



**National Programme of
Mid Day Meal in Schools
(MDMS)
Annual Work Plan &
Budget 2021-22**



मध्याह्न भोजन योजना
Mid Day Meal Scheme

**Government of Madhya Pradesh
Panchayat & Rural Development
Department**

National Programme of Mid Day Meal in Schools (MDMS) Annual Work Plan & Budget 2021-22

1. INTRODUCTION :

Brief History

Despite achieving near Universalisation of access to elementary education and increase in the provisioning of infrastructure and teachers in schools, the problems of retention, dropout and low learning levels of children still persist. There are clear indications that poverty has a negative effect on all key educational indicators of children. On both weight for age and height for age criteria, about half the children in Madhya Pradesh are not up to the mark and one fourth have severe impact on them. Besides, there are significant social disparities prevailing among the social strata to which they belong.

Empirical observations and data available show that children with low health and nutritional levels, or those who support family tend to be the ones whose attendance is irregular, and whose participation in school processes tend to be conspicuously low. Therefore, there is a strong case for child development programs to combine the components of education with health and nutrition, to address their problems comprehensively.

To ensure improved enrolment and retention, and to address the concerns of poverty, social disparity, socio-economic division and gender inequality, the mid-day meal scheme is an effective strategy.

The National Programme of Mid Day Meal (MDM) was formally launched on 15th August, 1995. The implementation of MDM was started in Madhya Pradesh in 1995. Initially the scheme, provided for distribution of dry rations or Daliya (Porridge) as per availability of financial resources with implementation agency. In the academic year 2007-08, the implementation of MDM was extended to middle schools of Educationally Backward Blocks of Madhya Pradesh and eventually from the year 2008-09 the implementation of MDM was extended to all blocks of Madhya Pradesh, as per instructions of Government of India.

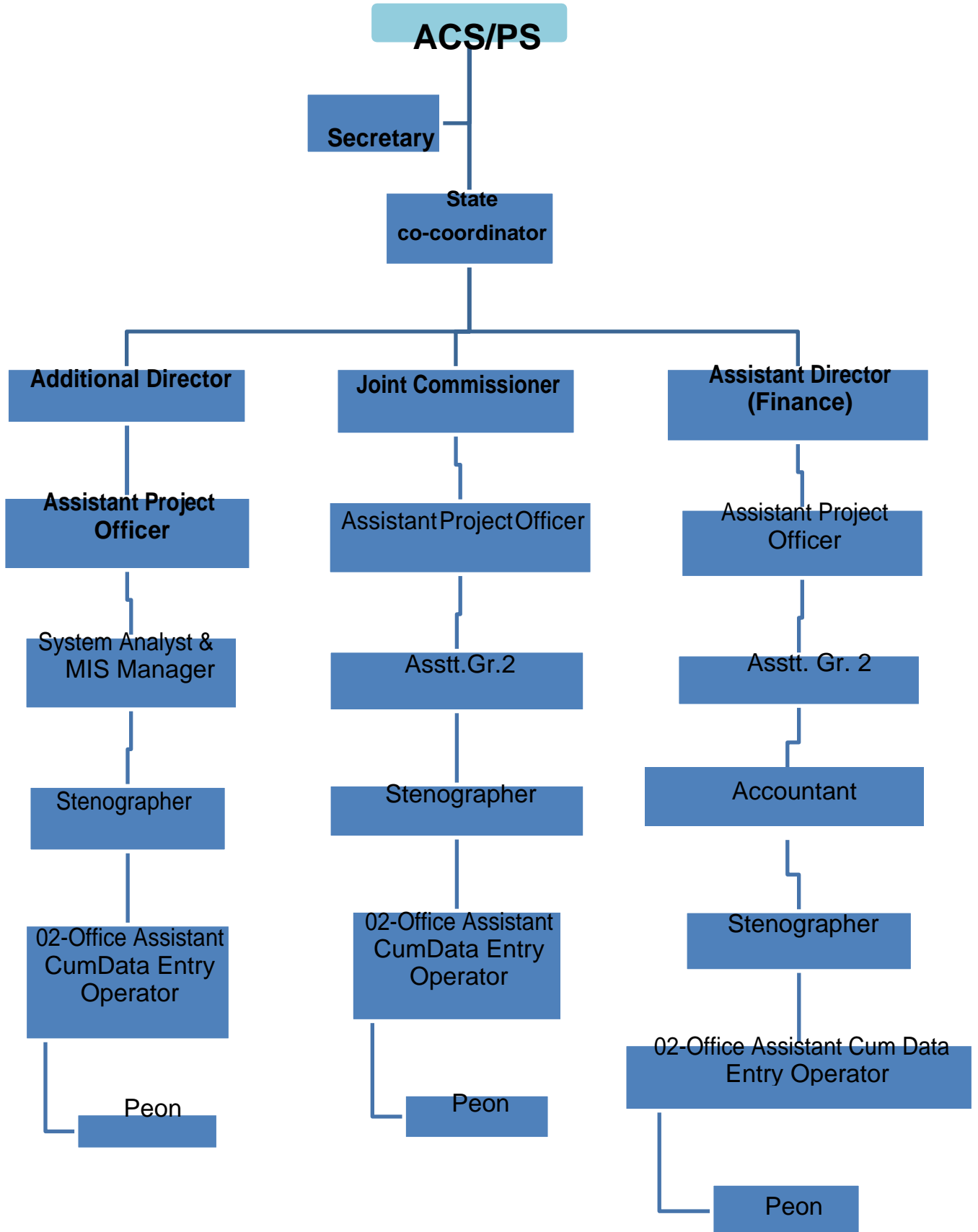
The menu prescribed for middle schools is same as that for primary schools but with increased quantity. The Mid day meal scheme has helped in giving a boost to achieve the goal of Universalization of elementary education, by increasing retention rate and attendance. It has also helped in creating additional livelihood opportunities for the members of the women SHG's and cook cum helpers engaged in its implementation.

The major objectives of the revised Mid Day Meal Scheme are:

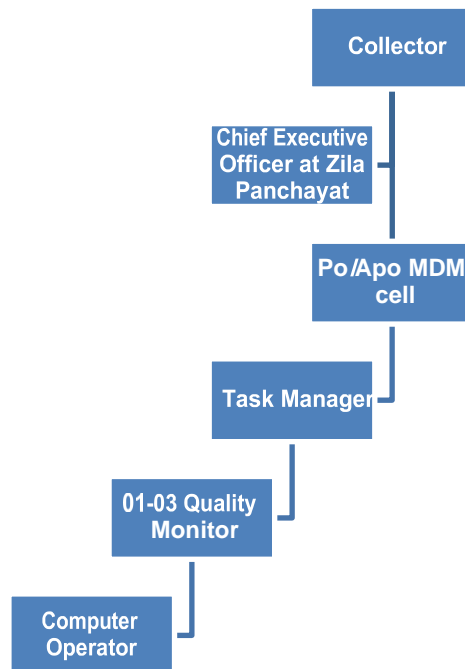
- Universalization of education.
- To provide cooked Mid-Day Meal to the students of the government and government aided Primary and Upper Primary schools of the State
- To improve the nutritional health standard of growing children.
- To increase retention and attendance and reduce dropout rate of children in government and government aided schools/Madarsas/Maqtabs and Special Training Centers.
- To attract poor children to school by providing Mid-Day Meal.
- To increase the employment opportunities at the village level by linking rural poor with income generating activities related to Mid Day Meal Scheme.

MANAGEMENT STRUCTURE -

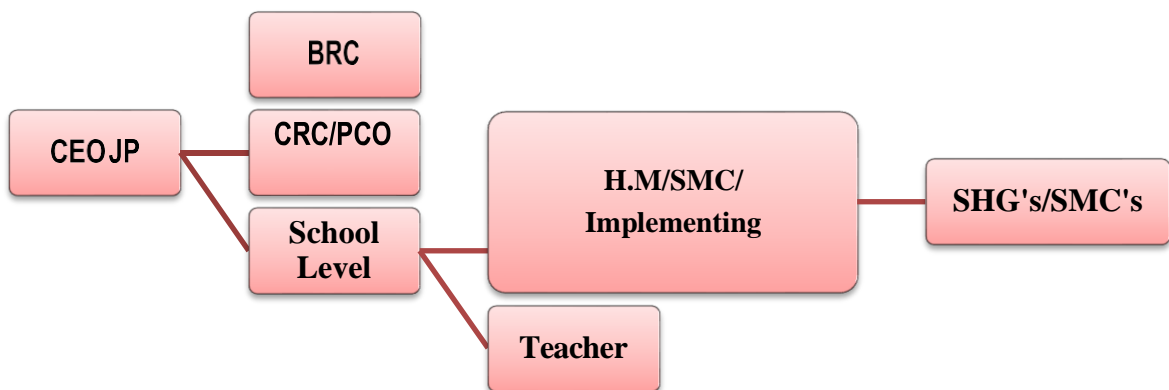
A. STATE LEVEL -



B. DISTRICT LEVEL -



C BLOCK LEVEL -



Process of Plan Formulation at State and District level:

State Government has prepared the Annual work plan & Budget (AWP & B) by compiling Annual work plan formats prepared by each District. The information collected from "Sarva Shiksha Abhiyan", Urban Administration and Development Department and Tribal Department was also used in formulating the plan. The data collected from the Block Resource Coordinators (BRCs) and Cluster Resource Coordinators (CRCs) from school level has been vetted by the Chief Executive Officers, Zila Panchayat (CEO, ZP) & District Project Coordinator of Sarva Shiksha Abhiyan. State Government has called 51 districts in four groups in four different dates at State Level to finalize the Annual Work Plan of the State and it is being submitted to Government of India. State Government has followed a bottom up approach starting from the school level and has tried to address all aspects of the scheme.

