SAMAJIK SUVIDHA SANGAM

MISSION CONVERGENCE

AN INNOVATION FOR

INCLUSIVE DEVELOPMENT

THE GREAT DELHI DIVIDE

- Only 23.7% live in planned colonies
- Over 80% work in the unorganized sector.

Delhi Human Development Report, 2006 Revealed a Paradox

- Poor sex ratio - 865 against national average 927 (0-6 years)

- One of the highest infant mortality rates. (28)

- Hundred thousand homeless.

Despite…

- Per capita Health Expenditure being three times the national average.

- 21% of total plan allocation for Health, Education and Social Welfare

200,000 Migrants Annually

State of Exclusion
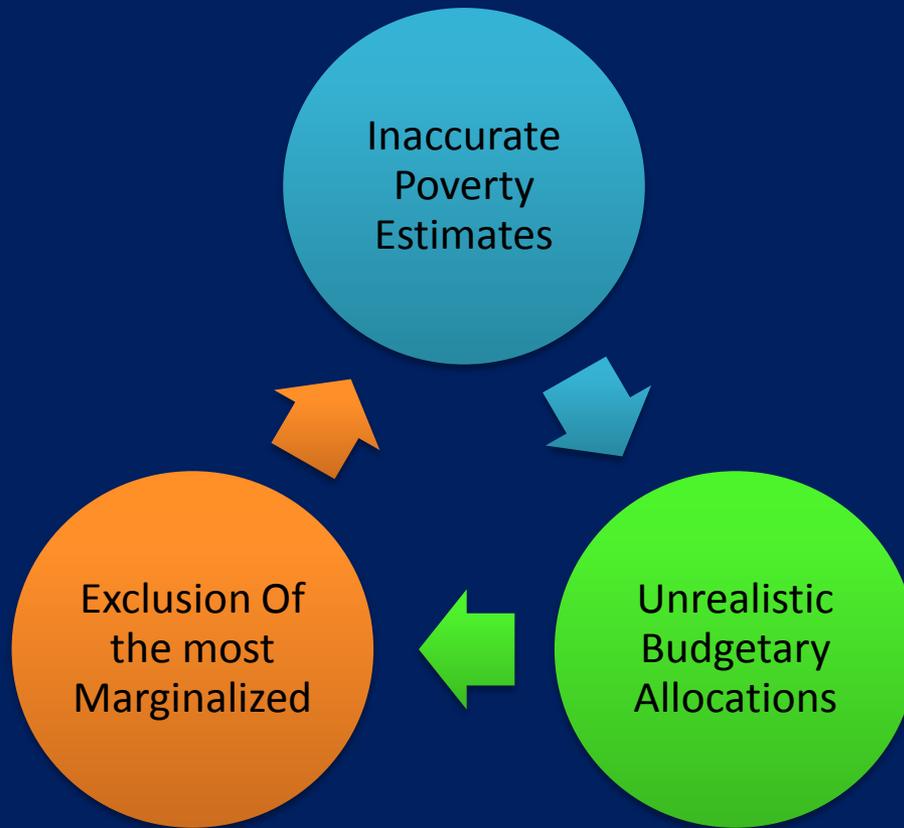
Where to go????

Confusions Galore for the common person

Health

Labour

Urban Dev.

Social Welfare

Education

Food & Civil Supply

SC/ST

Women & Child Development
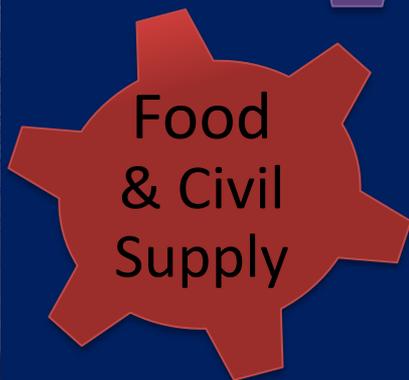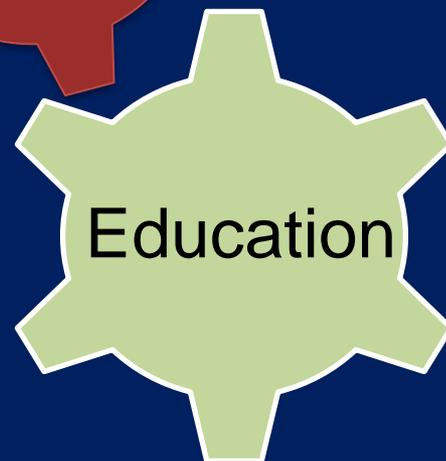
Implementation/Administrative Structure

