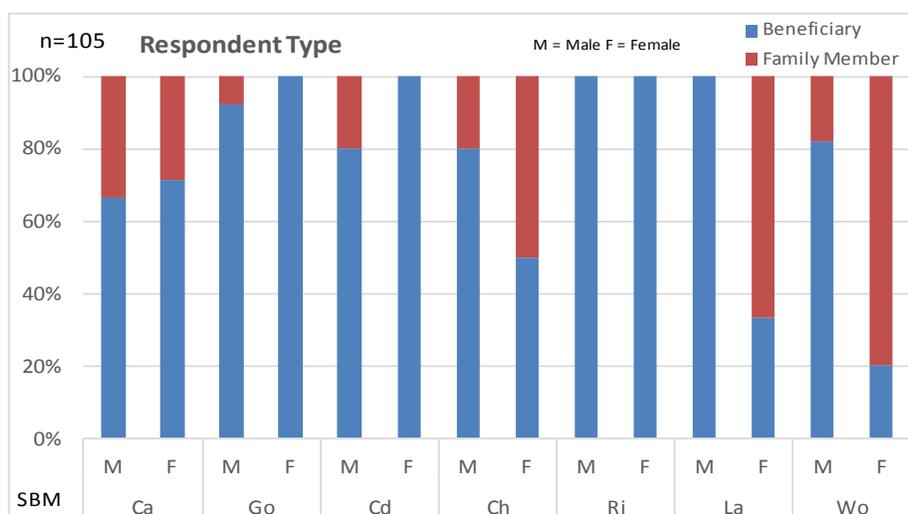


Figure 123: Respondent type- Gender



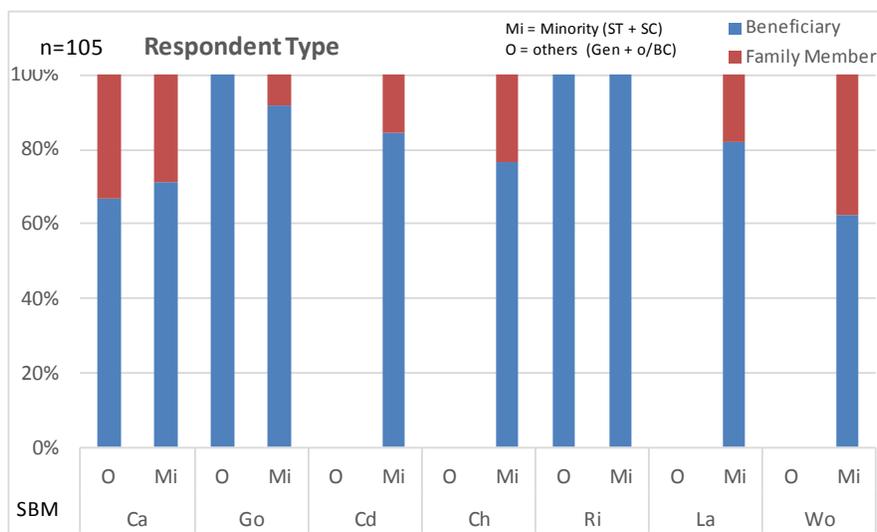


Figure 124: Respondent type- Social group/caste

Analyzing Education level by gender, we find the number of Illiterates is higher for females. In each district, education level for male is better than female. The exception is Churachandpur, a large number of females have much higher education status than males. Also, Churachandpur has, among females, a large proportion of literate without formal education.

In Golpara, among the Others social group we observe a large proportion to be literate without formal education, and the rest with primary level. There are a few from Minority with middle / upper level education, but also a significant number of illiterates. In Cachar, there are more illiterates from Minority than from others category.

Across all Districts, majority of respondents, by gender or social group, have their own house, exception is Churachandpur, where 50% of female (Minority) respondent have Rented house.



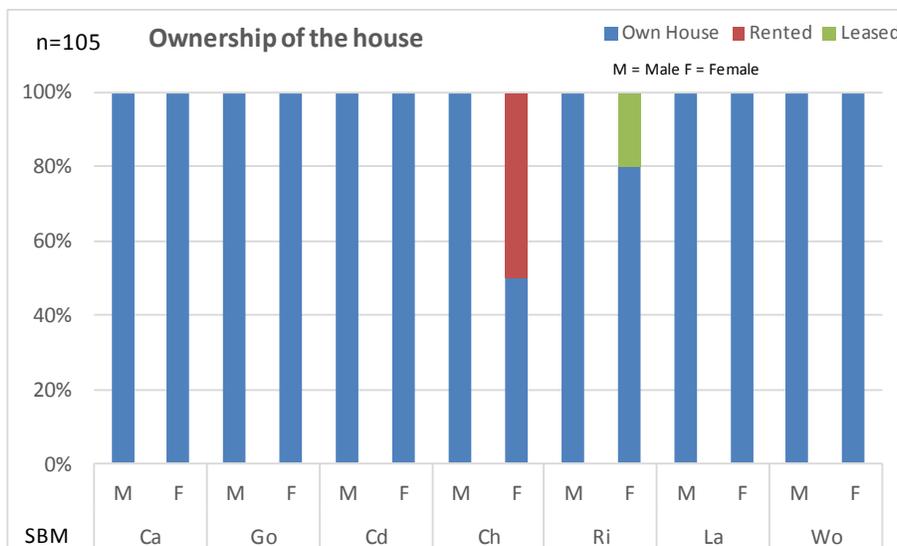


Figure 125: Ownership of the house-Gender

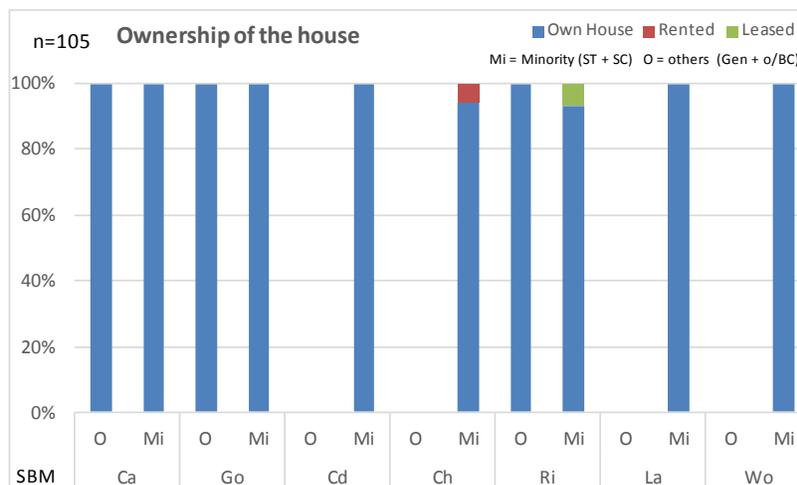


Figure 126: Ownership of the house-Social group/caste

In Wokha, a significant proportion of females prefer the radio as a mode of communication for scheme information, this is more than the numbers mentioning television. In Golpara, the proportion of female preferring television is much higher than male. Mobile-SMS is a mode that is found among each District among both genders, but is missing as an option among females in Ribhoi.

In Cachar and Golpara, a large portion of Others over a slender proportion among Minorities prefer Radio. Also in both these districts, a large proportion among



Minorities than among Others, prefer Mobile-SMS, while a larger proportion of Others than Minorities prefers Mobile-calling.

Health and Hygiene, followed by promote-cleanliness was the most prominent choice when respondents answered for reason to construct the toilet. A larger proportion of females than males saw safety as a reason, in Cachar, Golpara and Chandel. In Churachandpur, over 50% of the females mentioned the reason for construction of toilet was a need-based. In Cachar and Golpara, comparing among social groups, the more respondents from Others than from the Minorities saw safety as a reason.

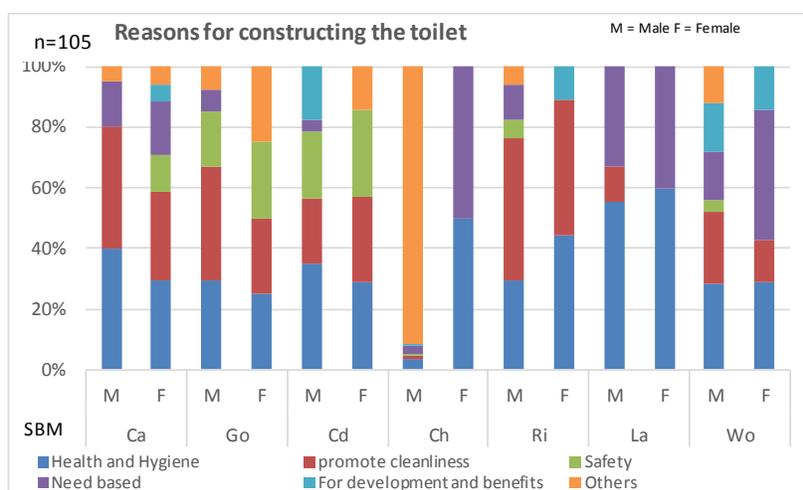


Figure 127: Reasons for construction of toilets-Gender

Overall, the toilets built are not inside / attached to the main house building. They are built as separate structures a fair distance away from the house. In Ribhoi all the toilets are stand-alone, and none are in/attached to house. Also, in each district, the stand-alone toilets are more than house-toilets. In Cachar, Golpara, and Churachandpur, when the beneficiary was female, compared to males, we find a large proportion of toilets were house-attached. Lawngtlai sees a reversal of the observed trend, where a large proportion of male respondents, than females, have toilets in/attached to house.

A large majority of female beneficiaries agreed that the information provided in awareness generation was helpful in decision making for a toilet. Problems were faced



by both genders in filling-up the application and receiving the entitlements of the scheme.

Trends in Programme

- In CRC 1, 70% of the respondents were beneficiaries, which has increased to 81% of the respondents being the beneficiaries in CRC 2.
- In CRC1, the average literacy rate was 80% (except Goalpara and Ribhoi), the exact same situation has been found during CRC2, with high rate of illiterate beneficiaries at 25% in Goalpara and at 38% in Ribhoi.
- In CRC1 more than 95% of the beneficiary families were scheduled tribes, while in CRC2 it is 86%; due to change of beneficiary mix mostly in Goalpara and Cachar.
- Voter ID is the primary photo identity card held by most beneficiaries across districts, with nearly all respondents having this in both CRCs.
- During CRC1, mobile phone (atleast one per household) penetration was high at 80%, except at Lawngtlai which had only 30%. During CRC2, this was increased to 89%. Lawngtlai has seen tremendous increase with only 18% without mobile.
- In CRC1, 70% of the beneficiaries had built toilets in their premise, while in CRC2 this is increased to 80% as having completed construction of the toilet.
- In CRC1, while 50 % had access to a water facility, this has marginally increased in CRC2 to 55%.
- During CRC1, more than 90% toilets were self-constructed by beneficiary, which has reduced to 73% during CRC2, with 14% by contractors and 13% by social-NGOs.
- Nearly 30% of the beneficiaries were dissatisfied with the behaviour of the officials, during CRC1, which has reduced to just 2% in CRC2, with 64% being partially satisfied and 24% being completely satisfied.
- More than 50% of the beneficiaries were dissatisfied with the quality of construction, during CRC1, which has reduced to just 16% in CRC2, with 59% being partially satisfied and 23% being completely satisfied.



Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)

Mahatma Gandhi National Rural Employment Guarantee Scheme

In August 2005, the Parliament of India passed the National Rural Employment Guarantee Act⁸ (NREGA) and notified on September 7, 2005, which aims at enhancing the livelihood security of people in rural areas by guaranteeing at least 100 days of wage-employment in a financial year to a rural household⁹ whose adult members volunteer to do unskilled manual work. NREGA was later renamed as the "Mahatma Gandhi National Rural Employment Guarantee Act" (or, MGNREGA), on the birth anniversary of Mahatma Gandhi, on October 2, 2009. The program started in February 2006 in the 200 most backward districts of India. It was extended to an additional 130 districts in the first year of the Eleventh Plan in 2007-08 and to the entire country in 2008-09.

Objectives

The objectives of the programme include:

- *Ensuring social protection for the most vulnerable living in rural India by providing employment opportunities.*
- *Ensuring livelihood security for the poor through creation of durable assets, improved water security, soil conservation and higher land productivity.*
- *Strengthening drought-proofing and flood management in rural India.*
- *Aiding in the empowerment of the socially disadvantaged, especially women, Scheduled Castes (SCs) and Schedules Tribes (STs), through the processes of a rights-based legislation.*
- *Strengthening decentralised, participatory planning through convergence of various antipoverty and livelihoods initiatives.*



- *Deepening democracy at the grass-roots by strengthening Panchayati Raj Institutions/Equivalent (Such as Village Council, Village Development Board).*
- *Effecting greater transparency and accountability in governance.*

Eligibility

The eligibility to register for MGNREGS to apply for work is as follows³:

1. Be local residents: 'Local' implies residing within the Gram Panchayat. This includes those that may have migrated some time ago but may return;
2. Be willing to do unskilled manual work;
3. Apply as a household at the local Gram Panchayat.

Entitlements

Entitlements of the workers under this scheme are as follows:

1. All workers are entitled to the statutory minimum wage.
2. Men and women should be paid equally.
3. Wages should be paid within a week, or fifteen days at most.
4. Wages should be paid in public. When wages are paid, muster rolls should be read out and Job Card entries should be made.
5. Sign the muster roll after receiving wages and checking the entries. Never sign a blank muster roll.
6. If the workers live more than 5 km away from the worksite, you are entitled to a travel and subsistence allowance (10% of the minimum wage).

Summary of findings from CRC 1

Findings from CRC 1 could be summarized in the following points under different sections:

- a) A total of 398 beneficiaries across 7 districts of five North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and Nagaland were interviewed under the CRC 1 exercise.

³ Source: http://nrega.nic.in/nrega_guidelineseng.pdf



- b) Nearly 85% of the respondents are in the age group of 25-45 years. At Wokha, Churachandpur, Ribhoi, Lawngtlai and Chandel districts, 95% respondents belong to scheduled tribe while 30% of Goalpara respondents are from the general category.
- c) The awareness about 100 days of work as their entitlement under MGNREGS was the highest (80%) in Ribhoi, Goalpara and Lawngtlai. Nearly 90% of the respondents have availed the scheme. However, the actual employment provided was less than 28 days in Wokha, Chachar, Goalpara and Chandel.
- d) In most of the district the State (government implementing agency) had provided less than 35 days of work to the wage seekers under MGNREGS; the highest being Lawngtlai (75 days) and the lowest (25 days) in Wokha.
- e) It was observed that 24 % of the respondents were completely satisfied based on their experiences with all the above aspects of the MGNREGS scheme and 57 % of them were partially satisfied.

Household Listing for CRC 2

Around 91% of 5482 respondents were aware about the scheme; in the districts of Cachar, Chandel, Ribhoi, Lawngtlai and Wokha the percentage of aware respondents is above 90%. The highest percentage of unaware respondents is in Goalpara (20%).

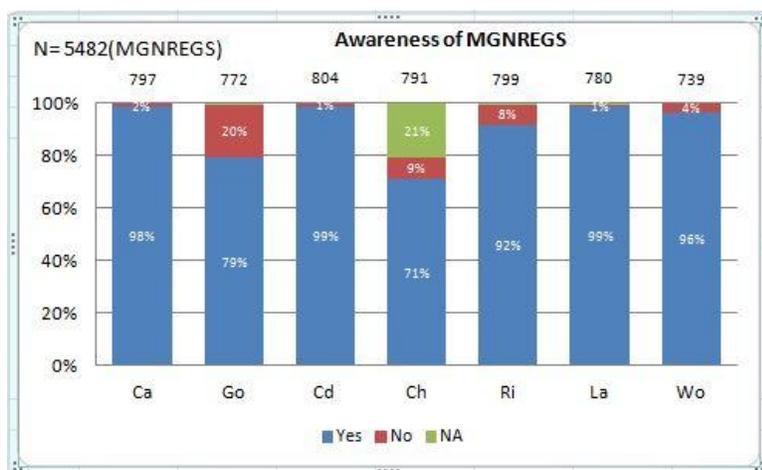


Figure 128: Awareness regarding MGNREGS



For MGNREGS 70% of the total respondents applied and the highest applicants for the scheme were from Chandel and Lawngtlai districts. Almost none of the respondents applied for the scheme from Ribhoi district.

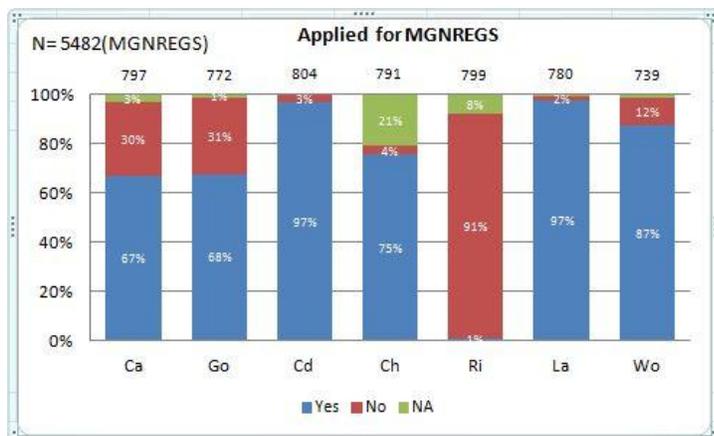


Figure 129: Applied for MGNREGS

Of the total respondents 78% availed the benefits of MGNREGS. More than 70% of respondents from the districts of Churachandpur, Chandel, Lawngtlai and Wokha each applied for MGNREGS. Only 1% of respondents from Ribhoi applied for MGNREGS.

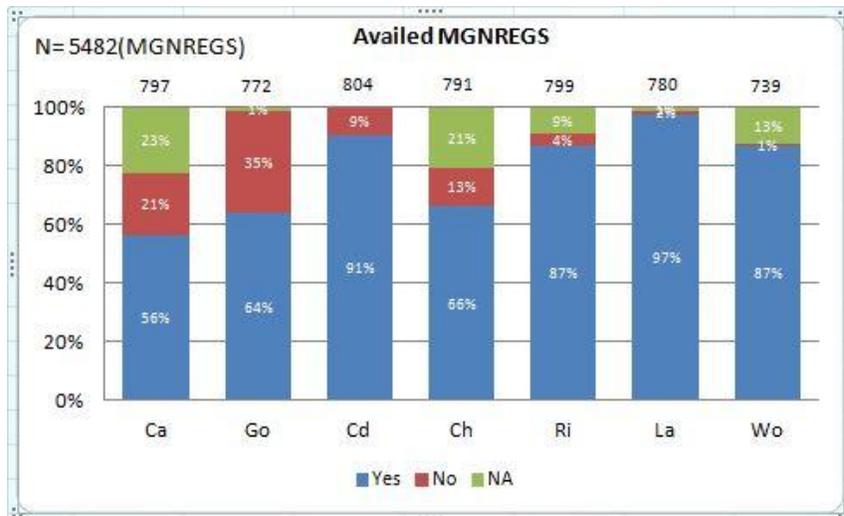


Figure 130: Availed MGNREGS

MGNREGS: Citizen Report Card 2

For the second phase of CRC a total of 449 beneficiaries were interviewed across 7 districts in 5 North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and



Nagaland. The district wise distribution of samples are: Cachar -64 samples, Goalpara - 64 samples, Chandel- 65 samples, Churachandpur- 69 samples, Ribhoi- 60 samples, Wokha- 63 samples and Lawngtlai- 64 samples.

The CRC involves assessment of the awareness; beneficiary feedback on the effectiveness of MGNREGS through household surveys; qualitative feedback on the MGNREGS implementation to ascertain the quality of services provided and recommendations by end-users to improve the implementation of the scheme. In CRC 2 the intervention that was brought by ACTED-NEICORD i.e. CSC and other schemes like RTI and Aadhar card, their impact is measured.

Demographic Details

On an average 88% of respondents overall were beneficiaries themselves who were interviewed regarding their experience of MGNREGS through Citizen Report Cards. Majority of respondents belonged to Scheduled Tribe group; Cachar however had significant number of respondents belonging to Other Backward Classes.

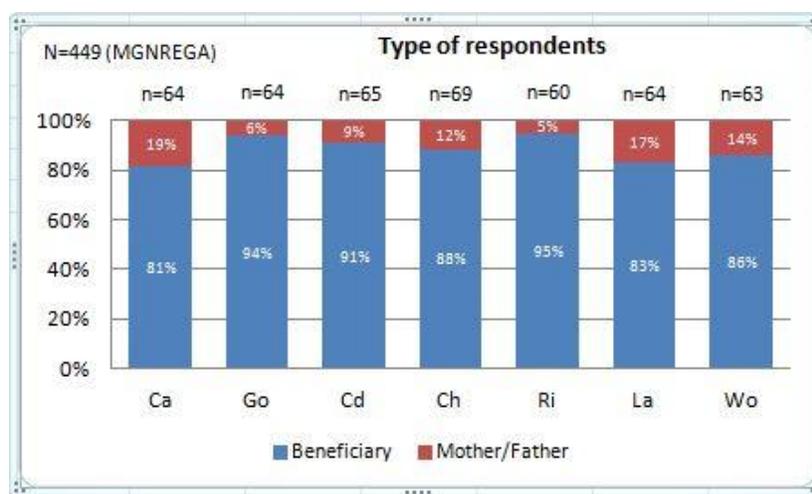


Figure 131: Type of respondents interviewed



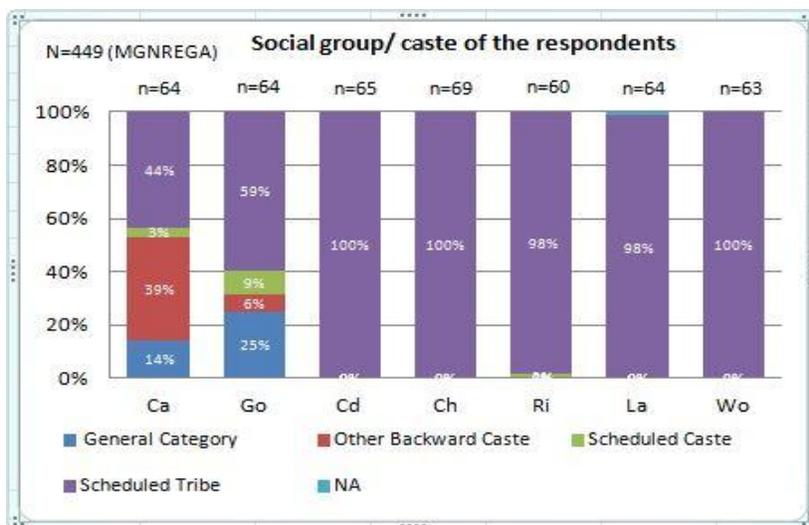


Figure 132: Social group/ caste of the respondents

The highest percentage of illiterate respondents is in Ribhoi district (28%). The highest percentage of respondents who had achieved higher secondary level of education are in Chandel (17%) and then in Churachandpur (16%). Chandel has highest percentage of beneficiary sample (11%) among other districts which earns more than one lakh per annum annually while, Cachar and Goalpara has no beneficiary sample earning the same. Goalpara has majority as well as highest percentage of sample beneficiaries (48%) among all districts that earn INR 40,000 and below annually.

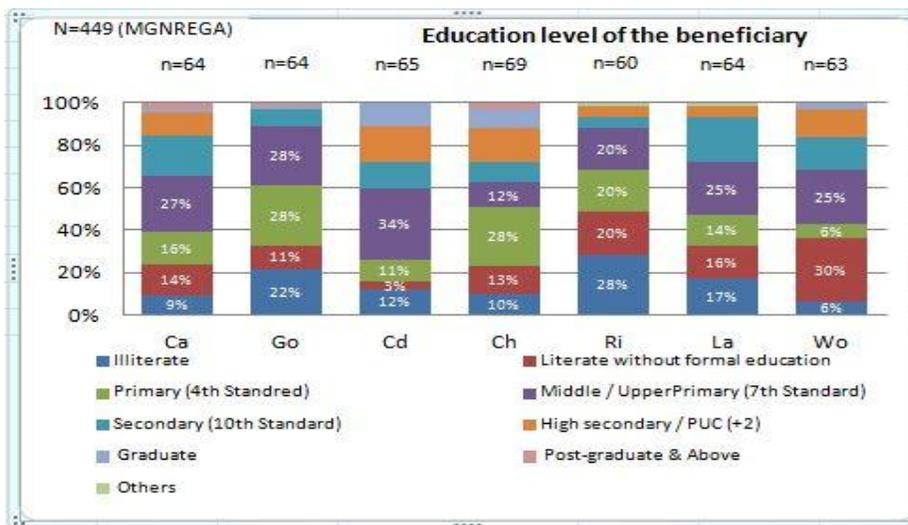


Figure 133: Education level of the beneficiary



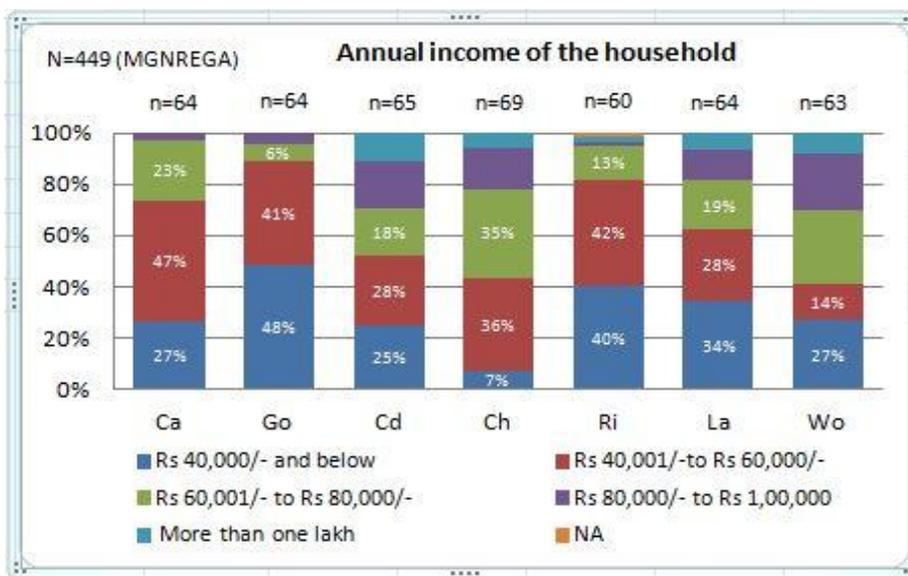


Figure 134: Annual Income of the household

A commonly available identity card among beneficiary samples is Voter ID card. In districts of Cachar, Goalpara and Ribhoi all the sample beneficiaries possessed Voter ID card. Aadhaar card is also being used by beneficiaries of Chandel, Churachandpur, Lawngtlai and Wokha. Cachar, Goalpara and Ribhoi reported negligent percentage of beneficiaries using Aadhaar card.

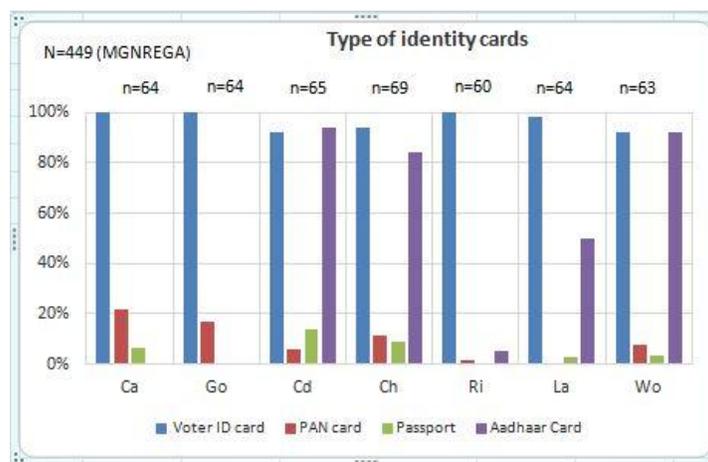


Figure 135: Type of Identity cards possessed by the beneficiaries

Awareness and Access

The major source of awareness about MGNREGS had been the Village headman/chairman in case of districts Cachar, Chandel, Churachandpur, Ribhoi,



Lawngtlai and Wokha. In case of the district Goalpara Gram Sabha had done the job of spreading awareness.

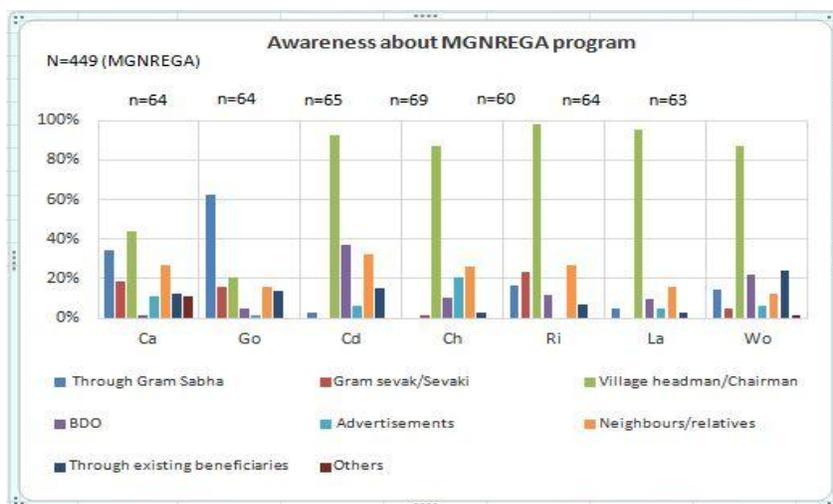


Figure 136: Awareness source of MGNREGA Program

The supporting document that is importantly required to apply for the scheme is majorly a Ration card in the districts of Cachar(72%), Goalpara(61%), Lawngtlai(83%) and Wokha(75%). In Chandel(46%) and Churachandpur(59%) income certificate is majorly used as the supporting document. It is unclear in Ribhoi regarding the kind of documents that needs to be submitted for applying in MGNREGS. The percentage of unaware population is also highest in Ribhoi and second highest in Wokha as compared to other districts (55%) regarding how easily the supporting documents could be gathered. The districts of Cachar(64%), Goalpara(52%), Chandel(52%) and Lawngtlai(59%) had more than 50% of beneficiaries reporting that it was easy to collect the supporting documents.

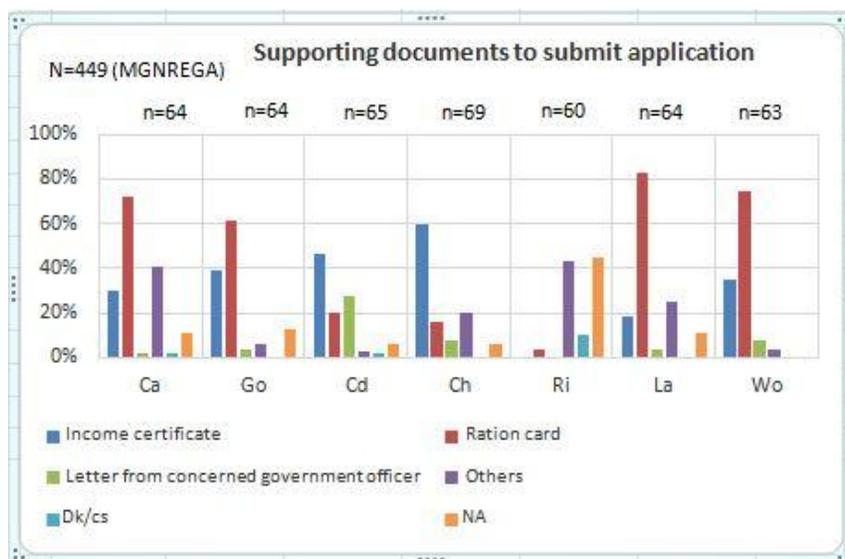


Figure 137: Supporting documents required to submit the application

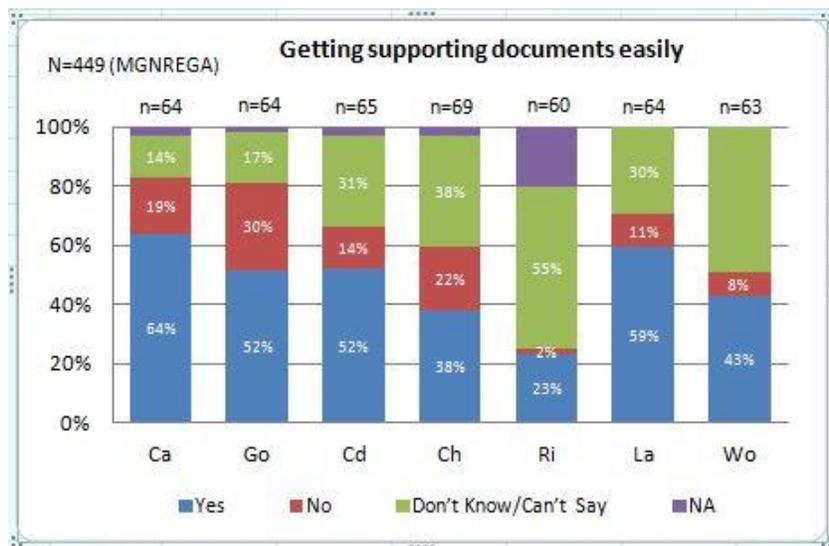


Figure 138: Whether supporting documents are available easily

The receipt of job card was found to be most prompt in case of district Lakhimpur where 48% of beneficiaries reported getting the job card within 15 days of application. The situation seems to be opposite in the districts of Cachar (64%), Wokha(60%) and Churachandapur(56%) where the receipt of job card majorly takes a month’s time. More than 90% of beneficiary samples in Cachar(91%) and Goalpara(97%) own the job card with themselves while in Ribhoi every beneficiary has a job card but for majority of beneficiary the job card lies with Gram Panchayat or the Village headman.



