



# JEEVIKA'S Newsletter

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National Resource Organization:  
Extending Professional  
Support for Institution and  
Capacity Building*

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### **Community Grievance Management and Resolution Mechanism: A process to strengthen ties between the community and Jeevika through prompt and ethical decision making**

Jeevika has reached out to 1.01 crore households creating self-sustaining groups aiming to create ample livelihood opportunities for the rural poor. Today with the increase in the services ranging from Financial inclusion to social development and livelihood promotion a robust Community Grievance Management and Resolution Mechanism (CGMRM) platform has also been brought forward to provide a system to reduce risk, offer communities an effective avenue for expressing concerns and achieving remedies, and promote a mutually constructive relationship.

The large-scale operations of JEEVIKA have led to dramatic change in the functioning of the communities. While change has brought opportunity for some, it may not have created similar opportunity for others, despite project efforts to be socially responsible, and despite genuine attempts to engage communities and create project safeguards. At times members of community may perceive change in status as potential risk, which may give rise to internal conflict within the community. Grievance mechanism provides a platform where the community members can raise their grievances.

CGRM aims to provide a predictable, transparent, and credible platform to both the Organization and the Community, where fair, effective and lasting outcome may be found. CGMRM focuses on enabling organization with systematic identification of emerging issues and trends, facilitating corrective action and preemptive engagement.

The other modes of receiving grievance would be through grievance book, Phone/Email/ Fax, Web Portal, JEEVIKA/ Institution Office, AGM.

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Dignitaries from NIRD  
visit Jeevika

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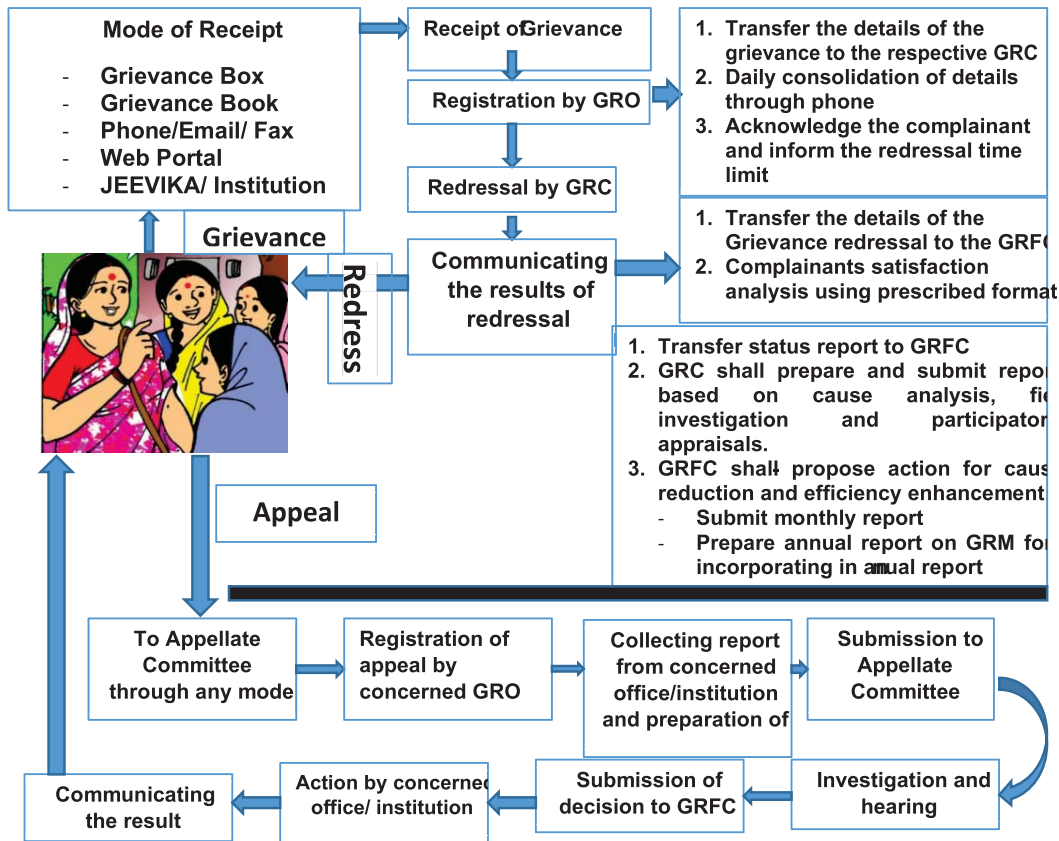
SLY: The Solicitous  
Joy Yearned

