

# Annual Report

## Community Processes –(April 2014 - March 2015)

### A. Outcome oriented and disease specific actions and campaigns through Mitanin

**TB: February 2014- February 2015:** Last year, a campaign was carried out to identify suspected cases, referred them for testing and follow-up treatment.

- 2506268 households of 62164 hamlets were visited by Mitanins to identify suspected cases.
- 71318 suspected cases were identified - out of which, 37671 visited hospitals for confirmation/examination and 12291 cases got confirmed.
- TB in children – 3684 suspected cases got examined and 348 cases were confirmed.
- Tracking and follow-up system has been created and implemented. Lists shared with BMOs.
- Follow-up has helped in being able to get around 9000 more patients tested and nearly 3000 patients were confirmed and started on DOTS.

**Follow up plan:** Track each patient till cure and strengthen Contact Tracking (refer children in households with TB patients).

#### **Newborn Care, sick newborn and and ARI referrals:**

- 3, 35,436 newborns were visited by Mitanins for counseling of families and identification of illnesses.
- 49264 newborns and pneumonia cases referred by Mitanins for treatment

#### **Counseling on Child Nutrition and Care:**

- 26,32,792 home visits made by Mitanins for children under 3 years age for counseling on nutrition, prevention, identification and treatment/referral of infection. This has doubled compared to pre-April 2014 coverage. But it still translates into 5 home visits for counseling this age group per Mitanin per month. Field visits have shown that most Mitanins visit each household (having children below age 3) each month to enquire about illnesses.
- Field based evaluation of counseling skills done for 700 Mitanins. Around 65% of the Mitanins exhibited adequate skill level.
- 44976 Hamlet level meetings done for health education on integrated child care.

**Follow up plan:** Follow up to increase coverage through promotion of monthly home visits by Mitanin for under-3 children with priority to children from vulnerable households.

#### **Malaria:**

Campaign was mobilized through involvement of Mitanins, PRIs and VHSNCs for prevention of malaria with the following key components–

- Awareness through household visit of pregnant women, Wall writings and Rallies,
- Larvae control by community volunteers adding oil to stagnant water pits, filling pits etc.
- Promoting use of bednets, Neem smoke
- Training school children on prevention of malaria
- Follow-up with health department for anti-malarial drugs
- Referral of severe cases
- Training of 37,005 Mitanins out of 37696 Mitanins of 84 high focus blocks on new (bivalent) RD kits and ACT has been completed.
- Training of 26036 out of 28524 Mitanins of remaining 62 blocks has been completed so far and remaining is under progress.
- Supply of RD test and ACT to Mitanins has been monitored and monthly reports given to government for 6 months (Sep-Feb)
- Skill assessment of Mitanins in use of RD tests and ACT has been carried out in the field and around 25% gap has been observed.

**Follow up plan:** Revision Training on use of RD Tests and ACT.

#### **Diarrhea:**

- Mitanins have popularized oral rehydration as treatment for diarrhea. Recent survey showed 80% plus ORS coverage for children. 7, 97,480 cases were given ORS by Mitanins over a period of 12 months.
- Campaign in urban slums done for the first time with help of Mitanins and Mahila Arogya Samitis. Mitanins carried out a campaign in July for spreading awareness on preventive messages (hand-washing, safe drinking water by boiling).
- Availability of Chlorine tablets and bleaching powder is still poor.

**Follow up plan:** Further action in rural areas April 2015 onwards

#### **Campaign to tackle Hepatitis E outbreak in cities**

The focus was on Raipur, Durg and Bhalai where epidemic spread was huge. Action was significant in Rajnandgaon, Bilaspur and Dhamtari where some cases were found.

