Guidelines for Implementation of Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) System across ISSNIP States

Ministry of Women & Child Development

Government of India

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About this document

The Integrated Child Development Services (ICDS) is a flagship program of the Government of India for meeting the holistic needs of children and addressing the challenge of malnutrition amongst children, pregnant women and lactating mothers.

The Ministry of Women and Child Development (MWCD) is implementing the ICDS System Strengthening and Nutrition Improvement Project (ISSNIP) in 162 high malnutrition burden districts spread over 8 States (ISSNIP States) in India. One of the key activities of the project is the Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS aimed at improving the service delivery system of ICDS. ICT-RTM driven by Common Application Software (ICDS-CAS) will function through a mobile Application at the level of Aanganwadi Workers and Sector Supervisor and a comprehensive web based dashboard, at Block, District, State and MWCD level, providing real time information about ICDS service delivery. It will enable to identify the area of concern to be focused on priority and to employ appropriate and timely interventions therein.

MWCD, to facilitate the smooth implementation of ICT-RTM in the States, have laid out the detailed guidelines. The guidelines provide the roles and responsibilities of the States, governance structure and other important procedures to be followed by the State to implement the ICT-RTM. The procedures detailed in this document indicate just the minimum pre-requisites that are necessary for the successful rollout of ICT-RTM.

Abbreviations

AWASR	Aanganwadi Annual Status Report
AWC	Aanganwadi Centre
AWW	Aanganwadi Worker
CDPO	Child Development Project Officer
CPMU	Central Program Management Unit
DGS&D	Directorate General of Supplies & Disposals
DIO	District Information Officer
DPO	District Program Officer
ICDS	Integrated Child Development Services
ICDS-CAS	Integrated Child Development Services-Common Application Software
ICT	Information and Communication Technology
ICT-RTM	Information and Communication Technology enabled Real Time Monitoring
ISSNIP	ICDS Systems Strengthening and Nutrition Improvement Project
IYCF	Infant and Young Child Feeding
JPC	Joint Program Coordinator
MIS	Management and Information System
MWCD	Ministry of Women and Child Development
OEM	Original Equipment Manufacturer
PMQI	Performance Management and Quality Improvement
QA/QC	Quality Assurance/Quality Control
RC	Rate Contract
RTM	Real Time Monitoring
SDA	Software Development Agency
SIO	State Information Officer
SLO	State Level Officials
SoW	Scope of Work
TSU	Technical Support Unit

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1. Project overview

1.1. Background

The Integrated Child Development Service (ICDS) scheme is a flagship program of the Government of India and represents one of the world's largest programs for early childhood development. The program addresses the nutritional needs of children, pregnant women and lactating mothers. Efficient service delivery, effective monitoring & supervision and timely employment of appropriate interventions at appropriate places are critical factors in the implementation of ICDS scheme for better outcomes. MWCD is implementing the ICDS System Strengthening and Nutrition Improvement Project (ISSNIP) with an objective of strengthening the Integrated Child Development Services (ICDS) policy framework, systems and capacities, and facilitate community engagement, to ensure greater focus on children under three years of age and also to strengthen convergent actions for improved nutrition outcomes.

Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS is one of the key activities in ISSNIP that intends to leverage ICT to set up a Real Time Monitoring System (RTM) for improving the service delivery in and ensuring better supervision of ICDS Scheme by deploying a mobile solution driven by a customized ICDS-Common Application Software (ICDS-CAS) at the Aanganwadi Centers (AWCs) in the ISSNIP States. This ICDS-CAS solution is designed to be a beneficial job aid for Aanganwadi Workers (AWWs) and Sector Supervisors (SS) that will assist them in catering to the needs of women and children more efficiently through mobile/tablet based application. The ICDS-CAS solution will also allow automation of ten out of eleven ICDS registers, thus allowing the ICDS workers more time to focus on the service delivery. However, MWCD shall come out with separate guidelines to phase out the present ICDS registers subsequently and till that time AWCs will continue with these registers also.

1.2. Goal and objectives

The goal of ICT-RTM of ICDS is to bring a system strengthening in ICDS service delivery and hence improving the nutrition outcomes. MWCD aims to involve innovative IT solution to improve the implementation of ICDS and enhance service delivery. ICDS-CAS is a software application for the AWWs that will allow them to capture the data from the field on electronic devices (mobile/tablet). It would enable collection of information on ICDS service delivery and its impact on nutrition outcomes in children on a regular basis. This information will be available to the States and MWCD on real time basis on web based dashboards. This is expected to improve the ICDS service delivery and also enable the Governments to effectively plan and take fact based decisions. Further, the application also aims at replacing the manual upkeep of ICDS registers at the AWC level and hence making more time available to AWWs in delivering the designated services.

The objectives of ICT-RTM are as follows:

a. Exhaustive inclusion of all the households in each AWC catchment area
b. Household-wise, name-based, to the extent possible UID-linked, registration of all the members
c. Automated generation of list of ICDS beneficiaries in the AWC catchment area
d. Real time capturing of information on ICDS service delivery to its beneficiaries at AWC thereby providing platform for concurrent monitoring of the service delivery system
e. Creating dashboards to provide real time reports and information enabling employment and timely interventions and fact based decision making
f. Enabling ICDS system to bring real time area specific interventions

g. Strengthening inter personal communication of AWW
h. General enhancement of the efficiency and effectiveness of AWWs

1.3. Key project phases

The implementation of ICT-RTM will be undertaken in selected 100,000 AWCs spread across eight ISSNIP States in Phase I of the project. Later, it will be implemented in the remaining AWCs of 162 high malnutrition burden Districts. The States will design an ICT-RTM rollout plan as well as the training plan in the prescribed format and accordingly review their activities on periodic basis to ensure timely implementation of ICT-RTM. The States will be required to plan deployment of personnel, procurement of hardware devices and training of ICDS functionaries as per the requirements of the project. The States will submit their ICT-RTM plan to MWCD and a periodic compliance report to MWCD on the activities therein.

2. Role and key responsibilities of the States

States are the implementation ground for ICT-RTM initiative. The successful rollout of the initiative is critically dependent on the active involvement of the States. The State Governments will be responsible for planning, procurement, deployment, training, and providing handholding support. The key responsibilities of the State in regards to ICT-RTM are detailed below.
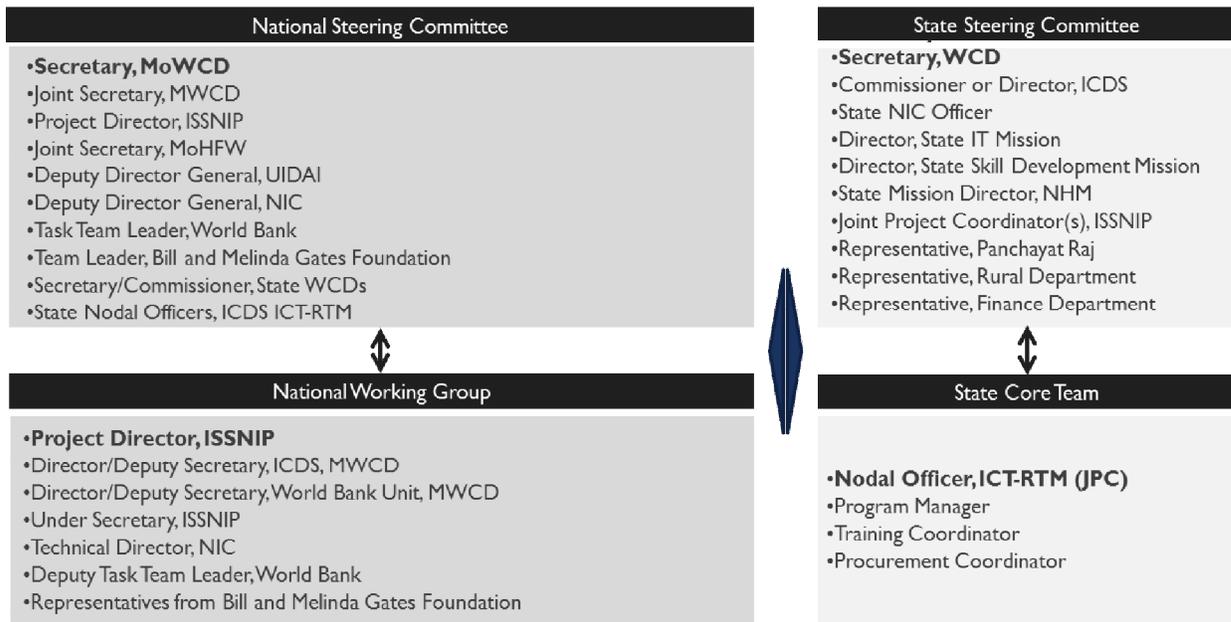
a. Project Planning
   - Nominate a ISSNIP JPC as Nodal Officer for ICT-RTM in the State
   - Prepare a ICT-RTM plan entailing details of:
      ➢ Districts, Blocks and AWCs identified for implementation of ICT-RTM
      ➢ Schedule of the activities required for roll-out of ICT-RTM in the identified Districts
      ➢ Risks and steps for mitigation
   - Closely monitor the progress of the activities

b. Procurement of Devices and SIM Cards
   - Assess the estimated the number of devices to be procured for AWWs, Supervisors and Block level personnel
   - Procure the hard ware devices at Directorate General of Supplies & Disposals (DGS&D) Rate Contracts
   - Identify the appropriate mobile connection plan with the telecoms
   - Procure SIM cards and ensure regular recharge of mobile connections
   - Institutionalize the mechanism for identifying, collecting and replacing damaged or lost devices

c. Deployment of CAS solution for ICT - RTM
   - Verify proper installation and configuration of CAS on the devices before distributing to AWWs
   - Engage State Information Officers (SIO) and District Information Officers (DIO) for providing support towards deployment of CAS
   - Prepare a distribution and deployment plan for the State. It would incorporate the mechanism of distribution of devices to the end user

- Supervise allocation and deployment of devices to users (with SIM cards and active mobile connections)
- Enable creation of User account for the AWW and Supervisors within the application through the helpdesk staff
- Facilitate creation of User accounts for State officials to access web-based reports and dashboards
- Institutionalize processes relating to User Management, troubleshooting, etc.

d. Training to ICDS Officials (SPOs, DPOs, CDPOs etc.),ICDS functionaries (AWWs, Supervisors)and members of associated State departments (IT mission, State Skill Development Mission, National Health Mission, Panchayati Raj, Rural Department, Finance Department)
- Identify master trainers
- Prepare a systematic training plan and schedule trainings for AWWs, Supervisors, CDPOs, DPOs, DIOs, SIOs and State officials as per the format prescribed
- Print and disseminate standard training materials issued by MWCD
- Organize logistics for training including venue, resources and training material
- Conduct refresher trainings for all field level resources

e. Provision of handholding support
- Engage personnel for helpdesk and maintenance support from within the framework provided to States
- Train the personnel on CAS solution
- Deploy personnel at Block, District and State level for trouble shooting, hand holding support, monitoring and training reinforcement
- Collaborate with members of associated State departments such as IT mission, State Skill Development Mission, National Health Mission, Panchayati Raj, Rural Department, Finance Department etc. for assistance in implementation

3. Project governance structure

The scale and complexity of the project necessitates creation of a project governance structure at the national and the State level. A Steering Committee and Working Group has been constituted at the national level to provide overall direction, facilitate State planning in ICDS and provide guidance during implementation of the project. The State Governments are advised to set up dedicated State Steering Committee and a State Core Team to implement the rollout of ICT-RTM. The Project Governance Structure is summarized in the figure below. States may also co-opt with other State departments and add other relevant members to their Steering Committee beyond those mentioned below. In doing so, the State must ensure that the size of the Steering Committee is reasonable and conducive to efficient decision making.