Policy Review Committee
Headed by Honorable CM

State Convergence Forum/SSS
Governing Council Chaired by CS

Programme Management Unit
headed by MD, SSS

Mother NGO

District Resource Center (NGO)

District Mission Unit (government)

District Convergence Forum Headed by DC

District Mission Unit (District Level PMU)

Health
Urban Development
Food & Civil Supplies
Labor
Social Welfare
Woman & Child Development
Welfare of SC/ST/OBC/Minority Education
Information Technology

Gender Resource Centers (NGO)

Community

THIRD PARTY AUDITS

GRIEVANCE REDRESSAL SYSTEMS

Principles & pillars of the Convergence Program

Reaching out to the Unreached

– Redefining poverty : non-income criteria & creation of database of vulnerable population

– Creation of an institutional mechanism to deliver welfare services at the doorstep of the poor

– Partnership with civil society

– Single Window Delivery & Interdepartmental collaboration

– Leveraging Technology- Integration of data
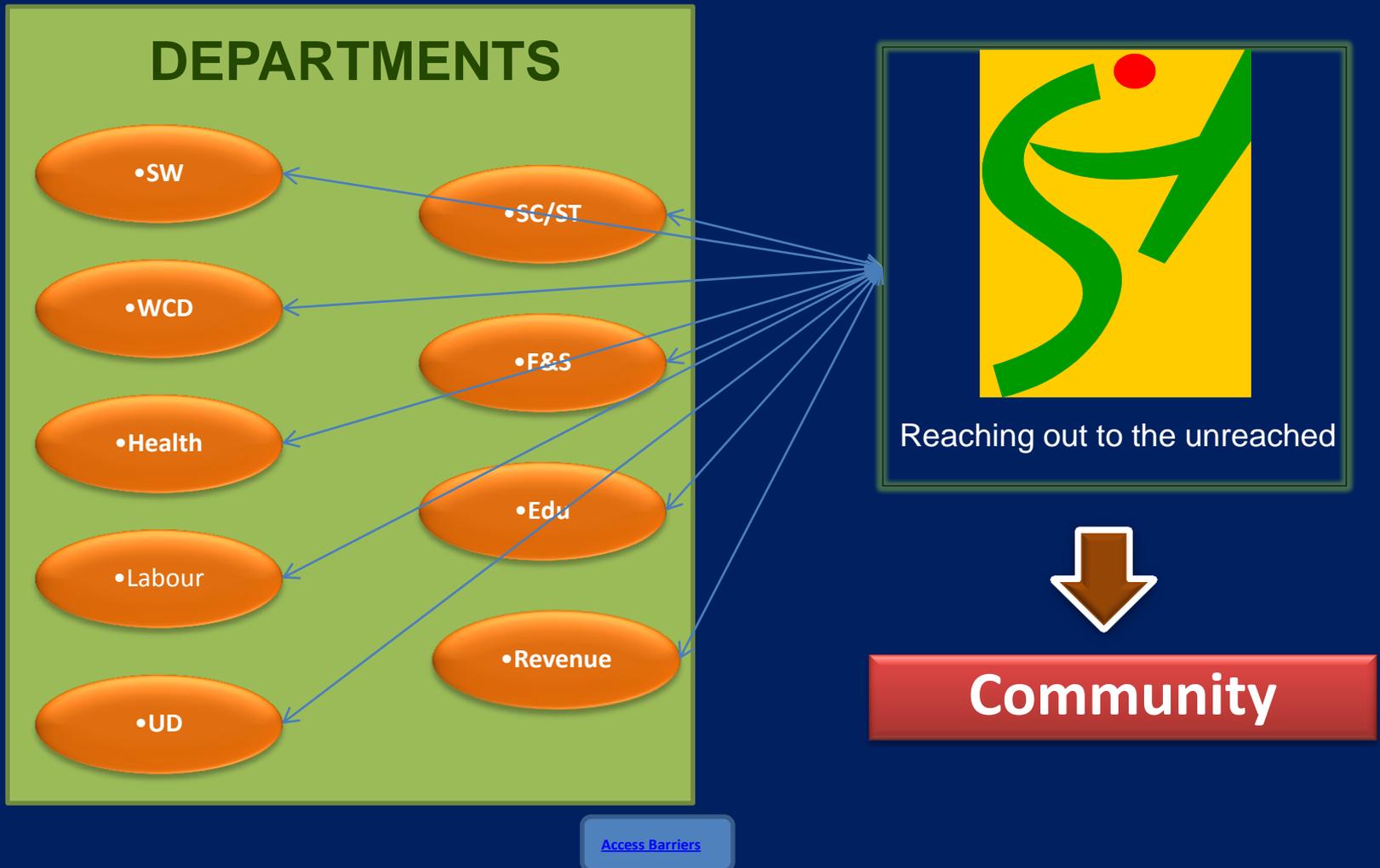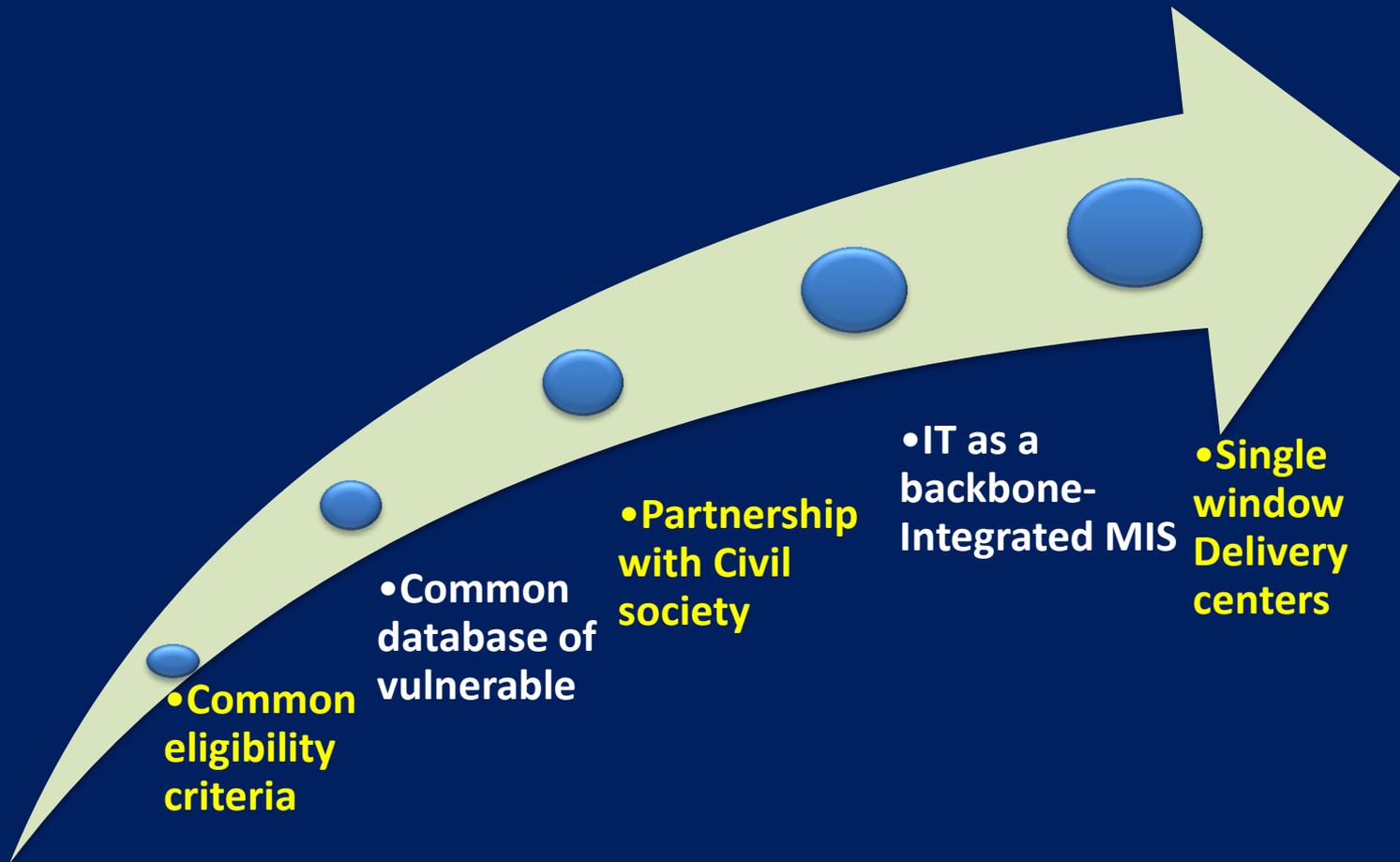
Redefining Poverty

