Tehri Gharwal

A visit to explore opportunity to provide support to district administration of Tehri district of Uttarakhand



(28th April 2016 – 29th April 2016)

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A BRIEF ABOUT THE VISIT

Date	-	28th April– 29th April 2016
Project	-	Soochna Seva
Location	-	Tehri, Uttarakhand
Monitored by	-	Saurabh (Officer, Media & Creative)
Focal person	-	Brijesh, District Manager, Tehri

PURPOSE OF THE VISIT

- To understand the requirement of District Administration to develop ICT infrastructure.
- To provide call centre training to Soochna Seva team in Tehri.

METHODOLOGIES USED

One-on-one interaction

RESULTS

Day 1 - 28/04/16

Place: Chamba Centre, Tehri

First visit has been made to the Chamba Centre in Tehri, located at about 15 Km from the main Tehri. The purpose of visit is to train the incharge of Tehri Call Centre on various methodologies, including:

1) how to use call centre dashboard
2) how to manage missed calls
3) how to register grievances
4) how to provide scheme information to caller
5) how to save call charges of both side (the caller and the reviver)
6) how to maintain call register
7) how to forward calls to other states representatives

Day 2 - 29/04/16

Place: District Administration Office, Tehri Garhwal
Person of Contact: CDO (Chief Development Officer), Tehri

Participants: Saurabh Srivastava (Officer, Soochna Seva), Amrit Mehra (Software Developer), Brijesh Dharma (District Manger, Soochna Seva, Tehri), Rajendra Negi (Member, local partner)

Meeting started with introduction and demo presentation of technical work done by DEF i.e.

1) Social Audit app developed on MNREGA audit
2) 'Mobile for Mother' app
3) HRMS software
4) Survey apps

A meeting with Mr. Ahmed Iqbal, Chief Development Officer, Tehri was held to discuss the possible technical (ICT) support that could be provided to the district administration for monitoring purposes. In the beginning, a brief overview of DEF was given and subsequently the whole concept and approach of the Soochna Seva project was also described. It was further explained that five blocks of the district, including Chamba and Pratapgarh have been selected for intervention and DEF is planning to expand it to 5 more blocks.

Methods to enhance use of ICT in delivering information, addressing grievance related to public schemes and monitoring of government department were also discussed during the course of the meeting.

Focal points of of discussion:

1) How to develop ICT as a tool to monitor the attendance of teachers in government schools.

   Requirement: Monitoring school teachers in hilly areas of Uttarakhand is a cumbersome task, and so ICT is considered as the best medium that can help in monitoring upto 10,000 school teachers in Uttarakhand.

   Suggestion:
   a. DEF can develop a mobile app (Android and Java based), which will work offline also to take attendance, manage leaves and later sync the data with the HRM software. Initially DEF needs to develop a demo version to ensure that the proposed system will work.
      Or
   b. DEF can install bio-metric equipment at all schools and take attendance through biometric system. Online Human Resource Management Software(HRMS) system can be used to apply leaves.

2) CDO and DEF team has discussed about Soochna Seva call centre. CDO is interested to see results delivered by Soochna Seva call centre for grievance redressal and providing scheme related information.

3) It was also discussed that how other ICT tools can be developed and utilised in monitoring departments, such as health, agriculture and others, after successful competition of current requirement phase.

Plan of Action:

(1) Meeting with technical team
(2) Fixing timeline for DEMO APP
(3) Fixing the timeline for HRM integrations
(4) Testing the demo version
(5) Presentation to District Administration