Figure 1: Project Governance Structure

National Steering Committee
•**Secretary, MoWCD** •Joint Secretary, MWCD •Project Director, ISSNIP •Joint Secretary, MoHFW •Deputy Director General, UIDAI •Deputy Director General, NIC •Task Team Leader, World Bank •Team Leader, Bill and Melinda Gates Foundation •Secretary/Commissioner, State WCDs •State Nodal Officers, ICDS ICT-RTM

State Steering Committee
•**Secretary, WCD** •Commissioner or Director, ICDS •State NIC Officer •Director, State IT Mission •Director, State Skill Development Mission •State Mission Director, NHM •Joint Project Coordinator(s), ISSNIP •Representative, Panchayat Raj •Representative, Rural Department •Representative, Finance Department

National Working Group
•**Project Director, ISSNIP** •Director/Deputy Secretary, ICDS, MWCD •Director/Deputy Secretary, World Bank Unit, MWCD •Under Secretary, ISSNIP •Technical Director, NIC •Deputy Task Team Leader, World Bank •Representatives from Bill and Melinda Gates Foundation

State Core Team
•**Nodal Officer, ICT-RTM (JPC)** •Program Manager •Training Coordinator •Procurement Coordinator

3.1. National level

a. National Steering Committee

The National Steering Committee will decide all the policy matters relating to ICT-RTM. It will hold its meeting once in every quarter. The National Steering Committee will also have State representatives from ISSNIP States on a rotational basis. In the first year, the one State representative from Andhra Pradesh, Bihar, Chhattisgarh and Jharkhand each will be members of the National Steering Committee. In the second year, one State representative from Maharashtra, Madhya Pradesh, Rajasthan and Uttar Pradesh each will be members of the National Steering Committee.

b. National Working Group

The National Working Group will provide regular recommendations on the policy framework, roll out and implementation of ICT-RTM. It will hold its meetings at least once in every month.

3.2. State level

a. State Steering Committee

The State Steering Committee will be responsible for overseeing the implementation of the project at the State level. In addition to the members listed in Figure 1, the State Steering Committee would also have a representative from MWCD. The Committee will monitor the progress of activities and resolve the issues faced in implementation of the project. It will also perform the following:

- **Approval of State ICT-RTM Plan**: The State Steering Committee will approve the State ICT-RTM plan.

- **Review and monitoring of the project**: The State Steering Committee will monitor progress of the implementation of ICT-RTM in the State and review it regularly.
- **Supervision**: The State Steering Committee will provide supportive supervision to the project implementation.

b. State Core Team

The State Core Team would be headed by the Nodal Officer and would be responsible for implementing the ICT-RTM. The State Core Team must comprise of the following:

- **Nodal Officer -**The Joint Project Coordinator (ICT-RTM)shall essay the role of the Nodal Officer and would be responsible for overseeing the tasks of the Program Manager, Training Coordinator and Procurement and Operations Coordinator. The Nodal Officer will provide direction for the implementation of the ICT-RTM project and ensure proper planning and execution of tasks under the overall guidance and supervision of State Director-in-Charge, ISSNIP.
- **Program Manager –**The role of the Program Manager will be essayed by the Consultant, M&E and Decentralized Planning. The Program Manager will assist the Nodal Officer towards adoption of CAS by the State Government and implementation of ICT-RTM. He shall be responsible for planning and management of activities relating to the implementation of ICT-RTM project under the guidance and supervision of Nodal Officer, ICT-RTM and State Director-in-Charge, ISSNIP.
- **Training Coordinator -** The role of the Training Coordinator will be essayed by the Consultant, BCC & Capacity Building. The Training Coordinator is responsible for planning and organizing the trainings as per the finalized training model (Annexure C). He shall be responsible for identification of Master Trainers, preparation of training plan, rolling out training for all the users and monitor the progress of training across levels under the guidance and supervision of Nodal Officer, ICT-RTM and State Director-in-Charge, ISSNIP.
- **Procurement Coordinator –** The role of the Procurement and Operations coordinator will be undertaken by Consultant, Procurement. The Procurement and Operations coordinator would facilitate the procurement and distribution of devices and SIM cards**.** This coordinator will also support operations of the system deployment. He will function under the guidance and supervision of Nodal Officer, ICT-RTM and State Director-in-Charge, ISSNIP.

4. Project staffing & capacity building

4.1. Staffing at State, District and Block Level

4.1.1. Summary of personnel required

The State will be responsible for deploying workforce at the field level for helpdesk to support smooth and efficient functioning of the application and enable beginners to adopt and use ICDS-CAS consistently. The provision of personnel has been made for Block level, District level and the State level to provide handholding support to the Users. They may be engaged till end of Phase I of ISSNIP in December 2017. The indicative norms for personnel are provided in Table 1.

Role	Number
State Level Helpdesk: **Consultant (Procurement) will essay the role of State Level Helpdesk Lead.**	One (1)Helpdesk Lead per State
State Level Helpdesk: **Project Associate (IT)**	One (1)Helpdesk personnel per State
District Level Helpdesk: **District Coordinator (IT)**	One (1)Helpdesk personnel per District
Block Level Helpdesk: **Block Coordinator (IT)**	One (1)Helpdesk personnel per Block

4.1.2. Qualifications and Job description of personnel to be hired

The job description of work force alongside the desired qualification is provided in the Terms of Reference for State, District and Block level contractual personnel under Restructured ISSNIP (Annexure B).

4.1.3. Suggested mode of staff hiring

States would engage the required manpower from within the framework provided (Annexure) employing the State prescribed processes and procedures. The personnel prescribed for district and block level positions will be engaged in those districts and blocks only where ICT-RTM is being implemented. States may engage support of State IT Mission / State IT Department in the procurement and staffing.

The Qualification of the personnel is provided in Annexure B. Additionally the below mentioned evaluation parameters may be kept in consideration for selection of candidates:

a. Experience of working in social development sector particularly in maternal and child health and nutrition
b. Experience of working in Capacity Building and Strengthening Program
c. Demonstrated planning, management and supervisory skills
d. Fairly good oral and written communication skills
e. Ability to work in a team

4.1.4. Reporting structure

The reporting structure for the helpdesk will follow a cascading approach wherein the Block level helpdesk will report to the District level helpdesk and the District level helpdesk will report to the State level helpdesk. The Helpdesk Lead at the State level will head the entire helpdesk set up and will be the prime point of contact for the State Government. The helpdesk lead at the State level would also be responsible for liaising and coordinating with the CPMU for technical issues.

4.1.5. Duration of contract

The support personnel shall be engaged on a contract basis only. They shall be deployed only till December 30th, 2017. The State can decide the period of contract and renewal duration.

4.1.6. Infrastructure support for helpdesk personnel

The State will be responsible for provisioning office space for the helpdesk and maintenance personnel at the Block, District and State level. Additionally, the State must ensure that the helpdesk personnel is equipped with phones at the Block level and PCs/laptops at the District and State level. The phones for the Block level helpdesk personnel maybe procured alongside the phones being procured for AWWs. The block level helpdesk will be equipped with the same phones as provided to the AWWs. The State is expected to use laptops/PCs already available with the Department for the District and State-level helpdesk personnel. The State would also ensure availability of functioning desktops for all CDPOs.

4.1.7. Responsibilities of Help Desk

Software and hardware issues for ICDS CAS will be resolved by the Helpdesk at different levels from Block level to State level. For issues that need a change in software, Level 3 support will be provided by the Software Development Agency.
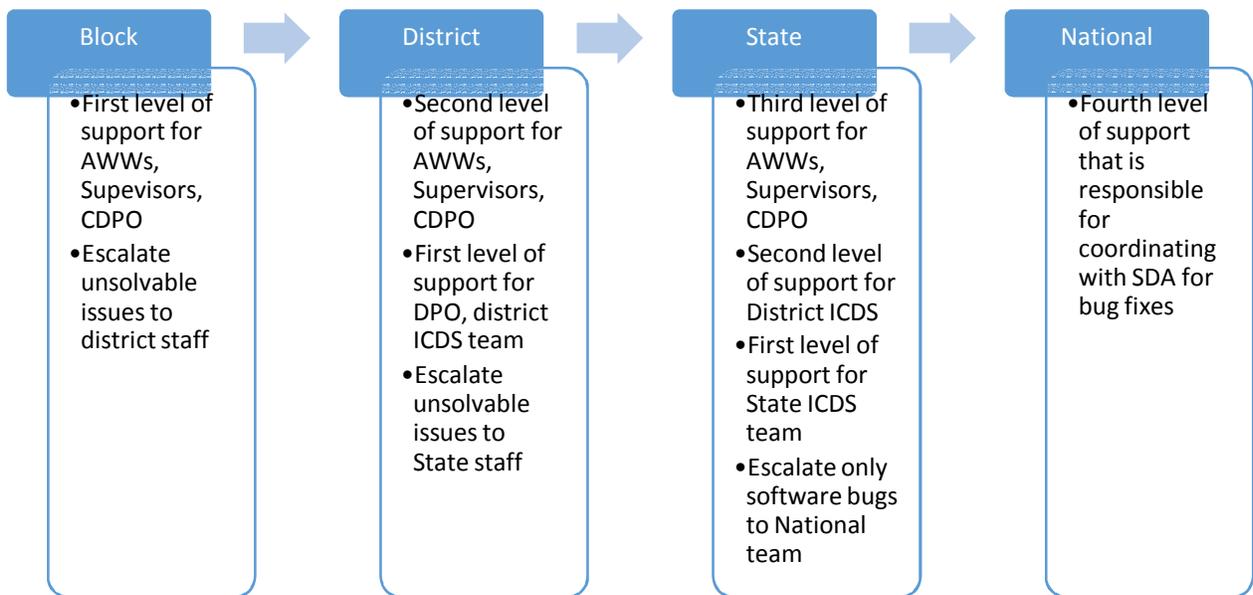
There are four major areas of support required for ICDS CAS:

a. Software support
b. Hardware support
c. Implementation support
d. Monitoring and supportive supervision

Software Support

Software support for CAS will include providing troubleshooting for mobile applications for AWWs and Supervisors and reports and dashboard for ICDS functionaries. The escalation process is shown in the figure below.