2. DESCRIPTION AND ASSESSMENT OF THE PROGRAMME IMPLEMENTED IN THE CURRENT YEAR 2020-21 AND PROPOSAL FOR THE YEAR 2021-22:

2.1 Regularity and wholesomeness of mid day meal served to children; interruptions, if any, and the reasons, problem areas for regular serving of meals and action taken to avoid Interruptions in future

Appropriate arrangements have been made in all aspects to provide regular mid day meal in schools. In urban areas MDM is implemented by Centralized Kitchen arrangement managed by NGO's and by SHG's in rural areas Mainly Women Self Help Groups (SHGs) are responsible for regular implementation of the programme, in some schools of the urban as well as rural area School Management Committees (SMCs)/GP's also implement the programme. The cooked food is provided as per the menu. A proper mechanism is in place to ensure proper hygiene, quantity and quality of cooked food. Cluster Resource Coordinator (CRC) of School Education Department has been entrusted with the responsibility of intensive monitoring of every school under their jurisdiction periodically. The District Project Coordinator, Zila Shiksha Kendra, PO, MDM/TM/QM/CEO-JP/PCO regularly visit schools and submit their report to Chief Executive Officer, Zila Panchayat . He analyze the observations submitted to him and take corrective actions and if needed he brings this to the notice of District Collector.

The district level and block level Steering Cum Monitoring Committees also review the inspection reports of various authorities and takes necessary corrective measures at their levels.

In normal course scheme is implemented smoothly but in case of stray incidences of interruptions District Collector and the Chief Executive Office, District Panchayat resolves the matter then and there.

2. 2:- System for cooking, serving and supervising mid-day meals in the school

Implementing agency is responsible for cooking and serving the meal. CCH engaged by implementing agencies under their direct supervision and control, cooks food for the students attending the school as per the information given by the head master/nodal teacher to agency.

The nodal teacher and the head master have been directed to taste the meal before it is served to students. Apart from this , It is necessarily tasted by head master/nodal teacher. There is multiple system to ensure quality, hygiene and taste of food like Mother Roster and Senior Citizen Antyoday Card Holder Roster. Every school has to keep one sample of cooked food for 24 hrs in a sealed Tiffin to prevent any untoward incident. There are instructions to use safe and filtered water for cooking food. Students also wash their hands with soap before having meal.

For cooking food, fuel wood/cooking gas/kerosene etc. are used as per local availability. Now more than 106059 schools in the state have been provided cooking gas cylinder so as to prevent use of fuel wood in the kitchen sheds. It has impacted post .. in term of cooking meal in hygiene condition for saving carbon credit. Adequate cooking devices have been made available in all schools.

To ensure that the stipulations regarding hygiene, quantity and quality of cooked food are maintained, appropriate supervisory mechanisms have been established at the local level. The SMCs, Gram Panchayat, Cluster Resource Coordinators and District/Block level officials of the rural development and education department supervise the Programme on regular basis.

2. 3 Details about weekly Menu.

2. 3.1 Weekly Menu - Day wise

Day	Weekly Menu of rural & urban areas
	Wheat / Rice Dominated Area
Monday	<i>Chapati / Rice with daal (Tuwar/Arhar) and vegetable of kabulichana and tomato.</i>
Tuesday	<i>Puri / Pulav with Kheer / halwa and Vegetable of mung badi with Potato & Tomato.</i>
Wednesday	<i>Chapati / Rice with chanadaal and mix vegetable.</i>
Thursday	<i>Vegetable pulav with pakodakadi.</i>
Friday	<i>Chapati / Rice with mung daal& vegetable of green matar / sukhachana.</i>
Saturday	<i>Paratha / Spicy Rice with mix daal& green vegetable.</i>

Day	Weekly Menu of centralized kitchen
	Wheat / Rice Dominated Area
<i>Monday</i>	<i>Vegetable pulav with pakodakadi.</i>
<i>Tuesday</i>	<i>Puri with Kheer/halwa and chole/matar Vegetable.</i>
<i>Wednesday</i>	<i>Jeera Rice with mix vegetable &tuwar dal.</i>
<i>Thursday</i>	<i>Chapati with soya chung/mung or chanabadi with potato vegetable &tuwar dal.</i>
<i>Friday</i>	<i>Khichdi (with moong dal) &potao, matar with tomato vegetable.</i>
<i>Saturday</i>	<i>Chapati& green mix vegetable & mix dal.</i>

2. 3.2 Additional Food items provided (fruits/milk/any other items), if any from State/UT resources. Frequency of their serving along with per unit cost per day.

Additional food items provided to children on festivals and special occasion by community and others. On National Holidays like Independence Day, Republic Day Special Meal is provided to students in whole of state and honorable guardian minister, other public representatives, district officials like Collector, CEO-ZP, etc also remain present and eat with students. From 15th July, 2015 thrice in a week children of all Aganwadis and Primary schools are being provided 100 ml milk prepared from 10 gm of milk powder. This is being done from state budget.

2. 3.3 Usage of Double Fortified Salt and Fortified Edible Oil; their availability and constraints, if any, for procuring these items.

Iodized salt is used in the state and instructions has been issued to agencies to the use of double fortified salt. DFS is being provided through fair price shop.

2. 3.4 At what level menu is being decided/ fixed.

The Menu of MDM is being fixed on the academic number of working days at the state level after sample discussion with the districts.

2.3.5 Provision of local variation in the menu Inclusion of locally available ingredients/items in the menu as per the liking/taste of the children

Menu from the state level is indicative according to local condition and food habit. It can be changed at the local level provided requisite nutritional norms adhered to.

2. 3.6 Timings for serving Meal.

Timings for serving of Mid day meal at school level in afternoon at 1:30 pm to 2:00 pm. In the morning shift schools meal is served in forenoon at 9:30 am to 10:00 am.

2.4 Fund Flow Mechanism, System for release of funds (Central Share and State Share)

Funds are directly released to SHGs/SMCs/NGOs, etc. through EPO (Electronic Payment Order) by “MP MDM Portal” through State Council.

2.4.1 Existing mechanism for release of funds up to school/implementing agency levels.

Funds are directly released from State level to implementing agency

.i.e., SHG/SMC/NGO,etc by e-PO through “MP MDM Portal”. Honorarium of CCH is paid into their accounts by MDM Council through e-PO. Transportation assistance is released from State level to NAN @ 140/- per quintal and Rs. 10/- per quintal is paid to SHG.

2.4.2 Mode of release of funds at different levels

Cooking Cost is directly transferred to SHG/SMC/NGO’s Bank Account. Honorarium of CCH is paid into their accounts by MDM Council through e-PO. Due to corona pandemic cooking cost was transferred in the accounts of students and fund for 73 days pulses and oil equivalent to cooking cost was also distributed to all the enrolled (65.86 lakh) students in the state. MME is directly transferred to SMC’s Bank Account through e-Po similarly Cost of food grain and transportation cost is directly released by e-PO through MP “MDM Portal” to NAN.

2.4.3:- Dates when the fundreleased to State Authority/Directorate/ District/Block/Gram Panchayat and finally to the Cooking Agency/School.

Student Attendance of last month for the will be taken into account for the payment. Based on the data available on School Shikha Portal of M.P. District select a new agency or remove old agencies between the 25th – 30th of the each month. ePO is generated for SHG automatically for one month as per Approved School target. Digitally signed payment order will be sent to bank on 30th for ePayment.

2. 4.4:-Reasons for delay in release of funds different levels.

Sometimes wrong mapping of implementing Agency at District level and mismatch of bank Account number and IFSC results in delay in payment.

The status of payment to FCI / NAN by districts year 2020-21

(April-20 to March-21)

(Rs. In CRORE)

Payment to FCI/NAN	Primary & Upper Primary
1	2
Gross Allocation	53.12
Opening Balance as on 01-04-2020	-2.01
Central Assistance Released by GOI	41.79
FCI Submitted Bills	50.35
Payment by State to NAN	37.22
Bill not raised by NAN	NIL
% of payment against Submitted Bills	73.92

The status of Transportation Assistance & Management, Monitoring &Evaluation

(Rs. In CRORE)

Components	Transportation	MME
1	2	3
Allocation	31.71	23.69
Opening Balance	8.73	0.12
Received	15.93	20.75
Expenditure	23.92	20.77
Bill not raised by NAN	NIL	NIL
% of Utilization against allotment	75.43	87.67

2.4.5:- In case of delay in release of funds from State/Districts, how the scheme has been implemented by schools/implementing agencies.

Funds available in SMC's Bank Account payment for any component is used for the other **purpose so** necessary adjustments are made accordingly. If in case delay occur then implementation of the scheme is done through SMC.

2.4.6:- Initiatives taken by the State for pre-positioning of funds with the implementing agencies in the beginning of the year , like creation of corpus funds, adoption of green channel scheme, advance release of State share etc.

At the beginning of the year unspent balance is at disposal of concerned districts and implementing agency. They use it as per their requirements.'

2.5:-Food grains management,

2.5.1:- Time lines for lifting of foodgrains from FCI Depot- District wise lifting calendar of foodgrains

Mid-Day Meal Program is being implemented through “MP MDM Portal”. School wise and fair price shop wise electronic release orders of food grains are being issued and pushed to the supplying agencies portal in one month advance.

2.5.2:- System for ensuring lifting of FAQ food grains (Joint inspections at the time of lifting etc.)

