

Social Audit Report under the MCP&PSSSA Act 2017-12-06
17th – 22nd November 2017

**1. Name of Village: Chotcholja,
Block: Kharkutta,
District: North Garo Hills
Meghalaya**

2. Name of members of Social Audit Support Team:

- a. MSSAT Representative: Barsha D Areng (Junior Consultant)
- b. External Resource Person: Paras Ram Banjara
- c. Village Resource Persons: i) Cleyford Marak,
ii) Ringga Marak,
iii) Krispin Sangma,
iv) Kajal Hajong
- d. Social Audit Committee (if it was formed)

3. Composition of Social Audit Public Hearing Panel:

Name	Designation
Sri. P. K Boro	Additional Deputy Commissioner
Smt. Dr W K Marak	Medical & Health Officer
Sri G. T. Sangma	General Manager, District Commerce and Industries.
Sri Prakash Momin	Headman

4. Number of people who attended the Public Hearing: 411 people attended the Public Hearing on 23rd November 2017 at Chotcholja Village.

5. List of Departments which did not set up desks at the Public Hearing:

- A. Power

6. List of schemes audited by the team in the village:

- A. **Sarva Shiksha Abhiyan (SSA)**
- B. **Mid Day Meal (MDM)**
- C. **Public Distribution System (PDS)**
- D. **Integrated Child Development Scheme (ICDS)**
- E. **Health Department: Janani Suraksha Yojana (JSY) & JSSK**
- F. **National Social Assistance Programme (NSAP)**
- G. **Pradhan Mantri Awas Yojana (PMAY)**
- H. **Public Health Engineering Dept. (PHE)**
- I. **Border Area Development Programme (BADO)**

7. Key Findings:

Name of Scheme that was Audited	Key findings (Please answer with specific issues listed)	Decision taken at the Public Hearing
Sarva Shiksha Abhiyan (SSA)	<p>i) The people of the Village were not aware of their entitlements.</p> <p>ii) Children are facing lots of problem because school building is very old, there is no doors and windows, roofs and floors got spoiled, most of the desk and benches got broken.</p> <p>iii) According to the entitlement all children between the age group of 6-14 years get free education, but the Upper Primary School (UPS) of Chotcholja Government School charge Rs 500 per child every year. Total Students enrolled in UPS – 161 students, $161 * 500 =$ Rs 80,500</p> <p>iv) As per the public meeting in the community hall on 21st November 2017, children were not getting the Rs 400 per child (2 sets of uniform) every year. Parents and the children said that they only get a jersey. Therefore, Children were not getting according to their entitlement.</p> <p>v) As per the information received from the School, School Management Committee (SMC) were not form after every 2 years. As per the public meeting in the community hall on 21st November 2017, among the SMC members provided by the</p>	<p>EAC / Magistrate will be detailed to conditional enquiry into the matter. P.K Boro Additional DC, Resubelpara.</p> <p>Headmaster is requested to avoid collection of school fee from the students. Since the maintenance of school is Governments priority.</p> <p>EAC / Magistrate will be detailed to conduct enquiry into the matter</p> <p>SMC is to be activated or form based on the findings during Social Audit</p>

	<p>vi) School Headmaster, 2 of the SMC members were passed away. Registers (cash book, ledger, Textbook and uniforms distribution etc.) are not maintained properly.</p>	
Mid Day Meal (MDM)	<p>i) The standard menu is not display publicly.</p> <p>ii) Cook do not follow the regular menu and as per the discussion between the parents and children, food quality is not good and the children gets the same food item everyday</p> <p>iii) Cook were not paid regular honorarium</p> <p>iv) There is no helper</p> <p>v) MDM Monitoring Committee does not maintain registers.</p> <p>vi) Based on the verification of Social Audit Team on 22nd November 2017, School receives Rice of 5.44 kg in the month of July 2017 and remaining 2.50 kg and School receives Rs: 30,107 /- (Thirty Thousand and one hundred seven only)</p> <p>vii) Records were not maintained properly.</p> <p>viii) Food grain store room is not maintained properly.</p>	<p>District School of Education (DSEO) to prepare standard menu and circulate the same to all the schools from the next academic session and also to prepare register.</p> <p>Action to be taken is at required here. Resolve during public hearing</p>
Public Distribution System (PDS)	<p>Rice:</p> <p>i) Based on the physical verification of Audit team on 20th November 2017, Fair Price Shop Board and the price list are newly made.</p> <p>ii) Rice is sold at Rs 5/- per kg but when villagers came to know their entitlements i.e., Rs 3/- per kg, people</p>	<p>Resolve during Public Hearing. Corrective measures will be initiated.</p>

