

**Requirement Document for Designing a Web Based MIS Application for Kilkari and Mobile Academy**

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**Important Note**

*The purpose of this document is to detail out the requirement of the MoHFW for development of a web based MIS application for Kilkari and Mobile Academy. The periodicity of reports and number of reports are indicative in nature and may increase based on the requiremegt of the project.*

*The document is thus a living document from requirement prospects. Some of the requirement also includes the proposed output format and detailing that enables the development agency to design this application for MoHFW. The development agency should seek the approval of MoHFW on the User Interface (UI) before actual deployment of application on the production environment.*

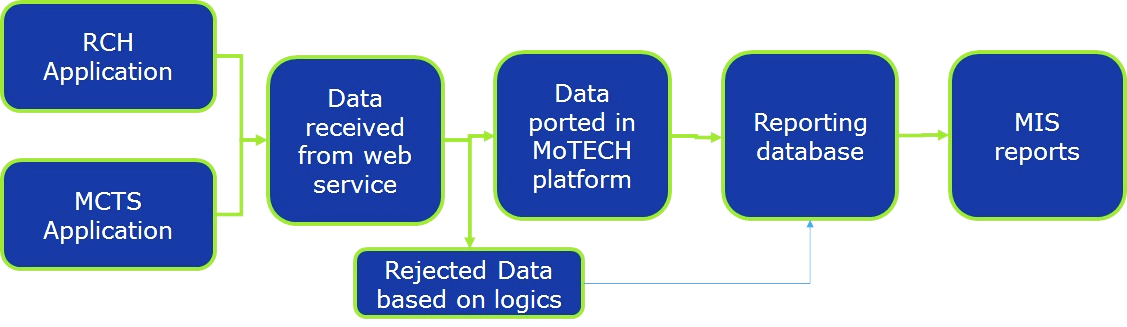
# Executive summary of Kilkari and Mobile Academy

Ministry of Health and family welfare (MoHFW) is committed to deliver quality Ante Natal Care (ANC) and Post Natal Care (PNC) to pregnant women and immunization to children to bring down the maternal and child mortality. Accordingly, MoHFW has introduces centralized, voice based mobile health services Kilkari and Mobile Academy. Kilkari, which means ‘a baby’s gurgle’ is an IVR-based mobile service that delivers time-sensitive audio messages (Voice Call) about pregnancy and child health care directly to the mobile phones of pregnant women/ mother/ parents. Mobile Academy, is an anytime, anywhere audio training course of 240 minutes on interpersonal communication skills that the ASHA can access from her mobile phone.

Currently, 12 states have been covered under the Kilkari services Bihar, Jharkhand, Uttarakhand, Uttar Pradesh, Odisha, Rajasthan, Haryana, Himachal Pradesh, Madhya Pradesh, Chhattisgarh, Assam and Delhi respectively. 9 states have been covered under the Mobile Academy services Bihar, Rajasthan, Jharkhand, Uttar Pradesh, Odisha, Madhya Pradesh, Himachal Pradesh, Uttarakhand and Chhattisgarh respectively. In order to view the performance of Kilkari and Mobile Academy services in states wherein the services are presently operational or about to be rolled out, limited reporting is currently available. In order to scale up the Kilkari and Mobile Academy services in all over states a web based MIS application is desired which will help in monitoring and evaluating the performance of these programmes in rolled out state, district and blocks.

# Data flow mechanism of Kilkari and Mobile Academy

The MIS Application would be integrated to the existing system. An indicative flow of the data in Kilkari and Mobile Academy services and subsequently in MIS reports is given below.



The description of the data flow supporting the MIS application is as follows:

1. The data from MCTS and RCH to MoTech Application through Web service is consumed separately.
2. The data from the web service is saved in a temporary database and the logic is run for accepting the subscribers from the web service.
3. The logic of accepting the subscribers is as follows:
   1. Mobile numbers of beneficiaries / users that have numbers less than or greater than 10 digits is rejected
   2. Mobile numbers of parents of children whose DOB > 9 months on the date of running the logic is not accepted.
   3. Child having no Mother ID would be accepted.
   4. All beneficiaries not having unique mobile numbers is rejected and sorted in a ‘Rejected List’ database.
   5. All ASHAs not having unique mobile numbers is rejected and stored in a ‘Rejected List’ database.
   6. A beneficiary not having unique mobile numbers w.r.t the corresponding pack (Mother /Child /ASHA) is also stored in a ‘Rejected List’ database. Every beneficiary should have a unique mobile numbers across packs.
4. The subscribers complying with the above conditions is ported to the MoTECH Application and subscribers rejected in the process is stored in a ‘Rejected List’ database.
5. If a mobile number of a beneficiary is updated in RCH or MCTS, the same should be updated in Kilkari Application. If details of beneficiary lying in the ‘Rejected List’ database is updated by a unique and correct number then the beneficiary is moved from the rejected list to the active subscriber list.
6. The data generated by the IVRS dialer is summarized every day after the end of the calling hours and the summary data flows to the 'Reporting database’.
7. The line listing of beneficiaries who have deactivated themselves or have been deactivated by the MoTECH application will flow to the Reporting database on the last day of every calendar month.
8. The line listing of beneficiaries that have been rejected at the time of running the logic of accepting the flows to the Reporting database on the last date of the week.
9. The line listing of ASHAs who have completed the Mobile Academy course or have not started the course is stored in the Reporting database on the last day of every calendar month.
10. The Web application will generate pre-generated line-listing reports of each type at state, district and block level. The pre-generated reports could reside in file services of either the ‘Reporting database’ or the web server itself.
11. Pregnant women and child mother details will only be updated/inserted via RCH/MCTS portal. MoTech database will always fetch data from RCH/MCTS database, hence no correction/updation about beneficiary can be performed at MoTECH database.
12. Web services process of flow of data from MCTS & RCH database will take place once in 24hrs. Hence correction made during the day time in RCH/MCTS portal will be seen in MoTECH database usually at next business day only. The application should generate reports from a Reporting Server Database. This reporting server database would be updated by running summary based database back-end procedures on the OLTP database every day after end of calling hours.
13. Kilkari application would have a “Reactivate” functionality which would allow a subscriber who has been deactivated by themselves or by the system to activate themselves.

# Objectives of MIS reporting solution

## Limitations of existing MIS reports

During the rollout of the Kilkari and Mobile Academy services some challenges were observed in monitoring the performance of States/ UTs that are as follows:

1. Presently, MIS reports are not available / accessible at State / UT which will help them to monitor the performance of blocks and districts. Further limited information is available regarding percentage of call listened, number of calls made to beneficiary, percentage of successfully connected calls, details about incorrect mobile numbers, beneficiary deactivating the services, etc. and that too at central level only.
2. There is no monitoring system available to the states to enable them retrieve the duplicate data and incorrect mobile numbers of pregnant women and parents of children so that the same may be corrected to enable beneficiaries to avail the benefits of Kilkari and Mobile academy services.
3. There is no MIS application that will generate a repository of reports accessible by state, district and block users to have informative snapshot of important indicators for effective monitoring and decision –making related to Reproductive and Child Programmes as the same is necessary for analysing reasons and taking corrective actions who are lagging behind on important indicators.
4. There is no provision in the application that enables application to send e-mails detailing line-listing actionable reports of beneficiaries to administrative officers to initiate appropriate actions.

## Business needs for MIS requirement document

Presently, MIS reports are generated manually and submitted to MoHFW at regular intervals through e-mails or through softcopies in CDs / pen drives. However, to decrease this manual step and to have direct access of the reports to the stakeholders with provision of customized report, MIS application is required that would meet the following requirements of MoHFW:

1. The application needs to be web-based, hosted in web servers existing in the Railtel data centers.
2. The web-based application would be accessed by users at State, District and Block levels besides being accessed at the central GOI Level.
3. The application must have a mix of actionable line-listing reports and query based aggregated reports, besides having capabilities to generate trend reports and Dashboard giving single window snapshot of major indicators.
4. The reports to have drill-down features from state level to district level to block level down to sub-center level.
5. The application must meet the need of having an effective monitoring system wherein users at center state, district and block level can monitor the progress of both Kilkari and Mobile Academy programs.

## Description of MIS Requirement document

Considering the business needs, the requirement document intends to provide a complete functional requirement of the MIS application. The MIS application is intended to be hosted in the existing in the RailTel data centre, Gurgaon and to be developed and managed by the BMGF.

The MIS application would be accessible to users at National, State, District and Block levels for states that have implemented the Kilkari and Mobile Academy projects.

# Requisite MIS reports for Kilkari and Mobile Academy

The web application reads the data for run-time reports from the Reporting database. The Reporting database will have summarized tables for all important indicators that are reflected in the various reports at block and day wise levels. This summarized tables would be updated by scheduled process run on the call data of the day after the working hours of inbound and outbound calls.

| **Sl no** | **Type of report and name of report** | **Available Reports** | **To be modified Reports** | **New Reports** |
| --- | --- | --- | --- | --- |
|  | **Run time Report** |  | | |
|  | ***Mobile Academy*** |  |  |  |
|  | MA Cumulative Summary Report | NO | NO | YES |
|  | MA Performance Report | NO | NO | YES |
|  | MA Subscriber Report | NO | NO | YES |
|  | ***Kilkari*** |  |  |  |
|  | Kilkari Cumulative Summary Report | NO | NO | YES |
|  | Kilkari Monthly Subscriber Report | NO | NO | YES |
|  | Kilkari Aggregate Beneficiary Report | NO | NO | YES |
|  | Kilkari Usage Report | NO | NO | YES |
|  | Kilkari Repeat Listenership Report | NO | NO | YES |
|  | Kilkari Beneficiary Completion Report | NO | NO | YES |
|  | Kilkari Listening Matrix Report | NO | NO | YES |
|  | Kilkari Thematic Content Report | NO | NO | YES |
|  | Kilkari Thematic Matrix Report | NO | NO | YES |
|  | Kilkari Repeat Listener Matrix Report | NO | NO | YES |
|  | Kilkari Call Report | NO | NO | YES |
|  | **Pre-generated reports** |  | | |
|  | * 1. ***Mobile Academy*** |  |  |  |
|  | MA Completion Line-Listing Report | YES | YES | NO |
|  | MA Circle Wise Anonymous Line-Listing Report | YES | YES | NO |
|  | MA Inactive Users Line-Listing Report | YES | YES | NO |
|  | MA Rejected Line-Listing Report | NO | NO | YES |
|  | * 1. ***Kilkari*** |  |  |  |
|  | Kilkari Deactivations for not answering Report | YES | YES | NO |
|  | Kilkari Deactivations for Low listening Report | NO | NO | YES |
|  | Kilkari Self Deactivation Report | YES | YES | NO |
|  | Kilkari Low – Listeners Line Listing Report | YES | YES | NO |
|  | Kilkari Rejected Beneficiary Line Listing Report | NO | NO | YES |
|  | **Trend Reports** |  | | |
|  | ***Mobile Academy*** |  |  |  |
|  | Mobile Academy Billable Minutes | NO | NO | YES |
|  | Mobile Academy Course Completion | NO | NO | YES |
|  | Mobile Academy course started | NO | NO | YES |
|  | Mobile Academy course registration | NO | NO | YES |
|  | * 1. ***Kilkari*** |  |  |  |
|  | Kilkari Billable Minutes | NO | NO | YES |
|  | Kilkari Successful calls | NO | NO | YES |
|  | Kilkari Subscribers Added | NO | NO | YES |
|  | Kilkari Subscribers Completed | NO | NO | YES |
|  | Kilkari Subscribers Deactivated | NO | NO | YES |
|  | Kilkari Subscribers reactivated | NO | NO | YES |
|  | Kilkari Subscribers Listening < 25% content | NO | NO | YES |
|  | Kilkari %Subscribers Listening <25% content | NO | NO | YES |
|  | Kilkari Subscribers Listening > 75% content | NO | NO | YES |
|  | Kilkari %Subscribers Listening >75% content | NO | NO | YES |
|  | **Dashboard** |  | | |
|  | Performance Dashboard | NO | NO | YES |
|  | Information Dashboard | NO | NO | YES |

## Category of reports

The MIS application will have various reports group as Kilkari Reports and Mobile Academy Reports. Summary of report against each category are as follows:

### Run time reports

The user selects the selection criteria and the application generates the report by running a query on the database. These reports are usually aggregated reports. The runtime reports may have two views

1. tabular view, and
2. graphical view

The tabular view would display the data in tabular format for analysis. The graphical views would have option for the user to view the data row wise for a selected region or column wise for a selected indicator. The user would have the option to view the graphs either in bar-charts or pie-charts.

