

FINAL REPORT
ON
(Setting up a Community Help Desk at PARC Pilani and preparing standard operating procedures (SOP))
BY

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AT



(Pilani AtmaNirbhar Resource Center (PARC), Pilani)

A Practice School II station of



BIRLA INSTITUTE OF TECHNOLOGY & SCIENCE, PILANI

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We would like to express my sincere thanks and gratitude to everyone who has helped us throughout this project. We are very grateful for the support and guidance in this period from our friends and mentors. This project has helped us gain insights into the social sector and has made us part of a social transformation that PARC is bringing to Pilani.

We express my warm regards to **B.Srinivasan**(*Student team mentor*) and **Ms. Jaswant Kaur** (*Vice President*) for their support and guidance at **Pilani Atmanirbhar Resource Center**.

We would also like to thank my PS Faculty **Mr. Anjani Srikanth Koka** for his support in the completion of this project.

We would also wish to thank BITS Pilani for this wonderful opportunity they have provided their students to conduct research in their areas of interest. Finally, we want to thank all my dear friends for their cooperation and feedback on the digital solution.

ABSTRACT SHEET

**BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE
PILANI (RAJASTHAN)**

Practice School Division

Station: Pilani Atmanirbhar Resource Center (PARC) **Center:** Pilani

Duration: 5 Months

Date of Start: 18th January 2022

Date of Submission: 18th June 2022

Title of the Project: Setting up a Community Help Desk at PARC Pilani and preparing standard operating procedures (SOP).

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Vice President

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(Continued...)

Key Words: Helpdesk, Social service, schemes, data handling, data curation, etc.

Project Areas: Social sector in Pilani (Community development)

Abstract:

The project aims to set up a Community Help Desk at PARC Pilani and prepare standard operating procedures (SOP) to help people affected by the Covid pandemic in the immediate term and other similar related services in the long term.

Signature of Student

Date: 18/06/2022

Signature of PS Faculty

Date: 18/06/2022

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INTRODUCTION

Pilani Atma Nirbhar Resource Center was established in 2012 by the BITSAA Alumni Trust with a dream to promote Local Area Community Development in and around Pilani, Rajasthan for bringing about a social transformation with an emphasis on the lesser privileged members of the society. The organization aims to act as a facilitator by creating a physical infrastructure in Pilani that can support work on the ground done by different stakeholders interested in rural sector development, e.g. NGOs, civil society organizations, Central/State Government agencies, international development agencies, and the like who have the necessary expertise in their chosen areas of work.

As a step towards fulfilling the aim, PARC is setting up a Help Desk for the local people of Pilani, especially the less privileged to help them regarding various government/NGO schemes, providing awareness and details so that they can get the benefits from these schemes or welfare programs. The Help Desk will also help people get information regarding other government benefits or documents like Adhar, BPL, etc.

Help Desk has been created in two stages. The first stage included collecting the data and creating the database. This stage helped in the understanding of how Governments or NGOs provide information related to the schemes and what is the best way to convey it to people. The second stage involved the development of an interface that can enable a PARC volunteer to easily pull the collected data for the Help Desk. An online platform was also developed so that people can directly look for the schemes and ask relevant questions through the platform itself.

SPECIFICATIONS

The main tasks of our project include collecting data regarding government schemes, schemes by NGOs/voluntary organizations that provide help to affected people, and establishing the procedure to avail the help. Other than collecting and curating data for the help desk, a need assessment survey was undertaken physically to understand the key issues and provide hand-holding to the needy.

Following are the points that are realistically achievable through this project:

- A physical help desk where a volunteer can help the people by accessing the curated database.
- An online Help Desk, a platform where people can put their queries and others can help them solve those issues by providing information regarding procedures or the concerned authorities involved

Scope of the project:

- Understanding the data available on government schemes and extracting the crucial information.
- Curating this extracted data in a simple yet comprehensive way.
- Building an interface to make it easy for even non-tech volunteers to pull data.

