



Handbook for Social Justice Cell Members



Ministry of Social Justice and Empowerment
Government of India

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Introduction

The Department of Social Justice and Empowerment has taken a decision to conduct SA of all its schemes to improve transparency and accountability in the implementation of its programmes. The social audit plan is detailed in a scheme titled 'Information, Monitoring, Evaluation and Social Audit' (I-MESA).

The department has come up with a 5 year social audit plan (Annexure-I) in which the schemes being covered have been clubbed into four broad categories -

- Schemes covering Grant in Aid institutions
- Scholarship schemes covering SC and OBC students (post-matric, pre-matric etc)
- Pradhan Mantri Anusuchit Jaati Abhyuday Yojana (PM AJAY) and PCR schemes
- Free coaching schemes

The social audits are to be carried out by the Social Audit Units (SAUs) which have already been set up in every state. Each SAU will form a Social Justice Cell consisting of 10 SA resource persons who will be dedicated to SA of DSJE schemes. The number of social audits conducted for each scheme will increase every year over a 5 year period from 700 in this current financial year arriving at a total of 6000 social audits to be completed.

The proposed National Resource Cell for Social Audits of DSJE (NRCSA-DSJE) will oversee the smooth roll out of the social audit programme as envisioned. The NRCSA- DSJE will coordinate with the state SAUs to monitor the progress and quality of social audits conducted and handhold and support the SAUs training and capacity building requirements. The NRCSA-DSJE will act as a bridge between the DSJE and the State SAUs to ensure efficient conduct of social audits

1. Social Audit of DoSJJE schemes

Between December 2019 and March 2020, the DSJE tasked NISD to, in partnership with a set of experts, host a series of workshops to develop a framework for transparency and accountability for the department. The framework was to lay out a set of principles and tools which would ensure that all schemes/ initiatives of the department were meeting certain basic standards of transparency and accountability. These principles and tools were then applied to select schemes/ initiatives out of which schemes covering three types of GIA institutions were chosen for social audits to be piloted in – old age home, de-addiction centres and resident hostels for SC children. Social Audit guidelines were drafted, and pilot audits planned in five states but finally conducted in three. To coordinate the effort of framing guidelines and conducting pilot social audits, a Social Audit Advisory Board (SAAB) was formed chaired by the Director of the Social Audit Unit, Telangana with representatives of other organisations such as Centre for Social Audit, NIRDPR, SAFAR-NLS, SAU Jharkhand and TISS Mumbai. The order to conduct pilot social audits was issued in September 2020. In October, the SOP was approved and the Social Audit Units selected for the pilot process formed social justice cells within the units. In November GIA institutes were selected, and training conducted for resource persons taking part in the pilot. The pilots were rolled out in Meghalaya, UP and Maharashtra

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between December 2020- January 2021. In total 8 de addiction centres, 6 residential/
non-residential schools and 4 senior citizen homes were covered in the pilot social audit.

2.Objectives of NRCSA-DoSJE

NRCSA-DoSJE is a Special Unit at NIRDPR for coordinating social audits of DoSJE schemes by SAUs, training them and monitoring the progress of the audit.” These stated objectives have been further elaborated below keeping in mind the different stages of the social audit exercise from conception to completion.

Thus the broad objectives of NRCSA-DSJE as follows:

- To equip Social Justice Cells of SAUs to take up social audits of DSJE schemes by building the capacities of the resource persons who facilitate social audits
- To monitor the social audits taken up by the SAUs and handhold them
- To provide technical assistance and implementation support to carry out qualitative and effective social audits of DSJE schemes
- To facilitate the support of National professionals and CSOs to States/SAUs to fulfil the mandatory provisions of transparency and accountability initiatives
- The NRCSA-DSJE would operate under the Center for Social Audit, NIRDPR with the mandate to drive the agenda set by the Ministry of Social Justice and Empowerment by helping the SAUs and States in translating social accountability policy into practice. The NRCSA-DSJE works as a technical resource agency to the SAUs and States on behalf the Ministry in order to improve the programme delivery by taking up social audits. In fulfilling the above, the NRCSA-DSJE will take up the following activities:

3. Objective of Social Audit

The basic Objective of Social audit processes for Schemes under DoSJE are as under

- To promote community participation and oversight of schemes, programmes, campaigns meant to reduce substance abuse, treat and rehabilitate persons who are substance abusers and support indigent and vulnerable senior citizens.
- To disseminate information about status of substance abuse and senior citizen issues in the community.
- To bring transparency and accountability in the implementation of the schemes
- To make aware the amenities and facilities provided by the government to the general public
- To provide a public platform where the general public, civil society members, officials, PRI representatives can take stock of the current situation, give suggestions for policy changes

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and make plans for the upcoming year.

- To strengthen transparency and accountability in the implementation of SC and ST Prevention of Atrocities (PoA) Act having three components: (1) **Social Audit of the implementation** of SC and ST Prevention of Atrocities Act (2) **Information required to be mandatorily disclosed by the Department** at the District, State and Central Level in compliance with Section 4, Right to Information Act (3) **An mechanism for members of the SC and other communities covered under the schemes to access information and register grievances** faced by them in accessing their rights and entitlements under various programmes

A) Building awareness - Social audit provides a way by which information can be disseminated and people are made aware of their rights and entitlements. Under social audit, all information about the scheme has to be displayed in a transparent and accessible manner.

B) Capacity building - Social audit helps build capacities of primary stakeholders in holding the government accountable in the planning and implementation of the scheme.

C) Community monitoring - Social audit provides a mechanism for community monitoring to strengthen planning and implementation of the scheme and to prevent leakages.

D) Grievance redressal - In providing a platform for participation, social audit provides opportunity for registration and redress of grievances in a more systematic, responsive and effective manner.

The Social Audits are also aimed to enable implementing and funding agencies to:

- Monitor the effectiveness of the running of the institutions and initiate course correction wherever necessary
- Encourage transparency in the functioning of the institutions
- Inform the functionaries involved in the running of institutions, residents living in the institutions and their family members of rights, entitlements and obligations of duty so as to build greater public confidence and participation
- Enhance citizen ownership of the running of the institutions
- Identifying facts and improve upon them
- Seek suggestions from citizens on means of improving the running of institutions
- Provide an evidence based and fair platform for registering grievances and pursue a time bound redress of the same

Social Audit Process:

The social audit Process of schemes under DoSJE shall be in accordance with the spirit of Audit standards Prepared by joint task force of MoRD ,GOI and C&AG for facilitating social audits of MGNREGS which defines ***Social audit as an audit that is conducted by the people, especially by those people who are affected by, or are the intended beneficiaries of the scheme being audited and facilitated by the government .Hence social audit can be described as verification of the implementation of a programme /scheme and its results by the community with active involvement of the primary stake holder .***

The guiding principles for social audit which are seen as tools for social accountability are as follows:

- *Access to information (Jaankari)*
- *Involvement and participation of citizens in the process of decision making and arriving at a justifiable outcome (Bhagidari)*
- *Protection of citizens (Suraksha)*
- *Citizen's right to be heard (Sunwaai)*
- *Collective platform (Janta ka Manch)*
- *Report dissemination (Prasar)*

Steps for Social Audit

Based on the above mentioned Principles the Social audits Process for Schemes Under DoSJE has been designed under following steps:

1.Orientation & sensitisation :of implementing agency /institutions regarding Objective ,Process ,coverage and their role in the process of social audit at state and district level by SAU before field Processes.



2.Preparation : Formation of Social Justice cell by Social audit unit and Finalisation of the target ,calendar and budgets for the Process.Availabilty of documents /information related to the scheme to SJC by implementing agency 15 days before the verification process in the field.



3.Verification : Interview of the Benefeciaries & the Service Providers,Focal Group discussion with the stakeholders ,Physical Verification and Documents Verification by Social justice cell.



4.Validation : Presentation of Primary Report Prepared by SJC to Beneficiaries at appropriate forum for validation and recommendations at Village /Institution level in the presence of beneficiaries and stakeholders



5.Action : Presentation of validated report at Social justice assembly to be held at District level in the presence of all stakeholders for discussion and timely appropriate action before a panel constituted for this process.



6.Reflection : Preparation of analytical annual state report by SAUs for discussions and course correction along with Policy level recommendation to Social welfare and concerned departments.

Coverage and Targets:

DoSJE has planned to subsequently increase the number of social audits to be conducted in states every year. The annual targets and the geographical area for social audits will be informed to each state Departments and Social audit units in the initial months of the each financial year by NRCSA ,based on which SAUs will submit their calendar and budget Proposal to NRCSA. The overall targets are described in the table below:

Sr. No	Schemes	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	Total
1	Grant in Aid institutions	350	450	500	600	2000
2	Scholarships (Per District)	350	450	550	650	2000
3	PM AJAY	200	200	250	300	900
4	PCR Related	100	125	175	200	600
5	Free coaching	-	10	15	15	40
6	PM DAKSH	-	30	50	70	150
7	SMILE	-	40	50	70	160
8	RVY	-	20	50	80	150
		1000	1400	1600	2000	6000

Steps for Field Processes for Social Audit of Schemes under DoSJE

Entry Point Meeting:

This meeting shall be called,at district level atleast 30 days before the start of actual social audits process in the field.All concerned deptt. officials ,institution heads,and concerned people should be called to apprise them of the objective and process of Social audit. The meeting shall be called by the Social welfare department on request from Social audit unit, Social audit unit resource persons will orient the participants on the areas and institutions to be audited and the documents needed for verification along with proposed calendar and social audit assembly dates.

Capacity Building of Social Justice cell :

Training of social audit teams will be conducted by NRCSA at regional level in SIRDs. The training will be conducted by trainers who have been identified and trained on the curriculum approved by SAAB .The training will be for 10 days at regional level which will include components of Knowledge , skill and attitude on the themes of:

- i. Constitutionaal framework and rights
- ii. Understanding Poverty ,Inequality and Vulnerability
- iii. Social exclusion,Marginalisation and atrocities: form and nature
- iv. Social audit : Objective ,scope , Process, approach and methods of verification
- v. Schemes :Eligibility ,entitlements,Grievance redressal ,issues
- vi. Report writing ,presentation and mobilization skills for Social justice assembly
- vii. Documentation : Best Practices ,Annual reports

Field Verification:

The members of the Social justice cell selected and trained for this purpose will divide them into smaller groups as per the need and calendar and also as per the expertise and age groups and start field verification Process which shall include oral ,physical and document verification processes comprising of personal interviews ,focal group discussions & visit to institutions .SJC members to show empathy and sensitivity towards the beneficiaries during this process and confidentiality to be observed in cases of misconduct. The officials to respond urgently on these cases reported by SJC and take immediate action.



Validation meetings:

The findings of verification process conducted by Social Justice cell needs to be validated by the primary stakeholders .SJC members shall present their finding report in these meetings held at village /institutional/online level. The safety and confidentiality of the complainants must be ensured keeping in mind the vulnerability and expected backlash. The safety of SJC team members shall also be looked into by local authorities in case of chances of possible conflicts. If the situation for peaceful validation meeting does not seem to be possible, the meeting shall be held at another place in the supervision of local officials.

Social Audit Assembly:

This is a forum for discussion on the validated report of social audit findings after completion of the social audit process of all schemes in the district. The validated social audit report will be presented in this forum and the concerned department representatives should be mandatorily present to respond to the issues raised. A panel should be constituted to take appropriate decisions/actions based on the evidences presented by the social justice cell and as per the advisory of action prepared by DoSJE with the support of NRCSA. The members of the panel could be:

1. District Magistrate
2. District Social Welfare Officer
3. District Education Officer
4. Chairperson of standing committee on the theme of social welfare in District

- Panchayat
- 5. Chairperson of Child Welfare Committee
- 6. Representative of Civil Society Organisation working on these issues.