Figure 2: Escalation matrix for software related issues

Block	District	State	National
• First level of support for AWWs, Supevisors, CDPO • Escalate unsolvable issues to district staff	• Second level of support for AWWs, Supervisors, CDPO • First level of support for DPO, district ICDS team • Escalate unsolvable issues to State staff	• Third level of support for AWWs, Supervisors, CDPO • Second level of support for District ICDS • First level of support for State ICDS team • Escalate only software bugs to National team	• Fourth level of support that is responsible for coordinating with SDA for bug fixes

All Helpdesk personnel will use the Issue Tracker application to record issues. The application has the provision to escalate an issue to the next level with full details about the issue faced and reason

for escalation, in addition to providing basic troubleshooting and issue diagnosis. Block staff will use the application on their mobile phones while District and State staff can use the web interface of Issue Tracker.
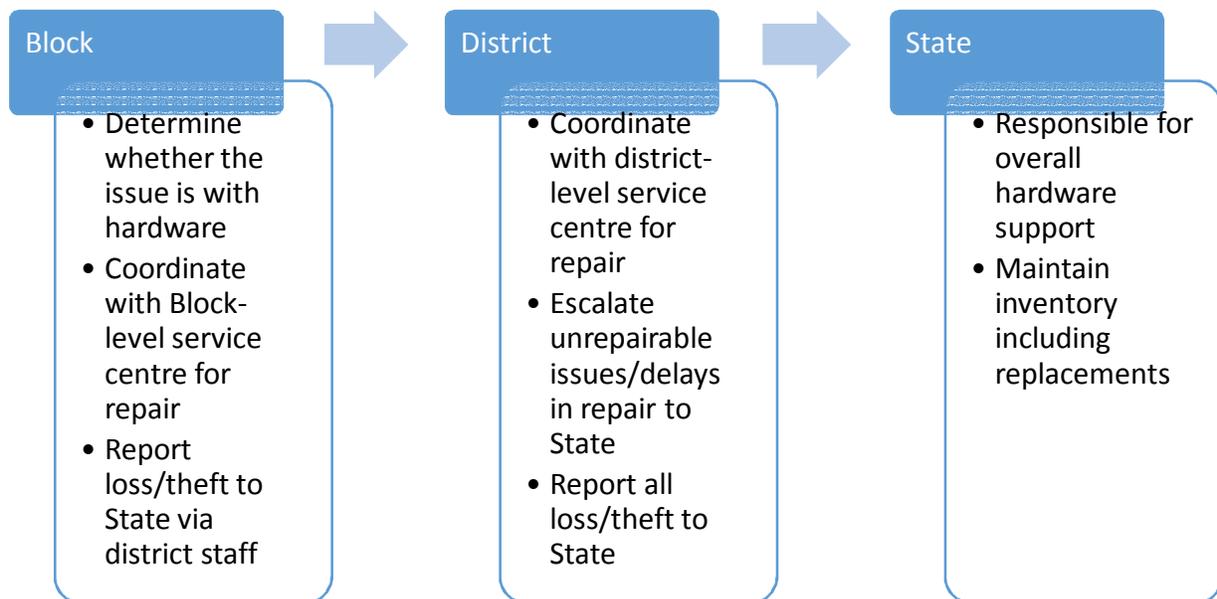
Examples of issues that might need to be escalated to the next level could include:
- The user reports missing data
- The user reports an error in the software that prevents them from using it
- The application has been corrupted
- Inability to diagnose the problem

Hardware Support

Hardware support for ICDS-CAS will be of two types, support for the handheld devices and support for server hardware. While the devices will be managed by the Help Desk, the servers will be managed by NIC / Data Provider and/or Server Provider and Managing Agency. Support for mobile phones and tablets will include identification of hardware issues at the block and district level, and their subsequent resolution by coordination with the device vendor. If a service centre for the device is present at the Block level, device repair can be coordinated at the Block level. In case such a service is not available, repair will be coordinated at the District level. In case of non-performance or delays by the vendor, the District staff must escalate the issue to State Help Desk. All cases of loss/theft of devices will be reported to the State Helpdesk for inventory management and replacement.

Figure 3 Escalation matrix for hardware related issues

Block	District	State
• Determine whether the issue is with hardware • Coordinate with Block-level service centre for repair • Report loss/theft to State via district staff	• Coordinate with district-level service centre for repair • Escalate unrepairable issues/delays in repair to State • Report all loss/theft to State	• Responsible for overall hardware support • Maintain inventory including replacements

Implementation Support

Besides direct support for hardware and software, the Helpdesk will play a crucial role in implementation. User management including adding or removing users, changing password etc. will be done by the State Helpdesk under the direction of Nodal Officer, ICT-RTM and Director-in-

Charge, ISSNIP. Implementation support also includes the role that the different Help Desks will play in trainings and refresher trainings, as detailed in the Training Model for ICT-RTM. The SDA will provide troubleshooting manual and train State Helpdesk staff to manage the ICT-RTM implementation.

Monitoring and Supervision

The Helpdesk will also assist ICDS functionaries in monitoring and supervision. Unlike the software and hardware support, the escalation of issues will be from Helpdesk to ICDS functionaries and not vertically within the Helpdesk levels. At the time of any training at Block level, the District Help Desk would assist the DPO in monitoring by providing summary of worker performance monitoring reports to the DPO. Similarly for any training at the District level, State Help Desk will assist in monitoring.

On a regular basis, the District and State level Help Desks will regularly monitor system usage. In case of any anomalies, the same shall be highlighted to the concerned ICDS functionaries, either the Block level Help Desk staff or the user directly. The Helpdesk needs to monitor App usage in order to proactively attempt to identify potential issues. For example, the District or State Helpdesk monitoring usage reports will be one of the first to know if an AWW hasn't submitted a form in over seven days. This could be a result of poor usage, a broken phone, a software issue, or something else. In this case, the Helpdesk can proactively reach out to the Block level Helpdesk, the AWW, or the AWW's Supervisor to appropriately identify the issue and remedy it.

The SDA will train State Helpdesk staff to monitor and supervise ICDS-CAS and provide support documentation.

5. Training and orientation

5.1. Overview of Training Model

For the successful rollout and implementation of the ICDS-CAS, it is essential that the key stakeholders work in collaboration and execute their tasks effectively and timely. This is critically dependent on ensuring that the stakeholders are proficient in using the ICDS-CAS and are aware of their roles and responsibilities. It necessitates a comprehensive training of all the concerned in a highly structured mode. In view of this, a training model has been developed to ensure proficiency of key stakeholders i.e. State ICDS Officials, Helpdesk Personnel and ICDS Functionaries (Supervisors and AWWs) with respect to the ICDS-CAS system. Broadly, a cascading training approach is envisioned where in all stakeholders are responsible for training the stakeholders present at the next level of disaggregation. For example, the State helpdesk personnel will be trained by the Software Development Agency (SDA) and who will then further train the District helpdesk personnel which will in-turn train the Block helpdesk personnel. At each level the helpdesk will also be responsible for training the corresponding State ICDS officials. For the Supervisors and AWWs, the SDA will train a set of master trainers who will then undertake training for the Supervisors and AWWs. All the trainers are expected to fulfill the responsibilities as detailed below:

a. Execute the trainings as per the schedules assigned by the state team
b. Leverage innovative way of utilizing job aids and training materials
c. Lead trainees through the learning process

d. Being patient with trainees during ICDS-CAS features/doubts clarifications
e. Acting as mentor for the trainees
f. Responsible in certifying the trainees after the training schedule
g. Testing the trainees' understanding and provide feedbacks as per training design. Format will be provided by MWCD.

In addition, master trainers and helpdesk personnel will undergo a post training test to assess their understanding and retention of disseminated material. In the event that they fail to pass this test, they will have to re-do the training in subsequent batches till they clear the test.

At each level of training, there will also be a monitoring body/ personnel deputed, who will ensure the proper organization, meticulous conduction and timely completion of training. The approach, content, sequence, infrastructure and cost heads for trainings are detailed in Annexure C.

5.2. Handholding Support

In order to ensure that the AWWs make an easy and swift transition to the ICT-RTM driven by ICDS-CAS system, it is recognized that AWWs, especially the slow learners, may need additional assistance outside the training sessions. In order to facilitate this, handholding support is provisioned for the AWWs and is required to be executed through the Master Trainers and Block Level Support Staff as detailed in Annexure C.

6. Procurement

6.1. Summary of procurement needs

Under ICT-RTM, the AWWs and Supervisors will access the ICDS-CAS solution through mobiles and tablets respectively. The States will be responsible for procuring devices like smart phones, tablets and accessories etc. in line with the specifications as provided in Annexure D. Additionally, the States will create processes for the following:

a. Issuance of devices (along with SIM cards)
b. User maintenance including but not limited to creation, addition, deletion, access management and updating.
c. Continuity of services which shall include but is not limited to replacement of devices in case of damage/loss/ defect

6.2. Guidelines on procurement

In order to procure the requisite devices and related services, the States are advised to follow the process detailed below:

a. Finalize the Device

On receipt of the details of the empanelled devices and the rate contracts, the State would finalize the device empanelled at DGS&D for ICDS-CAS, meeting at least the given minimum technical specifications. The State would also have to calculate the number of devices to be purchased for AWWs, Supervisors and Block Helpdesk Personnel through the rate contract based on the format that will be circulated by MWCD. States may build-in, limited to a maximum of 5 percent of actual requirement, as contingency for replacing damaged/lost/theft devices. The phones will be tracked as per their IMEI number so as to prevent loss.

b. Raise purchase order

Upon finalization of the device, the States would be required to raise a purchase order against DGS&D rate contracts specifying the quantity required. While specifying the quantity, the State must note that smart phones are to be provided to AWWs and block level helpdesk personnel and tablets are to be provided to supervisors. On delivery, the States are required to ensure that the devices meet the requisite specifications (as provided in Annexure-D).

c. Purchase SIM cards and connections

The States would purchase SIM cards and connections for AWWs, Supervisors and block helpdesk personnel. They shall also ensure monthly recharge of the mobile connections.

d. Deployment planning

The State would have to plan out deployment of devices with active SIM cards, across all users and ensure that the deployment is systematically planned and tracked. Every ISSNIP State will device a mechanism for the same and develop a plan well in advance. The States must ensure that the IMEI number of all devices is noted, alongside the details of the person to which it is assigned, and is kept safe and secured, for tracking to prevent loss and theft of devices. A copy of the same would also be provided to MWCD. All devices should have active mobile connections so that the AWWs and Supervisors can use the application.

e. Facilitate deployment and user activation

The State would have to facilitate deployment and user activation with the help of master trainers and the helpdesk personnel deployed in the field.

