

ANNUAL REPORT 2017-18



National Centre for Human Settlements and Environment

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CONTENTS

1.	Introduction	1
2.	Registration details	2
3.	Major Activities	3-10
	3.1 Integrated Watershed Development	3
	3.2 Application of GIS & Remote Sensing	10
	3.3 Initiatives towards socio-economic transformation of rural women	13
	3.4 Consumer Awareness/Protection Initiatives	14
	3.5 Targeted Intervention in Urban Areas of Ujjain District for Prevention of HIV/ AIDS	16
	3.6 Mahesh Buch Remembrance Lecture	18
	3.7 Mahesh Buch Memorial Lecture	18
	3.8 Environment Helpline: Citizen's Engagement for sustainable urban developmental	19
4.	Development plan for the next year	19
5.	Audit	20
Annex-1	Awards/Recognitions Conferred on NCHSE	21
Annex-2	Governing Council of NCHSE	22
	Annual Audit Report and Balance Sheet 2017-18	24

1. Introduction

National Centre for Human Settlements and Environment (NCHSE), a non-government organization, was established by Late Dr M.N. Buch in 1984 with the objective of facilitating participatory sustainable development of human settlements and its people with special focus on the weaker sections of society in order to promote rapid social mobilization and significant economic development.

In its formative years, NCHSE has carried out research and monitoring and evaluation of projects countrywide to facilitate improvement in the socio-economic and cultural profile of the people, both in urban and rural areas. Later it expanded its domain of activities with emphasis on project implementation, IT and GIS application and consumer advocacy, focusing mainly in the State of Madhya Pradesh to achieve its mission of rapid social mobilization and significant economic development of the community through its flagship programme of Watershed development.

Various International Organisations like Ford Foundation, UNICEF, UN-HABITAT, DANIDA, ICCO, ILO, Telford Challenge, CASA, UNDP, World Bank, DFID, etc. domestic agencies like Govt. of India, Govt. of Madhya Pradesh, Planning Commission, CAPART, NABARD, HUDCO and Corporate Sectors such as ITC, GAIL, etc. provided extensive support in the implementation of projects to meet the mission objectives of the organisation.

It won the UNEP International Award in 1995 for outstanding achievement in watershed development works. Its achievements have been recognized by other agencies as well, the list of such awards is presented at Annexure-1.

NCHSE is guided by the Governing Body and Governing Council (GC) comprised of subject matter specialists. The list of members of GC is at Annexure -2. It provides advisory support to the Chairperson who is the chief functionary of the organization. Director General is the Chief Executive of the organization and is responsible for the overall supervision of the affairs of the organisation under the guidance of the Chairperson.

2. Registration Details:

Registration: Registered under M. P. Societies Registration Act, 1973, Registration No.13784, dated 19th June, 1984.

PAN : AAATN2922N

TAN : BPLN00396E

GST No. GSTN-23AAATN2922N1ZK

FCRA Registration Number – 063160035

80 G & 12 A – NCHSE is registered with the Income Tax Department as a Trust/ Society under Section 12 A (a) and exempted under Section 80-G (5)(vi) regarding donations made to the Centre.

3. Major Activities:

NCHSE has completed over 325 projects in the areas of research, survey, planning, implementation, monitoring, evaluation, GIS mapping, software development, training & capacity building, consumer protection, etc. during last 34 years. Over the years the activities of the organisation has expanded with added focus on Natural Resource Management, Sustainable Development, consumer protection and capacity building of farmers in water conservation and improved agricultural practices and GIS application of urban youth. Its operation now expanded to neighboring state of Rajasthan.

NCHSE is implementing its programmes and a project through it's headquarter in Bhopal and field offices located in 6 districts of Madhya Pradesh, viz. Dhar, Hoshangabad, Mandsaur, Sehore, Ujjain and Vidisha, and in Kota District of Rajasthan.

Accomplishment during 2017-18 mainly covers under the following sectors:

- Watershed Development
- Promotion of Improved Agricultural practices
- Promotion of Climate Smart Community
- Livelihood Promotion for the poor
- GIS Application: Developing Customized maps and capacity building
- Prevention of HIV / AIDS
- Consumer Protections
- Environment Helpline

This Annual Report presents a glimpse of the organizations' overall major achievements during 2017-18.

3.1 Integrated Watershed Development:

Watershed development programme, throughout the country, particularly in Madhya Pradesh, has been considered to provide solution to the increasing environmental crisis arising out of depletion of forest cover, inadequacy of fuel and fodder, reduction of underground water level, loss of moisture and nutrients as a result of rainwater runoff, soil erosion, non-suitability of vast stretch of land for agriculture, especially in the areas bereft of irrigation or experiencing scanty or irregular rainfall, breaking of rural communities etc.

NCHSE has developed special expertise in implementing holistically designed watershed development and management projects at Mili and Micro levels that have transformed water regimes of whole villages which chronically suffered due to acute water shortage. Implementation of these projects in such areas have raised ground water levels leading to increased irrigation to the fields and enhanced crop production, higher fuel and fodder availability, promoted animal husbandry, and virtually stopped seasonal migration from the distressed villages.