Data collected on work done by Mitanins in Raipur city shows;

- 63 affected wards covered by Mitanins
- 720 localities where wall writing was done on key messages
- 2724 pregnant women were visited by Mitanins. They identified 69 pregnant women with jaundice and referred them for treatment.
- 1195 other patients identified and referred for testing by Mitanin, out of which 704 patients got clinically confirmed.
- 54985 households visited and given counseling
- 15299 households were given chlorine tablets
- 148 patients were given telephonic counselling.
- Provided daily reporting to health department and Collector
- Conducted survey of Hepatitis E patients

- A note of 2014 experience and suggested strategy submitted and discussed with Department in January 2015
- A spot map of cases in 2014 prepared and given to department
- Water testing of water sources initiated through urban Mitanins in Raipur using H2S kits. Around 780 samples collected in first round. 53% of samples were found contaminated.  
**Follow up plan: Repeat round of H2S tests in April.**

#### **Maternal Health:**

- 13,84,708 home visits were made by Mitanins for ANC counseling
- 2,72,928 Pregnant women were accompanied by Mitanins for Institutional delivery

#### **Leprosy:**

- Campaign started in January to do house to house screening by Mitanins in high prevalence districts (Raipur, Bilaspur, Durg divisions).
- 13, 07, 301 households of 34230 hamlets were visited by Mitanins to identify suspected cases.
- 11731 suspected cases were identified and out of which, 5549 visited hospitals for confirmation/examination and 1997 cases got confirmed. Remaining suspected cases are being motivated to get examined. The campaign has helped the number of detections to more than double compare to routine.  
**Follow up plan:** Track each patient till get examined and confirmed cases complete the treatment.

#### **IUCD, PPIUCD:**

- 27 Mitanin District Coordinators have been trained in collaboration with SPO-FP
- Campaign material (pamphlet) designed, oriented and distributed
- Mitanins oriented in cluster meetings, 51000 Mitanins trained  
**Follow up plan:** Effectiveness of campaign to be assessed to inform future strategy

#### **Disability:**

- Identification of 93,938 disabled persons have been done across the state
- Only 29023 persons found to have certificate, so attempts are being done to refer the remaining persons to CHC/DH for certification and disability aids.  
**Follow up plan:** Follow-up with BMOs and CEO Panchayats for linkages

#### **Mitanin Drug Kit Follow up and Monitoring:**

Follow up with department and CGMSC to overcome the barriers in procurement, monitoring supplies to Mitanin. Two monthly reports submitted. SHRC is helping in one round of transportation and CGMSC will by then start door-step delivery up to PHC level. Supply of contraceptives however continues to be poor. **Follow up plan:** Continue monitoring.

## **B. Strengthening Community Participation:**

#### **VHSNC:**

- Continuous supportive supervision being provided to strengthen village health monitoring and village health planning.

- Regular review of Swasth Panchayat Samanvyaks is being done at State level to assess the progress of VHSNC and capacity building inputs provided.
  - About 15717 VHSNCs out of 19148 VHSNCs are regularly monitoring the village level services and planning accordingly to resolve the issues.
  - Under the initiative “Sahbhagita Badhao Abhiyan” the membership has increased from 2.11 lakh to 3.82 lakh an increase of 1.71 lakh members. Average membership has thus gone up from 11 to 20 per VHSNC. This has helped in improving attendance and participation rates.
  - Sample village health plans have been collected to assess the quality of village health planning.
  - Collective action against gender based violence: This initiative has been reemphasized to ensure discussion on women rights and planning on violence against women in each VHSNC of the state. In this direction, about 35,576 women were helped by Mitanins during the year.
- Follow up plan:** Support for regular meetings and quality village health planning.

### Family Survey

- This survey aims to create a database of the population covered by Mitanins. It also brings together the information on RSBY/MSBY card numbers, ADHAR, bank accounts etc. to facilitate coverage of services and benefits.
  - ToT of 3500 MTs and Coordinators done
  - 6000 registers were distributed to urban Mitanins and out of which 5000 have been filled and collected back.
  - 60949 registers have been distributed in rural areas. Survey is going on.
- Follow up plan:** Completion of this activity by end of 1<sup>st</sup> quarter.

### Fulwari Creches

- Community Mobilisation, Capacity Building, and documentation support to Fulwaris being coordinated by SHRC.
- 2836 of the 2850 sanctioned Fulwaris are functional in 85 tribal blocks.
- Around 35000 children, 17000 pregnant/lactating women receiving food and care in Fulwaris.
- Quality i.e. Including eggs, oil, vegetables in diet, frequent feeding, hand washing, handling of drinking water, use of bed-nets etc., preventing and managing infections, de-worming, Iron supplementation, comprehensive early childhood development have been promoted through Mitanins in Fulwaris.
- Research and documentation on impact has been coordinated by SHRC with help of Unicef and Medical College. **Follow up plan:** State Government has sanctioned supplementary budget for expanding the number of Fulwaris. Action to address capacity building needed for expansion will be done.

