

**Social Audit Report under the MCP&PSSSA Act 2017-12-06**

**17<sup>th</sup> – 22<sup>nd</sup> November 2017**

**1. Name of Village: 12 Mer**

**Block: KhatarshnongLaitkhroh**

**District: East Khasi Hills**

**2. Name of members of Social Audit Support Team:**

**a. MSSAT Representative:** Ms. Dipica Nongrum, State Resource Person, Meghalaya

**b. External Resource Person:** Dr. Nitin Jadhav, External Resource Person from SATHI, Maharashtra

**c. Village Resource Persons:**

1. Mr. Banpynshngain Khongngain, Village Resource Person
2. Ms. Anisha Marbaniang, Village Resource Person
3. Ms. Banrity Lyngdoh, Village Resource Person

**d. Social Audit Committee (if it was formed)**

1. Barnabas Sohtun
2. Khrawbok Sohtun
3. Pynskhem Kharkongor
4. Donbok Sohtun
5. Rising Sohtun
6. Skabording Kharkongor
7. Agenda Sohtun.

**3. Composition of Social Audit Public Hearing Panel**

<b>Name</b>	<b>Designation</b>
Shri P.S Dkhar, IAS	Deputy Commissioner, East Khasi Hills District, Shillong.
Shri T. Blah	Chairman, State Social Audit Council, Meghalaya
Shri B. Dhar (Retd IAS)	Director, Meghalaya Society for Social Audit Transparency, Shillong.
Smt E. L. Warjri	Block Development Officer, KhatarshnongLaitkhroh C & RD Block, East Khasi District, Khatarshnong aLaitkhroh.
Smt. D.V. Massar	DPO, Social Welfare Department, Shillong
Smti. J. Kharshandy	Inspector of Supply, East Khasi Hills District, Shillong

Smti Dr J Lyngwa	Joint Director, Health Department , Shillong
Shri. S. J Vooth	Executive Engineer, PHED , Shillong
Shri S. A Allya	Block Mission Coordinator, Education Department, Shillong

**4. Number of people who attended the Public Hearing:** 260 nos approx

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

Agriculture Department

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

Department	Scheme
1. Food Civil Supplies & Consumer Affairs Department	Public Distribution System (PDS)
2. Community & Rural Development Department	National Social Assistance Programme Pradhan Mantri Awaas Yojna -G
4. Social Welfare Department	Chief Minister Pension scheme Integrated Child Development Scheme
5. Education Department	Sarva Shiksha Abhiyan Mid Day Meal
6. Health Department	Health
7. Public Health Engineering Department	Water Supply Swacch Bharat Mission
8. Agriculture Department	National Mission for Sustainable Agriculture

**7. Key Findings:**

Sl No	Name of scheme that was audited	Key findings (Please answer with specific issues listed)	Decision taken at the Public Hearing
1.	Public Distribution Scheme	<p>1. No item wise record keeping, (Stock Register) maintained for the period 2017-18 from April till date.</p> <p>2. There is no Display Board indicating the rate and the quantity of rice in the Fair Price Shop.</p> <p>3. As per the information received from Food Civil Supplies &amp; Consumer Affairs Department wheat was supplied to the Fair Price Shop dealer regularly whereas the Fair Price Shop Dealer had received during September 2017 and October 2017 only.</p> <p>4. People told that since last 3 months, they have not received sugar, the shop keeper told that she has distributed 3 kg/ household @ Rs. 30/- but no record (stock register) at the level of shop keeper available for verification by social audit team.</p>	<p>1. Inspector of Supply, East Khasi Hills District, Shillong clarify and ensure that</p> <p>(a) Training to the shop keeper and supplier about record keeping would be organized by Food Civil Supplies &amp; Consumer Affairs Department</p> <p>(b) The quantity for kerosene oil is to be distributed 2.5 liter per household and @ Rs 22.40/-</p>

		<p>5. People told that the shop keeper have instructed them that they have to take their ration before 12 days after receiving the stock against the instruction that Fair Price shop is to open the whole month.</p> <p>6. Based on the SECC list, the ration cards have been renewed at block level. But some the people were not collected it in time so the ration cards are with DC office. People are now asking for their cards.</p> <p>7. Late. Lesimilin Kharkongor died four years back but in the record her name is still existing in the list provided by department.</p> <p>8. The information related to kerosene had not been given by the department and could not be verified by the Social Audit Team.</p> <p>9. Details in the Ration cards of the beneficiaries were not filled up eg: quantity of rice, sugar, wheat and the rate charged.</p> <p>10.Regarding the record related to kerosene, it has been observed that the dealer is maintained month wise record but not writing the quantity and date provided kerosene in the record. The record keeping was very messy and poor in condition that it was difficult to recognize the exact beneficiary.</p> <p>11.Price of kerosene- According to people, the price is at rate Rs. 27/litre, according to dealer, he is purchasing at @ Rs. 23.80/ litre, the supplier says he is getting from dealer @ Rs. 22.40/litre. Dealer clarify that he is taking extra money from the people because for transportation from supplier to village and he is spending Rs. 500/- per trip.</p> <p>12.The people from the community are not aware of the VVC, the social audit team has shared the name of the members of the VVC.</p>	<p>(rate may fluctuate depending on the rate bought by the Supplier from the company) which Rs 2.50/- is for transportation which has fixed by the government which include within the actual rate of the kerosene oil.</p> <p>2. The Deputy Commissioner, East Khasi Hills District, ensure that the Food and Supply Department has to enquire matter related to the finding of the Social Audit.</p>
2.	National Social Assistance Program	<p>Beneficiaries told that they are getting total amount of pension but not monthly. It is observed that the delay from 3 months to year. Smt. Phida Sohtun, Umlympung has received the pension under old age pension scheme, she has received pension for the period from March to July 2017 on 18<sup>th</sup> September 2017.</p>	<p>1.BDO clarified the delay on receiving the pension under NSAP is due to the delay of the sanction from the Government.</p> <p>2. The panel member has instructed the beneficiaries to update their passbook.</p>
3.	Chief Minister Pension scheme	<p>Beneficiaries told that they are getting total amount of pension but not monthly. It is observed that the delay from 3 months to year. Smt. Phida Sohtun, Umlympung has received the pension under CM-ICDS scheme for the</p>	<p>1.DPO, Social Welfare Department, clarified the delay on receiving the pension under Chief Minister's Pension Scheme</p>