NCHSE initiated implementation of watershed management programme in the year 1994 in Ranapur block of Jhabua district with United Nations Environmental Programme (UNEP) supported project on “Environmental Soil Degradation Control”. NCHSE has expanded its activities related to implementation of watershed development/management projects with financial support from Rajiv Gandhi Watershed Mission (RGM), CASA, CAPART, WFP and ITC in the districts of Dhar, Jhabua, Hoshangabad, Mandasaur, Sehore, Ujjain and Vidisha,. So far, NCHSE has covered more than one lakh ha. area under watershed programmes spread over 11 districts of Madhya Pradesh.

Activities during 2017-18:

During 2017-18, watershed development projects were under implementation in the 4 districts of Madhya Pradesh, viz. Dhar, Mandasaur, Sehore, and Vidisha, and Kota district of Rajasthan.

The Integrated Watershed Management Programme (IWMP) in Dhar District is being implemented with support from Panchayat and Rural Development Department, Govt. of Madhya Pradesh, whereas the IWMP project in Sehore is being implemented in partnership with ITC and Panchayat and Rural Development Department, Govt. of Madhya Pradesh under Public Private Partnership (PPP) mode. The projects in the districts of Vidisha and Kota are being supported by ITC alone having focus on integrated and sustainable development of project areas.

While the main objectives of IWMP being supported by Government are to augment irrigation water through rain water harvesting, control soil erosion and promote livelihood activities for the poor, ITC supported projects have a wider approach and include:

- Assist farmers to adopt sustainable agricultural practices through Farm School Model and establishment of Custom Hiring Centers (CHC);
- Assist in formation of Farmer Interest Group and build their capacities for sustainable agriculture;
- Assist individual farmers through appropriate soil and water conservation measures to augment water availability for agriculture and thereby improving agricultural productivity and income of farmers;
- Encourage female members of the family to save money collectively and take up income generating activities;
- Improve economical and social status of women SHGs through establishment of CHC centre;
- Provide support to landless/poor families to establish Nutrition Gardens to ensure availability of balanced diet for them; and
- Facilitate conservation of biodiversity and development of climate smart villages.
- Livelihood promotion through financial literacy programme

The Project wise achievements are as follows:

3.1.1 IWMP , Dhar

The Project is being implemented in 25 villages under 11 micro watersheds of Tirla Block of Dhar District since 2012-13. Since the operation of the project, an area of 3,044 ha has been treated for soil and water conservation and an area of 143 ha has brought

under irrigation benefitting 252 farmers. During 2017-18, following works were undertaken:

1. **Catchment area treatment:** about 50 ha area was treated through Boulder check dam and Boulder farm bunding works in 5 villages.
2. **Rain water harvesting:** 9 Check dams, one each in 5 villages were constructed creating water storage capacity of 66,303 M³ and irrigation potential of 44 ha, which benefitted 68 farmers.
3. **Capacity building activities:** Several activities were organized to help the farmers in 11 villages regarding management of water resources created and to adopt new techniques to make the agriculture a sustainable proposition.



Check Dam at Badlipura kalan, Tirla Block, Dhar District

3.1.2 IWMP(II), Mandsaur

The implantation of activities was stated in the financial year 2011-12 in Malhargarh block of Mandsaur district in partnership with State Government and ITC under PPP mode as per the agreement entered into by ITC with the Rajiv Gandhi Mission, Panchayat and Rural Development Department, Govt. of Madhya Pradesh.

Malhargarh Block being one of the water deficit areas with subsistence agricultural practices was selected to improve the livelihood of the people through watershed development approach and improved agricultural practices.

The project area spreads over 4,700 ha. covering 6 micro watersheds across 12 villages of Malhargarh block of Mandsaur district. These villages come under 8 gram panchayats namely Botalganj, Thadod, Gogarpura, Balagunda, Ninora, Khedakhadan, Soni and Bahi.

Major activities of watershed development as envisaged under state government support were completed and formal completion report was submitted to the Zila Panchayat. However, ITC continued its support during 2017-18 mainly with respect to improved agricultural practices and capacity building of farmers/user to ensure sustainability of the project. Activities undertaken during 2017-18 are as follows:

i. Biodiversity conservation:

Activity of seeding was undertaken in 50 ha area.

ii. Sustainable Agriculture Practices:

Under the BBF technique 19 ha area was added.

iii. Training and Capacity Building

Various capacity building programmes (trainings, workshops and Awareness programme) for the village level intuitions, WUGs, and SHGs were organized. The purpose of these activities were to improve the capacities of farmers and make the village level institutions, user groups, self-help groups self reliant so that they can use their knowledge in maintaining the infrastructures created under the project, and make the agriculture and their livelihood sustainable.

3.1.3 Integrated Development of Natural Resources through Watershed Management and Improved Sustainable Agricultural Practices in Sehore Block of Sehore District (IWMP-VIII)

The project is being implemented in 11 villages, viz. Dhabla, Kishanpura, Kulanskhurd, Kulanskalan, Sikandarganj, Barbakhedi, Khedli, Chainpura, Napli, Hirapur and Alampura in Sehore block since 2014-15. Only 45% of the area is irrigated, 40% of the agricultural land lacks irrigation facility, and the remaining area falls under rain fed land. Activities undertaken during 2017-18 are as follows:

i. Land Treatment:

As soil and moisture conservation measures, 71 ha area was treated through farm bunds.

ii. Water Resource Development:

Seven check dams, 25 pond cum well and 5 ponds were constructed and one pond and two earthen dam were rejuvenated. These water storage facilities enabled irrigation of 136 ha area of 94 farmers enabling them to obtain higher yield of wheat and gram grown in the Rabi season. Besides, the initiatives will reduce dependence on ground water.



