

SUMMER INTERNSHIP PROGRAM

at

Nand Ghar By Vedanta



From 3 May 2024 to 3 July 2024

A REPORT BY

Digvijay Singh Rajawat

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Dr. Goutam Sadhu





CERTIFICATE OF COMPLETION

This is to certify that **Dr. Digvijay Singh Rajawat** of MBA (Hospital and Healthcare Management) of **IIHMR University, Jaipur** has worked with our project for his internship from 03/05/2024 to 03/07/2024. The overall performance shown by him during the period was good. This certificate is being issued to meet the requirements of IIHMR University.

DATE: 10/07/2024

KHURRAM NAAYAAB

Head of Operations
PROJECT NAND GHAR

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Digvijay Singh Rajawat** of academic year 2023-25 of **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during 03 May -03 June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 22/07/2024

A handwritten signature in blue ink, appearing to read 'G. Sadhu'.

(Signature of Faculty Mentor)

Name: **Dr. Goutam Sadhu**

Designation: Professor, Proctor, Dean (Students Welfare)



Cash Transfer Schemes On Maternal and Child Health/Nutrition



IIHMR Mentor- Dr. Goutam Sadhu
Organization Mentor- Dr. Pradeep Singh Kachhawa

Name- Digvijay Singh Rajawat
Roll No.- 1703 (HM-28)

History

Nand Ghar is a social initiative of the Anil Agarwal Foundation(2015), the philanthropic arm of the Vedanta Groups. The project aims to transform the lives of 7 crore children and 2 crore women across the 13.7 Lakh Anganwadi centres by providing online education, primary healthcare, nutritional requirements and economically skill training for women across India. The first Nand Ghar was established in the Nagepur district of Varanasi in April 2016.

Description

Nand Ghar is a collaborative project between Vedanta and the Ministry of Women and Child Development, with an MoU signed up for developing 4000 modern Anganwadis as Nand Ghars across India. 6000+ Nand Ghar have been upgraded across 14 states in India.

Vision

Transforming the lives of 7 cr. children and 2 cr. women across 13.7 lakh Anganwadis in India through Nand Ghars, by imparting best in class curriculum through televisions for e-learning, healthcare with a doctor at doorstep, hygienic pre cooked meals for nutrition and economically empowering women through customized skill training across India.

Mission

Committed to the Prime Minister's national vision of eradicating child malnutrition, providing education, healthcare and empowering women with skill development

Organization structure



Cash Transfer Schemes On Maternal and Child Health/Nutrition

Direct cash transfer schemes provide financial support directly to pregnant women and families with young children to improve health and nutrition outcomes. These programs improve access to health care and nutritious food, reduce malnutrition and mortality, and strengthen families economically, leading to better health and quality of life.

Difference between Theoretical & practical understanding

A theoretical understanding of cash transfer schemes involves studying the principles, models and predicted benefits for maternal and child health from the existing literature. In contrast, practical understanding involves implementing schemes, observing real-world impacts, overcoming operational challenges, and evaluating actual outcomes through direct engagement and data collection

Challenges faced during internship

- No formal training was provided.
- Places at Nand Ghar were hard to reach.
- Limited positive response from stakeholders.
- Challenges in coordinating visits to remote locations.
- Difficulty in communicating with organization mentor.

Learnings During Internship

- Gained knowledge about how direct cash transfer Schemes improve maternal and child health by providing financial support
- Learned about data collection methods and communication strategies used at various levels to evaluate these programs.
- Acquired knowledge of public health programs and their integration with cash transfer schemes.
- Identified issues in the implementation of cash transfer schemes, including monitoring the use of funds and program effectiveness
- Gained insight into CSR initiatives like Vedanta's Nand Ghar and their role in improving public health.



Usefulness of internship

- Received hands-on experience with direct cash transfer schemes and early childhood development projects
- Enhanced skills in data collection, analysis and reporting through real-world applications.
- Offered insight into the practical application of corporate social responsibility in healthcare and education.
- Deeper understanding of how financial assistance and integrated services impact maternal and child health.

Suggestions

- Develop a centralized communication platform and establish regular interdepartmental meetings to improve coordination and reduce dependency.
- Simplify and digitize documentation processes for the PMMVY scheme to reduce complexity and administrative burden.
- Conduct regular hands-on training for Anganwadi workers on online platforms and administrative procedures.
- Introduce structured counseling sessions and educational materials on health and nutrition for beneficiaries to improve awareness and support.

ACKNOWLEDGEMENT

I am deeply grateful and privileged to have had the opportunity to pursue my internship at the Nand Ghar By Vedanta,Jaipur during my MBA in Hospital and Health Management.

I did my internship in Project(Cash Transfer Schemes on Maternal and Child Health/Nutrition) where I had the privilege of working under Dr. Pradeep Singh Kachhawa (Manager Government Affairs ,AAF PMU,Rajasthan) and Mrs. Akshita Bhatia (Nand Ghar) for their unwavering support, guidance, and expertise have played a pivotal role in my learning and growth during my time in Nand ghar by Vadanta. Their willingness to share their knowledge and provide guidance throughout my project has been instrumental in its success.

