



IMPLEMENTATION OF MID DAY MEAL SCHEME IN HARYANA STATE

1.1 Mid-Day-Meal Scheme was launched on 15 August, 1995 in the 44 educationally backward Community Development blocks of 6 districts of the State at primary level. Free dry foodgrains @ 3.0 Kg. (1.5 kg wheat and 1.5 kg rice) per child per month was distributed. Foodgrains are provided by FCI, with transport subsidy on the transportation of these grains @ Rs. 25/- per quintal. In 1995-96 cooked food was provided in 17 blocks of these 6 districts- Bhiwani, Hisar, Mahendergarh, Rewari, Kaithal and Sirsa. The State Government spent Rs. 1.45 per child per school day as cooking cost for this. In the year 1996-97, the scheme of cooked meal was extended to 44 more blocks (educationally backward blocks). In the year 1996-97 itself distribution of dry food grains @ 3.0 Kg per child per month was started. In January 2003, cooked food as Mid-Day-Meal was started in 17 blocks. These blocks were having population which was economically backward and educationally backward. Merely dry ration was distributed to the children before 2004. The cooked food was served in all the Govt, Local Bodies, Govt Aided Primary Schools from 15.08.2004. The scheme was extended to all middle schools also during the year 2008-09. Under this scheme wheat & Rice are made available by Govt of India. It is essential to serve 100 gms cooked rice/wheat to the students of primary and 150 gms cooked rice/wheat to the students of middle classes. It is also essential to give 12 gms protein, 450 Calories for primary classes and 20 gms protein and 700 calories for middle classes respectively.

The norms of food are as under:-

S.No.	Items	Quantity per day	
		Primary	Upper Primary
1	Food grains	100 gms	150 gms
2	Pulses	20 gms	30 gms
3	Vegetables (leafy also)	50 gms	75 gms
4	Oil & fat	5 gms	7.5 gms
5	Salt & Condiments	As per taste	As per taste

The school Children are provided cooked food as per menu decided by the department. A total number of 16 Meals are being served to the students. 8 Meals are rice based i.e. Pulav with vegetables, Paushtik Khichri, Rice with Dal, Rice with Karhi, Rice with Rajma & Aaloo, Rice with Kala Chana & Aaloo, Kheer, Rice with Chana & Aaloo and 8 wheat based i.e. Roti with Seasonal Vegetables, Halwa and Black Chana, Roti with Dal, Aaloo Prantha, Meetha Daliya, Atta Savain, Roti with Aaloo Matar, Bharva Prantha with Seasonal Vegetables. Department has made some changes in recipies as per suggestions of 4th Joint Review Mission. The total cost of cooking per student is being reimbursed @ Rs. 3.34/- from classes 1st to 5th and Rs. 5.00/- from classes 6th to 8th. The budget sharing for the project is in the ratio of 75:25 between centre and state.

In addition to this an honorarium of Rs. 1150/- per month will be paid to cook-cum-helper, in which centre share is Rs. 750/- & state share is Rs. 400/- per month. The State has

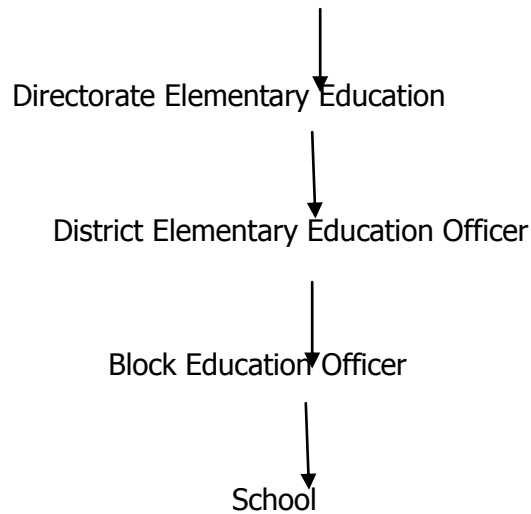


been increased the state share from Rs. 400/- to Rs. 1750/- per month from 1st January 2014. The norms for employment of Cook-cum-Helper are as under:-

