

## My Guna Visit report

On 4<sup>th</sup> of October, I visited SP centre which is run by Abdesh/Rahul. Abdesh is leading the centre's work and Rahul is in support role. The centre has 2 laptops, printer-cum-scanner, photo printer. They are also running Madhyantar bank kiosk. During my presence, the centre got 6-7 footfalls. Abdesh shared with me that as the centre is adjacent to PDS, women customers also come to the centre. I asked Abdesh to show me "how to do entry in MERA APP?" Then Rahul and Abdesh filled a profile entry but were not able to move to next stage because of continuous syncing process on MERA APP. I along with Abhinav went through his customer entry register, bill book to see how he is keeping tab on his income and expenditure status. I tried to make him understand that for an entrepreneur it is important to keep the tab on income and expense of the enterprise.

On 5<sup>th</sup>, October I went to meet Jagdish and Mangilal who are running SP centre in Janjali. Mangilal is the new partner of Jagdish. He joined Jagdish, 4-5 days ago. Although he is physically challenged but quite active in taking care of the centre. Just to check the familiarity of Mangilal with the MERA APP, I asked him to do the data entry. But after the profile entry, when we tried to sync the data in supervision of Abhinav, we failed to do so because of connectivity issue. Currently, there is no battery backup in the centre. I sat with him to understand the key expenses of the centre which covers rent, Cartridge, papers. The per month expense was coming around Rs 2500. I then told them that this is the minimum amount which they need to earn every month to achieve "no profit no loss" stage. Then tried to understand how they are planning to graduate to a profit making business. They told me that they are in discussion to take up the SBI kiosk running work to increase the revenue option.



I visited SP centre in Barkheddi on 6<sup>th</sup> of October. Met with Shyam. His partner Manoj was not present because of some family engagements. I asked Shyam to show me how he enters data in MERA APP. He

showed me the same but we were unable to upload the data because of low connectivity. He has an "IDEA" connection. We tried to do the same in his partner's tab which runs on a "JIO" connection but that too didn't work. There is no battery backup in the centre. During my interaction with Shyam and Abhinav, I came to know that a strategy to get more footfalls, SP are charging rates lower to market rates for the photocopy services.

On the same day, I visited SP centre in Bhador. It is run by the SP pair, Mr Sirinam & Mr. Pramod. Although both are partners but the show is being run by Sirinam. As Sirinam is also running a grocery shop which is adjacent to the center he is being helped by his sister's son to run the centre. He is 18 year old boy, studying in class 12<sup>th</sup>, enthusiast to learn and help other to learn the computer applications. I asked Sirinam to show me how he enter data in MERA APP. As he has a good typing speed, he completed the data entry quickly and uploaded the data. It took 3 mins from entry to upload. I congratulated Sirinam for his speed and successful completion of the task. He then shared that when he started with SP work he didn't know about how to use android phone/laptops but with the support of Abhinav and his sister's son, he was able to learn it.



Later, I visited SP centre situated in Maksudangarh which is being run by Rajkishore and Ramnivas. Mukesh from SSK also operate from this centre. I couldn't meet as he was busy with the threshing work in his fields. I asked Ramnivas to show me how he enter data in MERA APP but as he was not coming to centre on a daily basis and also didn't attend the last training because of some family issue, he was unable to do it properly. Then Abhinav helped him in doing it but due to connectivity issue couldn't complete data uploadation. During my stay in the centre only one customer came to get digital services. The rate list was displayed in the centre. I along with Abhinav sat with Ramnivas to check the

accounting system .While going through the register and bills books, it was realized that they need to follow the account keeping in a more disciplined way and same was conveyed to Ramnivas.