The elected representatives can be called to grace the occasion. The logistic arrangements will be done by SAUs with the support of Nodal departments to organize SJA.

The Proceeding of the decisions taken in this assembly shall be sent to all concerned Departments and Institutions to ensure submission of Action Taken Report to the state Social welfare Department and a copy to Social audit units. The same to be uploaded in the MIS especially being created for this purpose so that it is in the Public domain .The elected representatives can be called to grace the occasion. All the logistic arrangements to organise SJA to be done by the Social welfare department.



Documentation: Annual Analytical Report Preparation and Presentation:

Social audit units shall prepare an analytical annual state Report after completion of Social audit Process in the field, for policy level recommendations and actions. This report shall be submitted to State government, MoSJE and NRCSA-NIRD .It shall include following themes:

- Background and objective
- Coverage
- Composition of Social Justice cell
- Activities conducted and calendar followed

- Process adopted
- Scheme wise findings
- Action taken Report
- Case studies
- Major Challenges and achievements
- Key recommendation on Social audit Process and Schemes implementation

State Level Social Justice Assembly

This event will be organised at the state level, 30 days after all the social justice assemblies in the state in targeted district has been held as per the calendar to review the process, support, coverage ,issues and action taken status on the findings of social audit. All the concerned district and state level officials related to these schemes needs to be mandatorily present to respond about the action taken status and suggest on improving the process for increasing effectiveness and participation. The Secretary of Social Welfare Department shall convene this assembly on request from social audit units, who will be required to present the state analytical report this day and also the pending ATR status district wise and issue wise be presented for responses and decisions by the panel.

The panel for state level Social Justice Assembly shall be chaired by Secretary Social Welfare comprising of state level officials of concerned departments along with CSO/academic institution representatives identified by NRCSA based on their involvement and experience. NRCSA will be represented in this panel as well. DoSJE officials shall also be invited to attend. The proceeding of this dialogue will be prepared by SAUs and will be sent to the state departments and DoSJE, Government of India.

National Annual Review Meet

This event to be organised at National Level after completion of all state Social Justice Assemblies to review the process, parameters , findings and action taken on the findings of the Social Audit. This event shall be organised by NRCSA with due consultation with DoSJE, Government of India. Annual analytical report of social audits of schemes under DoSJE will be presented by NRCSA in this meet for discussions and suggestions.

Programme heads, Officials from DoSJE & State Departments, NRCSA, and representatives from social justice cell of all states to attend this meet to review and recommend changes for improving the process.

Annexure –1: Matrix of Schemes

Annexure1.1 : Pre-Matric Scholarship and Post-Matric Scholarship

Scholarships are mainly given to crease the gross enrolment of students to primary and higher education. The Ministry of Social Justice and Empowerment has been providing Pre-Matric scholarship for students from SC & OBC community and Post Matric Scholarship for students from SC community

Component	Pre-Matric Scholarship and Post-Matric Scholarship
Basic Provisions	<p>Pre-Matric:</p> <p>Component 1:</p> <ul style="list-style-type: none"> Students belonging Schedule Caste and OBCs Parent/Guardian's income -2.50 lakh per annum. <p>Component 2:</p> <ul style="list-style-type: none"> Scholarship for children of parents/guardians engaged in unclean and hazardous occupation. (i.e. Manual Scavengers, Waste pickers) No income limit and can be from any category. <p>Post Matric</p> <ul style="list-style-type: none"> Fee payable for Enrollment/Registration, Tuition, Games, Union, Library, Magazine, Medical Examination and such other fees compulsorily payable by the student/scholar. All the SC students with annual income of up to Rs. 2.50 lakh per annum would be eligible under the scheme. % extra allowance for Divyang Student Academic Allowances as per the category of degree/courses
Scope	<ul style="list-style-type: none"> Publicity of timing of application and disbursement Role of institution in establishing a facilitation cell/help desk Multiple portals causing issues and synergy between national and Statesportal Looking at the grievance redressal system States' system and the job chart Application methods and institutions/cyber café/ banks' role Finding out availability of district level data of SC students Diversions of scheme fund diversion to other schemes Awareness level of the parents Favourism towards certain educational institutions and authority who fixes the fees – private colleges Renewal of the students What is the process of verification of 75 % attendance? Physical verification of educational institutions at the time of certified under the scheme and annual verification- whether residential or not? Who is responsible? Is the scholarship amount enough? Was it received timely? How it helped them? Discrimination by peers and institutions Fund flow mechanism from Union to beneficiary

Documents Needed for Verification	<ul style="list-style-type: none"> • List of applicants with application number- fresh and renewal • List of student wise sanctions/pending/rejected • List of released (Student wise) • Date of application and sanction and release • Any dropout students record • Transactions details with date of DBT from bank- • Application with causes of rejection from DSW • Government sanction order (FTO) to the bank • A list of students studying outside of their home state from DSW
Stakeholders with Interviews needs to be conducted	Students, Parents and head of the institutions
Stakeholders with Focus Group Discussion need to be done	Students, Parents, CSOs representatives/ Community leaders working on issues of education of SCs
Physical Verification Sites	-
Evidences required to gathered	Testimonies, Photographs, Videos, Documents/ Records, Attendance Registers etc.
Participants and place of validation of the Report	Student Sabha at Block Level. Participants will be: Parents, BDO/SDM, Community leaders, CSO members, Block Pramukh, SMC members, DM, Zilla Panchayat Members, Head of the Institutions and Staff, SC/ST Cell of college, MLA/MPs etc.

Note: For Scholarships, 2% of the total schools will be taken up in each district targeted for the year. 75% of these schools will be Pre matric and 25% will be Post Matric institutions. For pre-matric, 75% to be rural and 25% to be schools in urban area. Similarly, 75% of these schools should be government schools and 25% private schools. In post-matric, 75% urban and 25% rural schools/institutions should be identified. Overall, 25% students of these schools/institutions should be verified. Special efforts should be made to cover students benefiting under component-2 of scheme. One hamlet in each covered area comprising of most vulnerable families should be verified under component-2.

Annexure 1.2 Matrix for Free Coaching Scheme (SC & OBC Students)

Basic Provisions	<p>Courses for Coaching-</p> <ol style="list-style-type: none"> 1. Group A & B examination of UPSC, Staff Selection and various railway recruitment. 2. Group A & B examination conducted by State Public Service Commissions. 3. Officers Grade examination conducted by Bank, Insurance Companies & PSUs. 4. Premier Entrance Examination: IIT-JEE, NEET, CAT etc. 5. Eligibility test like GRE, TOFEL 6. Entrance Examination test for National Academy and Combined Defense Services. <ul style="list-style-type: none"> • Distribution of slots: 60 % of slot will be allotted to the course for which qualifying exam is graduation. 40% slot shall be for the courses for which qualifying exam is class 12. • Ratio of Candidates: 70:30. (Ministry can relax this ratio in case non-availability of adequate number of candidates. <p>Eligibility Criteria for Students:</p> <ol style="list-style-type: none"> 1) Only students belonging to SCs and OBCs having total family income Rs. 8.00 lakh or less per annum. 2) The students must have secured the minimum marks in the qualifying examination of the competitive exam for which coaching is sought. 3) For the competitive exams for which the qualifying exam is class 12th, benefits under the schemes will be available to a candidate only if he/she has passed class 12th. 4) Benefit under the scheme can be availed by a particular student not more than twice. <p>Extent of Assistance</p> <ol style="list-style-type: none"> i) Fees: As mutually decided between the Ministry and the Institute ii) Stipend: Monthly stipend of Rs. 3000/- for local students & Rs. 6000/- per student will be paid for outstation students. iii) Special Allowance: Special Allowance of Rs. 2000/- month towards reader allowance, escort allowance, helper allowance etc. to students with disabilities. <p>Implementation Agency</p> <ul style="list-style-type: none"> • Reputed Coaching Institutes/Centers run by Central Government / State Government / UTs / PSUs / Autonomous Bodies under Central / State Governments. • Universities including Deemed Universities & Private Universities recognized by concerned authority • Registered private institutes / NGOs.
Scope	<ul style="list-style-type: none"> • Selection / Eligibility – Whether candidate is aware about the application process or not ? • Whether selection of candidate as per scheme guidelines/rules of the department • Eligibility of the institute - whether institute have 3 years registration (regular 3 years functioning) and have any certification. • Awareness – whether Department/Institute create sufficient awareness about the free coaching given by them to SC and OBC candidates in newspaper • To know about fund flow to institutions.

	<ul style="list-style-type: none"> To know about financial & Staffing Norms – Basic Amenities (if Residential Schools), Medical Facility & Sportsactivities
Documents Needed for Verification Related to Institution:Students:	Application Forms of Students, Caste certificates of students submitted during application forms, Income Certificates submitted during admission, Bank OPass Book Copy of students to check the stipend amount, Admission Register, Attendance Register, Complaint Register, Copy of Proposal Submitted to Ministry, Inspection report , Registration Certificate of the institute, Approval Order, Cash Book, Bills & Vouchers, List of Students; currently taking coaching, successfully completed & dropout, Course Details and Time Table of Classes, Complaint Register.
Stakeholders with whom Interviews needs to be conducted	Current Students, Students those who have completed their courses,Parents, Staff (Online & Off line)
Stakeholders with Focus Group Discussion need to be done	Students currently taking coaching, Staff, Parents of students
Physical Verification Sites	Coaching Instituted- Classrooms infrastructure, basic amenities, labs if any,hostels, drinking water facilities.
Evidences required to gathered	Testimonies of students having grievances, Photographs, Videos,Documents, Registers
Participants and place of validation of the Report	Coaching institute
Best Practices	

PCR and SCs and STs (PoA) Act 1989 and Rules 1995

Basic Provisions	<p>To ensure effective implementation of PCR & PoA Act, the Central Financial Assistance is being provided for following things:</p> <ul style="list-style-type: none"> • Functioning and strengthening of SC & STs Protection Cell and Special Police Stations (For registering cases) • Setting up and functioning of exclusive Special Court (Section 14 of PoA Act) • Relief and Rehabilitation of Atrocity Victims-85,000/ to 8,25,000/- depending upon nature of an offence. • Incentive for Inter-Caste Marriages. -2.5 lakh • Awareness Generation.
Scope	<ol style="list-style-type: none"> 1. To identify and document persistent forms of discrimination, harassment and threat faced by members of the Scheduled Castes and the Scheduled Tribes; 2. To assess the gaps and challenges faced by victims and witnesses in reporting atrocity incidents during registration, investigation and trial and in accessing their legal entitlements under the SC ST PoA Act 3. To assess district-wise extent of implementation of preventive measures adopted by the state government under the POA Act 4. Identify and document the grievances being faced by victims, potential victims and witnesses in atrocity prone areas and circumstances 5. Audit the compliance of the oversight mechanism mandated as per the Law
Documents Needed for Verification	<ol style="list-style-type: none"> 1. Minutes of half yearly reviews by State level vigilance and monitoring committee [Rule 16(2)]. 2. Minutes of Quarterly Reviews by District level vigilance and monitoring committee [Rule 17(3)] 3. Minutes of Sub Divisional Vigilance and Monitoring Committee reviews. 4. Minutes of monthly review of position of cases by District Magistrate and the officer in charge of the prosecution [Rule 4(4)] 5. Minutes of monthly review by SC & ST Protection Cell at the State headquarter under the charge of DGP/IGP. [Rule 8(1) xi] 6. Minutes of Half yearly review by District Magistrate of Performance of Public Prosecutor [Rule 4(2)] 7. Gazette notifications - State level Contingency Plan. [Rule 15] 8. List of FIRs registered under PoA Act 9. List of FIRs in which PoA Act itself or sections of PoA Act not invoked and reasons 10. List of cases charge sheeted within 60 days, within 90 days, within 120 days and beyond

