



PILOT PROJECT REPORT

on



GIS Enabled

Entitlement Tracking system

Implemented by
SDGCC Punjab



June'2021

EXECUTIVE SUMMARY

One of the many challenges encountered by underprivileged communities in India (including the state of Punjab) is availing the benefits of scores of social welfare programmes run by both state and central governments. In the absence of proper information, or clarity regarding eligibility, a large part of the population, especially communities based in rural and remote areas, is 'left out'. While men and women miss out on employment and health benefits, children miss out on nutrition and the elderly on their monthly pension entitlement. In such a scenario, a system like GEET (GIS-Enabled Entitlement Tracking) becomes critical for good governance.¹ GEET is a technological platform (mobile application) developed by UNDP to address these issues.

UNDP SDGCC in Punjab conceptualized and conducted a pilot intervention focused around GEET platform in 3 blocks of Patiala district to create awareness and ensure larger coverage of government schemes, initiatives, and entitlements. SEWA Punjab was onboarded as the local implementation partner for the pilot. SEWA engaged its community mobilizers to roll out the initiative on ground. Project period was from Feb'21 to May'21.

In the project period, some of the key achievements included

- 11,000+ people made aware on government schemes/COVID relief schemes and other entitlements
- 3000+ beneficiaries connected to relevant schemes and entitlements including 2184 women during the project period.
- Around 98 frontline workers trained on the App as well various schemes and benefits and
- 39 PRI members/Sarpanches from Sanour supported through training and capacity building as a pilot initiative.

This report has details of the GEET Mobile App, its salient features and other intervention details. Details of the local issues faced by the field team and tech-based challenges have also been enlisted in the report. Some key learnings around challenges faced by women since they have limited knowledge of house hold details plus they aren't comfortable using mobile phones. Cooperation from the Sarpanch and other PRI members is critical to the success of this intervention.

In this report, a brief section on the Way Forward plan has also been shared. It aims to provide a strategy to make sure that no one is left out or left behind and the government schemes and benefits reach communities at the last mile. This includes increasing the number of Suvidha Centres in rural areas, more outreach activities to be taken up by the Suvidha Centres to generate awareness about the schemes and processes and promoting digital and financial literacy amongst the rural population (with due focus on women). In addition, as a pilot, we can explore the potential of API integration with line departments to allow beneficiaries to directly apply from the GEET App.

UNDP looks forward to working with Department of Governance Reforms to scale up this intervention across multiple districts in Punjab as a part of its COVID Recovery and Resilience Strategy.

¹ <https://www.indiaobservatory.org.in/resource/bf9e32ce1daea1cb6811083e51943324048121d3>