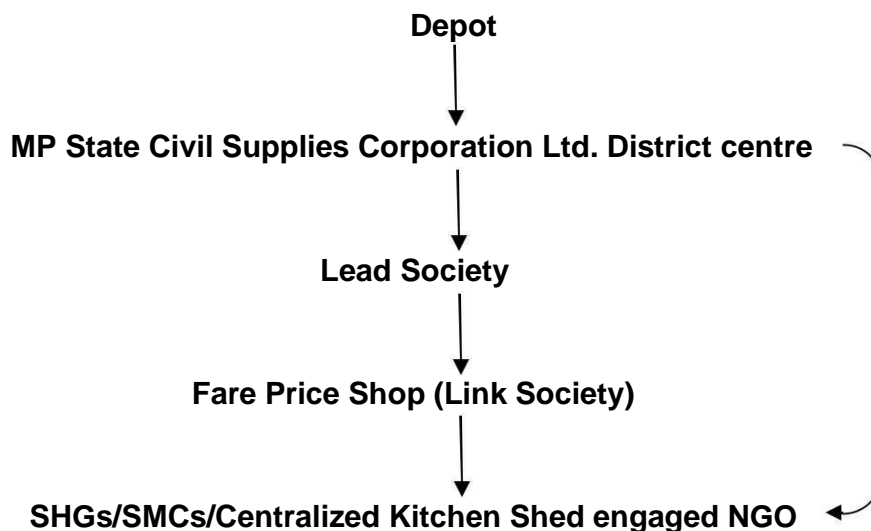
After lifting food grains from NAN depot, suitable arrangement have been made at all levels for its safe and secured storage. M.P. State Civil Supplies Corporation Ltd and representatives of District Collectors carry out joint inspections of food grains for monitoring Fair Average Quality (FAQ) of the supply. The supply of FAQ of variety of food grain monitoring is also done at the level of lead society, link society and SHGs/SMCs. After inspection District Manager, MP State Civil Supplies Corporation Ltd. submits a monthly report to the State Coordinator, MDM with regard to FAQ Food grains supply.

2.5.3:- Is there any incident when FAQ food grain was not provided by FCI. If so, the action taken .by the State/District to get such food grain replaced with FAQ food grain. How the food grain of FAQ was provided to implementing agencies till replacement of inferior quality of food grain from FCI was arranged.

In the State NAN is responsible for providing food grain to implementing agencies. They provide it through PDS shop. Non-supply of FAQ food grain is taken seriously and matter is referred to NAN. There is a provision of and facility in NAN godowns that out of total stock available at a particular time. Best quality of food grain may be selected for MDM.

2.5.4:- *System for Transportation and distribution of food grains.*

The lifting and transportation of food grains is carried out as follows:-FCI/NAN



2.5.5:- *Whether unspent balance of foodgrains with the schools is adjusted from the allocation of the respective implementing agencies (Schools/SHGs/Centralised Kitchens). Number of implementing agencies receiving foodgrains at doorstep level.*

Yes, accordingly unspent balance of food grains with SHG's/implementing agency adjusted from the allocation of the respective schools.

2.5.6:-*Storage facility at different levels in the state/District/Blocks/Implementing agencies after lifting of food grains from FCI depot.*

Storage facility at different levels as given below :-

- 1) School Level Storage-Kitchen Shed
- 2) Lead, Link & SHGs Level-Warehouses-Rented Hall

2.5.7:- *System of fortification of foodgrains and their costing and logistics arrangement.*

Nil

2.5.8:- *Challenges faced and plan to overcome them.*

Challenges :-

1. Proper and timely distribution of food grains.

Overcome :-

1. By effective Monitoring and supervision.

2.6:- Payment of cost of foodgrains to FCI.

2.6.1:-System for payment of cost of foodgrains to FCI, whether payments made at district level or State level

NAN In charge Officer, Base Depot will intimate its account number to the State Coordinator of MDM Council, who is responsible for payment.

2.6.2:- Status of pending bills of FCI of the previous year and the reasons for pendency.

Status of the pending bills of FCI/NAN for the previous year is shown in table AT- 6B

2.6.3:-Timelines for liquidating the pending bills of previous year(s).

No bills are pending of NAN at the state level.

2.6.4:-Whether meetings are held regularly in the last week of the month by the District Nodal Officers with FCI as per guidelines dated 10.02.2010 to resolve the issues relating to lifting, quality of food grains and payment of bills.

Regular meetings/interactions with NAN officials.

2.6.5:- Whether the District Nodal Officers are submitting the report of such meeting to State Head quarter by 7th of next month.

FCI is not the agency in the State.

2.6.6:-The process of reconciliation of payment with the concerned offices of FCI.

As soon as bill of payment for Cost of Food grain are submitted by concerned office of NAN to State MDM Council, they are sanctioned. If fund in the concerned head is not available, bills are sanctioned but payment will be made when funds are made available.

2.6.7:- Relevant issues regarding payment to FCI.

Delay in Submission of Bills.

Unavailability of funds.

2.6.8:-Whether there is any delay in payment of cost of food grains to FCI If so, the steps taken to overcome the delay.

FCI is not the agency in the State.

2.7:- Cook-Cum-helpers

2.7.1:- Whether the State follows the norms prescribed by MHRD for the engagement of cook-cum-helpers or it has its own norms.

YES

2.7.2:-In case, the State follows different norms, the details of norms followed may be indicated.

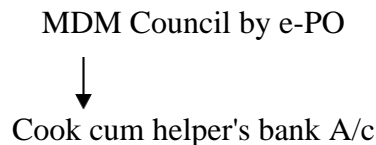
NO

2.7.3:- Is there any difference in the number of cook-cum-helpers eligible for engagement as per norms and the CCH actually engaged.

Slight difference may occur in some districts which is due to change in strength of students in schools.

2.7.4:-System and mode of payment of honorarium to cook-cum-helpers and implementing agencies vise NGOs/SHGs/trust/centralized kitchen etc.

The system for payment of honorarium to cook-cum-helper is carried out as follow:-



2.7.5:-Whether the CCH were paid on monthly basis.

YES

2.7.6:-Whether there was any instance regarding irregular payment of honorarium to cook-cum-helpers and reason thereof. Measures taken to rectify the problem.

If any such incident is come into light it is taken seriously and necessary steps are taken to counter such delay. The state is directly e- transferring (e-PO) honorarium amount into CCH bank accounts.

2.7.7:- Rate of honorarium to cook-cum-helpers.

Rate of honorarium is RS 2000/- per month for a maximum period of 10 months and fifteen days in a calendar year. For the drought period additional honorarium is paid as per GOI norms

2.7.8&9:- Number of cook-cum-helpers having bank accounts and receiving honorarium through their bank accounts

All the CCH are having bank accounts in the state. Payment is made into their account.

2.7.10:- Provisions for health check-ups of Cook-cum-helpers

Districts have been instructed to carry on health check-ups of CCH as is done for students under Rashtriya Bal Swasthya Karykram.

2.7.11:-Whether cook-cum-helpers are wearing head gears and gloves at the time of cooking of meals.

Districts have been instructed to provide for headgears and gloves for CCH from MME and other funds available at school level.

2.7.12:- Modalities for apportionment of cook-cum-helpers engaged at school level and working at centralized kitchens in case of schools being served through centralized kitchens.

In the State an arrangement has been made to engage CCH at school level be it implemented by SHG or by an NGO in a centralized kitchen shed arrangement. CCH numbers are determined as per norms of GOI. But in a school which is attached to centralized kitchen arrangement and suppose there are 2,4 or 6 CCH working as per norms one each will be working in Centralized Kitchen and one will be working in school. In case of 4 and 6 also half of each will be working in centralized kitchen and school and if no. of CCH is 3, 5 or 7 then 1,2 and 3 will remain at centralized kitchen and 2,3 and 4 will work in respective schools. Mean to say if engaged CCH are odd no. one additional CCH than the centralized kitchen-shed will be working in school, but when CCH are in even no. half of them will be working in schools as well as centralized kitchen.

2.7.13 Mechanisms adopted for the training of cook cum helpers. Total number of trained cook cum helpers engaged in the cooking of MDMs. Details of the training modules; Number of Master Trainers available in the State; Number of trainings organized by the Master Trainers for training cook-cum-helpers.

Nil .

2.7.14:-Whether any steps have been taken to enroll cook-cum-helpers under any social security schemes i.e. Pradhan Mantri Jan Dhan Yojana , Pradhan Mantri Suraksha Bima yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana etc. and number of cooks benefitted through the same

Districts had been instructed to enroll CCH in various schemes as per norms and logistics.

2.8:- Procurement and storage of cooking ingredients and condiments

2.8.1, 8.2 & 8.3:- System for procuring cooking (good quality Agmark/FPO) pulses, vegetables including leafy ones, salt, condiments, oil and fuel etc. and other commodities. Whether pulses are being procured from NAFED or otherwise. Whether 'First-in:First-out'(FIFO)method has been adopted for using MDM ingredients such as pulses, oil/fats Condiments salt etc. or not.

In the State in most of the schools in rural areas SHGs / SMCs are responsible for implementation of MDM at School level.

In the urban area of Bhopal, Burhanpur, Jabalpur, Indore, Ujjain, Gwalior, Khandwa, Satna, Katni, Morena, Dewas, Damoh, Ratlam, Rewa, Shajapur, Sidhi and Panna food is cooked through centralized kitchen facility set up by different NGOs.

Where SHG's are implementing agencies procurement of various ingredients is done by themselves. But they have to procure packaged and agmark brand material. In centralized kitchen arrangement this is done by respective NGO/Agency. Ingredients are stored safely in kothis and other storage devices.

There is no centralized procurement system from state or district level in Madhya Pradesh.

2.8.4:- Arrangements for safe storage of ingredients and condiments in kitchens.

Kitchen ingredients and condiments are safely stored in the kitchen shed-cum-stores.

2.8.5:- Steps taken to ensure implementation of guidelines dated 13.02.2015 on food safety and hygiene in school level kitchens under Mid Day Meal Scheme

Districts had already been instructed for this, children wash their hands before and after eating meal. CCH also wash their hands before preparing meal. There are instructions to use safe drinking water for cooking, vegetables are to be washed properly before cooking.

2.8.6:- Information regarding dissemination of the guidelines up-to school level

Guideline is disseminated through BRC/CRC having meeting periodically on the various issues.

2.9:- Type of Fuel used for Cooking of Mid Day Meals – LPG, smokeless chulha, firewood & others.

LPG, smokeless chulha, firewood & others.