Check Dam across Kolans River at Barwakhedi

iii. Sustainable Agriculture Practices:

- A systematic approach was adopted to promote sustainable agriculture, through adoption of new technologies, provision of suitable farm machinery and suitable varieties of crops. The programme is being implemented with participation of farmers as members of Farmer Field Schools (FFS)

constituted in each project village. All together 494 demonstration kits comprising seeds of 8 soybean varieties and 9 wheat varieties were provided to the members to try in their fields.

- The sustainable agriculture methods in kharif, rabi and zayad seasons were adopted by 338 farmers. Technically improved farming techniques allowed farmers to get more production at low input cost. 42 farmers adopted advanced seed replacements in Rabi and kharif seasons thereby increasing production. The yield of Soybean was 6 Qtl. per acre, which is substantially higher than previous years fetching a profit of Rs 12,286 per acre . Similarly profit for wheat (Sharbati C-306) was Rs 32,307 per acre.
- Under soil health improvement programme use of compost was promoted. Support was provided for the construction of vermin-composting units to 30 farmers and bio gas units to 10 farmers.
- Broad Band Furrow (BBF) attachments were provided to 50 farmers to apply the technique for soybean crops. Consequently, an additional area of 274 ha was brought under this technique, which is quite an improvement over the previous years and indicating its acceptability among the farmers.
- Under agricultural development programme, seed replacement was attempted with success in 16.4 ha in kharif and 14 ha in rabi seasons.

iv. *Climate Smart Village Intervention:*

Climate smart agriculture (CSA) is an approach that helps to guide actions needed to transform and reorient agricultural systems to effectively support development and ensure food security in a changing climate. CSA aims to tackle three main objectives: sustainably increasing agricultural productivity and incomes; adapting and building resilience to climate change; and reducing and/or removing greenhouse gas emissions, where possible.

The implementation of CSA was started during 2017-18 in which farmers in all 11 project villages were surveyed and groups comprising one super champion farmer (progressive farmer) and 20 champion farmers were formed in 3 villages (Kulans khurd ,Napli and Chainpura).

v. *Conservation of Biodiversity*

Plantation programme was undertaken in 7 ha land.

vi. *Overcoming Malnutrition:*

Women and children especially in poor families suffer from malnutrition. In order to overcome this problem, poor households having some land adjacent to their house were selected, head of the family was educated how to grow vegetable and fruit crops and essential support such as seeds and drip irrigation facilities were provided.

vii. *Awareness, Training and Capacity Building*

The activity is aimed at creating awareness regarding agricultural practices, environmental and general health & hygiene, empowering the farmers to adopt improved agricultural practices through demonstration plots, facilitating availability of farm equipments, ensuring availability of water for irrigation during the dry season as well as providing technology and equipments for efficient use of water for increasing agricultural productivity.

3.1.4 Integrated Development of Natural Resources and Improved Sustainable Agricultural Practices in Gyaraspur Block in Vidisha District

NCHSE with the support of ITC started implementation of this project in 14 villages of Gyaraspur block of Vidisha district since 1st October, 2015 on transfer of ongoing project from another ITC partner (Haritika). Activities completed during 2017-18 are as follows:

i. Land Treatment:

An area of 473 ha land was treated through soil conservation measures, such as i.e. creating 27.13 km of field bund across the slop in cultivable land, 20 Gabion and 30 loose boulder structures (LBS).

ii. Water Resources Development:

Water storage capacity of 92,717 cum was created through construction of 73 Farm Ponds, 2 Stop Dams and 22 well cum ponds. To ensure availability of water throughout the year, 5 wells were renovated. As a result, additional 209 ha area brought under irrigation benefitting 120 families.

iii. Sustainable Agriculture Practices:

- A combination of activities are being undertaken to promote sustainable agricultural that include demonstration of new techniques, use of appropriate machinery, interaction of farmers with experts on farmers fields as well as during exposure visit, use of organic manure and pesticides to discourage use of synthetic fertilizers and pesticides.
- Under soil health improvement programme, 188 Vermi compost units and 35 bio gas units were constructed by 223 farmers. Out of the 35 families having bio gas units, 22 received financial support from MP Agro Industries as well. Manure from the compost pits and the spent slurry from the biogas units were used for expansion of organic farming in 100 ha area.