The following tasks were carried out throughout the project:

- Data Collection
- Database Design (ER Diagram)
- Database Development
- Need Assessment Survey
- Development of a local user interface for the physical Help Desk
- Development of an online platform for the people of Pilani

PROCESSES

Data Collection:

In data collection, we scanned through various government websites, government documents, and e-books to find out all the relevant information and government schemes. The process involved making use of previous datasets and questionnaires and figuring out the most relevant schemes according to the needs of people. The questionnaire contained the questions asked to local E-Mitras regarding the schemes which the people of Pilani needed the most.

Database design

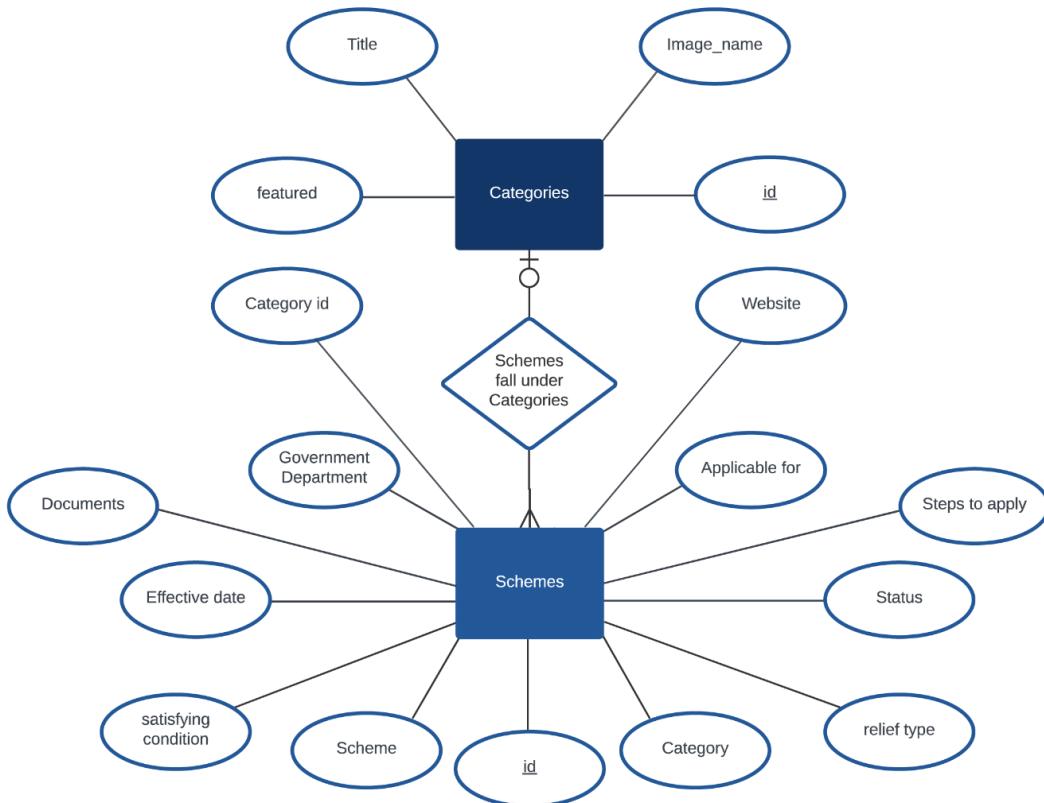
In designing the database we first made use of an excel sheet to collect and filter the necessary amount of data and also define all the necessary columns. The data collected before us wasn't curated, the columns were not organized, and the scheme information was directly copied from the website which made it highly irregular. After much discussion with our mentors, we finally decided on the type of information needed for each scheme. We worked in iterations to change and expand the columns of our excel sheet to include all the information that was desired by our mentors. We expanded the previous excel sheet from 8 schemes to 24 schemes with much more detail and columns as compared to before. Based on the present sheet we designed an ER Diagram that would help us in moving the data from an excel sheet to MySQL based Database system. This diagram also helped us to define how the data of volunteers(admins) who would have access to the local Help Desk portal will be saved. Also what data do we need from the people who use the online platform to ask questions.

