

Field Visit Report: February 2017

Date : 2nd – 3rd of February
Project : SoochnaPreneur
Location : Alwar, Rajasthan
Monitored by : Mr. Abdul Vahid and Mr. Abu Maroof
Focal person at the field : Pankaj Sharma

Visit Outline

The Rajasthan (Alwar) field visit focused on the specific challenges, solutions and role of SPs team to support community capacity development and develop self-sustainable SP business model. Two days report summarizes the operational, administrative and substantive activities undertaken to implement the business plans developed at Head-office at the outset of 2017. In order to provide a complete picture of project implementation activities so far, centre wise data has been listed in the report summary.

Specific objectives:

- a) Contribute ideas and expert knowledge to upscale the SP business in terms of consumer head count (high beneficiary registration) and revenues.
- b) Analyze the progress of beneficiary's registration process on MIS.
- c) Inspection of SP center's set up.
- d) Identify the community capacity development needs for improved livelihood.
- e) Identify and analyze SPs initiatives on strengthening local network including government offices.

2nd February, 2017

Raibka, Kishangarh Block

Distance from Alwar city- 16 Km



Figure 1 Inauguration of SP centre at Raibka village

1. Irfan Khan/Irfan Khan- 2 SPs currently working in the block.
2. The centre is centrally located in the village market area. The centre is 1 km away from Atal Seva Kendra.
3. The centre (shop) is owned by the SP family and will help SPs to run business smoothly without being bothered about the monthly rent.
4. The centre was inaugurated by Mr. Vahid (DEF-Soochna Seva- Project Manager).
5. The inauguration was done in the presence of Raibka community members including Haji Mohammed (X- Sarpanch) and Sher Mohammed (Sarpanch-Raibka).
6. The ribbon cutting ceremony was followed by a speech by Mr. Vahid about the impetus behind the initiative and how it can transform community livelihood and socio-economic standard.
7. Post speech, community members distributed sweets among the guest present as a good omen and prayed that centre brings good luck to community.
8. Later, a meeting was done in centre to analyze the registration task completed by SPs. The registration was found to be satisfactory- the target of 100 registration- and successfully completed.
9. The registration of beneficiaries has been intelligently documented by the ground team.
10. The block has an e-mitra operating out of Atal Seva Kendra, Raibka.
11. Irfan is currently working with e-mitra guy on commission basis. He was advised to focus on registration and application of schemes and entitlements.
12. Internet connectivity is a concern in the region. Only 2G connectivity available but flickering all the time.
13. Electricity supply only comes for 12 hrs.
14. The centre is nicely decorated with schemes/information charts.
15. Irfan (owner of the place) is also running mobile repair business in the shop.

2nd February, 2017

Nangal Khan Jadi, Laxmangarh Block

Distance from Alwar city- 49 Km

1. Irfan Khan/Akram Khan- 2 SPs working in the region.
2. USP of Irfan is that he is already a successful bank correspondent of PNB bank. He enjoys a strong networking with locals and has a strong recall value as a quality service provider. With the strong business acumen, he is eligible to run SP business model and can make it a success.
3. He owns a spacious place to run SP model. No issues of rent payment.



4. Registration work is complete. The data (100 beneficiary's details) is already shared with the head office team.
5. Irfan has 3 years of experience in running e-mitra. He understands the schemes business well and with strong presence in market he can easily implement and develop SP business model.
6. Mr. Wahid assisted him in applying for CSC.
7. He deals in various schemes and services like old age pension, handicap pension, Bhamashah, job and aadhar card etc.
8. Although, Irfan, business acumen works for us, nevertheless, he is too much focused on making quick money. It was strongly advised to him that he has to pay equal attention to scheme and entitlements registration as it is the fulcrum of SP project.

2nd February, 2017

Jonakheda Pahad, Laxmangarh Block

Distance from Alwar city- 54 Km

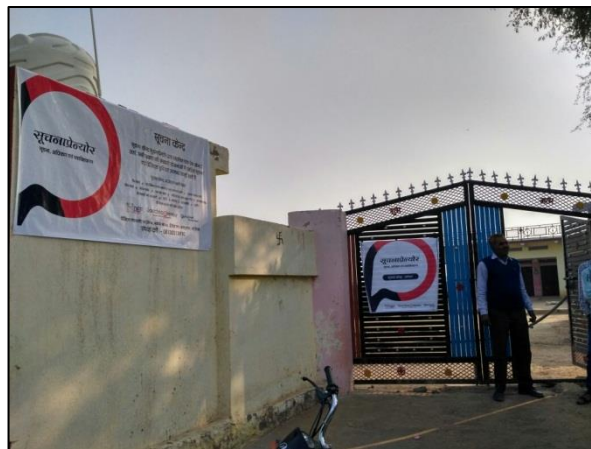


Figure 2 SP centre in Jonakheda Pahad

1. Hemant Kumar/Shabir Khan- 2 SPs working in the region.
2. Both SPs are active and familiar faces in the region. Hemant, is most educated person in whole village. The community people trust him and look up to him.
3. The SP centre was inaugurated by Mr. Wahid along with the senior members of the community.
4. The registration task is complete. The 100 registration data is already shared with head office team.
5. Both SPs were advised to document every DL and DS offered to the community members.
6. The SPs are dealing in popular schemes including Aadhar, paalanhaar and Bhamashah card.
7. SP duo Hemant and Shabir are working towards expanding business and penetrate in nearby 8 villages. The total market region is having 8000+ population.
8. SPs duo haven't applied for e-mitra ID and CSC yet. They were advised to do so quickly.

3rd February, 2017

Jharkheda, Kishangarh Block

Distance from Alwar city- 10 Km

1. Rakesh Kumar/Sonu prajapat- 2 SPs working in the region.
2. Registration work complete. 200 beneficiaries' data shared with head office team.
3. The SP duo is apologetic about asking for fees against services given to community. It was explained to them that it is of paramount importance that they adhere to rate card and earn revenues to make business model sustainable.
4. Both SPs are expecting more assets (laptop) to start full-fledged field work. The SPs were instructed to focus largely on scheme and entitlements services and achieve monthly targets and only under this condition, they can expect next deployment of assets as per the contract.
5. Currently, efforts to apply for schemes/benefits and entitlements including ground activity movement is not impressive.
6. District coordinator Pankaj was strongly advised to put things in perspective and shape SPs attitude to treat monthly registration targets seriously for continuing with franchise contract.

3rd February, 2017

Naurangabad, Umrain Block

Distance from Alwar city- 18 Km

1. Urfan/Jamshed - 2 SPs working in the region.
2. Registration work complete. 200 beneficiaries' data shared with head office team. They have mainly worked on ration, pension, Bhamashah and aadhar card services/schemes.
3. Both the SPs are young with no professional experience.



Notice: Naurangabad and Jharkheda are pain areas in the target region of Alwar. The state coordinator-Pankaj- intervention is imperative for the project progress with consistent head office supervision. The recruits in both the regions have shown no progress since the training and require strong handholding to achieve their targets.