	<p>hold beneficiaries should get 2-3 litters per month but the dealer sale 1 litter for some household, 2 litters for some household, 3 litters for some household and 4 litters for some household. Therefore, the beneficiaries are not getting according to their entitlements.</p> <p>v) Sale register is not maintained for the month of May, August and September 2017.(the record was not found for the month of May, August and September, 2017 in the sale register)</p> <p>vi) There was differences of the records, dealer's record did not match with official record (Received from the department)</p>	
<p>Integrated Child Development Services (ICDS)</p>	<p>i) People were not aware of their entitlements.</p> <p>ii) Anganwadi Centre is not attractive as there is no wall painting and Menu Chart is not display at the centre.</p> <p>iii) According to the entitlement every centre shall have facilities for cooking meals, drinking water and sanitation but as per the physical verification by audit team on 21st November 2017, there is no kitchen or the facility to cook meals, no proper sanitation and drinking water.</p> <p>iv) Anganwadi worker cook the meals at home and distribute at the centre and the grains or the food stuffs are kept at worker's</p>	<p>Resolve the issue. DSWO will take the corrective measures.</p>

	<p>place.</p> <p>v) Anganwadi centre should provide morning snacks and afternoon lunch to the children in the age group of 3-6 years but as per the discussion with children and the parents, they provide only morning snacks and that is also only twice or thrice in a week.</p> <p>vi) Pregnant women and young mothers (till 6 months after the child birth) are entitled to free nutritious food in the form of take home ration and the ration should have 600 Kcal and 18-20g protein but the pregnant women and young mothers are not getting according to their entitlement.</p> <p>vii) Anganwadi centre do not provide non-formal education to the children in the age group 3-6 years and do not provide nutrition and health education to adolescent girls and women (15-45 years)</p>	<p>Resolve the issue during the Public hearing DSWO will take corrective measures.</p>
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Health	<p>i) The villagers were not aware of their entitlements.</p> <p>ii) Women were not aware of Janani Suraksha Yojana (JSY) and Janani Shishu Suraksha Karyakram (JSSK) schemes.</p> <p>iii) As per the meeting on 20th and 21st November 2017, women of Chotcholja village were not happy with the existing ASHA because she do not create awareness and do not conduct outreach programs among the community regarding nutrition, basic sanitation, hygienic practices and healthy living. ASHA do not counsel women on birth preparedness, importance of safe delivery, breast feeding, complementary feeding, immunisation etc. ASHA do not accompany the requiring admissions to the nearest PHCs. ASHA do not visit the baby born at hospital and home for checking their weight, fever etc.</p> <p>iv) As per the information received from the sub centre regarding the Village Health Sanitation and Nutrition Committees (VHSNC) members, on 21st</p>	<p>Resolve during Public hearing. DH& MO will take corrective measures.</p> <p>Took the public reservation by the headman during Public hearing ‘</p>

	<p>November 2017, during public meeting 2 (two) of the members whose name is there in the list says that “they do not know that they were VHSNC members”</p> <p>v) Village Health Nutrition Day (VHND) is suppose to organise once in a month; immunisation should be given to all pregnant women and children of less than 5 years on this day but they never organise VHND at Chotcholja Village.</p> <p>vi) Under the JSY, women who have completed immunisation and ANCs and give birth at health institutions should get Rs 700/- and if the women completed immunisation and ANCs and give birth at home should get Rs 500/-. In the FY 2015-16, 2016-17, 2017-18, 37 women gave birth at health institution, 9 women gave birth at home and 1 woman who birth at private hospital. Total 47 women have not receives JSY benefits.</p>	<p>Resolve during Public hearing. DH& MO will take corrective measures.</p> <p>Resolve during Public hearing. DM& HO will take corrective measures.</p> <p>Issues resolved during Public Hearing. Beneficiaries are to open Bank Account. DM&HO will take corrective measures</p>
<p>Public Health Engineering Department (PHE)</p>	<p>i) Information was received day before Public Hearing i.e. on 22nd November 2017 around 3:00 pm from the department which is very late.</p> <p>ii) As per the information receives from the department, there are water tank and GI Pipelines in the Village. But as per the public meeting in the community hall the pipelines are very old</p>	<p>SDO (PHE) is instructed to take repairing works as demanded in the Public Hearing.</p>