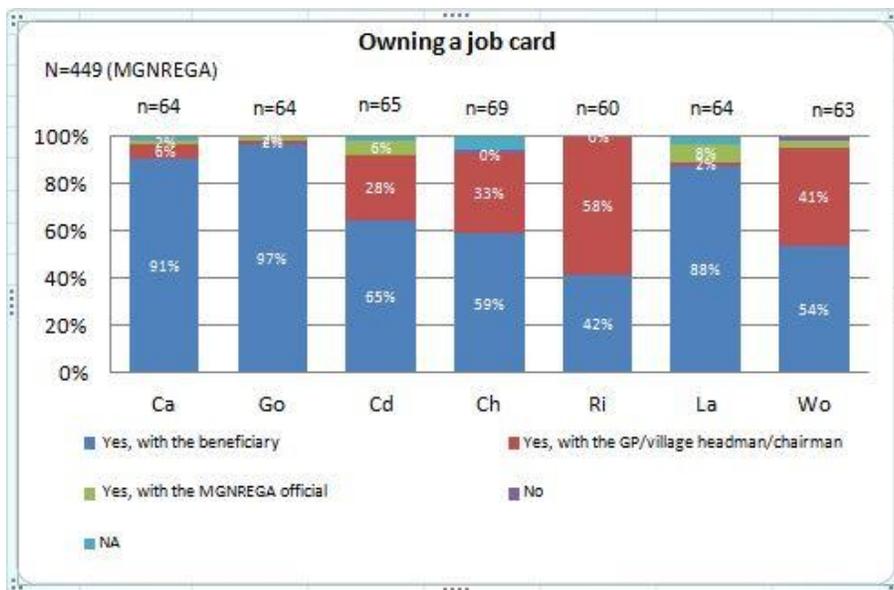


Figure 139: Ownership of a job card

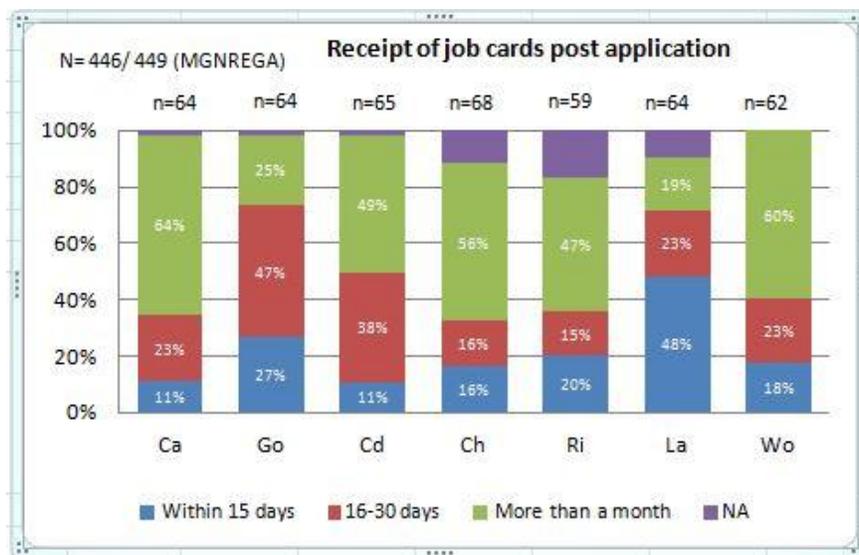


Figure 140: Receipt of job cards

Usage and Quality

A majority of beneficiary samples (54% average) reported issues with wage payment. In the districts of Cachar(55%), Goalpara(50%), Chandel(52%), Churachandpur(70%) and Ribhoi(77%) the beneficiaries face problem with delay in wage payment. A major percentage of beneficiaries in Lawngtlai(69%) and Wokha(54%) districts receive timely wages and the payment of wages is mostly made in cash. Payments are made in cash for MGNREGS in districts of Chandel(97%), Churachandpur(94%), Ribhoi(82%),



Lawngtlai (97%) and Wokha(97%), while in Goalpara(92%) majorly wages are deposited in bank account. In Chandel(94%) and Wokha(92%) majority of beneficiary samples possess Aadhaar card which means they can get the wages directly in their bank account but they still receive cash payments.

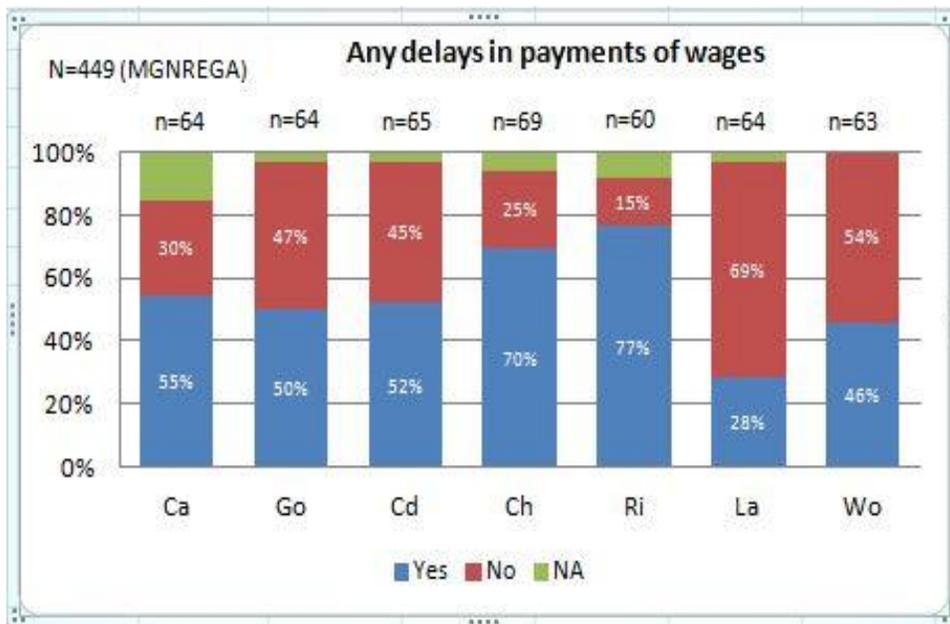


Figure 141: Delays in payment of wages

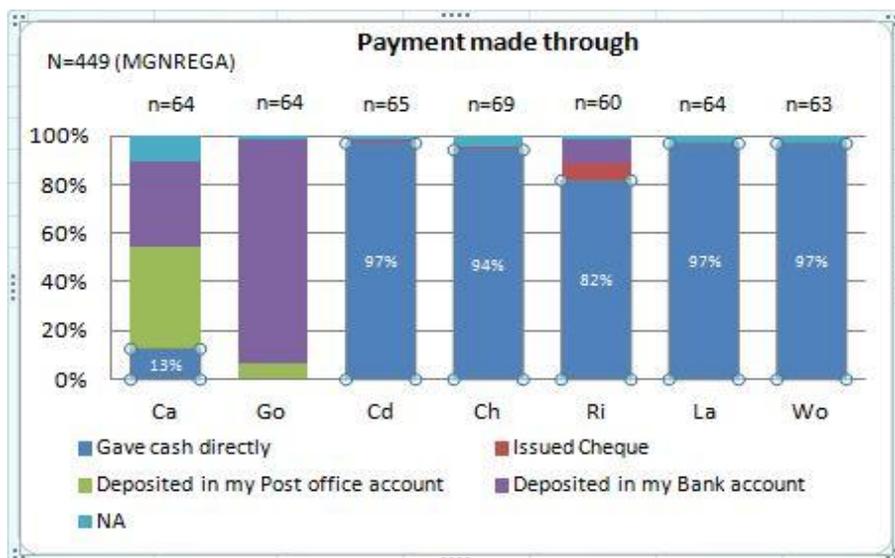


Figure 142: Mode of payment



In all the districts except Goalpara and Churachandpur majority of beneficiaries claimed that they received wages as and when the wages were released. In Goalpara and Churachandpur majority of beneficiaries are unaware regarding the frequency of payment of wages. The highest percentage of beneficiaries that receive wages monthly is 31% in Lawngtlai and the highest percentage of beneficiaries that receive wages quarterly is 30% in Churachandpur district. It is felt by a major percentage (average - 71%) of the beneficiaries that the wage rate is low under this scheme. The awareness regarding the Social Audit component of MGNREGS is highest in Ribhoi district at 48%. On an average 75% of beneficiaries of all the districts do not know about Social audit.

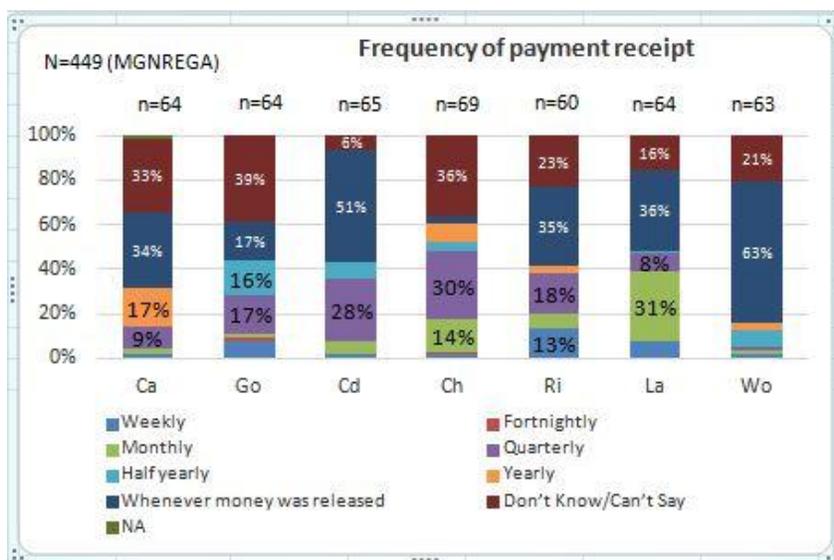


Figure 143: Frequency of receipts



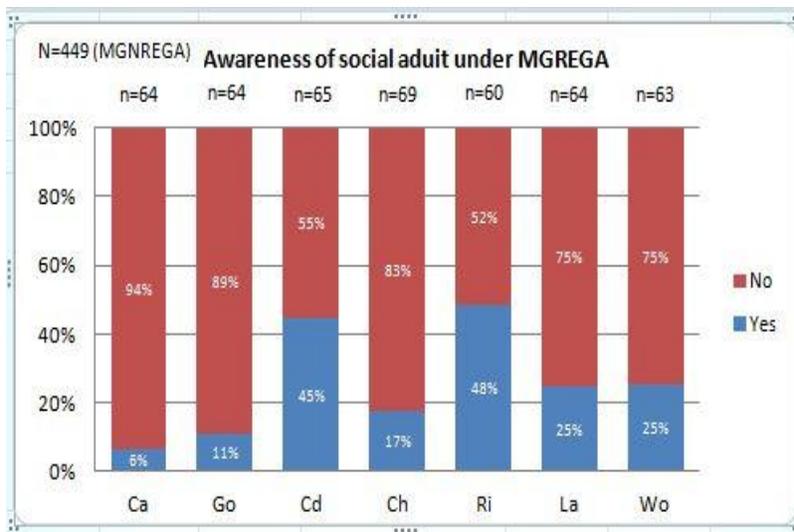


Figure 144: Awareness about social audit

Problem Incidences and Resolution

In principle, a person complains if there is a discrepancy between the promised benefit and the actual one, which means that the beneficiary has to be aware about the program’s deliverables and guidelines. In the district of Lawngtlai highest and major percentage of beneficiaries i.e. 97% did not feel the need to complain while a major and the highest percentage of beneficiaries claimed to have had complains regarding the performance of MGNREGS in Cachar (78%).

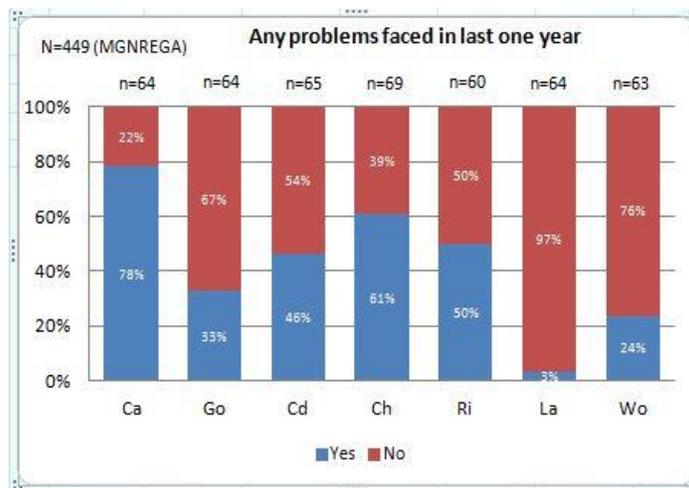


Figure 145 whether any problems faced in last one year



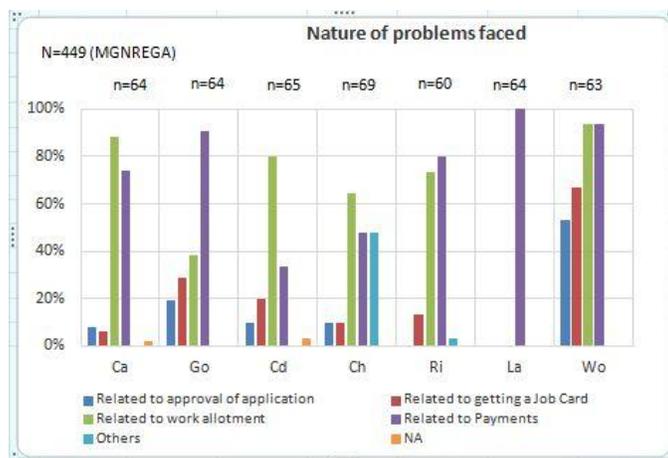


Figure 146: Nature of problems

On an average majority of beneficiaries i.e. 74% had problems related to payments across all districts. However the problem of payments is highest with all the beneficiary samples complaining about it in the district of Lakhimpur. The second common problem faced by the beneficiary samples across districts is related to work allotment with an average of 62% and is the major problem of people in Wokha (93%), Cachar (88%), Chandel (70%) and Churachandpur (64%).

Satisfaction

Overall 25% of the beneficiary samples reported to be completely satisfied while a majority of them i.e.49% were partly satisfied with the scheme. The highest number of completely satisfied category of beneficiary samples was from Lakhimpur district (66%) and hence there are no reasons reported for dissatisfaction from the district.

The major reason for dissatisfaction (69% on an average) among the beneficiaries across the districts is lack of payment of timely and fair wages with Churachandpur district reporting the highest percentage of beneficiaries with such cases i.e. 92%.

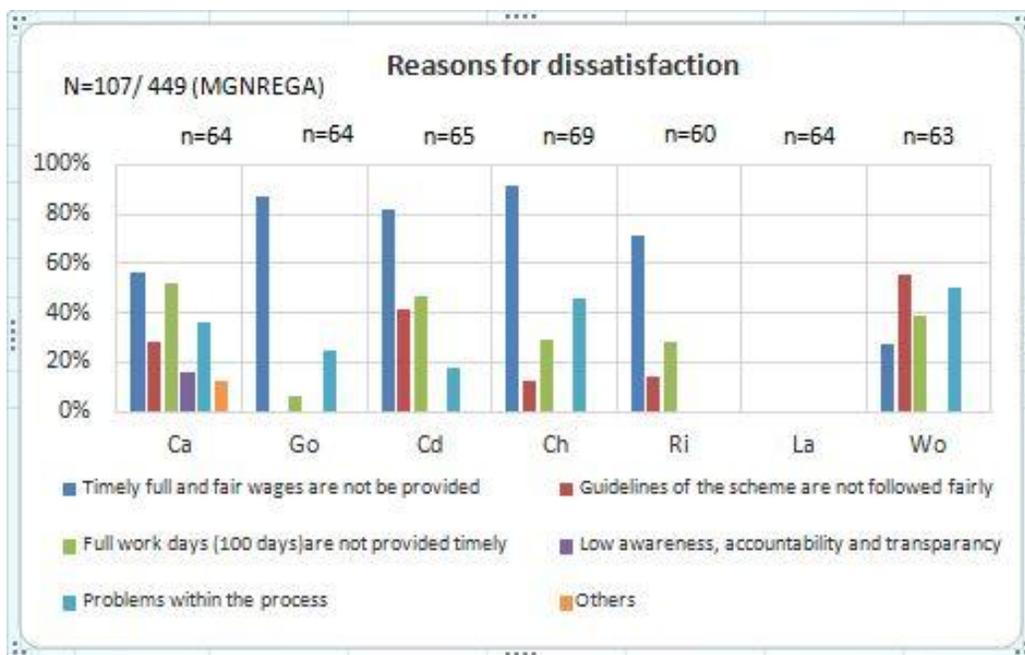


Figure 147: Reasons for dissatisfaction

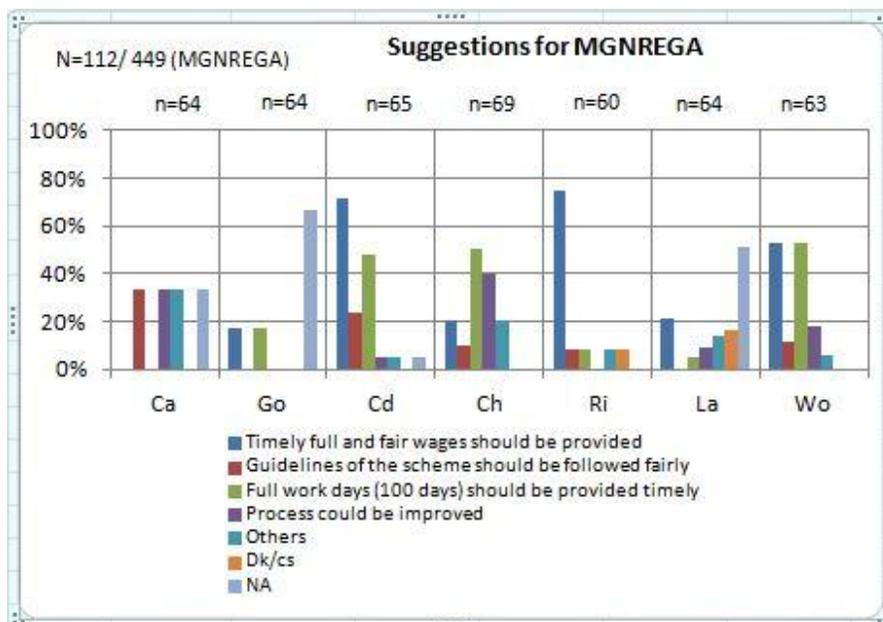


Figure 148: Suggestions for MGNREGA

The suggestions that were provided by the beneficiaries to improve the scheme were related to the reason of their dissatisfaction. The major suggestion across all the districts provided by the beneficiaries was to deliver timely and fair wages and the second common suggestion being full 100 days of work to be provided timely.



Gender and Minority



70%



30%

Out of the 449 beneficiaries of MGNREGS who were interviewed, 70% were males and 30% were females. Churachandpur consists of the highest number and percentage of male beneficiaries while Ribhoi consists of highest percentage of female beneficiaries.

The main points of difference between gender are captured in the analysis and are as follows:

- The source of awareness is different for males and females in Cachar district. For males the most common source of awareness is Village headman/chairman and second most common source of awareness is the Gram Sabha. For female beneficiaries the most common source of awareness is Gram Sevak/Sevaki and Neighbours/Relatives.
- In Churachandpur district majority of male beneficiaries (around 69%) possess a job card with themselves while for a majority of female beneficiaries (50% of the interviewed females) job card is possessed by the GP/Village headman/chairman.
- In the districts of Cachar, Goalpara, Chandel and Wokha there is difference between males and females in number of days taken to receive the job card. In Cachar around 76% of males said that it took more than a month for them to receive the job card, while for 50% females it took 16-30 days to receive their job card. In Goalpara it was the opposite as 55% of males claimed that they received their job cards within 16-30 days and 42% of females claimed that it took them over a month to receive their job card. In Chandel and Wokha districts majority of males i.e. 52% and 65% respectively claim to have received their job cards after a month while majority of females in Chandel and Wokha i.e. 60% and 45% respectively claim to have received the job card between 16-30 days.



- In the district of Chandel majority of women i.e. 60% had faced delays in payment as compared to 40% of males. In the district of Goalpara majority of males i.e. 50% had faced delays in payment as compared to 42% of females.
- Majority of females i.e. 60% in Chandel district faced problems in the last 1 year related to MGNREGS as opposed to 42% of males. It's the other way in the districts of Churachandpur and Ribhoi districts wherein 64% and 59% of males respectively claimed to have had problems as compared to 50% and 58% of females respectively.

In case of minority, the districts except Cachar and Goalpara belong to the special category states as they have majority of population classified under the social group as Scheduled Tribes. So 100% of the interviewed beneficiaries from the other five districts (Chandel, Churachandpur, Ribhoi, Lawngtlai and Wokha) belong to the minority groups. The analysis for the beneficiaries belonging to minority category in Cachar and Goalpara districts is as follows:

- In case of Cachar majority of the beneficiaries with minority status i.e. 43% state that their awareness source is the Village headman/chairman which is similar to the beneficiaries belonging to general category however the second common source of awareness for minority status beneficiaries is Neighbours/Relatives while for General category beneficiaries the second most common source of awareness is Gram Sevak/Sevaki.
- Though the majority of beneficiaries interviewed claimed that they weren't informed about the process of demanding jobs in MGNREGS through the Village/GP office, but among the total beneficiaries who claimed that they received information on MGNREGS and demanding jobs through Village/GP office a higher percentage of them belonged to Minority section in both Cachar and Goalpara districts.

Trends in Program

The trends that were captured within duration of about one year between CRC 1 and CRC 2 for the scheme MGNREGS is as follows:



1. In the year 2014-15 when the beneficiaries were interviewed for CRC 1, it was found that significant percentage (above 25%) of beneficiaries only from Chandel and Churachandpur districts possessed Aadhaar cards, while in CRC 2 apart from the above mentioned two districts significant percentage of beneficiaries from Lawngtlai and Wokha also possess Aadhaar cards. The overall percentage of beneficiaries owning Aadhaar card is 47% which is higher than the previous CRC (CRC1).
2. The major awareness source overall for this scheme had been Village headman during CRC 1 and the major awareness source is Village headman/ chairman even in CRC 2. However if we take a closer look at the district Goalpara in CRC 1 the major awareness source were Neighbours/Relatives and the findings of CRC 2 reveals that the main awareness (63%) source in this district is Gram Sabha. This could mean that the scheme is being discussed in Gram Sabhas in Goalpara district.
3. In CRC 1 the district of Lawngtlai had major percentage of beneficiaries who reported getting job cards within 15 days of applying, the result is same even in CRC 2 as 48% of beneficiaries reported that they got the job card within 15 days. However in CRC 1 only the district of Churachandpur had more than 50% of beneficiaries reporting that it took more than a month to receive the job card. In CRC 2 the districts of Cachar and Wokha are added to this list along with Churachandpur for having more than 50% beneficiaries that reported to have received the job cards after a month from application.
4. The district of Goalpara had shown some improvement in the mode of payment from the last CRC. During CRC 1 majority of wages were paid directly through cash while in CRC 2, 92% of beneficiaries reported getting the wages through their bank accounts. In the other districts the situation remained same as before.



National Social Assistance Programme (NSAP)

National Social Assistance Programme

NSAP aims to ensure minimum national standards for social assistance in addition to benefits states provide. It comprises of 5 schemes (though the project focuses on first three i.e. Pension Schemes):

- Indira Gandhi National Old Age Pension Scheme (IGNOAPS)
- Indira Gandhi National Widow Pension Scheme (IGNWPS)
- Indira Gandhi National Disability Pension Scheme (IGNDPS)
- National Family Benefit Scheme (NFBS)

Eligibility

The applicant must belong to a Below Poverty Line (BPL) family according to the criteria prescribed by the Government of India.

- For IGNOAPS: Aged 60+ years
- For IGNWPS: Widow status and aged between 40-64 years. At 65 years, recipient will be automatically covered under IGNOAPS
- For IGNDPS: Aged between 18-79 years and have severe or multiple disabilities
- For NFBS: BPL family whose primary bread winner has died while the primary bread winner is aged between 18-65 years.

Entitlements

1. Indira Gandhi National Old Age Pension Scheme (IGNOAPS): Central contribution of pension is Rs. 200/- per month per beneficiary up to 79 years and Rs.500/- per month per beneficiary aged 80+. State Governments may contribute over and above to this amount.



2. Indira Gandhi National Widow Pension Scheme (IGNWPS): Central contribution of pension is Rs. 200/- per month per beneficiary. State Governments may contribute at least an equal amount.
3. Indira Gandhi National Disability Pension Scheme (IGNDPS): Central contribution of pension is Rs. 200/- per month per beneficiary. State Governments may contribute over and above to this amount.
4. National Family Benefit Scheme (NFBS): Central assistance is given in the form of a lump sum family benefit for households below the poverty line on the death of the primary breadwinner. The death of the primary breadwinner should have occurred while s/he is aged 18-65 years of age. The amount of central assistance under the scheme is Rs. 40000/-. The family benefit is paid to the surviving member of the household who upon the death of the primary breadwinner is determined to be the current head of household.

Summary of findings from CRC 1

The CRC 1 study clearly indicates that the very status of the beneficiaries being vulnerable has worked against them in terms of benefiting from this programme. More than 60% of the respondents were not aware of the application submission process across most districts. Very few respondents actually received the money on time again across all districts. In districts such as Wokha, Lawngtlai and Chandel respondents did not get any help from the Village Council which could have helped create awareness about the Programme. Among those who availed the Annapurna Scheme, nearly half the respondents were dissatisfied with the quality and quantity of ration received (Chandel, Churachandpur).

Household Listing from CRC 2

Around 56% of respondents were aware about the scheme, highest percentage of aware respondents were from Cachar district and then from Wokha district. Highest percentage of unaware respondents i.e. 57% were from Goalpara district. Both Cachar and Goalpara districts are from the same state of Assam but showed opposite results.



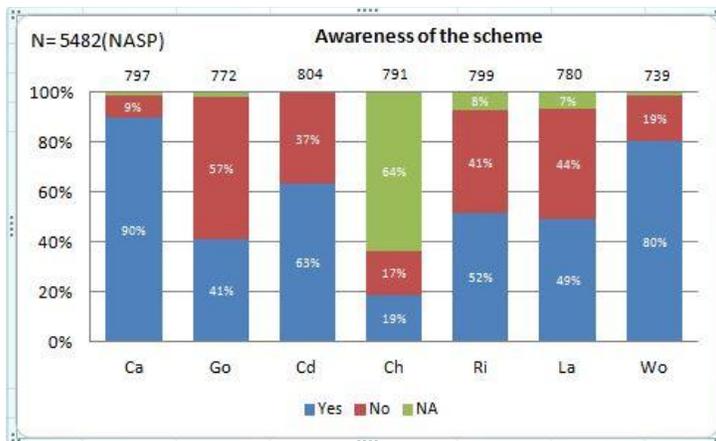


Figure 149: Awareness of NSAP scheme

Only 16% of the total respondents applied for the scheme. The highest percentage of applicants is from Cachar district (29%) and the lowest from Ribhoi where no one applied.

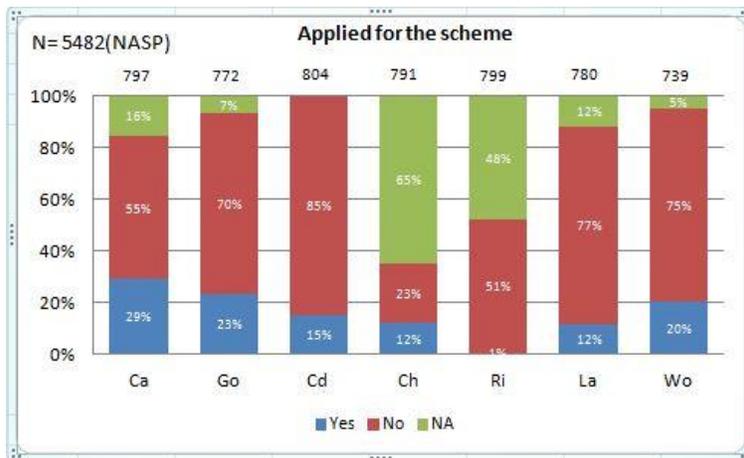


Figure 150: Applied for NSAP scheme

Out of the total respondents 14% availed the benefits of NSAP scheme. The highest percentage of beneficiaries is from Wokha district (20%) and the lowest is from Churachandpur district (11%).



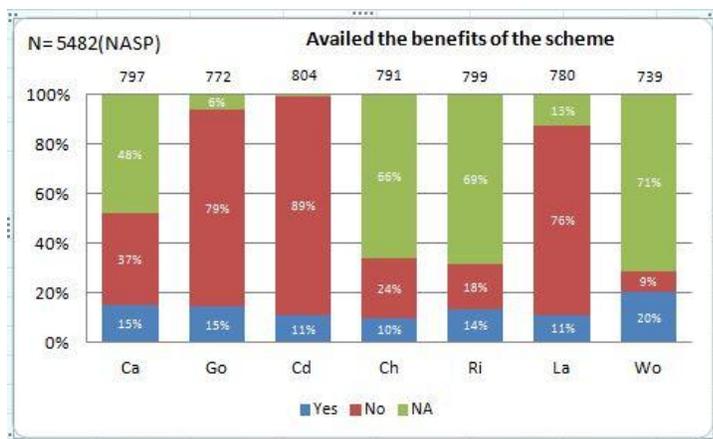


Figure 151: Availed benefits from NSAP

Findings from CRC 2

A total of 223 beneficiaries across 7 districts of five North Eastern States viz., Assam, Meghalaya, Mizoram, Manipur and Nagaland were interviewed under the CRC exercise. The CRC covered all aspects of NSAP scheme such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme.

Demographic Details

The percentage of beneficiaries who responded to interviews in CRC 2 was 78% rest were the family members of these beneficiaries. In Ribhoi, Lawngtlai and Wokha more than 40% of the beneficiaries are illiterate. The highest number of beneficiaries that had the education level of graduates is in Churachandpur (11%). Across the districts majority of beneficiaries for NSAP are illiterates (36%).



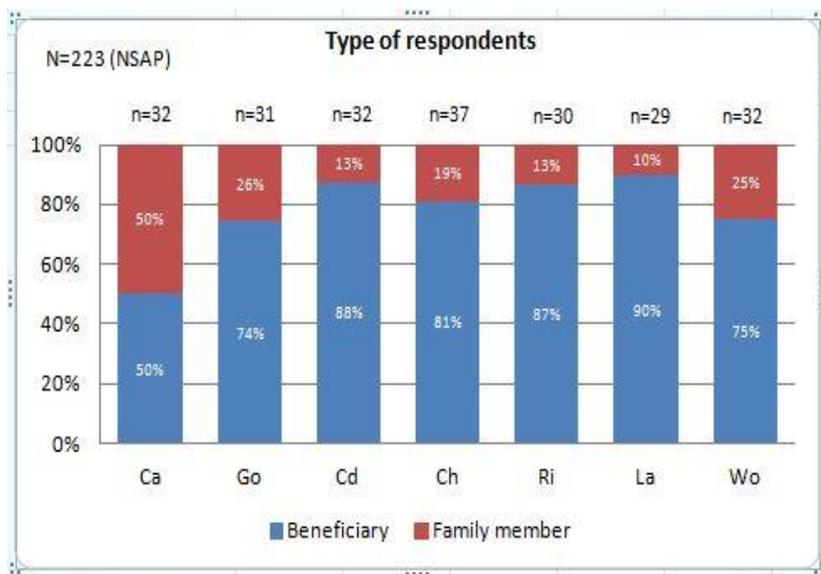


Figure 152: Type of respondent interviewed

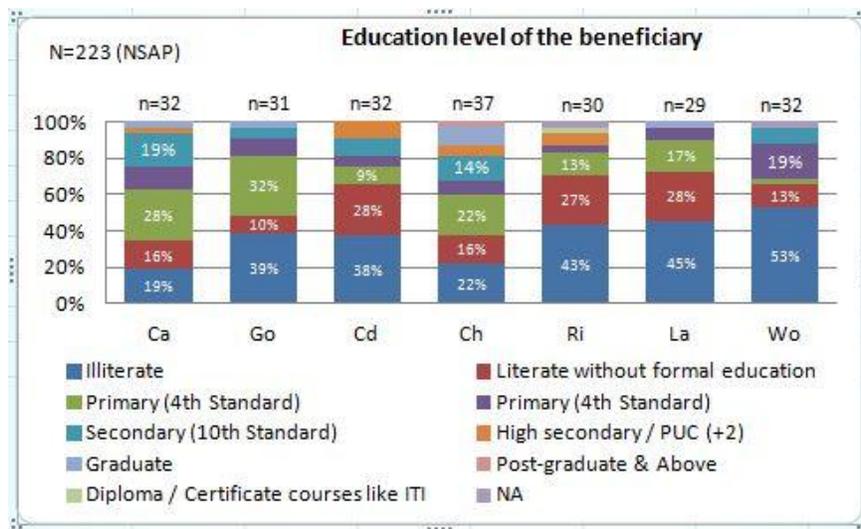


Figure 153: Education level of the beneficiary

Majority of beneficiaries across the districts earn less than or equivalent to INR 40000 annually. In the district of Cachar majority of beneficiaries earn between INR 40000 to INR 60000 annually and in Churachandpur majority of beneficiaries (38%) earn more than INR 60000 and less than or equivalent to INR 80000.