Database development:

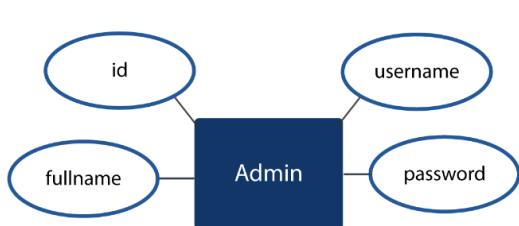
After the initial collection of data, the data was arranged in a more curated manner using MySQL. Additional tables were linked to the existing database using primary and foreign keys. This helped us create a more detailed, less clustered, and more curated database. This database could be used as backend storage of the helpdesk website from where the required information could be easily pulled by developing the required front end. Completing this stage helps us establish the physical helpdesk where a person can individually address the people of Pilani and pull out the required schemes according to their needs. This could be done by pulling the data from the existing backend using a few lines of SQL queries.

Pilani AtmaNirbhar Resource Center

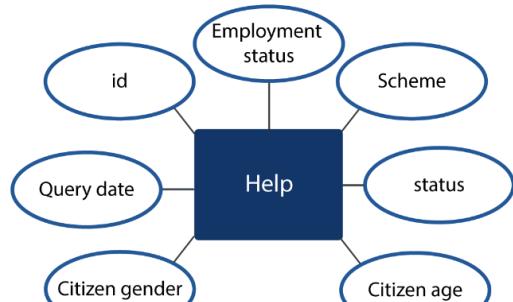
Sonal Kumar | April 18, 2022



Details of how the schemes and their categories is organised in the Database



The details of the volunteer saved in the Database



The details of the people who ask questions on the online platform

ER Diagram

Need Assessment survey:

This step was undertaken to fine-tune the database according to the scope and practicality of the schemes. We will be designing a questionnaire to get feedback from people regarding the popular schemes. This will give us a general overview of all the data points necessary to understand the demography of people and their requirements. The questionnaire can be used by the Admin of the Help Desk to get information regarding the demography of people who are asking for help and also in which field they need the help. We integrated the essence of this questionnaire into the online platform we built, so that essential details of the people are saved in the database.

There is a separate ER Diagram for these data points as seen above. These data points will serve as a guide to further expand the scheme database. Following is the Questionnaire:

Pilani Atmnirbhar Resource Center (PARC)

An Initiative of BITSAA Alumni Trust

Questionnaire

9th February 2022

Pre-statement

Basic Questions

1. What is your age?
2. Marital status
3. How did you come to know about PARC?
4. Religious, social, and economic categories (OBC, EWS, SC/ST)

Employment

1. Are you financially independent?
2. Employment type?
3. What factors influence your employment throughout the year (to laborers, farmers, etc.)
4. What is your annual income?
5. Effect of the pandemic on employment

Awareness

1. What is your awareness regarding various schemes offered by the government?
2. Is the government able to deliver the knowledge of schemes to you yes/no 3. If not, then whom do you approach to get information regarding these schemes?

Problem Statement

We will have to understand, format, and manually add this part into the Database. We will suggest the most relevant scheme or refer the concerned person to the appropriate authority depending on the issue.

We can further ask some questions once a scheme has been suggested:

1. Are you already aware of the schemes related to your issue?
2. How much effort are you willing to follow up regarding your schemes?

Local Help Desk Portal:

This was the first part of our final step in the development of the online help desk. In this, we created a user interface that will be integrated with the developed database. This interface will be used to pull data from the backend so that any user can easily navigate and explore our database. Any user can easily access all the information regarding the government schemes directly from this portal.

The screenshot shows the phpMyAdmin interface with the following details:

- Database:** government scheme
- Table:** tbl_cart
- Rows:** 2 (total)
- Query:** SELECT * FROM `tbl_cart`
- Columns:** id, ctn_name, contact_no, email, ctn_address, scheme, ctn_gender, ctn_age, query_date, employment_status, query_status
- Data:**

		id	ctn_name	contact_no	email	ctn_address	scheme	ctn_gender	ctn_age	query_date	employment_status	query_status
		1	Isadora Palmer	+1 (992) 961-7604	beruxupe@mailinator.com	Sapiente inventore q	Rajasthan Mukhyamantri Corona Bal Kalyan Yojana 20...	Female	31	2022-06-18 01:01:18pm	Employed	Asked
		2	Sonal	+1 (289) 789-6659	f20180068@pilani.bits-pilani.ac.in	Pune	Rajasthan Mukhyamantri Corona Bal Kalyan Yojana 20...	Male	22	2022-06-18 01:53:08pm	Employed	Asked