	<p>which has been connected 20-30 years earlier, therefore that is not working and repair should be done. Water supply is not regular.</p> <p>iii) As per the public meeting on 21st November 2017, since the pipelines are not connected to each locality and irregular water supply, people demanded that the pipelines should be connected to each locality (every nook and corner) and water supply should be regular.</p>	
Border Area Development Programme (BADO)	<p>i) The information was given incomplete from the Department.</p> <p>ii) As per the physical verification (measurement of road) on 20th November 2017 along with the Headman and Secretary of the village, the length is 376.35 m as given in the information from the department.</p> <p>iii) As per the meeting on 21st November 2017 regarding the road constructed by BADO, the villagers demanded to repair it because the quality of road is not good.</p>	Engineer of BADO will be detailed to conduct enquiry into the matter.
National Social Assistance Programme (NSAP)	<p>i) The people were not aware of their entitlements.</p> <p>ii) NSAP list is not provided from the department.</p> <p>iii) During the public meeting, a CM Pension beneficiary says that they do not receive the amount regularly.</p> <p>iv) Those who are eligible for the Pension were not getting the benefits.</p>	PD, DRDA is requested to verify the beneficiaries and accordingly their names will be included base on the criteria under NSAP.

Pradhan Mantri Awas Yojana (PMAY)	<ul style="list-style-type: none"> i) As per the meeting on 20th November 2017, 3 beneficiaries have not received the amount among the beneficiaries for all Houses sanctioned in 2016-17 ii) 109 household should get the PMAY beneficiaries in the village. 	
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8. Applications filed by people to avail benefits/services:

Name of Applicant	Name of Service Applied for
Villagers/ Community	Sarva Shiksha Abhiyan (SSA): <ul style="list-style-type: none"> i) For School infrastructure ii) For the uniform iii) To avoid collection of fees from the students iv) To form a new School Management Committee (SMC)
Villagers/ Community	Mid Day Meal (MDM): <ul style="list-style-type: none"> i) To cook according to the Menu.
Villagers/ Community MerethSangma MeckSangma ThenydiaMarak SensbirthMarak LushamerryMomin SemargineMaral	Public Distribution System (PDS) <ul style="list-style-type: none"> i) To provide Rice, sugar and kerosene according to the entitlement (Rice- 5 kg per head, Sugar – 3kg per household and Kerosene – 2-3 litters per household) ii) To sale at the Government rate (rice at Rs 3, kerosene at Rs 27 and sugar at Rs 30) iii) Apply for the ration card iv) Apply for the ration card v) Apply for the ration card vi) Apply for the ration card vii) Apply for the ration card viii) Apply for the ration card
Villagers/ Community	Pradhan Mantri Awas Yojana (PMAY) <ul style="list-style-type: none"> i) Applied for the PMAY Scheme
EljinSangma Prakash Momin NorunballaSangma KrellindaMomin	National Social Assistance Programme (NSAP): <ul style="list-style-type: none"> i) Applied for old age pension ii) Applied for old age pension iii) Applied for old age pension iv) Applied for old age pension
Villagers/ Community	Public Health Engineering (PHE) <ul style="list-style-type: none"> i) To provide adequate pipelines to every locality.
Villagers/ Community (32 women)	JSY Scheme
	ICDS -

Sri. Tengsimbirth Sangma Chesang N Areng Simchengbirth Marak	<ul style="list-style-type: none"> i) Applied for Disability pension ii) Applied for Disability pension iii) Applied for Disability pension
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9. Grievances/Complaint registered by people indicating irregularity in implementation:

Name of Complainant	Description of Grievance/Complaint
Villagers/ Community (63 people) -	<p>Sarva Shiksha Abhiyan (SSA):</p> <ul style="list-style-type: none"> i) Infrastructure- Poor Infrastructure of school (No proper sanitation, roofs and floors were spoiled, school building is very old, there is no doors and windows, most of the desk and benches got broken. ii) School Fee- Upper Primary School (UPS)of Chotcholja Government School charge school fee of Rs 500 per child every year. Therefore, the people of the village complaint and demanded to avoid collection of fees from the students. iii) Uniform - Children only get a jersey. iv) School Management Committee (SMC)- The new SMC hasn't form <p>Therefore, the parent's complaint against SSA and demanded for the better infrastructure, to avoid school fee from the students, to provide 2 sets of uniform per child and every year, to form new SMC.</p>
Villagers/ Community (68 people) -	<p>MDM:</p> <ul style="list-style-type: none"> i) Menu is not displayed publicly. ii) Meals were not provided as per the menu; everyday children eat the same type of food and fruits are not given. <p>Therefore, Parents and the children complaint and demanded to follow the menu every day and not to give same kind of food every day.</p>
Villagers/ Community (88 people) -	<p>ICDS:</p> <ul style="list-style-type: none"> i) Children gets morning snacks twice or thrice in a week. ii) Aganwadi centre do not provide non-formal education to the children in the age group 3-6 years. iii) Agandwadi worker says that, she has not received adequate food grains to give provide every day to the children. <p>Therefore, Parents complaint against ICDS and demanded to provide regularly and non- formal education to the children.</p>
RanjithaSangma	<p>Health:</p> <ul style="list-style-type: none"> i) She has completed the immunisation and ANCs but didn't get the benefit of JSY. Therefore, she requested the Health Department for the JSY benefit. ii) She has completed the immunisation and ANCs and have

<p>PulmothyMarak</p> <p>Villagers (32 women)</p>	<p>delivery at home but didn't get the benefit of JSY. Therefore, she requested the Health Department to look into the matter.</p> <p>iii) ASHA – Women were not happy with the working condition of existing ASHA because-</p> <ul style="list-style-type: none"> • She is not working since last 2 years. • ASHA do not counsel women on birth preparedness, importance of safe delivery, breast feeding, immunisation etc. • ASHA do not accompany the requiring admissions to the nearest PHCs. • ASHA do not visit the baby born at hospital and home for checking their weight, fever etc. <p>iv) VHSNC- VHSNC was not form because during the public meeting when the audit team read out the list of VHSNC, 2 of the members strongly deny that they do not know and are not the members of VHSNC including headman. VHND never organise Nutrition day in the village.</p> <p>Therefore, people complaint against ASHA and her working condition regarding the functioning of both VHSNC and VHND.</p>
<p>Villagers/ Community (41 people)</p>	<p>PHE:</p> <p>i) There are no pipelines in each locality and wherever there is pipelines, water supply is not regular. Therefore, the people complaint against PHE department and demanded for the new connections of pipelines in every nook and corner and the supply of water to be regular.</p>
<p>Sri MitrosenMomin</p> <p>Smt. Gresmony Momin</p>	<p>NSAP:</p> <p>i) He is the beneficiary of old age pension but he didn't get pension regularly, in fact he hasn't received the pension this year and the year is almost gone. Therefore, he is requested to kindly provide his pension regularly in due date and take proper action as soon as possible, so that he can live his life happily.</p> <p>v) She has complaint against delaying of pension as she didn't get her pension regularly.</p>
<p>Villagers/ Community (95 people)-</p>	<p>PMAY Scheme:</p> <p>i) The landless people below poverty line do not get the benefits of PMAY Scheme. Therefore 95 people requested to avail the benefits of PMAY.</p>
<p>Villagers/ community (63 people)-</p>	<p>PDS:</p> <p>i) Rice is sold at Rs 5/- kg instead of Rs 3/- Kg</p> <p>ii) Sugar is sold at Rs 40/- kg instead of Rs 30/- Kg and distribute 1 kg to the beneficiaries instead of 3kg per household.</p> <p>iii) Kerosene is sold at Rs 35/- per litter which is Rs 27/- per litter and distribute 1 litter per household instead of 2-3 litters per household.</p> <p>iv) All the beneficiaries do not get the kerosene. Therefore, the people requested the PDS department to provide</p>

	<p>according to their entitlements (5kg per head of the beneficiary's household, 3 kg per household and 2-3 litters per household) and at the government rate which is Rs 3/-kg for rice, Rs 30/- kg for sugar and Rs 27/- litter for kerosene.</p>
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10. Based on the social audit findings, please list down **policy level suggestions** that you would like be incorporated in the implementation of schemes that were audited.