#### Run Time Mobile Academy reports

##### MA Cumulative Summary Report: This report gives a glance of the performance of the Mobile Academy project from start date of the project to till date. It gives information about the number of ASHAs registered with the program, the number of ASHAs that have started the course, the number of ASHAs who have not yet started the course, the number of ASHAs who have passed the course and the number of ASHAs who have failed the course. This report will give a snapshot of how far each State / UT / district is on the aspect of training all the ASHAs. This report will primarily show the data for the first-time training and completion of the course of the ASHAs.

##### MA Performance Report: This report gives at a glance the performance of the Mobile Academy Project for a selected period. It gives information about how many ASHAs have started the course in the period, number of ASHAs who have accessed the course during the period, number of ASHAs who had started the course previously but have not listened to any content during the period, number of ASHAs who have completed the course successfully in the selected period and those who have completed the course in the selected period but could not secure pass marks.

##### MA Subscriber Report: This report gives the glance of the subscriber load on the Mobile Academy project. It shows how many ASHAs who have registered but not completed the course at the start of the period, the number of ASHAs who have joined the course and number of who have completed the course.

#### Run Time Kilkari Reports

##### Kilkari Cumulative Summary Report: This report gives a glance of the performance of the Kilkari Project from start date of the project to till date. It gives information about the number of beneficiaries who were registered with the program, the total number of calls made to such subscribed beneficiaries, the total number of successful calls (calls responded to) made to such subscribed beneficiaries, the billable minutes of the successful calls from the start of the project and the average duration of calls. This report will gives an estimated coverage of the program.

##### Kilkari Subscriber Report: This report gives a glance of the subscriber load on the Kilkari System for a selected period. It gives information about the number of beneficiary subscription at the start of the period and the number of Kilkari records that were received from RCH/MCTS via the web services and what accounting for the beneficiary found suitable for subscribers and number of beneficiary records that were rejected due to wrong or duplicate numbers, how many subscriptions were actually added to the system. The report thus displays the number of Kilkari subscription at the end of the period. This report could give an indicative idea of whether the subscriber base is increasing or decreasing and if so the relevant rate.

##### Kilkari Aggregate Beneficiaries Report: This report gives at a glance the change in the beneficiaries subscribed in the Kilkari Project for a selected period. It gives information about the number of beneficiaries call in the period, the number of beneficiaries who have been deactivated from the system either by themselves or because of them not responding to calls for 6 consecutive weeks or because of listening to less than 25 percent of the calls for 12 consecutive weeks. This report gives information about the number of beneficiaries who have completed their respective Mother and Child packs and how many beneficiaries who have joined the respective packs. This report gives a fair picture of whether the subscriber base of the program is increasing or decreasing. This matrix report would give the details of the count for the selected period.

##### MA Kilkari Usage Report: This report gives the glance the listening pattern of the subscriber in the Kilkari project for a selected period. It gives us the number of beneficiaries called during the month, the number of beneficiaries who are listening more than 75% of content, between 50-75% of content, 25-50% of the content and less than the 25% of the content. The average is calculated based on the call duration of the successful calls only. This matrix report would give the details of the count for the selected period.

##### Kilkari Regular Listenership Report: This report gives the glance the pattern of regularity of listening of the subscriber in the Kilkari project for a selected period. It gives us the number of beneficiaries called during the period, the number of beneficiaries who are listening to more than 75% of calls, between 50-75% of calls, 25-50% of the calls and less than the 25% of the calls. This matrix report would give the details of the count for the selected.

##### Kilkari Beneficiary Completion Report: This report gives the glance of the amount of content listened to by subscribers who have completed Kilkari project for a selected period. It gives us the average number of weeks the beneficiaries were in service, the number of beneficiaries who have listening more than 75% of content, between 50-75% of content, 25-50% of the content and less than the 25% of the content. The average is calculated based on the call duration of the successful calls only for the period of service the beneficiary was active. This matrix report would give the details of the count for the selected period. This report will not have a graphical display.

##### Kilkari Listening Matrix Report: This report gives two –dimensional matrix report of count of beneficiaries who have listened to a particular range of calls and who have listened to a particular range of content duration. This report will give a clear picture of the listening profile of subscribers including ‘Are the regular listeners also the long duration listeners?’ This matrix report would give the details of the count for the selected period.

##### Kilkari Thematic Content Report: This report gives details of the listening volume of the individual messages during a specified period of time. The report mentions for every message (denoted by Week) how many beneficiaries where called for that message, amongst it how many responded to the calls and how many minutes of calling were generated. This will give us an idea of the how many beneficiaries listened to a particular message which is based on a particular theme. This report can be generated for selected period. T

##### Kilkari Message Matrix Report: This report gives two –dimensional matrix report of count of beneficiaries who have listened to a particular range of messages and who have listened to a particular range of content duration. This report will give an understanding of the listening profile of subscribers as they mature within the system. Do the listeners listen more or less as they hear more and more messages? This report can be generated for selected period.

##### Kilkari Repeat Listener Month-Wise Report: This report gives month-Wise report of count of beneficiaries who have listened to 5-calls, 4-calls, 3-calls, 2-calls, 1 call and 0 calls. This report will give a clear picture of the percentage of regular listeners versus those who listen less regularly. This report would give the details of the count for the period of 6 months. This report would be generated on as on-date basis giving details of the calls for the last six months. The report will have two tables – the first one will give the count and the second giving the relative percentages. The report will have two displays – one as a tabular view and other as a Graphical view.

##### Kilkari Call Report: This report gives count of beneficiaries who have listened to more than 75%, 50-75%, 25-50%, less than 25% of content. This report will give a clear picture of the percentage of listeners listening more content per call versus those who listen to less content per call. This report can be generated for selected period.

### Pre-generated reports

The user selects the selection criteria and the application searches for the report among the pre-generated library of reports and displays a downloadable report in either Microsoft Excel or PDF. These reports are usually monthly line-listing reports. The reports marked with (\*) are to be generated once every month. The reports marked with (\*\*) are to be generated once every Week. The application would have provisions to send pre-generated reports to the state, district and block users through e-mails if the users have entered valid e-mail ID.

There should be provision for the application to generate line-listing on run-time for the current month and display the same in an online form. This data can then be downloaded in either Excel or PDF format.

#### Pre-generated Mobile Academy Reports:

##### MA Completion Line-Listing: This report gives the line-listing of all the ASHAs who have successfully completed the course in the selected month with details like when a particular ASHA has started the course and when she has completed the course. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated. A summary mail giving the district wise break-up of the count of ASHA would be sent to the State / UT users on the same day.

##### MA Circle-Wise Anonymous Users Report: This report gives a line-listing of all such users with their mobile numbers who had attempted the Mobile Academy toll-free number as these calls got rejected by the systems as the users were not registered in the Application. It is presumed that these anonymous numbers are the numbers that are used by ASHA but are not registered with RCH. The States / UTs can act upon this report and call up these numbers and after verifying that these numbers indeed belong to the working ASHAs should advice ASHA to get their numbers registered in the RCH application. In this way, the application can assist States / UTs to register correct the mobile numbers of ASHA and bring all the ASHAs under the ambit of Mobile Academy program. The reports will be based on telecom circle and thus not specific to State / UT. For example Bihar and Jharkhand, Delhi NCR, Uttrakhand and western UP are in same telecom circle and there would be one line-listing for these States / UTs. This line listing report would be available for download for the respective State / UT users only. These reports would also be e-mailed to the respective State / UT users periodically once it is generated.

##### MA Inactive Users Line-Listing Report: This report gives the line-listing of all such ASHAs who have not yet started the course as on date. The State / UT can act on this report and contact the ASHAs and motivate them to access the Mobile Academy course and complete the course. In this way we can bring a higher percentage of ASHAs accessing and completing the Mobile Academy program. This report is a very useful actionable report for the State / UT to monitor the ASHAs accessing the Mobile Academy course. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated. A summary mail giving the district wise break-up of the count of ASHA would be sent to the State / UT users on the same day.

##### MA Rejected Line-Listing Report: This report gives the line-listing of all such ASHAs whose registered mobile numbers are either incorrect or are duplicate. These mobile numbers had flown in to the IVRS system but were rejected by the MoTECH platform. The report contains the ASHA IDs. The State / UT can act upon this report and contact the said ASHAs in the field and ask them to register their correct mobile numbers in the RCH Application. In this way we can bring correct the mobile numbers of ASHA and bring all the ASHAs under the ambit of Mobile Academy program. The State / UT can act upon this report and contact the ASHAs in the field and ask them to register their correct mobile numbers in the RCH Application. In this way we can bring correct the mobile numbers of ASHAs and bring a higher percentage of ASHAS under the ambit of Mobile Academy program. This report is a very useful actionable report for the State / UT to correct the ASHA contact mobile number. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated –preferably on Monday. A summary mail giving the district wise break-up of the count of ASHA would be sent to the State / UT users on the same day.

#### Pre-generated Kilkari Reports

##### Kilkari Deactivations for not answering Report: This report gives the line-listing of all the beneficiaries who have been deactivated in the selected month by the Kilkari system for not answering a single call for six consecutive weeks.

##### Kilkari Deactivations for Low listening Report: This report gives the line-listing of all the beneficiaries who have been deactivated in the selected month by the Kilkari system for listening to an average of less than 25% of the content spread over twelve consecutive weeks. This line listing report for both deactivation would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day. The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries and understand why are not listening to the Kilkari calls. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

##### Kilkari Self-Deactivation Line Listing Report: This report gives the line-listing of all the beneficiaries who have deactivated themselves in the selected month for their own reasons. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day. The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries personally and understand why they have deactivated them from the system. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

##### Kilkari Low Listenership Line Listing Report: This report gives the line-listing of all the beneficiaries who have been listening to an average of less than 25% of the content I n the last calendar month in the Kilkari system as observed in the selected month. This report tracks beneficiaries who either not listening complete message or have deactivated the services. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day. The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries to listen to the Kilkari content to the full duration of 90 secs. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

##### Kilkari Rejected Line-Listing Report: This report gives the line-listing of all beneficiaries whose registered mobile numbers are either incorrect or are duplicate. These mobile numbers had flown in to the IVRS system but were rejected by the acceptance logic run by the IVRS system. The report contains the MCTS or RCH IDs. This report would be generated once every week preferably on Sunday. This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated –preferably on Monday. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day. The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries and register their correct mobile numbers in the RCH Application. In this way we can bring correct the mobile numbers of beneficiaries and bring a higher percentage of beneficiaries under the ambit of Kilkari program. This report is a very useful actionable report for the State / UT to correct the beneficiary contact mobile number.

##### The Kilkari line listing report may be a single report or may be bifurcated into two – one for Mother Pack and one for Child pack.

### Trend Reports

The user selects the selection criteria and then the indicators will generate a trend. The application displays a tabular reports and a graphical display of the data showing trend of the indicators based on selected parameters. Some of these reports are:

* 1. Mobile Academy Billable Minutes
  2. Mobile Academy course completion
  3. Mobile Academy course started
  4. Mobile Academy course registration
  5. Kilkari Billable Minutes
  6. Kilkari Successful calls
  7. Kilkari Subscribers Added
  8. Kilkari Subscribers Completed
  9. Kilkari Subscribers Deactivated
  10. Kilkari Subscribers reactivated
  11. Kilkari Subscribers Listening < 25% content
  12. Kilkari %Subscribers Listening <25% content.
  13. Kilkari Subscribers Listening > 75% content
  14. Kilkari %Subscribers Listening >75% content

### Analytical Dashboard

The user will also have access to two dashboards, one in which the user can view as on date snapshot of all the key indicators of state, district or blocks for selected duration and other showing the high and low performing regions of a few key indicators.