	11. List of cases and beneficiaries compensation provided (Stage wise) 12. List of cases and beneficiaries paid TA/DA for their visits to police investigation and trial 13. List of cases Special Public Prosecutors appointed as per victims choice under Rule 4(5) of PoA Act 14. List of cases where complainants were provided legal aid through Legal Service Authorities 15. List of Special Public Prosecutors (SPPs) appointed by state government 16. List of cases handled by each SPP in Special Courts 17. List of cases reached to the level of conviction 18. List of cases acquitted 19. List of cases Public Prosecutor filed Appeal in higher court 20. List of cases where applications for (a) compensation, (b) TA and DA (c) Basic Pension to the widow or other dependents of deceased persons and employment to one member of the family of the deceased and provision of agricultural land, and house. (d) Full cost of the education up to graduation level and maintenance of the children of the victims. (e) Brick or stone masonry house to be constructed or provided at Government cost where it has been burnt or destroyed , were rejected along with reason for rejectionand date of rejection
Stakeholders with Interviews needs to be conducted	Victims of Atrocities, Family Members
Stakeholders with Focus Group Discussion need to be done	Affected Community
Physical Verification Sites	Physical Sites if any compensation/ relief has been given in terms of
Evidences required togetherd	Testimonies, Photographs, Videos, Documents, Registers, Copies of FIRs,
Participants and place of validation of the Report	District Level Social Audit Assembly

Annexure 1.4 : Matrix for Pradhan Mantri-Anusuchit Jaati Abhyuday Yojana

Considering the similar nature and objectives of schemes, three major schemes are merged into one scheme namely PMAJAY for better convergence of public money and optima utilization of resources. These schemes are: Pradhan Mantri Adarsh Gram Yojana, Special Central Assistance to Schedule Caste Sub Plan and Babu Jagjivan Radm Chhatrawas Yojana.

Component Name	PM Adharsh Gram
Basic Provisions	For the development of SC dominated villages, financial assistance of Rs. 21 lakh is given
Documents Needed for Verification	<ul style="list-style-type: none"> • Registers: • Cash book • Gram Sabha • Meeting Registers • Documents: • Technical Estimate of works, • Financial Order, • Work Order, • Sanction Order, • Completion Certificate, • Bills & Vouchers, • Utilisation Certificate, • List of Works, • Copy of Village Development Plan • , List of Projects with Convergence
Stakeholders with Interviews needs to be conducted	-
Stakeholders with Focus Group Discussion need to be done	Villagers from SC Community of that Particular Area
Physical Verification Sites	Projects Constructed under PM Adharsh Gram Yojana
Evidences required to gathered	Testimonies of Villagers, Evidences of Documents / Registers / Records, Videos, Photographs of sites etc.
Participants and place of validation of the Report	Validation will be at Gram Sabha

Component Name	Grant in Aid for District/State Level Projects for Socio-Economic Betterment of SCs
Basic Provisions	Skill Development: Project for skills development, related facilities and infrastructure – by State Skill Development Mission Grant for Creation/Acquisition of Assets for Beneficiaries/Households, Financial: Acquisition /Creation of Assets Infrastructure Development:
Documents Needed for Verification	List of beneficiaries enrolled in skill development activities. List of beneficiaries with address and contact details as well as benefit provided or to be provided, Priority List. List of Projects and expenditure with details
Stakeholders with Interviews needs to be conducted	Individual Beneficiaries
Stakeholders with Focus Group Discussion need to be done	SHG Group members and FGDs with Individual Beneficiaries
Physical Verification Sites	Verification of Beneficiaries benefited under scheme and infrastructure constructed. Assets verification and verification of project sites
Evidences required to gathered	Testimonies of Villagers, Evidences of Documents / Registers / Records, Videos, Photographs of sites etc.
Participants and place of validation of the Report	Validation will be at Gram Sabha

Component Name	Babu Jagjivan Ram Chhatrawas
Basic Provisions	Skill Development: Project for skills development, related facilities and infrastructure – by State Skill Development Mission Grant for Creation/Acquisition of Assets for Beneficiaries/Households, Financial: Acquisition /Creation of Assets Infrastructure Development:
Documents Needed for Verification	List of beneficiaries enrolled in skill development activities. List of beneficiaries with address and contact details as well as benefit provided or to be provided, Priority List. List of Projects and expenditure with details
Stakeholders with Interviews needs to be conducted	Individual Beneficiaries
Stakeholders with Focus Group Discussion need to be done	SHG Group members and FGDs with Individual Beneficiaries
Physical Verification Sites	Verification of Beneficiaries benefited under scheme and infrastructure constructed. Assets verification and verification of project sites
Evidences required to gathered	Testimonies of Villagers, Evidences of Documents / Registers / Records, Videos, Photographs of sites etc.
Participants and place of validation of the Report	Validation will be at Gram Sabha

Annexure 1.5 : Matrix for Scheme for Residential Education for SC Students in High Schools Targeted Areas (SHRESHTA)

Objective	<ol style="list-style-type: none"> 1. The Scheme for Residential Education or Students in High Schools in Targeted Areas (SHRESHTA) has been conceived to provide access to high quality education to the students from Schedule Caste communities. 2. Providing quality education and opportunities for even the poorest is the constitutional mandate. 3. Educational facilities without discrimination. 4. Enhance the reach of development intervention of the govt. and to fill the gap in service deficient SCs.
Basic Provisions	<p>Component 1</p> <p>Selection of Schools :</p> <ol style="list-style-type: none"> 1. Best performing private residential CBSE schools: existence for at least 5 years, having more than 75% pass percentage in 10th & 12th in the last 3 years 2. A Selection Committee under the chairmanship of Joint Secretary (in-charge of the scheme), would finalize the selection of these schools in January every year. 3. The schools so identified (called as SHRESHTA schools)will be registered in the e-Anudaan portal <p>Selection of students :</p> <ol style="list-style-type: none"> 1. Only SC Students studying in the recognized schools are eligible for the NETS (National Entrance Test for SHRESHTA) 2. Family Income not more than Rs. 2.5 Lakhs per year Caste & Income Certificate shall be uploaded prior to the web Counselling. <p>Fee</p> <p>The fee for the student covering the school fee (including tuition fees) and hostel fee (including mess charges) would be released directly to the schools by the Ministry within 30 days from the date of confirmation of admission on the IT portal</p> <p>Bridge Course</p> <ol style="list-style-type: none"> 1. An amount of upto 10% of the annual fee can be provided separate under the scheme. Scholarships for students : (Tuition fee and Hostel fee) Maximum limit <p>The scholarship will be released in one instalment directly to the account of the schools through online process using the e-Anudaan portal of the Ministry.</p> <p>2. Selection of Schools : NGOs operated</p> <p>Component Mode – 2</p> <p>Basic Guidelines</p> <ol style="list-style-type: none"> 1. Organisations/NGOs having higher classes (upto class 12) who are running good quality schools recognized by the state govt. and affiliated, to state/central Board or approved by the secretary, Dept. of Social Justice & Empowerment. 2. The Grant shall be sanctioned in accordance with and as per the procedure laid down under General Financial Rules,2017. <p>Total annual grant shall be released in one instalment before 30th of June every year.</p>

	Standards 1. The 10 th and 12 th pass/mark percentage shall not be less than average board result. 2. Teachers engaged shall be qualified and well trained 3. No of teachers must not be less than 6 in a school and not less than 2 in a hostel.
Scope	The scope of the scheme is to enhance the reach of development Intervention of the Government and to fill the gap in service deficient SCs dominant areas, in the sector of education through the efforts of grant-in-aid institutions (run by NGOs) and residential high schools offering high quality education and to provide environment for socio economic upliftment and overall development of the Scheduled Castes (SCs).
Documents Needed for Verification	For mode 1 school – Registration year and certificate of affiliation, list of students, Attendance register, passed out list of students, cash book, list of students who completed Bridge course, For mode 2 school – Registration no of the organization, web site, Sanction order for the received grants, infrastructure as per guideline, Qualification of teachers, audited UC, Separate accounts details and list of drop out students.
Stakeholders with Interviews needs to be conducted	Staff of the school (Warden, cook, watchman), teachers , students , parents , officials of the concerned department
Stakeholders with Focus Group Discussion need to be done	Students, Teachers, Parents and Staff of Institute
Physical Verification Sites	Verification of School and Hostel
Evidences required to gathered	Testimonies, Photographs, Videos, Documents, Registers etc.

Annexure 1.6 Matrix for Grant in Aid Institutions

Name of the Scheme	Grant in Aid Senior Citizen Homes, De-Addiction centres & Residential Schools/Hostels
Meaning	<p>The Union Government gives substantial funds as grants-in-aid to State Government /Agencies and Institutions. Similarly, the State Governments also disburse grants-in-aid to agencies, bodies and institutions such as universities, hospitals, co-operative institutions and others. The grants so released are utilized by these agencies, bodies and institutions for meeting day-to-day operating expenses and for creation of capital assets, besides delivery of services.</p> <p>The Ministry provides grant in aid under two major schemes; which are National Action Plan for Drug Demand Reduction (NAPDDR), Atal Vayo Abhyuday Yojana (AVYAY). The grant is being given for Senior Citizen Homes, Drug De-Addiction Centre & Residential Schools/Hostels.</p>
Scope of Social Audit	<p>To look at the district status with respect to objectives of NAPDDR and AVYAY. This will look at the current status of substance abuse in the community, activities that have been taken up and what needs to be done in the upcoming year (planning) and also audit of institutions receiving GIA. This can be done based on interviews with key stakeholders such as Organisations working on this issue, counsellors, clubs in educational institutions etc. After the interviews and audit, there can be a district level assembly where the report will be presented and opportunity provided for all stakeholders to discuss and plan. Similarly, the status of senior citizens requiring support can be presented.</p>
Documents to be furnished and verified	<ol style="list-style-type: none"> 1. Proposal submitted by implementing agency for fresh proposal or for continuation of existing proposal 2. Sanction orders issued by MoSJ 3. Utilization Certificate of the grant last released 4. Budget Estimates for the financial year for which the grant-in-aid is required 5. Annual Report giving Performance with statistical data of the projects during the previous year 6. Record of all assets acquired wholly or substantially out of Government grant in the Stock Register 7. If Organization have its own website with full details of the project(s) being run by it including the details of beneficiaries of the project under the scheme.
Stakeholders with which interview is to be done	<p>Oral verification with the Beneficiaries/Past Beneficiaries (in cases of substance users), family or relatives of the Beneficiaries, Head of the organization and its staff members, officials of social</p>

	welfare department.
Stakeholders with which Focused Group Discussion is to be done	Staffs, PRI representatives, NGOs, VOs of the GIA vicinity to gather insights
Physical Verification	verification of infrastructure and services provided within the institutions
Evidences to be gathered	Testimonies of residents of Senior Citizen Homes/Patients in de-addiction centres, photos of institutions/ infrastructures/facilities, documents/ registers(attendance register, registration register, medicine register), bills & vouchers, inspection report.
Participants & place of Validation of the Report	Social Justice Assembly at District and State level.