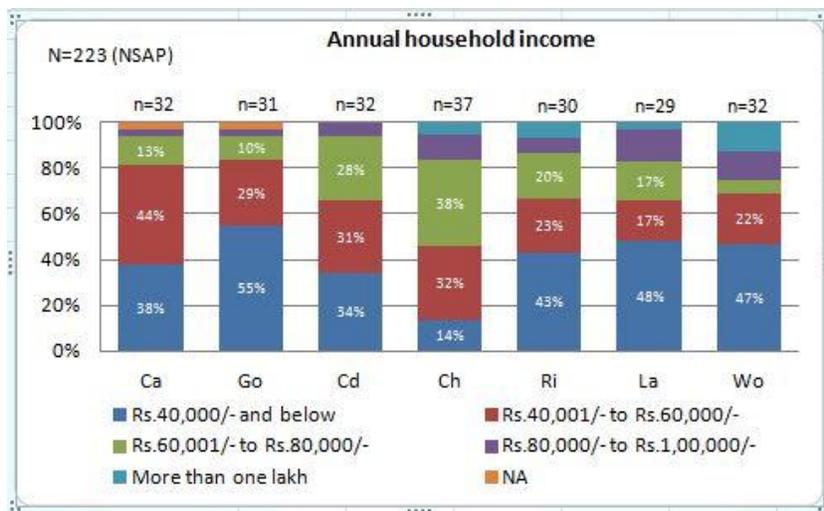


Figure 154: Annual Income of the household

Other than the districts in Assam, all the other districts have more than 90% of beneficiaries belonging to Scheduled Tribe (ST). In the case of Cachar and Goalpara majority of interviewed beneficiaries belong to ST category but the percentage is not more than 60%. In Cachar 34% of the beneficiaries belong to Other Backward Caste and in Goalpara 23% belong to General category.

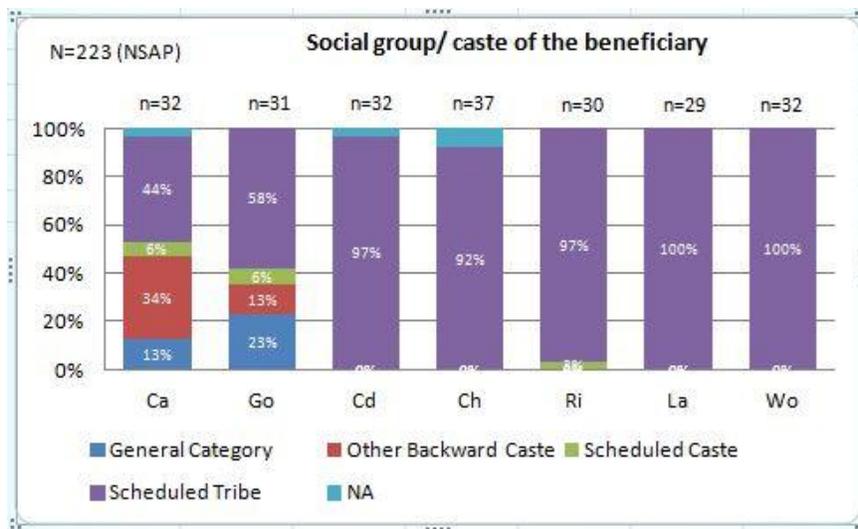


Figure 155: Social group/ caste of the beneficiary

Majority of beneficiaries i.e. around 78% had claimed the Indira Gandhi National Old Age Pension Scheme's (IGOAPS) services under NSAP. In the district of Ribhoi apart



from IGOAPS, Widow Pension Scheme is the second major scheme claimed by 37% of beneficiaries.

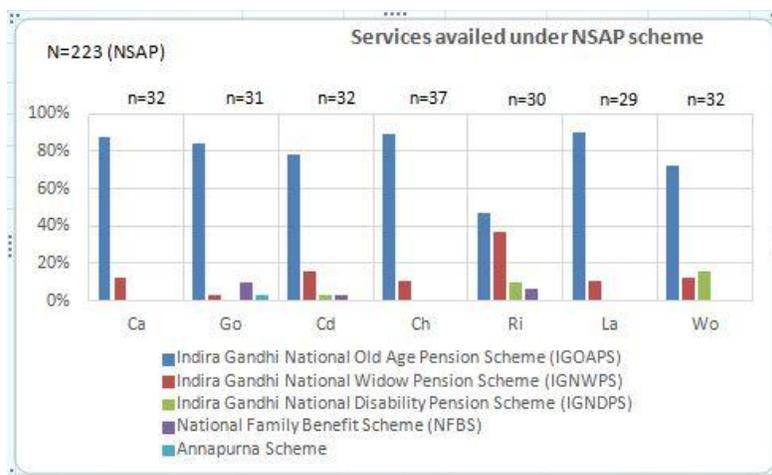


Figure 156: Services availed under NSAP scheme

Awareness and Access

The majority of total beneficiaries i.e. 47% got information about this scheme from neighbours and relatives. The second major source of awareness for this scheme was another beneficiary (36%).

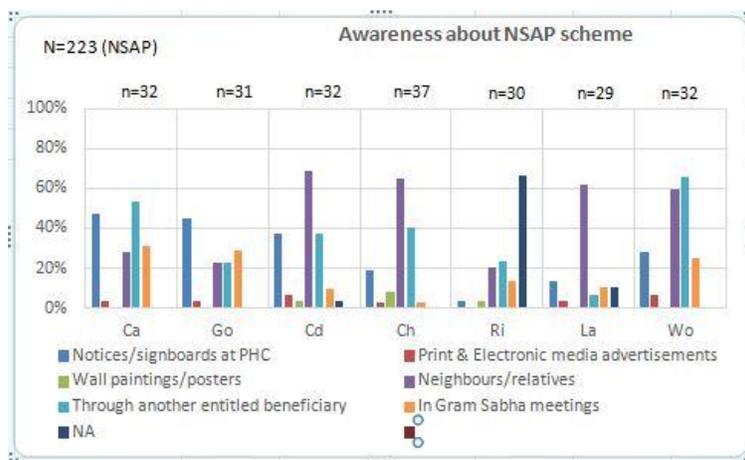


Figure 157: Awareness source about NSAP scheme



Overall around 41% of the beneficiaries submitted the filled application to the village headman/ chairman. In the districts of Goalpara and Cachar of Assam state the beneficiaries majorly submitted the applications to Local GP/village council.

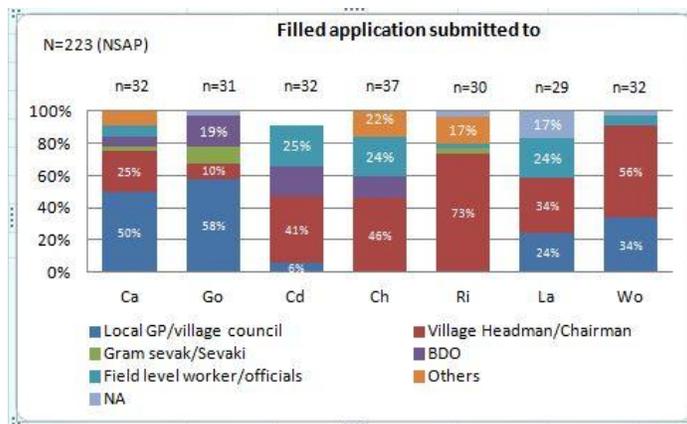


Figure 158: Submission of the filled application

The Pensioner as per the NSAP scheme is issued a passbook which contains details of the Sanction Order, particulars of the pensioner and disbursement details. Overall 71% of beneficiaries interviewed responded that they have the Pensioner’s passbook with themselves. In the district of Churachandpur around 51% of beneficiaries do not have Pensioner’s Passbook and in Chandel district 28% of the beneficiaries have the passbook with the NSAP official.

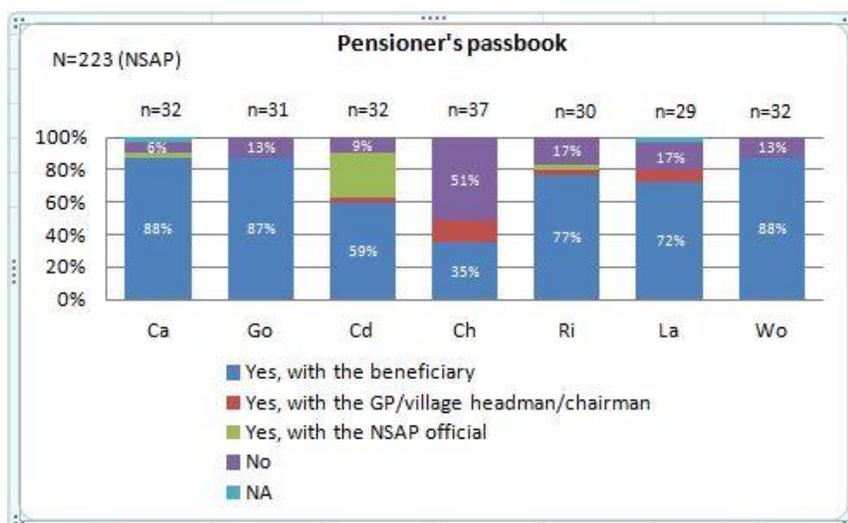


Figure 159: Pensioner’s passbook ownership



Usage and Quality

The Indira Gandhi Old Age Pension Scheme (IGOAPS) is the most popular scheme among the beneficiaries of NSAP. As per the guidelines issued by the GoI, the pension amount is Rs. 200 per person per month for those who are in the age group of 60 – 79 years and Rs. 500 per month per person for those who are 80 years and above.

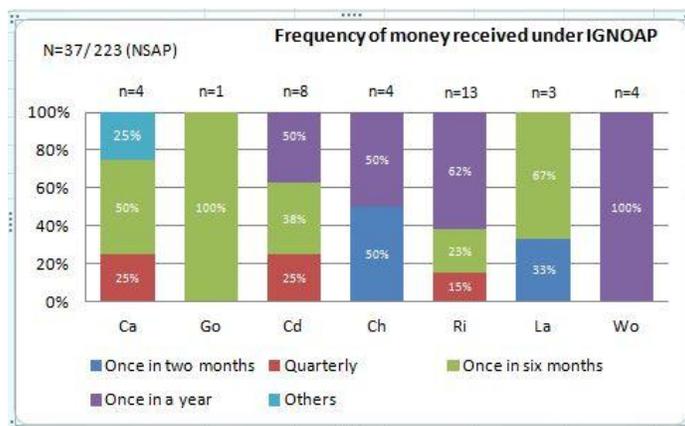


Figure 160: Frequency of the money received under IGOAP

The highest percentage of beneficiaries i.e. 49 % claim to have received the pension under IGOAPS once in a year while 30% say that they received the pension amount once in six months. In Churachandpur district 50% beneficiaries say that they receive the pension once in two months.

Overall 80% of the beneficiaries claim that they receive INR 200 as the pension amount. Around 7% of the interviewed beneficiaries receive INR 500.

Around 48% of beneficiaries in Lawngtlai district and 36% in Ribhoi claim to receive INR 250 as pension amount, this is because the Government of Mizoram provides INR 50 extra per beneficiary over and above the stated amount of INR 200 and INR 500.



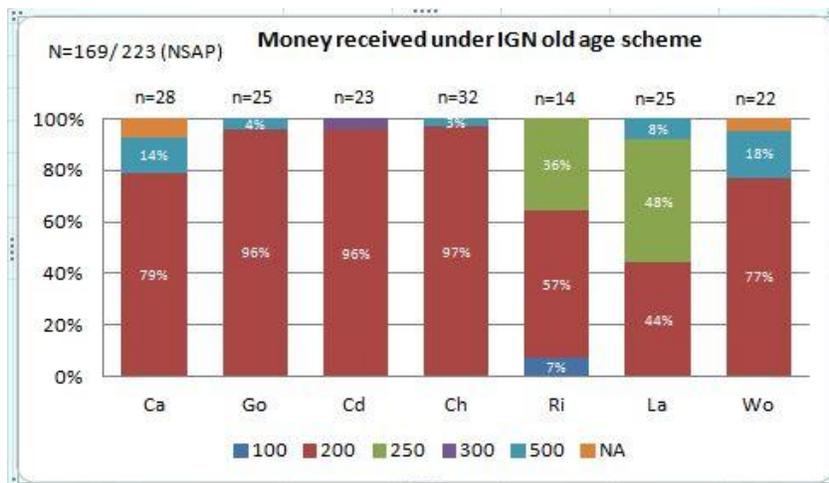


Figure 161: Amount of money received under IGNOAS

Majority of the beneficiaries overall i.e. 44% have received the pension through Bank/ Post Office account. Around 31% of the beneficiaries received their pensions through GP/ Block Office.

Problem Incidences and Resolution

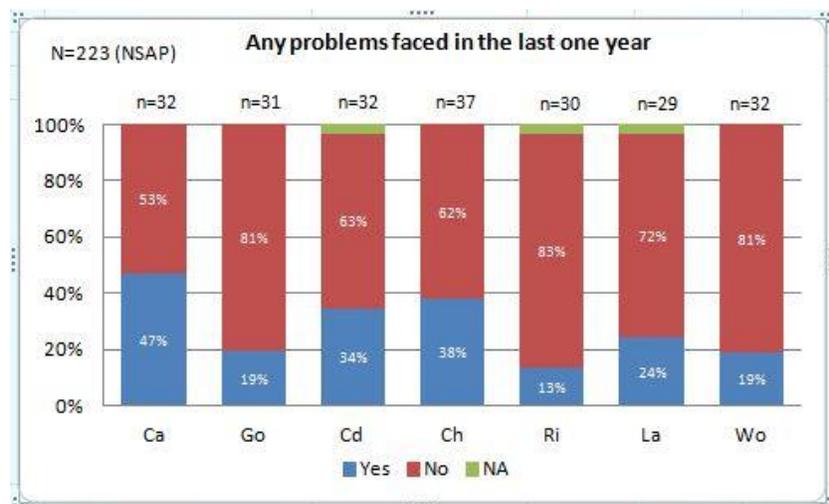


Figure 162: Problems faced in the last one year

Around 70% of the beneficiaries faced no problems in the last one year. However, 47% of the beneficiaries in Cachar district of Assam reported to have faced problems in the last one year.



For 67% of the beneficiaries the problems were related to payments that were made under the NSAP scheme. For the beneficiaries in Goalpara and Churachandpur district the major problem was related to poor service of the NSAP staff.

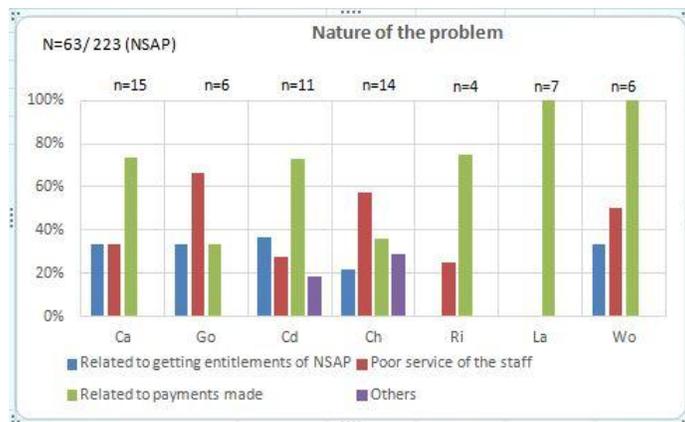


Figure 163: Nature of the problem

Satisfaction

Overall 62% of beneficiaries are partly satisfied with the performance of NSAP scheme. In the districts of Wokha and Lawngtlai majority of beneficiaries are completely satisfied. For the 10% of beneficiaries who are dissatisfied, the major reason for dissatisfaction is irregularity of payment and then insufficient amount. Beneficiaries were also dissatisfied with the procedure and complained of the complicated process and lack of transparency.

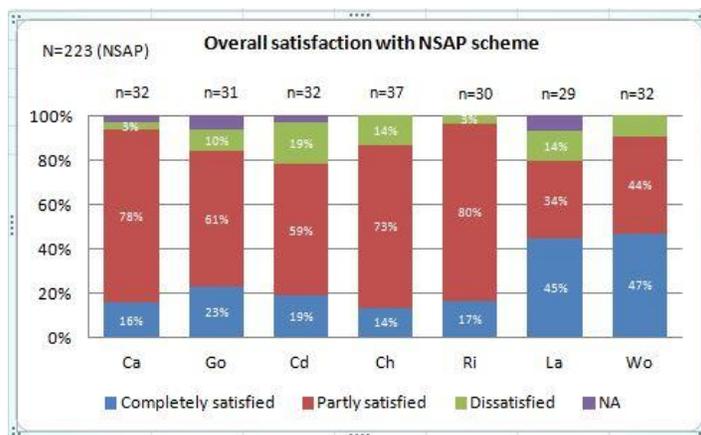


Figure 164: Overall satisfaction with NSAP scheme



The beneficiaries said that they would be completely satisfied if the amount provided could be increased and the frequency of payments should be regularized.

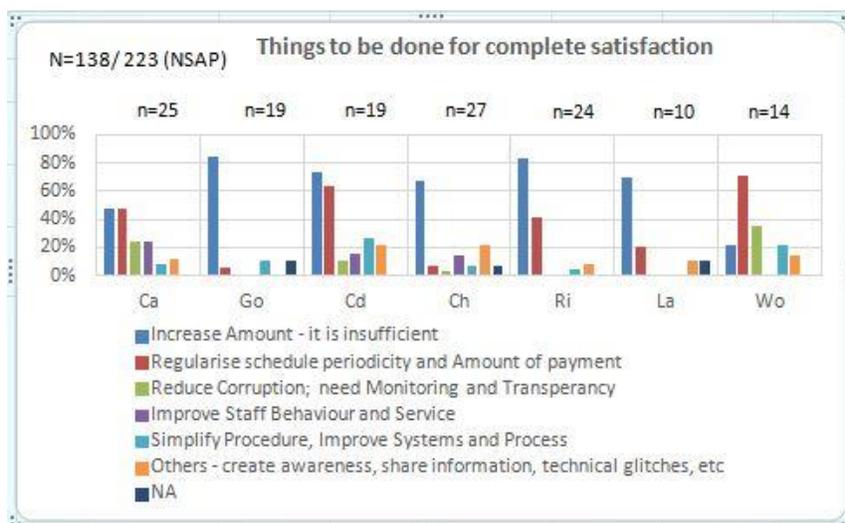


Figure 165: Things to be done for complete satisfaction

Gender and Minority



44%



56%

Out of the 223 beneficiaries of MGNREGS who were interviewed, 44% were males and 56% were females. Churachandpur consists of the highest number and percentage of male beneficiaries while Ribhoi consists of highest percentage of female beneficiaries.

The main points of difference between gender are captured in the analysis and are as follows:

- In the districts of Cachar and Goalpara districts the major source of awareness for NSAP scheme is different for males and females. In Cachar for 69% of males Notices/ signboards at GP/Block office was the major source of awareness while for 63% of females another beneficiary was the major source of awareness.



- In all the districts (Cachar, Goalpara, Chandel, Ribhoi and Wokha) except Churachandpur a higher percentage of females are unaware regarding the process of application submission except Churachandpur.
- In the districts of Ribhoi Lawngtlai and Wokha higher percentage of females reported facing problems related to NSAP scheme as compared to males.

In case of minority, all the districts except Cachar and Goalpara belong to the special category states as they have majority of population classified under the social group as Scheduled Tribes. So 100% of the interviewed beneficiaries from the other five districts (Chandel, Churachandpur, Ribhoi, Lawngtlai and Wokha) belong to the minority groups. The analysis for the beneficiaries belonging to minority category in Cachar and Goalpara districts is as follows:

- In Cachar the major source of awareness regarding the NSAP scheme for the minority group was another beneficiary and for the general category group of beneficiaries the major source of awareness was Notices/ signboards at GP/Block office. The same trend was observed in Goalpara district.
- In the district of Cachar majority (56%) of beneficiaries belonging to general category complained of having troubles with the scheme while majority (63%) of beneficiaries belonging to minority category claimed to not have had any problems regarding the scheme. In Goalpara majority of general category as well as minority category claimed to have not faced any problems with the scheme, however a higher percentage of beneficiaries from minority group (25%) faced problems related to the scheme as compared to the general category beneficiaries (9%).

Trends in Program

The section consists of trends captured between CRC 1 and CRC 2 in various sections within a year. The following trends were observed:

1. The percentage of unaware beneficiaries has decreased in CRC 2 to 50% as compared to CRC 1 where it was 60%. However the major source of awareness remained the same i.e. Neighbours and Relatives, the second common source of awareness was another beneficiary.



2. The frequency of receiving the pension and the mode of receiving it has remained the same majorly. In CRC 1 the results showed that majority of beneficiaries in the district of Lawngtlai received their pension through GP/ Block Office. In CRC 2 majority of beneficiaries from the districts of Chandel and Wokha also claimed to receive the pension through GP/ Block Office.
3. In CRC 2 more than 35% of beneficiaries from the districts of Cachar and Churachandpur have reported to have faced problems in last one year. In CRC 1 only the beneficiaries of Churachandpur had reported problems.
4. The percentage of partially satisfied beneficiaries for NSAP scheme had gone down in CRC 2 (62%) from CRC1 (70%).



Public Distribution system (PDS)

Public Distribution System

In June 1997, the Targeted Public Distribution System (TPDS) with focus on the poor was launched by Government of India. The scheme is under Ministry of Consumer Affairs, Food and Public Distribution. Under the TPDS, States are required to formulate and implement foolproof arrangements for the identification of the poor for delivery of food grains and for its distribution in a transparent and accountable manner at the FPS level.

Objectives:

- The basic objective of the scheme is to provide food grains to the poor families/household on subsidised rate

Eligibility

All families/household

Entitlements of PDS

- The scale of issue of food grains (rice and/or wheat) under APL, BPL and AAY has been revised to 35 kg per family per month with effect from 1.4.2002
- In most districts covered by the project, rice is provided instead of wheat (Sometimes, States do provide kerosene and sugar too)
- The Central Issue Price (CIP) of food grains being supplied under TPDS is as under, However, there is flexibility for the State to add some additional prices/amount to the above mentioned

Commodity	APL	BPL	AAY
Rice	8.30	5.65	3.00
Wheat	6.10	4.15	2.00



Application process & documents required

- Application has to be submitted using a prescribed format (available in Village Authority or Council/ Panchayat office and/or nearest ration dealer/shop)
- Filled in application is to be submitted to the Inspector of Food Supply at your block
- Along with the filled in format applicant will submit- age proof certificate, residential proof certificate, Copy of BPL Card (in case of BPL applicant), Voter ID or any other ID proof, one Passport size photo etc.

Other Information

There is another scheme which is taken care by PDS for destitute, aged 65+ years and not covered by IGNOAPS. The scheme is referred as “Annapurna Scheme “

This scheme aims to provide food security to meet the requirements of senior citizens who, though eligible, have remained uncovered under the IGNOAPS. Under the Annapurna Scheme 10 kgs of food grains per month are provided free of cost to the beneficiary.

Literature Review

The Public Distribution System (PDS) is one of the biggest anti-poverty programmes of the Indian government⁴The PDS provides assistance to below poverty line (BPL) households in the form of a monthly quota of subsidised goods including rice, wheat, sugar, edible oil and kerosene, through a network of 4.9 lakh fair price shops across the country⁵. The primary aim of the programme is to improve the nutritional status of food insecure households by providing them supplementary food grains. Despite serious operational issues ranging from faulty targeting to high levels of leakage and corruption, the PDS remains a critical form of assistance to poor households in India. There are many problems with the Targeted PDS; the most relevant among them are the following. First, targeting has led to the large-scale exclusion of genuinely needy persons from the PDS. Secondly, targeting has affected the functioning and economic

⁴ Government of India,2012

⁵ Planning Commission,2005



viability of the PDS network adversely and led to a collapse of the delivery system. Thirdly, TPDS has failed to achieve the objective of price stabilization through transfer of cereals from surplus to deficit regions of the country. Lastly, there are reports of large-scale leakages from the PDS, that is, of grain being diverted and not reaching the final consumer (Planning Commission).

Household Listing from CRC 2

The awareness level across households is the highest in TPDS among all schemes. In Cachar, Lawngtlai and Wokha nearly 100% of households were aware of TPDS. The least number of households in Churchandpur were aware of TPDS as a program.

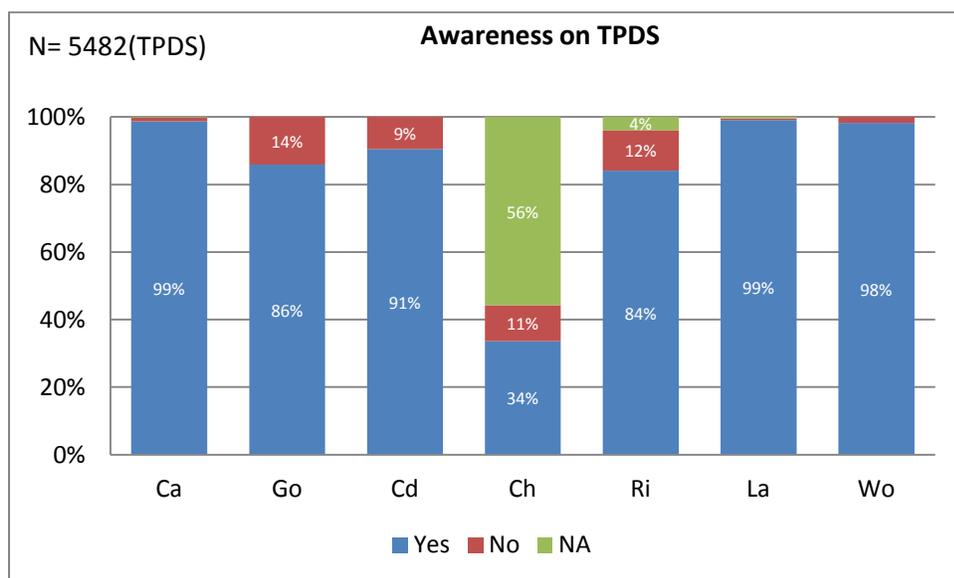


Figure 166: Awareness of TPDS

Among the households that were aware of TPDS nearly 80% of the households in all districts except Chuchandpur and Ribhoi.



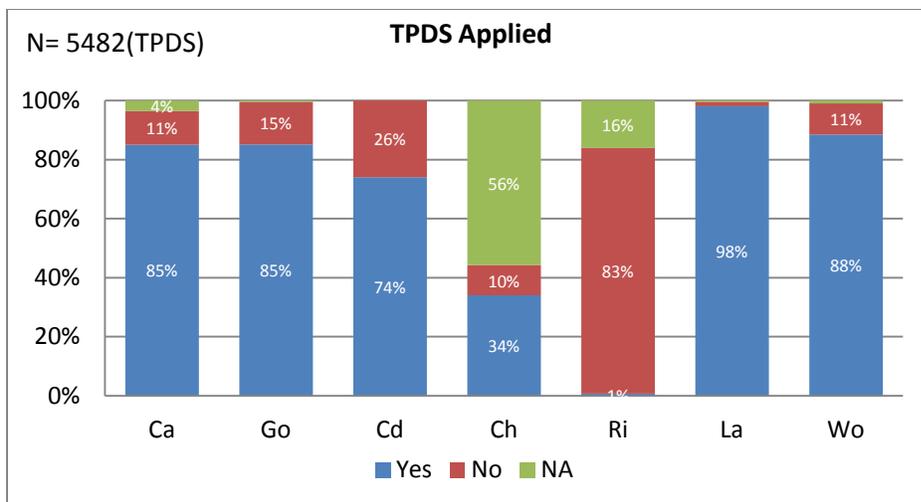


Figure 167: Applied for ICDS

Among households that has applied for TPDS nearly 80% of the households in all districts except Chandel, Churchandour and Ribhoi had availed the services.

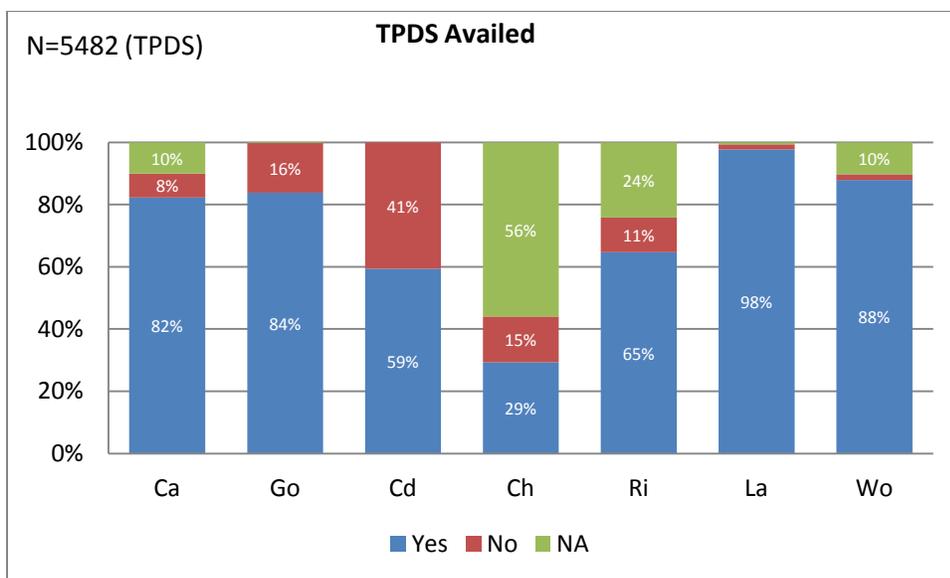


Figure 168: TPDS Availed

PDS: Citizen Report Card 2

450 beneficiaries across 7 districts were interviewed under the CRC exercise. The CRC covered all aspects of PDS such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to



improve the implementation of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.

Demographic Details

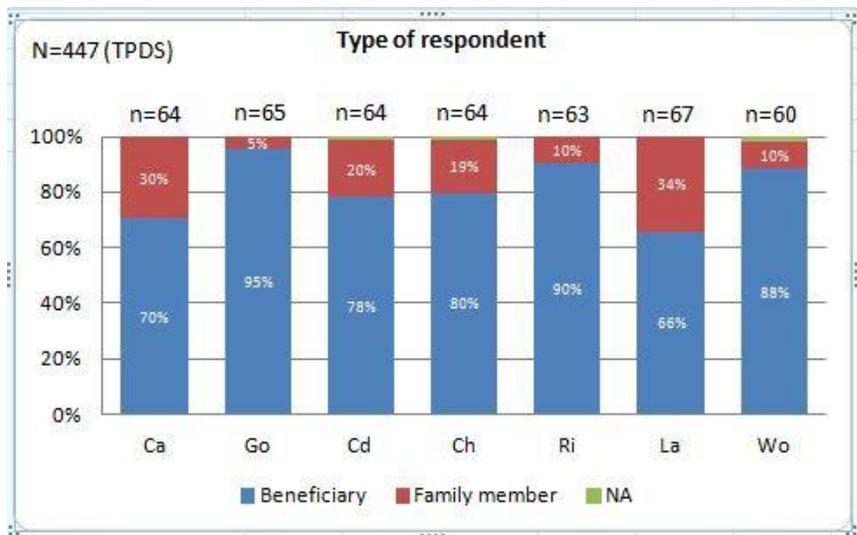


Figure 169: Type of respondent

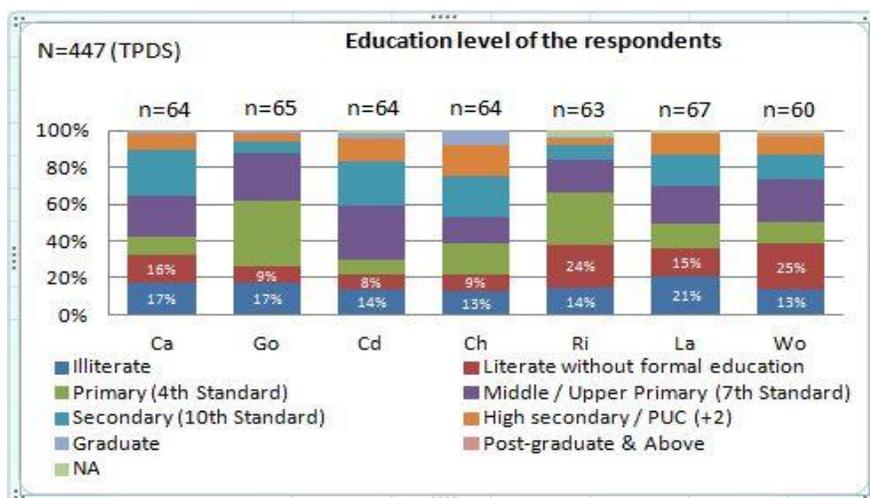


Figure 170: Educational level of the respondent

Across districts majority of respondents are beneficiaries. High percentages of beneficiaries in Lawngtlai (21%) are illiterate. Beneficiaries in Goalpara (35%) and Ribhoi (29%) have attained primary education and in Churachandpur (22%) have attained upper primary education.