1. Performance Dashboard, and
2. Information Dashboard

The Dashboard would have both tabular and graphical display.

**Detailed description of deliverables including individual reports is detailed in ‘Annexure A’**

## User Management / Stakeholders mechanism

The MIS application would be accessible to users at National, State, District and Block levels for states that have implemented Kilkari and Mobile Academy projects. The MIS Application has a User Management module accessible limited to “admin” user and a Report Section which is accessible to all users. User Management module is detailed in **‘Annexure B’**

## User Interface

For success of MIS reporting solution, navigation design several key parameters are important and should be considered while designing the User Interface (UI). Bootstrap is presently one of the popular web framework for developing responsive web MIS reporting solution. The team may consider this or some other framework to have basic features and benefits that can improve your users' experience of MIS reporting solution. The framework used should consider following parameters. Some images of template are placed at **‘Annexure D’.**

### Content: Create the content before sketching a single wireframe.

### Placement: Navigation with series of choices: click or scroll? Custom data or predefined labels?

### Clarity: Pre-recorded messages and labels to be understood from start to finish.

# Annexures

# Annexure –A

# Detail Description of Deliverables

## Reports Query Selection Interface

The application would have selection interface that may comprise the following

1. Report Selection: This could be a combination of Report Type and Report Name drop-downs. The Report Name drop-down may be populated based on the selection of the Report Type. The detail list of Report Type and their corresponding report names have already been given above in Section 4.
2. Location Selection: This could be combination of four drop-downs – State, District, Block and Sun-centers.
3. Period Selection: The selection could be combination of multiple controls allowing user to create reports on Annual / Quarter / Month / Till Date / Custom Date basis.
4. Display Type Selection: The user may select Table or Graph. In case of Graph, the user may have provision to select “Row-Wise or Column Wise” and should have provision to select the type of graph – “Bar Chart” or “Pie-Chart”.

Further, the development agency should seek the approval of MoHFW on the User Interface (UI) before actual deployment of application on the production environment.

### Proposed Design Consideration

1. The report type and name of the reports displayed would depend of the login user.
   1. The user from GOI will have access to all types of reports
   2. If the user is from a state that has implemented only Kilkari, then only Kilkari reports would be available.
   3. If the user is from a state that has implemented only Mobile Academy, then only Mobile Academy reports would be available.
   4. If the user is from a state that has implemented both Kilkari and Mobile Academy, then all reports would be available.
2. The location selection would also depend on login user
   1. All the location selections would be available for GOI user
   2. In case of a state-level user, its own state will be pre-populated in the state drop-down and no other state can be selected.
   3. In case of a district-level user, its own state and district will be pre-populated in the state drop-down and no other state or district can be selected.
   4. In case of a block-level user, its own state, district and block will be pre-populated in the state drop-down and no other state or district or block can be selected.

### Tabular Display

When the user clicks on the Table Data option, the application may display the data in a tabular format having the following features.

1. The table design may be based on the templates provided for each report in this document. The templates provided are indicative and if any change is incorporated, then the same should be submitted to MoHFW for approval before development of the report.
2. The last row of most report may have TOTAL column wherein the total of all numerical column may be displayed. The calculated percentage column may not have a corresponding total.
3. Each table should have a drill down feature. A state name when clicked should open the same report for that state – district wise. Similarly the district may be drill-down to blocks and blocks to sub-centers. There should be BACK button to provision the drill up feature as the user wants to retrace the drill down steps.
4. The report by default should open with State/District/Block/Sub-Center names sorted in alphabetic ascending order.
5. Each column except the Serial Number column should have provision for ordering / sorting by clicking on the column Name in a toggle switch design (ascending and descending) alternatively.
6. Whenever a table is sorted by clicking the Column Name, the application may display the date in colour grading based on four quartile basis. The color grading logic may be finalized with MoHFW at a later date.
7. The tabular data may be imported in Excel / PDF Format which can be downloaded.

### Graphical Display

When the user clicks on the Graph Display option, the application may display graphical output of the respective report.

The user should have provision to select “Row-Wise or Column Wise” and should have provision to select the type of graph – “Bar Chart” or “Pie-Chart”.

1. If the user selects “Row Wise”, then the application should have provision to select the particular row and the application would display the graphical display of all the numerical columns for that row in either bar chart or pie-chart depending on the selection.
2. If the user selects “Row Wise”, and All Rows then the application would display the graphical display individual graphs of all the numerical columns for each of row in either bar chart or pie-chart depending on the selection.
3. If the user selects “Column Wise”, then the application should have provision to select the particular column and the application would display the graphical display of all the numerical rows for that column in either bar chart or pie-chart depending on the selection.
4. If the user selects “Row Wise”, and All Rows then the application would display the graphical display individual graphs of all the numerical rows for each of column in either bar chart or pie-chart depending on the selection.

The application should have provision to download the graphical view in Excel or PDF Format.

### Date Range selection

This date should have the following provision select the date range of the selected report.

1. The user may select Annual, Quarter, Month, Custom-date and Till Date.
   1. When the user selects Annual, the user may have provision for selecting “Financial Year”.
   2. When the user selects Quarter, the user may select one or more Quarters from Q1 (Apr-Jun), Q2 (Jul-Sep), Q3 (Oct-Dec), Q4 (Jan-Mar). This selection should be accompanied by selection of one Financial Year.
   3. When the user selects Month the user may select one or more months. This selection should be accompanied by selection of one Financial Year.
   4. In Case of Custom Date, the user can select a ‘from date’ and ‘to date’. This date selection can be across financial years.
   5. In case of Till Date, the user may select a financial year or may not select a financial year. In case of latter it would mean the reports to generate data for the entire period from the date of launch of the program for that state.
2. When the user select the custom date the following validations should apply
   1. The user cannot select a date earlier than the date on which the selected program (Kilkari and Mobile Academy) is launched in the selected State / UT if a particular State / UT is selected. If all states selected then the user cannot select a date earlier than the date on which the selected program was launched in the any of the states.
   2. The “Date From” value cannot be later than the “Date To” value.
   3. The “Date From” and “Date To” cannot be later than the current date.
   4. The select Date Range cannot be selected unless the “Select State” dropdown is selected with a valid report item. It is recommended that this control should be enabled off when the page loads and is enabled on only when the State / UT is selected.
3. Similar validations must be applicable for selection of months. The user may not select a month for which no report can be generated.

## Mobile Academy Reports

Following mentioned report to be available for Mobile Academy services.

### MA Cumulative Summary Report

This report gives a glance of the performance of the Mobile Academy project from start date of the project to till date. It gives information about the number of ASHAs registered with the program, the number of ASHAs that have started the course, the number of ASHAs who have not yet started the course, the number of ASHAs who have passed the course and the number of ASHAs who have failed the course. This report will give a snapshot of how far each State / UT / district is on the aspect of training all the ASHAs. This report will primarily show the data for the first-time training and completion of the course of the ASHAs.

This report will help to represent the overall performance of course completion by ASHA in selected state.

The report displays the report in the following sequence of columns.

1. Serial Number
2. State
3. No of Registered ASHA
4. No of ASHA Started Course
5. No of ASHA Not Started Course
6. No of ASHA Successfully Completed the Course
7. No of ASHA who failed the course
8. % Not Started Course
9. % Successfully Completed
10. % Failed the course

The proposed templated for the report is given below

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | No of Registered ASHA | No of ASHA Started Course | No of ASHA Not Started Course | No of ASHA Successfully Completed the Course | No of ASHA who failed the course | % Not Started Course | % Course Completed | % Failed the course |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

The rules governing the display components of the report is given below

1. The percentage displayed in the report should follow the below rules based on data in its respective rows only
   1. % Not Started Course: (Column 5/Column 3) \* 100
   2. % Successfully Completed: (Column 6/Column 4) \* 100
   3. % Failed the course: (Column 7/Column 4) \* 100

The report should display data based on the As-On date selected with Registration, Started, Not Started, Completed and Failed data based on cumulative since the program was started.

### MA Performance Report

This report gives at a glance the performance of the Mobile Academy Project for the selected period. It gives information about how many ASHAs have started the course in the period, number of ASHAs who have accessed the course during the period, number of ASHAs who had started the course previously but have not listened to any content during the period, number of ASHAs who have completed the course successfully in the selected period and those who have completed the course in the selected period but could not secure pass marks.

The report displays the report in the following sequence of columns.

1. Serial Number
2. State
3. No of ASHA Started Course
4. No of ASHA Pursuing Course
5. No of ASHA Not Pursuing Course
6. No of ASHA Successfully Completed the Course
7. No of ASHA who failed the course

The proposed template for the report is given below

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | No of ASHA Started Course | No of ASHA Pursuing Course | No of ASHA Not Pursuing  Course | No of ASHA Successfully Completed the Course | No of ASHA who failed the course |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

The rules governing the display components of the report is given below

1. The data pertaining to column 3, 4, 5, 6 and 7 should be for the selected period only.
   1. Column 3 will display the number of ASHAs who have started the course for the first time in the selected period.
   2. Column 4 will display the number of ASHAs who had started the course before the selected period and had accessed the course at least once with one book mark during the selected period.
   3. Column 5 will display the number of ASHAs who had started the course before the selected period and had not accessed the course once during the selected period.
   4. Column 6 will display the number of ASHAs who have successfully completed the course during the selected period and secured pass marks.
   5. Column 6 will display the number of ASHAs who have completed the course during the selected period and did not secure pass marks.

### MA Subscriber Report

This report gives the glance of the subscriber load on the Mobile Academy project. It shows how many ASHAs who have registered but not completed the course at the start of the period, the number of ASHAs who have joined the course and number of who have completed the course.

The report displays the report in the following sequence of columns

1. Serial Number
2. State
3. No of ASHA Registered But Not Completed (Period Start)
4. No of ASHA Records Received Through Web Service
5. No of ASHA Records Rejected
6. No of ASHA Subscriptions Added
7. No of ASHA Successfully Completed the Course
8. No of ASHA Registered But Not Completed (Period End)

The rules governing the display components of the report is given below

1. The data pertaining to column 3, 4, 5, 6, 7, 8 should be for the selected period only.
   1. Column 3 will display the number of ASHAs who have registered in the MA course prior to the start of the period but have not completed the course or have not yet started the course.
   2. Column 4 will display the number of ASHA Records that have been received from web service from MCTS/RCH during the period.
   3. Column 5 will display of the records received as per (b) how many records have been rejected due to wrong mobile number and other reasons.
   4. Column 6 will display the number of ASHAs who have been added/subscribed in MA course for the first time in the selected period. Column 6 = Column 4 – Column 5
   5. Column 7 will display the number of ASHAs who have successfully completed the course during the selected period and secured pass marks.
   6. Column 8 will display calculation of Column 3 + Column 6 – Column 7. This number will reflect the number of ASHAs presently Subscribed in the Mobile Academy program but are yet to start or complete the course.

The proposed template of the report is given below

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | No of ASHA Registered But Not Completed (Period Start) | No of ASHA Records Received Through Web Service | No of ASHA Records Rejected | No of ASHA Subscriptions Added | No of ASHA Successfully Completed the Course | No of ASHA Registered But Not Completed (Period End) |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

### MA Completion Line-Listing Report

This report gives the line-listing of all the ASHAs who have successfully completed the course in the selected month with details like when a particular ASHA has started the course and when she has completed the course.

This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated. A summary mail giving the district wise break-up of the count of ASHA would be sent to the State / UT users on the same day.