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Weaving Rugs and Happiness

Lead Story : Community Grievance Redressal Mechanism



On receiving the grievance the grievance registration officer (GRO) designated at offices is responsible for providing each grievance with a unique identification number and registering the grievance therein. After registration of grievances screening of complains should be to done to decide further action. Only valid grievances are taken up further.

Each complainant then has to be given a Grievance Acknowledgement containing the reference number, a phone number or alternative mechanism to contact and include a commitment from

Community Institution/ Office to provide a response within a pre - specified time period of lodging the grievance.

After having completed this process the GRO hands over all the documents related to all the grievances received within 3days of the receipt of grievance to the Grievance redressal committee (GRC). The GRC comes into action after having received the grievance. The GRC, based on the verification of records, hearing the parties and field enquiry, evaluates the merits of the grievances, take decisions and suggest preventive measures for avoiding such grievances in future. On completion of the redressal measures, the facts and decisions are communicated through an official reply to the Aggrieved Person. The official reply contains invariably the details of the Grievance redressal mechanism and appealing opportunities available for the Aggrieved Person.

In case the complainant is not satisfied with the decision of the GRC, he/she may approach the appellate committee for further review of grievance or the redressal measures. The appellate committee on receipt of the appeal shall provide an opportunity to the Aggrieved Person to present her/his case on the allotted time and the GRO of the concerned institution shall provide the facts based for adopting the redressal measures. Action by the concerned office may be taken for redressing the grievance and communicating the same to the appellatant.

Every office (SPMU, DPCU and BPIU) has constituted a Grievance Redressal Facilitation Committee that ensures that every grievance received is being redressed in an efficient and effective manner. GRFC at all offices monitors on a monthly basis the progress of pending grievances by collecting consolidated report of the respective Grievance Register from the GROs of the institutions/offices.



Lead Story : Community Grievance Redressal Mechanism

Where resolutions have been approved and agreed upon by the complainant, the Grievance Redressal Committee ensures that the administrative process for redressing the grievance is immediately initiated. The resolution details (action plan) and target timeframe for closure is updated in the **Complaint/Grievance Register**. Only when the agreed resolution is implemented, the case moves from a “resolved” status to a “closed” status.

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CGMRM Indicators	Nos.
Number of Districts trained on CGMRM	38
Number of GRCs formed	114 (CLF) 497 (BPIU) 38 (DPCU) 1 (SPMU)
Number of Grievances registered	11
Number of Grievances resolved on time	8 (DPCU/BPIU) 1 (CLF)
Number of Grievances pending	2 (DPCU)

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*The Community Grievance Management and Redressal Mechanism in numbers*

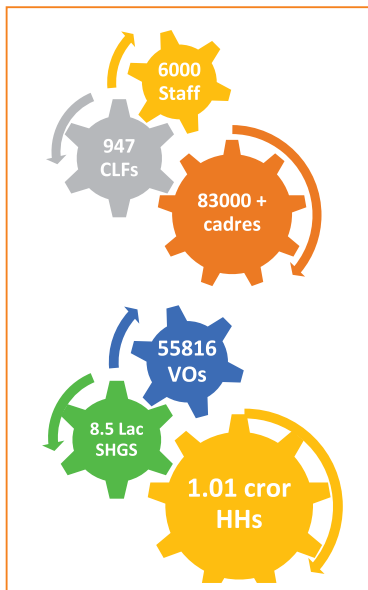
JEEVIKA: National Resource Organization

**State Resource Cell, BRLPS-JEEVIKA extending professional services of institution building to the country**

Bihar Rural Livelihoods Promotion Society, **JEEVIKA** is a notified National Resource Organization (NRO) of MoRD, Government of India (*vide DO letter no: J.11011/05/2012-Aajeevika, dated 23.02.2012*) to provide implementation and technical support to upcoming states (State Rural Livelihoods Missions) in rolling out the poverty alleviation program under (NRLM) National Rural Livelihoods Mission. For the purpose BRLPS has set up a State Resource Cell, theme and placed experienced professionals to support other SRLMs in implementing Resource Block Strategy.