2.9.1 Number of schools using LPG for cooking MDM.

Mid Day Meal is cooked mainly by using fuel wood but state has popularized LPG based cooking and due to this now a 1.07 lac Govt. schools are cooking with LPG. All districts 100% cooking with LPG. District have been instructed to encourage use of improved chulhas using renewable sources of energy including solar energy.

2.9.12 Steps taken by State to increase use of LPG as mode of fuel in MDM.

LPG has also been procured by public cooperation 1.07 lac Govt. schools having LPG gas connections.

2.9.3 Expected date by which LPG would be provided in all school

NIL

2.10 Kitchen-cum-stores.

2.10.1 : Procedure and status of construction of kitchen-cum-store.

Government of Madhya Pradesh has made following arrangements for the quality construction of kitchen-sheds:-

- The drawing and design of kitchen-shed is adopted on the basis of the drawing included in the Programme guidelines of Government of India.
- Gram Panchayat has been appointed as implementation agency. The technical support to Gram Panchayats is provided by Rural Engineering Services.
- Instructions have been issued to all Gram Panchayats regarding their responsibilities.
- The supervision of construction of kitchen-sheds is done on regular basis by block/district level officials of rural development and education department Sub-engineer/Assistant Engineers of Rural Engineering Services also supervise it on regular basis.
- Collector/CEO-ZP on their tour in rural areas also inspect works of kitchen-sheds amongst other construction works.
- At State level meetings of district officials of MDM/TM/QM status of kitchen-sheds is specifically reviewed. Time line has been given to all districts for completion.

2.10.2:-Whether any standardized model of kitchen cum stores is used for construction.

Yes, four standardized model of unit cost 2.23 lacs, 2.58 lacs, 2.98 lacs and 3.25 lacs are currently used in the state four which plinth area is 20 sq.m., 24 sq.m., 28 sq.m., 32 sq.m. respectfully For the year 2021-22, State has decided 4 standard models of kitchen-sheds available in GOI websites as per individual requirement.

2.10.3 :-Details of the construction agency and role of community in this work.

In the state gram panchayats are construction agency and a display board is erected at each work-site for community viewing. A part from this gram sabha in its quarterly meeting reviews kitchen shed works also.

2.10.4:-Kitchen cum stores constructed through convergence, if any.

282 dawning hall cum Kitchen cum stores through convergence

2.10.5:-Progress of construction of kitchen-cum-stores during this year and target for the next year .

The status of construction of kitchen-sheds out of these funds during the year 2006-07 to 2019-20 is as given below :-

(Rs. in lakh)

Total sanctioned		Completed (C)		In progress (IP)		Yet to start		Constructed with convergence
Physical	Financial (Rs. in lakh)	Physical	Financial (Rs. in lakh)	Physical	Financial (Rs. in lakh)	Physical	Financial (Rs. in lakh)	
1	2	3	4	5	6	7	8	9
103401	66147.85	96534	61428.11	494	700.02	6373	4019.715	282

2.10.6:-The reasons for slow pace construction of kitchen cum stores, if applicable.

Earlier unit cost of kitchen-shed was only Rs.60,000/- at that time in several places it was reported that this unit cost is not sufficient for construction of kitchen sheds. During this period some districts found it difficult to complete works. To complete such works districts have been instructed to complete this works by dovetailing funds of other schemes. These works are reviewed regularly.

2.10.7:-How much interest has been earned on the unutilized central assistance lying in the bank account of the State/implementing agencies

Nil

2.10.8:- Details of the kitchen cum stores constructed in convergence. Details of the agency engaged for the construction of these kitchen cum stores

State has tried to mobilise Additional MANREGA fund for constructing kitchen shed - cum- dinning hall.

2.11 Kitchen Devices:-

2.11.1 :-Procedure of procurement of kitchen devices from funds released under the Mid Day Meal Programme.

The status of construction of kitchen devices out of these funds during the year 2006-07 to 2019-20 is as given below :- (Rs. in lakh)

Total Achievement		Completed		In progress		Yet to be procured	
Physical	Financial	Physical	Financial	Physical	Financial	Physical	Financial
1	2	3	4	5	6	7	8
119272	5963.6	119272	5963.6	0	0	0	0

Kitchen devices are procured by school management committees of the concerned school for this fund is transferred into their account through e-transfer by Zila Panchayat and SMCs with consultation of implementing agency viz.

SHG/GP, etc purchase good quality of utensils as per norms from the nearby market.

2.11.2:- Status Procedure of procurement of kitchen devices

From other sources e.g. Bank CSR Fund per kitchen devices. 136 Kitchen devices (Storage container) have been procured in Khargone District through convergence.

2.11.3 Procurement of kitchen devices through convergence or community/CSR

136 Kitchen devices (Storage container) have been procured in Khargone District through convergence.

2.11.4- Availability of eating plates in the schools. Source of procurement of eating plates

Eating plates are procured like other utensils as per allotment made available to respective SMC's as per norms.

2.12 Measures taken to rectify:

2.12.1:-Inter-district low and uneven utilization of food grains and cooking cost.

Quarterly progress reports of utilization of food grains and cooking cost are analyzed at State level and necessary instructions are issued to districts to identify and rectify the cause of low or uneven utilization of food grains and cooking cost. It is found that generally the utilization of food grains and cooking cost go hand in hand but at times discrepancies arise due to short reporting of utilization from school level. In this context all districts have been instructed to regularly monitor utilization of food grains and cooking cost at school level on a monthly basis.

2.12.2:-Intra-district mismatch in utilization of food grains and cooking cost.

Monthly data of food grains lifting and distribution at the level of nodal transport agency is also analyzed and discrepancies are reported to State Council/District for taking appropriate measures and rectification.

2.12.3:- Mismatch of data reported through various sources (QPR, AWP&B, MIS,etc)

If any mismatch is found in data submitted in QPR/MIS corrective action is immediately taken at the level where the error has been committed. During monthly review of MDM at the State level it is specifically discussed.

2.13 Quality of food

2.13.1 :- System of tasting of food by teachers/community. Maintenance of tasting register at school level.

School teacher gives attendance to SHGs. Provision of tasting the food by school teachers frequently before the food is served to the children. so that Teachers, students and parents are satisfied with the quality of food in the schools. Mother roster is followed.

Antyodya Card Holders, Headmaster/Nodal teacher in every school tastes food before it is served to students.

2.13.2:- Maintenance of roster of parents, community for the presence of at least two parents in the school on each day at the time of serving and tasting of mid day meal

Sample of prepared food is kept for 24 hrs in schools daily. Mother roster has been made in schools. Antyodya Card Holders and Senior citizens also taste meal.

2.13.3 :- Testing of food sample by any recognized labs for prescribed nutrients and presence of contaminants such as microbe's e-coli. Mechanism to check the temperature of the cooked MDM

Regarding Food Testing Lab

State Govt. has also instructed district administration to get cooked food sample tasted at state level food and drug administration laboratory.

2.13.4:- Engagement of / recognized labs for the testing of Meals

Nil

2.13.5:- Details of protocol for testing of Meals, frequency of lifting and testing of samples.

Provision of tasting the food by school teachers is done frequently before the food is served to the children. Teachers, students and parents are satisfied with the quality of food in the schools.

Mother roster

Antyodya Card Holders, Headmaster/Nodal teacher in every school tastes food before it is served to students

2.13.6:-Details of samples taken for testing and the results there of

- Sample had been sent to accredited labs of the State for testing of meal on regular intervals.
- State Govt. has also instructed district administration to get cooked food sample tasted at district level from suitable labs/institutions
- To engage the laboratories for the testing of Mid-Day Meal samples is in process.

2.13.7 :-Steps taken to ensure implementation of guidelines issued with regard to quality of food.

Provision of tasting the food by school teachers frequently before the food is served to the children. Teachers, students and parents are satisfied with the quality of food in the schools. Mother roster Antyodya Card Holders, Headmaster/Nodal teacher in every school tastes food before it is served to students.

2.14 Involvement of NGOs / Trusts / Temples / Gurudwara / Jails etc

2.14.1:-Modalities for engagement of NGOs/ Trusts for serving of MDM through centralized kitchen.

NGO's are engaged by districts by inviting tenders for this. A very clear cut instruction has been issued from State level upon the basis of satisfactory performance of the engaged NGO. By this NGO is tenure can be renewed by a committee which is constituted under the chairmanship of district collector.

After successful selection of an NGO an agreement/MOU is referred amongst concerned NGO/CEOJP/Municipal commission.

There is a system of appeal against any discrepancy or complaint observed in the selection. The matter in such situation is sent at State level for final decision.

2.14.2:-Whether NGOs/Trusts are serving meal in rural areas.

In rural areas by and large SHG's and in some schools SMC's/GP's are implementing agencies.

2.14.3:-Maximum distance and time taken for delivery of food from centralized kitchen and school.

Normally, distance between a distant school and centralized kitchen- shed is not more than 25-30 kms. Maximum time for such a distant place is about 1 to 1.5/2 hours.

2.14.4:-Measures taken to ensure delivery of hot cooked meals to schools.

In big districts 02 agencies are working so that not much delay occur in serving food to any school.

2.14.5:-Responsibility of receiving cooked meals at the schools from the centralized kitchen.

Head master/ Nodal Teacher/CCH.

2.14.6:-Whether sealed/insulated containers are used for supply of meals to schools.

YES

2.14.7:-Tentative time of delivery of meals at schools from centralized kitchen

30 to 45 minutes

2.14.8:- Availability of weighing machines for weighing the cooked MDM at school level prepared at centralized kitchen

Yes

2.14.9:-Testing of food samples at centralized kitchens

In accredited labs of the State food samples are to be tested. Agencies have also been instructed to get their food tested at drug and food inspection laboratory situated at Bhopal.

2.14.10:-Whether NGOs / Trusts/ Temples / Gurudwara / Jails etc. is receiving grant from other organizations for the mid day meal. If so, the details thereof.

No.

