Best Practice

"Jan Sahayak–Website and App"
by Faridabad Administration

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Introduction

On 11[th]March, 2020, WHO declared Novel Corona Virus Disease (COVID-19) out break as a Pandemic. India's response to COVID-19 has been compressive and robust. Massive efforts have been made for prevention and containing the spread, including strengthening of surveillance, laboratory testing capacity, contact tracing, isolation and risk communication. Hon'ble Prime Minister of India took strong decision to lock down India till 14th April to break the chain of spread of COVID-19 and called the citizen of India with folded hand to observe social distancing and other personal safety tips. It was a historic decision taken by Hon'ble Prime Minister which is appreciated worldwide and well accepted by Indian citizen with a few exceptions.

Due to widespread industrial and commercial activity and a porous border with NCT Delhi, Faridabad, the north-west district of Haryana is at high risk potential for spread of COVID-19. As a safeguard against the impending hazards the district is strictly following the guidelines of state government, and the guidelines issued by the Central government agencies, MOHFW, MHA, etc. and also keeping close eye on WHO instructions.

The district has adopted a "COVID-19 Mitigation Plan based on the above guidelines and constituted a 'Core Team' to take all decisions, make plans and issue orders in this regard. Within the Mitigation Plan following team in addition to Core Team were made to prevent, control and manage COVID-19:

     i.   Helpline Team

    ii.   Public Awareness and Media Management Team

   iii.   Surveillance Team;

    iv.   Block Level Team

    v.   Material & Facility Management Team;

    vi.   Healthcare training & Surveillance Team;

   vii.   Troubleshooting Team;

  viii.   Quarantine Facility Duties;

    ix.   Misc. Duties

Faridabad is divided into wards and each ward is assigned to a ward-in-charge. One house is earmarked in each ward where essential items like dry wet ration are stored for distribution among needy people by volunteers.

I.   Idea to come up with *"Jan Sahayak App"*

On our first day of their district attachment during COVID-19 in Faridabad, officer trainees were made supervisors of the 24x7 helpline control room at 1950 (as mandated by state government).

a. Thestandard procedure followed by Helpline Team:

> a) Ten operators received calls and record details of requests in a register manually.
>
> b) After writing, they go through some supporting documents which have details of officials (like health, ward in-charges) who look into various location and categories of request. Then they provide these details of officials to the requester.
>
> c) The requester then himself places call to the official which generally went unattended.
>
> d) After sometime operators then made follow-up call to the requesters.
>
> e) Six people were specifically tasked to compile daily data of 10 registers in Excel to provide request data in presentable form.

*b. Issues which are evident in the procedure:*

> a) Wastage of time of operators to write, call and call again. This ultimately results in missing many calls at control room.
>
> b) No other way to provide request than the helpline.
>
> c) No specific format of requests makes compilation almost impossible.
>
> d) Follow up not regular.
>
> e) Officials are reluctant as they're flooded with requests, some of them even may be fake calls.
>
> f) Officials cannot indicate their action taken on requests.
>
> g) Resource wastage in final compilation daily.
>
> h) Admin dashboard is missing for real-time monitoring and reporting.

In view of such issues IT supported procedures were devised to provide one stop solution by inducting a digital platform and an automated process to streamline the process. It was a great challenge as well as opportunity to apply knowledge of computer science to make the control room of Faridabad a model for e-governance.***Jan Sahayak App*** and admin website is an initiative in the same direction.

c. Jan Sahayak App and Functions

Cutting edge web and App tools are employed to completely transform the service delivery by administration, which tries to remove the redundant layers between the citizen and the goods/services that he/she is entitled to.It was also able to keep track of the requests and assign responsibility to administrative personnel. This can be a real game changer in the crisis times like COVID-19, when existing administrative resources needed efficient deployment.

How it works?
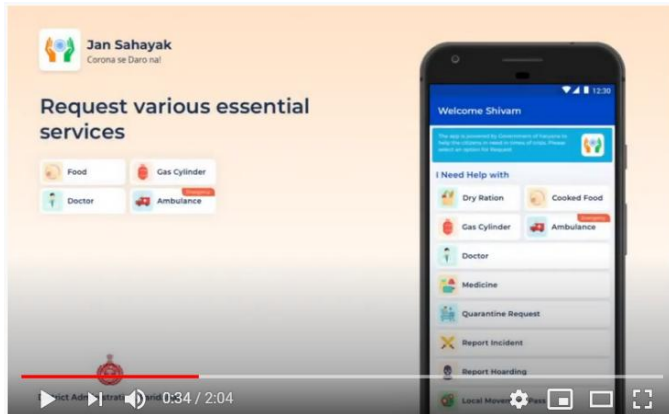
The **24*7 control room** at Faridabad has gone online with each operator having a desktopwho fills requests in Jan Sahayak websiteafter attending to calls. The website interface is being shared with **health department control room** to register complaints regarding health issues. The other source of requests is the **Jan SahayakApp** which is available to citizens with OTPbased login, the App detects GPSlocation of the request. The various categories of requestsincludethose pertaining to food, health, law and order, shelter, and much more. Once a request is received, an
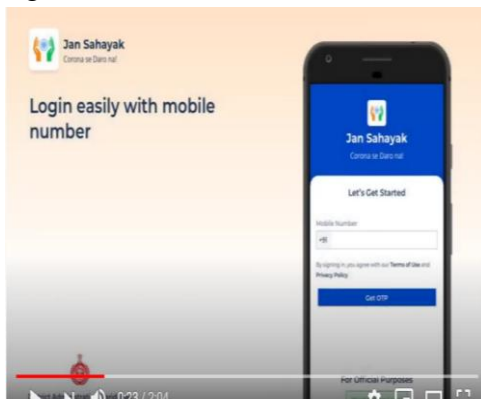

SMSis sent to requester with unique Enquiry Numberand*Pending* status. The user can also see all his requests at one place along with action takenon each one. Both the App as well as website are managed through a centralized database.