		period from April 2016 to March 2017 on 18 <sup>th</sup> August 2017.	is due to the delay of the sanction from the Government and for financial year 2016-17 the pension has already paid to the beneficiaries on the month of march 2017. 2. The panel member has instructed the beneficiaries to update their passbook.
4.	Integrated Child Development Scheme	<p>1.The Social audit team visited Anganwadi -1 (out of total 4 centre) which is situated Umlympung.</p> <p>1.Out of all 4 Anganwadis, only two Anganwadis are having their own building.</p> <p>2.The weighing machine was there but it was not functional.</p> <p>3.The play material was available in the Anganwadi -1 but it seems that it never used.</p> <p>4. There was separate kitchen, access to safe water and separate toilet in the Anganwadi- 1.</p> <p>5. The daily menu of hot cooked food was not displayed properly.</p> <p>6. The Community Monitoring Committee has been constituted but after verifying the record available in the Anganwadi -1, the names of non-official members were not matching with the list given by social welfare department.</p> <p>7.The record of THR available in the Anganwadi and information provided by social welfare department was not matching.</p> <p>8.Some parents are not bring their children for checking their weight so the Anganwadi worker unable to track the growth of those children.</p> <p>9. 12.On record the regular distribution of THR and Hot Cook meal is written but in the meeting with community, people told that they are not getting THR/hot cook meal on regular basis.</p> <p>10.People from Bisi and Umlympung habitats told that the Anganwadi 1 and 3 opens for providing hot cook food and THR, children are not getting pre-school education.</p> <p>11. People from Bisi and Umlympung habitats told that the Community Monitoring Committee and community have decided that they will ask for THR only and will not interested in getting hot cook meal.</p> <p>12. People told that they are receiving THR once in a week and hot cook meal is receiving</p>	<p>Smt. D.V. Massar, DPO Social Welfare Department, Shillong has clarify that (a) the non-function weighing machine of Anganwadi -1 shall be check for replace.</p> <p>(b) the department from time to time has instructed that the Anganwadi that besides the available playing material provide from the department they can also make playing material from the available local material like clay, Stick etc. (c) the Anganwadi to display the daily menu of hot cooked food at the Anganwadi Centre.</p> <p>(d) the Anganwadi to ensure the parents to bring their children for checking their weight so as to track the growth of those children. (e) that Pre School, Hot Cook Meal &amp; Take Home Ration should be followed as per the ICDS</p>

		<p>twice or thrice in a week.</p> <p>13.The meetings of committee are irregular. The last meeting was conducted in October 2017.</p> <p>14. The Anganwadi worker do not have weighing machine for taking weight of food stuff. Hence she is giving it haphazardly.</p> <p>15.As Anganwadi is providing food stuff haphazardly, people doesn't know exact quantity of food stuff.</p> <p>16. The people from 12 Mer had requested to social welfare department that CDPO should come and give information about the ICDS as the people want to understand about all entitlements in detailed.</p>	<p>guideline. (f) measuring Cup for foodstuff shall be provided from the department to the Anganwadi concerned so as to ensure the right distribution of the foodstuff quantity. (g) requested from the people for giving awareness about about all entitlements on ICDS would be taken up from the social welfare department.</p>
5.	Prime Minister Awas Yojna	<p>1. Only one beneficiary (Ms. Their Kharkongor) has received the benefit under this scheme. The social audit team verified by checking passbook about it and it is observed that she has received 1<sup>st</sup> (Rs. 52,000) and 2<sup>nd</sup> (Rs. 58,500) installments, but 3<sup>rd</sup> installment was not yet receive. The team member from social audit team has visited her house and it has been seen that the construction of house is completed and now she is staying in that house.</p> <p>2.Ms. Phirmai Kharkongor has also applied for PMAY since last 10 years but she is still in the waiting list.</p>	<p>BDO clarified that (a) the third installment shall be give once the fund is available.</p> <p>(b) Ms.Phirmai Kharkongor application was, during the time when 12 mer falls under Myllem C &amp; RD Block, she ensure that next Financial year 2017- 18, Ms. Phirmai Kharkongor shall be the first priority.</p>
6.	Sarva Shiksha Abhiyan	<p>The key findings about Balang U Khrist UP SSA school are as follows-</p> <p>1. The information has been verified by social audit team by visiting the school, cross-checking the documents available in the school and interaction with 2 teachers – Smt. Sibalinda Langstieh and Mr. Batiplang Nongkhlaw.</p> <p>2. During the visit to the school on 21<sup>st</sup> November 2017, the teachers informed to social audit team that the school is closed because holiday has been declared to the students for preparation of studies. The social</p>	<p>1. Mr. BatiplangNongkhlaw, teacher, Balang U Khrist, SSA School has ensure to maintain the Teacher School Attendant in future.</p> <p>2. Shri S. A Allya, Block Mission Coordinator, Education Department clarify that in related to insufficient supply of the two set School Uniform is due to</p>