Annexure-2 : Sample Social Audit Formats

Annexure 2.1 Formats for Pre Matric Scholarship

MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT Social Audit of Scholarship Schemes

State: _____ **District:** _____ **Social Audit Dates:** _____ **Questionnaire for**

Parents for Pre-Matric scholarship scheme

Personal Information:

Name	
Address	
Gender of respondent	
Category of Student	SC OBC Other
Component of Scholarship Scheme	1. Component -1 2. Component-2
Occupation a) Manual Scavenging (Y/N) b) Tanners and Flayers (Y/N) c) Waste pickers (Y/N) d) Person engaged in hazardous cleaning (Y/N) e) Other :	Mother: Father:
Is it a women headed household?	Yes: No:
Educational background of parents	Mother: Father:
Do you know about the pre-matric scholarship?	Yes No
If, yes, how did you find about the scheme?	a) Through Department of Social Welfare b) Through NGOs c) From school teachers/administration d) From different media sources e) By reading the guidelines of the Scheme f) Any other, specify
Have you filled application for scholarship for your children?	Yes No
If yes, how did you apply?	

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Has your child received a pre-matric scholarship?	Yes	No
If received a scholarship, what is the amount you received?		
If No, what is a reason of not receiving scholarship?		
Did you filled grievances for not receiving scholarship?		
If yes, what response did you get for grievance?		
Did you face difficulty getting caste or income certificate?	Yes	No
If yes, did this prevent your child from receiving scholarship?		
What difficulty did you face in process of applying caste and income certificate?		

Questionnaire for Bank :

- 1) Bank information: Name, Branch, Address
- 2) When do you receive FTO?
- 3) How much time does it take to make transfer after receiving the FTO?
- 4) Are there any students excluded at the point of fund transfer?
- 5) If yes, what are the reasons?
 - a. Aadhar discrepancy
 - b. Suspended account
 - c. Any other, specify?
- 6) What kind of verification system is employed at the level of bank to avoid fraud?
- 7) What do the bank do in cases of fraud/exclusion?
- 8) Are there cases when the DBT is made in Parents' account?

Questionnaire for Educational Institutions

- 1) Institute information: Name, Address, Type
- 2) Do you have facilitation cell/help desk?
- 3) What functions does it perform?
- 4) Do facilitation cell charge students for facilitating their scholarship application (e.g. making bonafide certificate)?
- 5) If yes, what amount?
- 6) Do you SC/ST cell?
- 7) Do you have SC students' dropouts due to delay/non reimbursement of scholarship?
- 8) Is the institution charging tuition fee/or any caution deposit before the students receive the scholarship?
- 9) How many students enrolled in your institution have a freeship card?
- 10) What mechanism does the institution have for countering discrimination

against SC students?

- 11) Do you have computer centre for filling application forms?
- 12) Do you follow up on pending scholarship application?

Questionnaire for Administration (DSW)

1. What do you do spread awareness about the scholarship schemes?
2. Do you have a public grievance redressal mechanism?
3. How does it function?
4. How many grievances have you received in the last financial year?
5. How many of those were resolved?
6. What is the general nature of these grievances?
7. What role does the department play in the verification of forms?
8. Do you have a helpline number?
9. If no, what steps have you taken to make yourself accessible to the public?
10. Does the office prepare a district level action plan with clear number of target beneficiaries?
11. Do you do any physical verification of the institutions/students as mandated by the scheme guideline?
12. If yes, sample, frequency of the verifications etc.
13. Does the office submit a quarterly/biannual/annual report to the state?
14. Is there any delay in the disbursement of scholarship?
15. What according to you are some common reasons of delay?
16. Are there any issues faced with the portal?
17. If yes, what measures are taken at the district level to resolve those?

Annexure -2.2. Formats for Post Matric Scholarship

MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT Social Audit of Scholarship Schemes

State:

District:

Social Audit Dates:

Questionnaire for Students for Post Metric Scholarship Scheme for SC& OBC

Personal Information:

Details	Information after Verification
Name	
Category:	SC OBC
Name of your school, college/ university	
Domicile District	
Domicile State	
District of school/college/university	
State of school/college/university	
Course studying	a) Senior Secondary b) Under-Graduate (Specify name of the course, for example-B.A./B. Com/B.SC. etc.) c) Post-Graduate (Specify name of the course, for example-M.A./M. Com/M.SC. etc.) d) M.Phil., Ph.D. e) Specialization course, specify:
Category of student	a) Day scholar b) Hosteller
Email id	
Mobile number	

Questions Regarding Scholarship

Sr. No.	Details	Information after verification
---------	---------	--------------------------------

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1	How did you find out about the application form of PMS Scheme?	a) Through Department of Social Welfare b) Through NGOs c) From your school, college or university d) From different media sources e) By reading the guidelines of the Scheme
2	Do you know about Freeship card?	Yes No
3	If yes, did you apply for a freeship card?	Yes No
4	If yes, did you receive a freeship card?	Yes No
5	If no, what reason did you get for not receiving?	
6	Did you pay tuition fee/admission fee to the institution at the time of taking admission?	Yes No
7	Did you receive the full amount of scholarship?	Yes No
8	If no, who do you approach?	a) SC/ST cell b) District welfare office/officer c) Institutions d) BDO e) District grievance redressal officer f) Any other, specify
9	What response did you get for your issue?	
10	In which form did you receive the scholarship?	
11	Is your Aadhar seeded with the bank?	
12	In which month do you fill the application form for Post Matric Scholarship (PMS) Scheme for SCs?	a) May b) August c) November d) Any other month, specify:
13	How do you apply for PMS scheme?	a) By yourself b) Get it done through internet café c) The institution gets it done for you d) Any other method, specify:
14	In which month do you receive the scholarship?	a) October b) December c) February d) Any other month, specify:
15	Do you or have you ever faced delay in receiving the scholarship?	Yes No

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16	If yes, do you the know the reasons behind the delay?	Yes	No
17	If yes, specify the reasons:	a) Non availability of computer, mobile	
18	What are the major challenges you face in the process of applying for the PMS scheme?	phones and internet b) No fixed time for filling forms leading to missing of deadlines c) Inability to timely to procure documents like caste and income certificate required d) Short time available e) Lack of knowledge to fill the form f) Application form is in English, not local language g) Institutions filling the form themselves h) Issues with application portal i) If any other, specify:	
19	How do you think the process for applying for the PMS can be made simple and easy as per your problems?	a) Fixed month every year for filling the form b) More time period for filling the form c) Option of filling the form offline d) Increased awareness and timely notification by the institution and the department of social welfare e) If any other, specify:	
20	How scholarship has helped you to pursue your education?		
21	Your suggestions to improve the scheme		

Please fill your yearly expenditure budget

Items:	Amount:
Books/Stationery	
Travelling	
Food	
Accommodation	
Medicines	
Any other, specify:	

Annexure 2.3. Formats for free Coaching Scheme

MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT**Social Audit of Free Coaching for Students from SC & OBC Community**

State:

District:

Social Audit Dates:

Sr. No.	Particular	Information based on Verification															
1	Name of the Institution																
2	Address of the Institution																
3	Type of Organisation	Govt NGO Private Institute															
4	Registration Details and Number																
5	Establishment Year																
6	Current Status of Institution	A. Own Building B. Rented Building															
7	Total Number of Students	Male: Female:															
8	Category wise number of Students enrolled at present	<table border="1"> <thead> <tr> <th>Category</th><th>Male</th><th>Female</th></tr> </thead> <tbody> <tr> <td>SC</td><td></td><td></td></tr> <tr> <td>OBCs</td><td></td><td></td></tr> <tr> <td>Others</td><td></td><td></td></tr> <tr> <td>Total</td><td></td><td></td></tr> </tbody> </table>	Category	Male	Female	SC			OBCs			Others			Total		
Category	Male	Female															
SC																	
OBCs																	
Others																	
Total																	
9	Total Number of students:	Local : Outstation:															
10	How many students are specially able?	Male : Female:															
11	How many students have taken coaching during this financial year?																
12	How many students have successfully cleared their exam and got selected?	SC : OBC: Others:															
13	Year of commencement of grant-in-aid: From G.O.I for the project:																
14	Amount received in Grant in Aid from MoSJE																
15	Amount received in Grant in Aid from State (if applicable)																
16	Total Allotted Seats by the Ministry																
17	Number of students enrolled																
18	Whether the Institute is recognized by the State Government																
19	Does the project location match with the map of the project uploaded by the NGO?																
Infrastructure Related																	
20	Total classrooms available in the building																
21	Does the classroom have adequate facilities for the students? (Chair/ Bench/Desk etc.)																
22	Is there library available for students?																
23	Do the students have access to books,																

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	&newspapers?	
24	Do the institute have residential facility?	
25	Does the institute have bio-metric attendance system?	
Coaching, Stipend & Other Details		
26	Coaching is given for how many exams?	
27	Is there a separate faculty appointed for each course?	
28	Do the staff have the requisite qualification? If no, give details	
29	Do they have time table for each course?	
30	Do they provide reading material to students?	
31	Whether blackboard and other learning aids of good quality are available?	
32	Stipend Provided to total number of students:	
33	Special Allowance Given to Divyan Students	
34	Number of students present during the social audit (Please check with present students on number and name of absentee students)	
35	If number of students present is less than the sanctioned number, what is the reason?	
36	Whether at least 70% of students belong to SC community?	
Fund Related		
37	Is there a separate bank account for the project? If yes, give bank name and account number	
38	Whether the bank passbook contains entries for grants from the ministry?	
39	Whether cash book and ledger have been maintained?	
40	Whether the organization is charging any fee/fees?	
41	Any difficulty faced by the Institute to receive the grant?	

Social Audit Team Members

Sr. No.	Name	Signature	Mobile Number

Annexure 2.4 : Formats for PCR Scheme- Verification of Atrocity Victims for Compensation

MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT Social Audit of Dr. Ambedkar National Relief to the Scheduled Caste /Scheduled Tribes Victims of Atrocities Scheme

Beneficiary Verification Format

Sr. No.	Details of Case	As per Record	As per Verification
1	Name of the Victim		
2	Name of the Father/Husband		
3	Date of Birth and age of victim		
4	Category of Victim		
5	Residential Address		
6	Contact Number of Victim/Family Members		
7	Date & Place of incident of atrocities		
8	Nature of Atrocity Case		
9	Crime committed by whom?		
10	Brief Detail of Atrocity		
11	Whether the case has been registered under SC & ST (Prevention of Atrocities) Act, 1989?		
12	Whether the charge sheet has been		

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	sent to court		
13	Whether the accused is/are convicted by the lower court?		
14	Relief Amount Status	Pending/Sanction/Allotted	Pending/Sanction/Allotted
15	Relief Amount to whom? (Victim/Family Member/Dependent of victim)		
16	Total Relief Amount Provided as per "Norms of Relief"	Amount in Rs:	Amount in Rs.
17	Date of relief amount provided?		
18	Whether relief amount is provided within 7 days?		
19	Difficulties faced in receiving relief amount?		
20	Any other issues?		

