Training on Mera APP

Visited Date/ Locations

- **Guna in Madhya Pradesh State**

  From 5 to 9/9/2017

- **Ranchi in Jharkhand State**

  From 11, 13 and 16/9/2017

- **Bargarh in Odisha State**

  From 13 to 15/9/2017

Hands on training on Mera App in Guna, Ranchi and Bargarh

Objective- the core objective of the visit was to reach center wise to soochnapreneur and conduct the training on Mera App and make the app fully functionally.

Visit Background- This training was conducted to understand the ground issues during use of Mera App, our soochnapreneur shared the experiences that they unable to use completely the Mera App features, The following issues they had shared with us:-

- Problem in data synchronization
- Less understanding to connect registered beneficiaries with desired schemes
- Unaware with updated features in Mera App i.e. revenue model, new services model, digital literacy
- Difficulty to mark and store favorite schemes for beneficiaries
- How to search beneficiaries from the list
- How to proceed further after beneficiaries registration
- Difficulties to see the complete drop down options
- How to edit beneficiaries details
- How to search schemes
- How to resize photo and upload

Many new features has been added in new version of Mera App so this training was very important to make all the SPs understand and familiar, because the major problem was occurred due to lack of updated information and knowledge.

So we conducted the hands on Mera App training in Ranchi, Bargarh and Guna. This training was helpful in all the way which resolved maximum query and issues such as we identified the problem in syncing data, this was hold all the registration related work on grounds. We found more than 7000 beneficiaries data captured through Mera App.

Mera App training in Guna, Ranchi and Bargarh districts

We visited Guna, Ranchi and Bargarh districts and covered 12 blocks namely Chahora, Guna, Aron, Raghogarh, Umri in Guna, Bero, Burmu, Sonahatu, Angara, Itki in Ranchi, Barpali, Bargarh in Odisha and met individually to all 48 SPs.
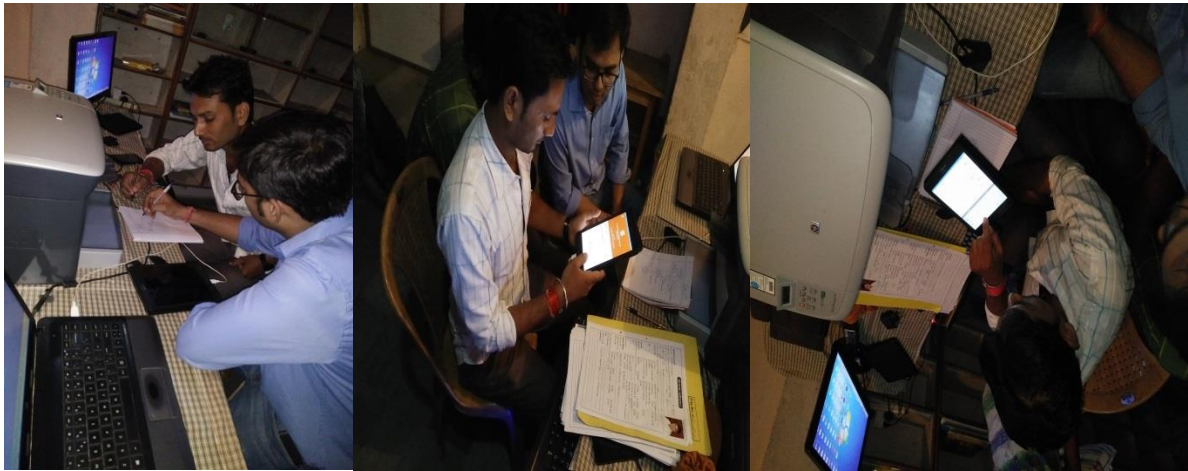
The idea behind to meet center wise SPs to focus quality training on Mera App, we engaged all the SPs center wise and resolved all their issues, queries one by one, the following outcome of the training is given below:-

- **Resolved data synchronization problem** – we found the huge time was taking in uploading the data on server, when we went deeper we found SPs uploading all pictures in MB size during registration this was the main reason to taking more time in uploading the data.

Solution- 1) we suggested to reduce the photo size in KB with the help of photo resizer application and then upload. SPs filled the fresh application which gets uploaded easily.