The MySQL Relational Database

The original database looks like this. After talking to our mentors, we faced the issue that the non-technical Volunteers working on the Help Desk may not know how to pull data using SQL. In order to make this process User-friendly we developed a local portal for the volunteers at PARC, who can now login into this portal as Admin using their username and password. The admin can add more schemes, and more categories and update or delete existing admins. This enables the data to be evergrowing and makes the Help Desk extremely flexible. The admin will ask the questions listed in the questionnaire and add schemes to the database based on the data collected.

PARC Helpdesk - Homepage

localhost/helpdesk/admin/manage-admin.php

Cordo-van-Saviour... Category Single-Line vs. Mult...

Home Admin Category Schemes Cart Logout

Manage Admin

Add Admin

S.N	Full Name	Username	Actions		
1	Rdwa Chavez	ruwoqetuge	Change Password	Update Admin	Delete Admin
2	Avye Farrell	piruz	Change Password	Update Admin	Delete Admin
3	Alisa Mercado	lavixify	Change Password	Update Admin	Delete Admin
4	Administrator	admin	Change Password	Update Admin	Delete Admin
5	Dale White	rinybiryk	Change Password	Update Admin	Delete Admin

2022 All rights reserved, Pilani Atmanirbhar Resource Center. Developed By- [Admin](#)

Here, we can add, update and delete admins

PARC Helpdesk - Homepage

localhost/helpdesk/admin/manage-category.php

Cordo-van-Saviour... Category Single-Line vs. Mult...

Home Admin Category Schemes Cart Logout

Manage Category

Add Category

S.N	Title	Image	Image Name	Featured	Active	Actions	
1	Covid19 & Misc		Scheme_Category242.jpg	Yes	Yes	Update Category	Delete Category
2	Education and Livelihood		Scheme_Category314.jpg	Yes	Yes	Update Category	Delete Category
3	Unemployment		Scheme_Category169.jpg	Yes	Yes	Update Category	Delete Category
4	Medical and Health		Scheme_Category457.jpg	Yes	Yes	Update Category	Delete Category

Here, the admins can explore, update and delete categories

Update Category

Title:

Current Image: 

New Image: No file chosen

Featured: Yes No

Active: Yes No

The updating section looks like this. Featuring the category will show on the online website.

PARC Helpdesk - Homepage

localhost/helpdesk/admin/manage-schemes.php

Category Single-Line vs. Mult...

Home Admin Category Schemes Cart Logout

Manage Schemes

Add Schemes

S.N	Title	Category Id	Image	Effective Date	Government Department	Applicable for	For what specifically	Relief Type	Actions
1	Rajasthan Mukhyamantri Corona Bal Kalyan Yojana 2021 – Assistance to Children Orphaned / Women Widow by COVID-19	21		2021-06-13	State Government	Women widowed,Free education to orphaned kids,Orphaned girl students and boys,Unemployed youngsters	Women widowed due to coronavirus will be paid a monthly pension for themselves and for raising their children.	Immediate Grant of INR. 1 lakh Consolidated amount of INR. 5 lakh (one-time assistance) on completion of 18 years of age ₹2,000 per child per annum towards the cost of school uniforms and school books Free education to orphaned kids till class 12 through residential schools or hostels Orphaned girl students will be allotted hostels in colleges on a priority basis whereas boys will benefit from the Ambedkar DBT Voucher scheme (₹5000 underprivileged college students who move to urban areas to study in colleges get ₹5,000 or ₹7,000 a subsidy for residential facilities) Unemployed vounsters affected by	<input type="button" value="Update Scheme"/> <input type="button" value="Delete Scheme"/>

Schemes are also added and updated as same as Categories.

PARC Helpdesk - Homepage × + localhost/helpdesk/admin/add-schemes.php

Cordo-van-Saviour... Category Single-Line vs. Mult...