6.3. Guidelines on procurement of IT devices & infrastructure

6.3.1 Specifications of phones & tablets

For the smooth functioning of CAS and effective delivery of content, it is recommended that all devices procured for ICDS functionaries meet the specifications detailed in Annexure D.

6.3.2 Installation of CAS on devices

The States are required to facilitate the installation of basic minimum applications and configuration of the applications on the procured devices through contracted service providers. All the devices must have the software (available on Google Play) detailed below installed on them:

a. CommCare ODK - Latest version (details about this software can be accessed at https://www.commcarehq.org/home/)
b. ES File Explorer
c. QR Code Reader
d. App Lock
e. Android Device Manager
f. Aadhar Custom App
g. WhatsApp (optional)

Further, the States must take note that the CommCare application (provided by the Software Development Agency by either file or link) is transferred/ installed to all devices and that the login

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for the AWW and Supervisors is registered within the application. The States may leverage the IT Helpdesk for verifying proper installation/configuration of CAS. Each phone must be set-up for use before being handed over to the user. MWCD will provide detailed, step-by-step instructions for the setup of each device and the files to be installed in each micro SD card.

6.4. Guidelines on procurement of SIM, data cards and data plans

As part of ICT-RTM, the ICDS-CAS will aggregate information collected at different levels in the App and provide web-based dashboards and reports for ICDS users to facilitate making quick and informed decisions from the data captured. The application will be synchronized with a central server, submitting information captured on the tablet for which it would require network connectivity. Data stored on the server would be available to the State. For procurement of SIM cards, bulk procurement may be preferred. In order to upload the data from the mobile devices to the central server, the States would need to ensure:

a. Provision of pre-activated and registered mobile connections for all mobile phones and tablets
b. Monthly recharge for data, voice and SMS services as required by the State for the duration of the contract
c. Protection against drop in service due to lack of data or air-time, SIM card registration or SIM card activation

The minimum requirements for data, voice and SMS are indicated in Annexure D.

6.5. Guidelines on replacement in case of damaged/lost/theft of devices

As Stated above, States are advised to build in a maximum of 5 percent of the total requirement of devices as a contingency for replacement. However to encourage proper care and maintenance of devices by users, it is recommended that the States issue instructions to users stating:

a. At the end of the warranty period i.e. 36 months, the ownership of the device will be transferred to the user
b. Suitable penalty may be levied to the user in case of loss of device

7. Process for reviewing project progress

To ensure the successful implementation of the program, State Level steering committee will prepare a roll-out plan and monitor progress and the same to be communicated to MWCD on time to time basis.

7.1. Setting up of email IDs and email groups for communication

a. The States are advised to collate email addresses of the Steering Committee members and create an email group. The email group should be used by State officials for communicating with each other.
b. It is recommended that details of the State Steering Committee and the Nodal Officer are shared with MWCD for establishing communication channel between the Ministry and States.
c. States should also collate names, phone numbers and IDs/Codes of all ICDS functionaries, up to AWWs, so that the distribution of devices and implementation of the solution can be supervised.

7.2. Performance Management

The Common Application Software (ICDS-CAS) system is designed to improve the overall performance of the ICDS Service Delivery System and to enable an ongoing performance management and quality improvement system. Leveraging features of the ICDS-CAS system, data analytics and reports, and program design, each State will implement a **Performance Management and Quality Improvement** (PMQI) program.

Once ICT-RTM driven by ICDS-CAS is well-established and functional, further guidance on implementation of PMQI will be provided by MWCD. Broadly, States will define performance indicators and targets for each mobile user in the ICDS-CAS system – AWWs, Supervisors, and Block Helpdesk – and ensure that each role is aware of the indicators and targets for performance. Each PMQI team will be responsible for monitoring indicators and progress towards targets at their level and designing and implementing action plans to continuously manage performance and improve quality.

The indicative Key Performance Indicators that the State would be required to monitor are briefly outlined in Annexure E.

8. Key contacts at MWCD

Contact	E-mail	Phone Number
Dr. Dinesh Kumar Saxena, PD-ISSNIP	dineshk.saxena@nic.in	9470590255
V. C. Choudhary, US to GoI	vc.choudhary@nic.in	9968459465

9. Annexure

Annexure A: Distribution of AWCs

#	ISSNIP States	ICT-RTM 100,000 AWCs Roll Out
1	Andhra Pradesh	11,000
2	Bihar	12,500
3	Chhattisgarh	8,500
4	Jharkhand	6,500
5	Madhya Pradesh	12,500
6	Maharashtra	16,500
7	Rajasthan	10,500
8	Uttar Pradesh	22,000
	Total	**100,000**

Annexure B: ToRs - Job Description and Qualification of Personnel at State Level

Sl.	Position	Consolidated Remuneration	Essential		Desirable	Scope of Work
			Qualification	**Experience**		
1.	Consultant (Nutrition & Child Development)	Up to Rs. 60,000/- per month	PG degree in Nutrition/ Public Health/ Social Sciences/ Rural Development Community Medicine with at least 55% marks	• At least 4 years experience in planning, implementation and monitoring of child and women nutrition programmes. • For applicants with PhD (in nutrition related subjects), 3 years of doctoral time would be counted as 3 years of experience. • Expertise in MS Office including Word, Excel and PowerPoint. • Good understanding of decentralized planning and supportive supervision. • Excellent oral and written communication skills in English and ability to converse in local language.	• 7 years of experience of working in nutrition/ public health/ social development programmes. • Experience of working with Government/ Government organizations/ inter-organizations. • In-depth knowledge of key nutrition issues and nutrition programmes. • Knowledge of project management techniques.	1. Provide technical leadership and facilitate designing of nutrition related activities and pilots to be implemented in the project. 2. Provide managerial leadership and facilitate development of annual project workplans. 3. Facilitate implementation of all nutrition related activities in the project, including multi-sectoral nutrition actions. 4. Provide necessary assistance to ensure that plans are implemented in project districts in a timely manner to achieve the agreed milestones of the Disbursement Linked Indicators. 5. Facilitate the dissemination of relevant guidelines, reporting formats and documents relevant to the project, developed by MWCD, at the state, district and sub-district levels. 6. Ensure data for the results monitoring framework of the project is updated every six months and made available to the MWCD. 7. Monitor and review progress of all project interventions and indicators of the results monitoring framework, identify bottle necks in achievement/reporting of results and facilitate supportive action to resolve these. 8. Ensure availability of state approved project related documentation on the website of DWCD/DoSW. 9. Facilitate verification of achievement of milestones of Disbursement Linked Indicators by the Independent Verification Agency. 10. Identify emerging needs from the project and facilitate action through Director in-charge ISSNIP. 11. Support the Director in facilitating meetings with technical expert committees, relevant

					line departments such as, Departments of Health and Family Welfare, Rural Development, Social Welfare, Agriculture, Horticulture, Food Processing etc. and other stakeholders on nutrition & multi-sectoral issues. 12. Support documentation and dissemination of best practices in the project and facilitate cross learning on the same across project districts. 13. Monitor and review progress of all nutrition related project activities and indicators, identify areas and project districts in need of support and take follow up supportive action as required. 14. Support preparation of quarterly and annual project progress reports. 15. Liaison and coordinate with external stakeholders. 16. Any other activity, identified by the Director, as relevant to the project.
2.	Consultant (BCC & Capacity Building)	Up to Rs. 60,000/- per month	PG degree in Social Sciences/ Health Communication/ Mass Communication/ Rural Development that includes courses on training/capacity building management in nutrition/public health with at least 55% marks	• At least 4 years experience in planning and implementing behaviour change communication and capacity building interventions in public health/ nutrition programmes. • Expertise in MS Office including Word, Excel and PowerPoint. • Professional experience in planning, implementation and monitoring of training programs	• 7 years of experience of working in nutrition/ public health/ social development programmes. • Good knowledge and understanding of public health/ nutrition programmes. • Experience of working with Government/ Government organizations/ international agencies • Knowledge of project management techniques	1. Provide technical leadership and facilitate development and deployment of Behaviour Change Communication and Capacity Building interventions in the project. 2. Support development of work plans and budget for all training plans under project in consultation and collaboration with the Director in-charge ISSNIP and other technical consultants. 3. Coordination with the State Department of Women and Child Development/Social Welfare, SPMU team, training institutes, State skill development mission, State IT missions and relevant Development & NGO partners for effective deployment of training programs. 4. Facilitate dissemination of relevant guidelines, reporting formats, training manuals and other documents relevant to the project, developed by the CPMU, at the state, district and sub-district level. 5. Provide technical support to training programs

				and state and district levels. • Excellent oral and written communication skills in English and ability to converse in local language.		at state, district, block, sector and Aanganwadi Center levels; ensure adherence to training modules and guidance provided by the MWCD 6. Identify high quality master trainers in the states, organize training of master trainers for various interventions, including CAS deployment, and Incremental Learning and follow up on quality of training program. 7. Follow-up and facilitate necessary assistance to ensure that training plans are implemented in project districts in a timely manner to achieve agreed milestones of the Disbursement Linked Indicators. 8. Coordinate documentation relating to assessment of training programs. 9. Ensure maintenance and management of records and progress reports at sector, block, district and state levels. 10. Ensure data for indicators on training within the results monitoring framework of the project is updated every six months and made available to the CPMU. 11. Monitor and review progress of all training interventions and relevant indicators of the results monitoring framework, identify bottle necks in achievement/reporting of results and facilitate supportive action to resolve these. 12. Support designing of behaviour change communication interventions and pilots, if any. 13. Support the Director in organizing and facilitating meetings with technical expert committees, relevant line departments such as, Health and Family Welfare, Civil Society Organizations and other stakeholders on issues related to behaviour change communication & capacity building. 14. Monitor and review progress of all behaviour change communication & capacity building interventions and indicators, identify areas and project districts in need of support and take follow up supportive action, liaison and coordinate with external stakeholders in