Social Audit Team Members

Name

Signature

Contact No

Annexure 2.5 : Format for PCR – Verification of Incentive paid for Inter Caste Marriage

MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT
Social Audit of Dr. Ambedkar Scheme for Social Integration through Inter-Caste Marriage Scheme

Beneficiary of Verification Format

Sr. No.	Details	Information after Verification
1	Name of Beneficiary	
2	District	
3	Residential Address of beneficiary:	
4	Category of Beneficiary	
5	Sex	
6	Date of Marriage	
7	Whether one of the spouses belongs to Schedule Caste and other to a Non-Schedule Caste?	
8	Whether beneficiary is aware about the provision?	
9	Date of Application for Incentive under the Scheme?	
10	Status of Incentive Amount from the Ministry	Pending/ Released 1 st Installment/Released 2 nd Installment/
11	Whether beneficiary is aware about Fix Deposited Amount on couple name? (In case of 1 st installment)	
12	If pending, mention the 'reasons of pending' informed to beneficiary:	
13	If received, Incentive Amount Received:	
14	Whether any incentive was received for the inter-caste marriage from the State Government?	
15	Who recommended your application?	
16	Any difficulties faced to receive incentive amount?	
17	How the incentive amount has helped you?	

Social Audit Team Members
Name

Signature

Contact No

Annexure 2.6: Formats for PM- AJAY

Social Audit of Pradhan Mantri Anusuchit Jaati Abhyuday Yojana
Beneficiary Verification Format (Livelihood)

State:	District:	Block:
GP:	Village:	Date of SA:

Details	Information after Verification
Name / Father or Husband Name of the individual	
Contact Number:	
Social Category (SC / ST / OBC / General)	
Gender / Age	
Component of the PMAJAY Scheme:	
Financial Assistance provides	1. Rs.50,000/- 2. 50% Cost of Assets
How did the assistance help the individual?	
Satisfaction level with the assistance	Very Good / Good / Average / Poor / Very Poor
Status of loan repayment?	
Whether the individual had to pay any money? (as bribe / commission to receive the benefit)	
Any grievance/	
Was this activity mentioned in VDP?	
Suggestions	

Social Audit Team Members
Name

Signature

Contact No

Social Audit of Pradhan Mantri Anusuchit Jaati Abhyuday Yojana
Beneficiary Verification Format (Skill Development)

State:	District:	Block:
GP:	Village:	Date of SA:

Details	Information after Verification
Name of the beneficiary:	
Name of Father/Husband:	
Contact Number:	
Social Category of Members (SC / ST / OBC / General)	
Component of the PMAJAY Scheme:	
What type of skill training provided?	
Duration of training	
Satisfaction level with the training provided?	Very Good / Good / Average / Poor / Very Poor
Status of loan repayment?	
Whether the individual had to pay any money? (as bribe / commission to receive the benefit)	
Was the beneficiary name mentioned in VDP?	
Any grievance/	
Suggestions	

Social Audit Team Members
Name

Signature

Contact No

Social Audit of Pradhan Mantri Anusuchit Jaati Abhyday Yojana
Work Verification Format for PM Adharsh Gram component of PMAJAY

State:	District:	Block:
GP:	Village:	Date of SA:

Component of PM AJAY	
Name of the Work	
Purpose of Work	
Code of the Work	
Location of the Work	
Sanction Amount	
Expenditure Amount	
Is the work approved in Gram Sabha?	
Is the work mentioned in GPDP/VDP?	
Measurement of Work:	
Who were the people involved in selection of the work?	
Work Start Date & End Date:	
Quality of work:	
Is it benefiting the community? How?	
Is there any issue with work /infrastructure?	

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Documents Verified:

Documents	Available	Documents	Available
Administration Sanction		Technical Sanction	
Work Commencement Order		Bills & Vouchers	
Work Completion Certificate		Photos of Works	

Social Audit Team Members

Name

Signature

Contact No

Ministry of Social Justice & Empowerment, Govt. of India
Social Audit of Pradhan Mantri Anusuchit Jaati Abhyday Yojana

Social Audit Format for PM Adarsh Village Assessment

State:	District:	Block:
Panchayat:	Village:	Social Audit Dates:

Sr.No.	Particulars	Information after verification
1	Population / SC & ST Population	
2	Amount Received (Central Schemes / State Schemes / CGF)	
3	Amount Spent (Central Schemes / State Schemes / CGF)	
4	Number of works in progress	
5	Number of works completed	
6	Type of works undertaken?	
7	Are they benefiting to the development of SC community?	
8	Does all the works have approval from Gram Sabha?	
9	Whether Village Development Plan is prepared and submitted to social audit team for audit purpose?	
10	Is village PMAGY Convergence Committees formed as per the rules?	
11	Is PMAGY committee conducted need assessment of the works executed in the village?	
12	Is PMAGY committee prepared Village Development Plan (VDP)?	
13	Whether Village Development Plan is prepared as per guidelines?	
14	Is village Level PMAGY Committee aware of the roles and responsibilities of the committee?	
15	Is the Member Secretary of the PMAGY committee aware of the scheme and roles and responsibilities?	
15	Did the committee meeting conduct as per the	

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	guidelines?	
16	Whether adequate sustainable drinking water sources to cover the village are available? (Yes/No)	
17	Have toilets been provided in all schools and Anganwadis in the village? (Yes/No)	
18	Whether people are still defecating in the open in the village? (Yes/No)	
19	Is an emergency Ambulance facility available on call?	
20	How many pregnant women died during the last one year?	
21	How many children (< 1 year) died during the last one year?	
22	Whether all Anganwadis are constructed? (Yes/No)	
23	Is the village connected by internal roads? (Yes/No)	
24	Whether the village has been electrified? (Yes/No)	
25	Does the village have access to Internet connectivity?	
26	Does the village have a Common Service Centre or Cyber Café?	
27	Number of youth eligible for skill development training?	
28	Number of youth provided skill development training?	
29	Is there solid waste management system in village?	

Social Audit Team Members

Name

Signature

Contact No

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Annexure 2.7 : Formats for PM- AJAY- Babu Jagjivan Ram Chhatrawas

Ministry of Social Justice & Empowerment, Govt. of India
Social Audit of Pradhan Mantri Anusuchit Jaati Abhyday Yojana

State: **District:** **Block:** **GP:**
Date of Social Audit: **Financial Year**

Verification Format for Babu Jagjivan Ram Chhatrawas

Sr. No.	Details	As per Records	As per Verification
Basic Details			
1	Name of the Implementation Agency		
2	Address of the hostel with contact number		
3	Is hostel located in area having low SC female literacy (Only in case of girls hostel)		
4	Average distance between the hostel and educational institutes?		
5	Sanction Amount		
6	Expenditure incurred so far		
7	Physical Status of work	<ul style="list-style-type: none">• Ongoing• Completed• Yet to Start	
8	Whether work completed within time period?		
9	Reasons if work is stopped or delay:		
10	Number of students permitted	SC Boys:	SC Boys:
		SC Girls:	SC Girls:
11	Number & % of SC Students	SC Boys:	SC Boys:
		SC Girls:	SC Girls:
Infrastructure Related			
12	Total Floors of Hostels		
13	Total Rooms Available		
14	Is there a special room for warden?		

15	Is there a special room for watchmen?		
16	Does the ramps are constructed in the building?		
17	Have CCTVs been installed in the Hostel?		
Other Facilities for Students			
18	Whether adequate first aid facility is available for students who fall sick?		
19	How many Health Camps conducted so far?		
20	Does the hostel have computer facility for students?		
21	Is there a sport coaching available?		
22	Is there coaching & tuition facility for student?		
23	Is there a complaint box available?		
24	Is there sanitary napkin available for girl (In case of girls hostel)?		
25	Any other facilities		
Accommodation Related			
26	Number of students staying in one room?		
27	Is there any special room allocated to anyone?		
28	Is warden available on 24 x 7 basis?		
29	Availability of facilities for students in the room	Cots: Table: Chairs:	Cots: Table: Chairs:
30	Is there a warden available in the hostel?		
31	Does the warden available for 24 X7		
32	Is there watchman/woman watchman available in the hostel?		

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33	Does the watchman available for 24 X7		
Kitchen Related			
34	Whether separate kitchen for cooking meals is available?		
35	Quality & quantity of food, nutritional value		
36	Whether the kitchen is in hygienic condition?		
37	Whether food is served on time as per schedule?		
38	Whether clean drinking water facility is available in the centre?		
31	Is it benefiting to the Students?		
33	Students from how many blocks/districts are getting benefited?		
34	Any Other Issue:		
35	Any other support required?		

Documents Verification:

Documents	Available	Documents	Available
Administration Sanction		Technical Sanction	
Work Commencement Order		Bills & Vouchers	
Work Completion Certificate		Photos of Works	
Test Report		Layout of Hostel	
Inspection Report		Completion Certificate	

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Remarks by Social Audit

Team:.....
.....

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Social Audit Team Members:

Sr. No.	Name	Signature	Mobile Number

Questionnaires for Resident at Babu Jagjivan Ram Chhatrawas

Sr. No.	Particular	Information
1	Name of the Students	
2	Father/Mother Name	
3	Address of student	
4	Standard	
5	From how many years the students is staying in hostel?	
6	How do you come to know about this hostel facility?	
7	How far is the school for student?	
8	How many students are there in one room?	
9	Do you get food as per Menu chart?	
10	Does the Warden available for 24 X 7?	
11	Does the watchman available for 24 X 7?	
12	What kind of other facilities is being provided in hostel?	
13	Do you face any issues while staying in hostel? If yes, please mention	
14	Do you have to pay any fees in hostel?	
15	What kind of other facilities do you want in hostel?	
16	Do you think this hostel facility has helped you to pursue your education? How?	
17	Your suggestions on improvement of facilities?	

Annexure 2.8 Format for Residential School

Ministry of Social Justice and Empowerment		
Social Audit Format for Verification of Residential School (For Mode-I School)		
Sr. No.	Particular	Information
General Information		
1	Financial Year	
2	Name of the Project	
3	Name of the Institution/School	
4	Location of Project with full address	
5	Project Specific ID	
6	Type of Organisation: Government/NGO/Private	
7	Amount received from the Ministry?	
8	Name of the bank in which the organization holds an account for the purpose of receiving grants from this Ministry	
9	Date of establishment of school	
School Infrastructure & Students Details		
10	Number of class rooms	
11	Number of teachers	
12	Number of laboratories	
13	Whether all rooms have electricity and electrical equipment's?	
14	Number of staff rooms	
15	Maximum students as per class room being accommodated	
16	Number of toilets (Separately for boys and Girls)	
17	Is drinking water facility available in the School?	
18	Whether institution has displayed hording indicating the name of the project	
19	% of passing students in 10 th	1. Year %

	Class in last 3 years?	2. Year % 3. Year %																			
20	% of passing students in 12 th Class in last 3 years?	1. Year % 2. Year % 3. Year % 4.																			
21	Total number of students in school	Girls: Boys: Total:																			
22	Number of students admitted through scheme	<table border="1"> <tr> <th rowspan="2">Class</th><th colspan="3">No. of Students</th></tr> <tr> <th>Girls</th><th>Boys</th><th>Total</th></tr> <tr> <td>9th</td><td></td><td></td><td></td></tr> <tr> <td>10th</td><td></td><td></td><td></td></tr> <tr> <td>12th</td><td></td><td></td><td></td></tr> </table>	Class	No. of Students			Girls	Boys	Total	9 th				10 th				12 th			
Class	No. of Students																				
	Girls	Boys	Total																		
9 th																					
10 th																					
12 th																					
23	Is there a counsellor available for students in school?																				
Bridge Course Related																					
24	Bridge course is being provided/provided to how many students?																				
25	Have the institute received the 10% fee for providing bridge course?																				
26	Has any students left after admission (student benefited under the scheme)																				
Facilities in Hostel																					
27	Is there a separate hostel for boys & girls?																				
28	Number of students per room/dormitory in hostel being accommodated?																				
28	Whether all students have separate beds with bedding material																				
29	Provision for clean and safe drinking water																				
30	Whether the toilets and bathrooms were clean and hygienic																				
31	Frequency of visit of doctor in a month																				