Above Poverty Line Yet Vulnerable

Mission Convergence team in conversation with rag pickers

Delhi Defines its Poverty

- In August 2008 Delhi adopts this set of measurable and verifiable proxy indicators of income to ensure that the poorest and weakest sections of society, who are otherwise in danger of being excluded, also benefit from various welfare schemes

Vulnerability   Income

The Vulnerability Criteria

SPATIAL	SOCIAL	OCCUPATIONAL

•Vulnerable living in slums / slum like locations	•Old Age
	
	•Widow/deserted women
	
	•Women/Child Headed Households
	
	•Differently abled
	
	•Debilitating illnesses - HIV/AIDS, TB, Leprosy etc.
		•Unorganized/informal,
		
		•Seasonal
		
		•Hazardous
		
		   Such as:
		
		   Rag picker,
		
		   Rickshaw puller,
		
		   Daily wage laborers
		
		   etc.

Getting To Know The Poor

Through a community based survey

- 124 Community based organizations,
- House Hold Survey
  - *Slums*
  - *Resettlement colonies,*
  - *Unauthorized colonies.*
- Street to Street Survey for Homeless

Cluster identification – poverty maps

Secondary data analysis

GIS Mapping

- A database of 5.74 lac vulnerable HHs created
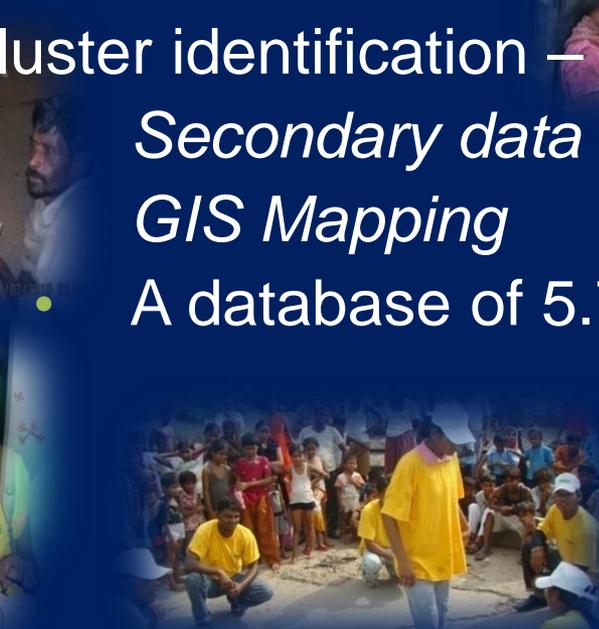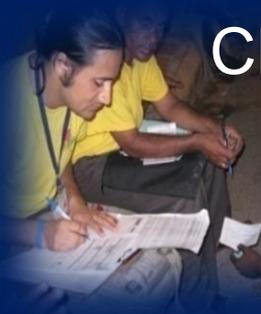
Poverty

E-entitlement Card/Aadhaar Number

IDENTIFICATION

EDUCATION

HEALTH

SOCIAL WELFARE

BANKING SERVICES

LABOUR

Samajik Suvidha Sangam Card
Govt. of NCT of Delhi

Household No : 7684 6035 6359
Name : Vikram Singh
Address : House No 243
Yamuna Pushhta
East Delhi
Card Valid Upto : 27/01/10

Signature of Issuing Authority

URBAN DEVELOPMENT

F & S

SC/ST WELFARE

WOMAN & CHILD

Gender Resource & Common Facility Centres

- Mission set up GRC-SKs in 104 vulnerable locations across Delhi with 20 extension centres

- These centres run women empowerment programmes and also facilitate awareness generation about Govt. welfare schemes in the community

- The extensive outreach of these centres enable them to act as vehicles for delivering various Central Govt. schemes

Facility Centres

- Single Window Service Delivery

- One stop information centre

Gender Resource & Common Facility Centre

Women Empowerment

- **Vocational Training**
- **Microfinance Activities (Self Help Group formation)**
- **Legal Awareness Generation / legal help**
- **Medical Clinics and camps**
- **Non-formal education**
- **Nutrition Awareness**

Common Services

- **Information and Awareness**
- **Identification & Enrollment**
- **Facilitation of required documents**
- **Verification and authentication**
- **Processing Applications/Claims**
- **Tracking, Feedback & Reporting**
- **Grievance redressal**

Community

System Integration Objectives

The project aims to

➢ Create a common, dynamic data base of beneficiaries accessible to all line departments, thereby avoiding duplication of efforts, checking leakages, and increasing the speed of delivery of social services.