This report is a purely downloadable line-listing report and does not have any graphical display component. The rules governing this report as stated below:

1. The user can select the Financial Year and Month. The Year and Month control should reflect the months for which the downloadable files have been pre-generated.
2. The data should reflect the details of the ASHA who have been complete the course successfully in the specified calendar month.
3. On clicking the SUBMIT button, the application should download Excel files.
4. The report should display the data in the following sequence of columns
5. Mobile Number
6. State Name
7. District Name
8. Health Block
9. Taluka
10. Health Facility
11. Health Sub-Facility
12. Village
13. ASHA Name
14. ASHA MCTS ID
15. ASHA Creation date
16. ASHA job status
17. Course Start Date (New Column)
18. First Completion Date
19. SMS Sent Notification

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed template are placed in Annexure – C

E-Mail Integration: An E-mail with one attachments of Excel file as shown above would be sent to each district and block users every month. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every month giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the list of ASHAs who have completed the Mobile Academy course.

This is for your information.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of ASHAs who have successfully completed the Mobile Academy course. The line listing of the ASHAs have been sent to the respective district and block users.

|  |  |
| --- | --- |
| District Name | Count of ASHAs who have successfully completed the course. |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District ……. |  |
| Grand Total |  |

Regards

……..

### MA Circle-wise Anonymous Users Line-Listing Report

This report gives a line-listing of all such users with their mobile numbers who had attempted the Mobile Academy toll-free number as these calls got rejected by the systems as the users were not registered in the Application. It is presumed that these anonymous numbers are the numbers that are used by ASHA but are not registered with RCH. The States / UTs can act upon this report and call up these numbers and after verifying that these numbers indeed belong to the working ASHAs should advice ASHA to get their numbers registered in the RCH application. In this way, the application can assist States / UTs to register correct the mobile numbers of ASHA and bring all the ASHAs under the ambit of Mobile Academy program.

The reports will be based on telecom circle and thus not specific to State / UT. For example Bihar and Jharkhand, Delhi NCR, Uttrakhand and western UP are in same telecom circle and there would be one line-listing for these States / UTs.

This line listing report would be available for download for the respective State / UT users only. These reports would also be e-mailed to the respective State / UT users periodically once it is generated. This report will help to download the report about the ASHA whose mobile numbers are not registered in RCH/MCTS portal but they have accessed/complete the Mobile Academy course.

This report is a purely downloadable line-listing report and does not have any graphical display component. The rules governing this report as stated below:

1. The user can select the Financial Year and Month. The Year and Month control should reflect the months for which the downloadable files have been pre-generated.
2. The data should reflect the details of the anonymous numbers that have called the Mobile Academy toll-free number in the selected calendar month.
3. The report should display the data in the following sequence of columns
   1. Serial Number
   2. Mobile Number
   3. Last Called Date.

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed template are placed in Annexure C

E-Mail Integration: An E-mail with one attachments of Excel file as shown above would be sent to each State / UT user every month. The files would have list of anonymous callers to the Mobile Academy course for the circle/state. A sample format for the mail sent to State / UT user is given below:

Dear Sir,

Please find attached the list of anonymous callers to the Mobile Academy course from the telecom circle of your state. We presume that these numbers are used by ASHAs working in your State / UT but have not been registered in RCH Application. Please contact these numbers and if they belong to a registered ASHA in your State / UT then please tell them to either use their registered number to access the Mobile Academy course or register their correct numbers in the RCH Application so that they can access the Mobile Academy course.

This is for your information.

Regards

……

### MA Inactive Users Line- Listing Report

This report gives the line-listing of all such ASHAs who have not yet started the course as on date. The State / UT can act on this report and contact the ASHAs and motivate them to access the Mobile Academy course and complete the course. In this way we can bring a higher percentage of ASHAs accessing and completing the Mobile Academy program. This report is a very useful actionable report for the State / UT to monitor the ASHAs accessing the Mobile Academy course.

This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated. A summary mail giving the district wise break-up of the count of ASHA would be sent to the State / UT users on the same day.

This report will help to download the data about the ASHA who have not yet started the course.

This report is a purely downloadable line-listing report and does not have any graphical display component. The rules governing this report as stated below:

1. The user can select the Financial Year and Month. The Year and Month control should reflect the months for which the downloadable files have been pre-generated.
2. The data should reflect the details of the ASHA who have been not yet started the course till the last date of the specified calendar month.
3. On clicking the SUBMIT button, the application should download Excel files.
4. The application should display data for those ASHA who have not started the Mobile Academy course ever.
5. The report should display the data in the following sequence of columns
   1. Mobile Number
   2. State Name
   3. District Name
   4. Health Block
   5. Taluka
   6. Health Facility
   7. Health Sub-Facility
   8. Village
   9. ASHA Name
   10. ASHA MCTS ID
   11. ASHA Creation date
   12. ASHA Job Status

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed template are placed in Annexure – C

E-Mail Integration: An E-mail with one attachments of Excel file as shown above would be sent to each district and block users every month. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every month giving the district wise count details. *A sample format for the mail sent to district / block user is given below:*

Dear Sir,

Please find attached the list of ASHAs who have not yet started the Mobile Academy course.

You are requested to kindly instruct your field level workers and ask them to start accessing the Mobile Academy course and complete the course which has been designed to provide effective training for their operations.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of ASHAs who have not yet started the Mobile Academy course. The line listing of the ASHAs have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers and ask them to start accessing the Mobile Academy course and complete the course which has been designed to provide effective training for their operations.

|  |  |
| --- | --- |
| District Name | Count of ASHAs who have not yet started the course. |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District ……. |  |
| Grand Total |  |

Regards

……..

### MA Rejected Line-Listing Report

This report will download the details of ASHA where mobile number have been rejected due to incorrect/duplicate numbers from RCH/MCTS application.

This report is a purely downloadable line-listing report and does not have any graphical display component. The rules governing this report as stated below:

1. The user can select the Financial Year and Month. The Year and Month control should reflect the months for which the downloadable files have been pre-generated.
2. The data should reflect the details of the ASHAs who have been rejected by the system as either having incorrect mobile numbers or having duplicate numbers.
3. This report is to be generated freshly every week.
4. The report should display the data in the following sequence of columns
5. State Name
6. District Name
7. Health Block
8. Health Facility
9. Health Sub-Facility
10. Taluka
11. Village
12. ASHA ID
13. ASHA Name
14. ASHA Job Status
15. ASHA Mobile Number
16. Status
17. Reason For Rejection

The proposed template are placed in Annexure – C

E-Mail Integration: An E-mail with one attachments of Excel file as shown above would be sent to each district and block users every week. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every week giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the list of ASHAs rejected due to incorrect/duplicate mobile numbers

You are requested to kindly instruct your field level workers and ask them to provide their mobile numbers through which they could call the Mobile Academy course and update those mobile numbers in the RCH application.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of ASHAs whose mobile numbers registered at the RCH application are either incorrect or not unique. The line listing of the ASHAs have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers and ask them to provide their mobile numbers through which they could call the Mobile Academy course and update those mobile numbers in the RCH application.

|  |  |
| --- | --- |
| District Name | Count of ASHAs Rejected due to incorrect/duplicate mobile numbers |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District ……. |  |
| Grand Total |  |

Regards

……..

## Kilkari Services Reports

Kilkari services reports will help to understand the state/block/district officer in taking the corrective action for improving the performance to Kilkari services among the pregnant women and child mothers.

### Kilkari Cumulative Summary Report

This report gives a glance of the performance of the Kilkari Project from start date of the project to till date. It gives information about the number of beneficiaries who were registered with the program, the total number of calls made to such subscribed beneficiaries, the total number of successful calls (calls responded to) made to such subscribed beneficiaries, the billable minutes of the successful calls from the start of the project and the average duration of calls. This report will gives an estimated coverage of the program.

The report displays the report in the following sequence of columns:

1. Serial Number
2. State
3. Total unique beneficiaries
4. Total successful calls
5. Total billable minutes played
6. Average duration of call: (5)/(4)

The rules governing the display components of the report is given below

1. The percentage displayed in the report should follow the below rules based on data in its respective rows only
   1. Average Duration Of Call: (Column 4/Column 3) \* 100

The proposed template of the report is given below

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl No | State | Total unique beneficiaries | Total successful calls | Total billable minutes played | Average duration of call |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

### Kilkari Subscriber Report

This report gives a glance of the subscriber load on the Kilkari System for a selected period. It gives information about the number of beneficiary subscription at the start of the period and the number of Kilkari records that were received from RCH/MCTS via the web services and what accounting for the beneficiary found suitable for subscribers and number of beneficiary records that were rejected due to wrong or duplicate numbers, how many subscriptions were actually added to the system. The report thus displays the number of Kilkari subscription at the end of the period. This report could give an indicative idea of whether the subscriber base is increasing or decreasing and if so the relevant rate.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. State
3. Total Subscription at the start of the period
4. Total beneficiary Records Received from RCH/MCTS
5. Total beneficiary Records Found Eligible for Subscriptions
6. Total beneficiary records rejected due to wrong/duplicate mobile numbers.
7. Total beneficiary Records accepted As Subscriptions
8. Total number of subscriptions who have completed their packs
9. Total Subscription at the end of the period.

The proposed template of the report is given below:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | Total Subscription at the start of the period | Total beneficiary Records Received from RCH/MCTS | Total beneficiary Records Found Eligible for Subscriptions | Total beneficiary records rejected due to wrong/ duplicate mobile numbers | Total beneficiary Records accepted As Subscriptions | Total number of subscriptions who have completed their packs | Total Subscription at the end of the period. |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

The rules governing the display components of the report is given below

1. Column 3 should reflect Total Number of beneficiary subscriptions at the start of the period to whom calls were prior to the period and would be called on the 1st day of the selected period.
2. Column 4 should reflect the number of beneficiary records received from MCTS/RCH during the period.
3. Column 5 should reflect of the number of beneficiary records received how many have been found eligible for subscriptions.
4. Column 6 should reflect the number of beneficiary records which have been rejected die to wrong or duplicate mobile numbers.
5. Column 7 should reflect the number of beneficiary records who have been accepted as subscriptions by the system.
6. Column 8 should reflect Total beneficiary records who completed their pack in selected period.
7. Column 9 should reflect Total number of beneficiary subscriptions at the end of the period.

### Kilkari Aggregate Beneficiaries Report

This report gives at a glance the change in the beneficiaries subscribed in the Kilkari Project for a selected period. It gives information about the number of beneficiaries call in the period, the number of beneficiaries who have been deactivated from the system either by themselves or because of them not responding to calls for 6 consecutive weeks or because of listening to less than 25 percent of the calls for 12 consecutive weeks. This report gives information about the number of beneficiaries who have completed their respective Mother and Child packs and how many beneficiaries who have joined the respective packs. This report gives a fair picture of whether the subscriber base of the program is increasing or decreasing.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. State
3. Total beneficiaries Called
4. Beneficiaries who have answered at least one call
5. Beneficiaries who have self-deactivated
6. Beneficiaries deactivated for not answering.
7. Beneficiaries deactivated for low listenership.
8. Beneficiaries deactivated by system through MCTS/RCH updates
9. Beneficiaries completed Mother Pack
10. Beneficiaries completed Child Pack
11. Beneficiaries who have called the Kilkari Inbox
12. Beneficiaries who have joined the subscription

The rules governing the display components of the report is given below

1. Total Number of unique beneficiaries (Column 3) is calculated as Total Number of Unique beneficiaries called in the specified date range
2. Column 4 should reflect the number of unique beneficiaries that have answered one call in the specified date range.
3. Column 5 should reflect the number of unique beneficiaries who have deactivated themselves in the specified date range.
4. Column 6 should reflect total number of unique beneficiaries who have been deactivated by the system in the specified date range because they have not answered a call consecutively for 6 weeks.
5. Column 7 should reflect Total number of unique beneficiaries who have been deactivated by the system in the specified date range because they have listened to < 25% content for 12 weeks on average.
6. Column 8 should reflect the total unique beneficiaries who have been deactivated by the system due to updates received like abortions, still births and death.
7. Column 9 should reflect Total unique beneficiaries who completed their mother pack in specified date range
8. Column 10 should reflect Total unique beneficiaries who completed their child pack in specified date range
9. Column 11 should reflect Total number of unique beneficiaries who have called the Kilkari Inbox in the specified date range.
10. Column 12 should reflect Total number of unique Beneficiaries who have been added to the Kilkari system through data flowing through web service.