Social Audit Format for Verification of Residential School (For Mode-II School)

Sr.No.	Particular	Information								
General Information										
1	Financial Year									
2	Name of the Project									
3	Name of the Organisation									
4	Location of Project with full address									
5	Organisation is affiliated with whom?									
6	Project Specific ID									
7	Full name of President and Secretary of the organization									
8	Whether organisation has its own website?									
9	Does the website contain all the information about organization, staff, students and fund details?									
10	Are they providing higher class education upto 12 th ?									
11	How many students got admitted under the Scheme?	<table border="1"> <thead> <tr> <th>Class</th> <th>Number of Students</th> </tr> </thead> <tbody> <tr> <td>9th</td> <td></td> </tr> <tr> <td>10th</td> <td></td> </tr> <tr> <td>12th</td> <td></td> </tr> </tbody> </table>	Class	Number of Students	9 th		10 th		12 th	
Class	Number of Students									
9 th										
10 th										
12 th										
12	Name of the bank in which the organization holds an account for the purpose of receiving grants from this Ministry									
13	Amount received from the Ministry?									
14	Any non-recurring grant received by the organization:									
15	Is there any delay in receiving grant from the Ministry?									
16	Do they have separate bank account for this scheme?									
17	Name of the bank in which the organization holds an account for the purpose of receiving grants from this Ministry									
18	Date of establishment of school									

School Infrastructure & Students Details				
19	Number of class rooms			
20	Number of teachers			
21	Do the teachers have minimum qualification as per guideline?			
22	Is there physical education teacher appointed in school?			
23	Is there Yoga teacher appointed in school?			
24	Are there taking biometric attendance or not?			
25	Number of laboratories			
26	Whether all rooms have electricity and electrical equipments?			
27	Number of staff rooms			
28	Maximum students as per class room being accommodated			
29	Number of toilets (Separately for boys and Girls)			
30	Is drinking water facility available in the School?			
31	Whether institution has displayed hording indicating the name of the project			
32	% of passing students in 10 th Class in last 3 years?	4. Year	%	
		5. Year	%	
		6. Year	%	
33	% of passing students in 12 th Class in last 3 years?	5. Year	%	
		6. Year	%	
		7. Year	%	
34	Total number of students in school	Girls:	Boys:	Total:
35	Number of students admitted through scheme	Class	No. of Students	
			Girls	Boys
			Total	
		9 th		
		10 th		
		12 th		
36	Is there a counselor available for students in school?			

Bridge Course Related		
37	Bridge course is being provided/provided to how many students?	
38	Have the institute received the 10% fee for providing bridge course?	
39	Has any students left after admission (student benefited under the scheme)	
<i>Facilities in Hostel</i>		
40	Is there a separate hostel for boys & girls?	
41	Number of students per room/dormitory in hostel being accommodated?	
42	Whether all students have separate beds with bedding material	
43	Provision for clean and safe drinking water	
44	Whether the toilets and bathrooms were clean and hygienic	
45	Frequency of visit of doctor in a month	
46	Is there watchman available during night in residential school?	
47	Do they have CCT Camera install and working?	
Documents Related		
48	Do they have updated cash book?	
49	Do they have asset register?	

Annexure 2.9 : Formats for Drug De-Addiction Centre and Senior Citizens Home

A: HEAD OF THE INSTITUTION - INTERACTION

Note: Please note down challenges they face, suggestions for improvement, help required from NISD / Ministry etc. any creative activity under taken other than laid down in guidelines

What is going well? (based on conclusions)
What is not going well?(based on conclusions
What needs to be done to improve the situation? conclusions on the basis of interaction with Stakeholders
Suggestions / Support required from NISD / MSJE

B: INSTITUTION INFORMATION

INFORMATION RELATING TO THE ORGANISATION

1	Name of the organization	
2	Address of the Head Office	
3	Telephone No.	
4	Fax No.	
5	E-mail address	
6	Year of establishment	
7	Registration No. (attach copy of certificate)	
8	Source of Funding	
9	Grant Received in last Financial Year	
10	Name of contact person (Secretary, director etc with phone number)	
11	Composition of Managing body	(Please annex)
12	Date of last election and validity till	
13	Attached to which Regional Rural Training Centre/State Level coordinating Agencies	
14	Details of any other projects being run by the organisation (Attach annexure in the format given below)	

BASIC INFORMATION RELATING TO THE CENTRE:

1	Name of the Centre	
2	Complete address Project Location: Rural/Urban	
3	Telephone Number	
4	Fax No.	
5	E-mail address	
6	Year of establishment of the centre	
7	Year from which centre has been receiving grants	
8	Name of the Project-in-charge	
9	Date of last grant received from the Ministry	

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10	Whether the name of the Centre and the funding support from the Ministry of Social Justice & Empowerment are prominently displayed outside the Centre	
11	CCTV details	
12	Website of the Institutions	
13	PFMS-onboard	

INFRASTRUCTURE DETAILS (NEED TO BE CHECKED AGAINST SCHEME GUIDELINES)

1	No. of beds sanctioned	
2	No. of beds in place	
3	Whether there is adequate space for activities (space for counseling sessions; indoor and outdoor recreational activities; space for family meetings) Indicate recreation facilities available	
4	Arrangements of food for the inpatients free of cost	
6	Medicines available in stock as per the requirements of all the patients	

STAFFING PATTERN (Social Auditor must verify if it is as per the Guideline):

(Attach annexure in the format given below, attested by Project-in-charge/Secretary of the organization)

S. No.	Name & Designation	Educational Qualification	Date of Joining the Centre	Whether present/ absent during social audit	Reasons for absence, if any

TRAINING

Details of training undergone by the existing staff of the centre in last two years (Attach annexure in the format given below, attested by Project-in charge/Secretary of the organization)

	Name & Designation	Name of training course	Period of training with Dates	Whether training given by RRTC/SLCA/NCDAP/any other
1				

RECORDS

Please indicate the record inspected

Sl No.	Registers	Availability Yes/No	Maintained/ Updated
1	Patients Profile (Case sheet and Case History) (Indicating personal details recorded after admission including treatment plan, details of treatment provided, Declaration cum indemnity form, endorsement for free treatment services etc.)		

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	Admission/Discharge register (including intake form, Discharge forms with reasons etc.)		
2	Record of clients who relapse – whether they are re-admitted to the same centre or referred to another facility?		
3	Counselling & Therapy record (individual/ family/ group counselling sessions, evaluation, remedial measures etc.)		
4	Network Directory for specialized services such as hospitals and other related projects		
5	Letter of endorsement for free treatment services		
6	Declaration cum indemnity form		
7	Attendance Register (for the staff of Centre)		
8	Honorarium Register (including remuneration paid to the staff with stamped receipt etc.) Cash/ledger book (including details of the income, expenditure, etc.) Bank Pass Book (for the money received from grants)		
9	Register of assets (Details of physical assets, date of procurement, replacement etc.)		
10	Medicines Stock Register (including details of medicine procured, issued, balance etc.)		
11	Copy of Rent Agreement in respect of other projects		
12	Menu Chart		
13	Bills and Vouchers		
14	Details of Fund Received Form CSR/ other Funding agency .Any Loans or Advances Taken Fees Collection Register Doctor Visit book Register of Counselling to Patient		

BENEFICIARIES

Number, age and gender of patients available at the time of inspection (Indicate reasons if the occupancy is less than 2/3)	Male- Female- LGBTQ Total-
Whether any fee is charged for treatment? If so details	
Whether the fee collected from the patients are accounted for in the records of the organisation?	
If the centre is having a payment facility, whether the payment ward is clearly earmarked?	
The number of beds available on the payment facility and the extra staff, if any, available.	

SERVICES (DURING THE LAST 6 MONTHS) (QUESTIONS FOR BENEFICIARIES)

1	Whether the quality of individual, group, family counseling sessions provided are satisfactory	
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2	Treatment provided the Medical Doctor and frequency of his visit per week	
3	Whether educative sessions provided (topics to be annexed)	

Number of in-patients admitted for treatment at the centre

Up to 30 days	31-60 days	More than 60 days	Reasons for stay below 30 days and beyond 60 days

Please state the number of patients attended at the Centre/Project

OPD	Indoor	Total

Follow up after discharge from the centre/ project

Services	Monthly	Quarterly	Annually
Treatment			
Counseling & Guidance			

Home visits & telephone contacts

No. of visits undertaken	No. of patients contacted	No. of ex-patients leading drug free life

Please state the number of patients provided vocational rehabilitation and reintegration in to the community

With family	With work place	With educational settings	others

C: STAFF - FOCUS GROUP DISCUSSION

Note: Talk about training, whether they are receiving their ration on time, whether they are being paid the remuneration that was sanctioned, any difficulties they face and what changes need to be made.

What is going well? (Conclusion on the basis of discussion)
What is not going well?(Conclusion on the basis of discussion)
What needs to be done to improve the situation?

D: INDIVIDUAL QUESTIONNAIRES

Note: Meet the residents individually and get their views on quality of services provided, grievances and suggestions for improvement. This should take about 30 minutes / resident. Also, meet with people who have passed through the institution recently.

PERSONAL INFORMATION

S N	Question	Response & Comments
1	Name	
2	Age	
3	Sex	
4	Social Category	
5	Marital Status	
6	Family Background	
	Educational Background	
7	Economic Background	
8	Where did you live?	
9	What occupation or job were / are you doing?	
10	Did you face any discrimination difficulties in doing that work?	
13	What were the circumstances that led you to come here?	a) Forced by family b) Arrested by police and sent c) Picked up from the street d) Came on my own e) Referred by Doctor
14	Are you paying anything for your stay here? if yes what amount and at what interval	
15	How long have you been in this place? Is this your first stay at this centre?	a) Just registered/ less than a week b) two weeks c) More than 2 weeks d) More than a month e) 1 month – 3 months f) More than 3 months
16	How did you come to know about the centre?	
17	What are the services provided in this treatment center?	
18	What were the registration requirements for access to treatments and services in the center?	
19	Is this the first time, that you are accessing the treatment center	a) Yes b) No, I have accessed services in past as well.

	service	
20	Comment on your experience of staying at the center. (guiding points for resource person)	a) Frequent disagreement with authorities and use of force b) Frequent disagreement and verbal threats c) Frequent disagreement, eventual compliance d) Demands for favors that you don't want to give. e) Demands for money and other services that you don't want to yield. f) Infrequent disagreements g) Use of force by fellow residents h) Verbal threats and intimidation by fellow residents i) Infrequent disagreements among fellow residents, sorted by authorities
21	Comment on your interaction with the counselor and your counseling plan	a) No counseling plan/ a week by week plan. b) Regular/ Irregular meeting
22	Comment on family members and their support	a) Family members are not needed/ don't connect with family/ no family b) Someone from family helps/ supports c) Whole family/friends support and have met the counselors.
23	Have you raised an issue or a complaint in the center? If yes, give details. Did it get resolved?	o Yes o No