➢ Automate processing of applications and application tracking, thereby increasing transparency, efficiency, and objectivity of service delivery.

➢ Involve the community at grass-root level in authentication of applicants.

➢ Most importantly, indentify the unreached who invariably are the most deserving, vulnerable sections of the society

System Integration Project : Salient Features

➢ System-generated, partially auto-filled scheme application form (data derived from master database) with preloaded documentary evidence to expedite scheme enrolment.

➢ Easy access for beneficiary to scheme information, application status, etc. through 104 GRC-Sks/departments/internet.

➢ Fast and accurate application processing through online approval system.

➢ Schemes work flow designed as per the requirements of the department

➢ Transparent Grievance Redress Mechanism – Intranet / Internet based.

➢ Up-to date, readily available MIS, leading to better control systems.

➢ SMS alerts to beneficiaries on availed transitions

➢ UID Nos. used for authentication, de-duplication, and creation of reliable family folders.

Special Programs
For Special Needs

Integrated Project For Homeless

- Homeless resource centre

- Community Kitchen – Jan Ahar

- Health camps

A Homeless being given a Unique Identity Card

Promoting Health and Hygiene

- Awareness for improving Menstrual Hygiene
- Providing low cost sanitary napkins
- IEC Campaign

Achievements

- Significant results that have broken the cycle of exclusion

- More realistic and accurate estimates of poverty

- Increased allocation and utilisation of budget across different schemes

- Central Government

- Civil Advocacy Groups

Walking through the SSSK activities

Dissemination of Information at Help Desk

- Vocational Training
- Voter I Card
- Financial Assistance Schemes
- Bank related
- Non Formal Education

- Certificates (Birth, Death, etc.)
- Health Services
- Ration Card
- Legal Awareness
- Status of Applications
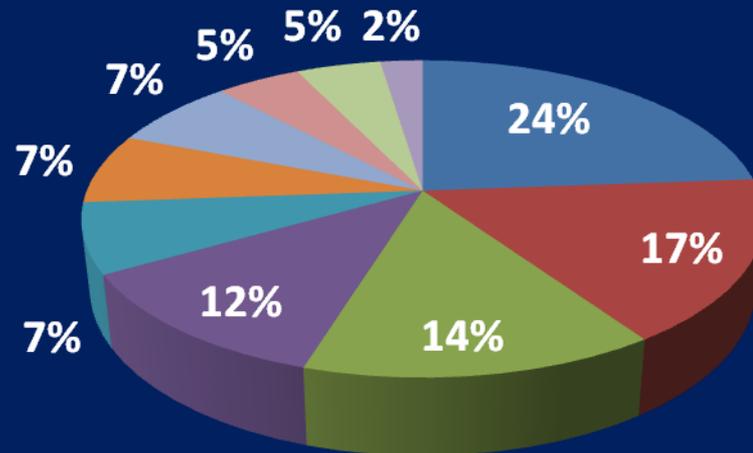
Over 300 people visit a GRC Help Desk every month

GRC Activities at a glance

Activity	People served in FY 2010-11 (approx.)
• Non-formal / bridge education	11,526
• Vocational training	25,789
• Legal help and counseling	74,866
• Formation of Self Help /members	923 SHGs /13845
• Health Camps and health clinics	1,60,790
• Nutrition advice	56,403
• Mobilizing participants for SJSRY training	3,282
• Menstrual Hygiene	69,232
• RSBY enrolment	1,45,222
• Water and sanitation hygiene awareness	
• UID/Aadhaar enrolment (over 8 lakh in current year)	
• Help desk (over 300 visitors per GRC per month)	

Cost versus benefit

- Average Expenditure per GRC (2010-11) : Rs. 14.42 lakh

- People served per GRC (2010-11) : 10,700

- Cost incurred per beneficiary: Rs. 135 (approx. $ 2.75)

  (The above does not include those who availed help desk services only)

  Intangible benefits:

- Services delivered at door-step of community

- Saves travel time and cost

- Saves administrative cost and time at departments

Special Initiatives of Mission Convergence

Unique Identification

- A Govt. of India project to assign every resident a unique identification – weeds out duplicate/ ghost beneficiaries

- The mandate conforms with Mission's approach to focus on marginalised communities

- Mission Director is the Registrar for enrolling vulnerable of Delhi

- UID will help in reducing access barriers to the various welfare schemes

- GRC-SKs acting as enrolment centres

- Inclusion of residents without documentary proof with the help of introducers

- *Financial Inclusion* of hitherto excluded segment is an integral part of the programme

Swarna Jayanti Shahri Rozgar Yojana (SJSRY)

Skills and Education lead to

- non-vulnerable occupations
- decent work
- enhancement in wages
- Improved self-esteem

RSBY – Health Insurance Scheme

- Coverage of Rs 30,000 (US$650) for a family of 5 for one year;

- Transportation charges of R–s 1,000 (US$22) per year;

- Pre-existing diseases covered from day 1;

- 1day pre and 5day post-hospitalization covered

- No age limit.