Under Resource Block Strategy BRLPS provides support to the SRLMs through deployment of CRPs (Community resource Person) for social Mobilisation and capacity building in 4 rounds for 30-45 days/per drive or total 180 days in a year. BRLPS also provides staff at Cluster, Block and State level staff known as PRP, VRP, BAP and SAP for the committed period for mobilisation/Capacity building & other program implementation support to concerned SRLMs

JEEVIKA till date has promoted more than 8.53 Lakh Self Help Groups, 55816 Village organizations (VO) and 947 Cluster Level Federations (CLFs) in all 534 Blocks of 38 Districts in Bihar. JEEVIKA is implementing multidisciplinary thematic programs/interventions for livelihoods promotions through CBOs and their federations and caters to approx. 1.01 crore families of rural Bihar.



+ IB&CB-(Social Mobilisation & Capacity Building)

+ Financial Inclusion (Micro-finance and Insurance)

+ Social Development and Convergence

+ Health Nutrition and Sanitation

+ Livelihoods-Farm

+ Livelihoods-Livestock

+ Livelihoods-Non Farm



JEEViKA has served three State Rural Livelihoods Missions viz. Jharkhand, Assam and Rajasthan and developed CRPS /community/social assets establishing 15 resource blocks which are now supporting other intensive blocks in social mobilisation and capacity building. JEEViKA is currently providing support to Uttar Pradesh, Uttarakhand and Arunachal Pradesh for implementation of resource block strategy in 82 Blocks.

#### Achievements and outreach of JEEViKA as NRO:-

- + JEEViKA, BRLPS (NRO) implemented Resource Block Strategy in 121 Blocks in 6 States .
- + Developed social Assets mobilising 423786 HHs into 38526 SHGs, 2865 VOs and 197 CLF's in 4715 villages.
- + Identified, trained and developed 25000 Community Cadres/Active Women/Book keepers & CRPs.
- + Modular Training to 347864 members on SHG Process and management.
- + Trained 123546 SHG members on leadership and CBOs (VO+CLF) management.
- + Conducted Project Immersion Programs for more than 2354 Staff, Bankers and professionals from different agencies.
- + VRP/PRP Support to 15 (MKSP) Blocks at UP on farm livelihoods on SRI, SWI, kitchen Garden and poultry etc.

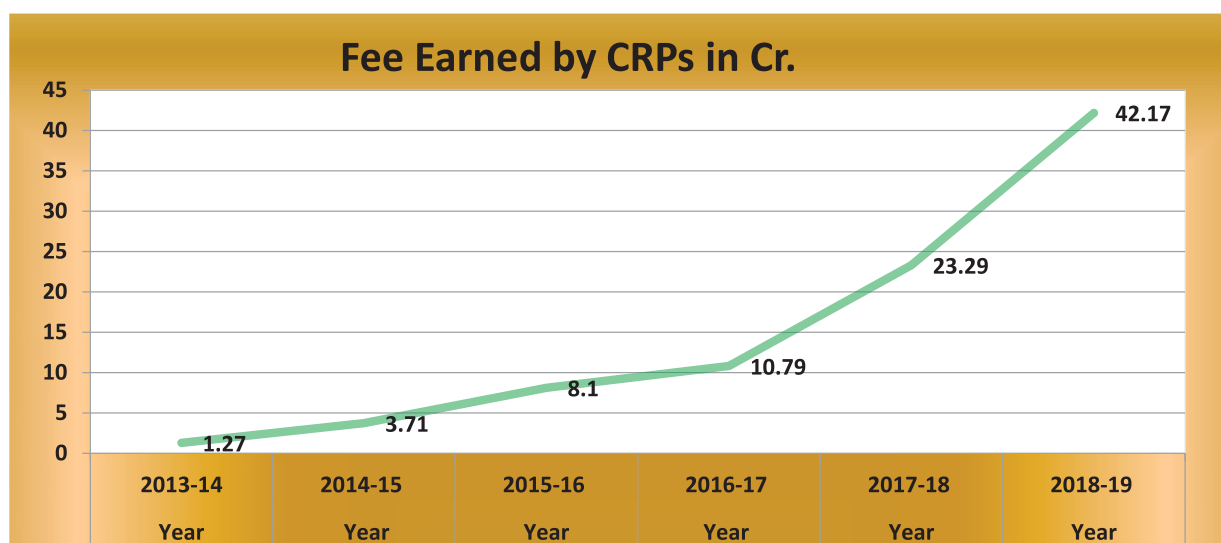
<sup>1</sup> Professional Resource Persons, Village resource Person, Block Anchor Person and State Anchor Person