A LBS at Village Gundai

A well cum pond at Village Gundai

iv. Climate Smart Village Intervention:

Climate smart agriculture (CSA) approach has been adopted in 12 villages. Each village has a Climate Smart Groups (CSG) having one Super Champion and 20 Champion farmers. These farmers adopted various climate smart interventions, which encouraged other farmers to be involved with this initiative. As of now 800 farmers get weather alert through mobile linkage under this initiative. The initiative under are as follows:

- BBF technology: During the year about 806 ha additional are brought under this technology benefitting 260 farmers.
- Micro irrigation: 1,537 ha area have been brought under this initiative by 275 farmers.
- Zero Tillage: 75 farmers adopted this technique 88 ha area.
- Green Gram Cultivation: 30 farmers cultivated green gram in 37 ha area. This besides improving soil nitrogen content fetched better income.
- Seed Improvement programme: New varieties were tried by 250 farmers in 324 ha area.
- Experiment with Solar light insect trap was successfully tried in three villages.

v. Biodiversity Conservation & Biomass Promotion:

During the monsoon 12,000 saplings of 13 local species like Bamboo, Teak, Karanj (Pongamia), Acacia, Custard apple and Arjuna were planted in 8 ha community and private lands. The purpose of plantation is to conserve biodiversity, increase biomass and reduce soil erosion in the project area.



Solar light insect trap system for soybean crop

vi. Nutrition Garden

Women and children especially in poor families suffer from malnutrition. Their daily diets are usually deficient in macro and micro nutrients. Consequently growth of children in the family is not satisfactory. In order to overcome this problem, 300 poor households having some land adjacent to their house were provided support to enable them to grow vegetables and fruit plants for their daily consumption.

vii. Empowerment of Women:

In order to enable the poor families to save and increase their income, women members of the family were encouraged to form SHGs and start saving and invest the savings in productive enterprises. During the year 31 new SHGs were formed and SHGs who have adopted the habit of regular saving were provided Rs 20,000 each as seed money to start income generating activities.

During the year, in partnership with Sanchi Dugdh Mahasangh a new initiative of collection and marketing of milk was started in Village Gundai. The 18 SHG

members formed a group and presently collecting about 160 lit surplus milk from 60 families, who were earlier consuming entire production for the own consumption. On an average now each family earns about Rs 100 per day. This perhaps the beginning, more and more families are expected to join the group.

viii. Training and Capacity Building:

In order to improve knowledge and capacities of farmers and village level intuitions, such as WUGs, and SHGs for sustainable development of the villages, training and exposure visits were organised at regular intervals.

3.1.5 Sustainable Agriculture Practices through Farmer Field School Model in Digod, Ladpura and Sangod blocks of Kota district of Rajasthan

With a view to bring about a catalytic change in the agricultural practices to attain agricultural sustainability and to promote livelihood activities in the countryside, the project is being implemented through Farmer Field School Model in Digod, Ladpura and Sangod blocks of Kota district since 1st October, 2014.

The project is aimed at empowering the farmers through their capacity building regarding adoption of improved agricultural practices, facilitating availability of farm equipments, ensuring availability of water for irrigation during the dry season as well as providing technology and equipments for efficient use of water for increasing agricultural production.

The project covers a total area of 9455 ha. in 21 villages (viz. Bandha, Brijliya, Brij nagar, Khushalipura, Khati Kheda, Kurad and Thumda under Kurad Gram Panchayat; Jhopadiya under Arand Kheda Gram Panchayat; Dungariya, Fatehpur, Kacholiya, Kanwarpura, Ummdepura under Dungariya Gram Panchayat; Mehandi under Toran Gram Panchayat and Dhoti, Ramnagar, Islamnagar, Kandafal, Kathoon, Chadawat, Haripura under Dhoti Gram Panchayat).

Major achievements during 2017-18 are summarised below:

- i. **Land treatment:** 468 ha. area in selected villages treated through Earthen Farm Bunding.
- ii. **Water resources development:** Construction of 3 Irrigation Tank, 3 Masonry Check Dam, and 21 farm Ponds were completed benefitting 57 families.
- iii. **Sustainable agricultural practices:**
 - 1175 ha. area covered through demonstration plots for Rabi crops benefitting 375 farmers.
 - 50 Vermi compost units were constructed for improvement of soil health.



Soybean BBF demonstration plot



Nutrition Garden at village Kurad

- iv. **Intervention through Development of Custom Hiring Centres (CHCs):** New technology based machineries were introduced in 2 villages.
- v. **Nutritional Garden:** 100 Nutritional Gardens were established to provide balanced diet for the poor families
- vi. **Nutritional Green Fodder:** 50 plots were developed for Nutritional Green Fodder for Animals
- vii. **Pasture/common land Development:** 46.00 ha. area developed benefiting the community of 3 Villages viz. Dhoti, Khushalipura and Ramnagar. Maintenance of community assets and conservation of biodiversity is being continued with community participation.
- viii. **Training and Capacity Building programmes:** various target groups were trained. Training cum exposure visits for farmers were organised to enable them to adopt improved agricultural practices through new technologies and equipments and efficient use of water for increasing agricultural productivity. Members of Village Development Committees (VDC) and SHGs were trained on institutional building as well as financial literacy and livelihood programmes

Details of activities and the expenditure are given below:

Particulars	No. of programmes /activities
Institution Training for VDCs	11
Training for UGs	9
Workshop cum awareness rally	3
Farmer's Field Day	5
Exposure Visits - Farmers	2
Training to Ultra Poor Women/Landless on various livelihood	16
Formation of SHG and Training	56
Capacity Building on Accounts and Finance	1
Training of SHG/VDC/UGs on Cashless Transactions	3

3.2 Application of GIS and Remote Sensing

NCHSE has a computer laboratory equipped to undertake GIS and Remote Sensing technique based assignments. The centre is constantly engaged in carrying out GIS mapping for implementation projects especially related to watershed management, agricultural sustainability, etc. GIS techniques have been used in preparation of thematic maps like Base map, Drainage and Contours, Land use/ Land cover, Irrigation, Cropping pattern, Soil type, ownership, Slope classification, and Action plan map. In fact, GIS and Remote Sensing have immensely helped in appropriate planning, monitoring, documentation, impact assessment and analysis.