	<p>audit team insisted to teachers for the meeting and verifying the documents, somehow teacher agreed to meet social audit team in the school. It was not clear to social audit team that though there was holiday for students, why teachers were not present in the school.</p> <p>3. It was observed that there was irregularities seen in signing by the teachers in the attendance muster. Out of total three teachers one teacher (Smt. Haphibansuk Khongwir) has taken a leave without submitting leave application. Mr. Batiplang Nongkhlaw has not signed in the muster since 9<sup>th</sup> November 2017 to till date.</p> <p>4. Beneficiaries told that they are getting only one set of uniform from school which includes only one type of cloth (sweater/pant/skirt). After verifying the documents available in the school, it has seen that two sets of uniform has been distributed to beneficiaries on paper. One parent of beneficiary named Smt. Slan Sohtun told that only sweater has been given form school and for getting whole set of uniform she has to pay Rs. 300/-.</p> <p>5. In the meeting at 12 Mer habitat, people from community told that in the Lamjingshai SSA school, they have to pay to get whole set of uniform from Rs. 100 to 400.</p> <p>6. The teachers clarified that the amount of Rs. 400/- for purchasing two sets of uniform is not sufficient, so we have to take money from beneficiaries.</p> <p>7. The beneficiaries have received 4 textbooks form the school.</p> <p>8. As per record available in the school, the parents should have to pay additional 20 Rupees addition to Rs. 400/-, because the tailor is charging 420 Rupees to stitch the uniform.</p> <p>9. School Management Committee is constituted in the school and as per record the last meeting of SMC has been conducted 8<sup>th</sup> November 2017.</p> <p>10. People were not aware about the entitlements under SSA. The social audit team inform about it.</p> <p><b>Problem faced by the teachers-</b></p> <p>11. No safe drinking water, no glass on the windows and no fencing to the school.</p> <p>12. For safe drinking water they have applied to PHE since last one year and the last</p>	<p>lack of fund from the government, therefore there is an agreement between the department through the School concerned and the Parent that from the amount Rs 400/- for purchasing of two set of school uniform since its insufficient. This will be communicate to the state government and will try to increase the funds about it.</p> <p>3. In related to the delay of the Salary it depends on the State Government.</p> <p>4. The Panel has instructed the teacher not to hand over the key to the student as it is illegal and also instructed the School teacher concerned to display the information related to the School Grant received under SSA from the Government.</p>
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		<p>application was given to PHE in the month of June 2017.</p> <p>13. The teachers are not getting their salary on time. The usually get salary on quarterly or after every 4 months. The teachers told that since July 2017 they have not received their salaries.</p> <p>14. The social audit team asked for to see the classrooms but it was surprised for the social audit team the keys were not with the teachers but with the student.</p>	
7.	Mid day Meal	<p>The key findings about Lamjingshai SSA school are as follows-</p> <ol style="list-style-type: none"> <li>1. The information has been verified by social audit team by visiting the school, cross-checking the documents available in the school and interaction with a teacher Smt. Aiusha Basan.</li> <li>2. People from 12 Mer told that the students (beneficiaries) are getting meal thrice in a week.</li> <li>3. There is need to repair the chimney of the school kitchen.</li> <li>4. The cook has to go far long to get the water.</li> </ol>	<p>1. Smt. Aiusha Basan, teacher, Lamjingshai SSA School clarified that mid-day meal was given thrice in a week and not every day as the School received insufficient fund from the Government. She also clarified that the fund received from the government usually is for the last enrollment but the student enrollment keep on increase every financial year.</p> <p>2. The Block Mission Coordinator, Education Department clarified that due to lack of fund from the Government that the department have to sanction insufficient fund to the school.</p>
8.	Health	<p><b>ASHA program-</b></p> <ol style="list-style-type: none"> <li>1. People from community knows the name of the ASHA from their respective habitat. The ASHA has been selected in Dorbar.</li> <li>2. Interviewed ASHA told that she has not received any training from the department.</li> <li>3. She has received medicine kit once only, the social audit team asked for it but she has unable to show it to the team. At the time of audit only one bottle of Syrup. Paracetamol was available with her.</li> <li>4. ASHA told that the date of VHND is not fixed, it is conducted when ANM is available.</li> </ol> <p><b>Village Health Nutrition Sanitation</b></p>	<p>1. Dr. J Lyngwa, Director, Health Department, Shillong clarify that (a) the ASHA at Umlympung is newly appointed and ensure that training shall be impart soon for the ASHA. (b) VHND could not be fixed on the same date every month by the ANM as they are also engage on other health programme, but the ANM do conduct every month. (c) in related to Village Health Nutrition &amp; Sanitation Committee</p>

