

Monitoring State Response to Rights of Vulnerable During COVID 19 Lockdown



**TOOLKIT BY
CENTRE FOR SOCIAL JUSTICE**



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Introduction

Background

On 25 March 2020, the Central Government announced a complete lockdown of the country to control the spread of the Novel Corona Virus or COVID-19. This has meant shutdown of all economic activity and transport for the lockdown period. For a country like India, where 94% of the workforce is engaged in the informal economy, with a significant percentage engaged in interstate migrant labour, the lockdown has put millions at risk. Thousands of migrant labourers are currently stranded across the country. With no means of livelihood or returning home, many have started walking back to their villages on foot. Many other groups such as daily wage workers, domestic workers, sanitation workers and farmers have also lost their source of livelihood. At the same time, in many parts of the country, local health systems have stopped addressing regular health concerns if the patient does not show symptoms of corona, despite the fact that millions of people die of typhoid, tuberculosis, dengue and malaria every year

What has become clear in the first few weeks of the lockdown is that the decision to impose the lockdown was arbitrary, hasty and immensely poorly planned. There appears to be no systematic policy response planned to the millions affected by the lockdown. While State and Central governments have announced a number of policy measures, the response on the ground seems ad hoc and negligent.

This toolkit is designed to help civil society organizations monitor the response of the State through tracking implementation of various schemes, while simultaneously facilitating the entitlements of beneficiaries. A targeted set of action steps, questionnaires and monitoring tools for all relevant Central Schemes and State schemes of Gujarat and Chhattisgarh are enclosed in this toolkit.

Human Rights Based Approach

The toolkit is designed to assist implementing organisations to both articulate and intervene in issues emerging as a result of the lockdown from a human rights lens. A Human Rights Based Approach is aimed at empowering and building the capacity of vulnerable rights holders to assert and demand their rights from the State. While the relief and charity work being done by civil society groups and individuals around the country is commendable, it has equally revealed the considerable failure of the State Machinery to protect its most vulnerable. There is thus a need to strengthen human rights based advocacy that demands accountability from state authorities and protects the most vulnerable affected communities.

The toolkit operationalises the 4 critical principles of the Human Rights Based approach in the following manner:

Principle 1: The Human Rights-Based Approach prioritises the most vulnerable communities and ensures that the needs of those experiencing multiple inter-related social, economic and political exclusions are addressed

The toolkit activities below do so in two critical ways. *Firstly*, schemes and announcements with respect to new emerging vulnerable groups have been prioritized. These include a range of groups which are experiencing unique forms of marginalisation that are a direct result of the lockdown. For example, the toolkit pays particular attention to stranded migrant laborers and non-Corona health patients and the unique challenges faced by them due to transport lockdown and irregular medical services on the ground. Similarly, the toolkit can be adapted to cater to other groups such as college students and others living in hostels who have are currently facing higher risk of harassment and eviction.

Secondly, monitoring of each scheme in the toolkit is intended to integrate and foreground the experiences of particular vulnerable groups. For most schemes, the toolkit is designed to monitor implementation at two levels. The first involves general monitoring of ground realities through monitoring schools, ration shops and other units of scheme/announcement implementation. The second level is designed to monitor and facilitate (through writing to relevant authorities, holding service camps etc.) entitlements of particularly vulnerable rights holders from beginning to end. The groups to be included here will depend on locational nuances and could include single women, forest dependent Adivasi groups, particularly Vulnerable Tribal Groups (PVTGs), Dalits, fisherfolk etc. Schemes/announcements catering specifically to these groups have also been included in the toolkit.

The underlying premise is to visibilise the experiences of the most marginalised groups and understand the suitability of COVID announcements for protecting their rights.

Principle 2: At the core of the HRBA is the recognition that State duty bearers must be held accountable for ensuring the rights of rights-holders

The toolkit aims to activate and hold accountable two key state disaster management systems in India. Firstly, the goal is to urge State and District Legal Services Authorities to implement the Scheme on Rights of Disaster Victims. Secondly, it is designed to seek accountability from district administrations as coordinating units of disaster response under the Disaster Management Act 2005. The toolkit does so by adopting an action research methodology. That is all monitoring is to be followed up with facilitation of entitlements for those deprived of their rights, and engaging with these two disaster response systems (DLSA and collectorates) to do so. The goal is not only immediate (adequate monitoring and response to COVID victims), but also future oriented (establishing sustainable and sensitive disaster management plans and systems for better preparedness and state response in the future)

Principle 3: HRBA is inclusive and participatory in nature, and involves a range of stakeholders including rights holders, civil society and state bodies

Considering the restrictions on movement, tried and tested strategies of community mobilisation and involvement need to be rethought in the context of the lockdown.

On the one hand, the toolkit does so by employing a number of strategies to ensure maximum community and civil society involvement while adhering to social distancing norms. All activities in the toolkit can be done telephonically. A strong volunteer base of community beneficiaries, including those from the vulnerable groups discussed above, is thus central to the vision of this toolkit/intervention.

On the other hand, the intervention/toolkit aims to strengthen state and civil society collaboration, most notably by urging state bodies to tap into existing networks. For example, NSS/NCC volunteers are an extant network of active youth in most districts. Encouraging state systems such as the Disaster District Management Authority to engage such networks for relief measures (with appropriate protective gear) is one such opportunity. Similarly, state governments work closely with a plethora of NGOs to implement government schemes. Engaging with volunteers of these NGOs is another opportunity for state-civil society collaboration which can equally feed into and bolster the monitoring process envisioned by this toolkit. Implementing organisations are thus encouraged to be alive to such opportunities and thereby ensure that not only are state systems activated, but also that the human rights based principles that underpin this toolkit can be mainstreamed and institutionalised through state-civil society collaboration. A more extensive note on how civil society can forge these collaborations in the context of the lockdown can be found in the following chapter.

Principle 4: HRBA is not solely concerned with the result, but places equal importance on empowering rights holders in the process

The intervention does so in the following ways:

- 1) The toolkit contains appropriate messages for raising awareness of COVID entitlements. These messages are to be widely distributed to community members through whatsapp, text message, voice recordings and other appropriate means.
- 2) Awareness is to take place simultaneously with monitoring, rights-facilitation and collective advocacy. The overarching goal of this is to empower volunteers and communities to take appropriate action to demand redressal.
- 3) All the tools contained in the toolkit are designed for execution by local community members / rights-holders. The mandate of the volunteers will involve all aspects discussed above (awareness, monitoring, facilitation and collective advocacy), thereby catalysing a process of holistic community empowerment.

This is more extensively detailed in the entitlement-availability methodology section below.

Entitlement Availability Circle Framework

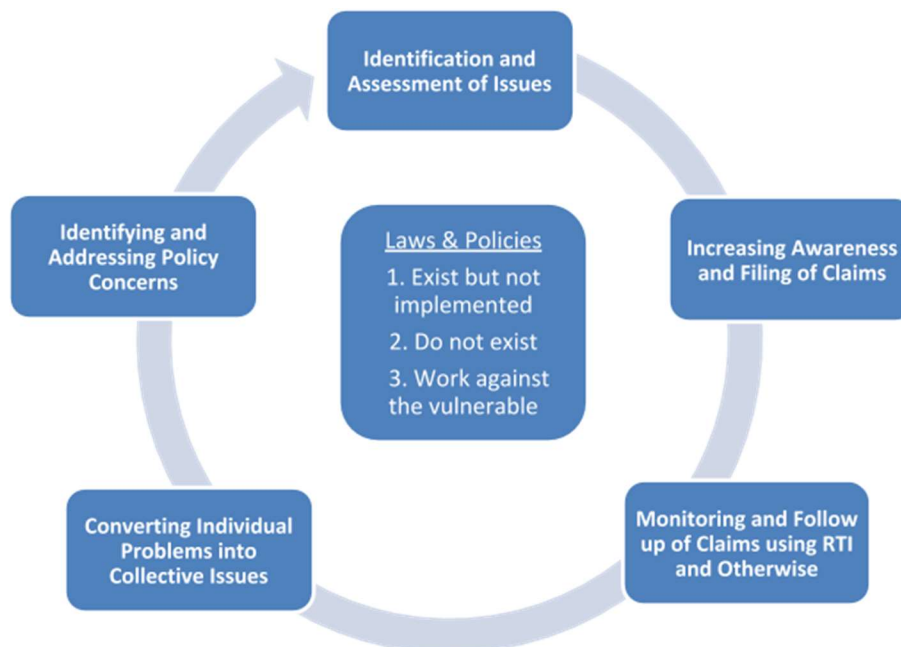
Over the past 25 years of working extensively on the ground, CSJ has developed a defined action research methodology aimed at raising awareness, monitoring/facilitating rights and entitlements and advocating for policy change in a synergetic manner. This framework, known as the Entitlement Availability circle ('EA Circle'), forms the foundation of the strategies detailed in this toolkit.