NCHSE is also providing GIS and Remote Sensing Applications support to other organizations (NGOs, Govt. departments, corporate sectors, technical institutions, etc.) in implementation of their projects. During the year following projects were completed:

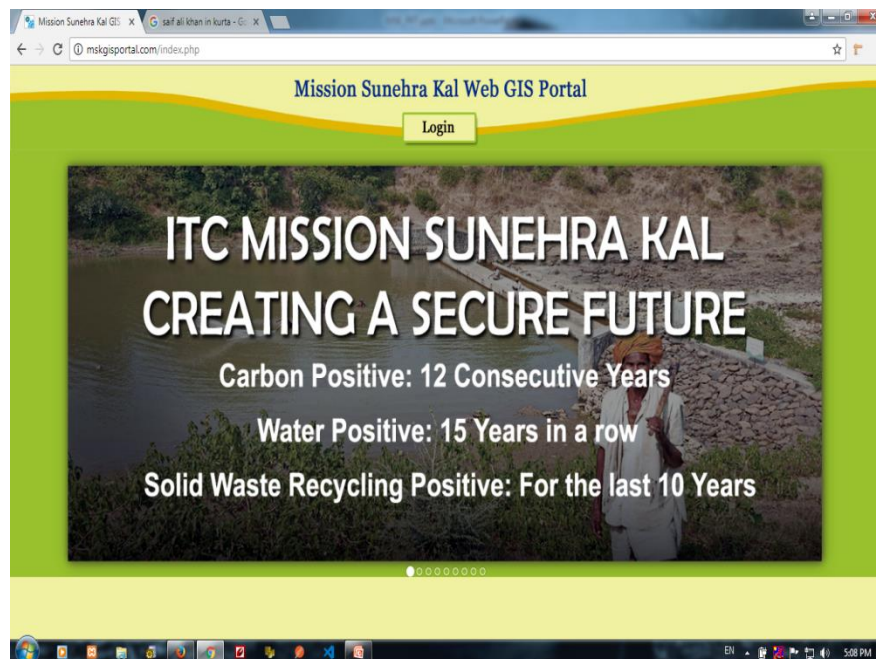
i. Mapping of water harvesting structures, their catchment and Command Areas

Maps with GPS coordinates, details of each water harvesting structures, their catchment, command area, cost and beneficiary under the ITC supported projects were developed for the new project areas and updated for the ongoing projects.

ii. Geo Tagging:

Geo-tagging involves addition of geographical identification metadata to various media such as a geo-tagged photograph or video with geographical coordinates, and can help users to find a wide variety of location-specific information from a device. This technique was applied for all civil works undertaken for ITC supported project in Nagda Block of Ujjain District.

iii. Development of GIS APP and Web GIS portal :



NCHSE has developed MSK GIS APP and Web GIS portal for ITC to locate, monitor and update its activities being supported in different states in India. GIS Software developed provides a centralized database repository system to fetch

and store the data including Geographical reference. Software also has many significant features like online powerful analysis, search, Geo-tagging with data, query and easy access to data along with digital maps over virtual data. It helps in generating analytical reports for monitoring purposes with project summary. This APP has the capacity to work on both online as well as offline mode. At present application is restricted to monitoring of watershed program & analysis of data for impact assessment. The pilot project based on village Gundai Banzaria in Gyaraspur block of Vidisha district and two villages of Munger block of Tarapur district of Bihar has been completed successfully. Under the 2nd phase activities of ITC projects in other states will be taken up.

iv. Planning Real Time Multi Village Rural Drinking Water Supply:

NCHSE GIS team provided technical support to Irrigation & Public Health Department (IPHD), Himachal Pradesh for various Group Water Supply schemes in selected blocks of several Districts of Himachal Pradesh started in March, 2018

Topo-sheets and high resolution satellite imageries as available from Google Earth were used for developing maps for planning of real time multi village rural drinking water supply. The field staffs of IPHD provided the coordinates with the help of GPS under guidance of NCHSE team. The information provided by the field staff of IPHD, the final output were generated.

v. GIS Training :

NCHSE regularly conducted a forty five day long training programme on GIS Application & Operations. The objective of the programme is to enable the participants to apply GIS techniques in many different ways to project planning, implementation, monitoring and impact assessment.

Besides lectures, hands on training on GIS applications were imparted. Field exposure included use of GPS and Auto level in the field.

During 2017-18, NCHSE organised 3 training programmes in which 35 persons participated.