The proposed template of the report is given below:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | Total beneficiaries Called | Beneficiaries who have answered at least one call | Beneficiaries who have self-deactivated | Beneficiaries deactivated for not answering | Beneficiaries deactivated for not answering | Beneficiaries deactivated by system through MCTS/RCH updates | Beneficiaries completed Kilkari Pack | Beneficiaries who have called the Kilkari Inbox | Beneficiaries who have joined the subscription |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
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### Kilkari Usage Report

This report gives the glance the listening pattern of the subscriber in the Kilkari project for a selected period. It gives us the number of beneficiaries called during the period, the number of beneficiaries who are listening more than 75% of content, between 50-75% of content, 25-50% of the content and less than the 25% of the content. The average is calculated based on the call duration of the successful calls only.

This matrix report would give the details of the count for the selected period.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. State
3. Total beneficiaries Called
4. Beneficiaries who have answered at least one call
5. Beneficiaries who have listened more than 75% content (avg)
6. Beneficiaries who have listened 50 to 75% content (avg)
7. Beneficiaries who have listened 25 to 49.9% content (avg)
8. Beneficiaries who have listened less than 25% content (avg)
9. Beneficiaries who have called the Kilkari Inbox

The proposed template for the report is given below

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | Total beneficiaries Called | Beneficiaries who have answered at least one call | Beneficiaries who have listened more than 75% content (avg) | Beneficiaries who have listened 50 to 75% content (avg) | Beneficiaries who have listened 25 to 49.9% content (avg) | Beneficiaries who have listened less than 25% content (avg) | Beneficiaries who have called the Kilkari Inbox |
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The rules governing the display components of the report is given below

1. Total Number of unique beneficiaries (Column 3) is calculated as Total Number of Unique beneficiaries called in the specified date range
2. Column 4 should reflect the number of unique beneficiaries that have answered one call in the specified date range.
3. Column 5 should reflect the number of unique beneficiaries who have answered at least one call in the specified date range and listened to average of more than 75% content on all the answered calls within the specified date range.
4. Column 6 should reflect total number of unique beneficiaries who have answered at least one call in the specified date range and listened to average of 50 % to 75% content on all the answered calls within the specified date range.
5. Column 7 should reflect Total number of unique beneficiaries who have answered at least one call in the specified date range and listened to average of 25 % to 49.9% content on all the answered calls within the specified date range.
6. Column 8 should reflect Total unique beneficiaries who have answered at least one call in the specified date range and listened to average of less than 25% content on all the answered calls within the specified date range.
7. Column 9 should reflect Total number of unique beneficiaries who have called the Kilkari Inbox in the specified date range.
8. The State data should have drill down feature. A user may click on a valid State / UT name and the report would display district wise data for the selected state. Similarly a user may click on a valid district name and the report would display block wise data for the selected district. Clicking on “Grand Total” will have no effect. Further there should be a BACK button below the report to enable the user go up the hierarchy and enable the report to display data in the form just prior to the current display based on user clicking on a valid state/district name.
9. All columns except Serial Number should have sort feature – a toggle switch through which the user can sort the data of the entire table on the selected column in alternatively ascending or descending order.

### Kilkari message Listenership Report

This report gives the glance the pattern of regularity of listening of the subscriber in the Kilkari project for a selected period. It gives us the number of beneficiaries called during the period, the number of beneficiaries who are listening to more than 75% of calls, between 50-75% of calls, 25-50% of the calls and less than the 25% of the calls.

This matrix report would give the details of the count for the selected period.

The report displays the report in the following sequence of columns when logged in as National User.

1. Serial Number
2. State
3. Total beneficiaries Called
4. Beneficiaries who have answered at least one call
5. Beneficiaries who have answered more than 75% calls
6. Beneficiaries who have answered 50 to 75% calls
7. Beneficiaries who have answered 25 to 49.9% calls
8. Beneficiaries who have answered 1 to 25% calls
9. Beneficiaries who have not answered any calls

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | Total beneficiaries Called | Beneficiaries who have answered at least one call | Beneficiaries who have answered more than 75% calls | Beneficiaries who have answered 50 to 75% calls | Beneficiaries who have answered 25 to 49.9% calls | Beneficiaries who have answered 1 to 25% calls | Beneficiaries who have not answered any calls |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

The rules governing the display components of the report is given below

1. Total Number of unique beneficiaries (Column 3) is calculated as Total Number of Unique beneficiaries called in the specified date range
2. Column 4 should reflect the number of unique beneficiaries that have answered one call in the specified date range.
3. Column 5 should reflect the number of unique beneficiaries who have answered more than 75% calls made within the specified date range.
4. Column 6 should reflect total number of unique beneficiaries who have answered between 50 % to 75% calls made within the specified date range.
5. Column 7 should reflect Total number of unique beneficiaries who have answered between 25 % to 49.9% calls made within the specified date range.
6. Column 8 should reflect Total unique beneficiaries who have answered between 1% to 25% calls made within the specified date range.
7. Column 9 should reflect Total number of unique beneficiaries who have not answered any calls made to them in the specified date range.

### Kilkari Beneficiary Completion Report (New Report)

This report gives the glance of the amount of content listened to by subscribers who have completed Kilkari project for a selected period. It gives us the average number of weeks the beneficiaries were in service, the number of beneficiaries who have listening more than 75% of content, between 50-75% of content, 25-50% of the content and less than the 25% of the content. The average is calculated based on the call duration of the successful calls only for the period of service the beneficiary was active.

This matrix report would give the details of the count for the selected period. This report will not have a graphical display.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. State
3. Total beneficiaries Completed Program
4. Average Number of Weeks in Service
5. Beneficiaries who have listened more than 75% content (consolidated)
6. Beneficiaries who have listened 50 to 75% content (consolidated)
7. Beneficiaries who have listened 25 to 49.9% content (consolidated)
8. Beneficiaries who have listened less than 25% content (consolidated)

The proposed template of the report is given below

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sl No | State | Total beneficiaries Completed Program | Average Number of Weeks in Service | Beneficiaries who have listened more than 75% content (consolidate) | Beneficiaries who have listened 50 to 75% content (consolidate) | Beneficiaries who have listened 25 to 49.9% content (consolidate) | Beneficiaries who have listened less than 25% content (consolidate) |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

The rules governing the display components of the report is given below

1. Total Number of unique beneficiaries (Column 3) is calculated as Total Number of Unique beneficiaries who have called for the last message of the respective pack during the specified date range and will not be called again after the completion of the specified date range.
2. Column 4 should reflect the average number of weeks those beneficiaries where in the service only for those beneficiaries that are were called for the last time.
3. Column 5 should reflect total number of unique beneficiaries who have listened to more than 75% content on all the calls made to them including calls they have not answered during their entire service period only for those beneficiaries that are were called for the last time.
4. Column 6 should reflect total number of unique beneficiaries who have listened to 50 % to 75% content on all the calls made to them including calls they have not answered during their entire service period only for those beneficiaries that are were called for the last time.
5. Column 7 should reflect total number of unique beneficiaries who have listened to 25 % to 49.9% content on all the calls made to them including calls they have not answered during their entire service period only for those beneficiaries that are were called for the last time.
6. Column 8 should reflect the number of unique beneficiaries who have listened to less than 25% content on all the calls made to them including calls they have not answered during their entire service period only for those beneficiaries that are were called for the last time.
7. The State data should have drill down feature. A user may click on a valid State / UT name and the report would display district wise data for the selected state. Similarly a user may click on a valid district name and the report would display block wise data for the selected district. Clicking on “Grand Total” will have no effect. Further there should be a BACK button below the report to enable the user go up the hierarchy and enable the report to display data in the form just prior to the current display based on user clicking on a valid state/district name.
8. All columns except Serial Number should have sort feature – a toggle switch through which the user can sort the data of the entire table on the selected column in alternatively ascending or descending order.

In this report there could be one checkbox – “Include those deactivated after completing 75% of their respective packs”. When this checkbox is checked the value in column no 3 should include those beneficiaries who have deactivated themselves after completing the number of weeks that correspond to 75% of the duration of their respective packs and also those who have deactivated themselves in the last two weeks of their respective pack. The latter is included as they are most unlikely to re-register themselves again for listening to the remaining packs.

### Kilkari Listening Matrix Report (New Report)

This report gives two –dimensional matrix report of count of beneficiaries who have listened to a particular range of calls and who have listened to a particular range of content duration. This report will give a clear picture of the listening profile of subscribers. Are the regular listeners also the long duration listeners? This matrix report would give the details of the count for the selected period. This report will not have a graphical display.

This report will display a matrix that will display the listening profiles of the beneficiaries.

This report is a query generated report. The rules governing this report as stated below:

1. The logic of the data displayed in the report is as follows
   1. The data in the grid of the first row and the first column are the count of beneficiaries who have listened to > 75% calls in the selected time period and have listened to more that >75 % content as average among those calls that they have listened,
2. The report should display the data in the sequence of columns given below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Listening > 75% content | Listening 50 To 75% content | Listening 25 To 50% content | Listening < 25% content | Total |
| Beneficiaries Listening > 75%calls |  |  |  |  |  |
| Beneficiaries Listening 50 to 75 % calls |  |  |  |  |  |
| Beneficiaries Listening 25 to 50 % calls |  |  |  |  |  |
| Beneficiaries Listening < 25% calls |  |  |  |  |  |
| Total |  |  |  |  |  |

### Kilkari Thematic Content Report

This report gives details of the listening volume of the individual messages during a specified period of time. The report mentions for every message (denoted by Week) how many beneficiaries where called for that message, amongst it how many responded to the calls and how many minutes of calling were generated. This will give us an idea of the how many beneficiaries listened to a particular message which is based on a particular theme. This report can be generated for selected period.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. Theme
3. Message Number (Week)
4. Number of unique beneficiaries called
5. Number of calls answered
6. Number of minutes consumed

The rules governing the display components of the report is given below

1. Theme could be among – MH (Maternal Health), CH (Child Health), FP (Family Planning) or IM (Immunization). This column has been added in the assumption that every message is based on a particular theme.
2. Message Number (Week No) – this should be between 1 and 72 with 1 to 24 being weekly messages of the Mother pack and 25 – 72 being weekly messages of the child pack
3. Total Number of unique beneficiaries called is calculated as Total Number of Unique beneficiaries called in the specified date range for that particular message number.
4. Column 4 should reflect the number of unique beneficiaries that have answered the call in the specified date range for that particular message.
5. Column 5 should reflect the number of minutes consumed by the calls made within the specified date range for that particular message.
6. All columns except Serial Number should have sort feature – a toggle switch through which the user can sort the data of the entire table on the selected column in alternatively ascending or descending order.

When the national user select ALL states, the report should show data pertaining to calls made for individual messages across all states.

When a national or State / UT user selects a particular state, the report should show data pertaining to calls made for individual messages across all districts for the selected state.

When a national or State / UT or district user selects a particular district, the report should show data pertaining to calls made for individual messages across all blocks for the selected district.

When a national or State / UT or district or block user selects a particular block, the report should show data pertaining to calls made for individual messages for the selected block.

### Kilkari Message Matrix Report (New Report)

This report gives two –dimensional matrix report of count of beneficiaries who have listened to a particular range of messages and who have listened to a particular range of content duration. This report will give an understanding of the listening profile of subscribers as they mature within the system. Do the listeners listen more or less as they hear more and more messages? This report can be generated for selected period.

This report will display a matrix that will display the listening profiles of the beneficiaries.

