

Alwar Visit Report, 4th September 2017

Participants-

1. Osama Manzar
2. Anirban Mukerji
3. Abu Maroof
4. Pankaj sharma

The document outlines the observations and suggestions by Osama sir and Anirban sir during Soochna Seva Kendras visit in Alwar, Rajasthan on 4th September 2017. The visit was planned to review the SoochnaPreneur programme progress and glean insights to the unapparent challenges faced by the SoochnaPreneurs.

The team interacted with the SoochnaPreneurs of the following centers-

Alwar	Chandoli	Urfan Khan
		Jamshed Khan
Alwar	Jhaharkheda	Gopi
		Sonu Prajapat
Alwar	Raybka	Irfan
		Irshad Khan
Alwar	Mungaska	Gurudev
		Deepak
Alwar	Malakheda	Ramesh
		Chandrakala
Alwar	Nangal Khanjadi	Irfan khan
		Akram Khan

Recommendations by Osama Sir and Anirban Sir to the following Soochna Seva Kendras

Raibka

1. SoochnaPreneurs to be extremely cautious in dealing with any personal details of beneficiaries. Sharing of any cliental data is not acceptable and any information of same nature needs to be avoided or given careful consideration before posting on social media or in DEF created content.

2. Focus on women literacy especially in the neighborhood.
3. Power supply is low in the area so, an inverter battery is to be arranged.
4. Draft a complaint letter to TRAI chairman highlighting low connectivity issue in the area.



Osama Sir at Raibka center



Anirban Sir interacting with beneficiaries

Mungaska

1. Focus more on Digital literacy.
2. Data generated at the center to be captured in Mera app. Mera app to feature an in-built MIS/Dashboard to register transactions related to revenue and beneficiary details.
3. Bigger sign board of DL services to attract eyeballs and higher footfall.
4. Draft a letter to area municipality to immediately address the drainage issues faced by the local community.



Mungaska Center



Beneficiaries at Mungaska center for pension scheme registration

Nangal Khanjadi

1. Contact BBNL to revive the wireless connection using the existing internet network resources available at the Atal Seva Kendra.
2. Keep Panchayat head in loop and figure out how UPS, Battery and Solar Panels in Atal Seva Kendra can be fixed ASAP.
3. Promote literacy in community including English language classes.
4. Optimum utilization of Atal Seva Kendra and its hall by starting more training classes. If possible borrow computer and a projector from CIRC



Osama sir and Anirban Sir at Nangal Khan Zadi center, Alwar



Rejesh Singhi from IBTIDA interacting with SoochnaPreneurs



SoochnaPreneur Gurudev has opened up a new Soochna Seva Kendra in Belaka village. Anirban Sir and Osama Sir interacting with village sarpanch, Ashok Verma.



Ashok Verma cutting the ribbon at inauguration ceremony of Soochna Seva Kendra in Belaka village.

Other important tasks

1. Map all our project target regions in terms of employability issues and which specific skill sets training can fix the problem.
2. Aesthetic of SSK centers- Osama sir will help with designing a new layout for our centers like CIRC for achieving standard and higher brand recall.
3. Critical quality check and monitoring of SP's services and rate list- A mandatory help line number (WhatsApp) to be put at every center for beneficiary grievance redressal.
4. Millet production and distribution by SoochnaPreneurs- Contact Mallika in Head office for further discussion.