3.3 Initiatives towards Socio-economic Transformation of Rural Women:

NCHSE is continuously promoting Socio-economic transformation of rural women through facilitation of formation of SHGs and their capacity building. This is a common feature of its all implementation projects related to watershed development, Livelihood Promotion, Agricultural Sustainability, specially focused projects for women empowerment, etc.

i. Empowerment of Women in Hoshangabad district with NABARD support:

NCHSE has long association with NABARD in implementation of projects on economic empowerment of women. At present following projects are under implementation:

- Grant assistance for promotion and linkages of 250 Self Help Groups (SHGs) in 4 blocks namely Babai, Sohagpur, Piparia and Bankhedi sanctioned in the year 2014-15 for a period of 3 years.
- Promotion and linkages of 250 SHGs in same 4 blocks sanctioned in March, 2016.
- Formation of 500 Joint Liability Groups sanctioned in March, 2015.

Under these ongoing projects, following progress was made during 2017-18:

- Formation of 500 SHGs completed.

- Bank accounts of all the 500 SHGs were opened in 24 branches of National and Regional Rural Banks.
- All the groups were trained in the areas of group procedures, savings and credits, book keeping and inter loaning.
- Out of the total 500 SHGs, bank CCL limits were sanctioned for 242 SHGs.
- A total credit of Rs. 198.96 lakhs sanctioned to 242 SHG's members
- Credits of more than Rs.100 lakhs given by NABfins to SHGs.
- The PIMC meeting held twice during the year for reviewing the progress in the project.

Outcome of the credits to SHGs are as follows:

- About 55% of loans were utilized for productive purposes: The groups have taken loan for various activities such as poultry, goat rearing, buffalo farming, buying compost and seeds for farming, grocery and Manihari shop in weekly market in the surrounding villages, as well as for taking land lease for a year for farming.
- Consumptive loans constitute about 45%. These loans were used to meet their needs, such as marriage and other consumptive uses.
- About 98% of loans are being repaid in time.

ii. Digitisation of SHGs in Vidisha District under NABARD supported E-shakti project

A new project for Digitisation of SHGs in Vidisha District was sanctioned for the year 2017-18. In this project trained animator are collecting, balancing, authenticating and feeding base/master data monthly about the functional SHGs in the district through mobile App.

3.4 Consumer Awareness / Protection Initiatives:

3.4.1 District Consumer Information Centre (DCIC):

NCHSE being a Telecommunication Regulation Authority of India (TRAI) recognized Consumer Advocacy Group (CAG) for the State of Madhya Pradesh since 2011 is constantly helping consumers in resolving their issues with various telecom service providers through its District Consumer Information Centre established in 2001. The main functions of DCIC are –

- Proper guidance and counselling to aggrieved consumers;
- Protecting interests of the consumers and get them relief through initiating correspondence with the service providers, shops, dealers, etc.
- Registering the cases of consumers in the Consumer Redressal Forum and pursuing it with the competent authorities (apex bodies), if needed.
- Information dissemination and general awareness amongst the consumers about their rights and responsibilities.
- Organising Consumer Awareness programme from time to time.

NCHSE's association as a CAG member with Telecom Service Providers like Airtel, Reliance Communications, Tata Teleservices, Vodafone, Idea, Aircel, BSNL, Jio Reliance etc. has succeeded in getting prominence in resolving the issues of Telecom Consumers

at several platforms. In fact, there is increasing awareness amongst consumers towards telecommunication services and about TRAI initiatives in this behalf. These service providers are accelerating their efforts as a result of proactive role of TRAI.

During 2017-18, the District Consumer Information Centre has organized number of workshops for the welfare of consumers at large. On 24th December, 2017 National Consumer Day was organized in NCHSE campus inviting people from all corners of the state.

On 15th March, 2018 District Consumer Information Centre participated in programmes organized by the Department of Food, Civil Supplies and Consumer Protection, Government of M.P., Bhopal and had a stall therein depicted activities carried out by the Centre in the past years. Number of consumers witnessed the stall and appreciated the activities carried out by the District Consumer Information Centre and also a publication published in the benefit of consumer at large. A small book containing topics of consumer interest published on that occasion was distributed to consumers.

3.4.2 Campaign for Introduction of a Strong Road Safety Law:

Currently, motorized transport in India is governed by the Motor Vehicles, Act, 1988. With fast changing the scenario in road transportation, this Act has proved to be inadequate in addressing the issues currently plaguing road safety in India. In order to address the issue, the Lok Sabha passed the Road Safety Bill in 2016, but the bill is yet to be passed by the Rajya Sabha.

Consequently, on the behest of Voluntary Organisation in Interest of Consumer Education (VOICE), New Delhi, NCHSE along with other 10 Road Safety State partners across the country, joined hands with VOICE to send memorandum to the Chairman and the members of the Select Committee of Rajya Sabha urging them to expedite clearance of the bill to make the travel on road safer.

3.4.3 Advocacy for Broad Band Labels:

NCHSE provided support to Consumer Unity & Trust Society (CUTS International) in the development of nutrition labels for broadband services (Broad band labels) in India as a means of safeguarding consumers from misleading advertisements, unfair contractual terms, practice of non-disclosures and most importantly, help them choose between services. Later a Focus Group Discussion (FGD) was organized in Bhopal to obtain feedback from various stakeholders, both telecom service providers and consumers of various age groups.