The Circle is brought into action with the process of identification and assessment of issues internally (step 1). This leads to increasing of awareness and filing of individual claims to entitlements and rights. The next step involves monitoring/facilitation of claims and follow up of these claims (steps 2 & 3). This is followed by conversion of individual issues into a collective issue (step 4). The Circle is brought to conclusion by identifying and addressing broader policy concerns (step 5).

The steps above are not mutually exclusive but rather mutually reinforcing and are carried out simultaneously. Collectively, all steps lead to an analysis of relevant laws/policies and institutions by answering the following questions:

- 1) Is the policy / institution designed but not implemented? (NOT IMPLEMENTED)
- 2) Does the policy adversely affect the target group / is the institution insensitive? (INSENSITIVE)
- 3) Is the policy silent on the needs of the target groups / Is the institution not designed (MISSING)

This in turn shapes the future policy and action agenda.



Past Experience of Entitlement Availability Circle Application

CSJ's intervention to protect the rights of flood affected communities during the flood in Amreli, Gujarat in 2015 is illustrative of this approach. The overall objective of the intervention was to ensure that rights-holder avail the benefits announced for them by the government while simultaneously evaluating the disaster management system in Amreli and Gujarat and thereby advocate for a more robust policy response.

Step 1: Identification of issues

The intervention began with a rapid needs assessment by visiting affected villages (including both road touching and non road touching villages to understand the distinctive experiences of these two demographics). This process also helped understand the specific caste based dynamics of relief measures and disaster impact as well as the differential impact of the flood on agricultural labourers, women, migrants and other vulnerable groups. This formed the conceptual basis of the intervention.

Step 2 + 3: Increasing awareness and filing of claims + Monitoring

The next step of which was to identify entitlements in existing legislation and schemes as well as new entitlements/relief packages announced by the State Government. This was followed by raising awareness of these entitlements through field visits, legal camps, pamphlet distribution, text messages etc. Concurrently, the CSJ team began monitoring the implementation of these entitlements on the ground. Wherever discrepancies were observed, the team directly intervened and facilitated entitlements by providing legal aid and drafting applications to district authorities on behalf of rights-holders, which were then monitored through RTI applications.

Step 4 + 5: Converting individual problems into collective issues + Identifying and Addressing Policy Concerns

This allowed for an assessment of collective issues emerging from the field, leading to a Public Interest Litigation Petition in the Gujarat High Court and a consultation with state functionaries. The High Court passed an interim order directing the DLSA to accept applications from affected individuals and file a report before the High Court. The CSJ team in turn again applied the circle process on this order by raising awareness about the order, monitoring, facilitating claims etc.

The overall impact, in addition to facilitation of over 500 claims and the interim High Court order, can be seen in the fact that Amreli now has a comprehensive Disaster Management Plan that did not exist prior to this intervention.

The goal of the toolkit is to facilitate a similar process in the context of COVID-19, specifically from the disaster response lens.

Application of the Entitlement Availability Circle to the COVID Lockdown

In the context of the lockdown, the Entitlement Availability Circle process began with a rapid needs assessment in 3 areas of Gujarat (Coastal (Amreli), South Gujarat and North Gujarat). Due to restriction on movement, this was done telephonically by engaging with CSJ's extensive volunteer base in these three areas. This allowed for an identification of specific vulnerabilities. Rapid needs assessment in Coastal areas showed that many fisherfolk were not being allowed to return to their villages and were stranded at sea shores without any facilities. This process also highlighted plight of island dwellers, such as the people living in Shiyalbet, an island near Zafrabad. Since there is no ration shop here, and since all transportation has ceased, it came to light that communities here are deprived of their basic needs. Similarly, in Dang, South Gujarat, the unique challenges of Adivasi communities who collect Minor Forest Produce became clear. Instances of forest officials burning land on which forest rights claims were pending were also observed in Dang. These individuals were also given eviction notices. At the same time, there were recorded instances of arbitrary distribution of food kits, without the involvement of the Gram Sabha, despite Dang falling under the Panchayat Extension to Scheduled Areas Act (PESA).

Due to the time sensitive nature of these issues, and since no entitlements had yet been announced, we immediately wrote to relevant authorities at the District and State levels to address policy concerns, hence actualizing the policy step of the Circle process. While the needs assessments was done specifically in these areas, it alluded to the existence of similar dynamics in other tribal and coastal areas. Some notable demands made on the basis of this needs assessment were as follows:

- Provision of basic services in Shiyalbet. Identification of other such islands in the state and ensuring access to basic services in all island areas.
- Arrangement of adequate shelter and food for stranded fisherfolk across the state.
- Coordinating with Resource and Planning Management Committees, Peace Committees, Surveillance Committees under PESA (consisting of Gram Sabha members) to formulate a village level relief and response plan in PESA areas from the lens of local self-governance. This could include involving the Gram Sabha to identify the most vulnerable in the village for targeted relief efforts, identifying movement from outside the area and taking appropriate quarantine measures, creating a register of natural resources that can be used at the time of epidemic and collecting/distributing these resources in collaboration with local youth groups.
- Demand for issuance of a Government Circular placing a moratorium on eviction notices and extension of time period for and between forest rights appeals.

A complete list of the demands can be found at this link -

https://drive.google.com/drive/folders/14ktTO4M3vcgZlh_ks0tnQHKCz2runkR7?usp=sharing

As entitlements and relief packages were announced in the next few days, subsequent steps of the Circle (awareness, claims facilitation and monitoring) were brought into action. This document was conceptualised on the basis of this experience and is intended to be a tool to operationalise the circle in areas where it will be implemented. As emerging policy blockages become apparent from this process, we are writing to State authorities to address these systemic issues. The circle process is therefore not strictly linear but rather iterative in nature, requiring constant back and forth between various steps.

Season Circle

In implementing this toolkit, it is critical that the seasonal and related geographical nuances of the implementation area are adequately accounted for. In states like Chhattisgarh, June-July is usually the time when labourers return from inter-state migrant work. This means that most labourers from Chhattisgarh are currently stuck in other states with no assistance. The toolkit should thus be used to identify and support migrant labourers in areas where the migration season has not yet ended. In other areas, for example Dang in Gujarat, labourers usually return to their villages around March/April. This raises a distinct set of challenges calling for a differentiated response. Similarly, April-May is the period of preparing the field in some parts of Gujarat (mainly tribal areas where rainfed agriculture is practiced). In other areas of Gujarat, where cash crops are grown, this is the harvest period. The needs and vulnerabilities and appropriate policy response to these two groups thus need to be conceptualised differently. Finally, implementation of most COVID schemes began in first week of April, making the upcoming week crucial for monitoring and facilitation. Action implementing the toolkit must therefore be organized to correspond to these seasonal considerations.

Strategy for State-Civil Society Collaboration

Many of us have received letters from NITI Ayog to contact our nodal officers and collaborate with the government. There have been multiple announcements instructing state bodies to collaborate with Civil Society Organisations (CSOs), religious organisations, colleges etc. While it is appreciable that the NDMA has asked relief commissioners to provide an update on collaboration with NGOs, what is needed is a frame work for this collaboration. This chapter outlines strategies and lists sample letters that can be used to do so.

Specifically, your attention is drawn to the following aspects [quoted from Amitabh Beher's interview in India Development Review]: The government needs to create a framework where civil society organisations are able to aid and support the work that the government is doing. Three key elements of this framework include: 1. A broad directive, circular, or order from the Union Government (ideally, the Prime Minister's Office) granting permission to organisations to work and support the response on the ground. 2. A set of guidelines outlining specific ways in which civil society can contribute and strengthen the government's response. 3. A dedicated point of contact with the government. This can be a separate body at the national level (such as the National Disaster Management Authority) or at the state level (such as the Chief Minister's Office), whichever is more appropriate.

Unfortunately, an over-burdened system does not have the capacity to conceptualise such collaborations. The response has ranged from actively obstructing the functioning of the CSOs to indifference to positively responding to and granting permissions to request applications. However, there is no well thought strategy on how to collaborate.

Please share the details of what you can do with your nodal officer, Collector, Member Secretary District Legal Services Authority and other officials you can influence. Sample letters and a scheme wise possibility of collaboration are attached for your ease.

The following are general arenas where authorities may collaborate

- There is an information gap between announcements and ground level understanding of the officials who implement the schemes. NGOs can play an important role in facilitating claims, clarifying doubts, identifying beneficiaries etc.
- As per the report submitted by the Government to the Gujarat High Court, various audio-visual messages have been shared with people for raising awareness. However, there is lack of clarity and information as to who the recipients of this are at the ground level. Tying up with the relevant department to share our existing phone data base and volunteer list can be a good way of spreading information.
- There is a strong need to activate the State Legal Services Authority (SLSA) as in the absence of specific instructions, their work has been limited to the release of prisoners. Also, since there is a strong need to have a grass root cadre for monitoring entitlements

post lock down, it is important to enroll NGO volunteers as paralegals under the Disaster Victim Legal Services Scheme. A list of volunteers who may be appointed as paralegal volunteers under the paralegal volunteer scheme may be shared with DLSA. In the long run, this will lead the way to strengthening a presently defunct system.