A. Sarva Shiksha Abhiyan (SSA)-

- The Department should take the initiative to create awareness programme at least once in a year regarding their entitlements, so that people are well aware of their entitlements.
- Since the education plays an important role for the betterment of the society, there should be adequate infrastructure, should make new benches and desk, should repair the roofs and floors, have good blackboards so that children can study and learn properly.
- Should form a new SMC in transparency manner and active roles and responsibilities according to the Right to Education Act, 2009
- State Government must issue an order to all schools to maintain all the records and update timely.
- Should follow and implement Right to education Act, 2009
- Should appoint qualify teachers.
- Should provide sufficient textbooks and uniforms to the children.
- Should distribute all incentives like textbooks, uniforms etc. in a transparency manner.
- State Government must issue an order to all the government schools to avoid school fees from the Children of elementary education. It is a completely violation of RTE, Act.
- Should make an MIS and it should be in a public domain

B. Mid Day Meal (MDM)-

- Since the Mid Day Meal is a very important scheme, SMC should take it very seriously. Children should get nutritious food to eat at school. Children in the village are not getting the quality food because the school provide same type of food ever day in the school and since there are lots of seasonal fruits available in Garo Hills, children should get fruits as a part of MDM as it is their entitlements.
- State Government must issue an order to all schools that menu must be display publicly in the school and the cook should follow the menu. So that children will get varieties of food in the school.
- State Government must issue an order to all schools to maintain all records and update timely.
- Honorarium of the cook should be regular as the cooks do not get regular money and it should be increase as Rs 1000 is very less for them too.
- Should make an MIS and it should be in a public domain.

C. Public Distribution System (PDS)-

- The Department should take the initiative to create awareness programme at the village level regarding their entitlements, so that people will be aware of their entitlements.
- There should be a separate Fair Price Shop (The Concerned dealer sold at his respective home) and the price list should be display publicly.
- PDS dealer should maintain their register for every month clearly.
- The concern dealer should also aware of the entitlements and sales rice, sugar and kerosene accordingly.
- The dealer should display the category wise beneficiaries list at the Fair Price Shop for the purpose of transparency
- The Food and Supply department should take a decision for supply cost of food grain and also make a proper check and balance system for dispatch and receiving of food grain form FCI to Fair Price Shop.
- Should make an MIS and it should be in a public domain.

D. Integrated Child Development Scheme (ICDS)-

- Since the villagers were not aware of their entitlements, Anganwadi worker should call for the general meeting quarterly, so that people will be aware of their entitlements.
- ICDS centre should look attractive and wall paintings should be there.
- ICDS centre should provide non- formal education so that more children will come and participate.
- Morning snacks and afternoon lunch should be provided every day to the children and should provide take home ration accordingly to the children and the Pregnant Women and Young mothers.
- ICDS centre should have separate kitchen to cook meals and room to store the food grains.
- ICDS should have adequate infrastructure (Water and sanitation)
- Should maintain all records properly.
- Should make an MIS and it should be in a public domain

E. Health Department: Janani Suraksha Yojana (JSY) & JSSK-

- Based on the findings during Social Audit, most of the people were not aware of their entitlements. Therefore, they should create awareness programme in the village.
- The people of the village should appoint new ASHA in Chotcholja Village. So that she can do her responsibilities better.
- New VHSNC should form.
- VHSNC should organise VHND once in a month.
- Should maintain all records properly.
- Must ensure proper monitoring at the sub centre level from the concern authority.
- Should make an MIS and it should be in a public domain.

F. National Social Assistance Programme (NSAP)-

- Most of the people were not aware of their entitlements. So, the Department should provide awareness programme in each village.

- Beneficiaries should get regular pension.
- The entire beneficiary's list name must be display at the community centre.
- All eligible beneficiaries must include in CM pension scheme.
- Should make an MIS and it should be in a public domain

G. Public Health Engineering Dept. (PHE)-

- The GI pipelines should be well connected to every nook and corner.
- The water supply should be regular
- Should make an MIS and it should be in a public domain.

H. Border Area Development Programme (BADO)-

- The quality of road constructed under Border Area Development Programme (BADO)in the village is not good. Therefore, the engineer of BADO should detail to conduct enquiry.
- Should make an MIS and it should be in a public domain.

11. Based on the pilot social audit, please list down the **changes** that you would like be made to the **social audit protocol** that was followed in the pilot and to the **formats** that were used.