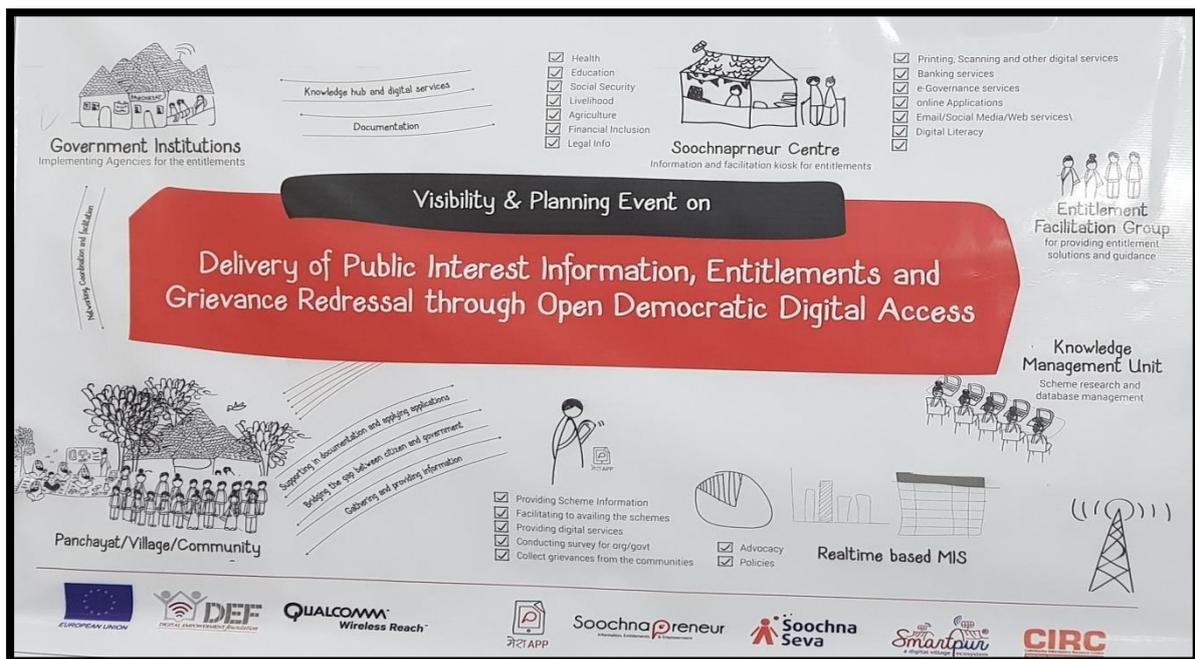Visibility and Planning Event on Delivery of Public Interest Information, Entitlements and Grievance Redressal through Open Democratic Digital Access

Reported By: **MeraApp and Soochnapreneur Project**

Venue: **International Youth Centre, Chanakyapuri**

Dates: **29 and 30 October 2018**

Total Participants: **32**

Duration: **2 days**

Introduction

This document is a narration of the detail of the event and sessions of the training workshop on MeraApp that was conducted for the District and Assistant District coordinators of MeraApp and Soochnapreneur, Soochna seva, Smartpur and CIRC program. This residential training was conducted at the International Youth Centre and the sessions lasted for two days.

Participants

The participants were the District Coordinators and Assistant District coordinators of MeraApp, Soochnapreneur, Soochna seva, Smartpur and CIRC program of Digital Empowerment Foundation. All the coordinators were representing their states. The states were:

1. Rajasthan
2. Bihar
3. Madhya Pradesh
4. Ranchi
5. Odisha
6. Uttarakhand
7. Uttar Pradesh
8. Haryana
9. Telangana
10. Andhra Pradesh
11. Karnataka
12. Tamil Nadu

The central team of MeraApp, Soochnapreneur, Soochna seva, Smart pur and CIRC program from Delhi also participated in the workshop.

Duration

The two-day training workshop was conducted on two on consecutive days. With this, the training was conducted on 29th and 30th October 2018

The first day of the training started at 10:00 AM and ended at 10:00 PM. The second day of the training session started at 8:30 AM and 6:30 PM.

Training goal

The main objective behind the training workshop is to get the coordinators to share and learn the essential ins and outs of managing a project- from start to end and what's in between. One of the reasons was also to review the program status- district wise. Along with that, the coordinators needed to understand what to focus when managing their work, especially the projects they work on.

The training workshop was also an orientation to the coordinators of Smartpur program as they recently collaborated with the MeraApp and Soochnapreneur program.

Workshop Contents

The following core concepts were covered in the training program:

1. Project Mission
2. Project Planning
3. Project Progress Monitoring
4. Handling beneficiaries and stakeholders
5. Handling team members

Facilitation Techniques Used (Methodologies)

There were several facilitation techniques used by the facilitators which included the question and answer session, brainstorming, group discussions and practical implementation of some of the topics by trainees on charts and using the MeraApp. The multiple training methodologies were utilized in order to make sure all the participants get the concepts clear and can practice what they learn.

Training Sessions

DAY 1

The training session started with the introduction of a facilitator which was followed by the introduction of every individual participant. This was done by introducing himself/herself by mentioning their name and their position in the organization.

The managers from the central team presented the overall status of the MeraApp and Soochnapreneur program including mission and vision of MeraApp, the ecosystem model of the program, coverage of the program and expansion plan of the project. The session was also the recapitulation of the work done under the MeraApp and Soochnapreneur program such as total digital services provided, e-governance linkages, status of CSC Ids, State Online centre, Banking correspondence status. Data was presented until the month of June.

After the lunch break, the session continued with the status update of the MeraApp/ Soochnapreneur program. District wise updates were presented by the District coordinators and Assistant district coordinators. The district coordinators and the Assistant district coordinators from the southern states of India gave the introduction of their program and also presented the rationale of their locale.

The last session of the training was facilitated by Osama Manzar, founder and director of Digital Empowerment Foundation on the importance of data in everyone's life. He addressed the necessity of data and how it should also be categorized as a "commodity". Comparison between "revenue" and "data" was also made. Osama Manzar also motivated the fellow coordinators to

become change agents of their society. He also narrated his experience regarding the challenges faced by the people in managing the data. By defining the relation of Information with service, Osama Manzar concluded with the point that data creates evidence due to which work progresses which also helps in decision making and will further contribute in marketing the business.

At the end of the first day, a group discussion was facilitated which was aimed at knowing the participants' views about the day's proceedings, what they learnt and what improvement they would like to see in MeraApp and Soochnapreneur program.

DAY 2

The second day of the training started at 8:30 AM. The first session was the hands-on training of MeraApp. This was done to provide participants with practical experience regarding the front end and back end of MeraApp. The facilitators were the district coordinators of Alwar (Rajasthan) and Guna (Madhya Pradesh). The session was concluded by the participants giving suggestions regarding the better functioning of MeraApp.

The second session was a brief discussion on strengthening the Knowledge Management Unit. The participants shared their views and opinions regarding the process of creating, sharing, using and managing the knowledge and information regarding the schemes launched by the state or central government. The central team suggested different ways to strengthen this Unit.

After the lunch break, parallel sessions took place and the sessions ended with a group photograph.

Conclusion

The residential training program was conducted successfully and all the participants actively participated in two days of the training. It provided a platform for two way communication between the managers and the coordinators. It also helped in clearing the concepts about which the coordinators did not know about before the training.