Majority of respondents in Cachar belong to OBC social group/ caste. In other districts majority of respondents belong to ST group/caste.

Awareness and Access

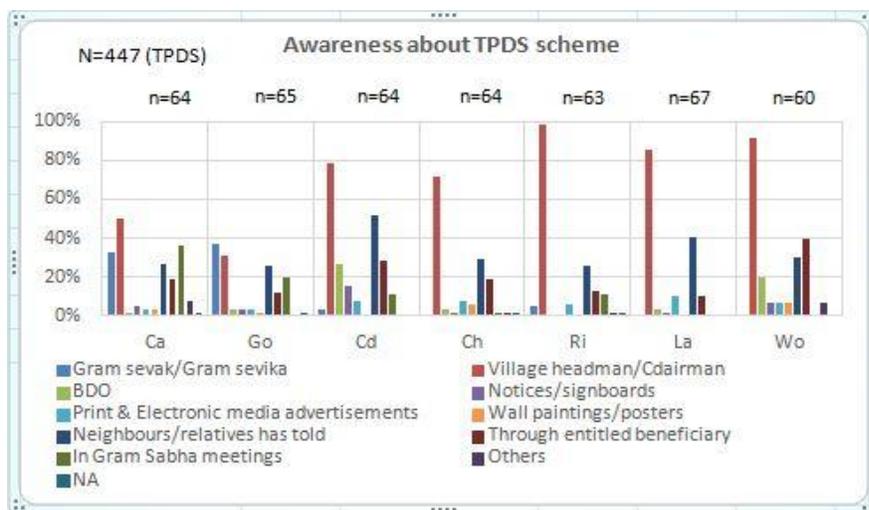


Figure 171: Awareness about TDPS Scheme

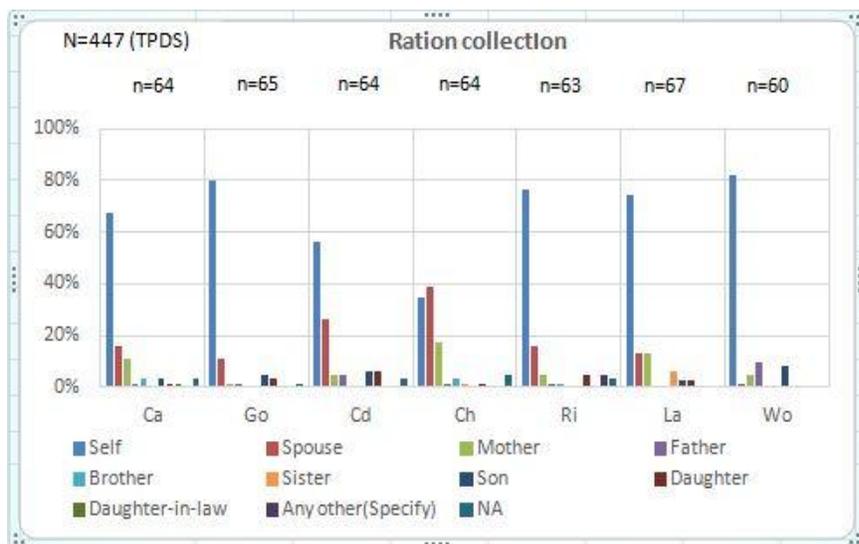


Figure 172: Members collecting ration

Village headman/chairman has been an important source for spreading awareness across districts. The second popular

Rice, kerosene and sugar are the major items bought by the beneficiaries across all the districts from a ration shop. Most of the beneficiaries are unaware of a vigilance committee for ration shop except in Goalpara where 57% respondents are aware.

Majority of the respondents across districts agree that items are measured properly in ration shop except in the district of Lawngtlai. In Lawngtlai 54% disagreed with the correctness of measure in ration shops.

Beneficiaries (nearly 80%) across all the districts reported that Ration shop did not open always in all the working days.



PUBLIC AFFAIRS CENTRE

source of awareness across districts is neighbours/relatives. In Goalpara the gram sevak/sevika was the main source of information about the scheme. In Chandel and Wokha the BDO also played a significant role in creating awareness about the PDS scheme.

Across all the districts the beneficiary himself went to collect ration followed by the spouse of the beneficiary.

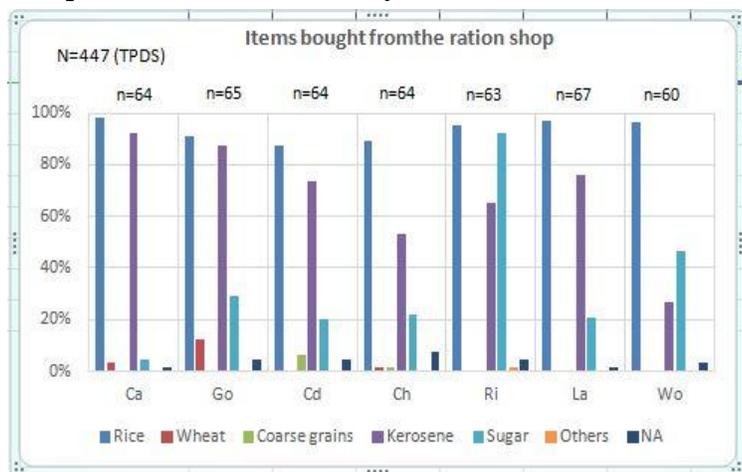


Figure 173: Items bought from ration shop

Usage and Quality

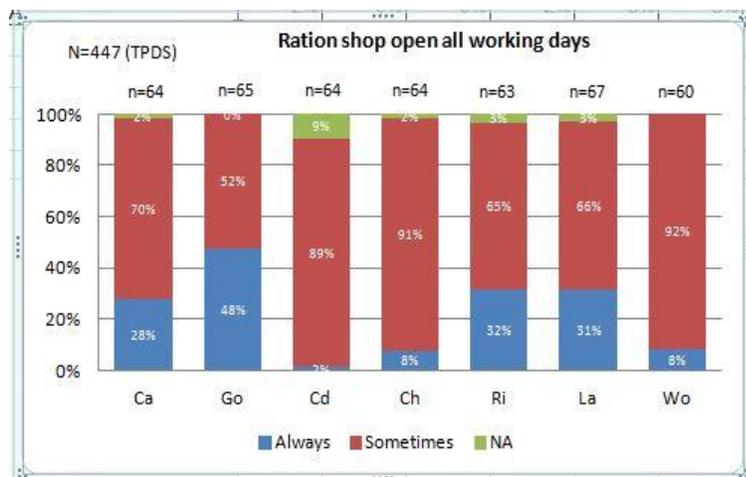


Figure 174: Number of days of ration shop



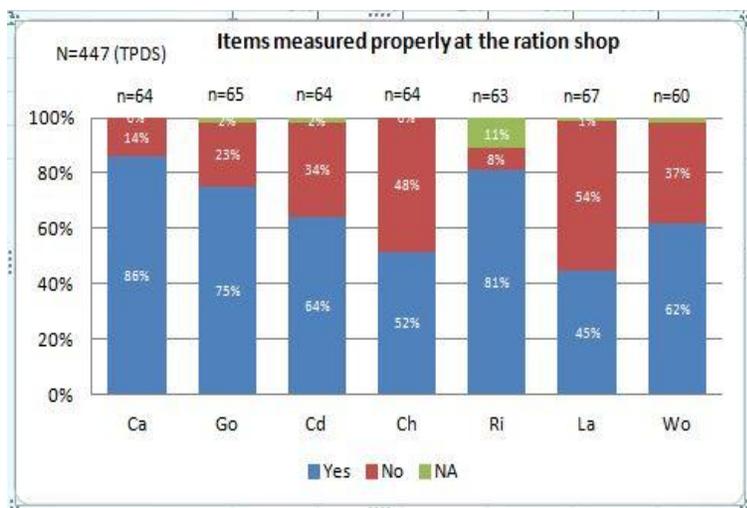


Figure 175: Items measured at ration shop

Problems and Resolution

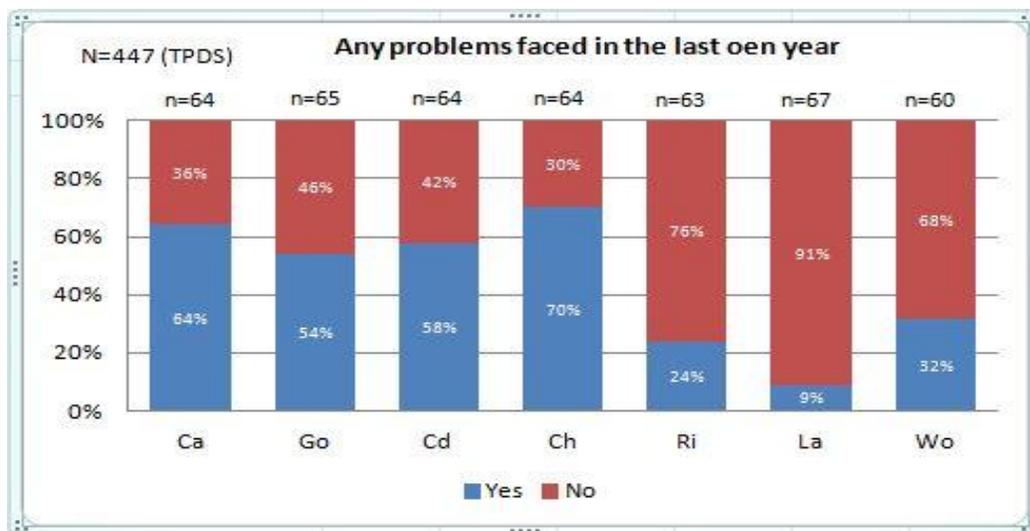


Figure 176: Problems faced in the last year



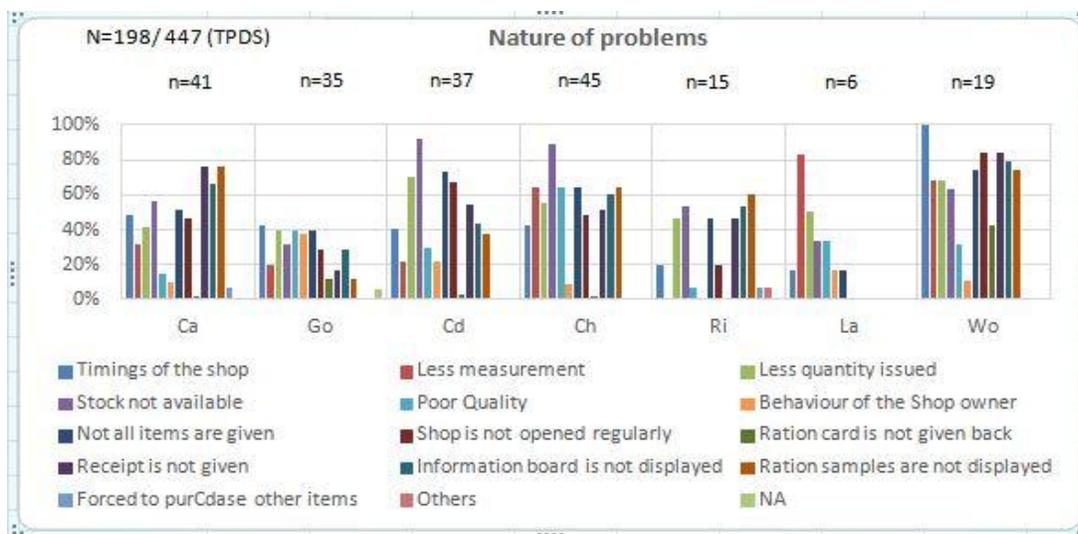


Figure 177: Nature of problems

Majority of respondents agreed to have faced problems related to TPDS scheme in the last 1 year in the districts of Cachar, Goalpara, Chandel and Churachandpur.

Timing of the shop had been a major problem in this scheme across all districts with 100% respondents reporting this as a problem in Wokha. Unavailability of stock of items is another major issue across districts with 90% respondents in Chandel claiming it to be their problem with this scheme. Other problems faced by beneficiaries include poor behaviour of shop owner, shop being opened at irregular intervals and lack of transparency in operations.

According to the beneficiaries, the overall satisfaction level of the scheme would increase by improving the quality and quantity of items, increasing the availability and regularity of supplies and implementing the scheme as per guidelines.

Poor quality and quantity of items received under the scheme are the major reason for dissatisfaction in Goalpara and Churachandpur.



Satisfaction

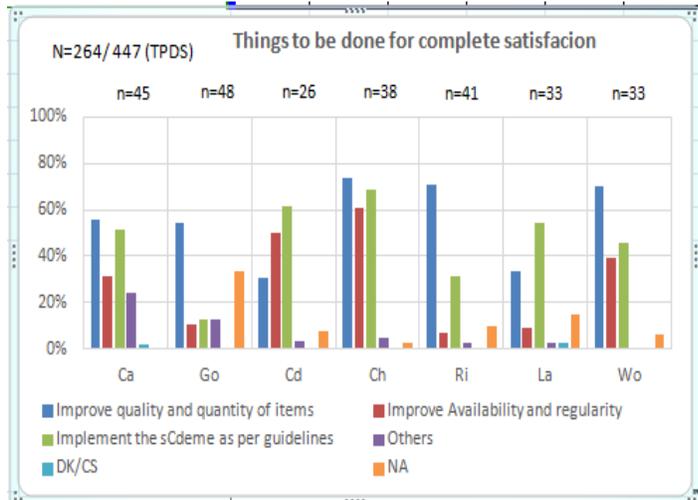


Figure 178: Steps to attain complete satisfaction

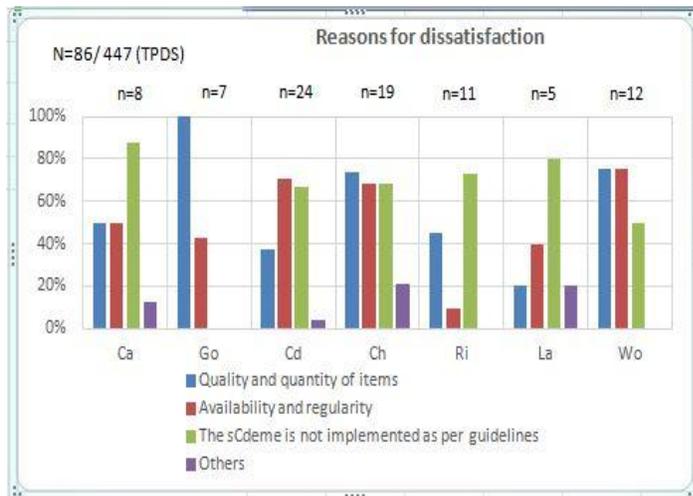


Figure 179: Reason for dissatisfaction

According to beneficiaries across districts the scheme can be made better by improving the quality of food grains and ensure all recipients receive the food items as per the prescribed quantity in a timely manner.

In Chandel and Wokha the main reason for dissatisfaction is lack of timely availability of the supplies.



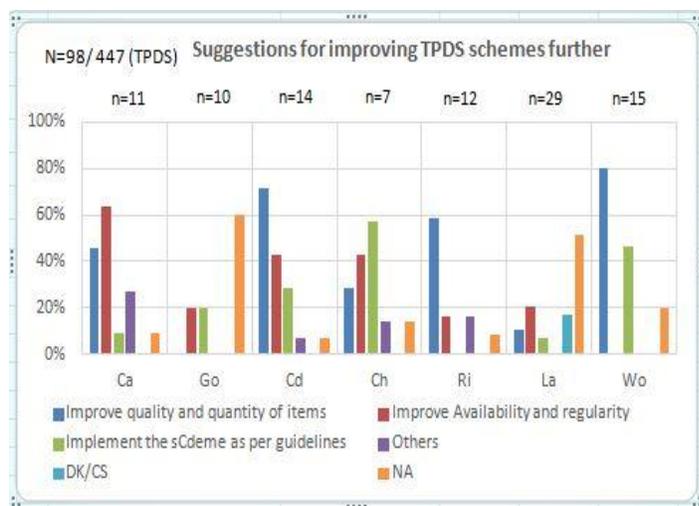


Figure 180: Suggestion for improving TPDS scheme further

Gender and Minority

- 80% females in Cachar districts got to know about the PDS scheme through the BDO and gram sabha meetings.
- In case of Goalpara the main source of information was interaction with neighbors. In all the other districts the BDO office was the main source of information.
- In the 2 districts where there is a significant presence of non minorities, 90% of the beneficiaries had included the names of all members of the household in the ration card.
- Nearly 40% of female beneficiaries in Cachar said that they were receiving all commodities as per entitlement as compared to 15% of the men who said the same.



- The number of minorities claiming that the items purchased by them from the ration shop was not measured/weighed properly was 2 times higher than the non minorities across all districts.
- In Chandel and Wokha more female beneficiaries (63%,53%) felt that the right price was not being charged to them as compared to the male beneficiaries(53%,42%).
- In Chandel, Ribhoi and Wokha more than 50% female beneficiaries felt that improving the quality of food supplied would be the most important change required in the scheme.

Trends in Program

- Village headman/chairman had been an important source for spreading awareness across districts. The second popular source of awareness across districts is Neighbours/relatives. The important source of awareness had remained the same in CRC 1 too.
- Majorly across all the districts the beneficiary himself went to collect ration in both CRC 1 as well as in CRC 2.
- Rice, kerosene and sugar are the major items bought by the beneficiaries across all the districts from a ration shop.
- Majority of the people are unaware of a vigilance committee for ration shop except in Goalpara where 57% respondents are aware.
- Majority of the respondents across districts in CRC 2 agree that items are measured properly in ration shop except in the district of Lawngtlai. In Lawngtlai 54% disagreed with the correctness of measure in ration shops. During CRC 1 more than 50% of respondents from the districts of Churachandpur, Lawngtlai and Chandel complained about incorrect measurements in ration shops.



- Majority of respondents across all the districts reported that the Ration shop did not open always in all the working days in CRC 2 as well as CRC 1.
- Majority of respondents in CRC 2 agreed to have faced problems related to TPDS scheme in the last 1 year in the districts of Cachar, Goalpara, Chandel and Churachandpur. While in CRC 1 majority of respondents only in the district of Chandel claimed to have faced problems regarding PDS in the last 1 year. The increase in reported problems could be due to increased awareness on TPDS.
- Timing of the shop had been a major problem in this scheme across all districts with 100% respondents reporting this as a problem in Wokha. Unavailability of stock of items is another major issue across districts with 92% respondents in Chandel claiming it to be their problem with this scheme in CRC 2. In CRC 1 stock unavailability was a problem across all districts with 100% respondents claiming it to be the problem in Goalpara and 100% respondents claiming unavailability of all items as the nature of problem in Wokha.
- The three main ways to satisfy the beneficiaries of the scheme are: Improve quality and quantity of items, Improve Availability and regularity and Implement the scheme as per guidelines.
- Quality and quantity of items are the major reason for dissatisfaction in Goalpara and Churachandpur. Unavailability and Irregularity are the main reason of dissatisfaction in Chandel and Wokha. Poor implementation of scheme is the main reason for dissatisfaction in Cachar, Ribhoi and Lawngtlai. In CRC 1, it was found that Issues with Service Delivery was the major reason for dissatisfaction across all districts.



Integrated Child Development Scheme (ICDS)

Integrated Child Development Scheme

Integrated Child Development Scheme (ICDS) was established by the Ministry of Woman and Child Welfare Government of India in 1975, and has been instrumental in improving the health and wellbeing especially of mothers and children under 6 years of age by providing health and nutrition education, health services, supplementary food, and pre-school education.

Objectives:

- Improve the nutritional status of preschool children aged 0-6 years
- Lay the foundation for proper psychological, physical and social development of the child
- Reduce the incidence of mortality, morbidity, malnutrition and school drop out
- Achieve effective coordination of policy and implementation in various departments to promote child development
- Enhance the capability of the mother to look after the normal health and nutritional needs of the child through proper nutrition and health education.

Eligibility

- Pregnant women
- Nursing Mother
- Children less than 6 years of age
- Adolescent girl (11 to 18 years of age)

Entitlements of ICDS

- Pregnant Women: Health check-ups, supplementary nutrition, health education
- Nursing Mothers: Health check-ups, supplementary nutrition, health education
- Children less than 3 years: Supplementary nutrition, health check-ups, immunisation, referral services



- Children between 3-6 years: Supplementary nutrition, health check-ups, immunisation, referral services, non formal education
- Adolescent Girls (11-18 years): Supplementary nutrition, health education

Application process & documents required

There is no application process; all the eligible persons will have access to the services mentioned above from nearest Anganwadi Centre.

Other Important Information

All these services are provided in the Anganwadi Centre which is located within the community itself. There are an Anganwadi Worker (AWW) and a Helper in the Anganwadi Center, who provide these services. The Centre opens for 6 days per week.

In areas like hilly terrain, riverine area, tribal area, and difficult area, there should be one Anganwadi Centre for each 300 to 800 persons and one Mini-Anganwadi Centre covering 150 to 300 persons. In other rural and urban area, it is one Anganwadi Centre for a population of 400 to 800 and one Mini-anganwadi Centre for 150 to 400 persons.

Literature review

Here is a quick literature review of the studies carried out on the impact of ICDS on child nutrition and development and capacity enhancement of the mother.

ICDS is the world's largest integrated early childhood programme, with over 40,000 centres nationwide. Since its inception in 1975, the programme has matured and expanded, despite difficulties in adapting to the vastly different local circumstances found on the Indian subcontinent. Evaluation studies have found that, despite some unevenness in the quality of services, the ICDS programme has had a positive impact on the survival, growth, and development of young children (UNICEF).

However the dominant focus of ICDS on food supplementation has hampered the other tasks envisaged in the program which are crucial for improving child nutritional outcomes. For example, not enough attention is given to improving child-care behaviours, and on educating parents how to improve nutrition using the family food budget. Older children (between 3-6 years) participate in the program much more than



younger ones and children from wealthier households participate much more than poorer ones. ICDS fails to preferentially target girls, lower castes or poorest villages, all of whom are at higher risk of under nutrition (World Bank, 2007). Overall ICDS has had limited success in meeting its goals of reducing child malnutrition in India. Some modifications are needed towards this end. Firstly, programme coverage and fund allocation need to be shifted towards states with the highest prevalence of child malnutrition. Secondly, efforts have to be made to ensure that funds are fully utilized in the few states where this is not the case. Thirdly, the impact of the programme on recipients can be enhanced by changing some aspects of programme design and implementation. With such changes, the substantial resources allocated to the ICDS can be used more effectively for raising future generations of healthy children (Lokshin, Gragnolati, & Ivaschenko, 2006).

A research study on training given to the AWWs indicates that there is a need for a paradigm shift from being a knowledge focused to being one that strengthens AWWs' ability to identify problems, infer appropriate action and subsequently render personalised counselling to caregivers (Chaturvedi & Nakkeeran, 2014).

The programme has reached over 8 million expectant and lactating mothers along with 50 million children (under 6 years of age) (UNICEF, 2010). However, a World Bank study⁶ has highlighted certain key shortcomings of the programme including inability to target the girl child improvements, participation of wealthier children more than the poorer children and lowest level of funding for the poorest and the most undernourished states of India.

Summary of Findings from CRC1

- ⊙ In the first CRC it was observed that less than 50% of the respondents were beneficiaries.
- ⊙ Around 45% of the beneficiaries in Goalpara are from the general category.

6

WORLD BANK (2009)
The Integrated Child Development Services Program (ICDS) – Are Results Meeting Expectations?



- ⊙ 60% of the beneficiaries in Chachar belong to the OBC
- ⊙ In Goalpara, Lawngtlai & Ribhoi more than 20% of the beneficiaries were illiterates.
- ⊙ In Wokha and Cachar less than 5% had availed the Nutrition and Health Education under ICDS programme. In Ribhoi more than 60% availed the same.
- ⊙ Wokha & Chandel at 80% literacy has the highest number of literates (primary, secondary and higher secondary education) through formal education.
- ⊙ Lawngtlai & Churachandpur, Wokha and Chandel are the districts where close to 60% of the houses are semi pucca
- ⊙ In Wokha none of the beneficiaries had attended the Non formal Pre-School Education (PSE) programme for children between 3-6years. In Cachar and Lawngtlai, 70% had attended.

Household Listing from CRC 2

The awareness level across households is the highest in Cachar and Wokha. The least number of households in Churachandpur were aware of ICDS as a program.

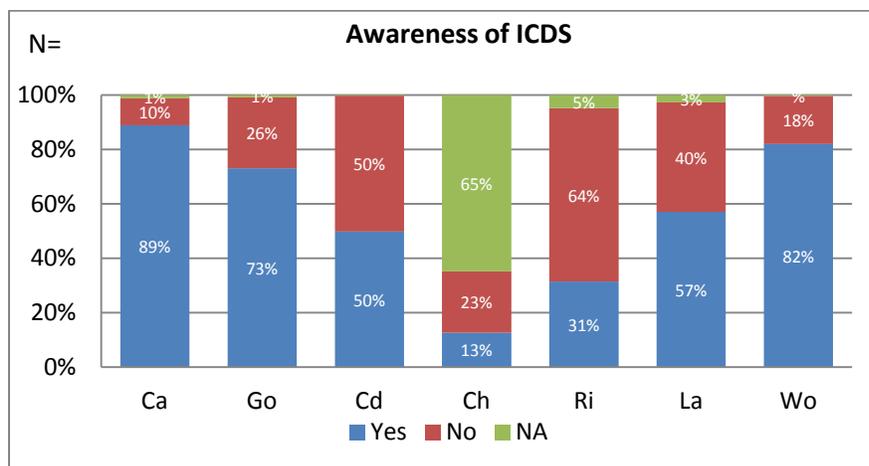


Figure 181: Awareness of ICDS



Among the households that were aware of ICDS nearly 50% of the households in Chandel and Wokha had applied the services ICDS.

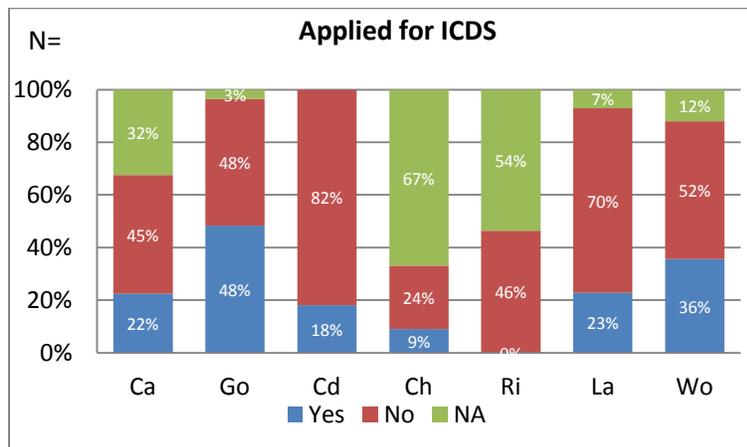


Figure 182: Applied for ICDS

Among households that has applied for ICDS nearly 60% of the households in Ribhoi and Goalpara has availed the services.

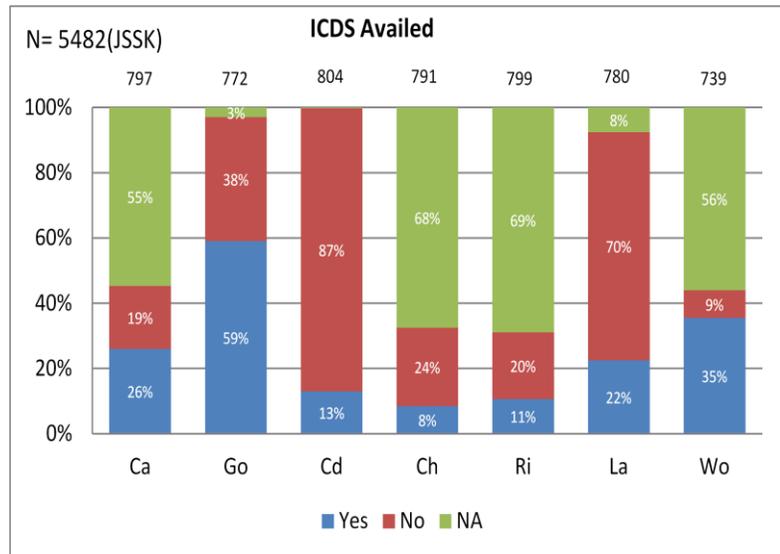


Figure 183: ICDS Availed



ICDS: Citizen Report Card 2

Under this CRC exercise 440 beneficiaries across 7 districts were interviewed. The CRC covered all aspects of ICDS such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.

Demographic Details

The respondents in most cases have been a non-beneficiary of the scheme in most cases other family members. In the case of Goalpara, Churachandpur and Lawngtlai, in more than 50% cases the beneficiary was the respondent



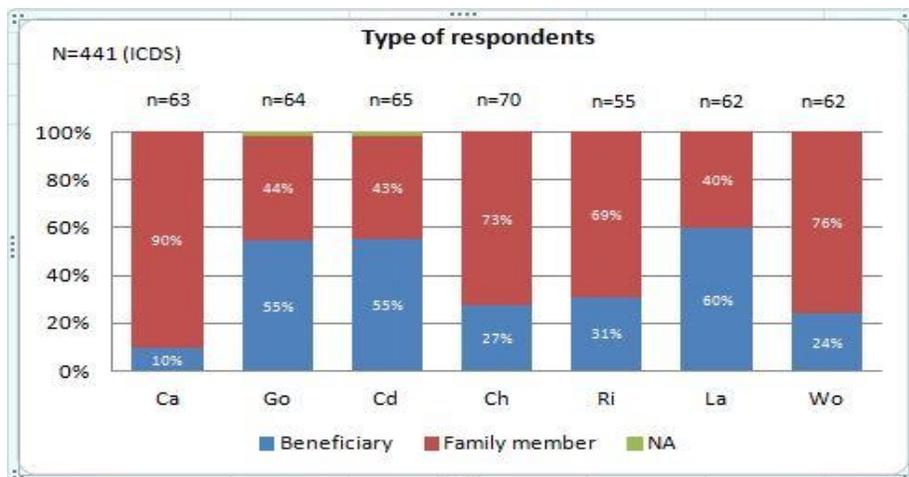


Figure 184: Type of respondents

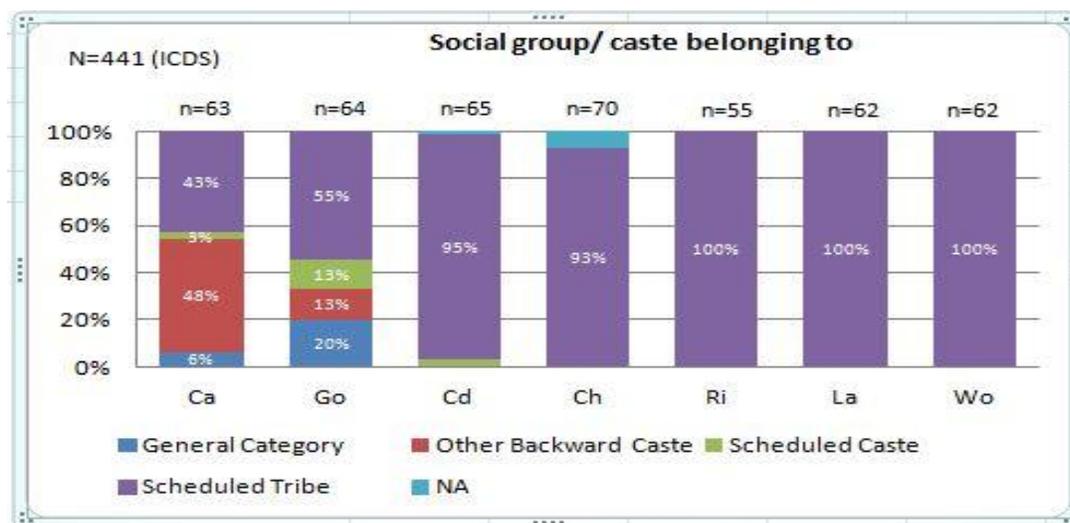


Figure 185: Social group/ caste of the respondent



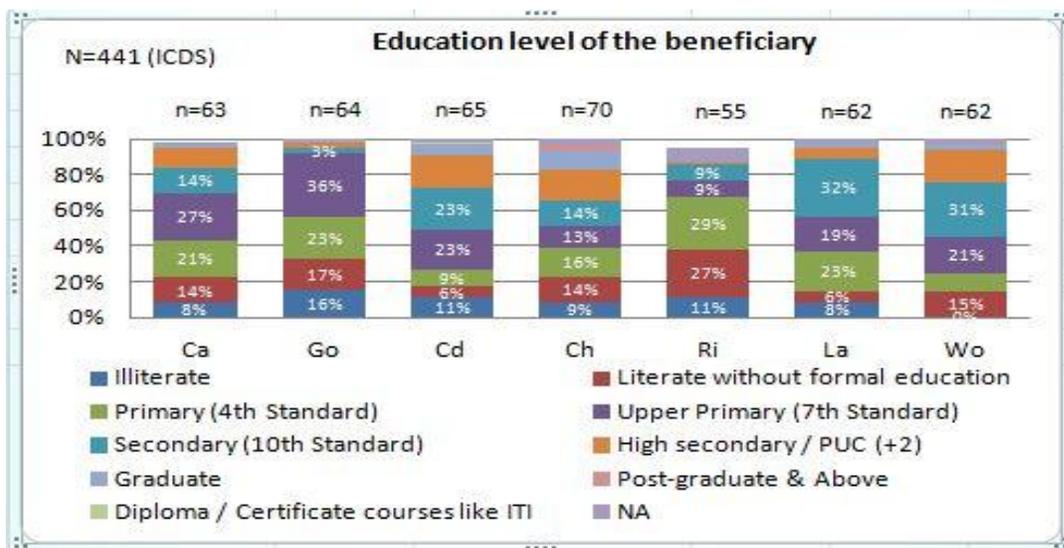


Figure 186: Education level of the beneficiary

Among all the districts Cachar and Goalpara are exceptions as unlike the other districts majority of beneficiaries do not belong to the scheduled tribe. Goalpara has 20% of the beneficiaries belonged to the general category samples which is the highest among all districts and in the case of Cachar nearly 50% of the beneficiaries belong to the general and OBC category put together.