<sup>2</sup> UP, Jharkhand, Assam, Rajasthan, Uttarakhand and Arunachal Pradesh

**Year Wise progress analysis of Resource Cell, BRLPS**

Indicator	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Resource Blocks	31	31	31	34	52	91
CRP Engaged	533	1040	1876	2062	3965	6529
Fee Earned in Rs.	1.27 Cr.	3.71 Cr.	8.10 Cr.	10.79 Cr.	23.29 Cr.	42.17 Cr
Avg.Rs./drive/CRP	Rs. 23832	Rs. 35683	Rs. 43209	Rs. 52375	Rs. 58739	Rs. 64588

**Resource Fee Earned by Community Resource Persons year wise:**



**Exposure and Immersion of National and International Project Delegates at BRLPS**

JEEViKA, as NRO has conducted various exposures and immersions for staff, Bankers and Community members from several State Rural Livelihoods Missions and other agencies such as NERLP-DONEAR, Gujarat, Maharashtra, Chattisgarh, Tamil Nadu, Madhya Pradesh, Jharkhand, Assam, Rajasthan, MAVIM-Maharashtra, Sikkim, Meghalya, Nagaland, Arunachal Pradesh, Tripura, Mizoram, Punjab, Orissa, BRLPS also conducted exposures and immersion for various representatives of International projects supported from World Bank such as Afghanistan, Bangladesh, Indonesia, Azerbaizan, Pakistan, Nepal and Zambia.

**Hallmark and services of NRO-JEEViKA, Bihar**

- Community Resource Persons (CRPs) & PRPs are well versed with Hindi and its dialect languages.
- Community Resource Persons Type- Trainer CRPs, MCP CRPs, Mapping CRPs, Process monitoring CRPs and Water, Sanitation & Health CRPs.
- Highly qualified and trained CRPs, experienced at six States Rural Livelihoods Missions.
- Specially designed/simplified institutional Books of records based on universal accounting principles.
- Social Mobilisation and Capacity Building services for SHGs, VO and Cluster level federations.
- Regular hand holding support through experienced and cost effective professional resource persons.
- Quality services customised as per the requirement of the community institutions/agency/SRLMs.
- TOT to cadre and staff on books of records for all three level of institutions (SHGs and its federations)
- Customised support in Farm Livelihoods and livestock through qualified resource Persons.
- Thematic Training, Exposure and Immersion services for cadre, Staff and program stakeholders.
- Design and policy level support services for thematic operations and interventions.

## Events and Workshops

### Village immersion of 8<sup>th</sup> Cohort of Young Professionals

The newly recruited YPs of 8<sup>th</sup> Cohort were sent to 6 districts of Bihar, where there is a strong presence of Jeevika's CBOs and interventions for village immersion. The village immersion is a 15 day program that helps the newly recruited YPs understand the fundamentals of working in Rural Bihar, it also orients them about the community based institutions as well as the various livelihood interventions that are active in the villages. For 15 days, the Young Professional have to stay in a SHG household and undertake thematic assignments of their choice, which includes study of an existing intervention, development of a new business proposal relevant for the village as well as undertake case studies on CBOs, Households and interventions. The immersion is a rigorous

program that gives the Young professionals a clear picture of their work station and job responsibility. After the conclusion of the immersion, the Young Professionals are expected to submit a report, and a presentation based on their study. The YPs are evaluated by a panel of expert, which includes state project managers, dignitaries of partner agencies as well as faculties of empaneled educational institutions of BRLPS-JEEViKA.



