

## CITIZEN CHARTER

### SAMAJIK SUVIDHA SANGAM [MISSION CONVERGENCE]

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#### MISSION CONVERGENCE: AN OVERVIEW-STRUCTURE, SYSTEM AND PROCESSES:-

*Samajik Suvidha Sangam is an initiative of the Government of National Capital Territory of Delhi aimed at social justice, equity and empowerment of the marginalized and underprivileged sections of society leading to their inclusive growth and all round development. It is the main implementing agency (registered under Societies Registration Act, 1860) for the programme, namely Mission Convergence, which seeks to address the issues of socio-economic disparities in pursuance of the Society's vision and aims to bring the vulnerable population of Delhi within the ambit of social development and make them a productive component of society.*

#### ITS PARTNERS:

To achieve its vision of social justice and inclusive governance, the SSS has partnered with civil society, government organizations and departments, institutions, international agencies and community based organizations, in implementing the Mission Convergence programme. SSS is the interface between the government and the community. With the goal of “**Reaching out to the Unreached**” aligned with the overall Delhi Development Goals of the GNCT of Delhi, SSS is committed to empowering the socio-economically weaker sections of society to underline the image of the city state as a caring State, committed to the betterment of its people.

#### THREE TIER IMPLEMENTING STRUCTURE:

Adopting a holistic vision of social development, SSS consciously aims to move away from the traditional views of equating social welfare with “doles” and instead yokes community empowerment to social security with the aim of making the marginalized communities self reliant and productive component of society. Towards this end, it has evolved a three tier implementing structure beginning with the community level. At the grassroots level, stands a unique single window structure comprising two units: community development unit focused on gender justice and empowerment i.e. **Gender Resource Centre (GRC)** and the social welfare unit known as the **Stree Shakti Suvidha Kendra (SK)** for every 15,000 to 20,000 households. The idea is to supplement the social security schemes with community development through gender empowerment.

These structures are run by community based organizations (NGOs) selected through a rigorous screening process based on prescribed norms by a selection committee. At tier two are the **District Resource Centres (DRCs which are part of District Mission Unit i.e. DMU)** operated by a nodal NGO located at the Deputy Commissioner's Office that act at the intermediary district level. A dedicated team

of **Programme Management Unit (PMU) in partnership with the Nine Line Departments** of the Government of NCT of Delhi functions at the state level to facilitate the smooth functioning of the GRC-SSSKs and the District Resource Centres in the discharge of their assigned duties. Household Survey for reaching out to the poor and vulnerable community was based on spatial, social and occupational vulnerability criterions.

***Mission Convergence rests on two noteworthy institutional reform initiatives of Govt. of National Capital Territory of Delhi that have guided the formation of its convergence model of governance and service delivery- adoption of Bhagidari (partnership) model for ensuring Government-Citizen partnership in governance and the formation of the project Stree Shakti (Empowerment of Women through government facilitated Gender Resource Centres (GRCs) run by Non-Government Organizations).***

The Programme Management Unit (PMU) headed by the Mission Director and a small secretariat of support staff including technical experts and some government staff on deputation facilitate the entire process and act as the interface between the Mission, its various partners including the government and the nine line departments. The overall policy guidance is given by the Governing Council of SSS and the State Convergence Forum headed by the Chief Secretary, Govt. of NCT of Delhi. At the Apex is a Policy Review committee headed by the Hon'ble Chief Minister.

**Departments of the GNCTD for which Mission Convergence is the Converging platform:**

1. Health & Family Welfare Department.
2. Education Department,
3. Women & Child Development Department,
4. Social Welfare
5. Food and Civil Supplies,
6. Labour
7. Urban Development
8. SC/ST/OBC and Minority Welfare
9. I.T. Department

