Project Profile
of
Establishing Help Desk Centers

01.   Project Title

Establishing Help Desk Center for Facilitating Various Government Schemes Linkages for Most Vulnerable Families of Bhal Region.

02.   Purpose of the Proposed Project

The purpose of the intervention is to strengthen the utilization of Government schemes and services by facilitating the process of application to the various schemes and creating awareness about the existing schemes programs. It is envisaged that ensuring overage under the Government safety net programs will ensure attainment of the sustainable development goals. The project interventions are designed to be applied in settings with poor utilization of existing Government schemes by effectively addressing the bottle necks that impedes the utilization of health and nutrition services and mars the improvement in health indicators. The integrated approach entails the following:

1.   Establishing Help Desk Center within the reach of the communities
2.   Strengthening of public service delivery system
3.   Improve utilization of the Government's health and nutrition programs
4.   Awareness generation
5.   Liaising & Coordination with key Government stakeholders

03.   Help Desk Center Objective

To strengthen the existing Government schemes by ensuring 100% utilization of Government safety net programs& schemes

04.   Key Functions

1)   "One Stop Center" available at village level to address the gaps in Government scheme & service utilization
2)   Engage community in demand generation for Government schemes & services – household survey conducted by staff to educate community about entitlement
3)   Facilitate documentation for all schemes related applications and necessary follow-ups
4)   Hub for all scheme & service application forms

5) Acts as an interface between communities and village, block level official/administration

05. Proposed Project Villages, Families and Population

No	Village	Block	District	No. of Families	Population	Place of Help Desk Center
				As per Census 2011		
1	2	3	4	5	6	7
1	Hebatpur	Dholera	Ahmedabad	1002	6339	Hebatpur-HDC 1
2	Juni Sodhi	Barwala	Botad	589	3365	Hebatpur-HDC 2
3	Sandhida	Dholera	Ahmedabad	216	985	Hebatpur-HDC 3
4	Bhimtalav	Dholera	Ahmedabad	29	122	Dholera-HDC 2
5	Mahadevpura	Dholera	Ahmedabad	90	582	Dholera-HDC 2
6	Rahtalav	Dholera	Ahmedabad	214	1315	Dholera-HDC 2
7	Bhangadh	Dholera	Ahmedabad	362	2330	Bhangadh-HDC 3
8	Zankhi	Dholera	Ahmedabad	126	882	Bhangadh-HDC 4
9	Mingalpur	Dholera	Ahmedabad	418	2485	Bhangadh-HDC 5
10	Rajpur	Dholera	Ahmedabad	138	752	Bhangadh-HDC 6
	Total			3184	19157	

06. Proposed Help Desk Center's Activities

6.1 Help Desk Set-up

Help Desk shall be set-up in the local intervention area to facilitate and ensure effective coordination of the help desk activities. The location of the office will be strategically chosen at Taluka Level place such that there is engagement of the concerned officials in the process. It would also ease coordination with Government officials for authorization processes and will help in creating awareness in community about the designated place & official responsible for facilitating application process for Government schemes and services. Basic infrastructural requirements such as Computer, Printer, Scanner and working internet connection will be made available at all help desks. The office must be set-up within two months of the project initiation.

6.2 Initiating Help Desk Services at Cluster Level

Help Desk services will be set up at Cluster Level covering of 3 to 4 villages to ensure entitlements are accessed and utilized by beneficiaries. The proposed help desk will track all eligible beneficiaries through a tracking system and also aid in facilitating complete documentation for accessing various economic benefit and safety net schemes like Vidhva Sahay, Niradhar Yojana, etc.**It is proposed to establish 3 Help Desk Centers at villages namely Hebatpur, Mahiti Center Dholera, and Bhangadh Village.**

6.3 Development of Software for a Robust Surveillance System

To link eligible HHs with the Government's safety net programs. Database of all HHs will be developed which will be linked with eligible entitlements and its utilization. This software will be used for tracking HHs and ensuring utilization of services by the eligible households.

6.4 Engagement of Local Resource Person

A modestly educated youth will be identified and trained to facilitate the functioning of the help desk such that one Help Desk Coordinator is engaged at a Cluster Level. The personnel will be imparted training on various Government schemes and liaising with the Government functionaries. The person will also conduct house visit to identify and create awareness on the various entitlements

6.5 Citizen Information Boards

To enable the community to be informed and actively involved in the systemic procedures relating to sanction of application for various schemes and services, a display board will be put outside all help desks. This help desk boards will give details of status of application under various schemes and movement of their application within the system. The status will be updated on the display board on daily basis.

7 Process Flow
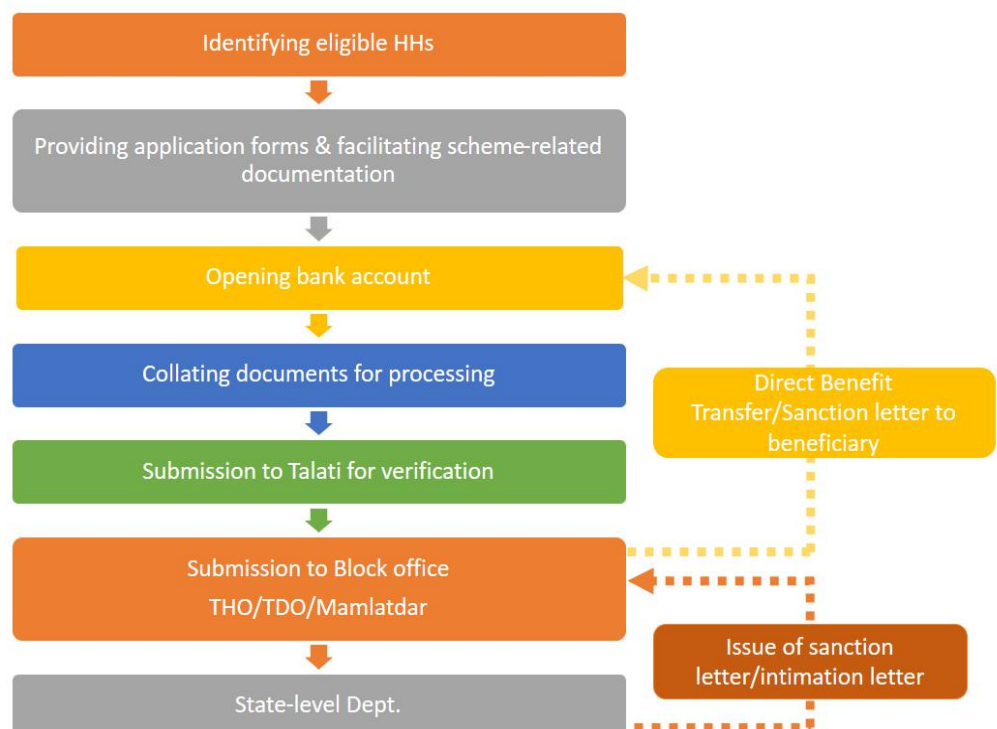
8   Human Resource

The above listed activities will be coordinated and implemented by team of professionals specifically engaged for the intervention. Help Desk Coordinators in each village supervised by Field Supervisor. The team is supported by Admin & Accounts In charge and Coordinator