

Standard Operating Procedure

1. The Antyodya Parivar Utthan Mela for focussed implementation of the Mukhyamantri Antyodya Parivar Utthaan Yojana (MMAPUY) shall be held across the state as per the schedule finalised.
2. The Melas shall be held as per the schedule which has been prepared depending on the number of identified beneficiaries. A repeat Mela shall be held as per the schedule, as notified from time to time, to ensure that the beneficiaries have started availing benefits of the schemes, bank loans if any have been sanctioned and further linkages if needed are made.
3. Nodal officers from the State at the IAS/IPS/IFoS/HCS level have been appointed, who shall oversee the functioning of the Mela to ensure that it is achieving the object sought to be achieved. District level nodal officers shall be appointed by the DCs.
4. Information is being sent to all the beneficiaries by way of a centralised messaging system. In addition, the District Administration shall also be responsible for informing the beneficiaries about the date, time and venue of the Mela well in advance.
5. Adequate arrangements have to be made by the District Administration at the Mela site to cater to the various departmental/Board/Corporation/Bank stalls, beneficiaries, invitees etc. Needless to say, these should cover proper seating, drinking water, toilets, signages, public address system and adherence to the COVID protocol.
6. There should be Welcome Desks where the beneficiary is immediately guided to Counselling Stations/ Desks or waiting areas to access these Counselling Desks. A token system may be used for ease of everyone concerned. The number of welcome as well as counselling desks is to be determined by each D.C. on the basis of the beneficiaries in that block/Unit. There has to be a minimum of five Counselling desks. The facilities should be such that there is no rush or chaos and the counselling team should also be under no hurry to send the beneficiaries further.

7. Adequate IT arrangements are to be made for online data to be obtained. This is important to ensure that data regarding income and occupation and other relevant details of the identified beneficiary family can be accessed.

8. At the Counselling Desk, care should be taken to station people who have been trained about the eligibility requirements and the benefits of the scheme. They should have a working knowledge of the various schemes of Government of Haryana, so that they may assess what would be beneficial for the attendee, apart from considering his preferences. They may be a mix of departmental officials, teachers, retired officers or even public spirited individuals that District Administration believes can assist in this work efficiently. It may be appropriate to have at least two people at each Counselling Desk. The number of Counselling Desks/Enclosures has to be determined by each D.C. in accordance with the numbers in each block as also the time likely to be taken in identification of the best schemes/way forward for the beneficiary. This process is most crucial and care should be taken that it is not rushed/done in a mechanical way.

9. The Counselling Desks are to work under the direct control of the Zonal Committee, with its members supervising the work. There should also IT arrangements at each station to upload details of the schemes identified/allocated to each person.

10. At the Counselling desk, a Form/Printout also has to be handed over to the beneficiary. This would have his/her basic details, preferences for schemes as told to the Counselling Team, the recommendations of the Counselling Team regarding government schemes to be suitable for him/her, space for remarks of the concerned department or bank as well as space for feedback from the beneficiary. This Form would be handed over to the beneficiary after his/her preferences and recommendations of the Counselling Team are recorded. The Department and Bank (if applicable) would also record their comments when he/she visits their stalls. At the end of the process, the beneficiary, after recording his/her feedback if any, shall deposit this form at "Form Submission Desks" which shall be set up near the exit. It is made clear that this process of form filling is independent of the entries on the App or Portal to be made by the Zonal Committee and Departments respectively.

11. The Committee and Counselling Team members have to be trained preferably at least 2 days prior to the Mela. The DC and ADC are to personally attend and oversee the training session.

12. Stalls of the Concerned Departments as well as Banks would be set up. The District Incharge of the Departments and the LDM shall personally oversee these stalls. From the Counselling table, the beneficiary would be sent to one or more of these stalls, as determined at the Counselling Station by the Zonal Committee. The Department would ensure that the application is filled, processed and sanctioned immediately, with uploading also done on the portal. The Banks would also sanction loans in appropriate cases and ensure disbursement before the follow up mela 15 days later. Application forms for bank loans would also be filled up and all signatures/ formalities completed on the spot.

13. The district Incharges of the different department and their stall incharges shall also be called to the training session to be held preferably at least 2 days prior to the Mela.

14. The Departments should make arrangements for proper internet connectivity at their stalls at the Mela site.

15. The District Administration should also ensure that appropriate IT arrangements are available free of cost. This is to ensure the provision of services like print out copies of aadhar, photostat etc if needed by the beneficiary for any scheme.

16. There should also be an efficient Public Address System as well as an enclosure for the State/District Nodal Officer. This should be clearly marked and visible so that any person could approach the said officer in case of doubts/ issues.

17. The districts should be ready to send feedback on the Mela by the same evening. A Mechanism for analysing the forms and suggestions should be put in place. This feedback would be useful to improve the outcomes in all subsequent Melas.

18. The SOP here is only indicative and the DCs are encouraged to innovate and take more steps than the minimum ones mandated above, to ensure the success of the Mela and facilitate benefits to the applicants on the spot itself.