		<p><b>Committee-</b></p> <ol style="list-style-type: none"> <li>1. Most of the VHNSC members are officials. The last meeting was conducted on 21<sup>st</sup> October 2017.</li> <li>2. No funds has been received since 7<sup>th</sup> December 2013.</li> <li>3. The register of minutes of the VHNSC meeting was not available with ASHA.</li> <li>4. People doesn't know about the VHNSC committee and also their role and responsibility.</li> </ol> <p><b>Sub-Centre-</b></p> <ol style="list-style-type: none"> <li>1. Not a single document or information about Sub-Centre has been received to the social audit team from Health department.</li> <li>2. It was found that Sub-Centre premises was cleaned.</li> <li>3. On the visit of social audit team (20<sup>th</sup> November 2017), the regular ANM was on leave.</li> <li>4. The attendance muster was signed by staff completely.</li> <li>5. There was mismatch in the record of the muster and field tour plan of sub centre staff. It has been observed that all 4 appointed staff are going on field tour (2 ANMs, 1 BHW and 1 Chaukidar).</li> <li>6. It was found that there is mismanagement at the level field tour, according to records, all staff of Sub Centre was in the field on 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> October 2017 and visited 4 villages- Rangsyin, Syllai U Lor, Nongbat and Mawwan and as per record only one ANC case was found in 4 villages. The social audit team asked for list of pregnant women registered for ANC from the Rangsyin village, as per record there are 9 ANC cases has been registered.</li> <li>7. There is quarter for the ANM but it has been found that ANM and chaukidar are not staying that quarter. The ANM told that there is electricity and water in the quarter. It was found that power meter and wiring is there as well as water harvesting system and storage tank is available but the currently available water is not sufficient. During the habitat meeting with community, people expressed that as the sub centre always remain closed, patients have to go in Pomlum PHC or Shillong for treatment.</li> </ol>	<p>should constitute of the Headman, women representatives along with the Official. (d) All patients (exempt for pregnant women and children below 1year) has to give Rs. 10 or more as donation is as per decision taken in the RKS, the donation box has been kept in the SC &amp; PHC and the collected fund is used for purchasing of needed equipment &amp; other expenses in the SC &amp; PHC. (e) the insufficient supply of basic medicine to the patient is due to lack of supply from the Government. (f) Delivery Kits is available at the Sub center.</p> <ol style="list-style-type: none"> <li>2. Dr D.P Syiem PHC Pomlum clarify the matter related to Shri. E. Diengdoh whereby his signature found in the muster attendance though applied for Casual Leave on the 30<sup>th</sup> October, Since Shri. E. Diengdoh has attend his duty due to inspection from Delhi but did not remember to withdraw his application for CL.</li> <li>3. The panel member along with the Community has decided that the Leaders along with the Community ensure that arrangement for the accommodation for the ANM at the Village and also the health department with the leaders shall take up the matter with MEECL for Power connection at the Sub Center.</li> <li>4. Shri. S. J Vooth, Executive Engineer,</li> </ol>
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		<p>8. The ANM also told that the issue of unavailability of electricity and water has communicated to PHC Medical Officer and higher level also. But not any action has been taken at higher level. The social audit team has not found any written complaint from Sub centre to higher level about these issues.</p> <p>9. There was misappropriation seen in the records of immunization card. Ms. Monica Kharkongor from village Rangsyim (birth date- 22/06/2017) has received first vaccination of BCG on 22/06/2017 and according to immunization schedule the dose of OPV and Penta 1 vaccine was expected on one and half month after the birth. But as per record, the vaccination was given on 5/10/2017.</p> <p>10. There was no delivery kit available in the sub centre.</p> <p>11. The social audit team asked for work done record to BHW. But BHW told he is not keeping any no separate record of work done. He told that whatever ANM is saying I am doing that work only. The social audit team asked him about number and type of training received by BHW. He responded that since his appointment he has received only two trainings i.e. about Lepracy and Immunization from Medical Officer.</p> <p>12. No date has been fixed for VHND in catering villages. It is depends on availability of regular ANM. Usually the date of VHND is communicated to ASHA and then she suppose to mobilize the beneficiaries in that respective village.</p> <p>13. In the records related to medicines it was observed that in the last three indents the date was mentioned. There were 17 medicines were indent and the sub centre has got only 5 kind of medicines were supplied from PHC.</p> <p>14. The social audit team verified the availability of stock of supplied medicines and it has been found that some medicines were missing. According to records, 5 tubes of Povidoneointment were supplied from PHC. No single ointment tube was in stock. The social audit team insisted for its availability then after long searching two tubes were found. The contractual ANM</p>	<p>PHED, Hills Division, Shillong assured that water Supply will be provided within 2 to 3 days.</p>
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		<p>told that other three tubes were given to the patients. After verifying the OPD records, it was found that one tube has been to patient and record of two tubes was missing.</p> <p>15. It was not that excluding immunization no other services are being provided by sub centre.</p> <p>16. The social audit team found that the donation box has been kept in the sub centre. The contractual ANM clarified that it has been kept based on decision taken in the PHC RKS meeting. The record of money received from donation box was checked by the social audit team and it has been found that donation of Rs. 10 has been asked from all patients including pregnant women and children.</p> <p>17. As per record it has been found that no VHNSC funds has been received since March 2017 to the sub centre. It has seen that all decisions about expenditure of all received NHM funds (untied and maintenance grant) to sub centre are not being taken in the VHNSC meeting. It is being taken the PHC RKS meeting.</p> <p><b>Primary Health Centre-</b></p> <p>1. Not a single document or information about Sub-Centre has been received to the social audit team from Health department.</p> <p>2. The social audit team has visited to Pomlum PHC and verified all the record. The In-charge Medical Officer Dr. D. P. Syiem was very supportive and provided all the available information to social audit team.</p> <p>3. Based on records the social audit team found that all posts have been filled in the PHC. All equipments were available in the PHC. Delivery are being conducted on 24/7.</p> <p>4. The PHC building and premises was cleaned and well maintained.</p> <p>5. The quarters are available for doctors and staff. It has been found that PHC in charge MO Dr. D. P. Syiem and other staff are staying in these available quarters.</p> <p>6. There is delivery room and it is well quipped and functional.</p> <p>7. As decided in the RKS there are charges for lab tests excluding pregnant women and infant (0-1 yr). As PHC is not receiving the</p>	
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		<p>reagents and other required material for lab test from higher level.</p> <p>8. The RKS committee is constituted and they are having regular meetings. However it has been observed all members are officials and only one member is included in the RKS committee. As per decision taken in the RKS, the donation box has been kept in the PHC The record of money received from donation box was checked by the social audit team and it has been found that donation of Rs. 10 has been asked from all patients including pregnant women and children.</p> <p>9. PHC RKS are receiving NHM grants are regularly</p> <p>10. It has been found that the attendance muster for PHC staff was not filled completely. Out of 26 staff, no per day sign of single staff for the period from 1<sup>st</sup> to 21<sup>st</sup> November 2017. The discrepancy was found in leave and signing on muster Shri. E. Diengdoh has taken leave on 30th October and after verification of attendance muster his sign found in the muster dated 6<sup>th</sup>, 7<sup>th</sup> and Smt. A. Diengdoh (ANM) has not signed the attendance muster in October 2017.</p> <p>11. Medicine stock was adequately found. It has been observed that the basic medicine and supply such as Paracetamol, Ranitidine, Calcium, gloves, inj. ARV was not received from district level. The quantity is also not adequate. In the last indent, the PHC asked for 23 medicines and supply but they have received 28 medicines. They have got 5 extra medicines which they have not asked for.</p>	
9.	Public Health Engineering – Water Supply	<p>Based on feedback from the community and verification done by social audit team, the PHE scheme is functioning properly, however more number of platform is required at Pdengshnong, Umlympung and Bisi habitats.</p> <ul style="list-style-type: none"> <li>- The people of Bisi told that the irregular supply of water because of person who take charge in opening the water connection is not perform his duty properly.</li> <li>- The Social Audit Team observe that the meter at the site of transformer power line is place upside down.</li> </ul>	<p>- Shri. S. J Vooth, Executive Engineer, PHED, Hills Division, Shillong clarify that he has not received any application for water connection from Lamjingshai School SSA, School, but ensure that water Supply will be provided within 2 to 3 days.</p>