- We have our expertise and target communities like farmers, single women, fisherfolk etc. and therefore, we can help in identification of beneficiaries, awareness generation, facilitation of claims, removal of challenges and policy changes that emerge from the needs of these groups.
- The authorities need to appoint Police Mitras and Paralegal volunteers at the District Legal Services Authority (DLSA). It does not make sense for police to be spending time on awareness generating awareness content such as dances and videos. NCC/NSS /NGO volunteers should be doing this. Getting our volunteers enrolled in awareness generation activities is something that may be explored
- There is an assumption at the government level that all migrants have access to shelter and are not stuck in transit. Unfortunately this is not the case. We need to identify the people stuck in and around our villages and facilitate their claims/entitlements.
- The season for collection of Minor Forest Produce in tribal areas has started. 15% of Gujarat's population constitutes of tribals and the tribal population in the southern and the eastern belts depend on the MFPs in summer for their additional income as well as their sustenance. In consonance with the letter written by the Hon'ble Tribal Affairs Minister, Mr. Arjun Munda, wherein he stated that MFPs should be acquired at the Minimum Support Prices, it is recommended that volunteer bases from various NGOs working in tribal areas be used as a link in times of the lockdown for acquisition of MFPs.
- Furthermore, this letter also states that under the PM Van Dhan Vikas Yojana, TRIFED, in collaboration with UNICEF is set to orient Van Dhan Self Help Groups to be the messengers in their community on awareness around Covid-19 and social distancing. This is again a great opportunity for collaboration with NGOs as the volunteers of NGOs are already well trained and outsourcing this training to NGOs will save precious time of the State which can be utilized in other areas.

A scheme wise list of possible collaborations can be found at this link -

<https://drive.google.com/file/d/1lhZpBy2FP4mCQsy-fX9udji2Z5Uml075/view?ts=5e8db579>

The following letters will be useful for seeking collaboration

Letter to the District Legal Services Authority seeking empanelment at paralegal volunteer scheme

Dear Sir/Madam

Sub: Collaboration for enrolment of volunteers under paralegal volunteer scheme

The DLSA is involved in awareness and facilitation of claims for various entitlements announced during the period of shutdown. Under the paralegal volunteer scheme, the DLSA is expected to appoint PLVs to conduct outreach activities and facilitate claims. The PLVs are paid a sum of rupees 250 per day for a period not extending beyond 10 days.

We request you to please consider names and contact details of active leaders at the village level who may be able to play the role of identification, survey, documentation and outreach required for facilitation of claims.

Kindly find the information in the following format

S. No	Name of the person and phone number	Name of village

Signed

Letter proposing collaboration from NGOs (Can be shared with collector, nodal officer, DLSA etc.)

Dear Sir/Madam,

Sub: Seeking collaboration regarding various COVID 19 schemes

We were instructed by the Niti Ayog to approach the Government for a possible collaboration on various aspects post shut down.

[Insert brief details of organisation, registration number, geographical and thematic focus etc.]

We will appreciate your collaboration in the below mentioned activities.

S. No.	Activity	Village	Expected number of beneficiaries through your engagement	Phone number of the local contact person
1.	Identification of migrant workers who have returned from their work place for facilitating their claims			
2.	Service camps for unfreezing frozen bank accounts with relevant banks for facilitating receipt of COVID packages			
3.	Service camp for job cards under MNREGA			
4.	Grievance resolution camps regarding any of the entitlements announced during the period of shut down as per the annexed list			
5.	Awareness camp regarding entitlements during shut down			
6.	Service camp for Aadhaar linking of bank account			
7.	Contacting FPOs and ATMA groups for agriculture related schemes			
8.	Organizing health camps for check ups			
	Any other activities being proposed			

Kindly share any audio-video print material made by you regarding various entitlements so that we may disseminate it widely.

Signed

Central Schemes

A. PM Garib Kalyan Yojna / PM Kisan Yojna

Level of Intervention: Information and Monitoring

Monitoring unit: Bank, Beneficiary, Panchayat Mantri (Talathi), ATMA Group

What is the entitlement?	Rs 2000 to farmers
For whom?	Farmers who are entitled under the PM Kisan Yojna and have Aadhaar linked bank accounts
How?	Directly deposited in bank account
When?	First week of April
Note	This amount will only be credited to Aadhaar linked accounts. Moreover, only farmers registered under the PM Kisan Yojna will be eligible, thus excluding all landless labourers.

Message for the community

Friends,

Farmers registered under the PM Kisan Yojna who have Aadhaar linked accounts will get an advance of Rs. 2000 directly deposited into their bank accounts in the first week of April. You will receive a text message stating that the money has been deposited. If you do not receive any such message immediately contact your bank.

Volunteers should keep the following in mind:

1. Prepare a list of farmers registered under PM Kisan Yojna.
2. Contact the ATMA Group in the village or contact the FPO to check the list and ensure that beneficiaries have received the benefit under the scheme.
3. You can also get this list from the Talathi.

Questions to be put before beneficiaries:

1. Are you aware that under PM Kisan Yojana farmers will be paid an advance of Rs. 2000?
2. Have you filled up the form under the scheme?

3. Are you a beneficiary under the scheme?
4. Do you have a bank account? Is it functional?
5. Is it linked with Aadhar?
6. Did you receive Rs. 2000 in your bank account?
7. If yes, when did you receive this amount and how did you come to know?
8. How far is your bank from where you live?
9. Did you face any problem while withdrawing the money?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (Specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

B. PM Garib Kalyan Yojna / Jan Dhan Yojna

Notification: DO No. A-60022/03/2020-E-11

Level of Intervention: Information and monitoring

Monitoring Unit: Bank, beneficiary women, Talathi

What is the entitlement?	Rs. 500 per month for three months
For whom?	Women who belong the BPL Category and have Aadhaar linked Jan Dhan Accounts.
How?	Direct deposit in bank account
When?	First installment in first week of April
Note	The amount will only be transferred to those registered under the scheme. It is likely that difficulties in implementing this scheme will arise since most Jan Dhan accounts are not active. There is no clarity in the scheme regarding this aspect. Implementing organisations are advised to arrange service camps for unfreezing inactive accounts.

Message for the community

Friends,

Jan Dhan account holders (BPL) will get Rs 500 per month from April to June. First installment will be deposited in first week of April. You will receive a text message stating that the money has been deposited. If you do not receive any such message immediately contact your bank.

Volunteers to keep in mind the following

1. Prepare a list of names and contact numbers of beneficiary women from the village.
2. Volunteers can get this list from the Talathi.

Note: if bank accounts are frozen, get the details of such accounts and carry out the procedure to reactivate the accounts. Organize a service camp in the village to do so.

Questions for BPL women beneficiaries

1. Are you aware of the Jan Dhan Yojana and PM Garib Kalyan package?
2. Are you aware that during this lockdown period, woman having Jan Dhan accounts will be given Rs 500 per month?
3. Have you filled up the form under the scheme?
4. Are you a beneficiary under the scheme?
5. Do you have a Jan Dhan bank account? Is it active?
6. Is your bank account linked with Aadhar?
7. Did you receive Rs. 500 in your bank account?
8. If yes, when and how much?

Sr. no.	Date on money got deposited	How much money deposited

9. Did you face any trouble while withdrawing money from your bank account?
10. How far is your bank from you home?

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (Specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

C. Second Addendum to the Lockdown Order

Notification: 40-3/2020-DM-I (A)

Level of intervention: Information and Monitoring

Monitoring Unit: Mandi/Agricultural Produce Market (APMC), fertilizer and machinery shops, individual farmers

What is the entitlement?	<p><u>Exempted from Lockdown:</u></p> <p>Farming operations by farmers and farm workers in the field Agencies engaged in procurement of agricultural produce including MSP operations. <i>Mandis</i> operated by APMCs or notified by the State Government CHCs related to farm machineries Manufacturing and packaging units of fertilizers, seeds and pesticides. Inter and Intra state movement of harvesting and sowing related machines.</p>
For whom?	Farmers, FPOs, ATMA, Media, Agricultural Market, agricultural equipment shops

Message for the community

<p>Friends,</p> <p>As per Addendum II to the government notification following things are exempted from lockdown:</p> <ol style="list-style-type: none"> i. Sale of agricultural produce and Mandi (Markets) ii. Farming and farm related work by farmers iii. Transport of crop cutting and sowing related machinery. Within the state and outside iv. Shops dealing in agricultural machinery

Questions to be put before farmers

1. How do you usually sell your produce?
2. Are you able to sell your produce during the lockdown?
3. Is the procurement of your produce as per MSP?
4. Is your produce being not sold?
5. Is the Mandi in the village or nearby village functional?
6. Are you able to sell your produce in Mandi?
7. Are you being stopped by anybody from performing farming activities?

8. Is the shop for buying fertilizers, machinery, and seeds etc. open?
9. Is any product you have ordered being stopped somewhere?
10. What transport facility is available for travel to Mandi?