### Community Based Monitoring

- The community based monitoring report 2013-14 has been prepared and uploaded in SHRC website.
  - Information on causes of Deaths has been compiled. Analysis is to be initiated.
  - One of the components of the CBM in Chhattisgarh is Jansamvad in which large gatherings of Mitanins and VHSNC members interact with Officials and Public representatives to address problems identified. During the year in 137 blocks out of 146 Blocks Jansamvad events have been organized.
- Follow up plan:** CBM Report to be disseminated and discussed with department.

### **Mitanin Patient Help Desks in Hospitals**

- There are 168 Mitanin helpdesks are functional in District hospitals and CHCs of the state where helpdesk provides support to patients in accessing services.
- Assessment of this initiative shows that an average helpdesk in a hospital is able to help around 270 patients in a month, around 85 of them being IPD cases.
- The average cost of providing support to one patient is around Rs.17.
- Feedback from 254 patients on services of hospital and helpdesks has also been collected.

### **Urban Mahila Arogya Samitis (MAS):**

- Organised 397 new MAS in 8 new cities under NUHM
- Facilitation Support is being provided to around 3721 MAS in urban slums. Field visits have shown that majority of committees are very active.
- Survey for homeless population was conducted last year and 26413 homeless people have been identified in 11 cities. A proposal on linkage of homeless population to shelter has been given to Urban Administration department.
- Smaller clusters of homeless have been linked with existing nearby Mitanins. Work on addressing needs of homeless is still in infancy stage.

**Follow up plan:** Supportive supervision for regular meeting and planning

## **C. Training and Capacity Building:**

### **Training of Mitanins:**

- 19<sup>th</sup> round: Three day training of 56,849 Mitanins have been completed in coordination with BMOs and remaining is under progress.
- 51097 Mitanins provided on the job field based training on home visits as a follow-up to 18<sup>th</sup> round training.
- Training evaluation analysis of 18<sup>th</sup> Round Training completed. Areas for improvement identified.

**Follow up plan:** Coordinate with BMOs for completion of training of remaining Mitanins.

### **Malaria Training:**

- Training of 37,005 Mitanins out of 37696 Mitanins of 84 high focus blocks on new (bivalent) RD tests and ACT has been completed.
- Training of 26036 out of 28524 Mitanins of remaining 62 blocks has been completed so far and remaining is under progress.

**Follow up plan:** Revision Training on RD Tests in tribal blocks.

### **Urban Mitanin Training:**

- 5th Module of Urban Mitanin Training (5 days residential) completed for 3100 urban Mitanins. Training covers National disease control programmes – Malaria, TB, Leprosy, HIV. With this, urban Mitanins in 11 cities have completed 25 days of training.
- 1<sup>st</sup> round (1<sup>st</sup> and 2<sup>nd</sup> module) training (6 days) done for 369 new Mitanins in 8 new NUHM cities.
- 2<sup>nd</sup> round (4th module on HBNC) training (6 days) done for 361 new Mitanins in 8 new NUHM cities

**Follow up plan:** On the job field based training to Mitanins

**Training of Mitanin Patient Helpdesk Facilitators:**

- 348 out of 348 Mitanin helpdesk facilitators have been trained.

**Follow up plan:** Supportive supervision to enhance facilitator's capacity

**Training of PRI members:**

- SHRC has prepared and printed the training module for PRIs.
- State level TOT of 35 districts coordinators has been completed.
- Trainers from SHRC have trained around 250 Panchayat members/Panchayat officials as Master Trainers for training of PRI members at block and district level. This training was done in collaboration with State Institute of Rural Development (Panchayat department). Further district level training have got started recently where the above Master trainers and SHRC staff are providing training.
- The activity was delayed due to PRI elections which got concluded two months back.

**Follow up plan:** Request NHM for release of funds to implement 2 day health training of PRIs.

**Training of MAS (Mahila Arogya Samiti):**

- Training module was developed for the training of MAS numbers on water and sanitation, local health monitoring and planning.
- Training of 7086 MAS members against target of 20000 have been completed so far and remaining will be completed by May end.