### Launch of Jamui's district Booklet: "Pragati ki Raah"

The district booklet "Pragati ki Raah" capturing the stories of change of Jeevika didis in Jamui was recently unveiled in by District Magistrate Jamui, Shree Dharmendra Kumar, IAS at the conference hall of DRDA, Jamui. Majorly a collection of 36 success stories across various interventions of Jeevika, the book also captures the various activities of Jeevika running in the district and their extent of services. The booklet titled "Pragati ki Raah" or "Path to Progress" promises to give the reader a first-hand experience to witness the winds of change that have been brought to the rural women premised in Jamui through their hard-work.



### Inauguration of onion powder and paste processing unit in Sheikhpura

An onion powder and paste processing unit has been inaugurated in Sheikhpura by Hon'ble Minister of Rural Development and Parliamentary Affairs, Shree Shравan Kumar. The processing unit will be operated by Sukhsagar Jeevika Mahila Pyaaz Prasanskan Utpadak Samuh. Jeevika has promoted the unit in convergence with Mining Department, GoB. Shree Shравan Kumar called for proper marketing of the onion products that will be produced in the unit which would not only help increase the capacity of the unit but also expedite the income of the workers in the unit.



Events and Workshops



**Launch of Didi Ki Rasoi at Purnea**

The third Didi Ki Rasoi of the state was recently inaugurated on 18th July at Sadar Hospital, Purnea in the gracious presence of District Manager Purnea Shree Pradeep Kumar Jha, IAS and Jeevika officials.



**National Institute of Rural Development and Panchayati Raj (NIRD & PR) visits Jeevika**

A team from NIRD & PR comprising of Prof. Shankar Chatterjee and Sri D.P. Singh visited Jeevika to witness the surge of customer service points and how they are becoming instrumental in delivery of banking services to the rural populace.

Transforming Lives

## Satat Jeevikoparjan Yojna : The Solicitous Joy Yearned

Sanjida Parveen is a resident of Koshi Village in Koshi Rukhi panchayat of Roh Block in Nawada District of Bihar. A mother of a girl child, her life was turned into a mayhem when she was abandoned by her husband. Cursing Sanjida and her daughter for their fate, the society robbed them both of grace and fortune. With no government entitlements, proper house or facilities, Sanjida was forced to lead a life in perils and work as a labourer in other's agricultural lands. With meagre economic returns, arranging two meals a day was becoming a herculean task. It was indeed, getting too dark. Abandoned completely by the society, she was endorsed as an ultra-poor by the SJY scheme's MRP. She received her assets and fund in April, 2018 along with due trainings. She started a grocery store from her endorsement fund. She started running her shop with the hope that it will return profits to her. After a few months of operation,



the shop started returning profits and she could manage her meals and feed her daughter. It's not getting dark anymore and she can see the sun. Life though still difficult, remains at peace as she has the support of Jeevika Didis.

## Weaving Rugs and Happiness!

Geeta Devi, a member of Sangam SHG in Phulwaria village in Bankey Bazar block of Gaya District smiles while tying the threads of the rugs she's making. She got associated with SHGs, thinking the surplus money she has can be pooled together with a group of women. They mutually decided to pool INR 10 per week and can even take up a loan from SHG if required. She got associated with rugs weaving on 16th January 2015 after receiving training from Jaipur Rugs Foundation. She has now become adept at rugs weaving and is imparting training and supervising other women in different villages of Bankey Bazar. She is earning approximately INR 5000 per month now. She took the initiative of establishing a loom weaving centre in Benchu Bigha village and is working on setting up a centre in the neighboring village too. She is herself motivating and training women in the art of rugs weaving tying knots of compassion and helping them become economically independent. Her exuberance is evident from the joy and satisfaction she gets from the work she is doing. She is an epitome of innocence and empowerment setting examples for other women.



## August

### CALENDAR OF EVENTS

August 09 : Launch of Jal Jeevan Hariyali Mission

August 10-15 : Independence Day Celebration

## COMING UP IN THE NEXT EDITION

- Independence Day Celebrations in Jeevika



**JEEVIKA**

Rural Development Department, Govt. of Bihar

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