Home Admin Category Schemes Cart Logout

Add Scheme

Title:

Category:

Select Image No file chosen

Effective Date

Government Department:

Applicable for:

for what specifically:

Satisfying Condition:

Relief Type

Steps to apply:

Category:

Category: Covid19 & Misc

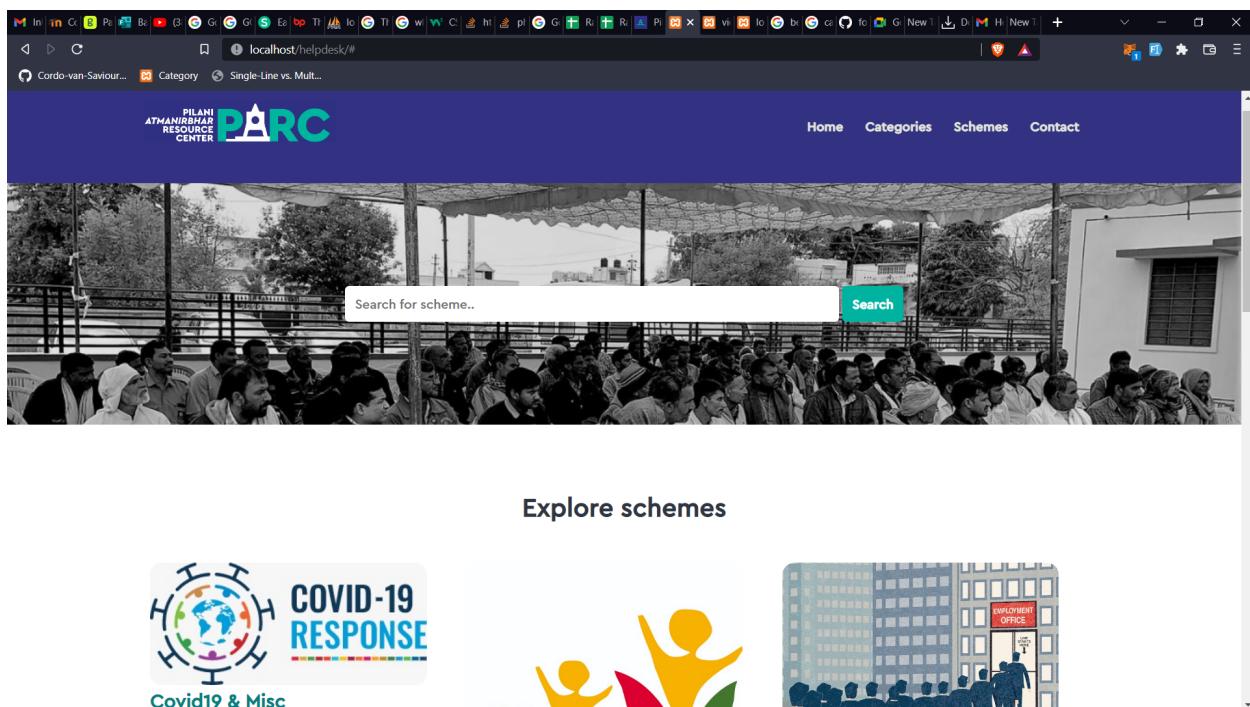
- Covid19 & Misc**
- Education and Livelihood
- Unemployment
- Medical and Health
- Public Distribution
- Rural Development
- Other Social Services
- Livelihood
- Pension
- Minority Affairs
- Old age

Brave Borrow with Nexo from 0% APR Automatic approval, no checks. As low as \$50 and up to \$2M. Close

These Screenshots show the process of adding schemes to the database.

Online Help Desk Website:

This is the second part of our final step in the development of the Help Desk. This was not in the initial plan of action but with the support of our mentors, we went further with the development of an online version of the Help Desk. This is the most ambitious part of the project and we really wanted to do this. Whatever data will be added from the local portal to the database is shown on this website and people can access this from wherever they want. So there is no need to physically access the Help Desk. If a person wants further detail about a scheme, they just have to fill out a form with basic information as discussed in the questionnaire and submit it with their query. This query will show on the local portal, and the admin can contact them accordingly and solve their problem. Also, the admin can choose which categories and schemes to feature on the home page of the website.



This is how the home page of the website looks

Helpdesk Website + localhost/helpdesk/#

Cordo-van-Saviour... Category Single-Line vs. Mult...