2.15 Systems to ensure transparency, accountability and openness in all aspects of programme implementation,

2.15.1 :-Display of logo, entitlement of children and other information at a prominent visible place in school.

Yes, MDM logo, entitlement to children of primary and upper primary schools, Menu, details about SHG members along with their mobile numbers ,name and mobile no. of respective ANM, Supervisor, Doctor is displayed on the walls of schools/kitchen-sheds.

2.15.2:-Dissemination of information through MDM website.

Mid Day Meal Program is being implemented through MP MDM Portal. But in the Darpan Portal of Panchayat Raj Directorate of the State various information is displayed.

2.15.3& 4:- Provision for community monitoring at school level i.e. Mother Roaster, Inspection register, Tasting of meals by community members

There is a good system of Community Monitoring in the State. It is done mainly in following three ways:

- a) **Mother Roster**: Every school has empanelled mothers of the students and they under a system of rotation taste meal cooked under MDM before it is served to children. They also make observation on pre cooking processes like washing of utensils, cutting and cleaning of vegetables, etc and a register is maintained in each school to record their observations.
- b) **Monitoring by Antyodaya Card Holder/Senior Citizen**: Antyodaya Card Holder/Senior Citizens also monitor and supervise MDM in schools. For this, a panel of 3-5 senior citizens have been made in schools. After monitoring they are also offered one full meal to be eaten by them.
- c) Gram Sabha in its Quaterly Meeting monitors this programme also and if any discrepancy found a proposal is made and it is sent to respective authorities for corrective actions.

2.15.5:-Conducting Social Audit

Gram Sabha in its quaterly meeting dose the social audit of the programme by discussing various aspects of the programme. If any gaps or discrepencies have been reported in the quarter they are noted in the proceeding register and sent to block office for follow-up action.

There is a separte organisation called social audit committee at the state level in the department which is autonomous in nature,\. Social audit of selected schools in a districts are completed by this and report submitted to state and district.

2.15.5.1 Whether Social Audit has been carried out or not.

Nil

2.15.5.2 If no, in 2.15.5.1, reasons thereof.

2.15.5.3 Details of action taken by the State on the findings of Social Audit.

Nil.

2.15.5.4 Impact of social audit in the schools.

Nil

2.15.5.5 Action plan for Social Audit during 2020-21.

Nil.

2.16 Capacity building and training for different stake holders

2.16.1 :-Details of the training programme conducted for cook-cum- helpers, State level officials, SMC members, school teachers and others stakeholders.

Following trainings have been conducted for the different target groups:-

1. Training of SHGs members and cooks in districts regarding various aspects of management and book-keeping of MDM.
2. Most of the SHG's which are engaged in MDM have been selected from rural development schemes like SGSY, DPIP, RLP, NRLM. They receive training under respective programmes also.
3. SMC's get training by education department on regular intervals. Similarly school teachers are also given training at regular intervals.

2.16.2:-Details about modules used for training, Master Trainers, Venues, etc.

Nil.

2.16.3:-Targets for the next year.

Nil.

2.17 Management Information System at School, Block, District and State level and its details.

2.17.1 :-Procedure followed for data entry into MDM-MIS web portal.

An effective Management Information System is already in place to maintain a strict vigil on the quality, quantity and regularity of the Programme at all levels. The main features of the monitoring mechanism are as follows:

At the school level, Cluster Resource Coordinator (CRC) of School Education Department has been entrusted with the responsibility of intensive monitoring of every school under their jurisdiction, at least once in a month. He gets monthly information from concerned schools and he submits the report to BRC. Thus compile report from BRC's is submitted to DPC of Zila Sikhsha Kendra, after compilation and analysis at their levels, he submits it to the Chief Executive Officer, Zila Panchayat and Collector.

2.17.2:-Level (State/District/Block/School) at which data entry is made.

Data Entry is done normally at the block level in BRCC office. But sometime if connectivity is available at cluster level it is done their also. If there is any technical then data entry may be done at district level also.

2.17.3:-Availability of manpower for web based MIS.

At BRC level one data entry operator has been made available to enter data in MIS for 10 days in a month. At district level also one data entry operator is available in MDM cell of ZilaPanchayat. At State level one programmer and several data entry operators are engaged for the task.

2.17.4:-Mechanism for ensuring timely data entry and quality of data.

Data is compiled from school/SHG level to cluster level to Block level at the block level it is entered in the MIS portal under the supervision of CRC/BRC. At the district level it is continuously monitored and in monthly review meeting it is specifically reviewed. At the State level class 1 Officer is incharge of MIS and he regularly reviews it sends alerts to districts and also provide necessary guidance in case of difficulty. For technical difficulties of such nature which are not solvable at the district level programmer from the State is sent to District for troubleshooting. Sometimes help of technical person at the GOI level is also sought.

2.17.5:-Whether MIS data is being used for monitoring purpose and details thereof.

Yes, MIS data is extensively used for monitoring of the programme and it has proved to be very useful for sending alerts.

2.18 : Automated Monitoring System (AMS) at School, Block, District and State level and its details.

2.18.1 : Status of implementation of AMS

In Madhya Pradesh all districts had successfully uploaded their data on mdm.hp.nic.in portal.

2.18.2: Mode of collection of data under AMS (SMS/IVRS/Mobile App/Web enabled)

SMS based.

2.18.3: Tentative unit cost for collection of data.

NIL

2.18.4: Mechanism for ensuring timely submission of information by schools

Regular monitoring through portal had been made on district and State level.

2.18.5: Whether the information under AMS is got validated.

Districts Officials had been instructed for surprise visits in schools and check whether the information sent by the schools is correct or not.

2.18.6: Whether AMS data is being used for monitoring purpose and details thereof.

Yes

2.18.7: In case, AMS has not been rolled out, the reasons therefor may be indicated alongwith the time lines by which it would be rolled out

No

2.19 Details of Evaluation studies conducted by State and summary of its findings.

Upon States Instructions Evaluation studies have been conducted by DIETs in several districts main points of the reports are given below:-

1. School attendance, health status and academic status of the students are improving by taking MDM.
2. Poor women are taking economic benefits by involvement of SHGs in MDM.
3. Generally implementing agencies are getting cooking cost and food grains at time.
4. All the schools have kitchen devices and kitchen sheds facilities.
5. Teachers, students and parents are satisfied with the quality of food in all the schools.

Write up on best/ innovative practices followed in the State along with some high resolution photographs of these best / innovative practices.

There are many best practices which are prevalent in the State, apart from this several innovative practices have also been started in various districts of the State. like involvement SHG in distribution of dry rashan, providing LPG gas cylinder, school nutrition garden (Maa Ki Baghia) and is green vegetables distributed to school children, mobilizing fund of MANREGA for constructing the kitchen shed-cum-dining hall, chikki distribution to malnourished school children of identified 75 blocks of state and milk distribution to primary school children under state financial head.

- **Empowerment of women of Weaker Section:** In rural areas of Madhya Pradesh SHGs of poor and weaker sections women have been given at school level overall implementation of MDM at school level. Currently, about 75865 women SHG's are providing MDM in more than one lakh schools in the State for this a tri-partied Agreement is signed amongst Gram Panchayat, SMC and SHG for effective and smooth implementation of Programme. The cooking cost is released directly in the account of SHGs through e-transfer. They lift foodgrain from PDS shop, store it in the kitchen-shed wash and clean it before cooking maintain records, etc.
- Weekly menu has been prepared to introduce variety and the weekly menu has been painted on the school wall.
- For procurement of cooking utensils, decentralized system has been adopted. The funds are released directly in the account of SMCs. To ensure the quality of cooking utensils, the specifications are decided by a team of experts and circulated to all SMCs.
- The SMCs purchase cooking utensils from local market. The inventory of utensils maintained in stock register.
- There is provision of pre-testing of the meal prepared at the school level every day by head-master/nodal teacher responsible for monitoring of MDM before the meal is served to the children.

- There is a good system of monitoring by community under this mother roster followed in each school where by everyday some women parents come to school for testing food before it is served to children. Similarly, there is monitoring by Antyoday Card Holder Senior Citizens there is a panel of 3-5 card holders in every school. Registers are maintained at the school level for community monitoring.
- Inspection register are maintained at every school level wherein any officer who comes to the school for a visit note downs his observations whose compliance has to be made by school/concern agencies.
- State has issued action protocol to address serious complaints immediately.
- At district level, a dedicated staff of 01 Task Manager and 01-03 Quality Monitors have been made available for exclusive monitoring of the programme and they have to inspect at least 50 schools in a month.
- There is provision of social audit by Gram sabha which in its quarterly meeting reviews various aspects of the programme and may also verify various components.
- Developing culture of hygienic habit of “ Hand Washing” amongst children. It is strictly instructed that students have to necessarily wash hands with soap
- before eating food in the same manner cooks engaged in the programme have to wash their hands with soap before preparing meal.
- Introduction of “ **Delicious New Menu**” after making amendment in the pre- fixed menu for keeping interest in students to come to school.
- There is a medical contingency plan in every school to take care of students in case of any untoward happening like food poisoning, etc.
- To propagate use of cooking gas and to discourage use of fuel wood in cooking of food every district has been provided with funds for one thousand connections in the name of SMC or if number of schools is less than one thousand than 100% schools are being covered with cooking gas connections before use of cooking gas a training for safe and secured use of gas is also given to cooks and SHG's.