Sr. No.	Number of students	Number of Cook- cum -Helper
1.	1 to 25	One
2.	26 to 100	Two
3.	Per additional upto 100 students	One additional

1.2 Management Structure

Principal Secretary School Education Department



1.3 Process of Plan Formulation

A system has been developed to collect monthly, quarterly and yearly data regularly for smooth running of MDM Scheme. For formulation of plan, Block Education Office of every block collects the data from every school and after compiling it on block level, it is submitted to District Elementary Education Office at district level. District Elementary Education Office compiles it at district level and after that State plan is formulated. During compilation of plan at state level, monthly and quarterly reports of the districts are also taken for assessment of the data, submitted by the districts. Cooking Cost, honorarium to cooks, kitchen sheds cum store and kitchen devices amount is calculated on the basis of 75:25. 75% is borne by Centre Govt. and rest of 25% is borne by State Govt. Cooking Cost. Districts are being asked to calculate cooking cost and honorarium to cooks on the strength of enrolment of students studying in primary & Upper Primary Govt., Govt. aided and Local bodies Schools, no. of days and rate of cooking cost. Meetings are held at headquarter and at district level with district level functionaries regarding preparation of annual work plan.

2. Description and assessment of the programme implemented in the current year (2013-14) and proposal for next year (2014-15) with reference to:

2.1 Regularity and wholesomeness of Mid Day Meals served to children; reasons for Programme interruptions, if any

MDM is being provided by and large regularly. The major reason for discontinuity or interruption is mainly due to non-availability of food grains due to interrupted lifting of food grains by



HAFED from FCI godowns. Clear directions have been issued to all the field officers that Mid-Day-Meal should be provided to students on all school days without any fault. Even

then if there is any complaints regarding interruption in preparation of MDM, prompt action is taken at headquarter and district level. As the work of lifting and supply of grains to schools has been handed over to Haryana State Cooperative Supply and Marketing Federation Limited (HAFED) from 01.04.2012.

2.2 Coverage of children of NCLP schools as per upper primary norm. NCLP schools are primary schools but eligible for benefit as per upper primary norm.

There are 3 districts namely Faridabad, Panipat and Gurgaon. In total there are 113 NCLP centres. The number of beneficiaries in the current year is 7629 against 7453. All the beneficiaries are provided MDM as per upper primary norms as directed by GOI.

2.3 Food grains management, including adequacy of allocation, timeliness of lifting, transportation and distribution, and suitability of storage at different levels. Challenges faces and plan to overcome them.

Food grains were allocated adequately to the state Govt. During the year 2013-14, 20168.24 MTs of Rice and 12722.13 Mts of Wheat for Primary Stage and 16078.45 MTs of Rice and 9880.88 MTs. of Wheat for upper primary stage were allotted to the state. In some schools Foodgrains are stored in the containers provided by the state Govt. In schools where containers are not available school manage on their own to store their foodgrains in the healthy manner. HAFED, the nodal agency for lifting of food grains, lifts the food grains. Food grains allotted to all schools of the State were adequate as there were no complaints in this respect.

2.4 System for payment of cost of foodgrains to FCI. Status of pending bills of FCI of the previous year.

Cost of foodgrains is met out from the grants received from the Govt. of India Headquarter releases grants district wise to the concerned District Elementary Education Officer through online transaction system. Who further make payment to FCI within 15 days of the receipt of the bills. Bills

for the month of January, February and March 2013 are yet to be received and the same will be cleared when the bills are raised.

Current Status of the payment to FCI upto 31st December 2013

	Allocation		Lifting		Billing against lifting		Payment	Balance
	Wheat	Rice	Wheat	Rice	Qty(Mts)	Amount		
Primary	12722.13	20168.24	6019.92	12111.12	25522.88	1469.64	1224.95	238.69
U.Pry	9880.88	16078.45	5700.48	9444.81				
Total	22603.01	36246.69	11720.4	21555.93	25522.88	1469.64	1224.95	238.69



2.5 System for release of funds provided MDM (Central and State). Please indicate the dates when the fund was released to The State Authority /directorate/ District /Block/ Gram Panchayat and finally to the Cooking Agency / School.