Goalpara (16%) has highest percentage of illiterate beneficiaries and also highest percentage of beneficiaries (36%) with an education level of upper primary standards All 3 districts Chandel, Wokha and Churachandpur has high percentage of beneficiaries (nearly 20%) with an education level of higher secondary education (i.e. +2 level).

Awareness and Access

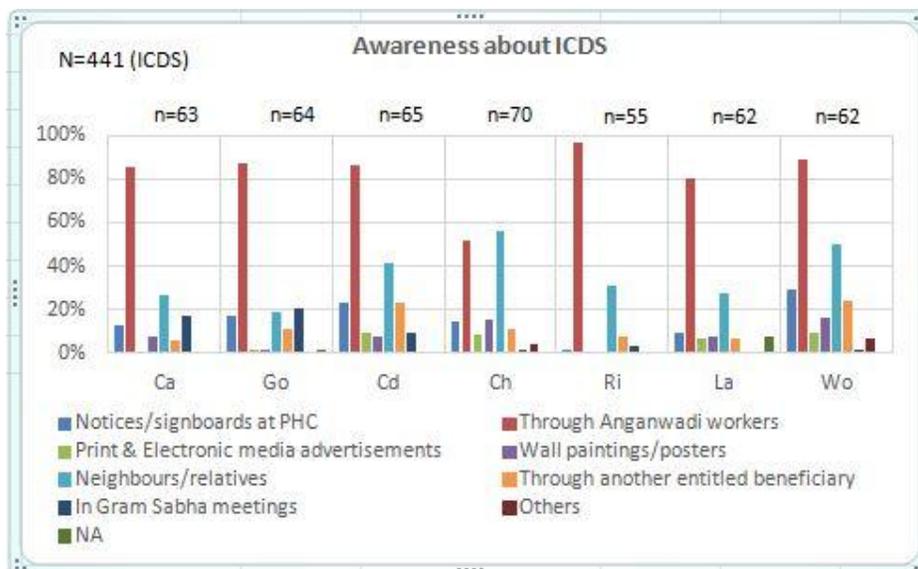


Figure 187: Awareness of ICDS

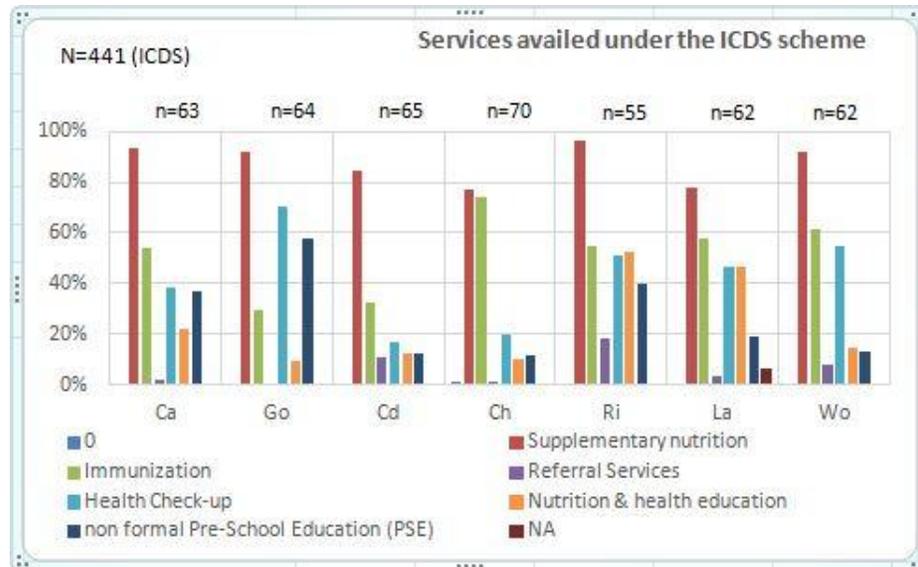


Figure 188: Services availed under ICDS scheme

A large percentage of samples across all districts reported 'Anganwadi workers' as their source of awareness about the scheme. In Chandel, Churachandpur and Wokha relatives and neighbours have also spread awareness followed by information sharing from other beneficiaries of the scheme.

Supplementary nutrition and Immunization were the two major services availed through this scheme across districts. In Goalpara, people also availed health check-ups and non-formal pre-education in large percentage.

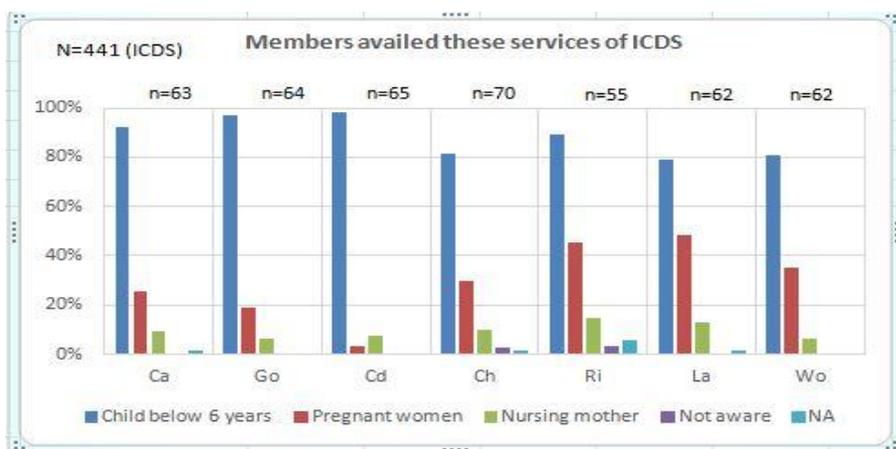


Figure 189: Services availed by members under ICDS

Children below 6 years of age have been the beneficiary of this scheme majorly across all districts. In Churachandpur, Ribhoi, Lawngtlai and Wokha, pregnant women have also been beneficiaries in considerable percentage. However the service available for nursing mothers (which is an important inclusion in the scheme) is hardly used by beneficiaries.

Usage and Quality

'Food for child for upto 6 years' had been the major service availed by the beneficiaries across the districts under Supplementary nutrition scheme. Both pregnant women and infants have availed the benefit of this scheme across districts.



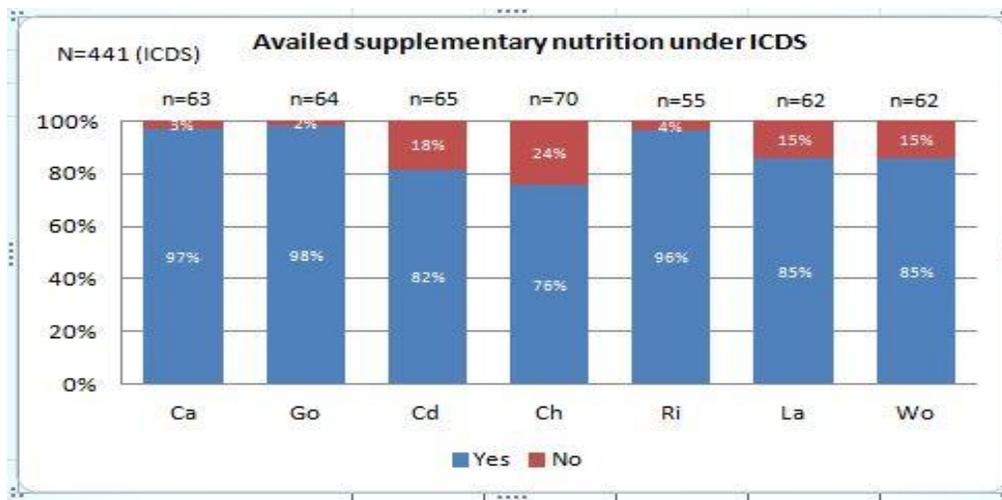


Figure 190: Availed supplementary nutrition under ICDS

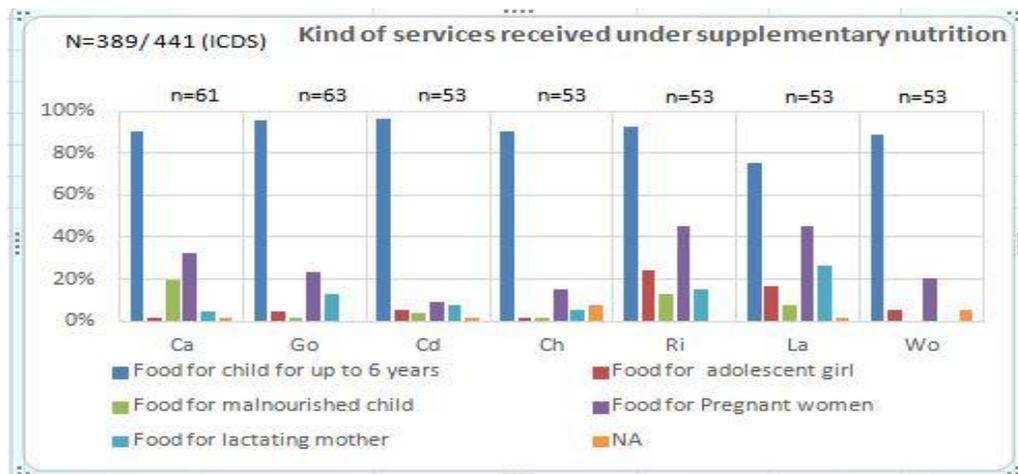


Figure 191: Type of service availed under supplementary nutrition



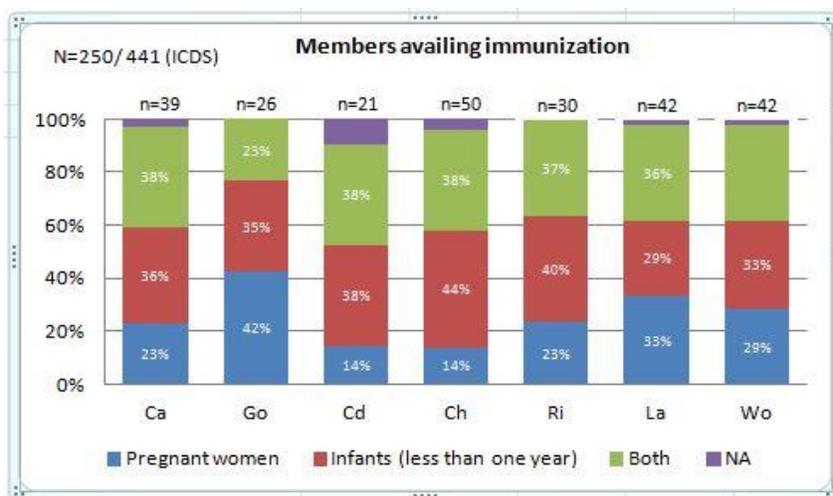


Figure 192: Beneficiaries availing immunization

The other services included in the scheme such as food for malnourished children and food for adolescent girls is not as often availed. Food availability for malnourished children was still popular among beneficiaries in Cachar and Ribhoi with close to 20% beneficiaries claiming to have availed the service.

Immunization is also an important service under ICDS. Except for in Goalpara and Chandel more than 50% beneficiaries had availed these facilities under ICDS. The immunization program was the most popularly used for infants' upto 1 year of age.

Problems and Resolution

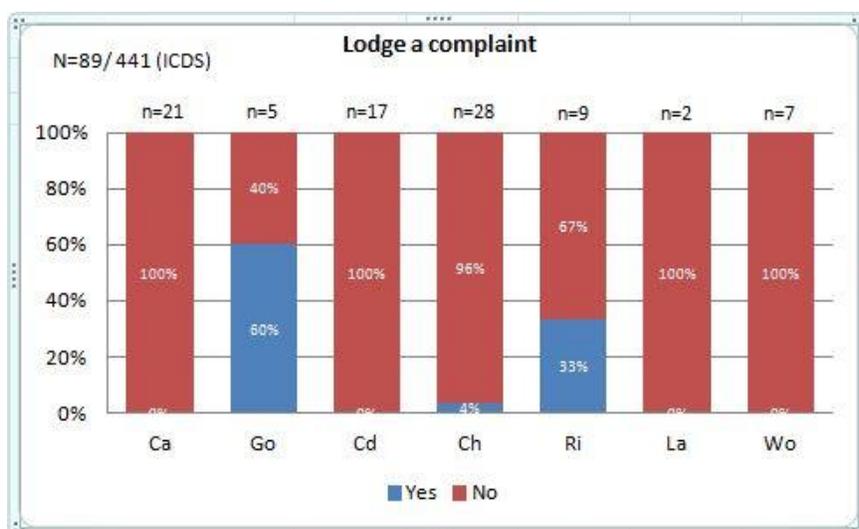


Figure 193: Number of complaints of lodged



Among all the districts, Goalpara has an exceptional number of beneficiaries who have lodged a complaint followed by the beneficiaries in Ribhoi. In all other districts majority of samples did not complain about the scheme.

Majority of beneficiaries across districts had problems with getting the entitlements of ICDS and service of the staff. Highest numbers of complaints were lodged in Churhandpur, o which most of the issues (nearly 70%) were related to poor service of the staff. In Wokha nearly 40% of the beneficiaries experienced issues related to payments.

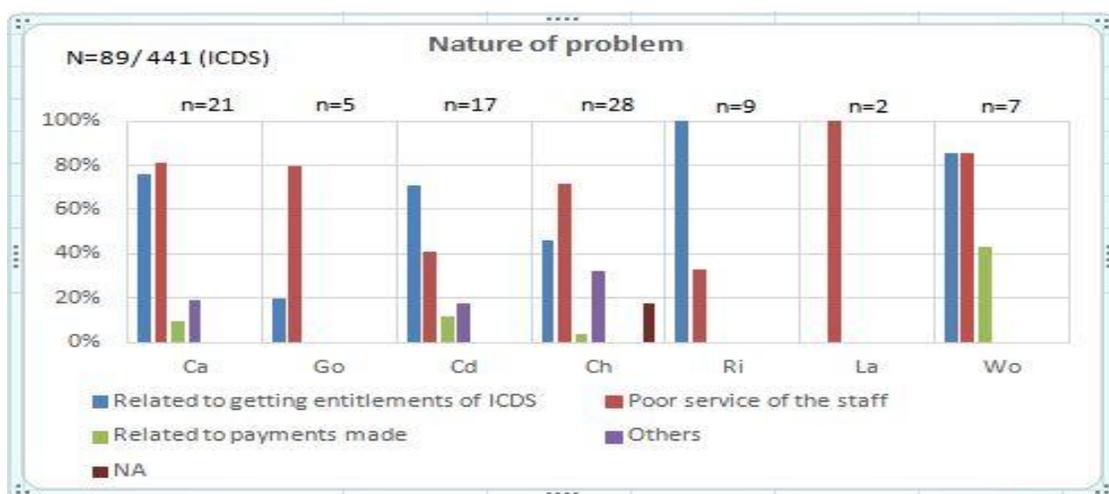
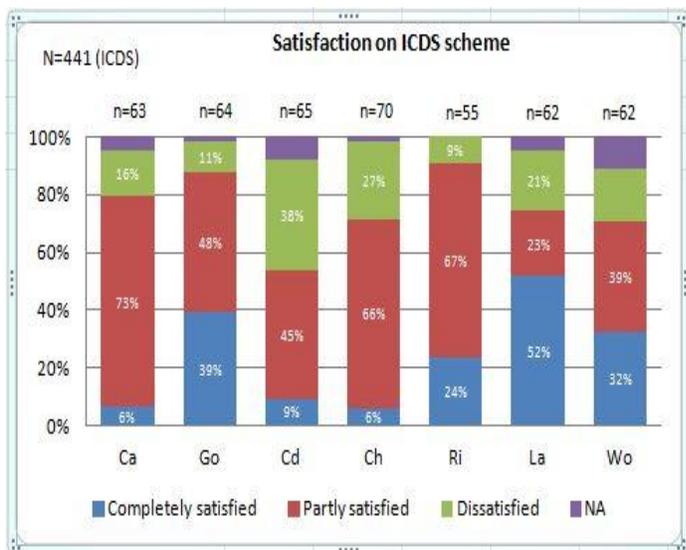


Figure 194: Nature of problem

Satisfaction



High percentages of beneficiaries are dissatisfied with the scheme in Chandel and Churachandpur (nearly 35%).

Nearly 40% beneficiaries are completely satisfied in Lawngtlai and Goalpara.

Figure 195: Overall satisfaction on ICDS scheme

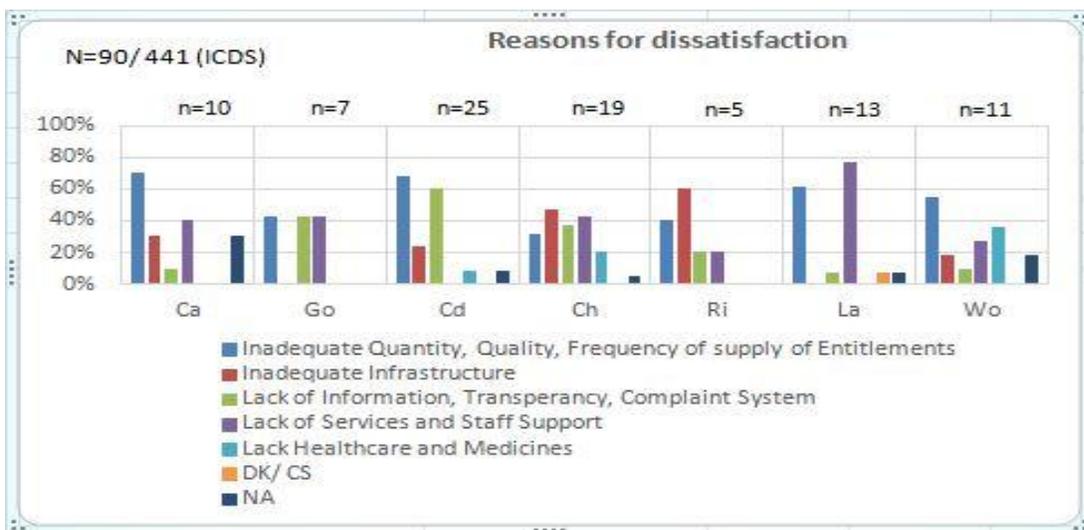


Figure 196: Reason for dissatisfaction

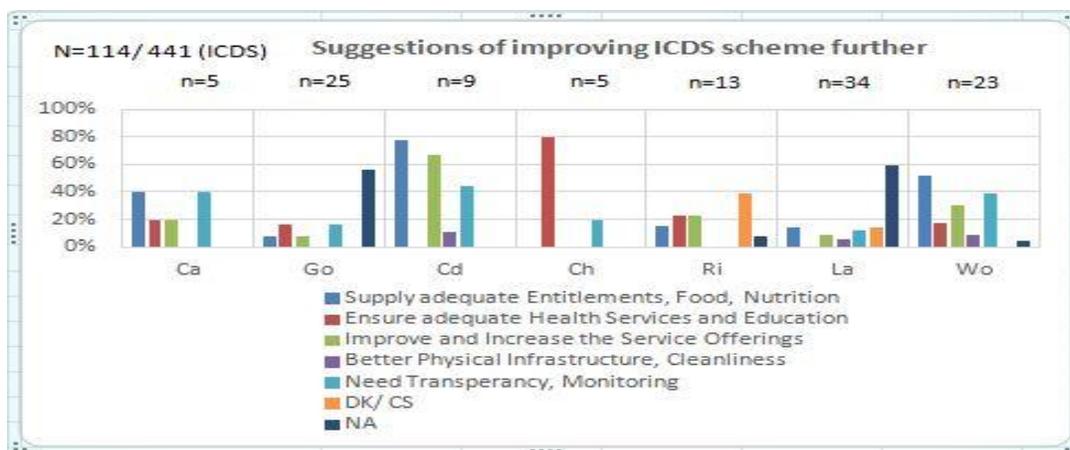


Figure 197: Suggestion for improving ICDS scheme further

Inadequate quantity and quality of supply had been a major reason for dissatisfaction in Cachar, Chandel, Lawngtlai and Wokha.

Inadequate infrastructure had been the main reason for dissatisfaction in Churachandpur and Ribhoi.

Supplying adequate entitlements had been suggested throughout all districts to improve the scheme. There is also an increasing demand across districts to improve and increase the gamut of services under ICDS.

Gender and Minority

- In Cachar district 88% of the female beneficiaries came to know about the ICDS scheme from the Anganwadi workers (as their interaction with them was higher). Across districts the awareness through wall paintings/posters was minimum (less than 10%) as most women beneficiaries come across this.
- In Churachandpur nearly 60% of the female beneficiaries came to know about the scheme through neighbours and relatives. In Churachandpur the main source of information was through interaction through friends and relatives. In Cachar district 95% of the women beneficiaries availed the supplementary nutrition program.
- In Goalpara nearly 90 % of the female beneficiaries availed the free health-check up facility. Nearly 80% of the beneficiaries in Churachandpur had received immunization under ICDS.



- Nearly 50% of the female beneficiaries in Lawngtlai were completely satisfied with the facilities received under ICDS.
- Across all districts the main reason for dissatisfaction of female beneficiaries are inadequate quantity, quality, frequency of supply of entitlements and inadequate infrastructure

Trends in Program

- ⊙ Cachar has proven to be an exception in case of social group/ caste as it has majority of samples belonging to OBC category while all other districts have a majority of population under ST category. Goalpara has 20% of General category samples which is the highest among all districts. This is mainly because the selected states are special category states.
- ⊙ A large percentage of samples across all districts reported 'Anganwadi workers' as their source of awareness about the scheme. In Chandel, Churachandpur and Wokha relatives and neighbours have also spread awareness. In CRC 1 also the main source of awareness had been 'Anganwadi workers'.
- ⊙ Supplementary nutrition and Immunization were the two major services availed through this scheme across districts. In Goalpara, people also availed health check-ups and non-formal pre-education in large percentage. The trend was the same in CRC 1, however in Ribhoi respondents also availed 'Nutrition and health education'.
- ⊙ Children below 6 years of age have been the beneficiary of this scheme majorly across all districts. In Churachandpur, Ribhoi, Lawngtlai and Wokha, pregnant women have also been beneficiaries in considerable percentage. In CRC 1, the majority of beneficiaries had been children below 6 years of age.
- ⊙ 'Food for child for upto 6 years' had been the major service availed by the samples across the districts under Supplementary nutrition scheme.



- ⊙ Both pregnant women and infants have availed the benefit of this scheme across districts.
- ⊙ Goalpara has an exceptional sample of beneficiaries' majority of who have lodged a complaint followed by the samples in Ribhoi. In all other districts majority of samples did not complain about the scheme. In CRC 1 more than 50% of respondents complained about the scheme in Lawngtlai.
- ⊙ Majority of beneficiaries across districts had problems with getting the entitlements of ICDS and service of the staff.
- ⊙ Inadequate quantity and quality of supply had been a major reason for dissatisfaction in Cachar, Chandel, Lawngtlai and Wokha. Inadequate infrastructure had been the main reason for dissatisfaction in Churachandpur and Ribhoi. In CRC 1, Poor quality of services had been the major reason for dissatisfaction across all the districts.



Janani Shishu Suraksha Karyakram (JSSK)

Janani Shishu Suraksha Karyakram

JSSK is a scheme launched in June 2011, by Ministry of Health and Family Welfare, Government of India under National Health Mission with an aim to encourage all pregnant women to deliver in Public Health Facilities.

Objectives:

- To encourage all pregnant women to deliver in Public Health Facilities and fulfil the commitment of achieving cent % Institutional deliveries.
- It will also help to reduce the Maternal Mortality Ratio (MMR) and Infant Mortality Rate (IMR).

Eligibility

- All pregnant women going to government health institution for delivery
- All sick infant (below 1 year of age) going to government health institution for treatment

Entitlements of JSSK⁷

The following are the entitlements of all pregnant women covered under the JSSK scheme:

- Free and zero expense Delivery and Caesarean Section
- Free Essential Diagnostics (Blood, Urine tests and Ultra-Sonography etc.)
- Free Drugs and Consumables
- Free Diet during stay in the health institutions (up to 3 days for normal delivery & 7 days for caesarean section)
- Free Provision of Blood(on replacement basis)
- Free Transport from Home to Health Institutions
- Free Transport between facilities in case of referral
- Drop Back from Institutions to home after 48hrs stay

⁷ Taken from the 'Guidelines for Janani-Shishu Suraksha Yojana' by the Maternal Health Division, MoHFW, GoI, 2011.



- Exemption from all kinds of User Charges

The following are the entitlements of all sick infants (upto 1 year) covered under the JSSK scheme:

- Free and zero expense treatment
- Free drugs and consumables
- Free diagnostics
- Diet for mother during the stay of sick children in hospital for 5 days
- Free provision of blood (donors to be provided by attendants)
- Free transport from home to health institution
- Drop back from institutions to home
- Free transport between facilities in case of referral
- Drop back from institutions to home
- Exemption from all kinds of User Charges

Application process and documents required

There is no separate application process for this program. Any pregnant women who are admitted to a government/public hospital for ante-natal of delivery will be eligible for the above mentioned services and entitlements.

Literature Review

JSSK has been successful in increasing institutional deliveries, thereby improving the antenatal care. It has also increased the NICU (Neo-natal Intensive Care Unit) admission rate in government centres, with increased use of modern modalities across all socioeconomic strata. The increase in the preterm admission rate & reduced preterm mortality has had a huge impact on the NMR (Neonatal Mortality rate) over the long run. However, NICUs will have to be strengthened in terms of doctor- bed & nurse-bed ratios and decrease unnecessary transfers due to non vacancy to magnify the effects of JSSK in the society (Kakkad, Patel, & Patel, 2014). In a study that assessed the impact of this cashless delivery scheme on out-of-pocket expenditure for institutional delivery in an slum areas showed that the introduction of JSSK appears to have reduced the out-of-pocket expenditure; the extent of risk protection is however inadequate. However a rigorous implementation of JSSK may further reduce the financial hardships faced by households by improving access and utilization of institutional deliveries (TRIPATHI &



SAINI). In a recent research an attempt was made to study the impact of referral transport system on institutional deliveries. The results show a positive effect of referral transport service on increasing institutional deliveries. However, this needs to be backed up with adequate supply of basic and emergency obstetric care at hospitals and health centres. (Prinja, Jeet, Kaur, & Aggarwal)

Summary of Findings from CRC1

- Around 40% of the respondents were beneficiaries
- Except in Goalpara and Cachar, 99% all beneficiaries were scheduled tribes
- In Churachandapur and Goalpara, 80% went to the Government Hospital during their pregnancy and delivery
- 70% of the beneficiaries visit these facilities for delivery and 80% for ante-natal check-ups
- In Goalpara, 80% of the beneficiaries received information on JSSK from the PHC staff
- 70% of the beneficiaries in Wokha and Lawngtlai were completely satisfied with the availability of staff
- In Chandel, 20% of the beneficiary were dissatisfied with the amount of time taken to address them
- In Wokha, 70% of the beneficiaries were completely satisfied with the availability of staff, time taken to attend to them and the overall behaviour of doctors and the helpfulness of staff
- Close to 80% of all beneficiaries feel that improvement in the implementation of the scheme would increase their satisfaction level
- In Goalpara, 100% of the beneficiaries increasing awareness and entitlements would help in improving the JSSK scheme
- Lack of proper infrastructure was the main reason for dissatisfaction



- In Wokha and Churachandapur, more than 50% of the beneficiaries felt that there was inadequate assistance from the hospital staff

Household Listing from CRC 2

The overall awareness levels were high. The awareness level across households is the highest in Cachar, Goalpara and Wokha. The least number of households in Churachandpur were aware of JSSK as a program.

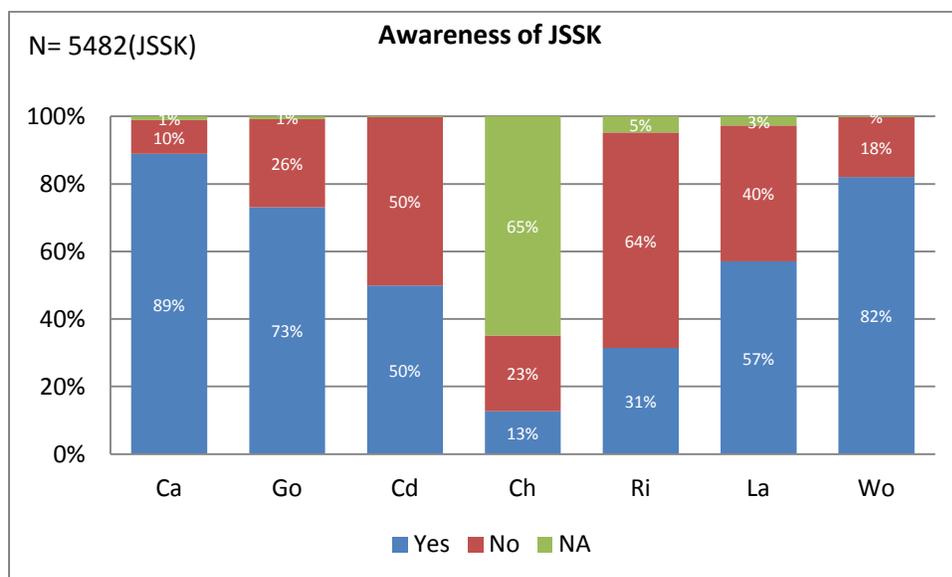


Figure 198: Awareness for JSSK

Among the households that were aware of JSSK only about 20% of the households in all districts except Goalpara and Wokha had applied the services JSSK.



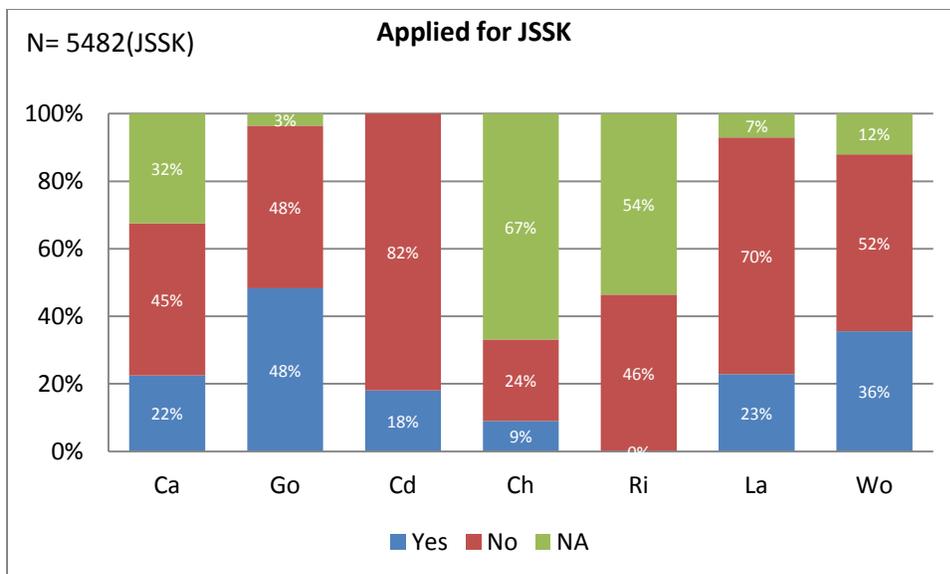


Figure 199: Applied for JSSK

Among households that have applied for JSSK less than 20% of the households in all districts except Goalpara and Wokha had availed the services.