						15. Support project districts in preparation of annual training plan, planning and organizing trainings as per the finalized training plan.
						16. Orient and build capacities of district and block level project staff on all training related guidelines, manuals, tools etc.
						17. Carry out periodic supportive supervision visits, prioritizing poor performing districts to monitor the progress of planned trainings.
						18. Prepare training plan progress report detailing the users who have received/missed training.
						19. Ensure timely conduction of refresher trainings.
						20. Facilitate verification of achievement of milestones of Disbursement Linked Indicators for the Independent Verification Agency.
						21. Any other activity, identified by the Director, as relevant to the project.
3.	Consultant (Social Development & Community Mobilization)	Up to Rs. 60,000/- per month	PG degree in Social Sciences, Social Anthropology with courses on community mobilization and participation with at least 55% marks	• At least 4 years experience in planning and implementing social development programmes with focus on community mobilization, civil society engagement and social accountability interventions. • For applicants with PhD (in relevant area), 3 years of doctoral time would be counted as 3 years of experience. • Expertise in MS Office including Word, Excel and PowerPoint.	• 7 years of experience of working in nutrition/ public health/ social development programmes. • Experience of working with Government/ Government organizations. • In-depth knowledge of key nutrition issues and nutrition programmes. • Knowledge of project management techniques.	1. Provide technical leadership and facilitate strengthening Community Mobilization interventions of the project. 2. Support development of work plans in consultation and collaboration with the Director and other technical consultants. 3. Facilitate dissemination of relevant guidelines, reporting formats, training manuals and other documents relevant to the project, developed by the CPMU, at the state, district and sub-district level. 4. Facilitate implementation of all community mobilization and equity interventions in the project districts so as to achieve agreed milestones of the Disbursement Linked Indicators within agreed timelines. 5. Identify emerging needs from the project and facilitate action on the same through the Directorate of ICDS and/or through the engagement of short term consultants, by preparing Terms of Reference, as required, for equity actions and community mobilization

| | | | | • Demonstrated technical, management and supervisory skills.
• Excellent oral and written communication skills and ability to converse in local language. | | activities and supporting the ICDS Directorate in contract management.
6. Bring international and national experience for strengthening the demand side of the ICDS program through community based interventions.
7. Support the designing of community mobilization interventions to be piloted in the state and develop relevant documents to facilitate behaviour change communication & capacity building interventions as defined by the specific needs of the state.
8. Support the state in integrating/converging/extending ongoing social accountability and community empowerment initiatives tothe ICDS program.
9. Support the Director in organizing and facilitating meetings with technical expert committees, civil society organizations and other stakeholders on community mobilization and equity issues.
10. Ensure ongoing capacity building of ICDS front line workers in conducting community based processes.
11. Support documentation and dissemination of best practices on community mobilization and promoting equity in the project and facilitate cross learning on the same across project districts.
12. Support project districts in the preparation of work plans, focusing on community mobilization and equity actions, their implementation, monitoring, reporting and evaluation.
13. Orient and build capacities of district and block level project staff and ICDS front line workers on all community mobilization and equity actions guidelines, manuals, tools etc.
14. Guide and support district and block level staff in implementing community mobilization and equity actions activities in a timely manner, with quality. |

					15. Monitor and review progress of all community mobilization interventions and indicators, identify areas and project districts in need of support and take follow up supportive action in consultation with Director. 16. Review progress and performance of community mobilization interventions in the State and carry out periodic supportive supervision visits, prioritizing poor performing States/Districts. 17. Ensure data pertaining to community based processes reported in the resulting monitoring framework of the project is updated every six months and made available to MWCD. 18. Facilitate verification of achievement of milestones of Disbursement Linked Indicators for the Independent Verification Agency. 19. Liaison and coordinate with external stakeholders as per directions of Director. 20. Any other activity, identified by the Director, as relevant to the project.
4.	Consultant (M&E and Decentralized Planning)	Up to Rs. 60,000/- per month	PG degree/diploma in Management/ Computer Applications/Computer Science or B. Tech/BE in IT/Computer Engineering or PG in Science with formal training on IT/computer with at least 55% marks.	• At least 4 years experience in IT/ICT Systems implementation and analysis. • Project management experience. • Extensive experience in development and implementation of web-based applications and mobile applications and demonstrated knowledge and proficiency in M&E methodologies	• 7 years of experience in IT system implementation and analysis. • Experience in managing large scale technology implementation in Government. • Experience of working with Government/Govern ment organizations. • Experience in implementation of mobile technology for community health or nutrition (m-Health) programs. • Knowledge of statistical software	1. Design a project plan detailing various activities to be performed along for the implementation of Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS with completion dates for the same; 2. Prepare periodic progress reports detailing tasks completed and issues/ escalations/ risks; 3. Assist the Nodal Officer in overseeing the on-time completion of activities of the Procurement, Operations, Training, Publicity, Recruitment, etc.; 4. Coordination with the State Department of Women and Child Development/Social Welfare, SPMU team, training institutes, State Skill Development Mission, State IT Mission and relevant Development partners for effective implementation of ICT-RTM; 5. Follow-up and facilitate necessary assistance to ensure that the project plan is implemented in project districts in a timely manner;

| | | | | • Excellent oral and written communication skills in English and conversant in local language.
• Good computer skills. | packages (e.g. SPSS, STATA, R, etc.)
• Knowledge of project management techniques. | 6. Facilitate dissemination of relevant guidelines, reporting formats, training manuals and other documents relevant to the project, developed by the CPMU, at the state, district and sub-district level.
7. Develop a program evaluation framework to identify areas for improvement;
8. Ensure data for indicators on implementation within the results monitoring framework of the project is updated every six months and made available to MWCD;
9. Support documentation and dissemination of best practices on ICT-RTM in the project and facilitate cross learning on the same across project districts;
10. Support the Director and Joint Project Coordinators in the preparation of quarterly and annual project progress reports;
11. Develop processes for the smooth functioning of ICT-RTM, like, transfer of devices in case AWWs quit/new AWWs join etc.
12. Assist the Director in obtaining necessary approvals, inputs and feedback on implementation, monitoring and evaluation of related activities.
13. Periodically share progress reports detailing tasks completed and issues/ escalations/ risks related to the implementation of ICT-RTM with relevant counterparts at the MWCD and collate and provide relevant information as and when required by the MWCD.
14. Monitor and liaison with the State, District and Block Helpdesk to ensure technical support issues are addressed satisfactorily and promptly and that issues are being properly triaged.
15. Guide and support State, District and Block level officials in the usage of ICT-RTM in a timely manner, with quality.
16. Any other activity, identified by the Director in-charge ISSNIP, as relevant to the project. |

5.	Consultant (Financial Management)	Up to Rs. 60,000/- per month	• CA/ CS/ CMA (CWA) or full time MBA (Finance) from reputed institute with at least 55% marks.	• At least 4 years post qualification experience out of which 3 years should be in Government/ PSU/ international agencies. • Exposure to budgeting, audit and treasury functions. • Knowledge of state budgetary, treasury and finance rules. • Expertise in MS Office including Word, Excel and PowerPoint.	• 7 years of experience in finance management. • In-depth knowledge and expertise in financial management, internal controls/ systems development & implementation, government treasury accounting, auditing & reporting, taxation, general management and ability to resolve problems or situations that requires the exercising of good judgement.	1. Ensure proper financial control and management in ISSNIP implementation in the State. 2. Provide support to timely preparation of project annual budget estimate keeping in view of the approved allocations and past expenditure under the project. 3. Facilitate allocation of budget to districts and blocks and maintain budget allocation register. 4. Keeping track and maintain database of funds released by MWCD and utilized in the State. Process the revalidation of unspent balances, if any. 5. Prepare the Financial Management Reports (FMR) under Eligible Expenditure Program (EEP) of ISSNIP and arrange to send the duly approved one to MWCD on time. 6. Collection of monthly financial reports from districts and blocks and ensuring reconciliation with Treasury and Accountant General (A&E) on a monthly quarterly basis. 7. Liaison with the State Finance Department, Treasury and MWCD on financial matters under the directions of Director for budget allocation, re-allocation and other approvals. 8. Keep track and maintain ledger book of all expenditures incurred and ensure reconciliation with the Finance Department/ Treasury. 9. Liaison with the Accountant General Office at the State level for annual audit of the project financial statements for expenditures at the State level. This will involve preparation of annual financial statements based on reconciled project expenditures, schedules of pending AC Bills and UCs and facilitate in completion of audit by the AG as per standard Terms of Reference by July 31 of each year and submit it to MWCD by September 30 of each year. 10. Coordinate with Accountant General Office to address the audit objections / internal control

					weaknesses, issues of disallowances, if any, in consultation with Director. 11. Provide financial and commercial advices and assistance in various procurement proposals for goods and services. 12. Provide orientation training as required to the District project teams on the financial issues. 13. Any other finance related activities of the project that may be assigned by the Director, including payment of bills etc. and ensuring adequate internal controls to support the payments.
6.	Consultant (Procurement)	Up to Rs. 60,000/- per month	Graduate in Computer Science or IT and PG degree in Supply Chain Management/ MBA with specialization in Operations / Supply Chain Management	• At least 4 years experience in application maintenance / 4 years experience in supply chain management and procurement planning. • Experience of working with front line workers of Government Department and training on IT / Mobiles/Computers. • Problem solving skills. • Good oral and written communication skills in local language. • Computer literacy a must.	• 7 years experience in working on technology and software application support. • Proven ability to successfully handle multiple tasks specially IT and Supply Chain Management, within a team with attention to detail.	1. Review quality of goods procured and disseminated through the project and recommend remedial actions where quality of goods are compromised. 2. Responsible for overall management of the help desk and ensuring that the incidents are being registered and later resolved by the team. 3. Lead the L2 Support team and provide directions to the team members. Responsible for ensuring technical support issues are addressed satisfactorily and promptly and that issues are being properly triaged 4. Support in resolving complex problems 5. Interface with Central help desk team on bugs 6. Help the State help desks / Ministry Users in troubleshooting issues with CAS software 7. Flag critical software errors 8. Train the District Help desk 9. Any other related activities of the project that may be assigned by the Director.
7.	Project Associate	Up to Rs. 25,000/- per month	Graduate in Computer Science or IT	• At least 2 years work experience in the relevant field • Formal training in IT/mobile	• PG Degree in Computer Science or IT with 3 years experience in application maintenance and	1. User account management, including updating roles and permissions. 2. Master data management and updating. 3. System administration. 4. Provision of support to State level officials in