The following system is adopted for releasing of cooking costs. Bank Accounts in the name of District Elementary Education Officer is opened at district level. After receiving sanction from Govt. of India the Department of Elementary Education get the Finance Department approval and deposits the money in the account at Headquarter level and at the same time this amount was transferred to the accounts of District Elementary Education officer through RTGS without any delay. A separate account for Mid-Day-Meal has been opened at school level also. The funds are released by the State to district level. After that it is transferred to school and the amount is withdrawn under the joint signature of Chairman of Self Help Group and Head of the School for the purchase of Ghee, Salt, Oil, Jeera, pulses, gram etc.

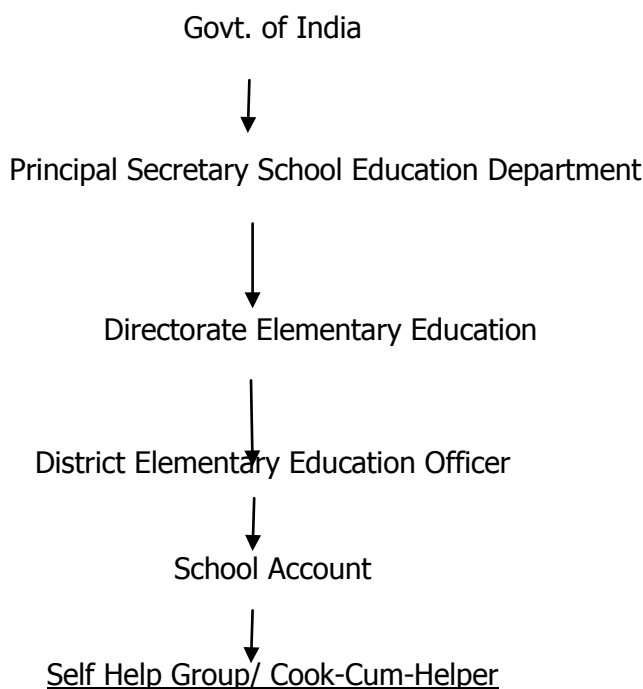
DATES OF THE RELEASE OF FUNDS TO BE INDICATED.

Sr. No.	Component	Funds received from GOI to State	Funds received from state to Directorate on	Funds received by Districts on
1.	Adhoc grant (25%)	18-04-13	06-08-2013	22-08-13
2.	Balance of 1 st Instalment	30-07-2013	23-10-2013	04-12-2013

2.6 Submission of information in Mandatory Table (AT-24).

2.7 System and mode of payment of honorarium to cook-cum-helpers and implementing agencies viz. NGOs/SHGs/ trust/centralised kitchens etc.

Grants are received by the State from GOI. The cost of Honorarium to cooks-cum-helpers is shared between the centre and the state. The centre share is Rs. 750 per month & state share is Rs.400/- per month. State has been raised the state share again which is now Rs. 1750/- per month from 1st January 2014. The following procedure has been allotted for making the payment of honorarium to cook-cum-helpers.





2.8 System for procuring cooking ingredients (pulses, vegetables including leafy ones, salt, condiments, oil and fuel etc.) Commodities, which are centrally purchased and supplied to schools or locally purchases at school level.

The purchasing at school level is done by Self Help Groups (SHGs) where SHGs has been formed. In schools where SHGs has not been formed a committee consisting School Head, Lady Punch or Municipal Councillor and One teacher is responsible for purchase. Fuel and Vegetables are purchased locally out of cooking cost amount placed at the disposal of Self Help Groups and Head of the School.

The rate of cooking cost per child per day is as per the norms fixed by Govt. of India which is as under.

i)	Primary classes (1 to 5)	@ Rs 3.34 per child per school day
ii)	Upper Primary classes (6 to 8)	@ Rs 5.00 per child per school day

2.9 System for cooking, serving and supervising mid day meals in the school and measures to prevent any untoward happening.

In 17 districts of the State MDM is being cooked by SHGs and before serving the food to the students teacher-incharge tastes the food and then it is served to the students in the presence of the teachers.