Scheme Menu

Rajasthan Free Uniform / Textbook Scheme 2021
State Government
Compensating expenses for uniforms and textbooks at government schools
[Add to Cart](#)

Rajasthan Anuprati CM Free Coaching Scheme 2021
State Government
The state government would provide free coaching to students to prepare for Indian Civil Services, Rajasthan Civil Services, IIT, IIM, CPMT, NIT and Rajasthan Engineering and Medical etc.
[Add to Cart](#)

Rajasthan Aapki Beti Yojana 2021
State Government
Girls who have lost either one or both parents will get financial assistance
[Add to Cart](#)

Vridhavastha Pension Yojna 2022
State Government
Providing pension to elderly citizens with less or no income
[Add to Cart](#)

ESIC Atal Bimbit Vyakti Kalyan Yojana 2021
Central Government
ESIC will provide relief payment amount upto 90 days (once in a lifetime) to employees in cash directly into their bank accounts in case of unemployment. Financial assistance would be

Helpdesk Website + localhost/helpdesk/category-schemes.php?category_id=23

Cordo-van-Saviour... Category Single-Line vs. Mult...

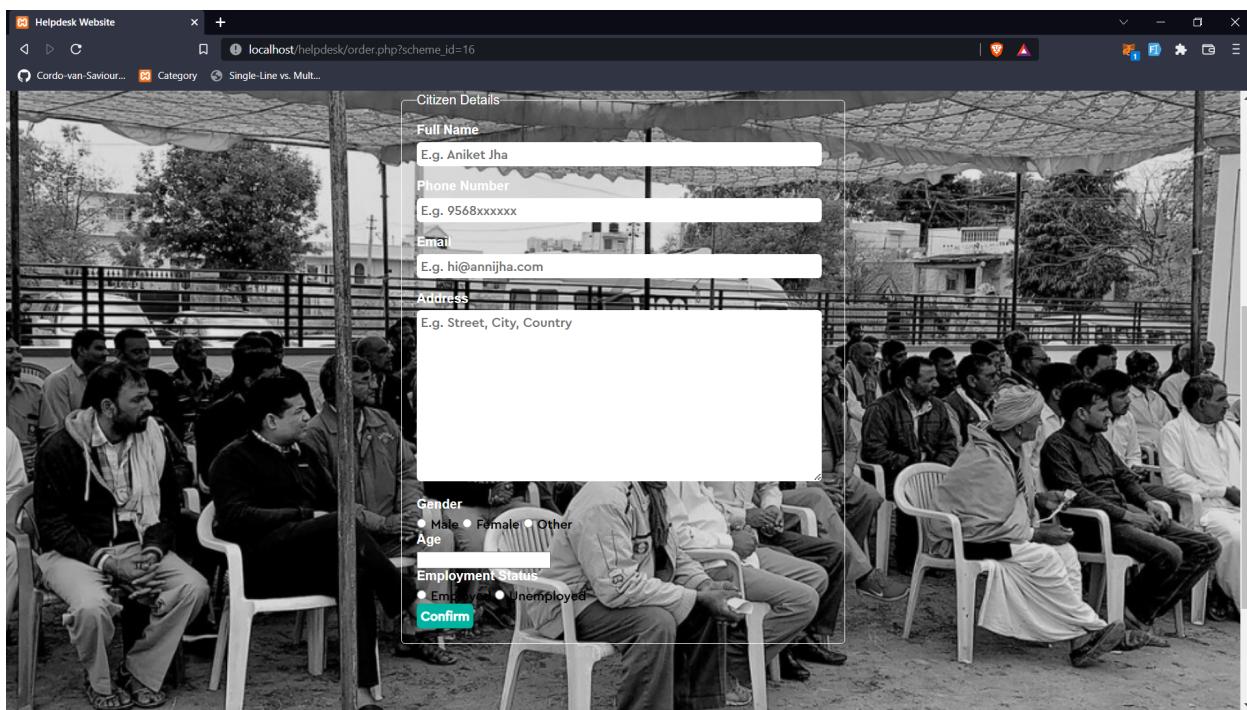
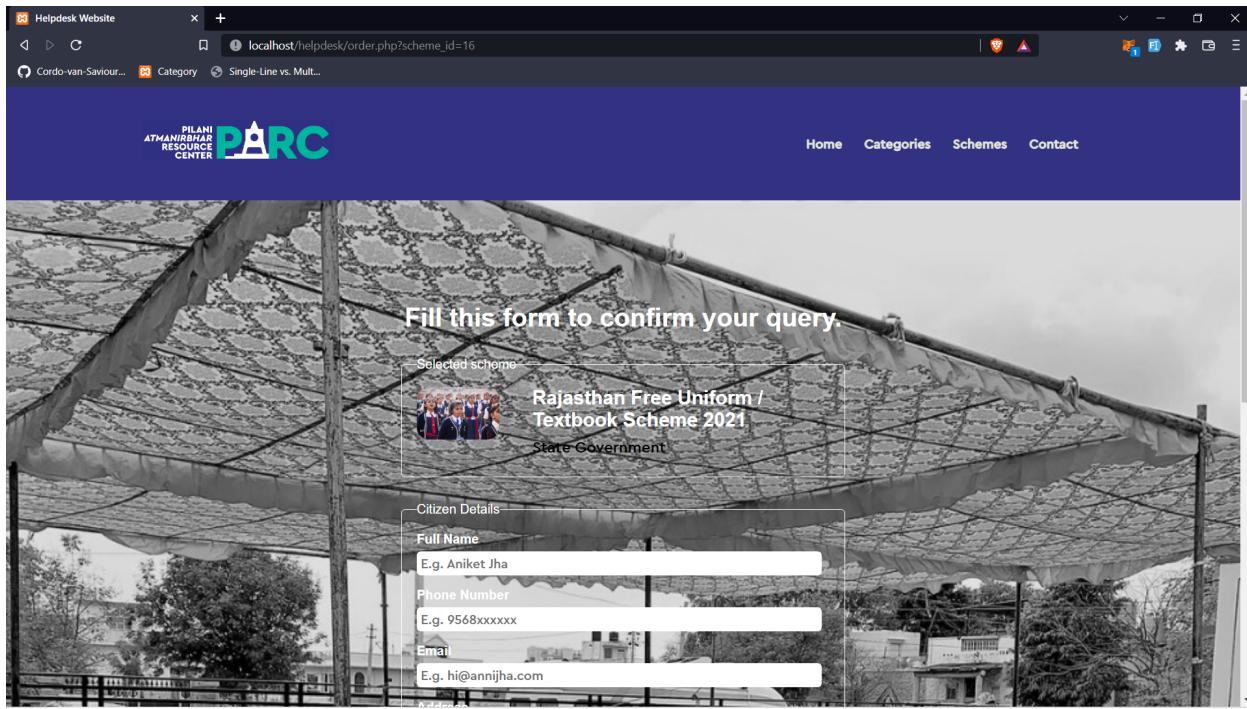
PILANI
ATHMANI
RESOURCE
CENTER
PARC