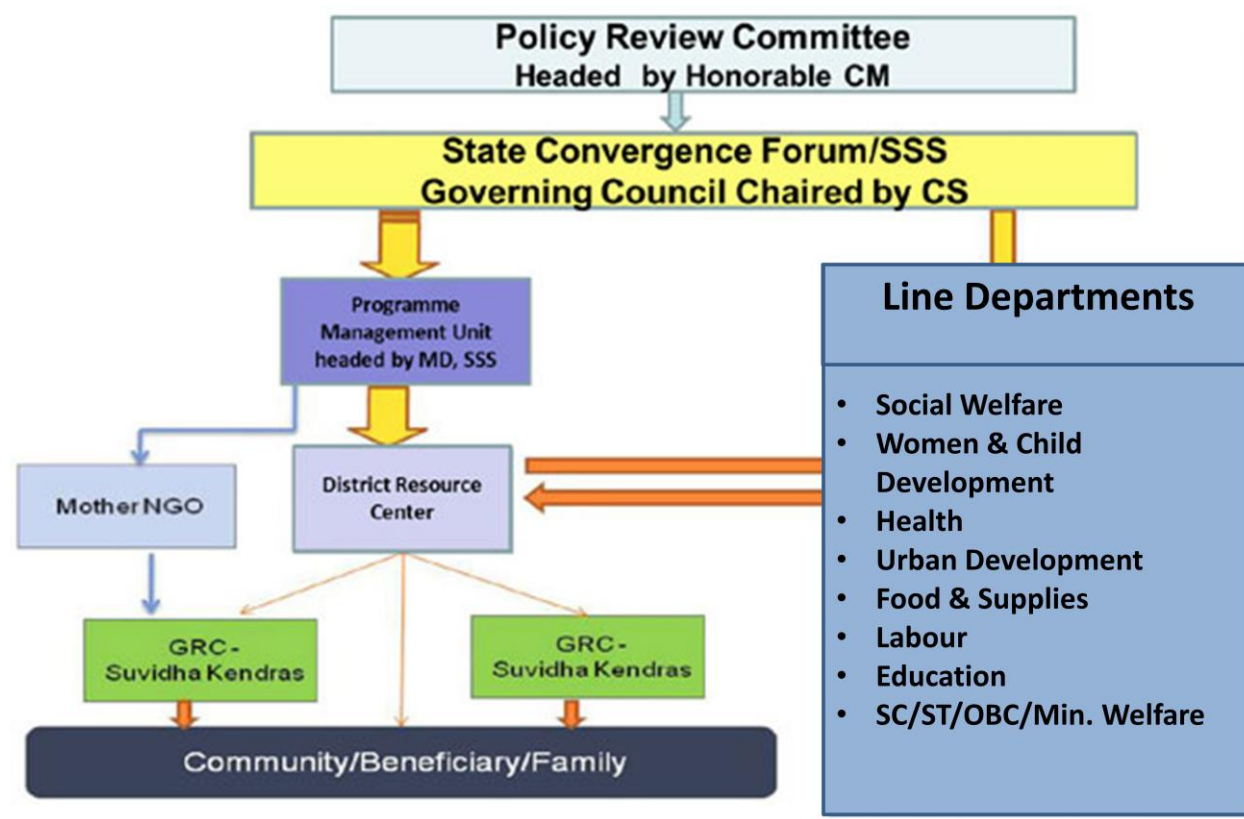
Gender Resource Centres (GRCs) were born as a sequel to the successful Stree Shakti Suvidha Kendras (SSSKs) which were upgraded to function as single window facilitation and empowerment centres at the grassroots level. The GRC-SSSKs functioning under various NGOs have been entrusted in the care of MNGOs or Mother NGOs that function as mentor and guide. The MNGO are also a valuable link between the Mission and the SSSKs / GRCs in the monitoring, feedback and capacity building chain.

For coordination with GRC-SSSKs and to ensure effective implementation of the programme, the structure of Mother NGOs has been created. The MNGOs is the interface between the PMU-SSS and the GRC-SSSK. The interface of the GRC-SSSK with the PMU-SSS will be mainly through the MNGOs unless and otherwise communicated by the PMU-SSS. The GRC-SSSK and MNGOs have a partnership role wherein the MNGO has a mentoring and supportive role. The GRC-SSSKs are supposed to share their problems and obstacles with the MNGOs for efficient and effective running of Kendras. The MNGO is responsible for

providing timely support to GRC-SSSK, coordination/facilitation of activities of GRC-SSSK, its capacity building and training, linkage, placement supervision of record maintenance, performance monitoring and evaluation, documentation and scrutiny of project accounts.

District Resource Centre (DRC) is the name given to Suvidha Kendra at the District level- a physical structure located in the complex of Revenue DC for functioning as a single window information-cum-facilitation centre for vulnerable community. Nodal NGO has been attached in every District Mission set up, which work under the respective DMU coordinator under the supervision of the Deputy Commissioner of the district.

**STRUCTURE MAP GIVEN BELOW:-**



Funds under various schemes are provided to Samajik Suvidha Sangam by Women and Child Development Department, Urban Development Department are further allotted to the NGOs, for running GRC-SSSK; DRC/ HRCs and also to MNGOs for monitoring the activities of GRC/HRCs.