In 4 districts of the state food is being cooked by an NGO ISKCON Food Relief Foundation in its kitchens. The cooked food is transported to the schools in the vehicles of the NGO. The teacher-incharge tastes the food and then it is served to the students.

2.10 Procedure and status of construction of kitchen-cum-store.

In the Year 2006-07 Rs. 1911.00 Lacs were granted by Govt. of India for construction of 3185 Kitchen sheds in primary schools @ Rs, 60000/- per school. 1849 schools were constructed at an expenditure of Rs. 1471.00 Lacs. In the year 2007-08 Govt. of India sanctioned Rs. 523.80 which were released in the year 2008-09 for construction of 873 kitchen sheds @ Rs. 60000/- each. In the year 2010-11 Rs. 7207.78 lacs were released for construction of 4383 kitchen sheds (20 sq. mtr. 1151 kitchen sheds @ Rs. 143.244 per kitchen shed amounting to Rs. 1648.74 lacs and 24 sq. mtr. 3232 kitchen sheds @ Rs. 1.72 per kitchen shed amounting to Rs. 5559.04 lacs). In the year 2011-12 Rs. 5159.49 lacs were sanctioned by Govt. of India for construction of 3042 kitchen sheds (20 sq.mtr. 253 kitchen amounting to Rs. 362.41 lacs and 24 sq.mtr. 2789 kitchen sheds @ Rs. 1.93 per kitchen shed amounting to Rs. 4797.08 lacs. In the year 2012-13 Rs. 7376.46 Lac were approved by Govt. of India for the construction of 3822 kitchen cum store but no funds has been released by Govt. of India till now. The Kitchen-cum-store are constructed as per Govt. of India norms with the help of Engineering Cell of Haryana Prathmik Shiksha Pariyojna Parishad, Panchkula, A registered society which is also implementing Sarva Shiksha Abhiyan and Rashtriya Madhmik Shiksha Abhiyan in the state of Haryana. No funds from other sources have been arranged for this purpose. For kitchen sheds Govt. of India sanctioned the following amount which was transferred to SSA for the construction of kitchens.



(Rs. in Lacs)

Sr. No.	Year	Target (In No.)	Kitchens Completed	In progress	Yet to start	Funds allocated (Rs. In Lacs)	Funds used (Rs. In Lacs)
1	2006-07	3185	1849	250	1086	1911.29	1544.55
3	2008-09	873	787	66	20	1046.80	1018.13
4	2009-10	4383	3824	473	86	7207.78	5479.25
5	2010-11	3042	381	419	2242	5159.49	1264.54
	TOTAL	11483	6841	1208	3434	15325.36	9306.47

2.11 Procedure of procurement of kitchen devices from (i) funds released under the Mid Day Mal Programme (ii) other sources.

(i) Upto the year 2013-14 15043 schools already provided Kitchen devises i.e. Gas Connections, Gas Burner with two cylinders. In the year 2013-14 Rs. 397.85 Lac sanctioned for the procurement of 161 new kitchen devices and 7798 replacement of kitchen devices. These funds have been released to all District Elementary Education Officers for the procurement/replacement of kitchen devices.

2.12 Capacity building and training conducted for different categories of persons involved in the Mid Day Meal Programme.

The Department has organized Training Programme for members of SHGs at block level in the month of May 2013 during this year. Objective of Mid Day Meal and how to prepare food was fully elaborated to them. 31 cooks-cum-helper were given training on personal hygiene and nutrition in Hotel Management institutes at Kurukshetra & Rohtak in the month of

August-September 2013. Food and Nutritional Board, Ministry of Women & Child Development have conducted training/seminars of teachers involved in the Mid-Day-Meal. A module of Mid Day Meal addressing all the aspects of the scheme has also prepared and is an integral part of the Training Programme. Also under all the trainings of the department given to DEOs, DEEOs, DPCs, BEEOs, BEOs, Principals, and members of School Management Committee mid-day-meal is one of the topic discussed.