		- The concern Officer has not brought the relevant document, so the Social Audit team could not verify.	
10	Swatch Bharat Mission	The Social Audit verified the information given by the Department with the beneficiaries. The beneficiaries have got the toilet, which the Village and Water Sanitation committee has constructed.	---
11.	National Mission for Sustainable Agriculture	The Social Audit team shared the information which have received from the Agriculture Department and also told about the entitlements related to National Mission for Sustainable Agriculture. Many from the community wants to avail the scheme from agriculture department.	

#### 8. Applications filed by people to avail benefits/services:

Sl no	Name of applicant	Name of service applied for
1.	Rikhamti Kharkongor	Public Distribution Scheme
2.	Shriakmon Sohtun	Public Distribution Scheme
3.	Barilang Sohtun	Public Distribution Scheme
4.	Nangtibha Kharmawphlang	Public Distribution Scheme
5.	Iasuklang Kharkongor	Public Distribution Scheme
6.	Jenita Kharkongor	Public Distribution Scheme
7.	Lidia Kharkongor	Public Distribution Scheme
8.	Lina Kharkongor	Public Distribution Scheme
9.	Markwinsi Lamare	Public Distribution Scheme
10.	Rilang Nongkhlaw	Public Distribution Scheme
11.	Resi Sohtun	Public Distribution Scheme
12.	Jwisilian Sohtun	Public Distribution Scheme
13.	Kyrsoilin Kharkongor	Public Distribution Scheme
14.	Sorolin Kharkongor	Public Distribution Scheme
15.	Iabhalang Kharkongor	Public Distribution Scheme
16.	Lanosha Kharkongor	Public Distribution Scheme
17.	Prossibon Sohtun	Public Distribution Scheme
18.	Bisotti Sohtun	Public Distribution Scheme
19.	Shantimon Sohtun	Public Distribution Scheme
20.	Rikynti Kharkongor	Public Distribution Scheme
21.	Rebeka Kharkongor	Public Distribution Scheme
22.	Barisha Kharkongor	Public Distribution Scheme
23.	Kynmawieid Sohtun	Public Distribution Scheme
24.	Syntromela Nongbri	Public Distribution Scheme
25.	Niak Nongkhlaw	Public Distribution Scheme
26.	Khlamtimon Sohtun	Public Distribution Scheme
27.	Risilian Sohtun	Public Distribution Scheme