Simultaneously, on the directions of the Hon'ble High Court of Delhi for having special GRCs for Homeless, a dedicated structure for the Homeless population has also been set up on the lines of GRC-SSSK, funds for which are provided from the Department of Women & Child Development under the Bhagidari component. Under this structure, 6 Homeless Resource Centres (HRCs) have been set up for conducting various activities for the benefit of the homeless in the 9 Revenue districts of Delhi. These

HRCs are supervised and mentored by the Mother NGO (Homeless). Their activities include – identify homeless people / homeless clusters within their respective districts, creating a database of the identified homeless and their enrolment in various identification documents of the Government, such as UID and Electoral (EPIC) card, other economic empowerment schemes run by the Government for the Urban poor, conducting OPD Health Camps in homeless clusters, facilitating treatment/ admission of ill patients in hospitals as per the need, conducting literacy classes for children & adults and skill building classes for youth, night rescue/ emergency rescue services for the homeless, especially during extreme weather conditions, IEC and advocacy amongst the homeless community regarding various schemes/ benefits available for them from the Government, etc. roles & responsibilities of the HRCs also include those mentioned below in section under ‘GRC-SSSK: Roles & Responsibilities and Target’.

The first and the most important assignment of Mission Convergence under this structure was the identification of the Homeless population in Delhi. A survey of homeless in Delhi was conducted from 1<sup>st</sup> July 2010 to 31<sup>st</sup> December 2010 in which 55955 homeless people were surveyed.

The major responsibilities of the Mother NGO are mentoring & monitoring of the HRCs, capacity building of the HRCs, advocacy and liaisoning with the various government departments/ agencies and other stakeholders regarding facilitation of welfare services for the homeless. The Mother NGO also coordinates the various activities pertaining to the homeless, assigned to the HRC-MNGO network by the Government.

### ***GRC-SSSK: ROLES RESPONSIBILITIES AND TARGET:-***

The GRC-SSSK are thus community level structures that act as the direct interface between the vulnerable groups and the Government, by making the latter accessible, open and transparent; and the former aware, enlightened and empowered. It is envisaged that through these community based structures, the Government can come closer to the realization for the Delhi Development Goals drawn up on the lines of Millennium Development Goals for poverty alleviation and inclusive growth.

**After an NGO is duly selected to set up a GRC-SSSK in target area, it is required to carry out the following tasks:-**

1. Area mapping to fix jurisdiction of GRC-SSSK, i.e. clearly demarcated its target area and population and ensures that there is no overlap in its work area with another GRC-SSSK.
2. Participate in SSS Household survey to identify vulnerable population residing in the target area.
3. Conduct needs identification and mapping against available resources.
4. Determine each identified vulnerable person’s eligibility against government schemes and service.
5. Disseminate information and generate awareness regarding government entitlement/schemes/ programmes available for verified eligible.
6. Facilitate access to entitlements and services by assisting with requisite formalities.
7. Verify authenticity of claims of the identified in consonance with the norms laid down for the purpose by Mission Convergence/concerned line departments associated with the scheme.

8. Facilitate enrolment of identified eligible vulnerable under different schemes and programmes.
9. Identify target population for women's empowerment using SSS database and enroll them in programmes for skill building, health and nutrition support, legal awareness and counseling, functional literacy and economic sustainability through micro-credit linkages.
10. Support financial inclusion of vulnerable women in Delhi through various micro-finance channels including cooperative model.
11. Capacity building through training of eligible for selected activities and SHGs.
12. Empower community towards self-reliance and economic productivity. Support employable skill development among vulnerable men and women through supporting them and linking them with appropriate training cum placement agencies.
13. Contribute towards the goal of Universalization of Elementary Education (UEE) through identification of difficult to reach children and mainstreaming them in formal schools through provision of bridge courses and awareness generation of education support schemes of Govt. of NCT of Delhi.
14. Enable community to take ownership of community based activities.
15. Develop community's linkages with various services providers and make them aware of their rights.
16. Build linkages with relevant agencies for innovation and higher productivity,
17. Involve community at every step in all its activities and ,
18. Partner with Government Department, District Resource Centers and the MNGOs to achieve the Delhi Development Goals.