**Follow up plan:** Complete training of remaining MAS members

**Supportive supervision training:**

280 Block Coordinators and 2988 Mitanin Trainers (around 94% of target) have been given supportive supervision training on facilitation of VHSNC meeting and Mitanin cluster meeting. 110 new BCs and MTs of Bastar division were given 3 day training on their role and training included field based guided practice.

**Follow up plan:** Constant supportive supervision training to Mitanins by BC and MTs.

## **D. Programme Management:**

**Selection of Mitanin:**

- NUHM: 430 Mitanins have been selected so far to cover slums of 8 new cities.
- NRHM: At least 2100 Mitanins are needed to cover around 20 lakh left out population in small towns.
- Around 1000 Mitanins selected for ANM course or as Helpdesk Facilitators have been replaced.

**Follow up plan:** Selection to be initiated after NHM PIP 2015-16 approvals.

**Mahila Arogya Samiti Formation:**

- Formation of 397 MAS in new cities under NUHM has been completed.

**Follow up plan:** Supportive supervision to strengthen the Samiti

**Incentive payment:**

- a) **Gram Panchayat based payment to rural Mitanins (July 2013 onwards):**

- The average amount earned by Mitanins has increased 3 fold.
- An evaluation has been done. It shows very transparent claims and payments but large pending amounts. While around 65% Mitanins are happy with Panchayat based payments, 20% are not satisfied.
- During July 2013 to December 2014, incentive amount of Rs. 40 Crores have been paid to Mitanins by Panchayats which is 3 times more than what they got earlier. Overall, the situation is better than earlier dismal years but slow fund flow and pendency of payments have been key gaps.

#### **Mitanin Career Development:**

- Proposal prepared by SHRC and approved by Govt. for giving priority to Mitanin trained in ANM course in ANM jobs in Sarguja and Bastar division. Around 200 of the 600 trained Mitanins are yet to be absorbed. 900 Mitanins are studying in ANM course and 222 in GNM course. Out of them, 110 Mitanins from Bastar division were admitted in GNM course this year.
- Recruitment of 14 B.Sc. Nursing qualified Mitanins for staff nurse positions completed by NHM.
- Situational analysis of vacancies, SC/ST girls already studying in GNM/B.Sc. done and proposal on focus areas given to Directorate.

#### **Mitanin Helpline:**

A toll free number based Mitanin Helpline is for resolving grievances of Mitanins and to provide them any information sought by them. This helpline also acts as the helpline for Janani Shishu Suraksha Karyakram (JSSK).

- During April to March 2015, 3431 grievances have been reported. Concerned CMHOs and state officers are sent written letters to resolve complaints and as on December 2014, around 65% issues have been resolved. Main issues relate to lack of drugs, gaps in hospital based MCH services, slow incentive payment, MKK. The largest numbers of unresolved complaints are related to drugs.
- A State level grievance redressal committee has been formed and one meeting conducted.
- Average cost per complaint received is around Rs.90 and per complaint resolved is around Rs.150.

**Follow up plan:** Follow-up of the pended cases. State Committee Meetings every month

#### **Presentations made:**

Members of Community Processes team attended more than 12 National Level Conferences to make lead presentations on Mitanin programme, Community based monitoring of health and Fulwari.

### **Mitanin Kalyan Kosh (MKK)**

SI No	Activity	Beneficiaries Detail		Financial Detail	
		Estimated No. Of Mitanin Beneficiaries 2014-15 (Plan)	Achieved Numbers 2014-15	Approved Amount for 2014-15 in Lakhs	Total expenditure 2014-15 (in lakhs)