FGD on Broad Band Label

3.4.4 Global Green Action Week 2017 Programme :

NCHSE signed an MOU with Consumer Unity & Trust Society (CUTS) for implementation of Global Green Action Week 2017 programme supported by Swedish Society for Nature Conservation. The objective of this programme was to promote **Safer, More Sustainable Food for all**. Under this programme one workshop in Bhopal on organic food and two awareness cum capacity building programme on organic farming, one each at Kolanskalan village in Sehore District and Gundai village in Vidisha District were organized in the month of October 2017.



3.4.5 Promotion of Organic Food:

A training programme on **Roof top Kitchen gardening** was organized on 23rd December 2017 at NCHSE to enable the urban dwellers grow their own vegetable at home without the use of pesticides.



Dr G.S. Kaushal, Former Director, Agriculture, Government of Madhya Pradesh and Member of the Governing Council of NCHSE delivered the lecture and answered the queries of the participants.

3.5 Targeted Intervention in Urban Areas of Ujjain District for the Prevention of HIV/ AIDS

NCHSE is facilitating this project (TI) since October, 2008 for prevention of Human Immune Deficiency Virus/ Acquired Immune Deficiency Syndrome (HIV/AIDS) amongst female sex workers. The objective of this project is to ensure safe sexual practice among female sex workers through behavioral change communication for reduction of vulnerability of HIV infection.

During the year 2016-17, as against the target of 650; 625 Female Sex Workers (FSWs) were brought under targeted intervention by the organization, as detailed below:

S.No.	Typology	No. of HRGs	percentage
1.	Home based	422	68
2.	Brothel based	159	25
3.	Street based	42	7
4.	Dhaba based	02	0
	Total	625	

Details of the services provided ie.medical facilities to the target groups through Integrated Counseling and Testing Centre (ICTC), Ujjain during in the year 2017-18 is as follows:

- Sexual Track Infection (STI) -57, Regular Medical Checkup-7343, Presumptive test-13, HIV-1172, Syphilis Screening Test-1178
- Besides this 248221 condoms were distributed to 625 High Risk Groups (HRGs) through 2 ORW & 8 Peer Educators.
- Out of 625 HRGs, 6 moved to lead normal life.

On the occasion of World AIDS day, 7 days awareness programme during 1st to 7th December 2017 was organized in various locations in Ujjain with participation of police, Educational Institutions, other NGOs, viz. CARDS, Arunodaya Lok Kalyan Samiti, etc. associated with implementation of similar projects. During the event information on prevention of AIDS were provided at Girls degree college, Nair Niketan, Distt. Sambhaji jail, polytechnic college, Narohna Academic of Administration Bhopal, etc.

Besides these, as per instruction of MPSACS Bhopal sensitization workshops were organized at Ujjain Distt. Hospital with participation of nurses, Ward boy & Doctors etc. as and when required.

3.6 Mahesh Buch Remembrance Lecture, 2017:

On the occasion of first death anniversary of Late Shri Mahesh Nilkanth Buch, Shri Pradip Krishen, Environmentalist, Writer and Film Maker delivered a talk on "Bringing in The Jungle" on 6th June 2016.

Shri Sopan Joshi, Environmentalist delivered the 2nd Mahesh Buch Remembrance Lecture titled "Our Environment – Others Environment" on 6th June 2017 at Regional Museum of Natural History, Bhopal. Senior Journalist Shri Chandrakant Naidu chaired the event.

3.7 Third Mahesh Buch Memorial Lecture, 2017:

Mahesh Buch Memorial Lecture instituted by NCHSE in 2015 is being organized on 5th October, the birth day of Late Dr Mahesh Nilkanth Buch. Prof. Ashoke Chatterjee, an eminent Design expert, former Director, National Institute of Design (NID),



Ahmedabad and former President, Crafts Council of India had delivered the first Lecture on 'Design as tool for economic development in India' in Bhopal on 5th October 2015. The Second Buch Memorial Lecture on "Understanding Black Money in India" was delivered by Dr. Y.V. Reddy, Former Governor of RBI on 5th October 2016.

The Third Memorial lecture on "Challenges of Governance in India" was delivered by Sir Mark Tully, Former Chief of Bureau, BBC in India on 5th October 2017. Shri Sudesh Borker, Senior Journalist chaired the session.

3.8 Environment Helpline: Citizen's Engagement for Sustainable Urban Development

In 2015, NCHSE and Friends of Environment Group has established NCHSE Environment Help line, a platform, where common citizen, especially youth could reach out for advice/help on urban developmental issues in Bhopal as well as in entire Madhya Pradesh and to enable them to raise the issues of public interest with the concerned authorities.

More than 300 persons ranging from senior bureaucrats, specialists on different discipline, institutions having mandate of environmental protection and conservation and general public of Bhopal are actively associated with the activities of Environment Helpline.