This report is a query generated report. The rules governing this report as stated below:

1. The logic of the data displayed in the report is as follows
   1. The data in the grid of the first row and the first column are the count of beneficiaries who have listened to average of > 75% content across Message no 1 to 6. If a beneficiary has not listened to a particular message then it is deemed to have listened to 0% of the content for that message and average is calculated based on that.
2. The report should display the data in the sequence of columns for the mother Pack given below

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Listening > 75% content | Listening 50 To 75% content | Listening 25 To 50% content | Listening < 25% content | Total |
| Message Week 1-6 |  |  |  |  |  |
| Message Week 7-12 |  |  |  |  |  |
| Message Week 13-18 |  |  |  |  |  |
| Message Week 19-24 |  |  |  |  |  |
| Total |  |  |  |  |  |

1. The report should display the data in the sequence of columns for the child Pack given below

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Listening > 75% content | Listening 50 To 75% content | Listening 25 To 50% content | Listening < 25% content | Total |
| Message Week 1-6 |  |  |  |  |  |
| Message Week 7-12 |  |  |  |  |  |
| Message Week 13-18 |  |  |  |  |  |
| Message Week 19-24 |  |  |  |  |  |
| Message Week 25-30 |  |  |  |  |  |
| Message Week 31-26 |  |  |  |  |  |
| Message Week 37-42 |  |  |  |  |  |
| Message Week 43-48 |  |  |  |  |  |
| Total |  |  |  |  |  |
|  |  |  |  |  |  |

### 

### Kilkari Repeat Listener Month-Wise Report (New Report)

This report gives month-Wise report of count of beneficiaries who have listened to 5-calls, 4-calls, 3-calls, 2-calls, 1 call and 0 calls. This report will give a clear picture of the percentage of regular listeners versus those who listen less regularly. This report would give the details of the count for the period of 6 months.

This report would be generated on as on-date basis giving details of the calls for the last six months. The report will have two tables – the first one will give the count and the second giving the relative percentages. The report will have two displays – one as a tabular view and other as a Graphical view.

This report will display a matrix that will display the listening profiles of the beneficiaries.

This report is a query generated report. The rules governing this report as stated below:

1. The logic of the data displayed in the report is as follows
   1. The data of the first row and the first column in the first grid are the count of beneficiaries who have listened to total of 5 calls in a particular calendar month.
   2. The data of the first row and the first column in the second grid are the percentage of beneficiaries who have listened to total of 5 calls in a particular calendar month among all the beneficiaries who have been called.
   3. The data under the column 0 calls answered must be the number of beneficiaries who had been called any time during the month and did not respond to any of the calls made.
2. The report should display data in the two grids – the first grid will display the actual numbers of beneficiaries as shown below

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 5 calls answered | 4 calls answered | 3 calls answered | 2 calls answered | 1 call answered | 0 call answered | Total |
| Month 1 |  |  |  |  |  |  |  |
| Month 2 |  |  |  |  |  |  |  |
| Month 3 |  |  |  |  |  |  |  |
| Month 4 |  |  |  |  |  |  |  |
| Month 5 |  |  |  |  |  |  |  |
| Month 5 |  |  |  |  |  |  |  |
| Month 6 |  |  |  |  |  |  |  |
| Month 7 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |

1. The second grid will display data in percentages with the total summation for all columns for a particular month should be 100.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 5 calls answered | 4 calls answered | 3 calls answered | 2 calls answered | 1 call answered | 0 call answered |
| Month 1 |  |  |  |  |  |  |
| Month 2 |  |  |  |  |  |  |
| Month 3 |  |  |  |  |  |  |
| Month 4 |  |  |  |  |  |  |
| Month 5 |  |  |  |  |  |  |
| Month 5 |  |  |  |  |  |  |
| Month 6 |  |  |  |  |  |  |
| Month 7 |  |  |  |  |  |  |

The data should reflect the listening behavior of all users who were active in that period. The data in the Total row should be summation of the data displayed in the four rows of the respective column. The data in the Total column should be a summation of data displayed in the four columns in the respective row.

When-ever the user clicks on the “Bar Chart button”, the application must display graphical output of the respective report. A typical graphical output of the data of the first grid could be as shown below.

### Kilkari Call Report

This report gives count of beneficiaries who have listened to more than 75%, 50-75%, 25-50%, less than 25% of content. This report will give a clear picture of the percentage of listeners listening more content per call versus those who listen to less content per call. This report can be generated for selected period.

The report displays the report in the following sequence of columns when logged in as National User:

1. Serial Number
2. State
3. Total Calles Attempted
4. Total Number of Successful Calls
5. Total calls where > 75% content listened to
6. Total calls where 50% to 75% content listened to
7. Total calls where 25% to 49.9% content listened to
8. Total Billable minutes
9. Average Duration of Calls
10. Total number of calls to inbox where content is played

The rules governing the display components of the report is given below

1. Column 3 should reflect the number of calls attempted in the specified date range
2. Column 4 should reflect the number of calls that were answered in the specified date range.
3. Column 5 should reflect the number of calls that were answered wherein more than 75% content was listened to within the specified date range.
4. Column 6 should reflect total number of calls that were answered wherein 50 % to 75% content was listened to within the specified date range.
5. Column 7 should reflect Total number of calls that were answered wherein 25 % to 49.9% content was listened to within the specified date range.
6. Column 8 should reflect Total number of calls that were answered wherein less than 25% content was listened to within the specified date range.
7. Column 9 should reflect Total number of billable minutes consumed by the calls made within the specified date range

### Kilkari Deactivations for not answering Report

This report gives the line-listing of all the beneficiaries who have been deactivated in the selected month by the Kilkari system for not answering a single call for six consecutive weeks.

This report give the information related to deactivation of the user from Kilkari services. This includes the user who deactivate due to low listening of Kilkari messages.

The report should display the data in the following sequence of columns

1. State Name
2. District Name
3. Health Block
4. Taluka
5. Health Facility
6. Health Sub-Facility
7. Village
8. Beneficiary MCTS ID
9. Beneficiary RCH ID
10. Beneficiary Name
11. Mobile Number
12. Age On Service

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed templated are placed in Annexure C

### Kilkari Deactivations for Low listening Report

This report gives the line-listing of all the beneficiaries who have been deactivated in the selected month by the Kilkari system for listening to an average of less than 25% of the content spread over twelve consecutive weeks

Both the line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day.

The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries and understand why are not listening to the Kilkari calls. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

This report will provide the information about the beneficiaries who are listening less the 25% of Kilkari messages for a consecutive period of 12 weeks

The report should display the data in the following sequence of columns

1. State Name
2. District Name
3. Health Block
4. Taluka
5. Health Facility
6. Health Sub-Facility
7. Village
8. Beneficiary MCTS ID
9. Beneficiary RCH ID
10. Beneficiary Name
11. Mobile Number
12. Age of Service (Weeks)

The proposed template are placed in Annexure – C

E-Mail Integration: An E-mail with one attachment of Excel file –would be sent to each district and block users every month. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every month giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the following files:

1. List of Beneficiaries deactivated for not answering any Kilkari calls for 6 consecutive weeks
2. List of Beneficiaries deactivated for not listening to less than 25% of content for 12 consecutive weeks.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and understand why they are not listening to the Kilkari calls. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number does not belong to the correct beneficiary then ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of beneficiaries who are listening to less than 25% of the content of Kilkari messages in the last calendar month. The line listing of the individual beneficiaries have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and understand why they are not listening to the Kilkari calls. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number does not belong to the correct beneficiary then ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

|  |  |
| --- | --- |
| District Name | Count of Beneficiaries listening less than 25% of content |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District …… |  |
| Grand Total |  |

Regards

……..

### Kilkari Self –deactivation line listing Report

This report gives the line-listing of all the beneficiaries who have deactivated themselves in the selected month for their own reasons.

This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day.

The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries personally and understand why they have deactivated them from the system. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

This report will help to give the details about beneficiary who have self-deactivated from Kilkari Services.

The report should display the data in the following sequence of columns

1. State
2. District
3. Health Block
4. Taluka
5. Health Facility
6. Health Sub-Facility
7. Village
8. Beneficiary MCTS ID
9. Beneficiary RCH ID
10. Beneficiary Name
11. Mobile Number
12. Age on Service (Weeks)
13. Date of activation
14. Date when beneficiary self-deactivated
15. Number of calls answered when subscribed to Kilkari

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed templated are placed in Annexure C

E-Mail Integration: An E-mail with one attachment of Excel file –would be sent to each district and block users every month. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every month giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the List of Beneficiaries who have deactivated themselves from the Kilkari system.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and understand why they have deactivated from the system. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number does not belong to the correct beneficiary then ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of beneficiaries who have deactivated themselves from the Kilkari system. The line listing of the individual beneficiaries have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and understand why they have deactivated from the system. If the mobile number belongs to the correct beneficiary then they should be motivated to reactivate their Kilkari Subscription and listen to the Kilkari content for the complete duration of 90 secs. If the mobile number does not belong to the correct beneficiary then ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

|  |  |
| --- | --- |
| District Name | Count of Beneficiaries deactivated themselves |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District …….. |  |
| Grand Total |  |

Regards

……..

### Kilkari Low Listenership Line Listing Report

This report gives the line-listing of all the beneficiaries who have been listening to an average of less than 25% of the content I n the last calendar month in the Kilkari system as observed in the selected month. This report tracks beneficiaries who either not listening complete message or have deactivated the services.

This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users periodically once it is generated. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day.

The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries to listen to the Kilkari content to the full duration of 90 secs. If the mobile number registered against that beneficiary does not belong to the beneficiary or that number is not accessible to them under normal calling hours, then the beneficiary should be advised to provide the correct mobile number or provide an alternative number that would be accessible to the beneficiary more frequently.

The report should display the data in the following sequence of columns

1. State Name
2. District Name
3. Health Block
4. Taluka
5. Health Facility
6. Health Sub-Facility
7. Village
8. Beneficiary MCTS ID
9. Beneficiary RCH ID
10. Beneficiary Name
11. Mobile Number
12. Age on Service (Weeks)

This line listing report is existing in the MIS Application. The report does not have the required headings. The existing template and the proposed templated are placed in Annexure C

E-Mail Integration: An E-mail with one attachment of Excel file –would be sent to each district and block users every month. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every month giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the List of Beneficiaries who are listening to less than 25% of content in the last calendar month in the Kilkari system

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and ask them to listen to the Kilkari content for the complete duration of 90 secs. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of beneficiaries who are listening to less than 25% of the content of Kilkari messages in the last calendar month. The line listing of the beneficiaries have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and ask them to listen to the Kilkari content for the complete duration of 90 secs. These Kilkari messages contains valuable information on the best practices of health, nutrition and immunizations that they need to follow during their pregnancy period and child care.

|  |  |
| --- | --- |
| District Name | Count of Beneficiaries listening less than 25% of content |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District …….. |  |
| Grand Total |  |

Regards

……..

### Kilkari Rejected Line-Listing Report

This report gives the line-listing of all beneficiaries whose registered mobile numbers are either incorrect or are duplicate. These mobile numbers had flown in to the IVRS system but were rejected by the acceptance logic run by the IVRS system. The report contains the MCTS or RCH IDs. This report would be generated once every week preferably on Sunday.

This line listing report would be available for download for the respective district and block users. These reports would be e-mailed to the respective block and district users on the day after it was generated –preferably on Monday. A summary mail giving the district wise break-up of the count of beneficiaries would be sent to the State / UT users on the same day.

The State / UT can act upon this report and contact the ASHAs in the field and ask them to contact the said beneficiaries and register their correct mobile numbers in the RCH Application. In this way we can bring correct the mobile numbers of beneficiaries and bring a higher percentage of beneficiaries under the ambit of Kilkari program. This report is a very useful actionable report for the State / UT to correct the beneficiary contact mobile number.

This report will provide the information about the beneficiary who mobile number is rejected due to incorrect/duplicate reasons. The report should display the data in the following sequence of columns

* 1. State Name
  2. District Name
  3. Health Block
  4. Taluka
  5. Health Facility
  6. Health Sub-Facility
  7. Village
  8. Beneficiary MCTS/RCH ID
  9. Beneficiary Name
  10. Mobile Number
  11. Status
  12. Rejected Reason

The proposed template are placed in Annexure – C

E-Mail Integration: An E-mail an attachment of Excel files would be sent to each district and block users every week. The files would have list of beneficiaries for the respective district / block. A summary mail may be sent to State / UT user once every week giving the district wise count details.

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find attached the List of Beneficiaries rejected due to incorrect/duplicate mobile numbers

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application.