What follows request?

Each duty official (be it from health, food, ward in-charge) has been given a unique login IDand passwordbased on the respectiverolesto website and App. Depending on the type of request and its location(ward-wise in Faridabad), the request is automatically forwardedto the concerned official (Health request to health officer, food request to ward officers, and so on)with anotificationon their App, along with anSMSalert.

Responsibility of assignee official?

The official is able to see all requests assigned to him/her in the App, whereby he is given details along with a navigable location.The In-charge can also share his Login credentials with any volunteers he has involved for end-user delivery. Upon reaching the service location, the official/ volunteer is given facility to change the statusof the request, add commentsand upload a Geo-Taggedimage of the person

which can further be scrutinized by the admin. Frivolous requests can also be marked invalidalong with a reason. This feature puts responsibility on both users and our field officials.
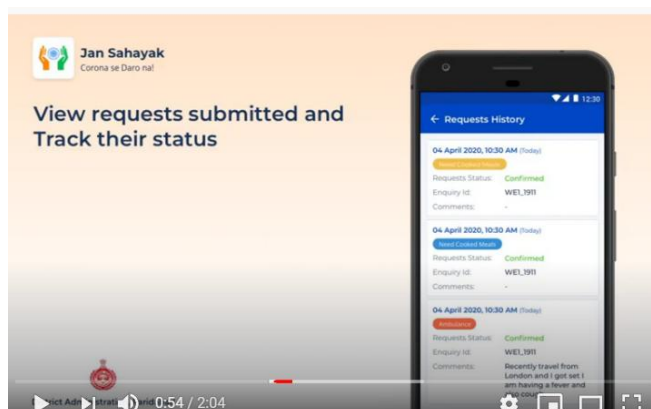
Role of the Admin

Admin can perform all functions likedata analysis, check real-timeupdates on dashboard, and generate reports of enquiries based on area, category of request, status and so on and so forth. Further, the admin will have scope to add/ edit new categories of request, new type of roles and logins.
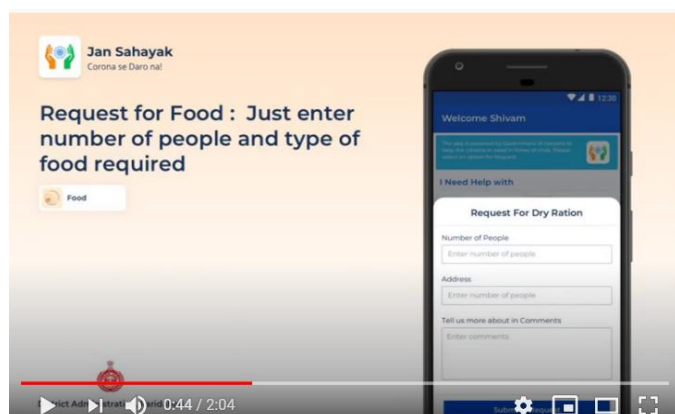
Also admin is all powered to reassign the request to some other person at his will. He is given a screen where he can verify the geo-tagged image and check the distance between request location and delivery location on Google maps. Thus upon convincing he can finally close a request.

II. Advantages

The initiative to deploy IT-based control room operations has yielded a number of advantages in planning and execution leading to efficient resources mobilization:

a) Digitization of emergency control room bypassing lots of paperwork.

b) Help in preventing hoarding and black marketing of food and essential servicessupply.

c) Real time monitoring of ward officer's help in transparency and establishing accountability on groundlevel.

d) Digitization of records help in monitoring of food supply ward wise, which in turn help in proper coordination among ward officer for maintaining stocks.

e) Establishes trust of common man in functioning of administration by real time messaging to public regarding status of their request.

III. Scope for Replication and Rollout

a) The application is made so generic that it can easily be extended not only to whole of Haryana, rather Pan-India, as admin has power to assign roles based on his district's requirements.

b) Application is not limited to disasters. Adding new categories of service delivery ensures continuance of the application even afterCOVID-19.

c) This app can be used to digitize the surveys of containment plan and micro level plan implementation at ground level as mandated by the CentralGovernment.

d) This app can be further utilized for regular monitoring of the Covid-19 cases through a virtual healthcareinterface.

e) Dry ration requests can be verified with the Adhaar No. of applicant, thus ensuring only genuine beneficiary are targeted.

f) App can be used for paid service delivery by private vendors of essential services;this can be used for successful implementation of containment plan, where each cluster of nearly 200-300 households may be made self-sufficient in this regard.

g) This can be a real model of e-governance at one place; can even create employment in logistics and operation.

Link to website: https://admin.jansahayak.com/
Link of mobile app : https://play.google.com/stoe/apps/details?id=com.ofb.sahayak

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