2.13 Management Information System at School, Village/Gram Panchayat, Block, District and State level.

Mid-Day-Meal Programme implementation is the overall responsibility of Committees constituted at school level. Teacher In charge of Mid-Day-Meal Programme maintains the day to day record of the Programme. There are only two registers to be maintained at school level. One register is for maintenance of funds (Cash Book) and second register is kept for foodgrains utilization.

The Department has recruited 4 monitoring officers at division level and Account Executives and Programme Executives at Block, district and headquarter level. They have been entrusted with responsibility to visit at least 30 Schools in a month and get telephonic information of at



least 10 Schools Daily. The basic qualification for Accounts Executive/Programme Executive is B.COM/BBA or BCA Degree with computer knowledge respectively.

2.14 Systems to ensure transparency and openness in all aspects of programme implementation, including inter alia, food grain management, ingredients procurement, cooking and serving, appointment of cooking staff, construction of kitchen sheds, procurement of cooking devices.

Transparency and openness in all aspect of programmer implementation is been maintained at every level. The implementation of the scheme at the school level has been assigned to Self Help Groups. The account is being operated under the joint signature of Chairman of SHG and Head of the Institution. The work of lifting of foodgrains from 01.04.2012 has been

assigned to Hafed. The schools maintain records containing the necessary information such as No. of children fed on each day, the type of food served. All the purchases be it ingredients, cooking devices and any other material has been made at the school level and there is no centralised purchase. The helpline number 0172-2584522 has been introduced at Head office at Panchkula and a specific dedicated e-mail mdmhry@gmail.com has been created for all complaints and suggestions.

SHG procured the ingredients locally as per their requirement. Cooking is done by cooks engaged by SHGs. Kitchen cum stores has been allotted to the Primary and Upper Primary schools. The amount received under this head is released to Haryana Prathmik Shiksha Pariyojna Parishad Panchkula, a society for the implementation of Sarva Shiksha Abhiyan and Rashtriya madhmik Shiksha Abhiyan in Haryana. The society has been entrusted to construct kitchen shed in the schools, as the society has a well established civil works wing. Procurement of cooking devices, cooking utensils and Thali and spoons are made by a committee consisting of Chairman of School Management committee, Head of the institution and lady member of School Management committee.

2.15 Measures taken to rectify:

- a) **Inter-district low and uneven utilization of food grains and cooking cost**
- b) **Intra-district mismatch in utilization of food grains and cooking cost**
- c) **Measures taken to rectify Delay in delivering cooking cost at school level.**

Apparently there seems to be no inter district low and uneven utilization of food grains and cooking cost. In the year 2013-14 till 31-12-2013. 55.32% of the food grains was lifted for the primary children and cooking cost used was 65%. 58.34% of foodgrains was lifted for the Upper Primary Children and cooking cost used was 78%. Overall 56.73% foodgrains was lifted and 71.51% cooking cost was used.

2.16 Details of Evaluation studies conducted and summary of its findings.

Evaluation studies have been conducted by Kurukshetra University. The observations/suggestions of Evaluation studies for the year 2013-14 has not been received from Kurukshetra University till now.



2.17 Brief writ up on best practices followed in the State.

The Following best practices are followed in the schools:-

1. In Haryana State Honorarium to cooks is Rs. 1150/-per month in which Center Share is Rs.750/- and State Share is Rs.400/- per month. State has also decided to increase the State Share from Rs. 400/- to Rs.1750/- per month from 1st January 2014.
2. In the year 2013-14 Rs.70.89 Lacs has been released to provide soaps for washing hands for Pry & U.Pry Schools.
3. All students irrespective of their caste, creed and religion take the Mid Day Meal and thus spread a message of common brotherhood and also imbibe good traditions of the Indian society amongst the students.
4. Participations of the Govt. Particularly the cooks appointed by SHGs who are mostly the mothers of the children studying in that very school. Cooking and serving by them the Mid Day Meal is a very good practice. It has been enforced the accountability of Parents and teachers towards society to impart quality education to students.
5. In some of the places, the members of SHGs and students have been motivated to produce the vegetables by making use of available land in the schools effectively. This will not only make the school self sustainable but would also inculcate the habit of self reliance amongst the SHGs and students.
6. All schools in the State have been provided with Thali and Spoon therefore, children do not have to carry their tiffins/ bowl to the school as they have been provided Thali and Spoon in the school. Where there is some shortage that will be sorted out in the coming months.
7. Monitoring cell at State level with dedicated telephone number and email address. Helpline numbers 0172-2584522 and Email address mdmhry@gmail.com
8. Advertisement on Radio regarding Mid Day Meal Scheme.