1	<p><b>Swawlamban Pension:</b> - This scheme is being facilitated by LIC under PFRDA; under this scheme all the eligible Mitanins are covered. The age limit under this scheme is below 54. Under this scheme, Rs 1000/- is deposited in the pension account of Mitanin and another matching grant of Rs 1000/- is provided by PFRDA into Mitanins account annually. The consolidated amount after the age of 60 will be claimed in approved installments by the Mitanin as pension.</p>	63000	59305	630	716.1
2	<p><b>2.1 Life Insurance:</b> - Under this scheme every Mitanin`s husband is covered under Life Insurance. Since 2011, all the eligible Mitanin`s husband (including rural and urban) are being coved under life insurance scheme. In case of unmarried or widow, the Mitanin is directly enrolled. A premium of Rs 150/- per enrollment is being made to LIC every year against which Rs 50,000/ of risk coverage is being given by Life Insurance Corporation. Annual Premium payable is @ Rs. 150/- per member.</p> <p><b>2.2 Education Scholarship:</b> - Up to two eligible children of every Mitanin are enrolled for LIC coverage and are given student scholarships of Rs. 1200/- per annum every year by Life Insurance Corporation. This scheme is being given to the children of Mitanins from class 9 to 12 and ITI. The Mitanins children who are already receiving any type of scholarship from the school are not included under this scheme.</p> <p><b>2.3 LIC Husband Death Claims Processed:</b> - Under this scheme every Mitanin`s husband is covered under Life Insurance. On the death of the husband, Mitanin or the family would receive Rs.50,000/- on natural death and Rs. 95,000/- on accidental death. Mitanin herself is covered if she is a widow or unmarried. (Earlier 40,000 /- was given for Natural Death &amp; 75,000/- for Accidental Death).</p> <p>Accidental Death = 6 x @75,000/- = 450000.</p> <p>Natural Death = 134 x @30,000/- =4020000/-.</p> <p><i>(Rest of the amount of Rs.20, 000/- for each case, may be processed or it may be in process with LIC, SHRC</i></p>	66000	66594	105	99.89
			9800		117.6
				140	44.7



	<i>has not yet received any confirmation of payment)</i>				
3	<p><b>Educational Incentive to Mitanins:</b> - To encourage educational promotion amongst the Mitanins, they are being provided with educational incentives. Under this scheme, Mitanins are paid incentives as follows –</p> <p>Class 8<sup>th</sup> = Rs. 2000/-</p> <p>Class 10<sup>th</sup> = Rs 5000/-</p> <p>Class 12<sup>th</sup> = Rs 10,000/-</p> <p>Graduation = Rs. 10,000/-</p> <p>Post Graduation = Rs. 10,000/-</p>	6000	2857	360	224.81
4	<p><b>Maternity Benefit Scheme:</b> - Maternity benefits to Mitanin Trainers, Block Coordinators, Swasthya Panchayat Samanwayak and other block level coordinators are given towards wage compensation, after the delivery is completed. MT, BC, SPS, LBC's are paid when they fulfills the set criteria, amount paid are Rs. 10,000/- and Rs. 15,000/- respectively with conditions fulfilled</p> <p>For Mitanins, Rs 15000/ is paid directly in two installments, first on the confirmation of the pregnancy and second after three months of the first installment and this is aimed at providing nutritional support during pregnancy.</p>	2000	2503	300	192.54
5	<p><b>Kanya Vivah Yojna:</b> - An assistance of Rs 10,000/ is given to Mitanin (widow or divorcee) for her daughter's marriage.</p>	100	53	20	5.3
6	<p><b>Old Age Pension:</b> - One time ex-gratia money of Rs. 20,000/ - is given to those Mitanins who are not enrolled under Swabalamban Pension scheme.</p>	375	295	75	59
7	<p><b>Support on Mitanins Death:</b> - Under this scheme, the family of Mitanin after her death receives an ex-gratia money of Rs 20,000/ - in as one time support. The Mitanins who are enrolled under LIC are exempted from this scheme.</p>	150	92	30	18.4
8	<p><b>Support for higher education of children (in process)</b> :- Under this scheme Mitanins children's who have secured 75% or above in first attempt in class 10<sup>th</sup> and class 12<sup>th</sup> standard will be paid the amount of Rs. 25,000/- for 10<sup>th</sup> standard and Rs. 50,000/- for 12<sup>th</sup></p>	100	210	30	21

	standard respectively.				
9	<b>Emergency Assistance:</b> - Under this scheme, MKK is providing emergency assistance up to Rs 10,000/ to Mitani or her family member, for complicated and serious health issues. They are being facilitated to avail the benefits from related schemes. SHRC explores all possible linkages so that the case is treated timely and properly. In total, till date – 786 cases were handled by SHRC (April to March = 363 cases). The cases include cancer treatments, uterus removals, serious heart cases, serious ortho related cases, accidental cases etc.	200	363	20	(Rs. 91508/- paid to 29 cases)

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