Questions to ATMO/FPO

1. Are you able to get the produce in village?
2. Is such procurement done as per MSP?
3. Is your produce getting wasted without getting sold?
4. Is the Mandi in the village or in neighboring village functional?
5. Are you able to sell your produce in Mandi?
6. Is the shop for machinery, seeds, fertilizers etc. open?
7. Is anything that you have ordered or purchased being stalled midway?
8. What transport facility is available for travelling to Mandi?

Volunteer will monitor whole Mandi and agriculture related equipment

Volunteer must keep in mind the following

1. Are *Mandis* and shops where you get seeds, fertilizers and pesticides open?
2. If yes, for how long?
3. Is social distancing followed in the shops?
4. Is social distancing followed in *mandi*?
5. How long does *Mandi* remain open?
6. Are people going to buy things in *mandi*?
7. Are farmers paid adequate price for their produce?
8. Note all the problems faced by farmers.
9. Are women more affected?

Questions to shop owners

1. Is there enough supply of fertilizers, seeds, pesticides?
2. Is there any problem in getting the supplies?
3. What products are being bought by the farmers?
4. Try to ascertain the difference between before and after lockdown

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

D. Third Addendum to the Lockdown Order

Notification: DO No. 40-3/2020-DM-I(A)

Level of Intervention: Information and monitoring

Monitoring unit: Milk Collection Centres at the village level

What is the entitlement?	Milk collection, distribution and packaging processes along with whole supply chain will remain functional
For whom?	Dairy farmers, farm owners, milk co-operatives, milkman, small and big dairies alike

Message for the community

Friends,

Through government notification dated 27/3/2020 the whole milk supply chain along with milk collection, distribution and packaging is exempted from lockdown. It includes all dairy farmers, farm owners, milk co-operatives, milkmen as well as small and big dairies

Questions to Co-ordinator of the Milk Collection Centre

1. Are you aware that as per government order milk co-operatives, dairies and milk collection centres can function during lockdown?
2. Do villagers come to the milk collection centres to deposit milk?
3. Is milk being taken from everybody?
4. Are you able to sell milk collected from your Centre to the dairy?
5. If yes, are you paid as you were before the lockdown?
6. If not, what do you do with the extra milk?
7. How much loss did you incur because of the lockdown?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

E. Benefits to ASHA Workers and Facilitators

Notification: D.O. No. NHRSC/20-21/EDsectt/Covid19/04

Level of intervention: information and monitoring

Monitoring unit: Bank, Asha worker and Facilitator (Supervisor)

What is the entitlement?	ASHA Facilitator will be paid Rs 500 for regular COVID monitoring and Rs 100 for extra visit to villages ASHA worker will be given Rs 1000 per month for months of April and May for COVID-19 related work
For whom	ASHA worker and Facilitator
How	Direct deposit in bank account
When	Every month
Note	The notification states that the amount “may be paid” so it can be inferred that the State government may pay the ASHA Facilitators at its discretion.

Message for the community

Friends,

ASHA Facilitator will be paid Rs. 500 for regular COVID monitoring and Rs. 100 for extra village visits

ASHA worker will be paid Rs. 1000 per month for the months of April and May for COVID-19 related work

Questions to be put before ASHA worker

1. Do you stay in the same village? Yes/no? If not, then how do you come to this village?
2. Are you given protective gears like gloves and masks?
3. What all work did you do during this lockdown?
4. Did you receive Rs. 1000/- for this period? (to be asked at the end of April)

Questions to ASHA Supervisor/Facilitator

1. How many villages did you visit after lockdown?
2. Were these visits extra than your usual visits?
3. Were you paid extra Rs. 100 per extra visit?
4. Were you paid Rs. 500 for your work during this period?
5. Were you given protective gear like gloves and masks?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

F. Relief and Wages for Migrant Labour + Chhattisgarh Specific Labour Schemes

Notification: 40 – 3 /2020 –DM -1 (A) (Central) + को.वा./श्र.आ./2020/2081 (Chhattisgarh)

Level of intervention: Information and Monitoring

Monitoring Unit: Individual labourers (upon return to village and through intervention aimed at securing rights of migrant labour)

What is the entitlement?	Food and shelter in migrant labourer's area of work
For whom?	Migrant Labourers stranded in place of work
What is the entitlement?	Food and shelter en route (shelter to be turned into quarantine facility)
For whom?	Migrant labourers stuck en route
What is the entitlement?	Payment of wages at their place of work without deduction from employer for lockdown month
For whom?	Workers in industry, shops, commercial establishment etc.
What is the entitlement?	Rent waiver for the month of April
For whom?	All those who are staying in rented accommodation
What is the entitlement?	Assistance (food and shelter) from local helpline number within 24 hours (Specific to Chhattisgarh)
For whom?	Registered workers (Specific to Chhattisgarh)
What is the entitlement?	Food shivir (Specific to Chhattisgarh)

For whom?	Migrant workers and homeless people (Specific to Chhattisgarh)
When	Food and shelter immediately, wages on due date.
How	Wages at place of work
Note	Aspect of policy needing clarity: The notification says that wages for lockdown month are to be paid at place of work. It is unclear how the wages will be paid once labourers have returned.

Message for the community

Labourers stranded at their work place will be provided shelter and food by the government. Labourers who are trying to reach their villages by foot will be given shelter and food nearby and be kept in 14 day quarantine at the shelter facility.

Labourers are entitled to full payment of wages for the lockdown period. Action will be taken against contractors and factory owners who fail to pay wages.

Landlord cannot demand rent for the month of April.

Action to be taken to provide assistance to laborers stranded en route - a table capturing these steps is attached in Annexure II

1. Identify migrant labourers stuck in various places
 - a. Through volunteers and local contacts
 - b. Through tracking media reports
2. Reach out to stranded labourers (for media reports, track through name of reporter if available or by identifying exact place where labourers are stuck and reaching out to local contacts)
3. Contact local helplines, nodal officers and DLSA numbers.
4. Record response of the state body to identify systemic blockages in state response.
5. Activate state services to provide relief
6. Follow up with labourers in a few days to assess extent of assistance. Repeat the above if follow up call reveals that consistent support is not being provided.

7. Use the questions below as a guide to understand situation of labourers

Action to be taken upon return of labourers to their village

1. Local volunteers to identify and get in contact with all labourers returning to their villages post lock down.
2. Ask the questions listed below to assess state response
3. Prepare for mass payment of wages representations / Lok Adalat with contractor and state officials present to facilitate payment of wages if necessary.

List of questions to be asked by volunteers to labourers upon return to villages:

For labourers stuck in factories

1. Were you given shelter and food at the place of work? What food was given? For how many days was food supplied? How long were you stranded? Was the food sufficient?
2. If not, did anybody help you? Did you inform anybody? What happened thereafter?
3. Where were you given shelter? How was the shelter facility? How big was it any how many people stayed there?
4. Was there facility for hand wash? Were you provided soap? Was there a toilet?
5. Do you have photo of the place?
6. What problems did you face? Do you think there should have been any other facilities to address such problems?
7. How were you delivered food? Did you inform any government agency or person or they themselves come and help you? Do you know who they were? (NGO or Government)
8. Do you know about any government help line? Did you use any government helpline? What was your experience of using the helpline?
9. Were you asked for Labour registration ID card before being given any help? Were you denied help in absence of Labour ID card?
10. Did the factory owner, agent or police threaten you for asking food?
11. Did your owner/ agent cut your wages for providing you food?

For labourers stuck in Gujarat:

Refer to the food basket scheme below for additional questions

For labourers stuck in Chhattisgarh:

1. Was food arrangement done for you? For how many days? Do you know who arranged food for you? Was the food sufficient?
2. Were you aware that Chhattisgarh government has started helpline for labourers? If yes? How did you come to know?
3. Did you try to call this number? If yes, did they receive the call? Did they help you? How and are you satisfied with help received?

4. If you received help, how long did it take after making the call?
5. Were you asked for your Aadhar Card or any other card? Were you denied help in case of absence of any sort of card?
6. Do you have a registered labour ID card? Were you asked for registered labour ID card before being provided help? Were you denied help in absence of such card?

For labourers stranded en route

1. Where were you travelling from? How were you travelling? How long was your journey?
2. How many times were you stopped and by whom? Were you being helped by them? If yes, how? By whom? For how long?
3. Were you given shelter and food? By whom? How did you come to know about this facility?
4. Did you come across any check points? Was food and shelter made available for you at check points?
5. What food was served/given? For how long? How long did you stay here?
6. How were you delivered food? Did you inform any Government agency or any other person or did someone themselves come to help you? Do know who they were? (NGO or Government officer)?
7. Was the food sufficient? If not, did you inform anybody? Did anybody help you?? What happened thereafter?
8. How was the shelter? How big was it? How many people stayed there?
9. Was soap and water provided for hand wash? Were there toilets? How clean was the place?
10. Do you have photo of the place?
11. Did you ask for help during travel or before travel? From whom and what was their response?
12. What difficulties did you face? What other facilities should be in place to resolve those problems?
13. Do you know about any government helpline? Did you use any government helpline? What was your experience?
14. Did anybody demand Labour Registration ID card from you before providing help? Were you denied help in case of absence of such card?
15. Were you threatened by the police or factory owner/agent for asking for food?
16. Did the agent cut money from your wages for providing food?

