

Code for Good

Organization: Samarthya

Website: <http://samarthya.co/>



Mission

Gathering citizens and communities to collaborate amongst themselves, discuss, and reach out to authorities to improve the quality of 'public services' delivered to them.

Context

Out of all the public services by the government to the citizens, the scope and focus of this problem statement is aligned towards **public schools**.

Samarthya helps each public school form a council aka **SMC** (School Management Committee) having parents and higher school staff as its members to discuss potential issues and act upon them accordingly.

This generous act was started by Teach for India Alumni as Samarthya in 2017 and they have never stopped since then - growing their presence from North East Delhi, Sonipat, Haryana, all the way up to Punjab. They have an exposure to 19000 schools helping over 24lakhs+ students. This has led to betterment of school services provided to them after mature discussions between parents and school management.

However, there are few hindrances that lead to inefficiency while aiming to resolve issues which are not in their hand and they have to reach out to **government bodies** for the same.

These public schools and corresponding SMCs are mainly from rural areas not having an edge over technology with only a few (~50%) of them having access to smart phones. Whenever there is an issue discussed as a part of SMC meeting and concluded as something which is to be raised to government authorities responsible for that in their region, the SMC members have to write an application and physically reach out (sometimes travel miles) to relevant bodies at their workplace. Most of the time, they (SMC members) are unable to meet them or have to wait long hours only to end up coming again the next day eventually leaving the raised issue in a hanged state.



Challenge

At present, Samarthya helps SMC members - draft these **(template based) grievance applications** and provides details to reach relevant bodies, help them remind and follow up to get these concerns resolved.

The challenge here is to use technology to create a digital tool that can help these SMC members generate grievance forms/letters by simply populating necessary fields in a template. The generated grievance form in turn has to be delivered to government bodies/offices. Consider these government bodies are from rural areas as well and thus - physical form submission by SMCs. But with ever growing technology, we can help automate this so as SMC members do not have to travel and wait for hours to meet them in person if they have necessary digital contact details of the bodies.

There should be a way to **notify** government bodies of actions pending under them and push the grievances submitted to them. Send **reminders** to SMC members to follow up if the request raised by them is still open.

For transparency and public awareness, Samarthya wants to provide citizens with a **public dashboard** where they can view all such grievances raised by various SMCs and their corresponding status. This will help boost the request as people can be made aware of what is being worked on and which of them are in a hanged-state. If the grievance is open since a long time, SMC / Samarthya members should be able to **leverage social media** to gain necessary attention.

Additional Considerations

- Since SMC members are not provisioned enough with typing higher languages for the grievance form, can we think of **Audio based** (or better) input to populate necessary fields in the template?
- Better record management and tracking of grievances raised by SMC. This data can be used by Samarthya for managerial reasons and decision making.

Technology Baseline

Currently there is no tech product used by SMCs to generate grievance forms. It is just a simple physical form that they fill / get filled.

Samarthya uses excel sheets for tracking all grievances and for maintaining records of relevant government offices for each problem geographically.