During 2017-18, Helpline continued its efforts to protect the interest of the citizens of Bhopal and time to time wrote to the Government conveying its views to address them. Some of the major issues arising due to government proposals which the Environment Helpline deliberated upon and wrote to the Government to address them are as follows:

- i. Submitted objections and suggestions on the notification issued by T&CP amendment in Bhopal Master Plan to allow establishment of 744 non polluting industries as notified by MPPCB and IT industries on agricultural and PSP lands.
- ii. Reviewed the issues and challenges related to proposed Metro in Bhopal and Indore cities and sent letter to government suggesting preparatory action.
- iii. Madhya Pradesh Jan Suraksha evam Sangranchhan Adhiniyam 2018
- iv. Police Commissioner System in Bhopal and Indore

Annexure -1

Awards/Recognitions Conferred on NCHSE

1. **UNEP International Award (1995):** Conferred for outstanding contribution towards environmental and soil degradation control in Jhabua district of Madhya Pradesh.
2. **WES-UNICEF Best Digital Video Documentation Award:** for the work undertaken in Jhabua under UNICEF sponsored fluoride mitigation project.
3. Successful implementation of mili watershed in Kesla block of Hoshangabad district from 1998 to 2003 from CEO, Zilla Panchayat, Hoshangabad.
4. Satisfactory performance of Self Help Groups in Kesla block of Hoshangabad district from the year 2000-2006 from CEO, Zilla Panchayat, Hoshangabad.
5. Nirmal Gram Puraskar under Total Sanitation Campaign, 2007-08 from Office of Commissioner, Indore on 23rd October, 2009 for its excellent work in Jhabua district.
6. State level Consumer Protection best award for the year 2012-13 from Food, Civil Supplies and Consumer Protection Department, Govt. of Madhya Pradesh on 15th March, 2012 on the eve of World Consumer Protection Day.
7. Appreciation for its contribution for displaying HIV/AIDS information from 25th January, 2012 to 14th February, 2012 from MPSACS, Bhopal.
8. State level award for the Exhibition of Consumer Protection in the year 2012-13 from Food, Civil Supplies and Consumer Protection Department, Govt. of Madhya Pradesh 15th March, 2013 on the eve of World Consumer Protection Day.
9. The organisation received following recognitions as part of its creditable works in Ujjain district amongst HIV/AIDS Target Groups:
 - Appreciation Letter- Madhya Pradesh State AIDS Control Society, Bhopal;
 - Commendation Letter- R. D. Gardi Medical College, Ujjain.
 - Appreciation for exemplary contribution by Pathfinder – learning site NGO.
 - Certificate- Madhya Pradesh State AIDS Control Society, Bhopal- Training and Pathological Test.
10. First award at the State level of Consumer Protection in the year 2014-15 from Food, Civil Supplies and Consumer Protection Department, Govt. of Madhya Pradesh on 15th March, 2015.
11. First award at Divisional level in the year 2016-17 from Food, Civil Supply and Consumer Protection Department, Government of Madhya Pradesh.

Annexure-2
Governing Council of NCHSE

S. No.	Name and Address of the Member	Designation
1.	Mrs. Nirmala Buch , E-4/17, Arera Colony, Bhopal. Email: nirmala.buch@gmail.com Mob.: 9425014105, Tel: 2464803, 2467105	Chairperson
2.	Shri R.C. Saxena MIG-99, Kotra Sultanabad, Bhopal. Tel: 2766912	Vice-Chairman (E)
3.	Dr. Pradip Nandi 24, Comfort Enclave, Bhopal -462039, Email: nandi.pradeep@gmail.com Mob.: 9425008936	Senior Fellow & Director General
4.	Dr. V.D. Garde E-5/11, Arera Colony, Bhopal. Email: vgarde@gmail.com ; Tel: 2466777.	Member
5.	Shri R.R.S. Chauhan 59, Chatrapati Shivaji Colony, Chunabatti, Bhopal. Tel: 2424093 / 98935 58893 Email: rrchauhan@gmail.com	Member
6.	Dr. G.S.Kaushal 75 A, Janki Nagar, Chuna Bhatti, Kolar Road, Bhopal. Email: kaushalgs43@gmail.com Ph. No.: 2428154; Mob.: 9826057424	Member
7.	Shri Suhas Kumar, IFS (Retd.) HIG- 206, Bagmugalia Extn., Laharpur, Bhopal – 462043. Email: sukum48@rediffmail.com Mob: 9425303461	Member
8.	Dr. Ajoy Bhattacharya, IFS (Retd.) House No. 16, Aranya Enclave, Bagmugaliya, Bhopal. Email: ajoykb@gmail.com Mob.: 9425014566	Member
9.	Shri Ramesh Chandra B-2, Chanakyapuri, Chunabatti, Bhopal. Mob. 94256 24191, Tel: 2424033 Email: mani_ramesh2k@hotmail.com	Member
10.	Dr. Pratibha Rajgopal E-8/59, Basant Kunj, Arera Colony, Bhopal. Mob. 9425600643 Email: pratibharajgopal@gmail.com	Member
11.	Prof. Savita Raje H.No. 3/17, MANIT Campus, Bhopal. Mob.: 9826242266, Email: savitaraje@manit.ac.in	Member
12	Prof. Rekha Singhal H.No. 426, Sarvadharm, B Sector, Kolar Road, Bhopal.	Member

	Mob.: 9425303741, 2763924- ext. 331 Email: rekha@iifm.ac.in	
13	Dr. D. D. Banerjee Shahpura, C Sector, Bhopal-462016 Email: devdas.ddbanerjee7@gmail.com Mob. 9425372276	Special Invitee