For labourers stuck in Gujarat:

Refer to the Food Basket scheme below for additional questions

For labourers stuck in Chhattisgarh:

1. Were you aware that Chhattisgarh government has started helpline for labourers? If yes? How did you come to know?

2. Did you try to call this number? If yes, did they receive the call? Did they help you? How and are you satisfied with help received?
3. If you received help, how long did it take after making the call?
4. Were you asked Aadhar Card or any other card? Were you denied help in case of absence of any sort of card?

Questions re payment of wages

1. Where did you go for work?
2. How long did your work continue during lockdown?
3. Were you paid for days work was stopped? Will you get it or not? If asking before due date ask when due date is and track after due date.

Tabulate answers to all of the above in table in Annexure I

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

G. PM Garib Kalyan Yojna (Pension)

Notification: D.O.No.12035/1/2015-Fy (WU)

Level of Intervention: Information, Monitoring and Facilitation of Claims

Monitoring Unit: Individuals eligible for the pension amount. Widows, elderly and persons with disability

For whom	Widow pensioner	Old age pensioner	Persons with Disability
What is the entitlement?	Collective pension for three months	Collective pension for three months	Collective pension for three months
	Rs 1000 in two installments of Rs 500 each	Rs 1000 in two installments of Rs 500 each	----
When	First week of April		
How	Direct deposit in account		
Note	Persons with Disability won't be given additional Rs 1000/- ex-gratia		

Message for community

Under the scheme persons with disability, widow, old pensioners will be given lump sum amount of three months' pension in first week of April

Widow and old age pensioners will be given Rs. 1000 additional ex-gratia

Volunteers to prepare the list of people receiving pensions under widow, old age and disability pension schemes

Questions to be put before widows

1. Is the three months' pension amount deposited in the month of April?
2. If yes, how much money was deposited? On what date?
3. Have you received additional Rs. 1000 payable due to lockdown?
4. If amount not deposited in month of April when did it get deposited?

Questions for the elderly

1. Is the three months' pension amount deposited in the month of April?
2. If yes, how much money being deposited? On what date?
3. Have you received additional Rs 1000 payable due to lockdown?
4. If amount not deposited in month of April when did it get deposited?

Questions to be put before person receiving disability pension category

1. Is the three months' pension amount deposited in the month of April?
2. If yes, how much money being deposited? On what date?
3. If amount not deposited in month of April when did it get deposited? (date)

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

H. PM Garib Kalyan Ann Yojna

Notification: F.No.7-1/2019(ii)-BP.III

Level of Intervention: Information, Monitoring and Facilitation of Claims

Monitoring Unit: Individual beneficiaries and Ration Shops

What will be given	Per person 5kg extra Ration(free)	
To whom	Antyoday Ann Yojna ration card holders	Priority list families
		BPL families having monthly income of Rs 324 in village
		APL families having less than 1 lakh income Category- 1
		APL family having more than Rs 1 lakh as income. Category 2
When	April to June three months	
How	At Ration Shops	
Note	<p>Distribution is being done as per Government GR related to Food Basket scheme in Gujarat. No other distribution is being done. Nobody is aware of it.</p> <p>Things that needs further clarification:</p> <p>It is written in the notification that all targeted Public Distribution System beneficiaries will be given the benefit and that there is immediate mention of (AAY and PHH).</p>	

Message for the community

Each person will be given 5kg of ration as per Garib Kalyan Yojana from family having Antyoday Card and names in Priority list.

Volunteer should keep the following in mind

1. Prepare list of families eligible under Antyoday Anna Yojana and Priority Households
2. Get information as to whether the shop owner has information that every individual will be given 5kg of ration.

To inspect the shop:

1. Ration shop opens on regular timings? And when does it close?
2. What complaints regarding food ration are being received?
3. Is there any notice or letter received as to who will be given how much? Is there any notice?
4. Are families under Antyoday and Priority list receiving additional 5kg of ration per person?
5. Take photos of different types of ration cards
6. Mention any positive experiences at the ration shop if any.

Questions to be put before beneficiary

1. Do you have ration card?
2. Which card do you have?
3. Do you receive ration from ration shop?
4. If yes, did you receive additional 5kg of ration per person?
5. Was any payment demanded from you at the ration shop?
6. If yes, how much?
7. On which date you received ration?
8. Did you receive 5kg of rice and wheat and 1 kg of dal?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

I. Notification on Protection of Fisherfolk

Notification: 12035/01/2015-Fy(WU) : Letter from Fisheries Department to all States Chief Secretaries/ Fisheries Directors and Commissioner Dated 28/3/2020

Level of intervention: Information and Monitoring

Monitoring unit: families of fishermen who are stuck offshore

What is the entitlement? For whom?	To fishermen: food, water, shelter and other sanitary products To family: ration and other necessary things
When	Not mentioned in the letter
How	Not mentioned in the letter
Note	Points that needs further clarification <ul style="list-style-type: none"> • What action has been taken by the Secretary of Fisheries is not known • No GR published in this regard • Not clear as to who is given responsibility for field work to assure family of fisherman is given all benefits.

Message for community

All fishermen who are stuck at shore will be given food, shelter, necessary sanitation products and ration and other necessary goods for their families

Volunteer should keep following in mind:

1. Prepare list of people who are stuck at shore
2. Are they able to contact their families?
3. Check the arrangement to ensure ration for fishermen families in village.
4. Prepare list of fishermen who are still stuck at shore and their families.

Questions for fishermen returned after lockdown or their family members

1. How many members from your family were out for fishing? Are you able to contact them?
2. If yes, did they receive food, water, and necessary sanitation products?

3. Are they in water or on port?
4. Did they receive wages for last month (March)?
5. Are they suffering from any ailment?
6. What is the economic and emotional condition of your family?
7. Did you receive food and other necessary goods?
8. Did you receive ration from the Ration shop?
9. Did anybody come to inquire about your family member gone out for fishing?

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

J. Notification of Benefits for Fisherfolk

Notification: D.O.No.12035/1/2015-Fy(WU): Letter dated 30/3/2020 sent by Joint Secretary to Chief Secretaries of all States

Level of intervention: Information and Monitoring

Monitoring Unit: 5 sellers from each village; 5 fish loaders; 5 fishermen; 5 pond fish cultivators and boat owners.

What is the entitelement	Financial help
For whom?	Fish sellers, fish loaders, Fishermen, pond fish cultivators etc.
When	Not clear
How	Direct deposit in bank account linked with Aadhar
Note	<p><u>Points that need further clarification:</u></p> <ol style="list-style-type: none">1. Amount to be received is not clearly mentioned. Will everybody receive the same amount or different amounts based on the work they do?2. When will they receive the amount?3. What will be the procedure for the same? <p>Who will conduct the survey or survey has already been conducted?</p>

Message for community

Government will support fisherfolk community through financial help

Right to Information Application

1. Ask for list of fishermen stranded during lock down from Director of Fisheries
2. List of beneficiaries under the said letter
3. What amount was paid to individual beneficiaries

Information to be collected through Phone call

1. Be in touch with fisherfolk community

2. Prepare the list of people associated with fisheries related work
3. Does every body have bank account?
4. Are bank accounts linked with Aadhar?
5. Organize service camp in villages to get the accounts linked with Aadhar
6. Click photos of fishermen you meet
7. Click photo of pass book in case money received.
8. Did anyone come to conduct survey of fisherfolk?
9. Please pay attention to different amount received by different people if any. Click photos
10. Prepare list of beneficiaries who are left out (collect bank account and Aadhar details)
11. Submit application for linking Aadhar with bank accounts.

Questions for beneficiaries under the notification:

1. What is your name?
2. What work you are engaged with?
3. Do you have a bank account?
4. Is your Bank account linked with Aadhar?
5. If yes, did you receive any money from Government during lockdown period in month of April?
6. If yes, how much?
7. On what date did it get deposited in the bank?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

K. Nutritional food at door step for beneficiaries under Anganwadi Schemes

Notification Number: F. No. 13 /5 /2020 – CD – II

Level of intervention: Information and Monitoring

Monitoring Unit: Anganwadis, parents of children

	What is the entitlement?	For whom?
Entitlement	Pregnant and lactating mothers	4 packets of matru Shakti
	Child- 6 months to 3 years of age	7 packets balshakti
	Malnourished child – 6 months to 3 years	10 packets of balshakti
	Child 3 to 6 years	2 packets balshakti
	Malnourished Child- 3 to 6 years	4 packets
	When	During lockdown
How	At door step	

Message for community

Under the scheme beneficiaries like pregnant women, nursing mother, child from 6 months to 6 years will be given supplementary nutrition like reasy to eat at their door step.

Preparation by the Volunteer

1. Prepare list of beneficiaries
2. Does Anganwadi worker visit the village?
3. Were they given supplementary nutrition like ready to eat at their door step or were they called at Anganwadi?