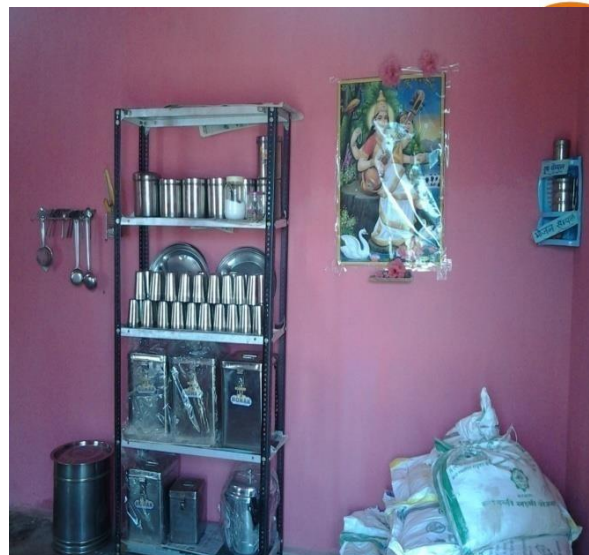


□ In all districts of state, milk in the form of milk powder was provided to students in Primary schools and Anganwadi Kendra thrice in a week, has resulted in increase in attendance also increase in the weight of the students.



Agmark Brand, spices are only used other ingredients are also used in packaged form.





- Dining Halls have been constructed in several districts by dovetailing funds of MANREGA.





Under Panch Parmeshwar Scheme hand wash units have been constructed in various schools it is being stressed from the state level that most of the schools should construct these units soon under out of fund of other appropriate funds also.



Dry Ration 2020-21



Chikki Distribution 2020-21



- To enhance the coverage of children against enrollment play at school level and rallies have been conducted.



- Health Check-Ups



2.20 Studies / Write up on best/ innovative practices followed in the State along with some high resolution photographs of these best / innovative practices.

2.21 Untoward incidents

2.21.1 :-Instances of unhygienic food served, children falling ill,

The details of such instances brought to the notice at the State level and action taken thereon are given on.

2.21.2:-Sub-standard supplies

Food grain is supplied by FCI of FAQ variety and if any deviation is found in any consignment it is compared with joint sample maintained at the district level. Agmark Brand and packaged spices are only used. There are instructions to use only iodized salt.

2.21.3:-Diversion/misuse of resources

Normally, there are no such situation but if any diversion of fund or misuse of resources is reported strict disciplinarily /penal action is taken against guilty person and in serious cases an FIR is also launched.

2.21.4:-Social discrimination

Across the state there are strict instructions that there should not be any discrimination based on caste, creed, sex, religion, community, etc. All the students in a school eat collectively and drink water from a common source..

2.21.5:-Action taken and safety measures adopted to avoid recurrence of such incidents Whether Emergency Plan exists to tackle any untoward incident

Strict instructions issued to all Collector, CEOZP to ensure that no discrimination on the ground of caste, community, creed, religion is made. There is system of community monitoring by parents and Antyodya Card Holders, Headmaster/Nodal teacher in every school tastes food before it is served to students,s ample of the cooked meal is kept in a sealed Tiffin for 24 hrs. Students wash hands with soap before eating and CCH also wash hands with soap before taking on preparation of meal. Utensils are also washed every day with soap. Agmark Brand and packaged ingredients are only to be used in MDM.

2.22 Status of Rashtriya Bal Swasthya Karyakram (School Health Programme)

PS + MS	No. of schools covered under RBSK	No. of children covered under RBSK	Health Check -ups		Weekly Iron & Folic Acid Supplementation (WIFS)		Deworming tablets distributed		Distribution of spectacles	
			No. of schools	No. of children covered	No. of schools	No. of children covered	No. of schools	No. of children covered	No. of schools	No. of children covered
1	2	3	4	5	6	7	8	9	10	11
Total	35602	1819762	0	0	16836	763836	14869	535188	0	0

2.22.1:-Provision of micro-nutrients, Vitamin-A, de-worming medicine, Iron and Folic acid(WIFS),Zinc.

Under School Health Programme (Rastriya Bal SwasthyaKaryakram, there is provision of regular supply of iron folic acid, Vitamin A tablets, De-worming medicine and other essential micro- nutrients.

2.22.2:- Distribution of spectacles to children with refractive error,

Nil

2.22.3:- Recording of height, weight etc.

Nil

2.22.4:- Number of visits made by the RBSK team for the health check- up of the children.

Nil

2.23 Present monitoring structure at varies levels. Strategy for establishment of monitoring cell at various viz Block, District and State level for effective monitoring of the scheme.

At the school level, Cluster Resource Coordinator (CRC) of School Education Department has been entrusted with the responsibility of intensive monitoring of every school under their jurisdiction, at least once in a month. They submit their report to BRC. BRC's submit their report to the District Project Coordinator, ZilaShiksha Kendra he further submits this report after analyzing and recording his observations to the Chief Executive Officer, Zila Panchayat. On the basis of monthly report received from CEO, Zila Panchayat, District Collector takes corrective measures in case of any difficulty or serious irregularity in the management of MDM.

- On the basis of monthly monitoring reports received from CRCs a MIS database is maintained at District Project Coordinator's (ZilaShiksha Kendra) level. This MIS is updated every month and consolidated report is submitted online to State Coordinator, MDM by Zila Panchayat.

- PCOs (Panchayat Coordinating Officers) employees of Panchayat and Rural Development Department who work at cluster level under a group of 10-15 GPs have also been instructed and identified as nodal officer of rural development department at cluster level they regularly monitor MDM in their areas.
- Chief Executive Officer, Zila Panchayat also submits a consolidated monthly report in the prescribed format to the State Project Coordinator, MDM.
- At district level one Task Manager and two Quality Monitors have been appointed on contract basis. These officials have been given the responsibility of monitoring the implementation of programme at school level. They have to inspect at least 50 schools each month and also 10 days touring is mandatory for them. The observations made by Task Manager and Quality Monitor are submitted to Chief Executive Officer, Zila Panchayat for further action.

2.24- Meetings of Steering cum Monitoring Committees at the Block, District and State level

District and block level Steering Cum Monitoring Committees have already been constituted. The meetings of these committees are organized at regular interval for review of programme. Points raised in the meeting are taken note of by local administration.

At the State level regular and thorough monitoring of the programme is done in monthly meetings of districts project officers MDM/TM/QM,MIS is also reviewed at the state level regularly and alerts sent to district CEO and Collectors for prompt follow-up action.

At the State level in SSMC meetings progress of the scheme is thoroughly discussed and follow-up action is initiated at various levels.

2.24.1:-Number of meetings held at various level and gist of the issues discussed in the meeting,

- Following number of meeting held at various level:-

S.No.	Level	No. of meetings held
1	State	01
2	District	122
3	Block	313
4	School	10,000

In SMC meetings physical and financial progress of the plan is thoroughly discussed main issues are as follows Review of physical and financial progress of various components, Cooking as per menu, Quality, Cleanliness and Hygiene, Payment of Cooking cost to implementing agencies and Honorarium to CCH in time, Review of Monitoring Mechanism like mother roster, Antyodya Card Holder review, Payment of Cost of Foodgrain to FCI, Progress of Construction of Kitchen-Sheds, Progress of procurement of kitchen devices and LPG connections, Attendance of the Students against Enrollment and Students benefitting from MDM, review of various complaints received in the period, etc.

2.24.2:-Action taken on the decisions taken during these meetings.

After the meetings of SMC minutes are issued and follow-up action is taken at various levels in the next meeting Action Taken Report happens to be first agenda point.

2.25 Frequency of meeting of District Vigilance & Monitoring Committee held under the chairmanship of senior most MP of the District to monitor the scheme. list of the issues discussed and action taken thereon.

District level committee's meeting under the chairmanship of MP is held quarterly in the district.

2.26 Arrangement for official inspections to MDM centres and percentage of schools Inspected and summary of findings and remedial measures Taken.

- From State level senior officers of the Council are sent to district to review implementation of the programme by inspecting schools in remotest areas. These officers submit their report at State level which is sent to district Collector/CEOZP for follow-up and corrective action.
- Additional Chief Secretary of the Panchayat and Rural Development Department which is nodal department in the State for MDM has also appointed one senior officer of the department as nodal officer who has to visit districts every month and amongst other programmes of department, he has to inspect schools to review MDM. These officers submit their report at State level to ACS which is sent to district Collector/CEOZP for follow-up and corrective action.