Regards

……

A sample format for the mail sent to district / block user is given below:

Dear Sir,

Please find below the district wise count of beneficiaries whose mobile numbers registered at the RCH application are either incorrect or not unique. The line listing of the beneficiaries have been sent to the respective district and block users.

You are requested to kindly instruct your field level workers to contact the beneficiaries personally and ask them to provide their mobile numbers through which they could receive the Kilkari messages and update those mobile numbers in the RCH application.

|  |  |
| --- | --- |
| District Name | Count of Beneficiaries Rejected Due to Wrong & Duplicate Mobile Number |
| District 1 |  |
| District 2 |  |
| District 3 |  |
| District ……. |  |
| Grand Total |  |

Regards

……..

## Trend Reports

The application will display the trend for one selected indicator. The trend reports could display the trends for a selected indicator across months or across quarters. The indicators could be

* 1. Mobile Academy Billable Minutes
  2. Mobile Academy course completion
  3. Mobile Academy course started
  4. Mobile Academy course registration
  5. Kilkari Billable Minutes
  6. Kilkari Successful calls
  7. Kilkari Subscribers Added
  8. Kilkari Subscribers Completed
  9. Kilkari Subscribers Deactivated
  10. Kilkari Subscribers reactivated
  11. Kilkari Subscribers Listening < 25% content
  12. Kilkari %Subscribers Listening <25% content.
  13. Kilkari Subscribers Listening > 75% content
  14. Kilkari %Subscribers Listening >75% content

A separate report is generated for the selected indicator. The proposed template for monthly trend of an indicator is given below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| State | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

When-ever the user clicks on the Graph button, the application must display graphical output of the respective report. The application may display the data in either Bar chart or a trend line for each state/district. In the graphical display, the application would display separate bar charts for separate row of data. This row could be states, district or block based on the drill-down condition.

A Sample of Bar chart about trend of Kilkari registration is given below.

A Sample of Bar chart about trend of Kilkari deactivation is given below.

## Analytical Dashboard

The application or analytical tool would have these capabilities:

* Option to access, analyze and visualize the available data in the application.
* Option to have interactive visual analysis with drill through, filtering, zooming, geo maps, and attribute highlighting for greater insight
* Option to analyse large data volumes on the fly with scale in-memory data caching
* Full support for operational reports, parameterized reports, and interactive reporting against transactional databases
* Interactive dashboards with multiple key performance indicators in a graphical visual interface to visualize performance.
* Web-based drag and drop dashboard design for rich navigation, drilling and with filter controls
* Provision for creation of custom dashboards for power users
* Reporting capabilities span the entire continuum from customised to self-service
* Output in prevalent formats: HTML, Excel, CSV, PDF and RTF
* Mobile application for end users for data discovery, interactive analysis and visualization, optimized experience with filtering and drill-through and ability to analyse content as well as view and edit existing reports
* In-memory caching for fast results
* Performance monitoring and auditing

The Analytical Dashboard is further divided in following dashboard based on the reports available for display to the users:

1) Performance Dashboard, and

2) Information Dashboard

### Performance Dashboard

The performance Dashboard will display top 5 performing and bottom 5 regions of six major indicators based on user selection.

* 1. If the National User logs in and select All States then the Performance Dashboard will display the top and bottom performing states.
  2. If the Nation User selects a State / UT or for a State / UT user logging in the Performance Dashboard will display the top and bottom performing districts within the selected state.
  3. In case of national user or State User selecting a particular district or in case of a district user logging in, the Performance Dashboard will display the top and bottom performing blocks within the selected district.
  4. If one month is selected then the Performance Dashboard would select data for that month only. Till date selection will ensure that the application displays the cumulative figure from the day of the launch.
  5. The Performance Dashboard will display the best performing districts and its corresponding value of the indicator

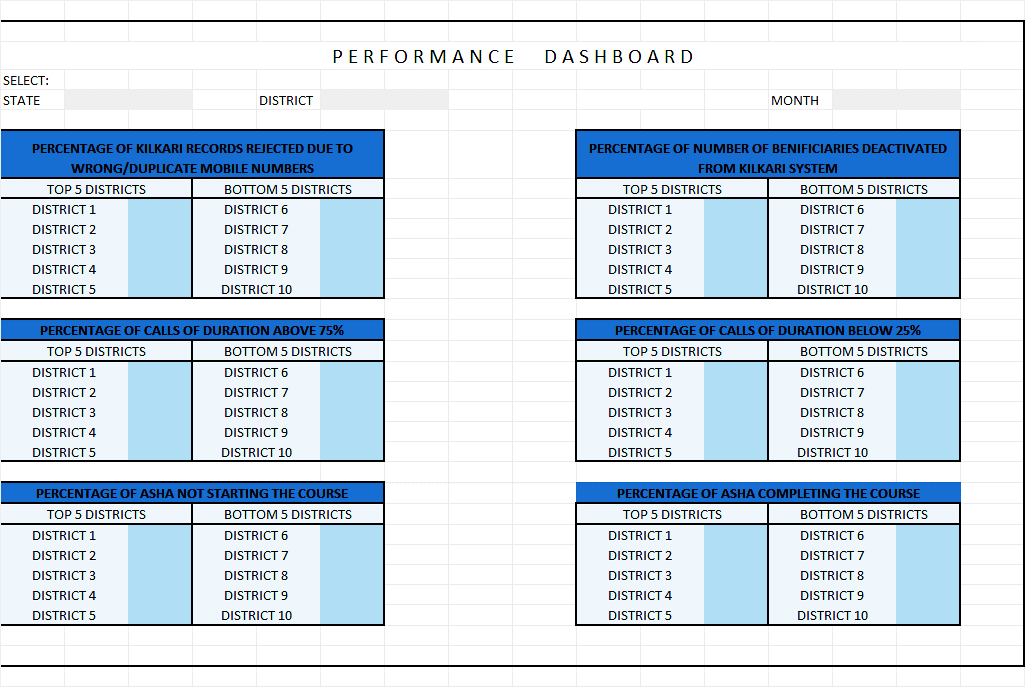
The six main indicators on which the performances are displayed are

1. Percentage of Kilkari Records Rejected Due to Wrong/Duplicate Mobile Numbers
2. Percentage of Beneficiaries Deactivated from Kilkari System
3. Percentage of Calls Of Duration over 75%
4. Percentage of Calls of Duration below 25%
5. Percentage of ASHA not starting the course
6. Percentage of ASHA completing the course

The indicators are kept in terms of percentage to get a better indicator of performance thus making comparisons between regions of different sizes and varying population. The logic of percentage is as given below:

* Percentage of Kilkari Records Due to Wrong/Duplicate Mobile Numbers should be calculated based on the number of records that are received from MCTS/RCH.
* Percentage of Beneficiaries Deactivated from Kilkari System should be include the numbers of deactivation be the beneficiaries themselves or by the system but not including numbers deactivated due to RCH updates among the total beneficiaries for that period.
* Percentage of Calls of Duration over 75% would include the number of calls lasting over 75% of the content duration among the successful calls for that period.
* Percentage of Calls of Duration below 25% would include the number of calls lasting below 25% of the content duration among the successful calls for that period.
* Percentage of ASHA not starting the course are number of ASHA who have not started the course among all the active ASHA registered in the system.
* Percentage of ASHA completing the course are number of ASHA who have completed the course among all the active ASHA registered in the system.

The proposed tabular view of the Dashboard at a state level is given below



### Information Dashboard

The Information Dashboard will display a summarized value for 29 different indicators based on the selection made by the user.

1. The National User can select All States or one particular State / UT or one particular district within a selected state. The State / UT user can select all districts or one district for his/her own state. The district user will have his district pre-selected.
2. If one month is selected then the Information Dashboard would select data for that month only. Till date selection will ensure that the application displays the cumulative figure from the day of the launch.
3. If all states are selected then the Information Dashboard will display the national figures for the indicators.
4. If one State / UT is selected then the Information Dashboard will display the State / UT figures for the indicators.
5. If one district is selected then the Information Dashboard will display the district figures for the indicator.
6. The Information Dashboard will display data from the summarized tables of the Reporting Database and would display data till the last update of the summarized table which should be the end of the day. Hence KPI Dashboard would display data till the end of working hours of the previous day.

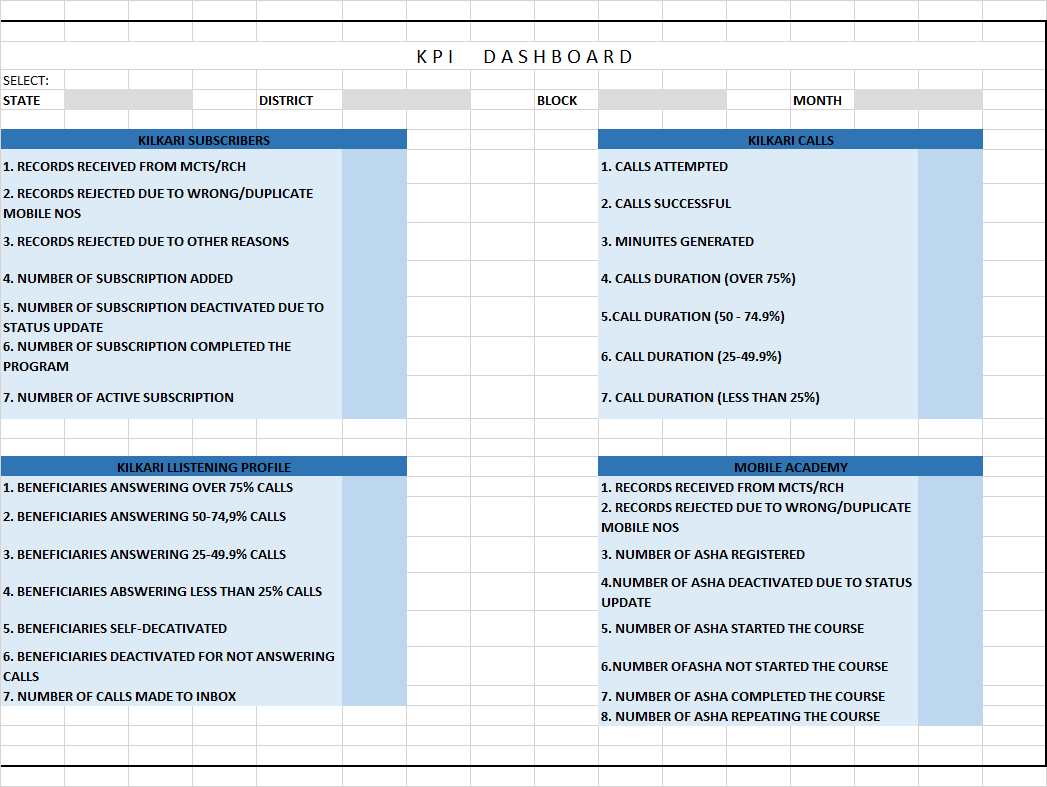
The indicators and the logic of generating the data for the same as explained in the reports above except when it is explicitly explained herewith would be as follows

For National User the below indicators will be shown state-wise. Similarly, for State level user below indicators will be visible district-wise.

1. Kilkari Subscribers
   1. Records Received from MCTS/RCH
   2. Records Rejected Due to Wrong / Duplicate Records
   3. Records Rejected Due to Other Reasons: This would reflect the number of records received from MCTS/RCH for all reasons other than due to wrong / duplicate records.
   4. Number of Subscription Added
   5. Number of Subscription Deactivated Due to System Update
   6. Number of Subscription Completed the Program
   7. Number of Active Subscription – This number should be for the current date if the current month or “Till date” is selected. If any other period is selected then the value should represent the number of Active Subscription on the last day of the period.
2. Kilkari Calls
   1. Calls Attempted
   2. Calls Successful
   3. Minutes Generated
   4. Call Duration (over 75%)
   5. Call Duration (50 – 74.9%)
   6. Call Duration (25 – 49.9%)
   7. Call Duration (Less than 25%)
3. Kilkari Listening Profile
   1. Beneficiaries answering over 75% calls: This number would represent the number of beneficiaries who have answered over 75% of calls during their subscription period till they completed the course or were deactivated by themselves or by the system for whatever reason.
   2. Beneficiaries answering 50-74.9% calls: This number would represent the number of beneficiaries who have answered between 50 and 74.9% of calls during their subscription period till they completed the course or were deactivated by themselves or by the system for whatever reason.
   3. Beneficiaries answering 25-49.9% calls
   4. Beneficiaries answering less than 25% calls
   5. Beneficiaries self-deactivated
   6. Beneficiaries deactivated for not answering calls: This number could be inclusive of beneficiaries who have been deactivated because of any reason other than self-deactivation and system update.
   7. Number Of calls Made to Inbox
4. Mobile Academy
   1. Records Received from MCTS/RCH
   2. Records Rejected Due to Wrong/Duplicate Mobile Numbers
   3. Number of ASHA Registered
   4. Number of ASHA Deactivated Due to Status Update
   5. Number of ASHA Started the Course
   6. Number of ASHA Not started the course
   7. Number of ASHA Completed the course
   8. Number of ASHA Repeating the course

Note: For states that have not implemented the Mobile Academy the application will not display the relevant section ‘D’.