QUALITY OF SERVICES

SN	Question	Response	Remarks
1	Quality of food	o Very Good o Good o Ok o Poor o Very Poor	Food of a quality and test what beneficiary usually get at his home is categorize as good
2	Quantity of food	o Sufficient o Not Sufficient	

3	Variety of food	<input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Poor <input type="radio"/> Very Poor	
4	Cleanliness of the institution	<input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Poor <input type="radio"/> Very Poor	
5	Cleanliness of Toilets	<input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Poor <input type="radio"/> Very Poor	
6	About the treatment here, I feel	<input type="radio"/> Unhappy <input type="radio"/> Just okay <input type="radio"/> Satisfied <input type="radio"/> Happy <input type="radio"/> Very happy	
7	I would rate the admission procedure here as	<input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Poor <input type="radio"/> Very Poor	
8	I would rate the medical care here as	<input type="radio"/> Very poor <input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> Very good	
9	I would rate the overall nursing and therapeutic services here as	<input type="radio"/> Very poor <input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> Very good	
10	I have been seen by a counsellor during my treatment here	<input type="radio"/> More than 3 times <input type="radio"/> 3 times <input type="radio"/> Between 1- 2 times <input type="radio"/> Never	

11	I would rate the management of my withdrawals during treatment as	<input type="radio"/> Very poor <input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> Very good	
12	This centre is a drug free place	<input type="radio"/> All the time <input type="radio"/> Most of the time <input type="radio"/> Sometimes <input type="radio"/> Drugs is easily accessible into the centre	
13	The centre staff treat patients well	<input type="radio"/> All the time <input type="radio"/> Most of the time <input type="radio"/> Sometimes <input type="radio"/> Rarely <input type="radio"/> Never	
14	Does the institution value your opinion / consent?	<input type="radio"/> Yes <input type="radio"/> No	
15	Have you faced any discrimination in the institution?	<input type="radio"/> Yes <input type="radio"/> No	
16	Any specific case of physical / verbal violence encountered by you or someone else?	<input type="radio"/> Yes <input type="radio"/> No	
17	Any specific past incident affecting dignity / respect relating to you / someone else?	<input type="radio"/> Yes <input type="radio"/> No	
18	Any specific problem / issue currently faced by you?	<input type="radio"/> Yes <input type="radio"/> No	
19	Would you recommend this treatment centre to other drug users? Please explain	<input type="radio"/> Yes <input type="radio"/> No	

Suggestions for improvement (as per the findings/ point of view of the resource persons)

Can you list the positive aspects of the De-Addiction centre?
Would you specifically like to highlight any particular individuals who are doing very good work?
What are the things that Residents can do to improve their quality of life?
What can the management & staff do to improve the quality of life?

Any other suggestions

E: RESIDENTS - FOCUS GROUP DISCUSSION

Note: Have focused group discussion with the residents after you have met them individually and filled the 'Individual Questionnaire'

SN	Description/Question	Answer	Remarks
1	Are there any specific provisions for women residents and users of services	a) Women have special toilets. Yes/ No b) Women have access to sanitary and other hygiene products. Yes/ No c) Women have access to medical service. Yes/ No d) Woman are accommodated safely/separately. Yes/ No	
2	What professional services are available in this center.	a) Doctor on call b) Counselor c) Legal Aid	
3	Are there any skill building or occupational programmes held at the center	a) No occupational therapy/skill building programmes b) General programmes, not skill building programmes. c) Infrequent and non-outcome based occupational therapy or skill building programmes d) Certificate/ Diploma based skill building and occupational therapy programmes	
4	Availability of medicines	a) Medicines are not available b) Medicines are delayed c) Medicines are available at a very high cost in private medical shops. d) Medicines are available in black market e) I don't want to adhere to medicines and treatment.	
5	Treatment offered in the center	a) No treatment, just left to be on your own b) Detoxification program c) Detoxification and counseling program d) Detoxification, counseling and group therapy program.	
e)	f) Availability of legal aid or any other emergency services in the center.	g) Not available h) Available once a week/ month i) Available on demand	j)
k)	l) Atmosphere in the treatment center	m) Unruly/ disciplined/ harshly disciplined.	n)

Based on analysis of the individual questionnaires, the resource person should write down specific topics for discussion with the group and summarize the discussion below.

What is going well?
What is not going well?
What needs to be done to improve the situation?

F: INSTITUTION CHECKLISTS

S N	Question / Parameter	Answer	Comments
1	Transparency		
a	Whether there is a public name board indicating the name & type of the institution?	Yes / No	
b	Whether there is any public board indicating that the facility is run with support from MSJE?	Yes / No	
c	Whether the Entitlements of Residents is publicly displayed anywhere in the home?	Yes / No	
2	Accountability		
a	Is there a complaint box in the home?	Yes / No	
b	Is there a complaint register where complaints are recorded?	Yes / No	
3	Infrastructure		
a	Are the rooms, veranda/ courtyard and kitchen clean?	Yes / No	
b	Are the bathrooms and toilets clean?	Yes / No	
c	Does the home have properly ventilated rooms with sufficient space between the beds of the beneficiaries for their easy movement?	Yes / No	
d	Are there adequate facilities for recreation?		
4	Entitlements of Residents		

a	Are morning tea, breakfast, lunch, evening tea and dinner served to the residents?	Yes / No	
b	Is good quality food provided in sufficient quantity (at least 1700 calories and 50 gms of protein) every day?	Yes / No	
c	Do the residents have access to books, 3-4 Magazines, 2-3 newspapers (in regional/ local language)	Yes / No	
5	Maintenance of Records		
a	Is the cash book maintained well?	Yes / No	
b	Is the ledger maintained well?	Yes / No	
c	Is the 'Register of Assets' maintained well?	Yes / No	
d	Is the 'Register for consumable items' maintained well?	Yes / No	
e	Is the 'Attendance Register' for both staff and residents maintained well?	Yes / No	
f	Is the year-wise record of the 'Governing Body Meeting Minutes' available?	Yes / No	

SN	Description/Question	Answer	Remarks by the Social Audit Team
1	Is Assessment by doctor done at least once in a day?		
2	Does the facility have round-the-clock nursing care?		
3	Is an on-call doctor available for emergency situations?		
4	Does the patient have the right to leave treatment (against medical advice), any time of the day?		
5	Does the facility allow for meeting visitors at specific times?		
6	Do the patients have access to recreation (newspapers, television, indoor games)?		
7	Are patients given discharge counselling and asked to attend day care or follow up?		

8	What is the average length of the stay?		
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SN	Description/Question	Answer	Remarks by the Social Audit Team
1	Is the center registered with the Government?		
2	Details of staff		
3	Is the citizen charter publicly displayed in the center?		
4	Are patient's rights displayed in the center?		
5	Is a file with a unique registration number created for each new patient?		
6	Is clinical assessment (history taking & examination) done by a trained and competent doctor?		
7	Did assessment lead to a diagnosis of dependence based on ICD-10 or DSM- IV		
8	Is a treatment / intervention plan prepared for each patient and is it on file?		
9	Is the treatment started after receiving the explicit informed consent of the patient?		
10	Are data relating to patients entered in the DAMS?		
11	Do patients receive counselling by trained social worker / counsellor / psychologist?		
12	Are medicines provided free of cost to the patients?		
13	Are medication dispensation records maintained well?		
14	Are there referral and linkages to other organisations?		
15	Is the centre being used adequately?		

16	Does the centre have adequate space or is it overcrowded?		
17	Does the centre have adequate number of staff?		
18	Have the staffs been provided adequate training?		
19	What is missing or needs improvement?		
20	How much do patients have to pay?		
21	Whether there have been any complaints?		

1	Location and accessibility of the Centre	
2	Knowledge of its services in the proximate locality	
3	Allocation of space for the wards (beds) and other services of the Centre/Project	
4	Maintenance of the records relating to services	
5	Maintenance of the records relating to accounts	
6	Cleanliness and hygiene in the Centre/Project (as could be observed through walls, floors, beds, change of linens, bathrooms, toilets, drinking water, food provided, telephone etc.)	
7	Whether Lighting arrangements, fans etc. available and functioning	
8	Whether charter of rights of the clients is displayed at Centre	
9	Whether information pamphlets, handouts, posters, charts etc. are available for public and clients	
10	Level of knowledge, Training and exposure of the staff and their level of commitment and motivation	
11	Whether Counselling services are being provided appropriately and systematically	

Annexure 2.10 : Format for Social Audit of Old Age Homes

S/no	Question / Parameter	Answer / Response
1	Social Audit Start & End Dates	
2	Composition (Name, Designation, Organisation, Contact Information) of the Social Audit Team	
3	Social Audit Meeting Date	
4	Details of people who attended the meeting a) Management b) Staff c) Residents d) Relatives of Residents e) PRI representatives f) Government representatives g) Community representatives	

Tools for conducting Social Audit

A: Head of the Institution – Interaction

Note: Please note down challenges they face, suggestions for improvement, help required from NISD / Ministry etc. (This will be based on the verification by the Social Audit team)

What is going well?
What is not going well?
What needs to be done to improve the situation?
Suggestions / Support required from NISD / MSJE

B: Institution Information

S/No	Question	Answer / Response
1	Nature of Programme	Sr. CH/ MMU/ RRTC/ PHYSIOTHERY/ CCH

2	Name and complete address of the organization	
3	Date of registration of the organization	
4	Brief description of the project Date of commencement of the project: Year of commencement of grant-in-aid: From G.O.I for the project: Whether the project is recognized by the the State Government:	
5	Is the V.O. running any other project If yes, give details along with sources of fund	a) Yes/No
6	Project Location Complete address of location where Programme/project/scheme is being implemented Name and locational address of nearest Government Institution/NGO providing similar facilities in the area.	a) b)
7	Whether building is Rented or Owned?	Rented / Owned
8	If on rent indicate Name and full particulars of owner Rent paid per month	(a) (b)
9	Is the building space adequate enough to run the project? Indicate the number of rooms, size and usage of each Whether the fixtures/fitments e.g. lights, fans taps are in working order Whether facilities for toilet and bathing are adequately provided for Comment on the level of hygiene and maintenance of facilities	Yes/No (a) (b) (c) (d)
10	What are the principal sources of funds of the organization Comment on the organization's capacity for additional Resource mobilization.	(a) (b)
11	Whether the organization is charging user fee/fees?	Yes / No
12	If charging user fee, indicate the following details: the monthly charges annual charges	i) ii)
13	Charges structured on income gradation basis (if any)? Whether user charges collected are properly reflected in the NGO accounts?	iii) iv)
14	Whether separate project-wise accounts have been maintained for grants sanctioned earlier?	Yes / No

15	Whether principle of joint operation of banks accounts is being followed? (b) Name of bankers with account No.	Yes / No (b)
16	The following checks may be made in the account books: Entries of receipt of grant Bank Pass Book entry in corroboration of above Entries of all donation/contribution and their credit to bank Paybill register (enquire with staff regarding actual disbursement) Whether subsidiary accounts of Govt. grant are maintained as required by GFR 150(5)	i) ii) iii) iv) v)
17	(a) Number of beneficiaries Number of beneficiaries as per project sanction Number found present at the time of Inspection (b) If no. of beneficiaries is found to be lesser than as per project sanction, give reasons thereof: (Please also cross check with other beneficiaries on number and name of absentee beneficiaries)	Male Female Male Female b)
18	Adequacy of the following facilities at the centre may please be described (Not applicable for MMU) Nutrition support (Items usually served) Facilities for medical checkup and treatment of the aged (indicate state of health of beneficiaries and mentioned Illnesses commonly observed) Entertainment facilities Vocational training imparted to the beneficiaries, if any Any other service rendered at the Centre for the beneficiaries	i) ii) iii) iv) v)
19	Adequacy of the following facilities at the centre for an MMU: Supply of medicines Availability of doctor with the van Frequency of visit of the van in the area being served Number of beneficiaries covered in a month	i) ii) iii) iv)
20	Main services for which the older persons join the centre: For nutritional support For recreation For health reason For vocational training To provide social service through the centre Any other factor (please specify)	i) ii) iii) iv) v) vi)