- Funding: Central and State governments pay the premium

- Beneficiary pays Rs. 30 as the registration fee per year.

- Each enrolled beneficiary gets a biometric smart card;

- Beneficiary can visit any empanelled hospital across India;

- Beneficiary is provided cashless treatment;

- Hospital submits paperless claims to the insurance company

Joining hands with SEWA – Formation of Thrift & Credit Cooperative

- Project launched on 7 October 2011 in collaboration with SEWA Delhi Trust

- 1 lakh women of Delhi to be enrolled as members Thrift & Credit Society over 5 years

- Range of financial services to poor women at reasonable terms

- 1800 financial literacy training by SEWA to members and non-members over 5 years

- This will also ensure expansion of base of the Cooperative

WASH Initiative

- Awareness generation in the community about water, sanitation and health & hygiene
- Creation/upgradation of water and sanitation infrastructure on the basis of need assessment through resource mapping involving Urban Local Bodies
- Promotion of safe drinking water in vulnerable areas through training and awareness
- Training has been conducted for stakeholders
- IEC material developed and circulated

Accountability and Transparency

- All the NGOs/CBOs accountable under the purview of the Right to Information Act

- A responsive Grievances redressal mechanism
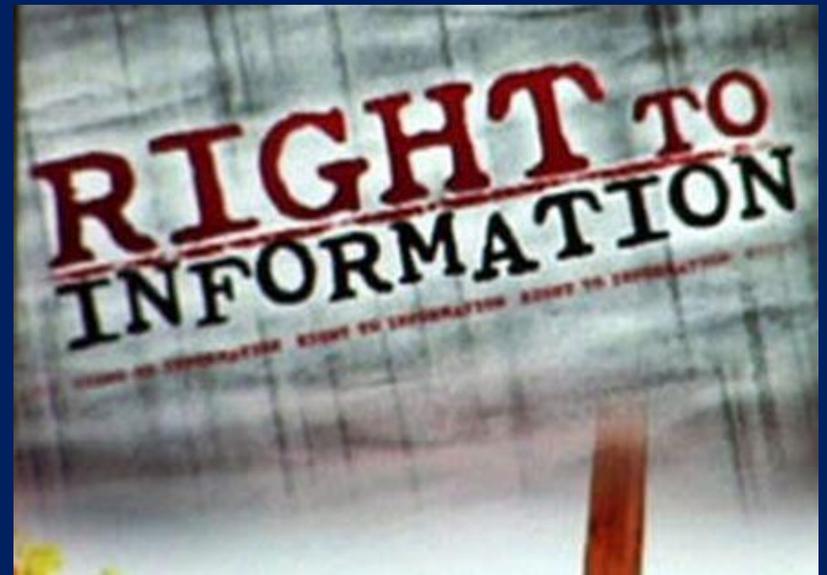
The Recognition

"I am pleased that Mission Convergence is focusing on improving deliverability...it will promote implementation in a transparent manner...this is important for eliminating corruption and for ensuring full benefits reach the people..."

Smt. Pratibha Singh Patil, President of India

International Acclaim

Mission wins United Nations Public Service Award 2011 for "Improving Delivery of Public Services"

"The award is a recognition of the government's unflagging pursuit to address urban poverty and to improve the conditions of the under privileged."
– Smt. Sheila Dikshit

The Road Ahead

- Unique Identification of beneficiaries
- Targeted delivery of public services to the unreached
- Further strengthening of Health, Education and Women's Empowerment Programmes
- Taking economic empowerment to new heights through SJSRY, RSBY, SHGs, SEWA Programmes

The journey of partnership continues ……
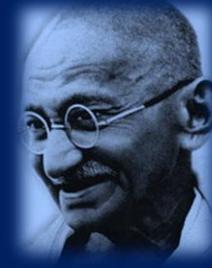
" I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [Woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to Swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and your self melt away. "...................Mahatma Gandhi.