<b>Sl no</b>	<b>Name of applicant</b>	<b>Name of service applied for National Social Assistance Programme</b>
1.	Phindlin Sohtun	Indira Gandhi National old age pension scheme
2.	Sdir Kharmawphlang	Indira Gandhi National old age pension scheme
3.	Sibilian Sohtun	Indira Gandhi National old age pension scheme
4.	Bisanti Sohtun	Indira Gandhi National old age pension scheme
5.	Theri Kharkongor	Indira Gandhi National old age pension scheme
6.	Nicolas Kharkongor	Indira Gandhi National old age pension scheme
7.	Lilymery Kharkongor	Indira Gandhi National old age pension scheme
8.	Morningstar Kurkalang	Indira Gandhi National old age pension scheme
9.	Ikon Wahlang	Indira Gandhi National old age pension scheme
10.	Bonsi Kharkongor	Indira Gandhi National old age pension scheme
11.	Janti Kharmawphlang	Indira Gandhi National old age pension scheme
12.	Niak Nongkhlaw	Indira Gandhi National old age pension scheme
13.	Kiarbon Sohtun	Indira Gandhi National old age pension scheme
14.	Iaidari Nongbri	Indira Gandhi National old age pension scheme
15.	Phra Kharkongor	Indira Gandhi National old age pension scheme
16.	Wanbhalin Kharkongor	Indira Gandhi National old age pension scheme
17.	Jebina Kharkongor	Indira Gandhi National old age pension scheme
18.	Jrissibon Sohtun	Indira Gandhi National old age pension scheme
19.	Teibadaplin Kharkongor	Indira Gandhi National old age pension scheme
20.	Wanrilang Nongbri	Indira Gandhi National Widow Pension Scheme
21.	Brabinsi Sohtun	Indira Gandhi National Widow Pension Scheme
22.	Teibadaplin Kharkongor	Indira Gandhi National Widow Pension Scheme

<b>Sl no</b>	<b>Name of applicant</b>	<b>Name of service applied for</b>
1.	Itisha Sohtun	Pradhan Mantri Awas Yojana
2.	Kynshewlin Nongbri	Pradhan Mantri Awas Yojana
3.	Syntramila Nongbri	Pradhan Mantri Awas Yojana
4.	Sholincy Nongkhlaw	Pradhan Mantri Awas Yojana
5.	Maiales Sohtun	Pradhan Mantri Awas Yojana
6.	Rikynti Kharkongor	Pradhan Mantri Awas Yojana
7.	Bitina Sohtun	Pradhan Mantri Awas Yojana
8.	Ialinda Sohtun	Pradhan Mantri Awas Yojana
9.	Bilita Sohtun	Pradhan Mantri Awas Yojana
10.	Shidalin Sohtun	Pradhan Mantri Awas Yojana
11.	Kwissilin Sohtun	Pradhan Mantri Awas Yojana
12.	Iabhalang Kharkongor	Pradhan Mantri Awas Yojana
13.	Jwissilian Sohtun	Pradhan Mantri Awas Yojana
14.	Battisha Sohtun	Pradhan Mantri Awas Yojana
15.	Bhabhila Sohtun	Pradhan Mantri Awas Yojana
16.	Pessilian Sohtun	Pradhan Mantri Awas Yojana
17.	Jressibon Kharkongor	Pradhan Mantri Awas Yojana
18.	Lanosha Kharkongor	Pradhan Mantri Awas Yojana
19.	Eshalinda Sohtun	Pradhan Mantri Awas Yojana
20.	Sebilian Sohtun	Pradhan Mantri Awas Yojana
21.	Phida Sohtun	Pradhan Mantri Awas Yojana
22.	Ritalis Kharkongor	Pradhan Mantri Awas Yojana

23.	Syntiewlang Kharkongor	Pradhan Mantri Awas Yojana
24.	Plybun Sohtun	Pradhan Mantri Awas Yojana
25.	Byndra Ryntathiang	Pradhan Mantri Awas Yojana
26.	Rikhamti Kharkongor	Pradhan Mantri Awas Yojana
27.	Wannisha Sohtun	Pradhan Mantri Awas Yojana
28.	Suntisha Sohtun	Pradhan Mantri Awas Yojana
29.	Khlain Syteng	Pradhan Mantri Awas Yojana
30.	Pebali Kharkongor	Pradhan Mantri Awas Yojana
31.	Shantimon Sohtun	Pradhan Mantri Awas Yojana
32.	Ebandalin Nongbri	Pradhan Mantri Awas Yojana
33.	Makhinda Kharkongor	Pradhan Mantri Awas Yojana
34.	Tyngkaibun Sohtun	Pradhan Mantri Awas Yojana
35.	Sitilin Sohtun	Pradhan Mantri Awas Yojana
36.	Shriakmon Sohtun	Pradhan Mantri Awas Yojana
37.	Masblisha Sohtun	Pradhan Mantri Awas Yojana
38.	Ribelsha Pyngrope	Pradhan Mantri Awas Yojana
39.	Ratisha Sohtun	Pradhan Mantri Awas Yojana
40.	Elintisha Mary Sohtun	Pradhan Mantri Awas Yojana
41.	Rebeka Kharkongor	Pradhan Mantri Awas Yojana