2) As the internet speed is slow in maximum locations we suggested to sync data every time after new registration, this will help to keep data save.

3) It is mandatory to sync data every day thrice, internet should be connect while synchronizing.

4) Synchronization is mandatory after login and before logout.

5) Resize all the photos uploaded earlier from MB to KB and then sync.

6) We saw many SPs downloaded unnecessary app which grab lot of space in tablet this was one of the cause of slow functioning in Mera App, we removed all the unnecessary apps, videos, photos from the tablet which made tablet fast.

7) SPs complained about data lost after synchronization, we saw some SPs installed data cleaner app in their tablet this was the reason where their data been cleaned by this app, we suggested to remove data cleaner app from the tablet.

8) In Guna and Bargarh two tablets got broke we collected those tablets and submitted to delhi office for further repairing process as the tablet covered under insurance.

9) We suggested to all SPs only download work related apps and avoid keeping heavy files, photos, videos, this will hamper while using Mera App.

Picture Gallery in Guna District

1.1- SPs participation in Mera App training in Raghogarh block, SP Rajkishore and Ramnivas practicing filling online application through Mera App, we trained them in updated version of Mera App, now they understand to use new revenue, services features. Now they are confident to add new beneficiaries through Mera App.

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1.2- *SP Jagdish Bairagi and Golu participated in Mera App hands on training in Raghogarh center, also team make them understand the basic points in Mera App i.e. what is server, data and how to upload it. Both SPs did sample entry and synchronized the data, they understand updated version of Mera App.*

1.3- *SPs Shyam Sahrma and Mohan Sharma attained Mera App training session organized in Guna SP center.*

1.4- *SPs Abdesh and Charan from Bamori block registering beneficiary in Mera App, they enquired query in how to add scheme with registered beneficiary, how to add revenue, digital literacy, Team explained and showed demo, they also did sample to understand more.*

1.5- *after visited to all the SPs center in Guna we organized a combined meeting with all SPs in Umri block, so the session was basically a recap session, SPs shared their understanding about the Mera App, we asked randomly to SPs about the new feature we added in Mera App to understand and see their confidence level.*

Picture Gallery in Ranchi

1.6- *We saw a remarkable example of entrepreneurship approach in Bero block by SPs Mehatab and Sanaulla, they set a inspiring example to promoting scheme services in that area, they are organizing ongoing yojna camp in university where 4000 students pursuing BA, MA course. Scholarship scheme is one of the prominent demands among students which provide a financial assistance to students for further study. They carried printer, inverter, battery, laptop on their bike every day and sit at the university campus.*

So, students getting benefit of scheme information and digital services. They filled the application right there and submitted the applications to the concern department, so students don't require visiting miles because facility at their door step. University administration appreciated this initiative and asked with SPs to increase the infrastructure for more quick work.

SPs are earning minimum amount of Rs. 250 to 300 per day. Also they have been registered more than 700 students through Mera App.

1.7- *In order to continuing Mera App training we started the training in Angara block with 4 SPs, Sanjay, Anjali Kumari, Ravi and Vimal. After the demo training, every SPs did the practice and understand the new Mera App version.*

1.8- *Mera app training in Burmu Block with Schindra, Deepak, Rajeshwar and Ravi Minz.*

Picture Gallery in Bargarh

1.9- Training in Barpali center was fruitful SP Suraj already tried new vrsion, he added more than 200 beneficiaries through Mera App.

2- Sadanand and Mami Pradhan center is boon for their community, the center is located on road which is connected with block and main road. Peoples have to visit 5 to 6 km for photocopy and other digital services related work but after this SP center all peoples came down here only and getting digital services and scheme related information.

2.1- *Team visited Bargarh district at Deepak and Dinesh center found less activity being carried out through Mera App, team motivate SPs and discuss how they can earn handsome amount through scheme services. SPs learned the registration, scheme search and revenue structure in Mera App.*

2.2- *SP Gagan and Sagarika filling application form to understand the new version of Mera App. The location of the this center was prominent, primary health center, primary school is near by the SP center, we suggested to SPs to start digital literacy in school, this will good financial service.*

2.3- *After the center visit we organized combined meeting of SPs where we discussed about enhance the service basket and connect more peoples with scheme and other services.*