Questions to be asked to pregnant woman and nursing mother and parents of children between the age of 6 months to 6 years:

1. Name of Category of the beneficiary.
2. Were you given food at your door step?
3. What all was given and how much?

4. If food was not given but allowance was given, how much was it?
5. At what date was the food given?
6. Did Anganwadi worker wear masks and gloves while distributing food?
7. Were your photo and signature taken while distributing food?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

L. Ujjwala

Level of intervention: Information and Monitoring

Monitoring Unit: 5 women (from special vulnerable groups) from each village

What is the entitlement?	Free gas cylinder for 3 months
For whom?	Ujjwala Scheme Beneficiaries (BPL Women)
When	3-4 April 2020
How	3 months amount will be put in the eligible women's accounts on 3/4 April. After this, beneficiaries can book their gas cylinder.

Message for the community:

Under the scheme women will be given free gas cylinders for three months. Beneficiaries will be receiving the amount in their account in April after which they will be able to book their first cylinder.

Preparation to be done by the volunteer:

1. Identification of 5 women in each village who are eligible for Ujjwala and fall under a special vulnerable group category (Specially vulnerable group to be determined based on locational nuances)

List of questions to be asked by volunteers regarding implementation:

1. Did you receive money in your account? How much? On what date?
2. If not, what can be the reason?
3. In which account of yours did you receive amount of Ujjwala? Is it an active account?
4. If you received money did you try to book a cylinder?
5. Did you face any difficulty in getting the cylinder?

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

M. MGNREGA

Notification: DO No.A-60022/03/2020-E-II

Level of intervention: Information and Monitoring

Monitoring Unit: Individual labourers through service camp

What is the entitlement?	Rs 20 extra per day
For whom?	MNREGA Job Card Holders
When	Depends on answer to lack of clarity question
How	Depends on answer to lack of clarity question
Note	There is lack of clarity as to whether the extra Rs 20 is for work done or a lump sum of Rs 2000 (Rs 20 for 100 days of work). If it is for work done, there are no details as to the period for which this applies and the nature of work that can be done (considering lockdown circumstances)

Message for the community:

Labourers with a Job Card under MNREGA will be paid an extra Rs 20 per day

Preparation to be done by the volunteer:

Service camp for application for job cards to be organised. If the entitlement is contingent on work done, service camp for applications for getting work under NREGA should be organised. If no work is provided within 15 days, service camp for applications for unemployment benefit should be organised.

List of questions to be asked by volunteers regarding implementation:

1. Did you apply for job after the lockdown? Did you get work? When and for how many days?

2. What kind of work did you receive? Were any instruction for keeping social distancing given?
3. How much were you paid for it? What was being paid before lockdown? Did you get Rs 20 more per day?
4. If you were not given work, did you get unemployment allowance? When did you apply and when did you receive unemployment allowance? What was paid before the lockdown? Did you get Rs 20 more per day?

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

Chhattisgarh Schemes

A. Chhattisgarh Ration Scheme

Notification: Q खाध / 2020 / 2 (5/4/2020)

Level of intervention: Information and Monitoring

Monitoring Unit: Ration card holders (particularly vulnerable groups) and ration shop

What is the entitlement?	2 months rice (free)
For whom?	Antyodaya, Priority Household, Annapoorna, Ekal Nirashrit, Nishaktajan ration card holders
What is the entitlement?	Sugar @ Rs 17/kilo
For whom?	Annapoorna, Antyoday, Priority House Hold ration card holders
What will be given	Salt (free)
To whom	Annapoorna, Antyoday, Priority House Hold ration card holders
When	First Week of April
How	Ration shop (while maintaining rules of social distancing)
Note	Lack of clarity on overlap between central and state schemes.

Message for the community:

Free 2 months rice for Antyodaya, Priority Household, Annapoorna, Ekal Nirashrit and Nishaktajan ration card holders. Antyoday, Annapurna and Priority Household ration card holders will get 2 months salt (free) and 2 months sugar at the rate of Rs 17/kg

Preparation to be done by the volunteer:

1. Identification of people falling within this category for questionnaire.
2. Identification of particularly vulnerable groups falling within this category (questionnaire to be done with all or particular vulnerable groups depending on locational nuances and organizational outreach)
3. Visit ration shop if possible or remain in touch with local contact at ration shop.

List of questions to be asked of beneficiaries regarding implementation

1. Do you have a ration card? What category ration card do you have?
2. Did you receive rice for 2 months together? (**volunteer to specify exact amount for that category. For e.g. if the regular entitlement of the beneficiary – depending on their card – is 35 kilos, volunteer is to ask – did you get 70 kilos of rice?**) Did you pay for it? If yes, how much?
3. Did you receive 2 months' salt together? (**volunteer to specify exact amount for that category**) Did you pay for it? If yes, how much?
4. Did you get 2 months' sugar together? (**volunteer to specify exact amount for that category**) Did you pay for it? How much? (only for Antyodaya, Annapurna and PHH)
5. When did you receive all this?
6. Were you aware that you will be getting 2 months' rice (free), salt (free) and sugar (@ Rs 17/kilo) together? If yes then what was the source of information?
7. How was the ration given? Explain the procedure (door step, from the shop)
8. Was crowd controlled during distribution? If no, did you face problems? Do you have the photo of the distribution process?
9. Was the ration shop open on time?
10. Was the ration of good quality?
11. Were you informed in advance about the date and quantity of ration to be distributed?
12. Were there people who were supposed to get ration but were not given ration? If yes, why?
13. Was your thumb impression taken?
14. Is the ration you received for your family sufficient?

Ration Shop Monitoring (to be asked of ration shop owner)

1. How many villages are covered under your shop? How many families are covered under your shop?
2. What ration was given and to whom during the COVID lockdown? Did you know that 2 months rice (free), 2 months salt (free) and 2 months sugar (@ Rs 17/kilo) was to be given in April? Where did you get this information?
3. Did you receive adequate ration stock for the above?
4. What ration was distributed, how much and to whom by your shop?
5. Was money taken for rice and salt?
6. How much are you selling sugar for? (per kilo)

7. Were you given any instructions or did you receive a government resolution with respect to ration distribution? Who was it from? What was written in it? When did you get it? Please provide a copy of the resolution if you have it. Volunteer to take a photograph of the government order
8. When was the ration distributed?
9. How was ration distributed? (Procedure – from the shop or at door step). Were any instructions issued from the government in this regards? By whom? What was written in the government resolution? Please provide a copy of the resolution if you have it. Take a photo of the government order.
10. What steps were taken to ensure social distancing during distribution of ration? Were there any instructions in this regards? Were any instructions issued from the government in this regards? By whom? What was written in the government resolution? Please provide a copy of the resolution if you have it.
11. Did you do anything to inform people about ration distribution during the lockdown? Were any instructions issued from the government in this regard? By whom? What was written in the government resolution? Please provide a copy of the resolution if you have it. Volunteer to take a photograph
12. Did you take thumb impression while distributing the ration? Were there any instructions in this regards? From whom? How? When? Take photo of govt order

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

B. Mid-Day Meal

Notification: एफ 22 – 6/2020/20-1 + 1614/2020/50

Level of intervention: Information and Monitoring

Monitoring Unit: Individual households with school children (from particularly vulnerable groups) and school

What is the entitlement?	4 kg rice, 800 g dal for 40 days
For whom?	Primary School Students
What will be given	6 kg rice, 1.2 kg dal for 40 days
To whom	Upper Primary School Students
When	3 and 4 April
How	Home delivery

Message for the community:

Government will be distributing ration to children in lieu of mid-day meals during the lockdown.

4 kg of rice and 800 gm of dal for primary students for 40 days

6 kg of rice and 1.2 kg dal for upper primary students for 40 days

Ration will be delivered at home.

Preparation to be done by the volunteer:

1. Identification of all beneficiaries belonging to particularly vulnerable groups for individual monitoring. Question to parents will be asked of identified beneficiaries. Particularly vulnerable groups to be ascertained based on locational nuances.
2. Get in touch (telephonically) with school staff responsible for Mid-Day meal

List of questions to be asked by volunteers regarding implementation:

Questions to Parents

1. How many kids from your family attend school and are in which class?
2. Did you receive 4kg/6kg of rice and 800gm/1200gm dal from the school? When?
3. How was it distributed? (door step or at school)
4. How is the quality of rice and dal?
5. Did your family receive any other ration from Government? If yes then how much?
6. Did all children receive ration or were few left out? Why?
7. Was thumb impression taken while distributing the ration?
8. Was stock measured before you were given ration or was it already packed? Did you measure it? What was the quantity?