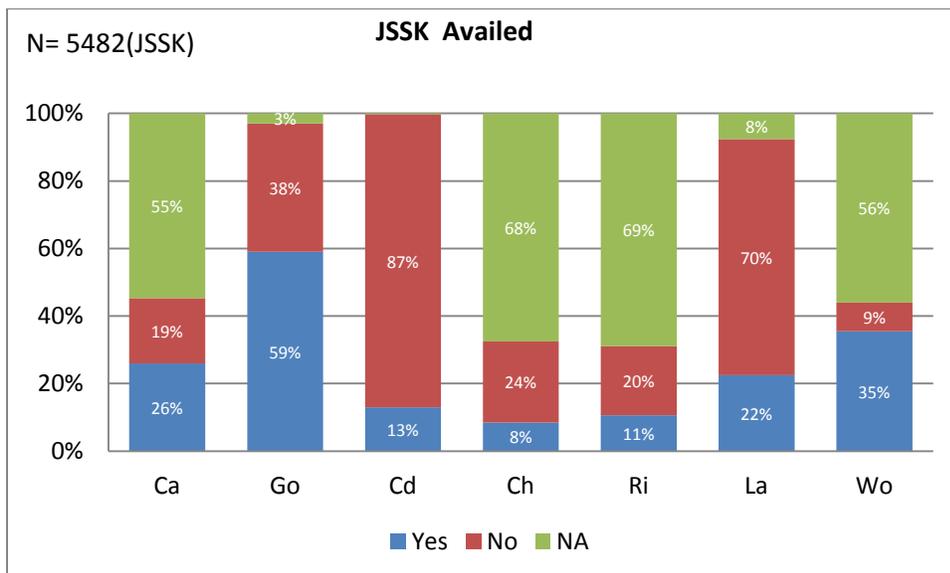


Figure 200: JSSK Availed



JSSK: Citizen Report Card 2

316 beneficiaries across 7 districts were interviewed under the CRC exercise. The CRC covered all aspects of JSSK such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.

Demographic Details

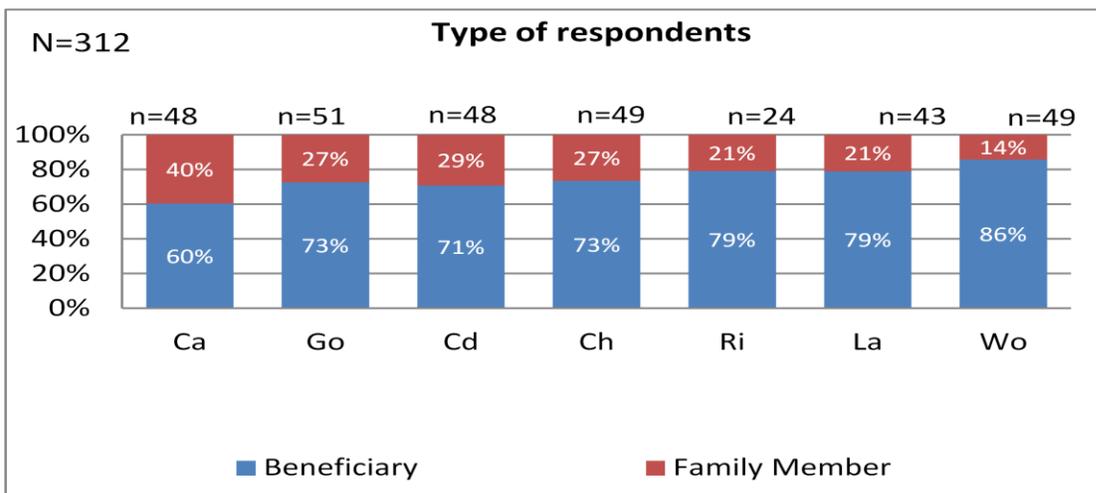


Figure 201; Type of respondent

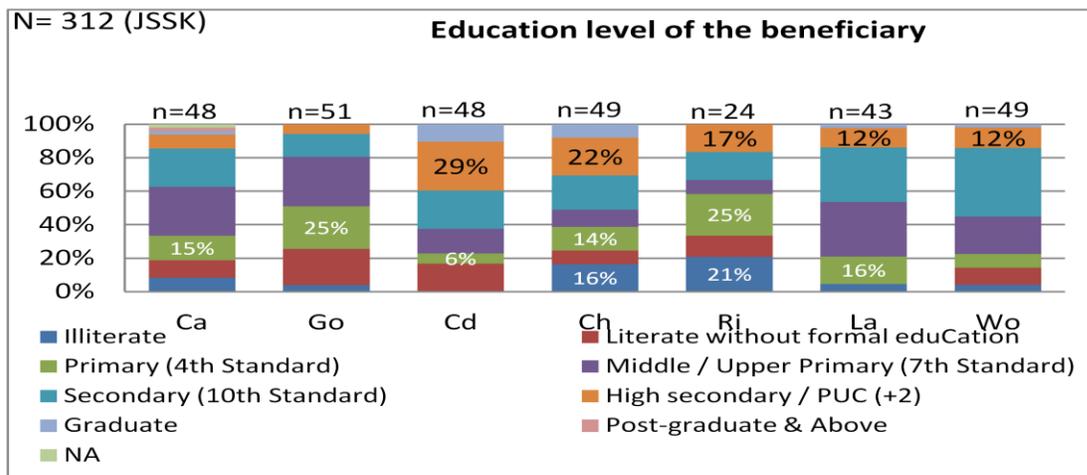


Figure 202: Educational level of the beneficiary



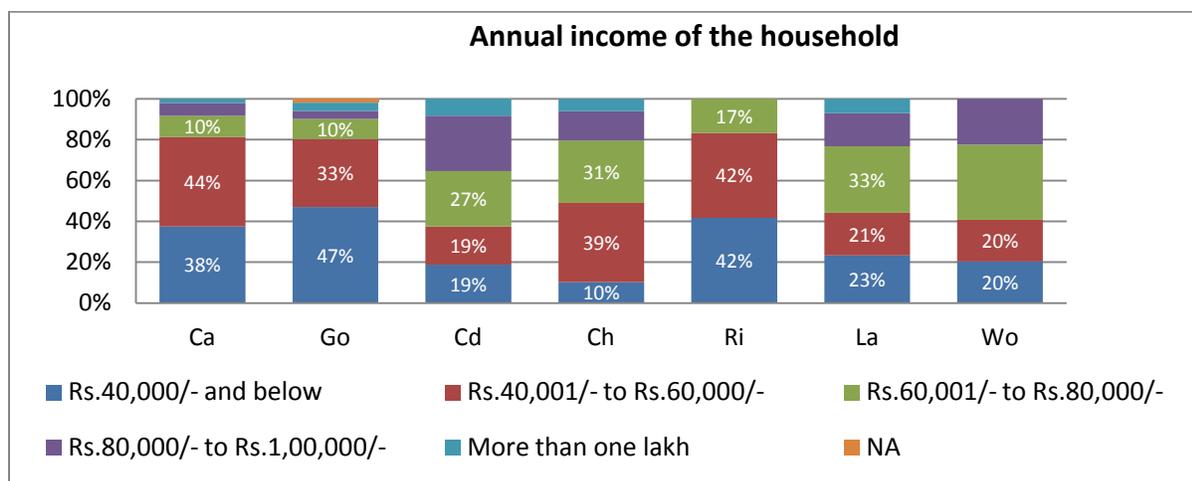


Figure 203: Annual Income of the household

During the mid-CRC process for the program it was seen that nearly 70% of the respondents were beneficiaries themselves.

The extent of illiteracy was the highest in Churachandpur and Ribhoi, nearly 20%. More than 20% of beneficiaries in Cachar had finished secondary education. Nearly 30% of the beneficiaries in Chandel district had completed higher secondary education and close to 15% were graduates. The number of people with comparatively higher level of education is the highest in this district.

As far as annual income across districts is concerned, in all districts except Chandel and Wokha nearly 50% of beneficiary household earned between Rs 40,000 and Rs 60,000 per annum. In Wokha nearly 40% of the beneficiaries earned between Rs 60,000 to Rs 80,000 p.a, in Chandel almost 15% earned more than Rs 1 lakh per month.



Awareness and Access

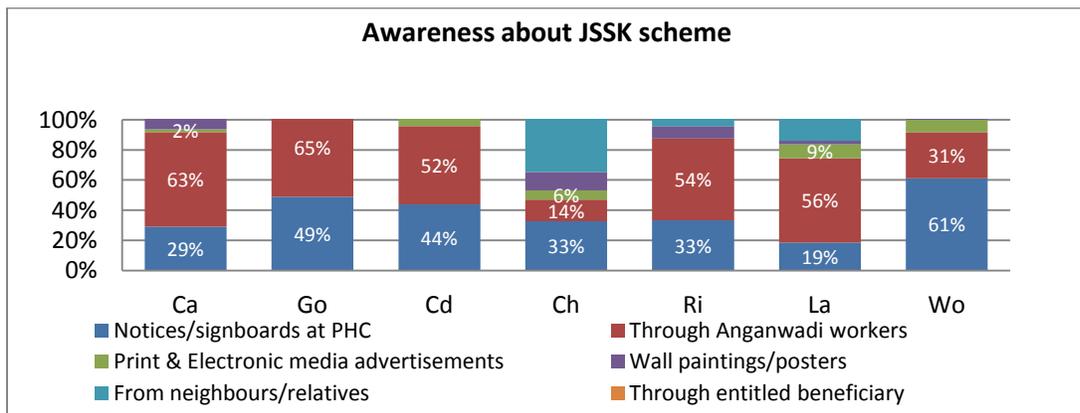


Figure 204: Awareness about JSSK scheme

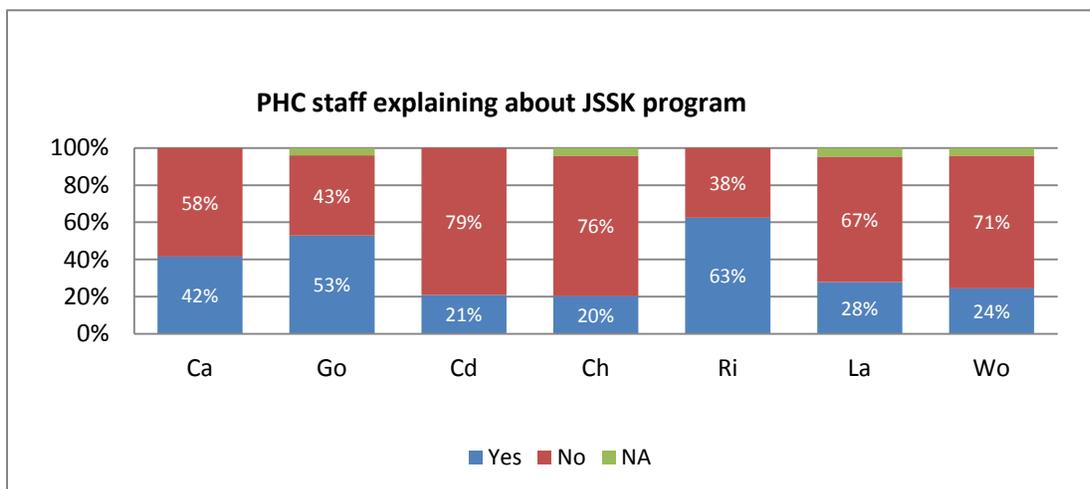


Figure 205: PHC staff explaining about JSSK program

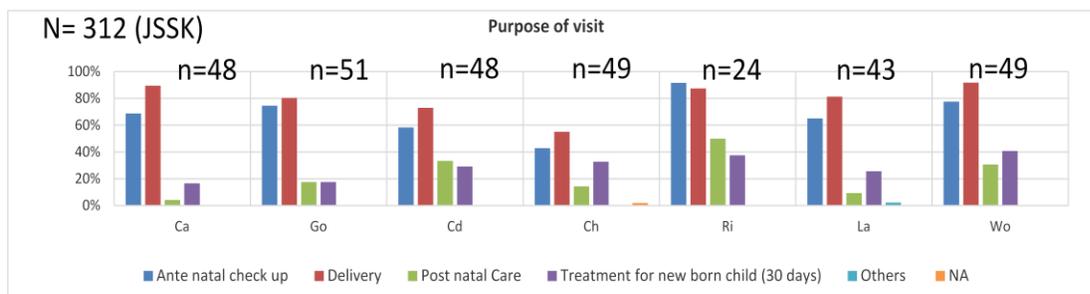


Figure 206: Purpose of visit



Except for in Chandel, Anganwadi workers were the main source of information about the scheme. In the case of Chandel, most people sought information about the scheme from neighbours and friends. Notices at the PHC centres are also a very vital source of information about JSSK, across districts.

In Chandel, Churachandpur, Wokha and Lawngtlai nearly 70% of the beneficiaries said that the PHC staff did not provide any information on the scheme. It was only in Ribhoi district where close to 70% beneficiaries reported that they had been explained about the JSSK scheme by the PHC staff.

In most cases women (across districts) visited the PHC for ante natal check ups and delivery and in much lesser cases for post natal care and treatment of new born. The proportion of women who visited the centre for new born check-ups were comparatively higher in case of Ribhoi and Wokha.

Usage and Quality

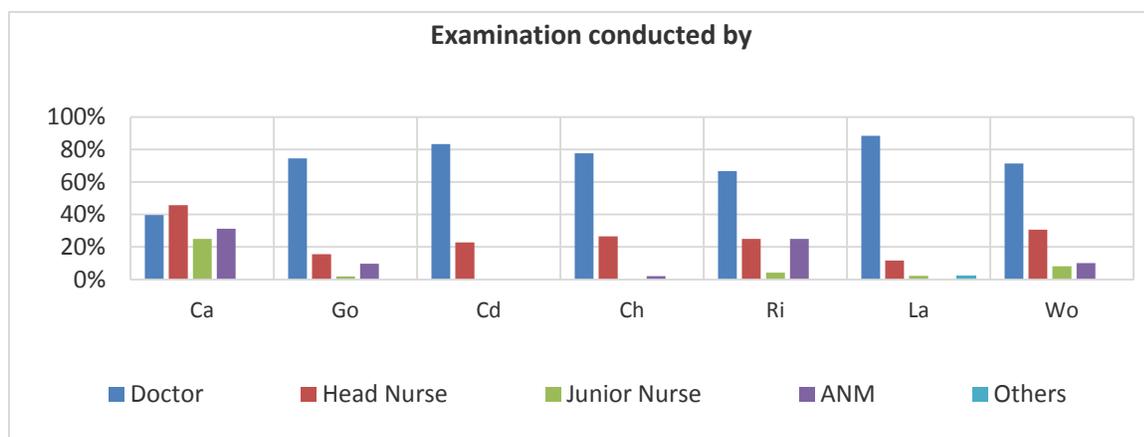


Figure 207: Official who conducted the examination



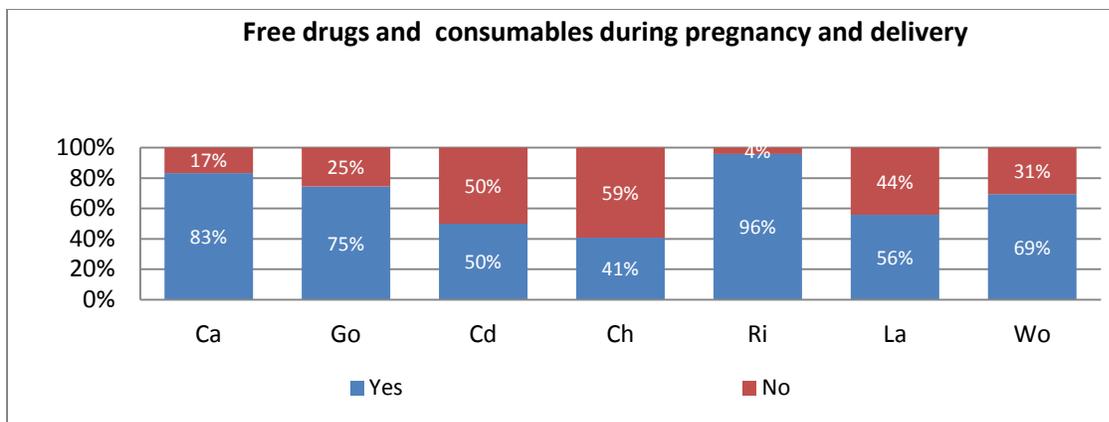


Figure 208: Free drugs and consumables during pregnancy and delivery

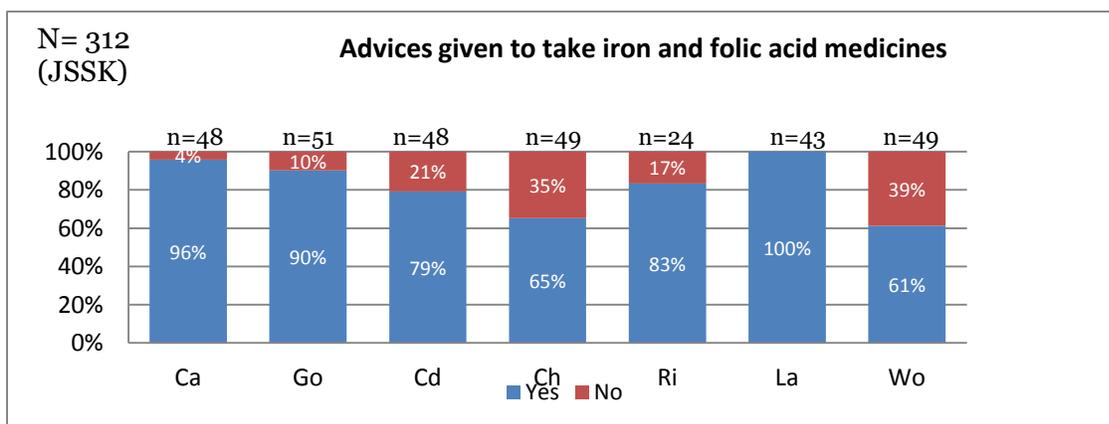


Figure 209: Advices given to take iron and folic acid medicines



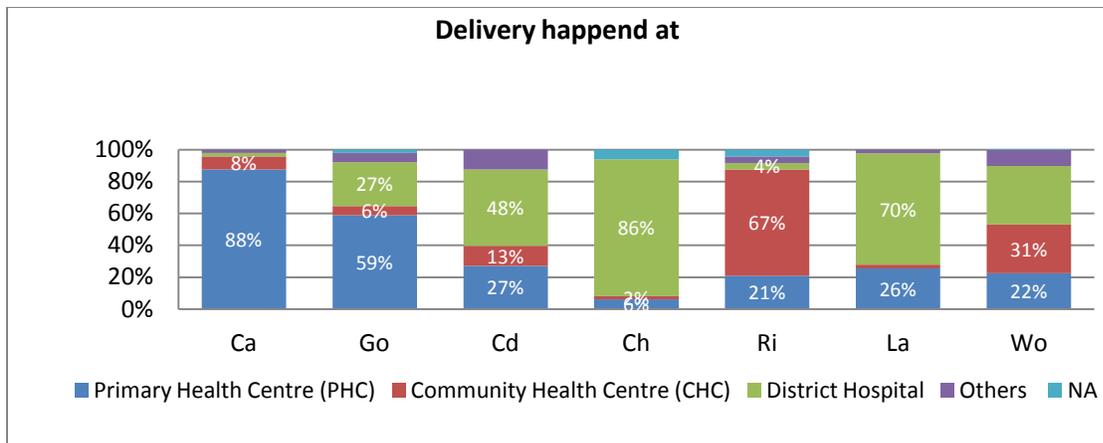


Figure 210: Location of delivery

In all cases, except Cachar the main examination was done by the doctor himself. In the case of Cachar the beneficiaries reported that the main examination was done by the head nurse.

Except for Churachandpur and Chandel, more than 70% of all beneficiaries received free drugs and consumables during pregnancy and delivery. In all districts except Churachandpur and Wokha the percentage of beneficiaries who received the advice to consume folic acid supplements was more than 80%.

In Churachandpur and Lawngtlai more than 70% of the deliveries happened at the district hospital. In Cachar close to 90% of the deliveries happened at the PHC level.

Problems and Resolution

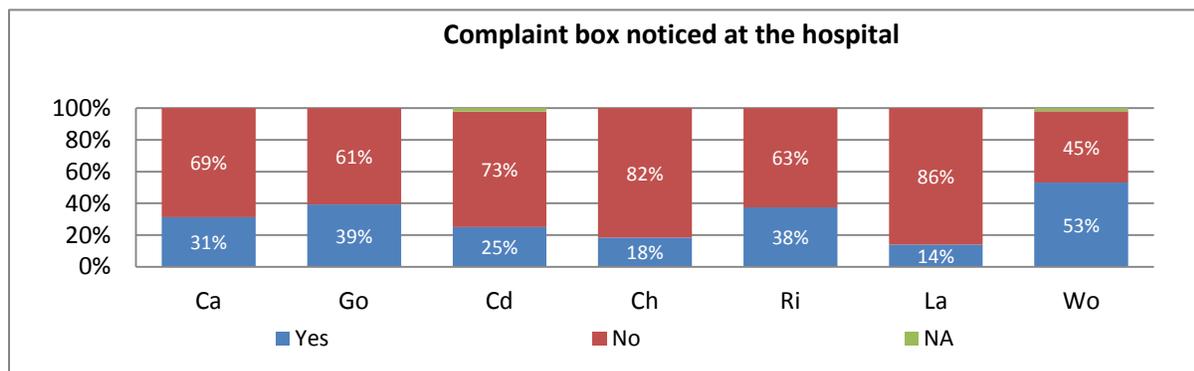


Figure 211: Complaint box noticed at the hospital

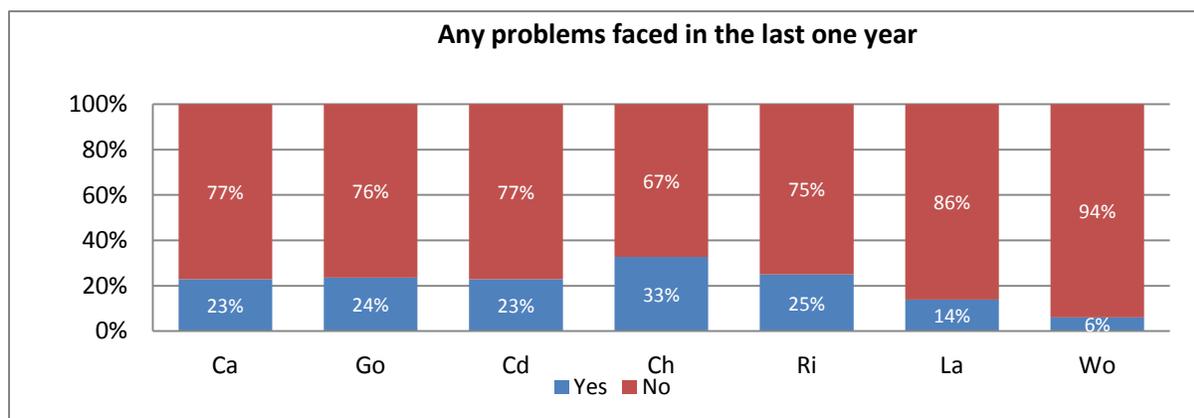


Figure 212: Problems faced in the last one year

Except for Lawngtlai and Wokha nearly 30% of the beneficiaries claimed to have faced issues with the program in the past year. In Wokha, nearly 95% of the beneficiaries said that they did not face any issues while availing benefits under JSSK. The avenues available to register the complaint was also limited as nearly 75% of beneficiaries across districts said that they had not seen a complaint box during their visit to the PHC.



Satisfaction

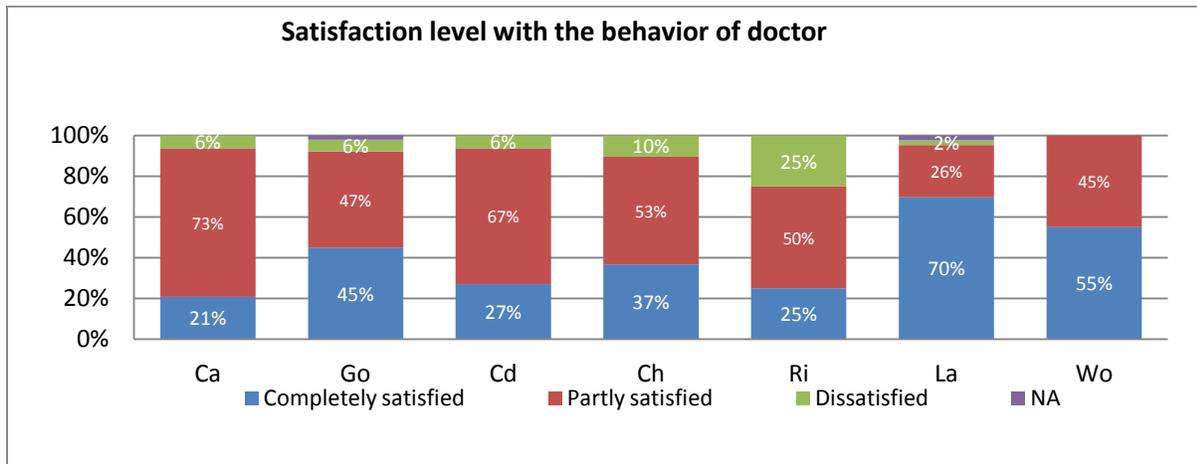


Figure 213: Satisfaction level with the behavior of doctor

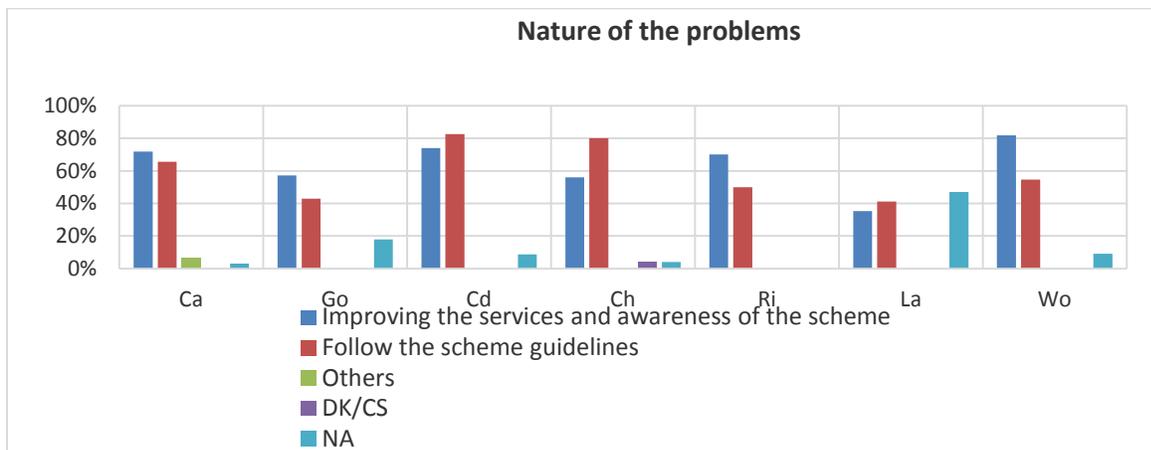


Figure 214: Nature of problem faced



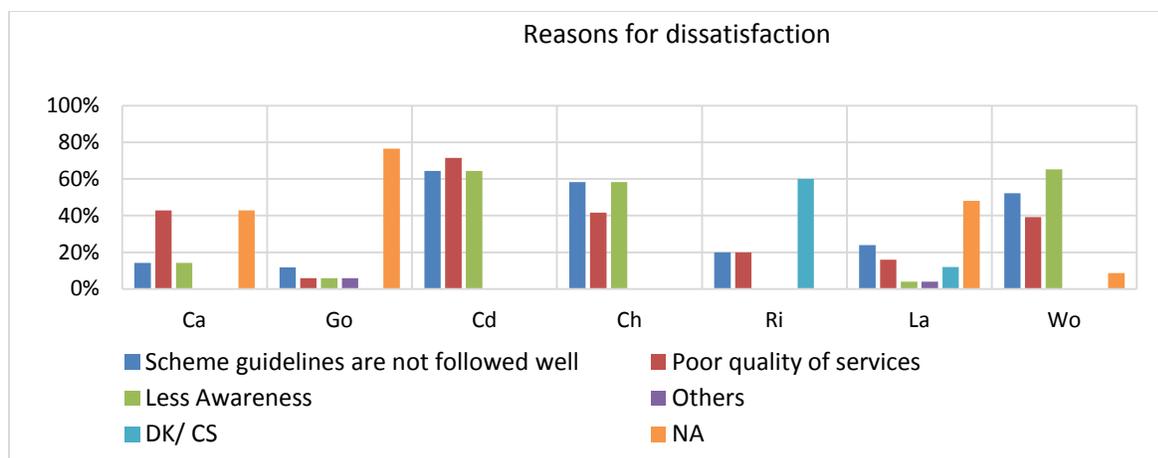


Figure 215: Reasons for dissatisfaction

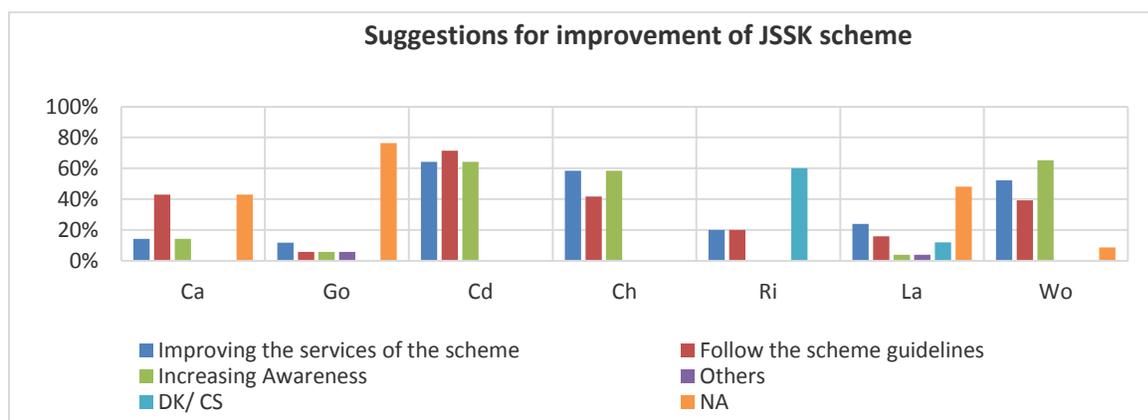


Figure 216: Suggestions for improvement of JSSK scheme

It was only in the districts of Lawngtlai and Wokha, that more than 50% of the beneficiaries were completely satisfied with the behaviors of the doctor.

Across districts, most beneficiaries said that improving the services and awareness of the scheme and following the scheme guidelines would help improve the implementation.

The main reason for dissatisfaction as pointed out across districts is the poor quality of services and lack of awareness. In Wokha and Churchanpur, most beneficiaries felt that the low awareness on the various benefits of the scheme itself was the main reason for dissatisfaction.

Gender and Minority

- In Cachar district 65% of the female beneficiaries came to know about the JSSK scheme from anganwadi workers (as their interactions with them were higher).
- The awareness through gram sabha meetings was minimum (less than 10%) as most women beneficiaries did not attend these meetings.
- In Goalpara nearly 50% of the female beneficiaries came to know about the scheme through signboards at the PHC. In Churhandpur the main source of information was through interaction through friends and relatives.
- In Cachar district 90% of the women beneficiaries took treatment at their local PHC during their entire course of their pregnancy. In Goalpara 35% of the beneficiaries had received treatment at government hospital.
- Nearly 70% of the beneficiaries had received treatment at the government hospital in Goalpara received treatment at the government hospital.
- In Cachar, Chandel, Churhandpur and Ribhoi nearly 2 times more men had paid for diagnostic tests as compared to women. The level of awareness among female beneficiaries was lowest in Chandel.
- In all districts except for Lawngtlai most female beneficiaries felt that improving service delivery and awareness of the scheme would lead to better implementation.
- Among female beneficiaries in Chandel, Churhandpur and Wokha nearly 50% felt that lack of awareness was the main issue with the scheme.



Trends in Program

- ⊙ In Chandel, Churachandpur, Wokha and Lawngtlai nearly 70% of the beneficiaries said that the PHC staff did not provide any information on the scheme.
- ⊙ In CRC 2 most cases women (across districts) visited the PHC for ante natal check-ups and delivery and in much lesser cases for post natal care and treatment of new born. The trend was similar during CRC 1.
- ⊙ In all cases, except Cachar the main examination was done by the doctor himself. Even in CRC 1 the main examination in Cachar was done by the head nurse.
- ⊙ Except for Churachandpur and Chandel, more than 70% of all beneficiaries received free drugs and consumables during pregnancy and delivery. The same trend was observed in CRC 1.
- ⊙ In Churachandpur and Lawngtlai more than 70% of the deliveries happened at the district hospital. In Cachar close to 90% of the deliveries happened at the PHC level.
- ⊙ In Wokha, nearly 95% of the beneficiaries said that they did not face any issues while availing benefits under JSSK.
- ⊙ Nearly 75% of beneficiaries across districts said that they had not seen a complaint box during their visit to the PHC. In CRC 1 also the trend was same.
- ⊙ Across districts, most beneficiaries said that improving the services and awareness of the scheme and following the scheme guidelines would help improve the implementation. In CRC 1 across districts the respondents pointed out that improving implementation will make them feel more satisfied.



- ⊙ The main reason for dissatisfaction as pointed out across districts is the poor quality of services and lack of awareness.



Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)

Rajiv Gandhi Grameen Vidyutikaran Yojana

'Rajiv Gandhi Grameen Vidyutikaran Yojana' was launched by Ministry of Power in 2005 with the aim of attaining the National Common Minimum Programme (NCMP) goal of providing access to electricity to all households in the country. Rural Electrification Corporation Ltd (REC) is the Nodal Agency responsible for implementation.

Objectives:

- Electrifying all villages and habitations.
- Providing access to electricity to all rural households.
- Giving Electricity Connection to Below Poverty Line (BPL) families free of charge.