			applications. • Experience in working with technology and software application support. • Previous experience in working with front line workers of Government Department and training on IT/Mobiles/Computers. • Good oral and written communication skills in local language. • Computer literacy must.	support. • Proven ability to successfully handle multiple tasks within a team environment and great attention to detail. • Problem solving skills must.		using CAS web application. 5. Coordination with OEMs, telecom companies, etc. on issue resolution. 6. Training of District helpdesk. 7. Supervision District helpdesk. 8. Escalation of issues to Software Development Agency as needed. 9. Provision of general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 10. Management of web application i.e. extend user management support, set and update new roles and permissions and release new apps for auto-update. 11. Management of addition and removal of users from system 12. Data analysis and knowledge extraction. 13. Any other tasks that may be assigned by the Director.
8.	Accountant	Up to Rs. 40,000/- per month	PG degree in Commerce/ Accounting/Business Management or Graduate degree with training on cost accounting from ICWA with at least 50% marks.	• At least 3 years experience in accounting with exposure in budgeting & audit out of which 2 years should be in Government/ PSU. • Expertise in MS Office including Word, Excel and PowerPoint.	• 5 years experience in accounting with exposure in budgeting & auditing. • Knowledge of administrative system and procedures of the Central Government, any accounting software will be an added advantage. • Strong computer skills, especially in the use of MS Word and Excel.	1. Provide support to preparation of project budget estimates keeping in view of the approved allocations and past expenditure under the project, revised estimates, if any, and ensure its submission to the MWCD. 2. Keep track and maintain database of funds released by MWCD and the yearly utilization certificates to be submitted by the State; process timely re-validation of unspent balances, if any. 3. Ensure timely submission of the financial reports (FMRs) to MWCD. 4. Process bills for timely payment/re-imbursement of all expenditures incurred in the SPMU including monthly remuneration of the Consultants and other project staff, ensuring adequate internal controls to support the payments. 5. Liaison with the IFD/Budget Section/Plan Unit of MWCD for budget allocation, re-allocations and other approvals as may be necessary from

					6. Keep track and maintain ledger book of all expenditures incurred in the SPMU and ensure reconciliation with the Pay & Accounts Office on a quarterly basis. 7. Liaison with the AGCivil Audit for annual audit of the project financial statements of the SPMU; 8. Any other financial related activities of the project that may be assigned by the Director.
9.	Secretarial Assistant	Up to Rs. 15,000/- per month	As per State norms		As per State Requirements
10.	Data Entry Operator	Up to Rs. 15,000/- per month	As per State norms		As per State Requirements
11.	District Coordinator	Up to Rs. 30,000/- per month	Graduate or Certification/ Diploma in Computer Science or IT	• At least 2 years experience in application maintenance & support. • Good oral and written communication skills in local language. • Computer literacy must. • Willingness to travel a must.	• 4 years experience in application maintenance and support. • Formal training on IT/ computer • Experience working with technology and software application support • Proven ability to successfully handle multiple tasks within a team environment • Great attention to detail and problem solving skills	1. Supporting training of Block helpdesk in ICT-RTM. 2. Supervise Block helpdesk. 3. Support District level ICDS officials on usage of CAS system. 4. Escalate issues as needed. 5. Logging and managing issues in the Issue Tracker application (CAS application). 6. Provide general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 7. Extend help for lost/stolen phones. 8. Monitor worker activity reports. 9. Follow up on actions from activity reports. 10. Any other tasks that may be assigned by the Director.
12.	District Project Assistant	Up to Rs. 15,000/- per month	Post Graduate Degree/Post Graduate Diploma in Management/ Social Sciences/ Nutrition,	• Minimum 2 years work experience • Experience of capacity building, with supervisory skills	• 3 years experience of working in social program. • Experience of working on Government Programs in the social	1. Support and supervise timely implementation of all project activities in the district. 2. Facilitate and participate in all capacity building initiatives undertaken within the project at district and block levels. 3. Periodically assess capacity building needs of district and block level ICDS staff and

			• Good oral and written communication skills in local language and fair skills in English • Good computer skills/knowledge of internet/email • Ability to work in a team and willingness to travel extensively.	sector -Health, Nutrition, Education, Water and Sanitation	functionaries and organize and facilitate relevant trainings as per the guidance of the DPO and Commissioner/Director, ICDS. 4. Ensure timely completion and monitoring of planned community mobilization activities within the district to strengthen the demand for ICDS services. 5. Make regular monitoring and supportive supervision visits within the district to provide on-site support to CDPOs and the ICDS Supervisors to ensure all project activities are completed as per schedule. 6. During monitoring and supervision visits review and ensure maintenance of reporting formats for all project activities. 7. Ensure effective coordination between the existing ICDS programme activities and project activities, wherever required, in collaboration with the DPO. 8. Ensure collation of Utilization Certificates from Project Aanganwadis for activities under the project and their correct aggregation at the CDPO and DPO levels. 9. Prepare monthly progress/monitoring reports in the prescribed formats for project activities and submit the same to the DPO and Commissioner/Director, ICDS. 10. Coordinate with the related line departments at the district level for facilitating convergent/ multi-sectoral activities under the project. 11. Facilitate engagement with potential civil society organizations, NGOs, etc. for partnership and support for project implementation. 12. Any other task assigned by DPO.
13.	Block Coordinator	Up to Rs. 12,000/- per month	Graduate	Application maintenance & support – minimum 1 year	• Formal training on IT/ computer • Worked with front line workers in any Social Development Program of Government • Experience of working	1. Supporting training of AWWs and Supervisors in Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS. 2. Monitoring usage of ICT-RTM by AWWs by using CAS Reports and follow-up on low usage. 3. Providing in-person and over-phone

				with technology and software application support • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills	troubleshooting support to users facing hardware or software problems with mobiles, tablets and basic issues with CAS application. 4. Logging issues in the Issue Tracker application, which is part of CAS. 5. Training reinforcement to AWWs identified as low performers using CAS Reports. 6. Providing performance feedback to AWWs. 7. Submitting phones to Original Equipment Manufacturer (OEM) for hardware replacement and repair. 8. Escalation of issues to Block/District Coordinator via the Issue Tracker application. Criteria for escalation will be defined in CAS Guidelines. 9. Supporting Block level ICDS officials on usage of CAS system. 10. Any other task as indicated by CDPO.
14.	Block Project Assistant	Up to Rs. 8,000/- per month	Graduate in Social Sciences / Nutrition / Home Science	• Experience of working with Community/Local Government • Good oral and written communication in local language	• Worked with front line workers in any Social Development Program of Government • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills	1. Supervising overall implementation of the project activities in the block. 2. Organization/facilitation of the trainings of the ICDS Supervisors and AWWs in coordination with the District Team. 3. Making regular supportive supervision visits to AWCs provide on-site support to AWWs and monitor project implementation. 4. Preparing monthly progress/monitoring reports in the prescribed format and submit the same to the District Coordinator; etc. 5. Any other task as indicated by CDPO.

Annexure C: Training Model

a. Approach

As stated in Section 5, a cascading training approach is proposed for the rollout of ICT-RTM. For each key stakeholder, a designated set of trainers, duration, venue, logistics and monitoring body have been summarized in the table below.

Table C-1: Training approach for key stakeholders

Category	Trainee	Trainer	Duration	Venue	Monitoring
State ICDS Officials	State Level Officials	SDA	3 days at start	State	N.A.
	DPOs	State Level Helpdesk	2 days at start	State	State Core team
	CDPOs	District Level Helpdesk	2 days at start	District	DPO
Master Trainers	Master Trainers	SDA	7 days at start	State	State Core team
Helpdesk Personnel	State Level Helpdesk + State ICDS Officials including SIO etc.	SDA	7 days at start	State	SPO
	District Level Helpdesk + DIOs	State Level Helpdesk	7 days at start	State	DPO
	Block Level Helpdesk	District Level Helpdesk	7 days at start	District	CDPO
ICDS Functionaries	Supervisors	Master Trainers	Same as AWW + 4 days of training on Supervisor App	Block	DPO
	AWW	Master Trainers	**Stage I** 3 days for Module I (2 days of training + 1 day of handholding) at start, **Stage II** 3 days for Module II (2 days of training + 1 day of handholding) minimum 4 weeks after completion of Stage I, **Stage III** 3 days for Module III (2 days of training + 1 day of handholding)	Block	DPO

Category	Trainee	Trainer	Duration	Venue	Monitoring
			minimum 1 week after completion of Stage II, **Stage IV** 3 days for Module IV (2 days of training + 1 day of handholding) minimum 1 week after completion of Stage III.		

State ICDS Officials

The State ICDS Officials i.e. the CDPOs, DPOs and State Level Officials will be responsible for the smooth functioning of ICDS-CAS and encouraging adoption amongst users. ICDS officials will also be responsible for monitoring reports and taking action where needed. The particulars of their training are detailed as follows:

Trainers
The State Level Officials will be trained by the SDA and the DPOs will be trained by the State Helpdesk. The training for CDPOs will be undertaken by the District Helpdesk. The training batch in this category will comprise of a maximum of 20 trainees.

Duration
The training duration for each batch of DPOs and CDPOs will be 2 days while the State Level Officials will be trained for 3 days.

Venue
The State Level Officials and DPOs will be trained at training facilities identified at the state level. The CDPOs will be trained at the District level by the District level helpdesk.

Monitoring
The Training Coordinator from the State Core Team will be responsible for ensuring that the State Level Officials, DPOs and CDPOs are appropriately divided and notified of their batches and that a training schedule is drawn up for each batch to complete training in a timely manner. The Training Coordinator will also ensure that all the trainees are informed about the training venue as per their schedule in a timely manner and that the venue is equipped with the logistics detailed above. For the CDPOs, the State Helpdesk and DPOs are required to support the Training Coordinator and also be present at the time of training to ensure effective and timely dissemination of content.

Master Trainers (MTs)

Master Trainers may be identified from amongst the existing ICDS staff, State IT Mission personnel or other State Departments / Agencies considering their suitability and availability for imparting training. Requisite attributes for selection of MTs are given in Box C-1 below. The Training

Coordinator in the State Core Team must plan for identification of appropriate number of Master Trainers to ensure that at least 4 MTs are available for a block.

Box C-1: Requisite attributes for selection of Master Trainers

Requisite qualifications
• Bachelors degree and about two years of related experience in training community workers • Excellent communication skills in local language; including, articulation, grammar, and persuasion • Ability to effectively interact with all types of participants • Ability to identify the slow learners and additionally coach them • Flexible, innovative and the ability to manage training responsibilities and priorities in a fast-paced and time-critical environment • Excellent presentation/facilitation, interpersonal and written/oral communication skills

Trainers and Venue

The Master Trainers will be trained in batches of up to 25 each by the Software Development Agency at a State training facility.

Duration

The training duration for each batch will be 7 days. The training will cover AWW application, Supervisor application and some Inter Personal Communication (IPC) training.

Monitoring

The Training Coordinator from the State Core Team will be responsible for ensuring that the Master Trainers are appropriately divided and notified of their batches and that a training schedule is drawn up for each batch to complete training in a timely manner.