21	Productive Activity a) Whether there are any facilities for productive activity for the beneficiaries? (b) If yes, give Details of nature of such activities (c) (i) No. of persons involved in such activities ii) Income per year from such activities for Beneficiaries iii) Income per year from such activities for Centre	a) Yes / No b) (c)(i) (ii) (iii)
22	Other activities (other than productive activities) (a) Whether any social service is undertaken by the centre (b) If yes, indicate numbers involved in (i) Teaching (ii) Vocational training (iii) Crèche service (iv) Any other community service (please specify)	(a) (i) (ii) (iii) (iv)
23	Are there any linkages with any other organization/institution for providing the following? (If yes, please specify the name of the organization for each service) i) Nutrition ii) Recreation iii) Health iv) Vocational Training v) Any other sector	Yes / No
24	a) Whether composition of managing committee is indicated as per prescribed proforma? (b) Date of last election of the managing committee	Yes / No
25	Detail of employees enclosed as per prescribed proforma	Yes / No

C :Staff - Focus Group Discussion

Note: Talk about training, whether they are receiving their remuneration on time, whether they are being paid the remuneration that was sanctioned, any difficulties they face and what changes need to be made

What is going well?
What is not going well?
What needs to be done to improve the situation?

D: Individual Questionnaires

Note: Meet the residents individually and get their views on quality of services provided, grievances and suggestions for improvement. This should take about 30 minutes / resident. Also, meet with people who have passed through the institution recently.

Personal Information

S No	Question	Response
1	Name	
2	Age	
3	Sex	
4	Social Category	
5	Marital Status	
6	Family Background	
7	Economic Background	
8	Where did you live before coming here?	
9	What occupation or job did you do before coming here?	
10	Are you getting any financial support from anyone – individual, family member, pension etc.?	
11	Are you getting old age assistance from central / state government? If no, have you applied for it in the past?	
12	What were the circumstances that led you to come here?	
13	Are you paying anything for your stay here?	
14	How long have you been in this place?	
15	Do you plan to go back to your family or continue here?	

Quality of services

S/n	Question	Response	Remarks
1	Quality of food	Very Good/Good /Average/Poor/Very Poor	
2	Quantity of food	Sufficient/Not Sufficient	
3	Variety of food	Very Good/Good /Average/Poor/Very Poor	

4	Cleanliness of the institution	Very Good/Good/Average/Poor/Very Poor	
5	Cleanliness of Toilets	Very Good/Good/Average/Poor/Very Poor	
6	Is there adequate space for storing your personal belongings?	Yes/No	
7	Access to Medical Care	Available/Not available	
8	Do you get to go out / taken somewhere periodically?	Yes/No	
9	Need for and access to assisted living devices	Yes/No	
10	Are you aware of your rights that should not be violated while you are here?	Yes/No	
11	Are you aware of your entitlements that you should receive while you are here?	Yes/No	
12	The centre staff treat patients well	All the time /Most of the time/Sometimes /Rarely /Never	
13	Does the institution value your opinion /consent?	Yes/No	
14	Have you faced any discrimination in the institution?	Yes/No	
15	Any specific case of physical / verbal violence encountered by you or someone else?	Yes/No	
16	Any specific past incident affecting dignity/ respect relating to you / someone else?	Yes/No	
17	Any specific problem / issue currently faced by you?	Yes/No	
18	Would you recommend this place to others? Please explain	Yes/No	

Suggestions for improvement

Can you list the positive aspects of the old age home ? Would you specifically like to highlight any particular individuals who are doing very good work?

What are the things that residents can do to improve the quality of life here?

What can the management / staff do to improve the quality of life?

Any other suggestions

E: Residents - Focus Group Discussion

Note: Have the focussed group discussion with the residents after you have met the residents individually and filled the 'Individual Questionnaire'

S No	Question	Response
1	Daily Routine	
2	Entertainment	
3	Health Care	
4	Recreation facilities at the center (Newspaper / TV/ exercise classes / space for walking / group activities etc.)	
5	Clothing	
6	Toiletries	

Based on analysis of the individual questionnaires, the resource person should write down specific topics for discussion with the group and summarize the discussion below.

What is going well?

What is not going well?

What needs to be done to improve the situation?

F: Institution Checklist

Note: Please fill the below based on site visit, discussion with residents and inspection of records.

S N	Question / Parameter	Answer	Comments
1	Transparency		
a	Whether there is a public name board indicating the name & type of the institution?	Yes/No	

b	Whether there is any public board indicating that the facility is run with support from MSJE?	Yes/No	
c	Whether the list of people who can be admitted is publicly displayed?	Yes/No	
d	Whether the Entitlements of Residents is publicly displayed anywhere in the home?	Yes/No	
2	Accountability		
a	Is there a complaint box in the home?	Yes/No	
b	Is there a complaint register where complaints are recorded?	Yes/No	
3	Infrastructure		
a	Are the rooms, veranda/ courtyard and kitchen cleaned twice a day?	Yes/No	
b	Are the bathrooms and toilets cleaned at least 3 times a day?	Yes/No	
c	Does the home have Properly ventilated rooms with sufficient space between the beds of the beneficiaries for their easy movement?	Yes/No	
d	Are the floors in the home anti-slippery?	Yes/No	
e	Are there separate toilets for males and females?	Yes/No	
f	Do the bathrooms, toilets and other places have ramp facilities and railings for easy access?	Yes/No	
g	Do the bathrooms and toilets have anti-slippery tiles and railings for hand support?	Yes/No	
4	Health	Yes/No	
a	Is a first aid kit (as advised by doctor) available in the home?	Yes/No	
b	Is a glucometer available in the home?	Yes/No	
c	Is a BP monitoring machine available in the home?	Yes/No	
d	Is a weighing machine available in the home?	Yes/No	
e	Are medicines, as prescribed by doctor, available for the residents in the home?	Yes/No	
f	Are regular health camps conducted?	Yes/No	
5	Entitlements of Residents	Yes/No	

a	Are morning tea, breakfast, lunch, evening tea and dinner served to the residents?	Yes/No	
b	Is good quality food provided in sufficient quantity (at least 1700 calories and 50 gms of protein) every day?	Yes/No	
c	Do the residents have access to books, 3-4 Magazines, 2-3 newspapers (in regional/ local language)	Yes/No	
d	Are the residents taken for two outings in a month?	Yes/No	
e	Does the home have a computer with an internet connection?	Yes/No	
f	Does the home have a TV with cable connection?	Yes/No	
g	Is there a separate reading room?	Yes/No	
h	Are the residents provided 4 pairs of clothing in a year?	Yes/No	
i	Is there Provision for storage of the belongings of the beneficiaries in the homes?	Yes/No	
j	Are funeral expenses up to Rs 10,000 provided by the home?	Yes/No	
k	Are the residents registered under the Ayushman Bharat or other state scheme?	Yes/No	
6	Staff		
a	Does the superintendent (responsible for overall management of the project) reside at the centre?	Yes/No	
b	Is there a doctor (MBBS / BAMS / BHMS) who visits the center at least twice a week?	Yes/No	
c	Does the doctor visit the facility in case of an emergency?	Yes/No	
d	Does the doctor stay close to the facility	Yes/No/NA	
e	Is there a full-time doctor for continuous care home?	Yes/No/NA	
f	Is there a Yoga therapist who visits at least three times in a week for a minimum one hour per day?	Yes/No	
g	Does a Social worker (holding a Certificate of relevant Training Course from National Institute of Social Defense (NISD) / Regional Resource and Training Centre (RRTC)/State Level Coordinating Agency visit the Centre at least 2 hours every day?	Yes/No	
h	Does a Nurse (qualified as Auxiliary Nurse Midwife (ANM)) visit the centre for a minimum of 2 hours per day for 5 days in a week, for basic medical check-up of	Yes / No	

	the inmates and also to provide nursing/ basic geriatric care?		
I	In the case of continuous care homes, are there two nurses?	Yes / No	
j	Are there 1 or 2 resident cooks residing in the center? (1 for 25 beneficiaries and 2 for 50 beneficiaries?)	Yes / No	
k	Are there sufficient Multi-tasking staffs (passed 8th Standard) to perform the duties of chowkidar, helper and cleaner residing at the centre? (3 for 25 beneficiaries, 4 for 50 beneficiaries)	Yes / No	
7	Maintenance of Records		
a	Is the cash book maintained well?	Yes / No	
b	Is the ledger maintained well?	Yes / No	
c	Is the 'Register of Assets' maintained well?	Yes / No	
d	Is the 'Register for consumable items' maintained well?	Yes / No	
e	Is the 'Attendance Register' for both staff and residents maintained well?	Yes / No	
f	Is the year-wise record of the 'Governing Body Meeting Minutes' available?	Yes / No	
g	Are the records relating to details of resident's kin, assets, disposal of assets after demise maintained well?	Yes / No	

Annexure 2.11 Focus Group Discussion in slum areas with regard to substance use

Focus Group Discussion in slum areas with regard to substance use

Sr.No	Questions	Response
1.	What are the substances used in your area?	
2.	Are you aware about the ill effects of Substance use?	
3.	Are you aware that substance use can negatively affect the financial, emotional and physical state of a person? And to what extent?	
4.	What are the factors contributing to substance use?	
5.	Have you heard about “Nasha Mukht Bharat Abhiyan”? from what source?	
6.	Did any type of awareness generation campaign was conducted with regard to Nasha Mukht Bharat Abhiyan in your locality? If yes, what was the programme	
7.	Did you take part in it and how?	
8.	Do you know where the nearest rehabilitation centre is located?	
9.	Are you aware about the facilities/services provided in these rehabilitation centres?	
10.	Is the services provided in these centres free of cost or charges are applied for admission and getting treatment?	
11.	What are the steps you as a responsible citizen can take in order to stop this substance use in your area?	

Annexure 2.12 . Social Audit Report of Schemes under DoSJE,GOI

District :

Scheme :

Social audit Date :

Sno	Issue type	Issue Details	Verified through	Evidences attached	Validation sabha comments	Decisions/Recommendations in Social justice assembly

Signature : SJC members

Chairperson Validation Sabha

Chairperson Social Justice Assembly

Dos and Don't

Dos:

1. Introduce yourself and your objective of visit /audit to the institutions head/PRs/ Students and other related persons
2. Be polite/courteous during verification and discussion.
3. Be empathetic and show patience
4. Manage your time well in completing the task
5. Be a good observer and try to get information
6. Build rapport, give confidence to those providing information

Don't:

1. Don't be committal
2. Don't hurt the sentiments for the vulnerable by asking the reason for lack of family patronage
3. Don't blame the victim for their situation.
4. Don't directly fire the questions in a survey mode
5. Don't disclose the most serious abuse situation without back up plan
6. Don't record any statement without the consent of beneficiary/right holders.