Questions to School Authorities

1. Did your school distribute ration?
2. What categories of children were given ration? What was given? How much?
3. Was distribution done at door step or at school?
4. How much stock did your school receive and of what? Was it enough?
5. When did you receive it? When did you distribute it?
6. Was it measured while distributing or were packets already made?
7. Did you receive any government resolution or order related to Mid-day meal? From whom? What was in it? Please provide a copy if you have it.
8. Were social distancing precautions taken while distribution? If yes, what? Were you given any instructions in this regard? From whom? How? Provide a photo of the relevant notification

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

C. Ration for Non- Ration Card Holders

Notification: कर / पंग्राविवि / मूलभूत / 769 / 2020 / 451 + 11300 / जि पं / आधी 2020 (Raigarh) + <https://drive.google.com/open?id=149DnluZsqMUPiXgaLk1-DOfTFvrLn9a-> (Bilaspur)

Level of intervention: Information and Monitoring

Monitoring Unit: Individuals (all falling within this category) and Gram Panchayat

What is the entitlement?	Ration (Individual quantity not specified)
To whom	Those who don't have card and need ration
When	At any point during lock down
How	Gram Panchayat shall keep 2 quintal rice, 25-50 kg dal and some vegetable for people needing food. For this, the Gram Panchayat can use money from any Panchayat fund. People requiring Ration can go to the Gram Panchayat Bhawan to avail this benefit.

Message for the community:

People in need of ration will be provided with ration by the Gram Panchayat during the period of lockdown. Gram Panchayats are to store 2 quintals of rice, 25 to 50 kg of dal and some vegetables for this purpose.

Preparation to be done by the volunteer:

1. Identification of all people without card who need Ration and contacting relevant persons telephonically
2. If possible, visit Gram Panchayat Bhawan and verify stock. Alternatively, contact the Sarpanch and verify stock.

List of questions to be asked by volunteers regarding implementation:

Questions for entitlement holders

1. How many members are there in your family? Children? Adults?

2. Do you know food will be made available through Gram Panchayat during lock down period? If yes, how do you know about it?
3. Did you try to get food?
4. Did you get food? If yes? How did you get this food?
5. How much did you get? What did you get? Is it sufficient?
6. Did you pay for it?
7. Did you try again after your stock got over? Did you receive food when you went the second time? How much and was it enough?
8. When did you ask for ration? When did you receive? What were you asked as part of procedure?
9. If not received? Why not? Was any reason given?
10. Did you face any problem in getting ration?
11. Do you have any suggestions to address such problems?
12. Were you asked for any card while getting ration? Like Aadhar card? Were you refused in absence of such card?
13. Do you have any information about people who do not have Ration card and were denied ration from the Gram Panchayat? Why were they denied?

Questions for Sarpanch/Gram Panchayat

1. Did non-ration card holders get ration during lockdown?
2. Do you have 2 quintals of rice, 25 – 50 kg dal and vegetables in the Gram Panchayat?
3. Did your Panchayat procure stock to be given to non-ration card holders? Were there any instructions in this regards? Who were the instructions from? Please provide a copy of the government notification.
4. What fund did you use to procure the stock?
5. How many people does your Panchayat have who do not have ration card and need ration? How many of these did you help? What did you give? How much?
6. How many families were denied ration/food? Why were they denied?
7. How did you decide whether ration should be given or not? Is there a procedure for it (for example showing Aadhaar card, verification process etc.)? If so, what is it? Were you given any instructions from the State Government in this regard? Please provide a copy of these instructions. Volunteer to take a photo of the instructions/govt order.

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

D. Availability of Health Services

Notification: क्रमांक २०२० / स/ निस / २४१ /

Level of intervention: Information and Monitoring

Monitoring Unit: ANM, PHC, CHCs, 5 people who have sought medical assistance from PHC/CHC since the lockdown, and all children listed for immunisation in the lockdown period.

What is the entitlement?	Treatment for health services will continue. Immunization to continue
For whom?	Children, pregnant women and regular patients
When	At any point during lock down
How	Lack of clarity in scheme on mode of delivery of immunization (home immunization or once a week at Anganwadi) Not clearly stated but assumption that regular treatment will be administered through PHCs and CHCs

Message for the community:

Regular health services and vaccinations will remain open during the lock down period

Preparation be done by the volunteer:

1. Visit Anganwadi Kendra or CHC/PHC if possible.
2. Identify 5 people who sought treatment from CHC/PHC for regular health concerns during this period
3. Make a list of children listed for immunization

List of questions to be asked by volunteers regarding implementation:

Question to ANM (Nurse)

1. Was any date pre-decided for vaccination before lockdown? Was vaccination done on these days?
2. Were all those listed covered?
3. Where was vaccination conducted? Was social distancing maintained/was it done with home visit? Were there any instructions from the State Government in this regards? Please provide a copy of the relevant government orders.
4. If not done? Why? Were the listed people informed that immunizations would not be carried out?

Questions to mothers of children listed for immunization during lockdown period

1. Did vaccinations take place?
2. At home or at Anganwadi?
3. If not done? Were you informed? If yes, how?

Questions to PHC/CHC patient

1. Is PHC/CHC in your village open?
2. Did you visit PHC/CHC? Did you receive treatment?
3. What kind of treatment was given? Explain. Are you satisfied? Why? Why not?
4. Did anybody refuse to check up?
5. Did you get medicines?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

E. Involvement of NSS/NCC Volunteers

Notification: 124 / स.सा.प्र.वि / 2020

Level of intervention: Monitoring

Monitoring Unit: Sarpanch + volunteers identified

The Chhattisgarh Government released a circular stating that volunteers from NSS/NCC and other social organisations will be engaged for COVID relief efforts.

Draft RTI to Collector

Please provide information on volunteers engaged during COVID relief efforts in your district in the following format -

Name of volunteer	Address, Phone Number	Organisation (if applicable)	Details of relief efforts for which engaged		
			Task	Village	Dates of duty

Questions to be asked to Sarpanch

1. Did any volunteers in your village assist the state administration in relief efforts?
2. What are their names and numbers? What was their contribution? For how long?
3. Did you take any steps to identify volunteers from your village for the relief efforts? If yes, who asked you to do so? Did the state administration assist in this?

Questions to be asked to NSS/NCC volunteers (as identified after talking to Sarpanch and based on RTI data)

1. Name and address
2. Are you associated with an organization or work independently?
3. Did you carry out relief efforts independently or as part of a state administration effort?
4. What kind of work did you do? For how many days?
5. Did you get a pass for this work?
6. Did you get mask, gloves, and sanitiser?
7. How did you get to know about the call for volunteers? How did you get involved with this?

Questions to keep referring to during action research:

- Are there any aspects of the policy that lack clarity?
- Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?
- Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.

Gujarat Schemes

A. Food Basket Scheme + Ann Brahm Yojna

Notification number: PDS/142020/263/K

Level of intervention: Information and monitoring

Monitoring unit: Fare price shop, beneficiary (card), shop owner

Who will get	Non-card holders
What	Individually 3.5 kg wheat and 1.5 kg rice and 1 kg sugar and 1 kg salt and 1 kg dal (free)
Who will get	BPL card holder
What	1 kg salt and 1 kg dal and per person 3.5 kg wheat and 1.5 kg rice (free)
Who will get	APL card holder
What	1 kg sugar, 1 kg salt (free)
Who will get	Antyoday card holder
What	Monthly 25 kg wheat, 10 kg rice, and 1 kg dal (free), free sugar as per card, and 1 kg refined iodine salt (free) from April to June
Who will get	Priority Household card holders
What	Per family 3.5 kg wheat, 1.5 kg rice, 1 kg sugar, 1 kg salt and 1 kg dal.
When	From 1 st of April 2020
How	At the Ration Shop
Note	Group Panchayats have common ration shops which can lead to hardships to beneficiary

Message for community

Beneficiaries under Anna Brahm Scheme (non-ration card holders) and homeless persons, family, children, hospitalized person, any person in need will get 3.5 kg of wheat and 1.5 kg of rice, 1 kg sugar, 1 kg salt (free)

BPL card holders as per their present entitlements: sugar, 1 kg salt and 1 kg dal. And per person 3.5 kg wheat and 1.5 kg rice (free)

Antyoday card holders, per month 25 kg wheat, 10 kg rice, 1 kg dal, 1 kg salt, and regular entitlement for sugar (free)

Priority list name ration card holders' families will get 3.5 kg wheat, 1.5 kg rice, 1 kg sugar, 1 kg salt and 1 kg dal (free)

Preparation to be done by Volunteer

1. Prepare list of beneficiaries under Antyoday, APL, BPL, etc. and stay in touch with them through phone or meet them personally.
2. Identify non-card holders who need ration from the village and help them get the benefit.
3. Prepare list of single women in village. Help them get the benefits under the scheme.
4. Stay in touch with people living near ration shops. If possible take visit of the ration shop
5. Keep one-self informed about the implementation of schemes. For example, measurements, quality of ration etc.
6. If possible, remain present on the day of distribution.
7. Keep one-self informed about any mark put by shopkeeper on the body of beneficiary.