Helpdesk Personnel

The Helpdesk Personnel at the block, district and state level are responsible for ensuring the smooth functioning of the ICDS-CAS system and supporting its swift uptake. The particulars of their training are detailed below:

Trainers

A cascading approach will be followed to train the helpdesk. The State Helpdesk personnel will be trained by the Software Development Agency. The District Helpdesk personnel will then be trained by the State Helpdesk and subsequently the Block Helpdesk personnel will be trained by the District Helpdesk. The State Helpdesk will be trained in one batch whereas the District and Block Helpdesk will be trained in batches of 20 trainees each.

Duration

Each batch of State Helpdesk personnel will also undergo 7 days of training. Each batch of district level helpdesk as well as block level helpdesk personnel will undergo 7 days of training.

Venue

The State Level Helpdesk personnel will be trained at the State level. The District level helpdesk personnel will be trained at the State level whereas the block level helpdesk personnel will be trained at the District level.

<u>Monitoring</u>
The Training Coordinator will be responsible for ensuring that the State Helpdesk personnel are notified of their training schedule. The Core team at the State will also ensure that the State Helpdesk personnel reach the training venue in a timely manner and that the venue is equipped with the logistics detailed above. The training coordinator and the DPO will be responsible for ensuring that aforementioned responsibilities are fulfilled and logistics are arranged for the District Helpdesk and Block Helpdesk training respectively.

AWWs and Supervisors

The AWWs and Supervisors are responsible for entering data into the ICDS-CAS application through their mobile phones and tablets. As detailed above, their training will enable them to become adept in the use of the mobile devices and their respective applications. After the successful completion of all the modules of training, States are encouraged to issue a completion certificate to the AWWs. The particulars of their training are detailed below:

<u>Trainers</u>
The AWWs and Supervisors will be trained by Master Trainers identified by the State. The master trainers will be trained by the Software Development Agency at State level in the requisite modules before they undertake training for AWWs and Supervisors. Two teams with two master trainers each will be identified for each block. Each batch of AWWs and Supervisors will comprise of not more than 20 trainees, with two MTs imparting training to one batch.

<u>Duration</u>
Each batch of AWWs will undergo training of total 12 days staggered in four stages for Module I, II, III and IV respectively. Each stage would comprise of module wise 3 days of training (2 days of training + 1 day of handholding support - as detailed in Table C-1). There will be a minimum gap of 4 weeks between Stage I and II to let the AWWs become accustomed to the syllabus covered in module I. In between Stage II and Stage III and between Stage III and Stage IV for a particular batch of AWWs, there will be a minimum gap of 1 week. The Supervisors will attend all stages of the AWW trainings in addition to attending a 5 days module training one week prior to the start of AWW Stage I training.

<u>Venue</u>
The AWWs and Supervisors will be trained at training facilities identified at the block level.

<u>Monitoring</u>
The CDPO will be responsible for ensuring that the AWWs and Supervisors are appropriately divided in batches and notified of their batches. CDPO will draw a training schedule for each batch to complete training in a timely manner. The CDPO will also ensure that the AWWs and Supervisors are informed of training venue and that the trainees reach the training venue as per their schedule in a timely manner. She would also ensure that the venue is equipped with the logistics detailed above. The Block Helpdesk is required to support the CDPO in this regard and also be present at the time of training to ensure effective and timely dissemination of content. The Block level Help Desk person is required to be present at the time of training of all batches. Given that there is only one helpdesk

person at the block level and there are two simultaneous trainings at a given time (2 days of training + 1 day of handholding support), the helpdesk person would be required to attend one day in each batch or alternatively a half day in both batches. The helpdesk person will be present to assist the Master Trainers with troubleshooting in case any issues arise during training.

b. Content

Training modules have been designed for the training of all key stakeholders to equip them to undertake their key tasks. The content for each module will be uniform across all ISSNIP States and will be circulated to the States by the MWCD. The States will be responsible for ensuring that the content is printed for all key stakeholders for dissemination. The overview of the modules for each stakeholder is described below and briefly summarized in Table C-2.

State ICDS Officials

The State ICDS Officials are responsible for overseeing the smooth rollout of ICT-RTM, ensuring the consistent use of ICDS-CAS by AWWs and Supervisors, monitoring reports generated through the data submitted by AWWs and Supervisors and ensuring the availability of functional helpdesks at the state, district and block level. In this regard, the State ICDS Officials i.e. the CDPO, DPO and State Level Officials will be trained in the overview of data, reports and dashboards, overview of reports and dashboards for supervising performance of AWWs and Supervisors with respect to service delivery and use of ICDS-CAS.

Helpdesk Personnel

The Helpdesk Personnel are responsible for providing support to ensure the smooth and efficient functioning of the application and enable beginners to adopt and use ICDS-CAS. Helpdesk personnel will be provisioned at the Block level, District level and the State level to provide handholding support to the users and oversee the functioning of the helpdesk staff at the level below it. The overview of training at each helpdesk level is provided below.

State level helpdesk
At the State level, the helpdesk personnel are responsible for overall management of the help desk and ensuring that the incidents are being registered and resolved by the team. The responsibilities of the State level helpdesk also include user account management, master data management and updating, provision of support to State Level Officials in using ICDS-CAS web applications, coordination with OEMs, telecom companies, etc. on issue resolution and supervision of OEMs with regard to SLA compliance. Additionally, the State helpdesk will supervise the district helpdesk, escalate issues to Software Development Agency as needed and provide general application support i.e. solve issues escalated from District/Block level in regard to mobile application, web application or reporting. In this regard, the state level helpdesk will be trained in overview of AWW application, overview of Supervisor application, overview of Issue Tracker application, overview of reports and dashboards, troubleshooting, system administration, helpdesk monitoring, feedback and training reinforcement.

District level helpdesk
At the district level, the helpdesk person is responsible for training block helpdesk, supervising block helpdesk, supporting district level ICDS officials on usage of ICDS-CAS system, escalating issues as

needed, providing general application support i.e. solve issues escalated from block level in regard to mobile application, web application or reporting, extending help for damaged/lost/theft phones, ensuring submission of data by workers, monitoring worker activity reports and following up on actions from activity reports. In this regard, the district level helpdesk will be trained in overview of AWW application, overview of supervisor application, overview of issue tracker application, overview of data, reports, and dashboards, troubleshooting and block-Level help desk monitoring, feedback, and training reinforcement.

Block level helpdesk

At the block level, the helpdesk person will be responsible for supporting the training of AWWs and Supervisors, monitoring ICDS-CAS usage by AWWs and follow-up on low usage, troubleshooting mobile on apps, providing performance feedback to AWWs, submitting phones to OEM for hardware replacement and repairing and escalating issues as needed to the district level helpdesk. In this regard, the block level helpdesk will be trained in overview of AWW application, overview of supervisor application, overview of issue tracker application, troubleshooting and block-Level help desk monitoring, feedback, and training reinforcement.

AWWs and Supervisors

The AWWs and Supervisors will play the critical role of data entry and use the ICDS-CAS application on their designated mobile phones/tablets to feed in data regarding ICDS service delivery and monitoring respectively. In this regard the AWWs and Supervisors will be trained in the overview of the AWW application and the mobile device, review of registration process, basic troubleshooting, interpersonal communication while using the phone, using the scheduler to organize visits and beneficiary management. Additionally, the Supervisors will also be trained in the overview of the supervisor application and how to provide support to AWW and conduct supportive supervision.

Table C-2: Content overview for training of key stakeholders

Stakeholder	Level	Module	Contents
State ICDS Officials	CDPO, DPO, and State Level Officials	I	1) Overview of data, reports, and dashboards 2) Overview of reports and dashboards for worker performance 3) Interpreting reports and dashboards – what actions to take when
Helpdesk Personnel	State Level Help Desk	I	1) Overview of AWW application 2) Overview of Supervisor application 3) Overview of Issue Tracker application 4) Overview of reports and dashboards 5) Troubleshooting 6) System administration 7) Help Desk Monitoring, Feedback, and Training Reinforcement
	District Level Help Desk	I	1) Overview of AWW application 2) Overview of Supervisor application 3) Overview of Issue Tracker application 4) Overview of data, reports, and dashboards

Stakeholder	Level	Module	Contents
			5) Troubleshooting 6) Block-Level Help Desk Monitoring, Feedback, and Training Reinforcement
	Block Level Help Desk	I	1) Overview of AWW application 2) Overview of Supervisor application 3) Overview of Issue Tracker application 4) Troubleshooting 5) AWW Monitoring, Feedback, and Training Reinforcement 6) Communication Skills
ICDS Functionaries	Supervisors	I	1) Overview of the AWW application-- registration, follow-up, and scheduler 2) Overview of troubleshooting 3) Training techniques and tips for conducting training with AWWs
		II	1) Overview of Supervisor application-- AWW visits, supervision of AWWs' performance 2) How to provide support to AWW and conduct supportive supervision
	Supervisors and AWWs	I	1) Overview of mobile device: general functionalities, typing, phone navigation, using SMS 2) Review of registration process and how to use registration forms in mobile application
		II	1) Review of follow-up forms for beneficiary visits in mobile application, and overview of general client management 2) Intro to basic troubleshooting 3) Interpersonal communication while using the mobile phone
		III	1) Review of how to use the scheduler to schedule/ organize visits 2) Recap of how to use the mobile application/ Q&A of any issues faced while using the application for visits 3) Recap of interpersonal communication skills while using phone during visits
		IV	1) Recap of Registration, Follow-up visits, Home Visit Scheduler, and Client Management 2) Recap of troubleshooting/ Q&A of any issues faced so far

c. Sequence

The States are advised to conduct trainings in a time efficient and effective manner. Given the approach defined above, it is possible to organize simultaneous trainings for the trainees based on the availability of adequate training facilities and trainers. Figure C-1 provides an indicative sequence of scheduling trainings for States based on the aforementioned requisites.