2.18 Instances of unhygienic food served, children falling ill, sub-standard supplied, divesions/misuse of resources, social discrimination and safety measures adopted to avoid recurrences of such incidents.

There have been no incidents when children were served unhygienic food. Following directions have been issued to the NGO and all the school heads.

1. Following aspects are to be kept in mind before lifting the foodgrains relating to Mid Day Meal:

- a) Quality and quantity should be checked before lifting the foodgrains from Food Corporation of India depots.
- b) The foodgrains which are kept in open space should not be lifted.
- c) Foodgrains should be lifted from Food Corporation of India depots only.
- d) On the day of lifting of foodgrains District Elementary Education Officer/Deputy District Education Officer should be present. If any complaint is received regarding quality of foodgrains, it would be responsibility of concerned officer.



- e) All the District Elementary Education Officers will ensure that when the delivery of Mid Day Meal foodgrains will be done by HAFED in their respective district, member of Self Help Group would be present in the school for taking delivery of foodgrains
- f) Before taking delivery of foodgrains the weight should be checked on their own weighing machine. Full weight of foodgrains should be ensured. If any Self Help Group refuses to take foodgrains, it will be the responsibility of Self Help Group itself.

2. While preparing Mid Day Meal, the following should be kept in mind:

- a) While preparing Mid Day Meal, foodgrains should be cleaned properly and put the Mid Day Meal in neat & clean utensils. Mid Day Meal kept in neat & clean place and should be served in hygienic manner. The sealed/packed oil/ghee of good company should be used in place of open oil/ghee purchased from market.
- b) Mid Day Meal be prepared in kitchen only and not to prepared in open space/under tree(s).

3. Before serving Mid Day Meal the following aspects are to be kept in mind:

- a) Before serving the Mid Day Meal to the students and after taking Mid Day Meal hand washing with soap of all the students should be ensured.
- b) The recipe prepared out of 16 recipes listed by the Directorate for Mid Day Meal, should be prepared in the school premises and under the supervision of school head. Head of school should ensure the quality and quantity of food and he/she should taste the Mid Day Meal himself before serving the same to the students.

2.19 System of tasting of food by teachers and testing of food sample by any reputed labs.

All the school heads has been directed to taste Mid Day Meal before serving it to students. We are also directed to test check the Mid Day Meal food sample through reputed institute recognised by the CSIR or National Aggradation Board at least once in a month or whenever desired by head masters/ Mid Day Meal incharge.

2.20 Extent of involvement of NGOs and Civic Body Organizations (CBOs) PRIs in the implementation and monitoring of the Scheme.

ISKCON food relief foundation, New Delhi has been involved in is supplying Mid Day Meal in four districts namely Faridabad, Gurgaon, Palwal except Hathin and three block of Kurukshetra district namely, Thanesar, Ladwa

and Pehowa. In the remaining 17 districts of the state, the MDM is cooked by members of Self Help Groups. Members of Gram Panchayats, S.M.C. and P.T.A have been given the task to check the cooked meal and supervise distribution of Mid-Day-Meal. Mothers are also being motivated for supervising and distributing the meal.

2.21 Status of School Health Programme with special focus on provision of micro-nutrients, Vitamin-A, De-worming medicine, Iron and Folic acid, Zinc and recording of height, weight etc.,

The health check up Programme is going on in the schools through Sarva Shiksha Abhiyan and the head department National Rural Health Commission (NRHM) Under this Programme from



(01.04.2012 to 31.12.2012) 1661382 students were checked up out of these 1413922 children were given iron and folic acid tablets, 343245 children were given Vitamin A tablets and 6286 children were given De-worming tablets and 1126 children were given spectacles. Measurement of height and weight is done at the school level.