Eligibility

- Villages or hamlets with population of 100 or more are eligible.
- Below Poverty Line (BPL) Households are eligible for free connections.
- Above Poverty Line (APL) Households can get a connection but they must pay for their connections at the State prescribed connection charges and no subsidy is available.

Entitlements of RGGVY: Provision of Individual Household Latrine (IHHL)

- If you are a BPL household living in an area covered by the RGGVY scheme you are entitled to free electricity connection.
- Under the scheme, electrification of un-electrified BPL households will be financed with 100% capital subsidy amounting to Rs.2200/- per household in all rural habitations.



The entitlement is for free electric connection, but not for free usage. Therefore, the bill/usage amount is not for free of cost, and has to be paid.

Application process & documents required

- If you are a BPL household Village Council or Authority/Gram Panchayat will approve your application.
- There is no as such prescribed format, and the applicant may submit the application to Village Council/Panchayat Office on the piece of plain paper along with photocopy of BPL card.

Literature review

Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) provides robust electricity infrastructure for providing access to electricity to all households in targeted villages as per the revised definition of village electrification. Existing infrastructure in the already electrified villages is also being strengthened to provide access to electricity to surrounding majras/tolas. RGGVY also has a mandate for 6 to 8 hours supply of electricity. Though, the electricity infrastructure to rural areas is being provided under RGGVY, the actual availability of electricity to the rural areas is still a matter of question (MoP-UNDP, 2010). Implementation of RGGVY has greatly helped in supply of electricity to rural households in the 15 major states of India. Availability of electricity within the household has facilitated dissemination of communication through electronic media improving beneficiaries' knowledge about development schemes and practices, specifically on health, education, nutrition and sanitation. It has also improved employment and income status of members of beneficiary households. The employment impact is gender positive as it has helped in reducing women's burden. Children have substantially benefited from switchover to electric lamp light from kerosene-based lamps, providing them adequate light for their study in evenings and improving their performance in schools. There is necessity to have convergence of other schemes of district plan with RGGVY and proper demand estimation for power along with realistic plan for power supply (Planning Commission, 2014).



Summary of Findings from CRC1

- ⊙ 50% of all beneficiaries submitted their completed application form to the village headman (except Goalpara).
- ⊙ In Goalpara, 50% of the beneficiaries had submitted their applications to the concerned JE/AE.
- ⊙ 40% of the beneficiaries in Wokha, Churachandapur and Goalpara paid to get the RGGVY connection.
- ⊙ In 70% of the cases (except Churachandapur) it took more than a week to get the sanction after submission of the application.
- ⊙ In Churachandapur, 75% of the beneficiaries got the sanction after one week of submitting the application.
- ⊙ In Churachandapur, Cachar and Goalpara, 50% of the beneficiaries had to make more than 3 visits to get the sanction.
- ⊙ In Cachar and Ribhoi, 50% of the beneficiaries paid the electricity staff at the time of installation, 90% of the beneficiaries did not get any receipt for the payment they made.
- ⊙ 30% of the beneficiaries in Churachandapur and Chandel faced issues related to transformer failure.
- ⊙ Less than 20% of all beneficiaries are completely satisfied with the overall behaviour of the staff. In Cachar, Ribhoi and Lawngtlai, 95% of all beneficiaries were dissatisfied with the overall behaviour of the staff
- ⊙ Across districts, 50% of the beneficiaries (except Lawngtlai) said that regular/reliable supply of electricity would make them feel completely satisfied.
- ⊙ In Ribhoi, 75% of the beneficiaries suggested lowering of costs for improving RGGVY scheme further. In Wokha and Churachandapur, 25% of the beneficiaries suggested improving delivery of services under RGGVY scheme

Household Listing from CRC 2

The awareness level across households is the highest in Cachar and Wokha. The least number of households in Churachandapur were aware of RGGVY as a program.



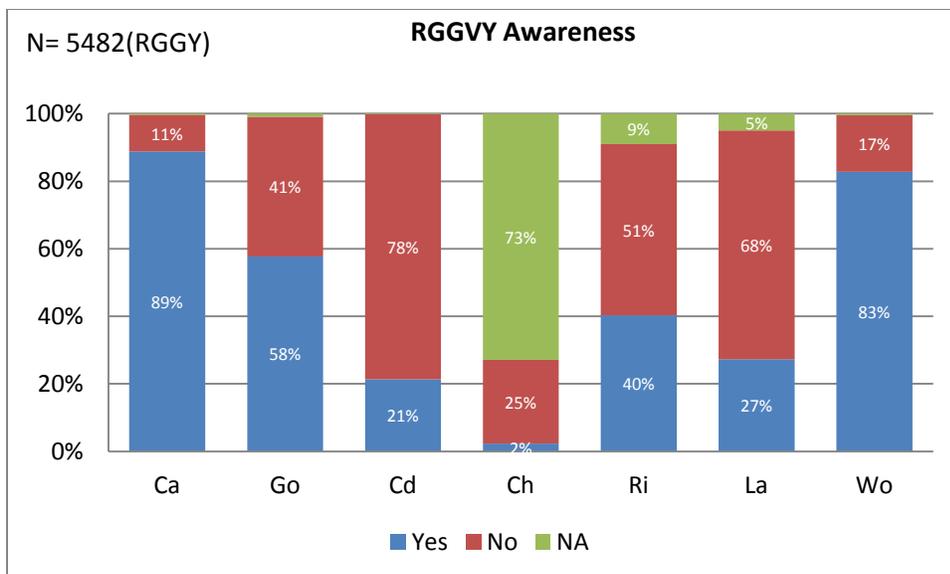


Figure 217: Awareness of RGGVY

Among the households that were aware of RGGVY nearly 40% of the households in Goalpara and 55% Wokha had applied the services RGGVY.

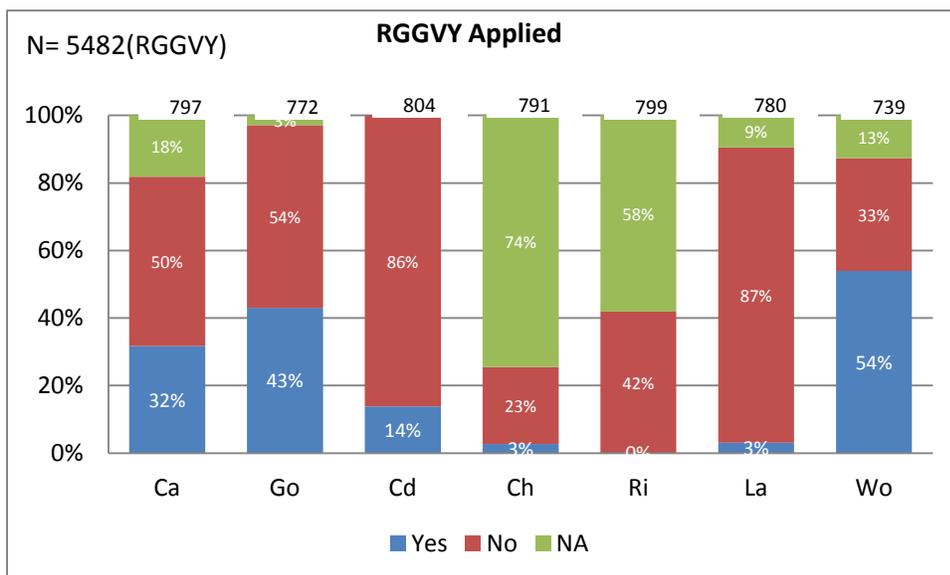


Figure 218: Applied for RGGVY

Among households that have applied for RGGVY nearly 40% of the households in Goalpara and 55% of the households in Wokha had availed the services.



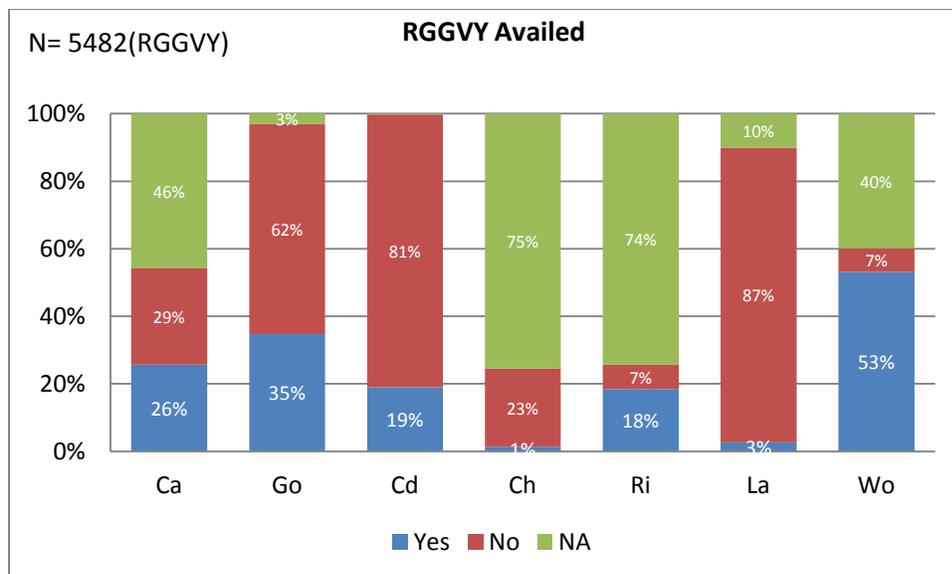


Figure 219: RGGVY Aailed

RGGVY- Citizen Report Card 2

Under this CRC exercise 95 beneficiaries across 7 districts were interviewed. The CRC covered all aspects of RGGVY such as socio-economic profile, program awareness, transparency, quality of services provided and recommendations by end-users to improve the implementation of the scheme. Each of the following aspects is discussed in detail below, to understand the performance of the respective district.



Demographic Details

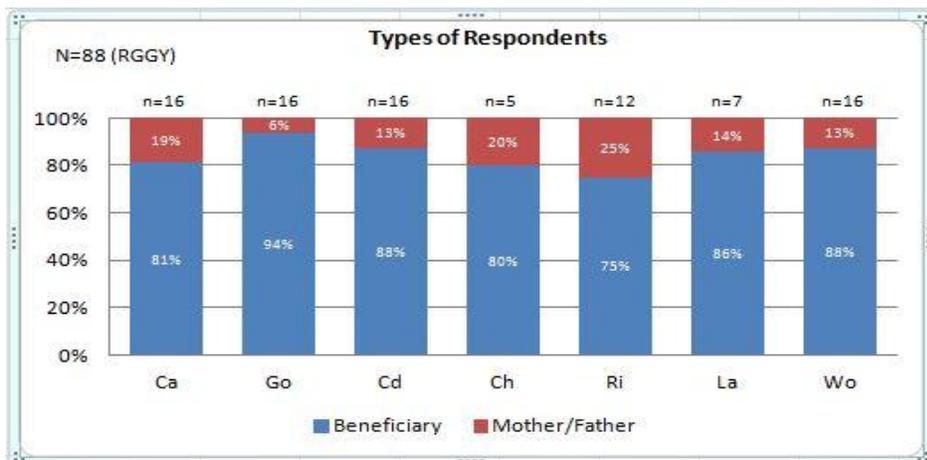


Figure 220: Type of Respondents

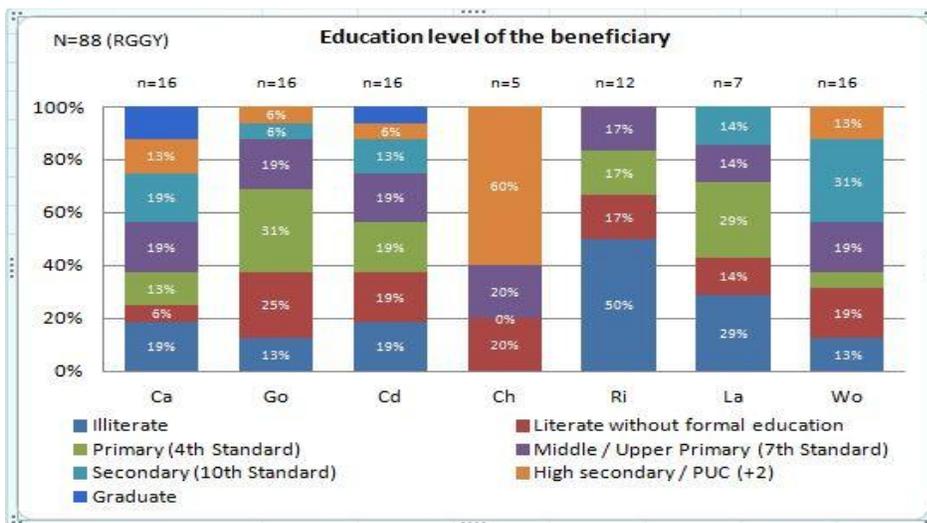


Figure 221: Educational level of beneficiary



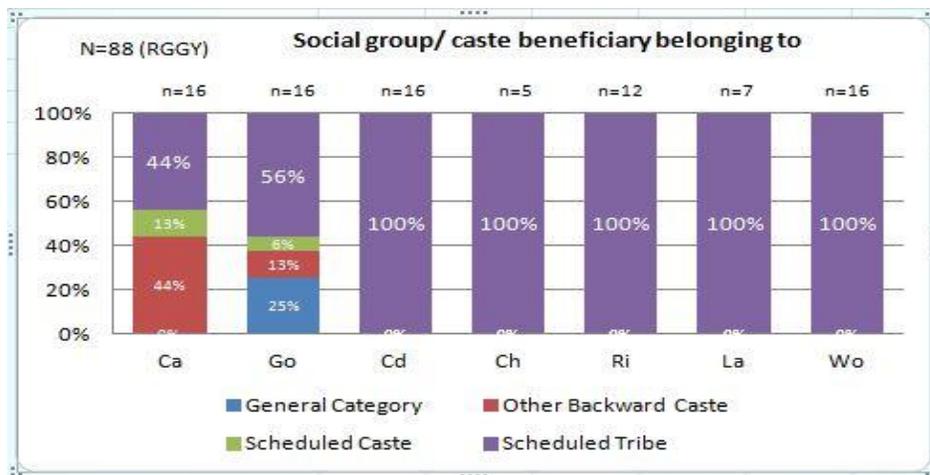


Figure 222: Social group/caste of beneficiary

During the mid-CRC for RGGVY it was seen that across districts the respondents were majorly beneficiaries.

Majority of beneficiaries in Ribhoi are illiterate. In Churachandpur, highest percentage of beneficiaries have completed higher secondary education. In Goalpara however majority of beneficiaries have completed only primary level of education.

Except in Cachar and Goalpara all other districts majority of beneficiaries belong to Scheduled Tribes category. In Cachar nearly 90% of the beneficiaries belong to the 'minority' category i.e scheduled caste and scheduled tribes. Goalpara is the only district where nearly 25% beneficiaries are from the non-backward communities.



Awareness and Access

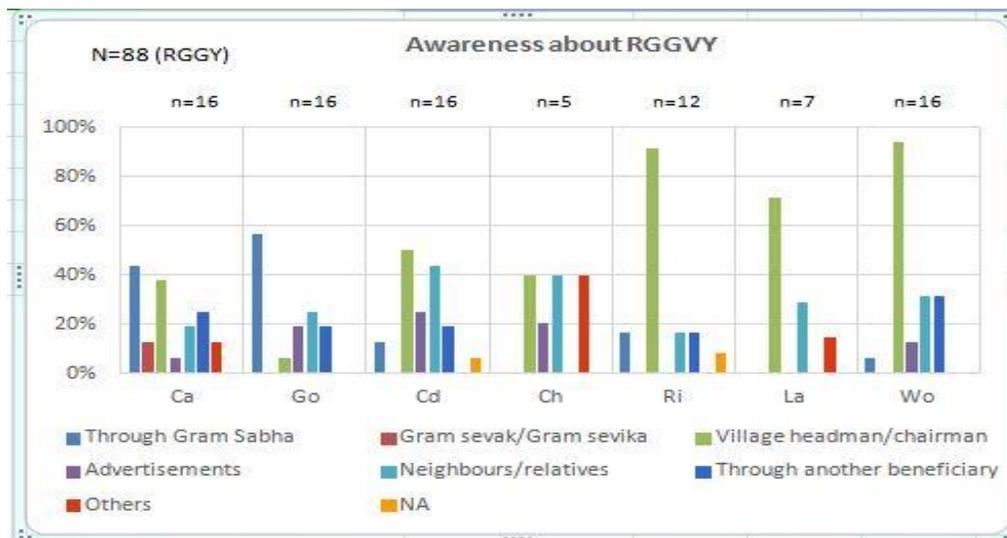


Figure 223: Awareness about RGGVY

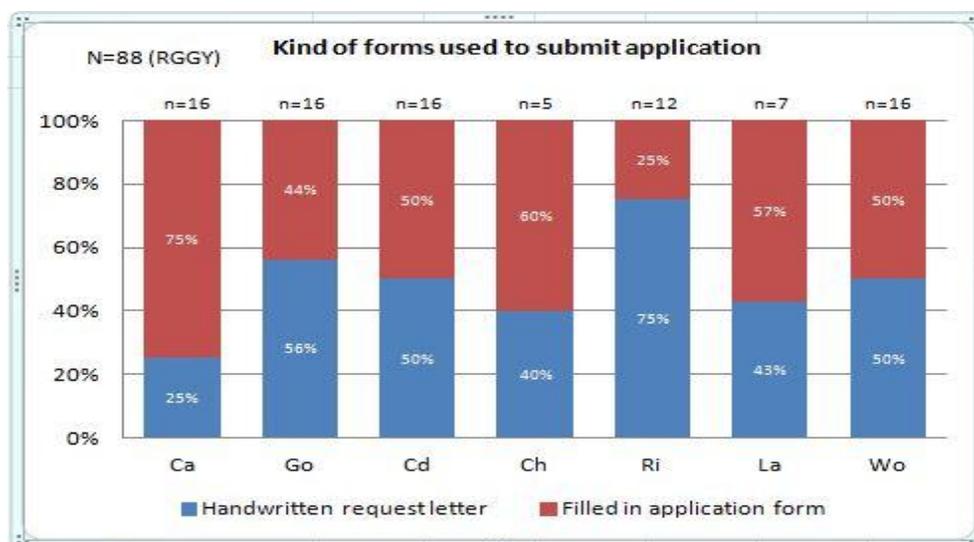


Figure 224: Process of submitting the application



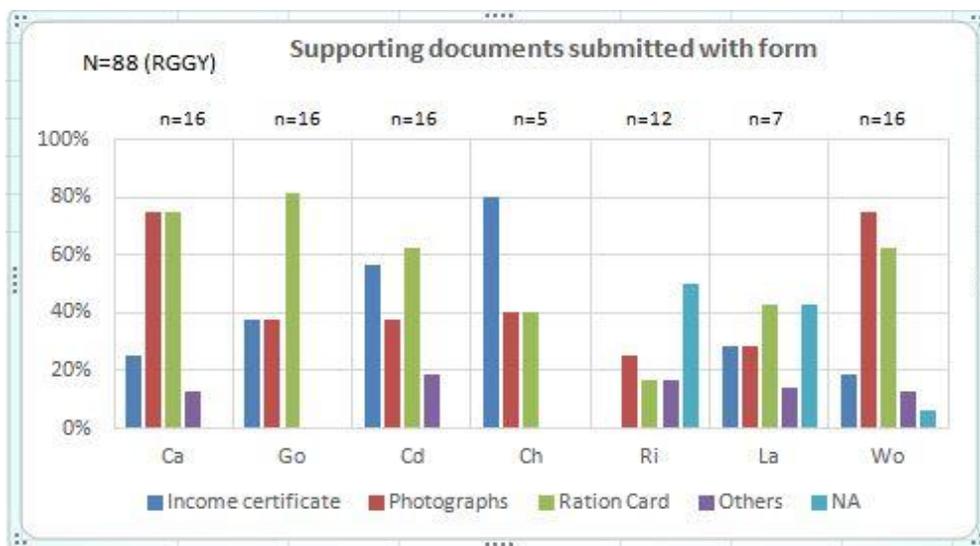


Figure 225: Supporting documents submitted with form

In all the districts except in Cachar and Goalpara, the village headman/chairman had been the main source of awareness for the beneficiaries. In these districts, however the gram sabha was the main source of information about the scheme.

In the districts of Ribhoi and Goalpara, handwritten request letters have been majorly used as an application form for the scheme. While in Cachar and Churachandpur application forms were used for enrollment.

Across districts the ration card and photographs were the two important documents to be submitted to receive the benefits of the scheme. In Churachandpur however, income certificate was the most important document to be submitted along with the application form.

Usage and Quality

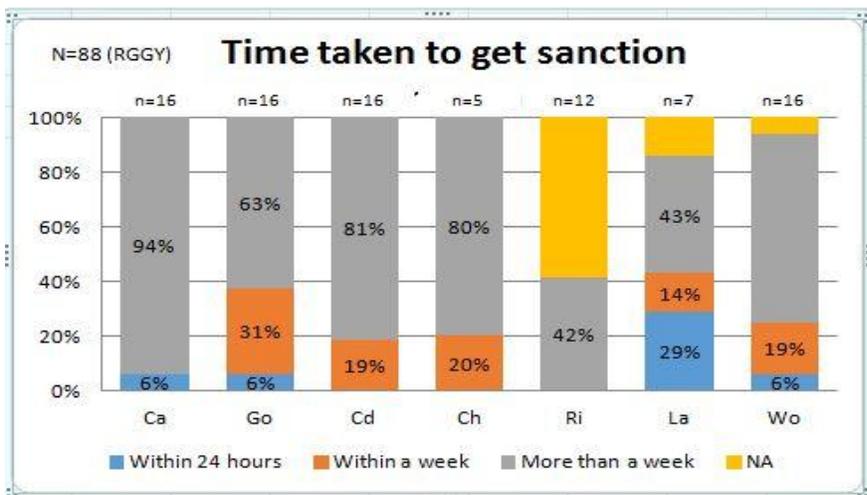


Figure 226: Time taken to get sanction

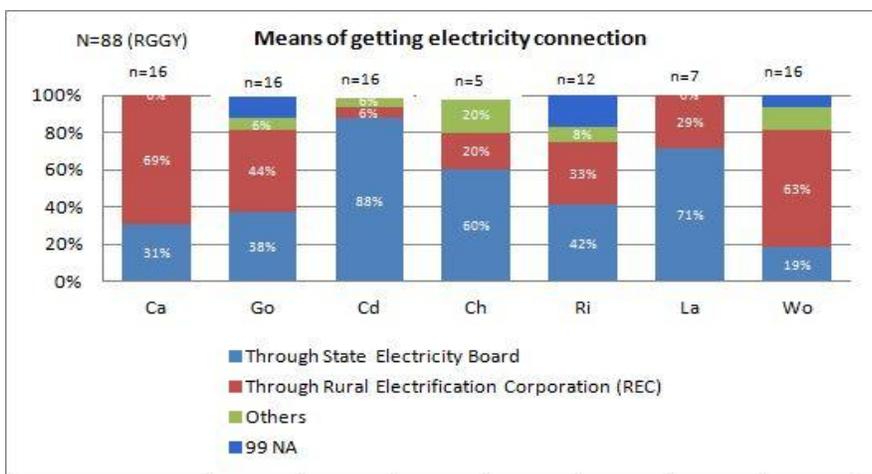


Figure 227: Means of getting electricity connection



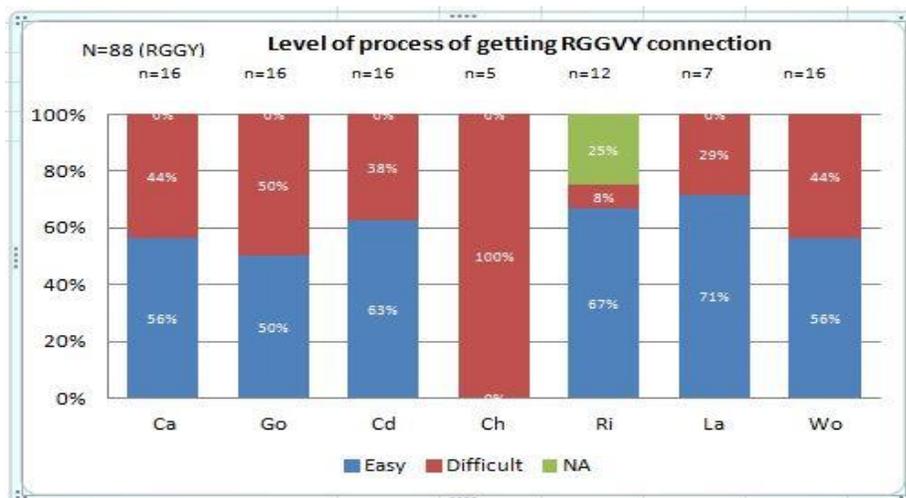


Figure 228: Experience of getting an RGGVY connection

Except in the district Ribhoi, in all other districts nearly 80% beneficiaries claimed that the time taken to get sanction was more than a week.

In Chandel, Churachandpur, Ribhoi and Lawngtlai the major means of getting electricity was through state electricity board. In the case of Cachar and Wokha it was through Rural Electrification Corporation.

In Churachandpur, 100% of beneficiaries claimed that process of getting RGGVY connection was difficult. In Cachar, Chandel, Ribhoi and Lawngtlai majority of beneficiaries claimed that process of getting RGGVY connection was easy.

Problems and Resolution

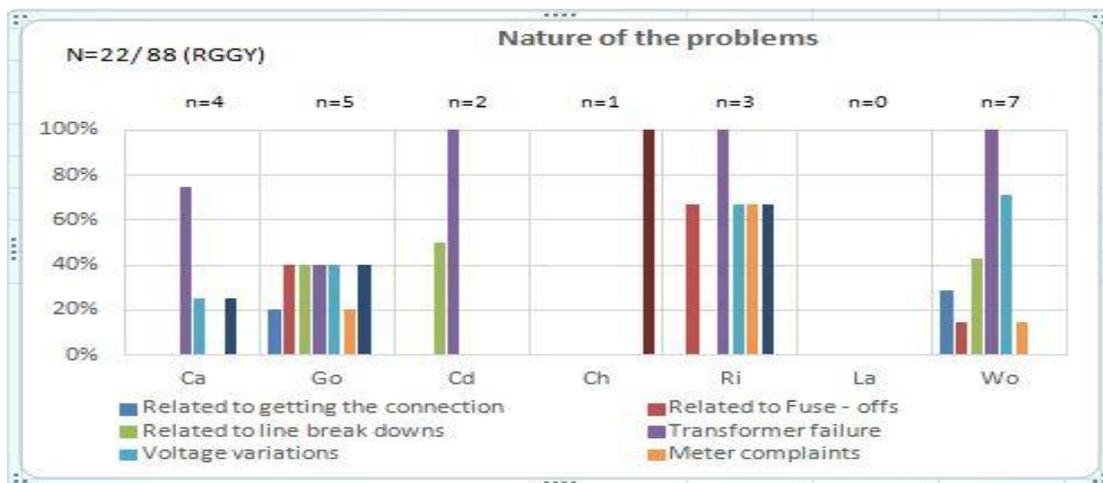


Figure 229: Nature of Problem

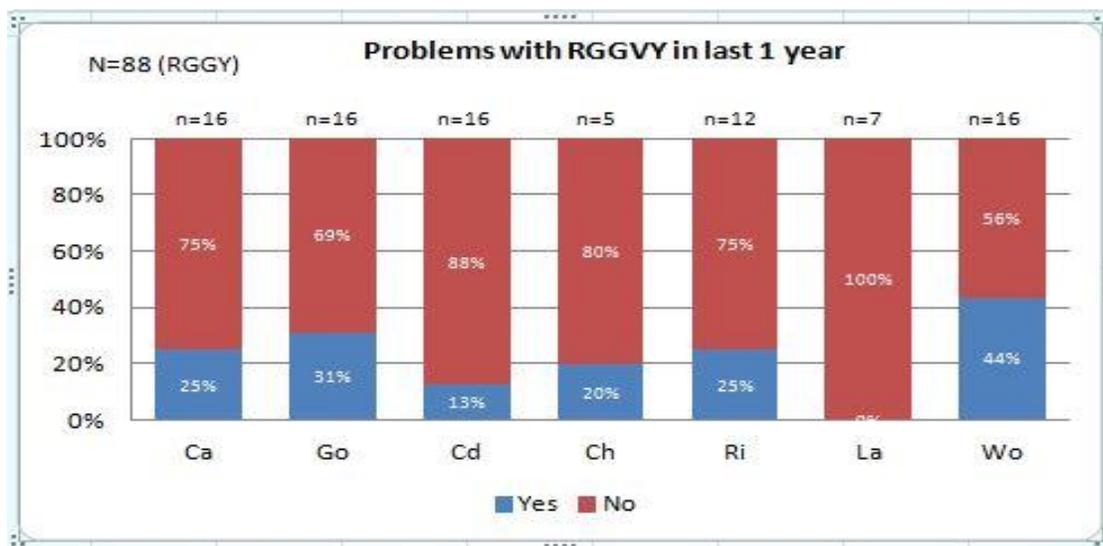


Figure 230: Problems in RGGVY in the last 1 year

Majority of beneficiaries (more than 70%) (except in Wokha) across districts claimed to have faced no problems related to this scheme in the last 1 year. Nearly 50% of beneficiaries in Wokha had faced issues in the RGGVY program in the past year.

Among the beneficiaries who did face issues in the past year, transformer failure was a major problem across (except Lawngtlai and Churachandpur). Among other problems faced by beneficiaries’ breakdown in power line, voltage fluctuations and meter complaints were the common issues faced.



Satisfaction

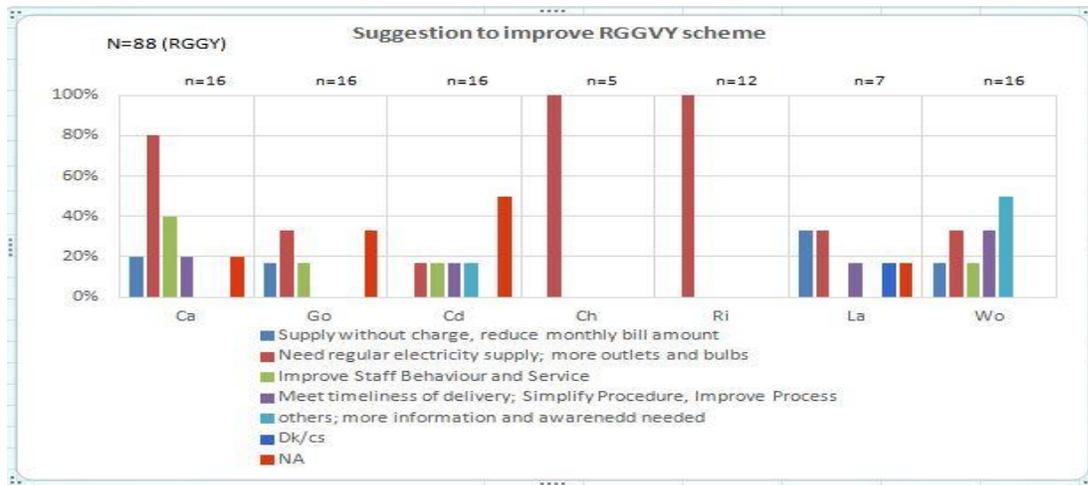


Figure 231: Suggestion to improve of RGGVY scheme

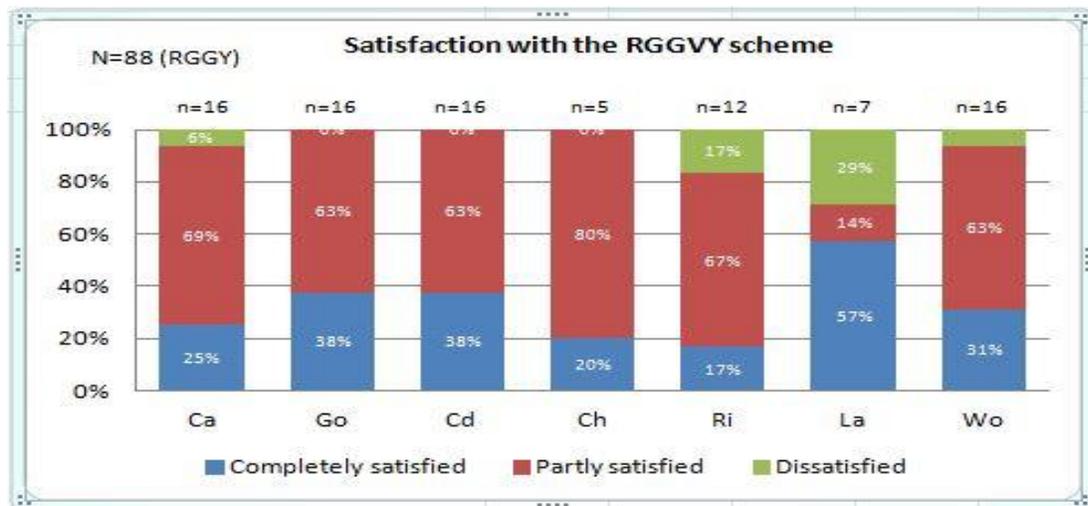


Figure 232: Satisfaction with the RGGVY scheme

Across districts, majority of the beneficiaries are only partly satisfied with the scheme. In Lawngtlai, however most beneficiaries were completely satisfied. Regular supply of electricity is the major suggestion provided by the beneficiaries to improve the scheme. Followed by which, reduction in electricity tariffs and improvement in staff behavior were the other important suggestions to improve the scheme.