Questions to be asked under Food Basket Scheme

1. Are you aware about the food basket scheme? yes/no
2. If yes, how did you get the information?
3. Which card do you have? Antyoday/ priority list? BPL/APL
4. Did you get Ration? Yes/no
5. If yes, what? How much? (table)

Category of beneficiary	Entitlements	Monthly stock received		
		April	May	June
BPL card holder	1 kg salt, 1 kg dal, 3.5 kg wheat, 1.5 kg rice (free)			
APL card holder	1 kg sugar and 1 kg salt (free)			
Antyoday card holder	Monthly 25 kg wheat, 10 kg rice, 1 kg dal (free), sugar, 1 kg salt			
Priority list name holder	Per family 3.5 kg Wheat, 1.5 kg rice, 1 kg sugar, 1 kg salt and 1 kg dal			

6. If not, why?
7. Are names of all family members included in card? Yes/no, if no, how many are left out?
8. Is the fact that you have taken the ration noted on your card after taking the ration stock? Yes/no, if yes, is it correct or something more or less is mentioned?

9. After giving the Ration stock did shopkeeper make any mark on your card or on your body?
10. On what date did you receive the ration stock? What time does the ration shop open and close?
11. How is the quality of ration given? Are you satisfied?
12. How many times did you have to visit ration shop before receiving your quota of ration and pulses? Did you get everything at once or did you have to visit the shop multiple times?
13. What was the method of distribution of ration and pulses?

Questions to be asked to beneficiaries under Food Basket & Ann Bramh Scheme:

1. Are you aware about the food basket/Ann Bramh Scheme? Yes/no. if yes, source of information?
2. Did you get the ration? Yes/no
3. If yes, what did you get and how much? (Table)

Ration	Entitled	Monthly stock		
		April	May	June
Wheat	3.5 kg			
Rice	1.5 kg			
Sugar	1 kg			
Salt	1 kg			
Dal	1 kg			

4. If no, why?
5. How many members are there in your family?
6. Did shopkeeper make any mark on ration card or your body?
7. What date did you receive ration? What time would ration shop open and close?
8. How many visits did you have to make to get your quota of ration? Did you get whole quota together or did you have to visit the shop multiple times?
9. How was the quality of the ration given to you? Are you satisfied?
10. Is the ration you received for your family sufficient?

Questions to be asked to Ration Shop Co-ordinator

1. How many villages are covered under your shop?
2. How many families are covered under your shop?
3. Are you aware about the notifications issued by the Gujarat Government?
4. Where did you get this information from?
5. Do you know that beneficiaries under Ann Bramh scheme are to be given wheat, rice, sugar, salt and dal completely free of cost?
6. Did you receive the ration stock in sufficient quantity?
7. Was ration stock distributed under Ann Bramh Scheme?

8. Did you receive money to keep sanitizer at your shop? Yes/no.
9. If yes, did you keep the sanitizer at your shop?
10. If not, why?
11. How did you plan for social distancing at the time of distribution?
12. Did you receive any complaint in this regard? Yes/no, if yes, what did you do to resolve the complaints?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

B. Government resolution related to mid-day meal for students of standard 1st to 8th

Resolution number: MBY/2020/GOI-9/R

Level of intervention: information and monitoring

Monitoring units: School, parents, mid-day meal administrator, children and helper

What will be given	Standard 1 to 5 – Rupees 4.95 cooking cost – 100 gram ration Standard 6 to 8 – Rupees 6.95 cooking cost – 150 gram ration
To whom	To children studying from standard 1 to 8
How	Cooking cost and ration are to be given daily
When	From 16/3/20 till schools remain closed

Preparation of Volunteer

1. Number of school teacher, mid-day meal administrator to be taken and if possible, regularly visit them.
2. Take number of members of SMC and if possible, visit them.
3. To monitor ration and money distribution under the scheme.

Message for the community:

Due to the corona virus pandemic, schools are kept closed and so children studying in primary classes are given ration and cooking cost of the same for each day school remains closed.

1. Standard 1 to 5th 100 gm ration and Rs. 4.95 cooking cost daily basis
2. Standard 6 to 8th 150 gm ration and Rs. 6.95 cooking cost daily basis

Questions to be asked from parents

1. How many children do you have? What standard are they studying in?
2. Are you aware that at present instead of mid-day meal children are given ration and cooking cost in cash?
3. Did your children receive money and ration?
4. For how many days did you receive ration and cash till today?
5. Is ration and cash paid on daily basis or in lump sum for few days?
6. How do you receive cash and ration?
7. How is the quality of ration you received? Are you satisfied?

8. What precautions did you take for social distancing?

Questions to be asked to mid-day meal administrator:

1. Are you aware that at present due to corona virus schools are kept closed and so children are given ration and cooking cost in cash?
2. Did you receive the stock as per strength of children in your school? For how much time?
3. Did you receive the money to be distributed to children as per cooking cost? Till what time?
4. Is the quality of ration you received the same as available in the market?
5. How did you distribute ration and cash to the children?
6. Is every child receiving the benefits under the scheme?
7. Who is helping you in this task? Whose help are you seeking?
8. Did you face any challenges in this task?
9. What did you do about the challenges you faced? Did you inform your higher officer?

Questions to be put before SMC

1. Are you aware that at present due to corona virus schools are kept closed and so children are given ration and cooking cost in cash?
2. What role are you playing in this distribution system?
3. Are children receiving ration and cash on regular basis?
4. Did you check the quality of ration? What did you do in case quality of ration was not good?

Questions to keep referring to during action research:

- **Are there any aspects of the policy that lack clarity?**
- **Is there any lack of clarity on how this scheme interacts with other schemes announced by the Centre or State?**
- **Are any critical points of analysis of the scheme becoming clear? (specifically from the lens of its impact on vulnerable groups). For e.g. outright exclusion of certain groups.**

Links for Notification Copies, Contacts and CSJ Demand Letters

Notification Copies:

<https://drive.google.com/drive/u/2/folders/1YUrMzMMJmmp1khXoQgBSvo6wLq9v5LF2>

Important Contacts:

https://drive.google.com/drive/folders/1J_IIOapKk185VU0yki8g0U4UTN1rxOEV?usp=sharing

CSJ Demand Letters:

https://drive.google.com/drive/folders/14ktTO4M3vcqZlh_kS0tnQHKCz2runkR7?usp=sharing

National Commissions: Contact Details and Online Complaint Forums

Enclosed is a list of National Commissions and links for online complaints:

1) National Human Rights Commission

Manav Adhikar Bhawan Block-C, GPO Complex, INA, New Delhi,
DELHI – 110023

Telephone No.: 011-24651330

Telephone Directory: <https://nhrc.nic.in/contact-us/directory-of-officers>

Email: registrar-nhrc@nic.in | cr.nhrc@nic.in

Website: www.nhrc.nic.in

Online Complaint: <https://hrcnet.nic.in/HRCNet/public/webcomplaint.aspx>

2) National Commission for Women

Plot-21, Jasola Institutional Area,
New Delhi – 110025

Telephone No.: 011- 26944880 | 011- 26940148

Telephone Directory: <http://ncw.nic.in/commission/telephone-directory>

Email: ncw@nic.in | complaintcell-ncw@nic.in

Website: www.ncw.nic.in

Online Complaint: <http://ncwapps.nic.in/onlinecomplaintsv2/>

3) National Commission for Protection of Child Rights

5th Floor, Chanderlok Building, 36 Janpath
New Delhi-110001

Telephone Directory:

<https://ncpcr.gov.in/index1.php?lang=1&level=0&linkid=94&lid=15>

Email: cp.ncpcr@nic.in

Website: www.ncpcr.gov.in

Online Complaint: <http://www.ebaalnidan.nic.in/>

4) National Commission for Scheduled Castes

5th Floor, Lok Nayak Bhawan, Khan Market,
New Delhi-110003

Telephone: 800118888

Telephone Directory: <http://ncsc.nic.in/contactus>

Email: ncsccomplaints@gmail.com |

Website: www.ncsc.nic.in

5) National Commission for Scheduled Tribes

6th Floor, B-Wing, Loknaya Bhavan, Khan Market
New Delhi -110003
Telephone: 011-24364816,011-24363821
Telephone Directory: <https://ncst.nic.in/content/head-office>
Email: secy@ncst.nic.in
Website: www.ncst@nic.in

6) National Commission for Minorities

3rd Floor, Block-3, CGO Complex
New Delhi 110 003
Telephone No. 011-24364816,011-24363821
Telephone Directory: <http://www.ncm.nic.in/Contactus.html>
Email: chairman-ncm@nic.in
Website: www.ncm.nic.in

Annexure 1

S.No.	Names of labourers	Address	Phone Number	Food			Shelter			Helpline		Response of State Bodies		Were you asked for any ID card? If yes, which card?	Did the police or contractor/owner threaten you? Provide details
				For how many days?	Was it enough?	By whom?	Where?	Who arranged?	Were you satisfied?	Did you call?	What help was provided?	Name of body/designation	Summary of response		
1.															
2.															
3.															

Annexure II

S.No	Case open date	Name/Number of stranded labourers	Current State/location	Parent State	Problem	Present status (as reported in paper or by local contact)	Person from team following up	State Response (DLSA, helplines, labour dept etc.)	Source of Information (Newspaper link/journalist/local contact)	Date wise updates