

Minutes of Workshop: All India SPs meeting for capacity building through education and training on Mera App, February 26th 2017

Workshop Agenda

1. Follow up to identify SPs experiences/concerns/doubts on the ground. The feedback will be considered while planning activities in future and in the evaluation and improvement of SoochnaPreneur project.
2. To identify the technical glitch existing in Mera App and rectify it once for all.
3. Design a mechanism for maximizing participation of local community, government and SHGs in SoochnaPreneur project.
4. Distribution of SPs Kit.
5. Motivate SPs to improve quality/quantity of beneficiary registrations.
6. Identify way forward for SPs in 2017.

Workshop Participants- 100 SPs representing local team from Rajasthan, M.P, Orissa, Bihar and Jharkhand including respective state managers- Shishir, Ijaz, Nagendra and Balaji.



Introductory speech - Syed Kazi (Deputy Director- DEF) laid out the objectives of the workshop. He emphasized the fact on team members of acting as both a manager and leader. As to get the best results under SP project this balance act may play a catalyst role. He encouraged everybody to speak their mind as the SPs have been called upon to give their best thinking in solving-problems related to Mera app and other issues on ground.

Later, he discussed following challenges with the state team members-

1. Registration process/ Documentation of service
2. Data entry
3. MIS
4. Quality

5. Ethics
6. Mera app
7. Reporting
8. Centre location
9. Pending payment
10. Kit
11. Bio
12. Engage-Govt, community and local NGOs

Osama and Anirban

Both the speakers talked about the complexities of the project and why to have an ambitious vision is mandatory to reach where we all want to go. The speakers encouraged SPs and gave them tips to become a successful entrepreneur. Later, Anirban distributed specially designed SoochnaPreneur kits among the SPs.



Top issues affecting project progress listed by the team members-

Hari singh, MP, Fatehgarh

- Net connectivity
- Scheme training
- Commuting - distance

Shakti singh, Rajasthan

Net Connectivity, commuting

Manoj Ojha

Hindi MIS

Deepak, Orissa

Name (SP) incorrect

Sanjay Kumar, Ranchi

Documents/Kits/Training

Shakur Khan

Use of Soochna Vahan for community outreach

Irfan, Alwar, Rajasthan

App still reflecting MP schemes

Mehtab Alam, Ranchi

App- No field option for 'husband' only option available is of 'father' details.

Kanti, Jharkhand, Ranchi

No hard copy document as proof for registration.

Narendra sahu, Bargarh

Registration training (schemes)

MERA APP session-

The troubleshooting session on Mera app was conducted by Saurabh. He gave technical support and taught techniques to SPs to run Mera App efficiently and effectively. He took tailored session on Mera App utility and explained the root causes of technical glitches- low internet connectivity, data sync etc- and how to overcome it in future. The session covered following issues in the app with relevant solutions-

- Incorrect SPs name
- Missing Husband name option
- Incorrect district
- Hindi typing issue
- Pics upload issue
- Incomplete Scheme info
- Data sync
- Options not opening
- Add beneficiary
- Hindi/English language not reflecting
- What to write in domain

Solution- The root cause of major technical issues in app was found out to be the predominant use of old version of Mera App. Most SPs were still using old version, therefore, the app was not able to sync new updates on tab shared by the backend team.

Last Session-

The last session was conducted by Gaurabh and he helped SPs to download the latest version of Mera App on their tabs.

Concluding Session-

The participants were divided into small groups headed by the State heads to discuss and prioritize project narrative for 2017. The core group discussion enabled less confident SPs to participate more fully in the workshop. The discussion was a mix of how DEF wants SPs to work and how SPs can contribute to project. All the groups discussed the essential set of competencies needed to provide quality schemes and entitlements services and were encouraged to adopt such expertise within individual skill-sets. Each group spent quality time on locking the timeline for completion of pending task and designed the road-map for achieving pre-determined targets under the project in 2017.