<b>Sl no</b>	<b>Name of applicant</b>	<b>Name of service applied for</b>
1.	Amission Kharkongor	Agriculture
2.	Dreak Sohtun	Agriculture
3.	Shriakmon Sohtun	Agriculture
4.	Lapynshai Kharmawphlang	Agriculture
5.	Phida Sohtun	Agriculture
6.	Rissilin Sohtun	Agriculture
7.	Rikhamti Kharkongor	Agriculture
8.	Wanrilang Nongbri	Agriculture
9.	Ebandalin Nongbri	Agriculture
10.	Bindra Ryntathiang	Agriculture
11.	Basuklin Kharkongor	Agriculture
12.	Jrissibon Kharkongor	Agriculture
13.	Risingstar ohtun	Agriculture
14.	Pynskhem Kharkongor	Agriculture
15.	Kyior Kharkongor	Agriculture
16.	Bunsi Kharkongor	Agriculture
17.	Sidalin Kharkongor	Agriculture
18.	Banabas Sohtun	Agriculture
19.	Phlorina Kharkongor	Agriculture
20.	Tiewbadaplin	Agriculture
21.	Iohmon Kharkongor	Agriculture
22.	Pherita Kharkongor	Agriculture
23.	Sloney Kharkongor	Agriculture

<b>Sl</b>	<b>Name of applicant</b>	<b>Name of service applied for</b>
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<b>no</b>		
1.	Leri Nongkynrih	Swachh Bharat Mission
2.	Phiewtiieit Kharkongor	Swachh Bharat Mission
3.	Subalin Sohtun	Swachh Bharat Mission
4.	Tiewbadaplin Sohtun	Swachh Bharat Mission
5.	Mesibon Wahlang	Swachh Bharat Mission
6.	Darilin Wahlang	Swachh Bharat Mission
7.	Tralin Wahlang	Swachh Bharat Mission
8.	Baslusha Kharkongor	Swachh Bharat Mission
9.	Elisha Kharkongor	Swachh Bharat Mission
10.	Atihun Kharkongor	Swachh Bharat Mission
11.	Banrilang Sohtun	Swachh Bharat Mission
12.	Abilin Sohtun	Swachh Bharat Mission
13.	Bitris Nongkhlaw	Swachh Bharat Mission
14.	Shidalin Nongkhlaw	Swachh Bharat Mission
15.	Kyion Kharkongor	Swachh Bharat Mission
16.	Siio Kharkongor	Swachh Bharat Mission
17.	Morin Kharkongor	Swachh Bharat Mission
18.	Pasmini Kharkongor	Swachh Bharat Mission
19.	Risha Kharkongor	Swachh Bharat Mission
20.	Marbilin Kharkongor	Swachh Bharat Mission
21.	Shalinda Kharkongor	Swachh Bharat Mission
22.	Syndon Kharkongor	Swachh Bharat Mission
23.	Stibina Kharkongor	Swachh Bharat Mission
24.	Bonsi Kharkongor	Swachh Bharat Mission
25.	Metita Synteng Nongdhar	Swachh Bharat Mission
26.	Khlain Synteng Nongdhar	Swachh Bharat Mission
27.	Theiheh Synteng Nongdhar	Swachh Bharat Mission
28.	Rikhamti Kharkongor	Swachh Bharat Mission
29.	Bitina Sohtun	Swachh Bharat Mission
30.	Phirianda Sohtun	Swachh Bharat Mission
31.	Enjilis Sohtun	Swachh Bharat Mission
32.	Sentranuta Nongbri	Swachh Bharat Mission
33.	Bhatila Sohtun	Swachh Bharat Mission
34.	Battisha Sohtun	Swachh Bharat Mission
35.	Makhimda Kharkongor	Swachh Bharat Mission
36.	Lentimary Sohtun	Swachh Bharat Mission
37.	Elinda Kharkongor	Swachh Bharat Mission
38.	Syntramela Nongbri	Swachh Bharat Mission
39.	Phida Sohtun	Swachh Bharat Mission
40.	Banisha Sohtun	Swachh Bharat Mission
41.	Iabhalang Kharkongor	Swachh Bharat Mission
42.	Lanosha Kharkongor	Swachh Bharat Mission
43.	Riboklin Kharkongor	Swachh Bharat Mission
44.	Sitilin Kharkongor	Swachh Bharat Mission
45.	Ritalis Kharkongor	Swachh Bharat Mission
46.	Masblisha Sohtun	Swachh Bharat Mission
47.	Kwissilin Sohtun	Swachh Bharat Mission
48.	Treisibon Sohtun	Swachh Bharat Mission