Figure C-1: Indicative sequence for training

Sequence	1	2	3	4	5	6	6	7
SDA	SLO	State Helpdesk	Master Trainers					
State Helpdesk			DPO	District Helpdesk				
District Helpdesk					CDPO	Block Helpdesk		
Master Trainer Team1							Supervisor	AWW1 AWW2 HH
Master Trainer Team2								AWW1 AWW2 HH

The sequence of trainings demonstrated above ensures that the requisites of the cascading training approach are adhered to and that all key stakeholders who are acting as trainers get trained prior to their trainees. While the schedule may vary depending on actual availability of resources, States are advised to follow the sequence of training depicted above in order to ensure that all master trainers and stakeholders are appropriately prepared to train their respective trainees. As represented, the training of stakeholders may be scheduled in parallel subject to availability of venue, trainers and other requisite resources. It is advised that the State Level Officials be trained first, followed by training sessions for State helpdesk. The Master Trainers and DPOs may be trained third in parallel training sessions, followed by training of the district helpdesk, CDPO, block helpdesk, Supervisors and AWW batches.

d. Handholding Support

Figure C-2: Handholding Support

Module	1				HH	2
Week	1	2	3	4	5	6
Master Trainer Team 1	AWW1 AWW2 HH	AWW5 AWW6 HH	AWW9 AWW10 HH	AWW13 AWW14 HH	HH	AWW1 AWW2 HH
Master Trainer Team 2	AWW3 AWW4 HH	AWW7 AWW8 HH	AWW11 AWW12 HH	AWW15 HH	HH	AWW3 AWW4 HH

In order to help AWWs (especially slow learners)adapt to the ICDS-CAS system, master trainers along with the block level helpdesk are required to extend handholding support alongside training.The handholding support is designed to be delivered through one-to-one sessions on the field for slow learners and in batches. For any given batch, the master trainers are required to identify the slow learners during the two days of classroom training and make one-to-one visits to them at the end of the same week. Each AWW must receive a one-to-one visit at least once during the training period. Each master trainer must make at least four one-to-one visits per handholding day. Once all batches have finished a module of training, there will be a week of handholding visits (Figure C-2) to catch up with any one-to-one visits that may have been missed out during the training week as well as to pay further visits to AWWs that continue to face challenges. It is advised the Supervisors accompany the master trainers on the one-to-one visits and subsequently conduct one-to-one handholding visits themselves. If need be, the block level helpdesk person may also conduct one-to-one visits (no more than two per handholding day since it is assumed that he may have to make troubleshooting visits to other AWWs) to AWWs assigned by the master trainers on handholding days. In addition to this, the block level person will also be responsible for supporting the CDPO in data aggregation and assisting new AWWs, who come into the system, adapt to ICDS-CAS operations.

Refresher Training

The State will also be required to organize refresher trainings for key stakeholders to ensure that fresh inputs and lessons from the field are incorporated and disseminated. The details of the refresher training are summarized in Table C-3 below.

Table C-3: Refresher training approach for key stakeholders

Stakeholder	Level	Trainer	Duration	Venue	Monitoring
State ICDS Officials	State Level Officials	SDA/State Level Helpdesk	1 day refresher at 6 months; 1 day refresher at 18 months	State	N.A.
	DPO	State Level Helpdesk	1 day refresher at 6 months; 1 day refresher at 18 months	State	State Core team
	CDPO	District Level Helpdesk	1 day refresher at 6 months; 1 day refresher at 18 months	District	DPO
Helpdesk Personnel	State Level Helpdesk	SDA	1 day refresher at 6 months	SDA office in Delhi	N.A.
	District Level Helpdesk	State Level Helpdesk	1 day refresher every 6 months	State	State Core Team
	Block Level Helpdesk	District Level Helpdesk	1 day refresher every 6 months	District	DPO
ICDS Functionaries	Supervisors	CDPO and Block level helpdesk	3 day refresher every 6 months	Block	CDPO
	AWW	Block Help desk and Supervisors	Half a day, once a week from start of induction training to 4 weeks after finishing induction training, and 2 days every 6 months thereafter	Block	CDPO

e. Infrastructure

The States will be responsible for making all the arrangements for all the trainings to be conducted in line with the logistics detailed above. States are highly encouraged to draw on their existing resources. States can also use facilities such as like Government Schools, Panchayat buildings, and district-level Aanganwadi Worker Training Centers (AWTCs), or District/ State Offices to conduct Master Trainer trainings and higher level District/State Official training. States should utilize existing equipment they have, for instance projectors or screens, for trainings.

The identified training facilities would be required to be equipped with the following facilities:

- Whiteboard/black board/display board and flip charts
- Audio visual aids (LCD TV or projector with computer and sound system)
- Classroom furniture
- Stationery (pens/pencils/notebooks)
- Functional power supply and backup

Additionally, for training of State ICDS officials as well as State and District HelpDesk, individual computers for each trainee will be needed.

f. Expenditure

States are advised to budget for infrastructure needed for training. An indicative list of expenditure items is given in the table below.

Table C-4: Training Expenditure

S. No.	Item
1	Per diem to each participant
2	Honoraria to trainers
3	POL for Generator, Vehicle for field visit etc.
4	Stay and food etc. for trainers and participants
5	TA to participants
6	Training centre rent, if any applicable
7	Contingency (stationery, pen, pencil, notepad, photocopies, banner etc.)
8	Printing of all training materials

Annexure D: Specifications for mobile phones and tablets

a. Specifications of mobile phones and tablets

Android Phone for AWWs	Android Tablet for LSs
Operating system: ● Android operating system version is 4.4 or above	Operating system: ● Android operating system version is 4.4 or above
Screen resolution: ● 800 X 480 or better ● 35ms touch sensitivity ● 1 lakh touch points ● TFT capacitive touch screen, at least 16m color ● 300 nits (brightness unit, to ensure visibility in sunlight) ● Glass + glass layers make up the screen, not glass + plastic	Screen resolution: ● 600 x 1024 or better ● 35ms touch sensitivity ● 1 lakh touch points ● TFT capacitive touch screen, at least 16m color ● 300 nits (brightness unit, to ensure visibility in sunlight) ● Glass + glass layers make up the screen, not glass + plastic
Screen size: ● 5" or more	Screen size: ● 7" or more
Screen and mobile protection: ● Corning Gorilla 3 or equivalent scratch proof glass with scratch proof covers / coating	Screen and mobile protection: ● Corning Gorilla 3 or equivalent scratch proof glass with scratch proof covers / coating
Device RAM size: ● 1GB or higher	Device RAM size: ● 1 GB or higher
Processor: ● Minimum quad core 32 bit processor of 1GHz or higher	Processor: ● Minimum quad core 32 bit processor of 1GHz or higher
Battery: ● Min 2200 mAh battery	Battery: ● Min 3200 mAh battery
Connectivity:	Connectivity:

Android Phone for AWWs	Android Tablet for LSs
- Supports 2G, 3G ,Wi-Fi and Wi-Fi direct connectivity - Supports Bluetooth - Micro USB connectivity	- Supports 2G, 3G and Wi-Fi and Wi-Fi direct connectivity - Supports Bluetooth - Micro USB connectivity
Internal storage: 8GB or more	Internal storage: 8GB or more
microSD: - microSD memory slot - Provided 8GB microSD card	microSD: - microSD memory slot - Provided 8GB microSD card
Unicode: Supports Unicode for regional languages script rendering (including fonts for Hindi, Telegu and Marathi)	Unicode: Supports Unicode for regional languages script rendering (including fonts for Hindi, Telegu and Marathi)
SIM card: SIM card compatible	SIM card: SIM card compatible
Image capture: - Camera, at least 5 Megapixel resolution - Geotag supported camera	Image capture: - Camera, at least 5 Megapixel resolution - Geotag supported camera
Location capture: Supports both Standalone GPS and AGPS	Location capture: Supports both Standalone GPS and AGPS
Speaker: Hands free Speaker with adjustable loudspeaker volume (preferably 60 dB or above) with good quality (noise/crosstalk)	Speaker: Hands free Speaker with adjustable loudspeaker volume (preferably 60 dB or above) with good quality (noise/crosstalk)
File formatted supported for recording: Image	File formatted supported for recording: Image

Android Phone for AWWs	Android Tablet for LSs

○ JPEG
    ○ PNG
● Audio
    ○ mp3
● Video
    ○ 3gp
	○ JPEG
	    ○ PNG
	● Audio
	    ○ mp3
	● Video
	    ○ 3gp

File formatted supported for playing:
 	
● Image
    ○ JPEG
    ○ PNG
● Audio
    ○ mp3
    ○ Should play audio with no quality issues
● Video
    ○ 3gp
    ○ Should be able to play HD videos
	File formatted supported for playing:
	
	● Image
	    ○ JPEG
	    ○ PNG
	● Audio
	    ○ mp3
	    ○ Should play audio with no quality issues
	● Video
	    ○ 3gp
	    ○ Should be able to play HD videos

Availability: ● Available statewide ● Special check for availability in remote deployment	Availability: ● Available statewide ● Special check for availability in remote deployment
Accessories: ● Battery charger ● Headset ● Data cable ● Dust proof pouch ● Rugged mobile case to tackle minor bumps ● Screen protector that improves visibility of the screen in bright daylight ● Audio headset jack with headphones included (AV 3.5mm phone port) ● Power bank	Accessories: ● Battery charger ● Headset ● Data cable ● Dust proof pouch ● Rugged mobile case to tackle minor bumps ● Screen protector that improves visibility of the screen in bright daylight ● Audio headset jack with headphones included (AV 3.5mm phone port) ● Power bank

b. Specifications for voice and data plans

S. No.	Description	Specification
1	Data Service	Data plan that supports 1GB data per month per user
2	Voice Service	Voice plan that supports at least 200 minutes of talk time per month per user Free calling in closed user group
3	SMS Service	SMS plan that supports at least 100 SMSs per month per user
4	General	The network provider should have a high rate of EDGE, 2G or 3G network coverage in the respective districts SIM card should support Voice, SMS and closed user groups

Annexure E: Key performance indicators

Level	Metric	Frequency of monitoring
AWWs and Supervisors	Number of AWWs and Supervisors who have been provided phones/SIM cards	Weekly
	Number of AWWs and Supervisors fully-trained vs training plan	Weekly
	Number of AWWs and Supervisors who initiated training but who did not complete full-training	Weekly
	Number of AWWs and Supervisors provided refresher trainings vs planned	Monthly
	Number of AWWs and Supervisors who received training and are submitting forms through CAS	Weekly
	Number of AWWs and Supervisors who received training and are not submitting forms through CAS	Weekly
ICDS functionaries	Percentage of ICDS functionaries trained on ICDS-CAS in selected Districts	Monthly
	Number of ICDS functionaries who have not logged in even once	Monthly
Helpdesk personnel	Number of Blocks with a functioning helpdesk (percentage of registered calls being closed by the helpdesk in a given period)	Monthly
	Number of Districts with a functioning helpdesk (percentage of registered calls being closed by the helpdesk in a given period)	Monthly
	Functioning State Level Helpdesk (percentage of registered calls being closed by the helpdesk in a given period)	Monthly
	Helpdesk staff equipped with operating manuals on CAS	One time validation

Level	Metric	Frequency of monitoring
	Operational procedures for phone replacement and repair are documented	One time validation
	Helpdesk Staff is trained on operational procedures for phone replacement and repair	One time validation