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

To implement this scheme more effectively all IAS and HCS officers of the State have been directed that while on tour they should check implementation of Mid-Day-Meal scheme. surprise inspections of schools are being done by the staff of the Headquarter. The Department has recruited 4 monitoring officers at division level. Account Executives and Programme Executives at Block, district and headquarter level. They have been entrusted with responsibility to visit at least 30 Schools in a month and get telephonic information of at least 10 Schools Daily.

2.23 Steps taken to strengthen the monitoring mechanism in the, Block, District and State Level and status of constitution of SMCs at these levels. Status of formation on School Management Committee at village/ School/ Cooking agency level in the light of Right to Education Act, 2009.

The Govt. vide Notification No. 1/6-2005MDM(1) Dated 27-10-2005 have constituted three tier monitoring committee at state, district and block level under the Chairmanship of Chief Secretary, Deputy Commissioner and Sub divisional Officer(civil) respectively. The department has formed comprehensive micro level three tier monitoring system at State, District and block level by constituting Monitoring cells. All level monitoring cells have the telephone numbers of the Head of the schools where Mid Day Meal scheme is running. Monitoring cell randomly talk to the Head of the school and enquire about the running of the scheme. All the members of the cell are compulsorily directed to enquire 10 schools daily and send the report to the Head office. As per Haryana Right of Children to free and compulsory Education rule 2011 under rule 14 School Management Committees have been constituted in every govt. school for a term of 2 years and the members of SMC have been trained accordingly. Mid-Day-Meal was also a part of training. SMCs are monitoring the mid-day-meal scheme at the school level.

2.24 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 issued discussed and action taken thereon.

2.25 Arrangements for official inspections of MDM centers and percentage of schools inspected and summary of finding and remedial measures.

The Programme is monitored regularly by State/Head Quarter Officers and District Elementary Education Officers as well as Block Education Officers. They have been directed to inspect at least 25 schools in a month.

2.26 Feedback/Comments in respect of report of Monitoring Institutions designated for you State/UT to monitor implementation of MDM and action taken thereon.

The feed-back/comments in respect of monitoring institutions is at point No. 2.16 and suitable action has already been taken by the Department.



2.27 Details of the Contingency Plan to avoid any untoward incident.

All the school heads has been directed to display the emergency numbers of nearest health centres, community health centres, district health centres, deputy commissioner and also the number of District Elementary Education Officers and Block Education Officers on a board.

2.28 Grievance Redressel Mechanism if any, used by the States/ UTs. Details of compliant received, nature of complaints and time schedule for disposal of complaints.

A Grievances Cell has been established in the Mid-Day-Meal branch. Complaints or suggestions are received by this branch by way of (1) by post, (ii) by email at email address mdmhry@gmail.com and (iii) by telephone on telephone no. 0172-2584522. Complaints received by email and telephone are noted down and put to officials for necessary orders by the Computer Operator. The complaints received by post are dealt by the Mid-Day-Meal Branch and are put to officials for necessary orders. Assistant Director Mid-Day-Meal is the Nodal Officer for complaints. The Nodal Officer contacts complainants on phone and solves their problems/ complaints. Only in complaints of serious nature an enquiry is done by the officers of Head Quarter/ Field Officers. All complaints are dealt promptly. Nature of complaints (i) Meal not cooked as per menu, (ii) meal cooked late, (iii) meal not tasty example less milking kheer, more water in khichdi, (iv) number of rice based meals should be increased, (v) honorarium not paid to cooks on time.

By way of post

Total complaints received = 118
Action taken = 118

Complaints/suggestions received via Telephone = 36
Action taken = 36

Complaints received via E-mail = 3
Action taken = 3

2.29 Awareness Generation/Media Campaign, if any.

From July 2013 the Jingle has been aired two times in a day on Big FM, Oye FM and Radio Mantra. This campaign will be continued through out the year.

2.30 Overall assessment of the manner in which implementation of the programme is contributing to the programme objectives and an analysis of strengths and weaknesses of the programme implementation.

This Programme have been contributing positively in achieving its objectives such as increase in enrolment, retention and attendance of children in Primary schools and improving the nutritional level of Primary school children.