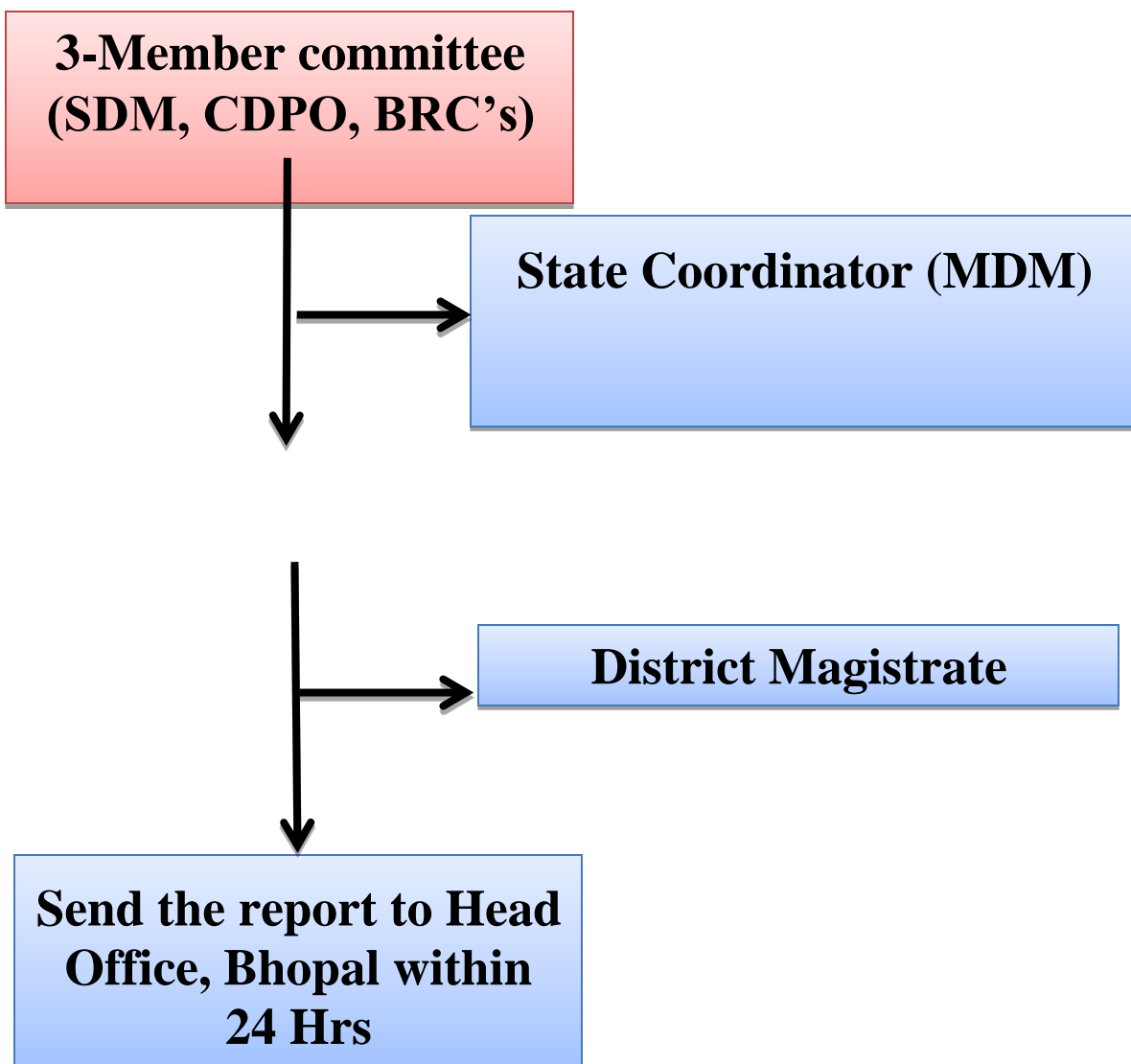
- The inspection roster is prepared for functionaries of various concerned departments at district and block levels according to which they are required to carry out inspections of Mid- Day Meal scheme in 5 and 10 schools respectively in each month. These officers submit their report to District Collector through CEO, Zila Panchayat, on the basis of which, he takes corrective measures in case of any irregularities or problems.

2.27 :-Details of the Contingency Plan to avoid any untoward incident. Printing of important phone numbers (eg. Primary health center, Hospital, Fire brigade etc) on the walls of school building.

There is a clear cut contingency plan in every school. On the wall of the school/kitchen shed contact numbers of local health worker, supervisor of the sector and doctor of the concerned health centers are painted. Along with it ambulance number 108 is also painted in every school/kitchen shed. Head masters/nodal teacher have to taste meal before it is served to students. For tasting of food community monitoring by following system of mother roster and Antyodya Card Holder Senior Citizen is also followed. Sample of the food is kept in a sealed Tiffin in every school for 24 hours.

First Aid Box is also kept in every school so that in case of any possible incident of contamination immediately necessary first aid is given to affected students. In the contingency plan, it is strictly instructed that in case of any untoward incident of contamination/food poisoning after giving first-aid affected students have to be taken to nearest health centre at the earliest and information regarding this has to be given to district Collector on top priority.

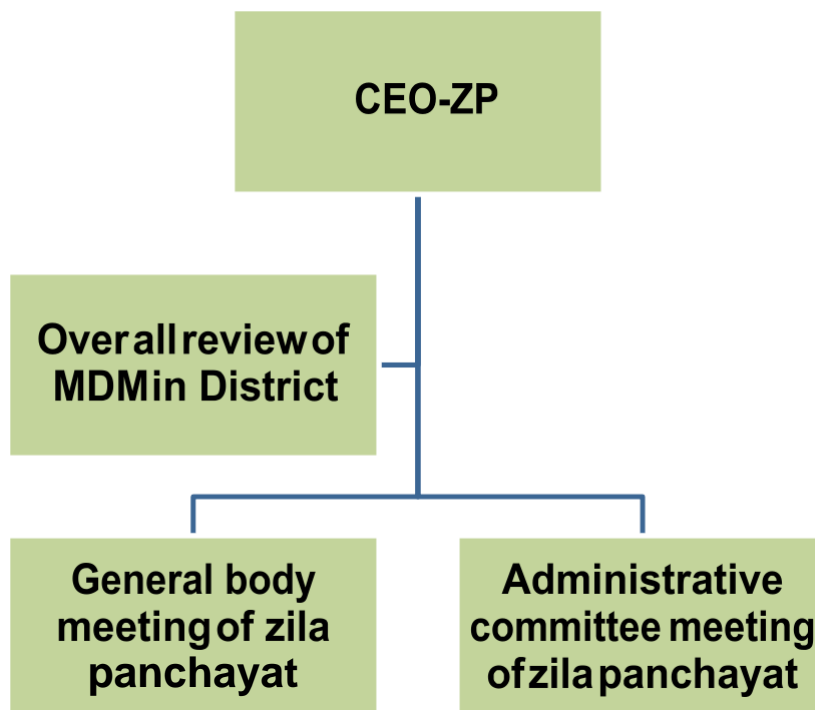
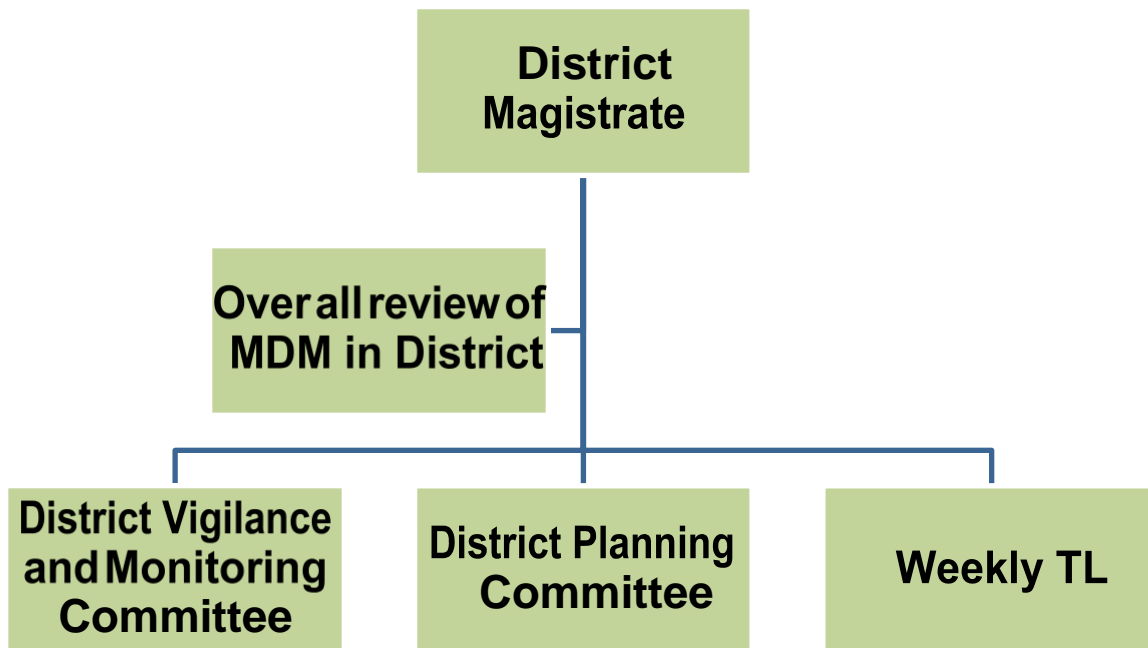
Action Protocol (Contingency Plan)



Actions taken due to protocol

- *FIR registered* : 00
- *SHG terminated* : 00
- *Departmental actions against* : 00
- *Financial & Food grain recovery from* : 00

District level Meetings for MDM



2.28 :- Grievance Redressal Mechanism 2.28.1 & 2 & 3 & 4:- Details regarding Grievance Redressal at all levels. Details of complaints received, nature of complaints and time schedule for disposal of complaints. Details of action taken on the complaints.

Details of Grievance Redressal Mechanism is attached in Annexure AT-25.

State has a very enlighten multiple and comprehensive system of grievance redressal, point wise description is as follows:-

1) The Information and Technology Department has a mandate to provide system where citizen can get a centralized system to consult and get benefited at various stages. Thus empowered and enlightened. The Department promotes Citizen Facilitation Center as the medium of grievance registration and an aisle for performance assessment of government officials. Through ICT, various Govt. programs and schemes can be publicized and their benefit status can be assessed and grievances can be addressed in appropriate redressal forums.

As a precursor to its leadership efforts in e-Governance implementation, the Govt. of Madhya Pradesh has commissioned the Integrated, Bilingual Automated and web-based Grievance Redressal System to enable seamless registration complaints of the citizen, on various Govt. programs and schemes if they are not getting the due benefits by the govt.

Process

The Department of Information and Technology has engaged M.P. State Development Corporation to develop a value based grievance Redressal interface called Telesamadhan Helpline. The broad objective of the project was to enhance the process of grievance registration and Redressal by providing a single platform to keep track of each grievance coming from the citizens. The overall objective is to provide an interface to the citizens through which they can get information and can register their grievances and at a later stage can track and acknowledge its status through phone. On the other hand the system takes care of notifying the concerned Action Taking Authority about the grievance registered for the particular scheme and location and keeps on following up according to the time frame allotted at different levels until and unless a resolution is obtained. Citizens can take information and can register grievances through toll free number 181 which is now called CM Help-line from any of the 51 district of Madhya Pradesh.

Telesamadhan Helpline ensures that the grievance of complainant is sent to the right level office in real time. It is developed on a web enabled Bi-lingual platform which will receive complaints through its 7AM to 11PM Call Centre. This call center is responsible for entering the details of the complainant and the grievance in the web portal of Telesamadhan helpline at www.telesamadhan.mp.gov.in. This is the first foray into the online portal.