The proposed tabular template of the Information Dashboard is given below



# Annexure –B

# User Management/ Stakeholders mechanism

The MIS application would be accessible to users at National, State, District and Block levels for states that have implemented the Kilkari and Mobile Academy projects. The MIS Application has a User Management section accessible only to “admin” user and a Report Section which is accessible to all users.

## Login screen

The MIS application would be accessible to users at National, State, District and Block levels. The application would open with a Login Screen which will prompt the user to enter the User Name and Password. The login screen should also have CAPTCHA functionality. The CAPTCHA should have a minimum of 5 characters mixed with alphabets and numbers and could be case sensitive.

#### Design Description:

The general rules of the User Management module are as follows:

#### The system would have two Access Types – “Admin” and “User”.

#### The system would have four types of access levels – “National”, “State”, “District”, “Block”

#### There should be only one Admin user at National level, one admin for each state, one admin for each district. There would be no Admin users at Block level.

#### There could be multiple users of Access Type “Users” at National, state, district or Block though ideally there should be some restriction on the numbers created at each level. There could be a maximum of two users in Blocks, three in districts, four is states and five at national level.

#### The Admin users can create, update and manage users.

#### The application should have by default create one “National\_Admin” user and one “XX\_Admin” user for each State / UT denoted by XX.

#### National Admin user can create National non-Admin users.

#### State Admin users can create District Admin users and State / UT non-admin users.

#### District Admin users can create District non-admin users and Block users.

#### The Admin who creates a user has a right to edit the user. The right of edit would include deactivating the user, modifying details like mobile no and e-mails and resetting the password. The Admin user cannot update the password of the user it has created.

#### Whenever a user is created it is always created with a default password. Whenever the admin user resets the password, the password is set to the default password.

#### The application would not allow any user to login into the main application with the default password. Instead it will direct the user to a change password screen wherein the user can modify the password. The password that can be accepted by the application should be

1. Minimum of eight characters long with at least one character in Capital letter, one Numeric character and one special character.
2. The password cannot be the same as any of the last 5 passwords that were in use for the same user.
3. Any user can change password through his own login only.

## User management – list view

The User Management menu would be visible only if the user logged in is of “Admin” Type. When the user clicks on the User Management menu, the table shown below would be displayed. The table would give the user a list of all the users in the system below the hierarchy though which the user has logged in. This means the following:

1. A National Admin user will be able to view all the users in the system.
2. A State / UT Admin user will be able to see all the users in the system for its own State / UT including users at district and block levels.
3. A District Admin user will be able to see all the users for its own district including users at block level.
4. The user can edit only those users who it has created. Hence the application should display EDIT functionality in only those rows of users.
5. The application can delete only those users who have never logged into the application.
6. The application will have a search functionality wherein the application would display the users having details (like name, username, phone no, email address) matching the words entered in the search text box.
7. All columns except Serial Number should have sort feature – a toggle switch through which the user can sort the data of the entire table on the selected column in alternatively ascending or descending order.
8. The table should contain the following columns
9. Serial No
10. User Name
11. Mobile No
12. Email
13. Access Type
14. Access Level
15. State
16. District
17. Block
18. Last column having EDIT labels.

## Create user screen

Create user screen will help the user to create the types of users for MIS application.

#### Design Description

With reference to below image, when the user clicks on “Create New User” button in the User Management section then a “Create User” form opens with no default values as shown above. When the admin user clicks on the EDIT hyperlink label in the User List table, then this form opens with the values of that particular user.

The admin user can create or edit an existing user using this form. The form contains the following fields

1. User Name – Textbox Control
2. Select Access Type – Drop Down Control
3. Select Access Level (Geography) – Drop Down Control
4. Select State – Drop Down Control
5. Select District – Drop Down Control
6. Select Block – Drop Down Control
7. Email – Text Box Control
8. Mobile No – Text Box Control
9. Security Question:
10. Answer to Security Question:
11. De-active - Checkbox

In addition there should three buttons – “Create New User”, “Edit Existing User” and “Reset Password”.

The validation rules applicable are

1. User Name to be unique and cannot contain any special character and space character
2. One Valid Access Type (Admin/User) must be selected.
3. One Valid Access Level (National/State/District/Block) to be selected
4. One Valid State must be selected for State/District/Block Level User
5. No Valid State can be selected for National user
6. One Valid District must be selected for District/Block User
7. No valid District can be selected for National/State User
8. One Valid Block must be selected for Block User
9. No valid Block can be selected for National/State/District user.
10. The security question could be a drop-down of usual questions and a user-defined question in which case the user can enter a question.

### Login Screen

The Login Screen would have the normal login screen having username and password controls. The screen should have provision for “Forget Password”.

### Forget Password

The Forget password would have provision to enter the User Name. The application would then display the Security Question and prompt the user to enter the Answer. If the Answer is correct the application would open the Change Password screen.

### Change Password Screen

The MIS application should have a Change password screen to all users. Strictly this screen should not be a part of the User Management module. There should be a menu “Change Password” in the Home Screen, clicking on which the Change Password Screen should open. This screen should have three textboxes.

1. Last Password
2. New Password
3. Confirm New Password

The Screen should have two buttons – Save and cancel.

Through this screen the user can change is his/her own password by clicking the SAVE button.

If the user has a default password associated with it and logs in with the default password then immediately after the login, this Change Password screen should open forcing the user to change the password. If the user has logged is with default password and clicks on the CANCEL button then the user is thrown out of the application and the Login Screen would appear.

If the user has logged with his valid password and then changes the password by clicking the SAVE button, the application should acknowledge the success of the password change process but will force the user to login again into the application using the new password. On the other hand if the user logged in with his valid password intends to cancel his password change operation by clicking the CANCEL button may continue with the current session of the application

# Annexure C

# Existing and proposed template

**MA Completion Line-Listing Report**

Existing Template

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mobile Number | State | District | Health Block | Taluka | Health Facility | Health Sub Facility | Village | ASHA Name | ASHA MCTS/RCH ID | ASHA Creation Date | ASHA Job Status | First Completion Date | SMS Sent Notification |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **MA Completion Line-Listing Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Haryana** |  | **District** | **ALL** |  | **Block** | **ALL** |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mobile Number | State | District | Health Block | Taluka | Health Facility | Health Sub Facility | Village | ASHA Name |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ASHA MCTS/RCH ID | ASHA Creation Date | ASHA Job Status | Course Start Date | First Completion Date | SMS Sent Notification |

**MA Circle Wise Anonymous Line-Listing Report**

Existing Template

|  |  |  |
| --- | --- | --- |
| Circle Name | Mobile Number | Last Called Date |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **MA Circle Wise Anonymous Line-Listing Report** |  | **Month** | **Jun-17** |

|  |  |
| --- | --- |
| **Circle** | **Haryana** |

|  |  |  |
| --- | --- | --- |
| Circle Name | Mobile Number | Last Called Date |

**MA Inactive Users Line-Listing Report**

Existing Template

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mobile Number | State | District | Health Block | Taluka | Health Facility | Health Sub Facility | Village | ASHA Name | ASHA MCTS/RCH ID | ASHA Creation Date | ASHA Job Status |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **MA Inactive Users Line-Listing Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Uttarakhand** |  | **District** | **Gharwal** |  | **Block** | **Didihat** |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mobile Number | State Name | District Name | Health Block | Taluka | Health Facility | Health Sub Facility | Village | ASHA Name | ASHA MCTS/RCH ID | ASHA Creation Date | ASHA Job Status |

**MA Rejected Line-Listing Report**

Existing Template (broken in two lines)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | State code | District Name | District code | Taluka Name | Taluka Code | Health Block Name | Health Block code | PHC Name | PHC Code | Sub  Centre  name | Sub  Centre  Code | Village Name |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Village Code | ASHA Name | ASHA ID | ASHA Designation | ASHA Job Status | Asha Mobile number | Status | Reason for rejection |  |  |  |  |  |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **MA Rejected Line-Listing Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Haryana** |  | **District** | **Rohtak** |  | **Block** | **ALL** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | District Name | Health Block | Health Facility | Health Sub Facility | Taluka | Village | ASHA Name | ASHA ID | ASHA Job Status | Asha Mobile number | Status | Reason for rejection |

**Kilkari Deactivations for not answering Report**

Existing Template

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | District | Health block | Taluka | Health Facility | Health Sub Facility | Village | Beneficiary MCTS Id | Beneficiary RCH ID | Beneficiary Name | Mobile Number | Age On Service In Weeks |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **Kilkari Deactivations for not answering Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Haryana** |  | **District** | **ALL** |  | **Block** | **ALL** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State  Name | District  Name | Health block | Taluka | Health Facility | Health Sub Facility | Village | Beneficiary MCTS ID | Beneficiary RCH ID | Beneficiary Name | Mobile Number | Age On Service In Weeks |

Kilkari Deactivations for Low listening Report

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **Kilkari Deactivations for For Low Listening Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Haryana** |  | **District** | **ALL** |  | **Block** | **ALL** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | District Name | Health block | Taluka | Health Facility | Health Sub Facility | Village | Beneficiary MCTS ID | Beneficiary RCH ID | Beneficiary Name | Mobile Number | Age On Service In Weeks |

**Kilkari Self Deactivation Report**

Existing Template

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | District | Health block | Taluka | Health Facility | Health Sub Facility | Village | Beneficiary MCTS Id | Beneficiary RCH Id | Beneficiary Name |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Mobile Number | Age On Service In Weeks | Date of activation | Date when beneficiary self-deactivated | Number of calls answered when subscribed to Kilkari |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **Kilkari Self Deactivation Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Odisha** |  | **District** | **ALL** |  | **Block** | **ALL** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | District Name | Health block | Taluka | Health Facility | Health Sub Facility | Village | Beneficiary MCTS Id | Beneficiary RCH Id | Beneficiary Name |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Mobile Number | Age On Service In Weeks | Date of activation | Date when beneficiary self-deactivated | Number of calls answered when subscribed to Kilkari |

**Kilkari Low – Listeners Line Listing Report**

Existing Template

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State | District | Health block | Taluka | Health Facility | Health SubFacility | Village | Beneficiary MCTS Id | Beneficiary RCH Id | Beneficiary  Name | Mobile Number | Age On Service In Weeks |

Proposed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **Kilkari Low – Listeners Line Listing Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | District Name | Health block | Taluka | Health Facility | Health SubFacility | Village | Beneficiary MCTS Id | Beneficiary RCH Id | Beneficiary  Name | Mobile Number | Age On Service In Weeks |

**Kilkari Rejected Beneficiary Line Listing Repor**t

Prpoosed Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT:** | **Kilkari Rejected Beneficiary Line Listing Report** |  | **Month** | **Jun-17** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State** | **Haryana** |  | **District** | **ALL** |  | **Block** | **ALL** |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| State Name | District Name | Health Block | Taluka | Health Facility | Health Sub Facility | Village Name | Beneficiary MCTS ID |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Beneficiary RCH ID | Beneficiary Name | Mobile number | Status | Rejected Reason |

# Annexure D

# UI template



1. 

**End of document**