The NGOs selected to run GRC/MNGO/DRC/HRCs are given funds for carrying out the obligations under the project. Allotment of funds is made as per specific budget heads and expenditures are monitored through the respective Mother NGOs and Nodal Officers in PMU-SSS. Third party audit of these GRCs/HRCs/ DRCs and MNGOs are also conducted every year as a compulsory condition for release of further grants to the NGO from PMU-SSS. 'No tolerance' policy has also been adopted for any incidence of irregularities and malpractices in the financial records or financial management (especially underpayment of the staff, filing bogus vouchers against activities not actually implemented, booking of salaries of non-existent staff, etc.). Such cases are dealt with strictly and lead to disciplinary action including revocation of the GRC-SK project from the organization and black listing of the NGO. Financial Management and Administrative Management guidelines are also specified in the GRC manual and the agreements signed with the NGOs running the GRC/DRC/HRCs/MNGOs.

Activities of Samajik Suvidha Sangam at PMU level are managed by the officers as per detail below:-

**PROGRAMME MANAGEMENT UNIT:-**

S.No.	Designation	Work Allocated
01	Mission Director-SSS	Heading the entire Mission Convergence unit
02	Deputy Director (Prog.)	Programme Unit, Women Collective & Documentation, Communication, Rating Unit and GRC Suvidha Kendra project
03	Deputy Director (Admn.)	HR/Admn., and JSRY
04	Financial Advisor	Finance procedures and rules

**NODAL OFFICERS FOR DISTRICTS, PROJECTS & DEPARTMENTS:-**

S.No.	Name of officer & Designation	Nodal officer for District	MNGO	Component/ Project handled
1.	Sh. Subodh N.Jha, Specialist Social Development	West	SOSVA & Child Fund India	Education
2.	Ms. Naseem Khan, Specialist Research and Training	South-west and New Delhi	--	Training & Capacity Building, Awaz Uthao and Vocational Training.
3.	Ms. Jyoti Chaudhary, Specialist Community Mobilization	South-east	--	Health, SHG, Nutrition, Legal, WASH, GRC Grivienaces Cell and GRC empanelment
4.	Sh.Jatin Garkhel, Program Coordinator	North-east	St. Stephen's Hospital	Homeless Project, Rating Unit, Work of Governing Council and Admin work of GRC and DRC
5.	Ms. Prachi Kaushik, APO	Central	--	Submission of reports, allotment of space for GRC
6.	Sh. Pradeep Kumar, APO	North and North-west	--	Coordination of work of Food Security and DAY
7.	Sh. Rahul Ahuja, APO	East and Shahdara	--	RSBY and Delhi Swavalamban yojana
8.	Ms. Sarita Rani, APO	South	--	Coordination of work for Mega Camps
9.	Ms. Kanika Sharma, RO	--	--	Rating Unit, Nodal officer-JSRY for North-east, east and Shahdara, Central, North, North-west and west.

### Particulars of MNGOS who supervise/mentor the activities of GRC-SK/HRCs:-

S.No.	Name of MNGO	District allotted
01	Child Fund India	South-east, South, South, South-west, West, New Delhi and 8 GRCs of North-west.
02	SOSVA	East, Shahdara, North-East, North, Central and 8 GRCs of North-west.
03	St. Stephen Hospital	Homeless Project- all districts

### GRIEVANCE REDRESSAL CELL:-

Since SSS is just a facilitator in delivery of services, as such its activities cannot be brought under the SERVICE Level Agreement. However, any grievance arising out of receipt of application at the GRC and its follow up at GRC/DMU level can be addressed to the Mission Director/District Deputy Commissioners for immediate redressal. SLA shall be applicable to the line departments which are supposed to deliver the services to the applicants whose applications are submitted in the department through GRC/DMU. A Grievance Redressal Cell exists in the PMU-SSS to redress the grievances related to less payment of salary to the staff of GRC/HRCs, financial irregularities, harassment at work place, etc. GRC Grievance Cell at PMU is led by Deputy Director (Programme) and consists of following PMU officials as its members:

1. Sh. Subodh Jha, Specialist Social Development-SSS
2. Ms. Jyoti , Specialist Community Mobilization,

Grievance/complaints pertaining to the PMU staff can be addressed to the Mission Director, SSS or to the Public Grievance Commission, Govt. of NCT of Delhi, M-Block, Vikas Bhawan, ITO, New Delhi-02.

### RIGHT TO INFORMATION ACT, 2005.

Chief Functionary of the MNGO, GRC, HRC and District Co-coordinators of DMU/DRC are declared as Public Information Officers under the Right to Information Act, 2005. Deputy Director (Admn.) is the PIO at Head Quarters of Samaik Suvidha Sangam. Mission Director SSS is the First Appellate Authority under the RTI Act, 2005.