Once a grievance is registered, the outbound calling department ensures that it is forwarded to the appropriate action taking authority (LEVEL OFFICER) of 1st level for its Redressal. The grievance registered, gets forwarded to the concerned 1st LEVEL OFFICER. If the 1st LEVEL OFFICER is not able to resolve the complaint, within a stipulated time period of 07days , the complaint along with its details is forwarded to the higher officer of the scheme hierarchy. This mechanism of tracking the LEVEL OFFICER by the system ensures faster intimation and disposal of the problem. The check-balance system of escalation ensures that the LEVEL OFFICER is keen in resolving the issue within the specified time period. Therefore, the citizen can rest assured of his/her complaint getting resolved by the right person at the right time.

The system automatically tracks and escalates the complaint to the seniors in the hierarchy, if it is unresolved within the turnaround time of 07 days at particular level. This is made possible through a unique configuration module, where the department's and the scheme's hierarchy of officers is recorded into the system. In this process, it is ensured that every escalation that occurs is intimated over phone and through e-mail. This process, not only ensures the authenticity of the job at hand, but also the implied seriousness of resolving the problem. The complainant through a ticket number can find out the status of his grievance through the portal anytime thus the web portal contains and maintains a level officer base of all grievances registered, specific to district, block and Department. Once a grievance is closed or sorted, the right to update or edit are enable on the web portal.

The Citizen Facilitation Center is a unique service, which provides-

1. **Time and Place Utility to the caller** – The caller can now get his/her grievance registered and redressed by just calling up the Toll Free telephone number **181**. It is no more a requirement to visit the department in case of any grievance. This facility helps the caller save his time and money. Distant/remote location is no more a hindrance in redressal of one's grievance.
2. **Toll Free** – As the telephone number of the Citizen Facilitation Center is Toll Free, it saves money. The caller does not pay a single rupee to get his grievance lodged.
3. **Paperless and Instant forwarding** – The grievance, lodged with the Citizen Facilitation Center are forwarded to the relevant departments ONLINE, within no time. This not only saves time but also helps the government achieve the PAPERLESS Environment of working.
4. **Citizen Satisfaction Monitoring** – It is also monitored if the grieved party is satisfied with the resolution. The complainant, under this process, is called back to ensure the same. The CM himself, on a weekly basis, also follows the same up.
5. **Empowering the Illiterates** – The Citizen Facilitation Center empowers illiterates to get their appeals heard, as illiteracy is no more a baring factor for them. They can call up the Toll free number and get their grievances registered.

The details of the Mid Day Meal Scheme and status of the complaints registered by the Citizens can be seen on the website <http://www.telesamadhan.mp.gov.in>.

- 2) Apart from CM Help-line ---, there is a system of online launching of complaints in the portal which is called public grievances (PG) where in any citizen can register his complaint online, he gets a identification number for this from which he may get updated status of his complaint from time to time.

3) **JAN SUNWAI**: All over the state every government/semi-government offices like Gram Panchayat, Block Office, Janpad Shiksha Kendra, ZilaShiksha Kendra , Zila Panchayat, Collectorate and other offices have to organize JAN SUNWAI on every Tuesday of the week where in any citizen can submit his complaint/demand/suggestion regarding execution of any government scheme/programme. Under MDM also several complaints regarding menu, quality, honorarium, food grain, cooking cost are received in JAN SUNWAI. Officer concerned has to reply within a week to the concerned complainant.

4) There is a system of complaint box in Collectorate, Zila and Janpad Panchayat Office where in any citizen drop his complaint. This box is opened at regular intervals by OIC of the concerned office and follow-up action is taken against the complaint.

5) **Complaint by phone/SMS**: Any person can complaint about MDM on phone or through SMS to District level and Block level officers upon receiving such complaints it is forwarded to the officers/GP/SHG for proper action and it is reviewed at regular intervals.

6) **Complaint by post** : Any person can complaint by post to any officer like Collector ,CEOZP, SDMs and CEO Janpad Panchayats regarding various issues of MDM like non- compliance of Menu, deterioration of quality, delay in payment of cooking cost and honorarium ,etc. A complaint register is kept in these offices and these are reviewed regularly and follow-up action taken.

7) **Complaint in Person** : In the State, every officer has fixed certain days and timings there in for meeting general public regarding their grievances in MDM programme also anybody can meet district functionaries like Collector/CEOZP/PO MDM/TM/QM/SDM/CEO Janpad Panchayat, etc and narrate his complaint to the officer concerned.

2.29:- Details regarding Awareness Generation & IEC activities and Media campaign carried out at State/District/block/school level.

State Government runs media campaign by print and electronic media at other resources of propagation.

There is a monthly magazine of the department called "Panchayika" where in articles and news regarding MDM are published from time to time. Success stories are published in this magazine. Important Circulars are also published in the magazine.

Upon the wall of school/kitchen sheds/gram panchayats logo and menu of MDM has been displayed. There are instructions also to display entitlements of children under the programme. Names and Numbers of implementing agencies like NGO/SHGs, etc is also displayed in appropriate places.

In Lok Kalyan Shivar and AntyodyaMelas held at block and district level information insemination regarding MDM is also done.

Districts used this fund for traditional (nukkad natak, folk songs, rallies, others, etc.)

2.33 Availability of kitchen gardens in the schools. Details of the mechanisms adopted for the setting up and Maintenance of kitchen gardens.

S.No.	District	Total no. of institutions	Total institutions where setting up of kitchen garden is possible	No. of institutions already having kitchen gardens	No. of institutions where setting up of kitchen garden is in progress	No. of institutions where setting up of kitchen garden is proposed during 2021-22
1	51	112564	95314	7648	9602	95314

2.33.1 Status of availability of kitchen gardens in the schools. (Please furnish school wise details for all districts in the table given at Annexure – 10-E.)

2.33.2 Mapping of schools with the corresponding Krishi Vigyan Kendras (KVK)

2.33.3 Details of the mechanisms adopted for the setting up and Maintenance of kitchen gardens.

2.33.4 Whether the produce of these kitchen gardens is used in MDM.

2.33.5 Action plan for setting up of kitchen gardens in all schools.

School nutrition garden will set up in 10120 schools

2.34 Details of action taken to operationalize the MDM Rules, 2015.

Copy of MDM rules 2015 have been sent to all the collectors and ceozp of the State and they have been instructed that its copies be sent upto school and implementing agency level and districts have to impart training about these rules to concerned stake holders.

2.35 Details of payment of Food Security Allowances and its mechanism.

NIL.

2.36 Cooking Competition

Cooking competition will be conduct in this financial year.

2.36.1 Whether cooking competitions have been organized at different levels in 2020-21,

No

2.36.2 if yes in

2.36.2.1 the number of participants in these competitions

2.36.2.2 Details of judges

2.36.2.3 How many participants were awarded

2.36.2.4 Was the awarded participants given any cash prizes

2.36.2.5 Whether the awarded recipes have been shared with schools

2.36.3 Details of action plan for year 2021-22

Cooking competitions will be organized at different levels in 2021-22
Completions will be organized in all targeted school.

Nil

2.37 Details of minor modifications from the existing guidelines carried out by District Level Committee chaired by the District Magistrate.

Nil

2.38 Details of new interventions envisaged under 5% flexi funds – For each intervention, please provide detailed information in the below template

2.38.1 Background Note

2.38.2 Objectives

2.38.3 Rationale for the intervention

2.38.4 Time lines

2.38.5 Coverage

2.38.5.1 Number of Block

2.38.5.2 Number of schools

2.38.5.3 Number of children

2.38.5.4 Number of working days

2.38.6 Requirement of Funds

2.38.7 Monitoring

2.38.8 Outcome measurement

2.38.9 Impact assessment

2.39 Details about provision of Food Security Allowance during closure of schools on account of COVID Pandemic

Due to pandemic of corona covid-19 schools were closed during the period of 18 march, 2020 to till date, for that closer period food security Allowances provided to all entitled children for school days.

2.39.1 Methodology adopted for distribution of Food Security Allowance

Food grain lifted from the NAN by the implemented agencies like SHG, NGO and SMC and distributed it to children followed with covid-19 protocol. The payment of cooking cost are made through DBT (Direct Bank Transfer) to children's or guardians bank account for 216 days (April to July 2020 and November 2020 to March 2021).

2.39.2 Mechanism followed for management and monitoring

The Mid day Meal implemented in the state with the proper Monitoring and inspection by the concern authorities from the state level to district level, janpad panchayat and school level.

2.39.3 Items provided as Food Security Allowance

Due to School closer food security allowance provided to all entitled children for school days in the form of food grains (Rice & Wheat) and dry ration (Pulse & Oil). Dry Ration provided for 73 days (August, 2020 to November, 2020) equivalent to Cooking Cost.

2.40 Detailed MME plan along with Annual plan of activities to be undertaken there under.

50% fund use of school level and 50% fund use of state and district level monitoring and management expenditure.

2.41 Any other issues and Suggestions.

There are certain issues which need to be looked into for smooth and effective, outcome oriented conduct of the programme.

1. **Dining Hall** :- Currently, the only infrastructure being made available in the programme is kitchen shed. Therefore, students have to sit either inside classroom or in the verandah of schools to eat meal. Construction of 282 Dining Hall can be done by making it a permissible activity under MANREGA or making separate funding for it in a phased manner.
2. **Increase in Honorarium of Cook-Cum-Helper**:-Currently, CCH get only 2000 per month as honorarium whereas as per minimum wages monthly entitlements come much more than this.CCH have to do a lot of work in cooking meal like cleaning utensils, cleaning and washing vegetables, grain, serving meals to children, etc. These activities consumed their whole day and thus they are not able to do any other job. Hence, their honorarium need to be increased.
3. **Increase in Cooking Cost**:- There is also need of enhancement in cooking cost rate which is currently Rs. 7.45/- for upper primary schools and Rs. 4.97/- for primary schools student per day.
4. **Training of Cook cum Helpers and Engaged SHG :-** Fund should be provided for the training of Cook Cum Helpers and SHG.