Gender and Minority

- In Cachar district nearly all female beneficiaries came to know about the RGGVY scheme through the Gram Sabha, Village headman/chairman and neighbours and relatives.
- Across districts the village headman was the main source of information about the RGGVY scheme.
- Almost all female beneficiaries collected the application form from the Electricity department official/Lineman.
- In Churachandpur 100% of the female beneficiaries filled up the application form themselves. In comparison other districts the female beneficiaries were helped by the gram sevak/sevika or the village headman.
- In Churachandpur the main source of information was through interaction through friends and relatives. In Cachar district 95% of the women beneficiaries availed the supplementary nutrition program.
- Except in Ribhoi district, majority of the female beneficiaries found the application process difficult. In all districts except Ribhoi and Lawngtlai, female beneficiaries expressed greater satisfaction with the scheme as compared to male beneficiaries.

Trends in Program

- Except in Cachar and Goalpara, Village headman/chairman had been the main source of awareness for the beneficiaries.
- In Ribhoi and Goalpara handwritten request letters have been majorly used as an application form for the scheme. While in Cachar and Churachandpur application forms were used for enrollment.
- Ration card and photographs are the two important documents to be submitted to receive the benefits of the scheme. In Churachandpur income certificate played a major role for the beneficiary.



- Except the district Ribhoi across other districts beneficiaries claimed that time taken to get sanction was more than a week. In CRC 1 the districts with majority of respondents claiming to have got the sanction within a week were Lawngtlai and Churachandpur.
- In Chandel, Churachandpur, Ribhoi and Lawngtlai the major means of getting electricity was through state electricity board. In Cachar and Wokha it was through Rural Electrification Corporation.
- In Churachandpur 100% of beneficiaries claimed that process of getting RGGVY connection was difficult. In Cachar, Chandel, Ribhoi and Lawngtlai majority of beneficiaries claimed that process of getting RGGVY connection was easy.
- Across districts majority of beneficiaries are partly satisfied with the scheme except in Lawngtlai wherein the beneficiaries are majorly completely satisfied. In CRC 1 majority of respondents from districts Churachandpur, Cachar, Ribhoi and Lawngtlai were dissatisfied with the scheme. Hence, it is observed that the satisfaction level has gone up from CRC 1 to CRC 2.



Aadhar, RTI and CSC

Aadhar Card, RTI, Common Service Centre

Each of the ten scheme questionnaires includes three common section on Aadhaar, RTI, (Right to information) and CSC (Citizen Service Centre of agency NEICORD).

While for schemes, the data was analysed mutually-exclusive, for the common sections (Aadhaar, RTI, CSC), the data-analysis has been carried-out in full, by summing the respondents (total: 2709) from all the ten schemes.

Aadhar Card

1. Awareness of respondent of 'Aadhaar' scheme

The study recorded Churachandpur [99%] and Chandel [93%] districts in Manipur state as having the highest awareness. The districts that fared the worst with highest unaware (those answering No or NA) respondents were Ribhoi [91%], Golpara [83%] and Cachar [~100]

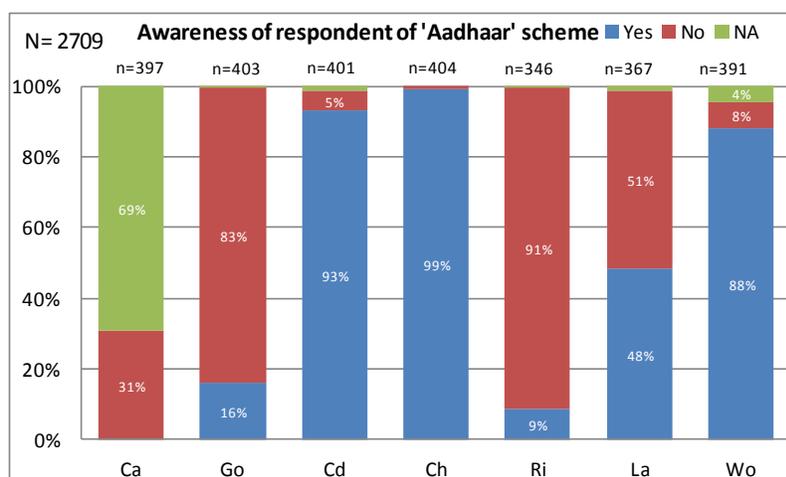


Figure 233: Awareness on Aadhar Card



2. Respondents holding Aadhaar Card

Three districts of Wokha [98%], Chandel [98%] and Churachandpur [99%] have reported high number, nearly complete, of holders of Aadhaar Card.

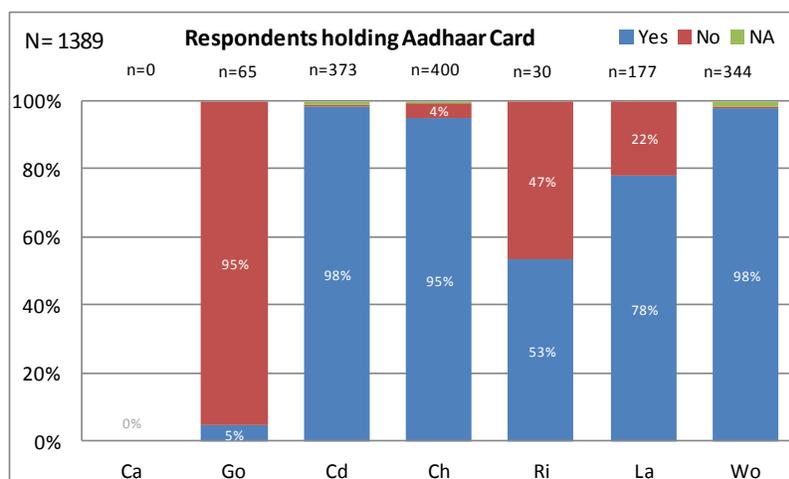


Figure 234: Respondents holding the Aadhaar Card

3. Received information on Aadhaar from ACTED / NEICORD

ACTED / NEICORD have been the channel of information about Aadhaar for many respondents. The best coverage is seen in Golpara [69%] and Wokha [64%]. The agency/s have to enhance efforts especially in Lawngtlai [6%].



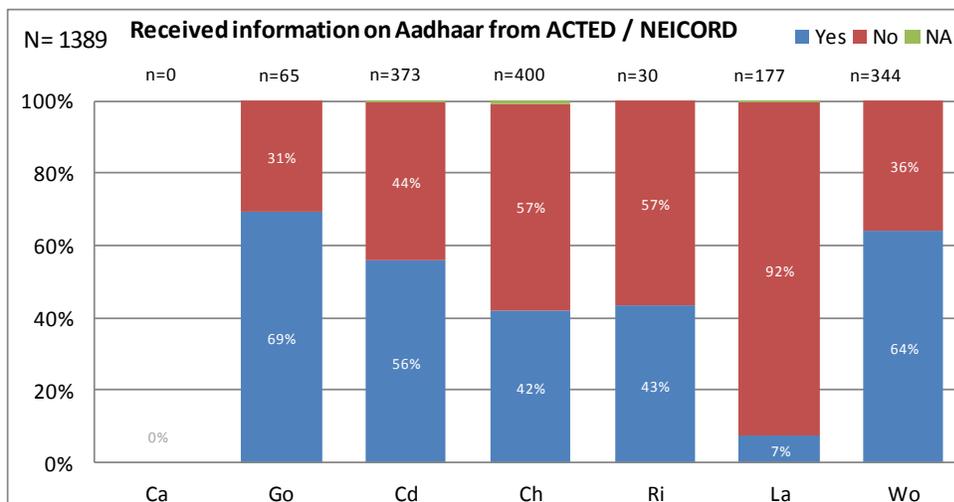


Figure 235: Received Information on Aadhaar from ACTED/NEICORD

4. Channel of Access - to information from ACTED / NEICORD

Respondents have accorded ACTED / NEICORD volunteers as the channel of information through who they have received information about Aadhaar. This is visible across all the districts. Workshops too have played a crucial role in some districts.

Mobile/SMS, handbooks, media, newspapers and CSCs have not had any substantial role in dispersal of information.



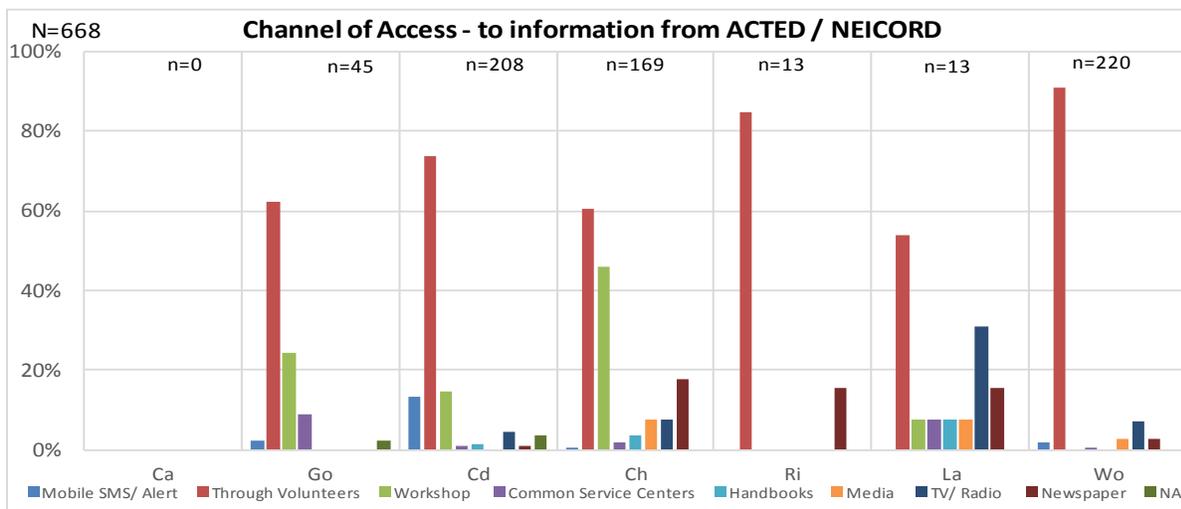


Figure 236: Channel of access to information from ACTED/NEICORD

5. Respondent has used Aadhaar number / card

Though Ribhoi [53% of 1389] has significant number of holders of Aadhaar card, none [100% No] of them have been put there has been used. Chandel, Churachandpur and Wokha which have high (near complete coverage) number of holders, are also the leading districts where the Cards have been used.

It is significant to note that in Assam, with a site-wide coverage of 4% average; this study shows Golpara above-standard responses with 5% holders and 3% usage of Aadhaar.



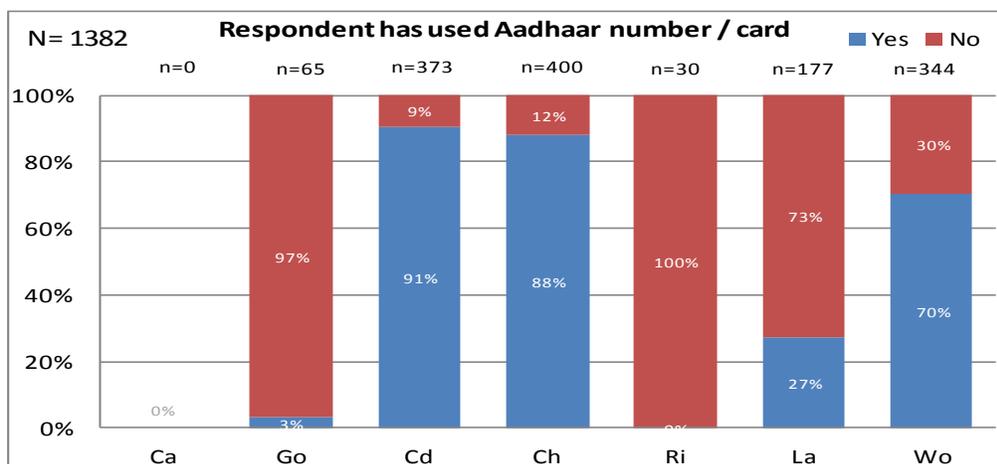


Figure 237: Aadhaar Card used by respondents

6. Respondent use of Aadhaar number / card

Use of Aadhaar was most significant in its linking to bank accounts. LPG connection, MGNREGS, PDS were the other schemes where the biometric number / card has been linked.

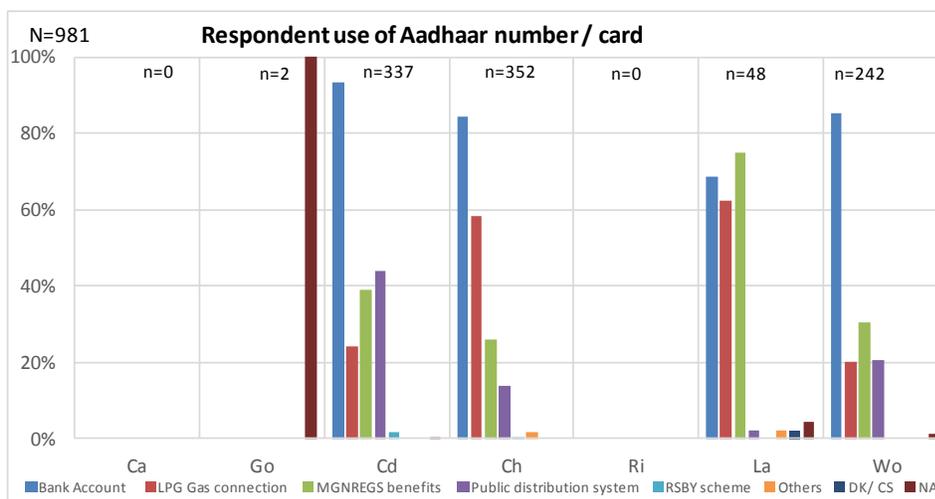


Figure 238: Purpose for which Aadhaar Card has been used

Right to Information

ACTED has around conducted several training and awareness workshops on the Right to Information Act in the respective project districts in the past 2 years. ACTED and



NEICORD has also undertaken an intensive IEC campaign towards spreading awareness on RTI through mobile/SMS alerts, media campaigns, handbooks etc:

During CRC 2 the beneficiaries were asked questions related to their awareness and usage of RTI. The following were the responses summarized:

- Overall, 28% of the beneficiaries interviewed were aware of the Right to Information Act, among them the highest percentages of aware beneficiaries were from Churachandpur district (59%).

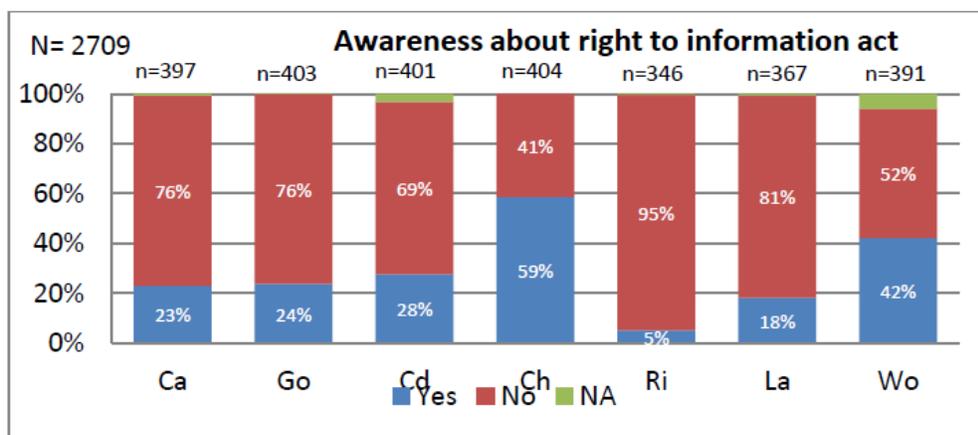


Figure 239: Awareness about RTI

- For a majority of the aware beneficiaries (43%), the source of awareness had been the initiatives undertaken by ACTED/NEICORD. In the case of Cachar district initiatives undertaken by ACTED/NEICORD was almost the only source of information (97%).



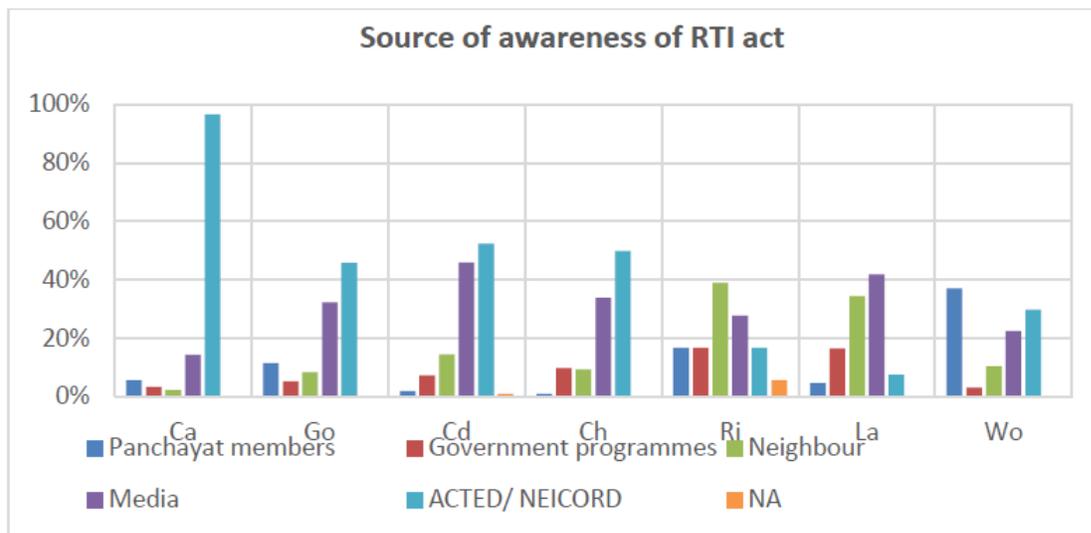


Figure 240: Source of awareness of RTI

- Around majority (46%) of beneficiaries said that they had received information on RTI through initiatives undertaken by ACTED/NEICORD was more than 6 months ago.
- It was only in Goalpara and Cachar nearly 20% of the beneficiaries who had said that ACTED/NEICORD was their source of information on RTI had received information as recently as 1-2 months ago.



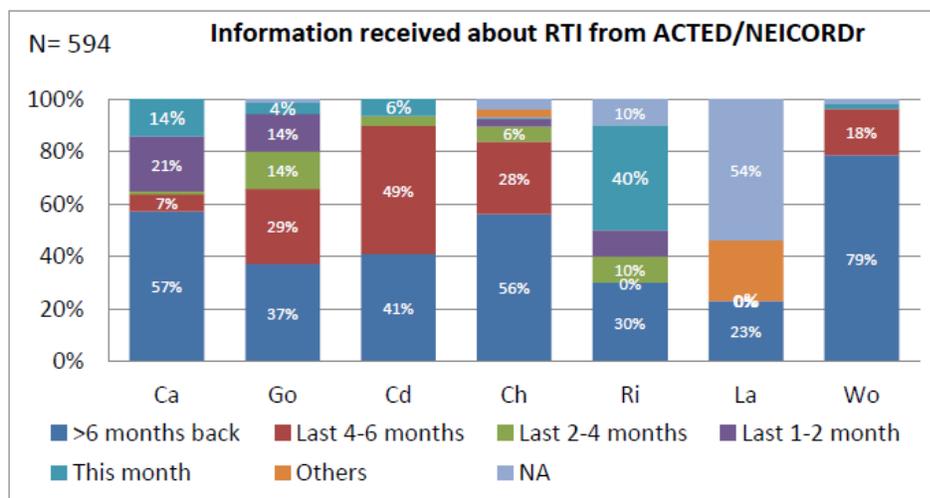


Figure 241: Information received about RTI from RTI/NEICORD

- Majority of the beneficiaries who had said that ACTED/NEICORD was their source of information on RTI said that volunteer interactions and workshops were their main sources of information.
- Information sharing through mobile/SMS alert and distribution of handbooks etc were hardly successful in creating awareness on the schemes. They had been able to target less than 10% of the beneficiaries.



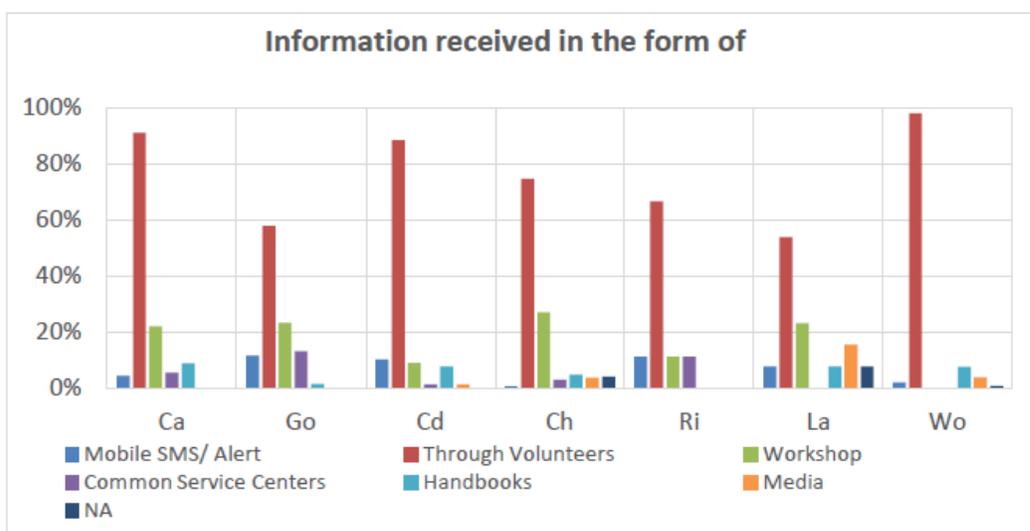


Figure 242: Form in which information is received

Conclusion

- The level of awareness on RTI was still very low inspite of several targeted efforts by ACTED/NEICORD. However it is a positive sign that among those who did know about RTI, ACTED/NEICORD was the main source of information.
- Among all the targeted efforts made to create awareness on RTI the volunteer interactions and workshops had been most successful. Use of technology to create awareness is still at a nascent stage in these districts.
- In the districts of Churchandpur and Wokha the awareness about RTI is the highest. Efforts taken in these districts can be replicated across the others.

Common Service Centers

ACTED has around 33 Common Service Centres (CSCs) spread across 5 north-eastern states. These CSCs provide the following services:

- Information about a government programme



- Internet facilities
- Photocopy facilities
- Stationery products for purchase

During CRC 2 the beneficiaries were asked questions related to their awareness and usage of CSCs. The following were the responses that we got:

- Overall, 32% of the beneficiaries interviewed were aware of Common Service Centre, among them the highest percentage of aware beneficiaries were from Churachandpur district.

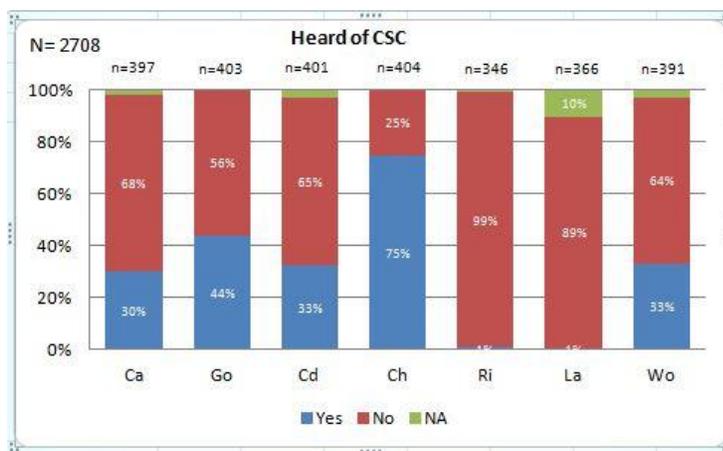


Figure 243: Awareness about CSC

- For a majority of the aware beneficiaries (53%), the source of awareness had been a volunteer. In the case of Ribhoi district volunteers are the only source of awareness.



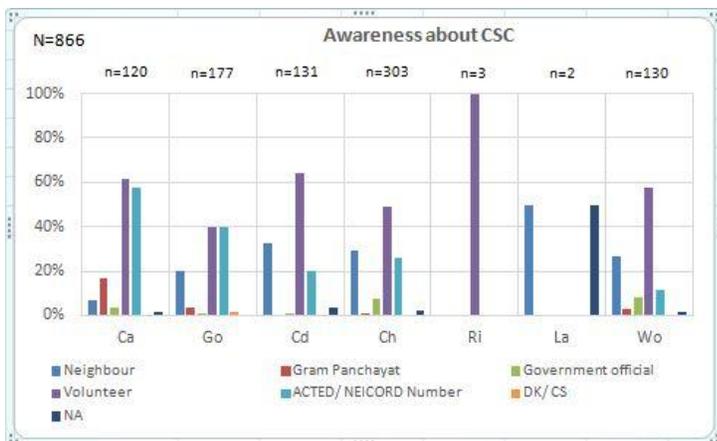


Figure 244: Source of awareness

- Around majority (66%) of beneficiaries that are aware of CSC said that a CSC is located nearby their house. This speaks of strategic location of CSCs as they are approachable by majority of beneficiaries.

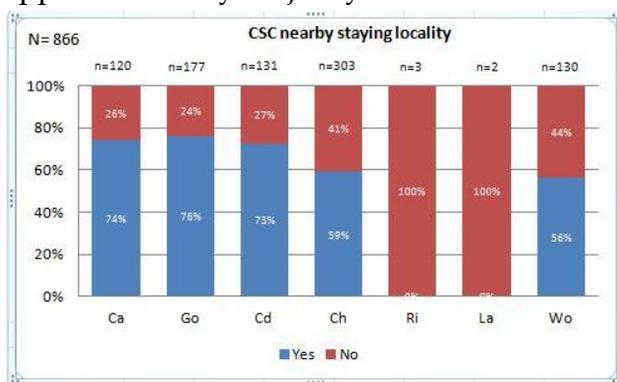


Figure 245: Location of the CSC

- Of the total aware beneficiaries who have a CSC nearby their place around 60% have visited the CSC. The CSC in Goalpara district had received maximum number of footfall. Nobody visited the CSC in Ribhoi and Lawngtlai districts.



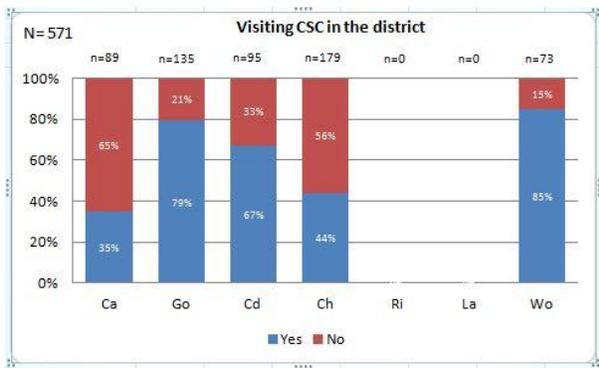


Figure 246: Beneficiaries who had visited the CSC

- Majority of overall CSC visitors (around 75%) used the photocopy facility available in the CSC. The second common facility availed by the visitors (around 43%) is internet in CSC. In the districts of Ribhoi and Lawngtlai the beneficiaries do not visit CSC.

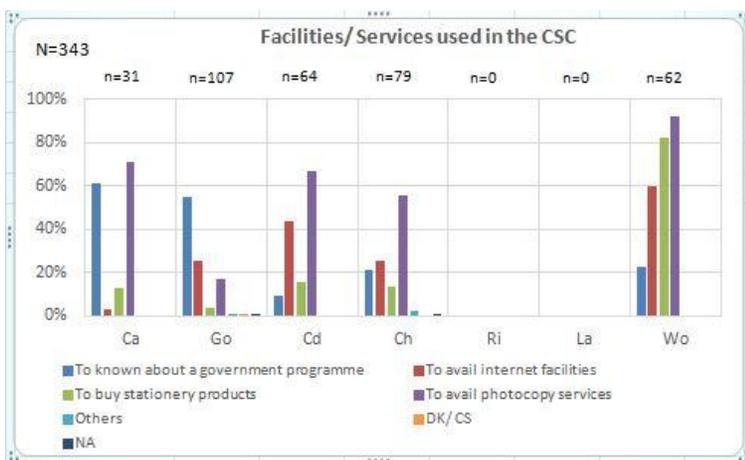


Figure 247: Facilities/ Services availed in CSC

Conclusion

The Common Service Centres (CSCs) are proving helpful for a majority of beneficiaries who are aware of it. However, very less number of interviewed beneficiaries are aware of the CSC facility. Hence, more efforts should be made to spread awareness and volunteers have proven to be a major source of awareness.

In the districts of Ribhoi and Lawngtlai the awareness about CSCs is the least. More awareness drives are needed in these two districts.





Conclusion and Recommendations

- The awareness related to the schemes has increased from CRC 1 to CRC 2 and as a result the dissatisfaction has also increased. In schemes PMAY, MDM and RKVY there has been a definitive increase in dissatisfaction while in SBM, NSAP and RGGVY the satisfaction among respondents had increased from CRC 1 to CRC 2.
- The following major points were drawn from the schemes which were of importance and depicted drastic change between CRC 1 and 2:
 - IAY: The type of houses that are built under this scheme had changed from mud house to brick house, which is pucca in nature.
 - MDM: Children covered under MDM had increased from CRC 1 to CRC2. Distribution of cooked meals are also higher
 - RKVY: A higher percentage of respondents received HYV seeds in CRC 2 as compared to CRC 1.
 - SBM: The dissatisfaction due to the behaviour of officials had reduced from 30% in CRC 1 to 2% in CRC 2.
 - MGNREGS: A delay in getting job cards had been more widespread in CRC 2 as it affected respondents of districts Cachar, Wokha and Churachandpur while in CRC 1 the delay was only in Churachandpur.
 - PDS: Correctness in measurement had improved from CRC 1 to CRC 1 as per the respondents.
 - ICDS: Respondents availed lesser services in CRC 2 as compared to CRC 1 wherein respondents also availed 'Nutrition and health Education'.



- JSSK: It was noted that the main reason for dissatisfaction in this scheme is poor quality of services and lack of awareness. More awareness is needed in this scheme.
- RGGVY: In Churachandpur 100% respondents claimed that the process of getting RGGVY connection was difficult. The connection is given through State Electricity Board.

Recommendations

Certain points related to the functioning of the schemes were found to be needing attention or interference for better performance. These points are:

1. The Mother-Watch Program in Mid Day Meal Scheme: As per CRC 2 results only Goalpara district in Assam has this program functional. In CRC 1 there were more districts where the respondents participated in the 'Mother-Watch Program'. However there has been a continuous complain that this program is less impactful. Certain steps can be formalized to revive this program.
2. Rashtriya Krishi Vikas Yojana (RKVY): In this scheme it was noted that many beneficiaries pointed out towards money payment to receive services which should have been free. Cachar district had the highest percentage of such cases.
3. Integrated Child Development Scheme (ICDS): In the ICD Scheme, quantity and quality of supply and services had been a complaint in both CRC 1 and CRC 2. There could be awareness or steps formed to combat this.
4. Janani Shishu Suraksha Karyakram (JSSK): Around 75% respondents noted that there is no complaint box in the PHCs where they visited. This matter should be looked into as all the PHCs should necessarily have a complaint box.



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Public Affairs Centre, in a grantee partnership with ACTED carried out a comprehensive Citizen Report Card (CRC) exercise in seven backward districts of five states located in North East India as part of a project that is working towards 'improving access to information and delivery of public schemes in remote and backward districts on North-East India'. The CRC covered 10 centrally sponsored programmes targeted at alleviating poverty and improving quality of life of people, to assess the levels to which these objectives have been achieved. This report presents findings from the mid CRC carried out in the year 2016. This is the second CRC in the 4 year project period ending in December 2017.



European Union (Europe-Aid): The Union is represented by a network of 141 EU delegations, which have a similar function as those of an embassy. The focus of the union is on human rights, peace building and conflict resolution, social and economic development, climate change and natural disaster. (eeas.europa.eu)



Agency For Technical Cooperation and Development (ACTED): Founded in 1993, ACTED is a non-governmental organization with its headquarter in Paris and is active in 34 countries, and based in New Delhi for India. ACTED responds to emergencies, provides recovery and rehabilitation support and contributes to the achievement of the Millennium Development Goals (MDGs) through interventions that seek to cover multiple aspects of humanitarian and development crises through a multidisciplinary approach. (acted.org)



North East India Committee on Relief and Development (NEICORD): Is a registered nongovernment organization based at Guwahati, Assam (India) and is active in Seven North Eastern States of India. NEICORD has a track record of over three decades of assisting people who are affected by disaster and poverty, famine, disease and conflict towards restoring peace and human dignity in the region. (neicord.org)



PUBLIC AFFAIRS CENTRE
Committed to good governance

Public Affairs Centre (PAC): PAC is an independent not-for-profit think tank located in Bangalore, Karnataka (India). PAC is dedicated to improving governance in India by strengthening civil society institutions in their interaction with the state and is globally known for its Citizen Report Cards (CRCs). (pacindia.org)