49.	Basuklin Kharkongor	Swachh Bharat Mission
50.	Shishalin Sohtun	Swachh Bharat Mission
51.	Plybon Sohtun	Swachh Bharat Mission
52.	Mildagreen Kharkongor	Swachh Bharat Mission
53.	Wansha Sohtun	Swachh Bharat Mission
54.	Khamtimon Sohtun	Swachh Bharat Mission
55.	Egreency Sohtun	Swachh Bharat Mission
56.	Lapynsuk Kharkongor	Swachh Bharat Mission
57.	Kymieid Sohtun	Swachh Bharat Mission
58.	Eshainda Sohtun	Swachh Bharat Mission
59.	Shishalin Sohtun	Swachh Bharat Mission
60.	Bakorhun Sohtun	Swachh Bharat Mission
61.	Shalinsi Nongkhlaw	Swachh Bharat Mission
62.	Bisatti Sohtun	Swachh Bharat Mission
63.	Pissilian Sohtun	Swachh Bharat Mission
64.	Risi Sohtun	Swachh Bharat Mission
65.	Phlorina Kharkongor	Swachh Bharat Mission
66.	Beautiful Kharmawphlang	Swachh Bharat Mission
67.	Plan Wahlang	Swachh Bharat Mission
68.	Shaimerian Wahlang	Swachh Bharat Mission
69.	Bonsi Kharkongor	Swachh Bharat Mission
70.	Bitris Nongkhlaw	Swachh Bharat Mission
71.	Shidalin Nongkhlaw	Swachh Bharat Mission
72.	Resha Kharkongor	Swachh Bharat Mission
73.	Morin Kharkongor	Swachh Bharat Mission
74.	Sio Kharkongor	Swachh Bharat Mission
75.	Shalinda Kharkongor	Swachh Bharat Mission
76.	Tebina Kharkongor	Swachh Bharat Mission
77.	Rilian Kharkongor	Swachh Bharat Mission

**9. Grievances/Complaint registered by people indicating irregularity in implementation:**

Name of complainant	Description of grievance/complaint
1. Beneficiaries whose ration cards were with the DC's Offices (list was not available)	Based on the SECC list, the ration cards have been renewed at block level. But some the people were not collected it in time so the ration cards are with DC office. People are now asking for their cards.
2. Smt Phirmai Kharkongor – Mother of Late. Lesimilin Kharkongor	Late. Lesimilin Kharkongor bearing ration card ID No.170000331965 died four years back but in the record her name is still existing in the list provided by department but inctual no ration was avail by the family.
3. Ms. Phirmai Kharkongor	She has applied for PMAY since last 10 years but she is still in the waiting list.

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



**PDS related policy level suggestions-**

1. Training to the shop keeper and supplier about record keeping would be organized by Food and Civil Supply department.
2. Need to look into the matter of kerosene rate fixation, there is confusion about it. In public hearing it was told by official that the rate of kerosene is always fluctuating and declared at the level of GoI, hence we cannot do at district and state level to fix the rate of kerosene. In the 12 mer village, people are paying more amount for kerosene which need to be addressed. This may also true for other villages also.

**National Social Assistance Program and Chief Minister Pension scheme related suggestions-**

1. There is delay in sanctioning from state government. Hence there is need to develop mechanism for avoiding the delay in sanctioning.

**Integrated Child Development Scheme related suggestions-**

1. Measuring Cup for foodstuff shall be given from the department to the Anganwadi concerned so as to ensure the exact quantity (as per norms declared by Government) of distribution of the foodstuff quantity.

**Sarva Shiksha Abhiyan-**

1. Existing monitoring system is weak. Hence need to strengthen develop monitoring system for ensuring regular opening of school and attendance of teachers.
2. Need to increase the allocation of more funds for purchasing the uniforms under SSA.

**Mid day Meal-**

1. Need to allocate more funds for Mid Day Meal.

**Health-**

1. Need to reconstitute the VHNSC and RKS as there is no equilibrium in the ratio between number of official and non-official members. Also need to conduct regular training of VHNSC and RKS members.
2. Need to look in to the matter of 'Donation Box' in sub centre and PHC which has been decided by RKS (95% of officials are members of RKS). It is primary responsibility of state government to provide all required equipments for effective functioning of Health

institutions. There is no need to take additional money from people in the form of 'Donation'. There is need to issue the letter from state level to remove donation box from Health Institutions.

3. Need to provide all basic facilities to health providers and officials so that they will be able to stay in their government quarters as well as there is need to take action on the providers and officials who are not staying at their quarters (in spite of availability of basic facilities)
4. Need to expand and strengthening the 'Community Action for Health' process which is being implemented under National Health Mission.
5. There is need to allocate sufficient funds for purchase of basic medicines such as Paracetamol, Ranitidine, Calcium, gloves, inj. ARV etc.

#### **Overall policy level suggestions-**

1. Need to allocate sufficient funds for all social services.
2. Need to develop mechanism for ensuring effective inter-departmental coordination and also need to ensure convergence among all social services from village to state level.
3. Need to ensure regular and timely sanctioning of various social schemes from state Government.

12. 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.

- a. The formats are more intensive and these are useful more when we have to conduct the social of each scheme separately. With the existing formats, it would be difficult (especially time wise) to conduct social audit of all scheme together.
- b. There is need to develop IEC material on entitlements declared under each scheme which would definitely be useful for social audit facilitators while conducting community meetings in village.
- c. Need to develop manual/guidebook especially for facilitators which may include basic information about entitlements, information about various methods for data collection and verifications, operational (bureaucratic) structures of each department etc.
- d. Need to develop process of social audit where we can conduct social audit in campaign form.