Home Categories Schemes Contact

Scheme Menu

ESIC Atal Bimbit Vyakti Kalyan Yojana 2021
Central Government
ESIC will provide relief payment amount upto 90 days (once in a lifetime) to employees in cash directly into their bank accounts in case of unemployment. Financial assistance would be

People can also search for schemes.



Queries can be asked here by clicking add to cart.

CONCLUSIONS & RECOMMENDATIONS

The Help desk project is a great initiative to address the financial and livelihood issues of the people of Pilani. The project aims to make the government schemes easily accessible to the locals so that they can benefit from them. It acts as a channel between people and the government to help people make the best use of the upcoming and existing government initiatives.

As of now, we are in a stage to completely develop the physical helpdesk by having a basic setup of computers. The curated database would be loaded into the system. Any volunteer or an employee of the PARC can easily access the dataset using a few lines of SQL queries or by using the local Help Desk portal. Additional tables could be added as per need.

The assessment surveys will help to fine-tune the data and also give us an idea about the need for additional data points. It is advised to use the questionnaire wherever possible to get as much data to ascertain the people's requirements and expand the database accordingly.

REFERENCES

1. Pilani AtmaNirbhar Resource Center website
<https://atmanirbhar.org/>
2. RajRas website
<https://www.rajras.in/>