I would also like to extend my heartfelt thanks to my university mentor, Dr. Goutam Sadhu for his unwavering support, encouragement and valuable insights that have been instrumental in shaping my understanding and approach towards my project and complemented my internship experience.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 1

Date – 11-05-2024

Activity Done	• Received induction for internship program and information about the Nand Ghar project from the organization mentor. • Visited the ICDS office. • Received information from the organization mentor about cash transfer schemes like PMMVY and IGMPY
Linking theory (Classroom learning) with practice at your organisation	I found that what I learned in class about health policies and healthcare systems, particularly from our first-year modules on health and development , as well as national health programmes, really helped me understand the schemes we discussed today. It's like connecting the dots between what I've been taught and what I'm seeing in action during my internship. These modules provided me with a solid foundation and understanding of the broader healthcare landscape.
Gaps identified on the working area.	One thing I noticed is that while our classroom sessions gave us a good basic understanding, there's still a lot more to learn, especially about health policies. It feels like we just scratched the surface, and there's a whole world of information out there waiting for us.
Suggestions for improvement	I think it would be great if we could have more detailed lessons on health policies in class. That way, we'd be even more prepared to tackle real-world situations during internships and in our future careers.
Plan for the next week	Next week, I'm planning to dive deeper into the government schemes run by the Integrated Child Development Services in Rajasthan, like PMMVY and IGMPY. I also have to explore similar schemes in other states to get a broader perspective.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 2

Date – 18-05-2024

Activity Done	• Conducted in-depth study and discussion with Dr. Pradeep Sir regarding the operational aspects of the IGMPY scheme. • Explored the functionalities and processes of the IGMPY portal, including beneficiary registration, application processing, and monitoring. • Analyzed the payment methodology employed for the IGMPY scheme, focusing on the disbursement process and payment channels. • Observed the processing of payments for IGMPY beneficiaries to gain insights into the efficiency and transparency of the system. • Gained a comprehensive understanding of how technology facilitates the implementation and impact of social welfare programs like IGMPY. • Recognized the significance of timely and accurate financial assistance in improving maternal and child health outcomes. • Acknowledged the role of digital platforms and technology in enhancing the reach and effectiveness of welfare schemes.
Linking theory (Classroom learning) with practice at your organisation	I found that what I learned in class about health policies and healthcare systems, particularly from our first-year modules on health and development , as well as national health programmes, really helped me understand the schemes we discussed this week.
Gaps identified on the working area.	One thing I noticed is that The IGMPY scheme faces significant challenges due to a lack of coordination between different administrative levels. This results in a high level of dependency on various levels.

Suggestions for improvement	To reduce claim dependency, implement regular monitoring. This involves tracking claim progress consistently, identifying bottlenecks early, and ensuring timely resolutions. Establish clear performance metrics to gauge efficiency and effectiveness. Regular monitoring fosters transparency, enhances accountability, and ensures timely support for beneficiaries under the IGMPY scheme.
Plan for the next week	Next week I am planning to dive deeper into the Direct Cash transfer Schemes run by ICDS like PMMVY and IGMPY.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 3

Date – 25-05-2024

Activity Done	• Studied IGMPY and PMMVY technical architecture and functionality through documentation review. • Analyzed stakeholder roles in IGMPY and PMMVY . • Researched PMMVY's benefits, eligibility criteria, and payment processes. • Explored payment mechanisms and regulatory frameworks within PMMVY and IGMPY.
Linking theory (Classroom learning) with practice at your organisation	• Organization Structure and Design
Gaps identified on the working area.	• Out-of-date or incomplete information • Inefficient payment systems • Inadequate regular monitoring and evaluation. • Undefined or overlapping roles of stakeholders
Suggestions for improvement	• Improve payment infrastructure and strengthen regulatory frameworks. • Regularly update documentation
Plan for the next week	Next week, I will visit assigned Nand Ghars to observe operations and conduct interviews with Anganwadi workers. I will also interview beneficiaries of IGMPY and PMMVY to gather insights into their experiences and feedback. The goal is to understand the implementation of these programs firsthand and compile findings to inform recommendations for program improvement.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 4

Date – 01 -06-2024

Activity Done	• Conducted interviews with Anganwadi workers at Nand Ghar Vedanta to understand the operational aspects of the IGMPY scheme. • Explored procedures followed by Anganwadi workers in handling grievances under the IGMPY scheme. • Interviewed beneficiaries to gather feedback on their experiences with the IGMPY scheme. • Obtained insights into the effectiveness of grievance redressal mechanisms and the impact of the scheme on community welfare.
Linking theory (Classroom learning) with practice at your organisation	• Research method • Research design • Research approaches • Data collection methods
Gaps identified on the working area.	• Some Anganwadi workers exhibit unawareness of online platforms used in program administration. • Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects.
Suggestions for improvement	• Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration. • Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes.
Plan for the next week	• Schedule visits to additional Nand Ghars to further research the IGMPY scheme.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 5

Date – 09-06-2024

Activity Done	• Conducted interviews with Anganwadi workers at Nand Ghar Vedanta to understand the operational aspects of the IGMPY scheme. • Explored procedures followed by Anganwadi workers in handling grievances under the IGMPY scheme. • Interviewed beneficiaries to gather feedback on their experiences with the IGMPY scheme. • Obtained insights into the effectiveness of grievance redressal mechanisms and the impact of the scheme on community welfare.
Linking theory (Classroom learning) with practice at your organisation	• Research method • Research design • Research approaches • Data collection methods
Gaps identified on the working area.	• Some Anganwadi workers exhibit unawareness of online platforms used in program administration. • Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects. • Delay in payment process due to lack of regular monitoring for pending claims.
Suggestions for improvement	• Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration. • Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes. • Implement proper and regular monitoring for claims.
Plan for the next week	• Schedule visits to additional Nand Ghars to further research the IGMPY scheme. • Structure the collected data and perform data analysis.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 6

Date – 16 -06-2024

Activity Done	• Prepared Excel sheets for collected data. • Cleaned collected data. • Prepared transcripts. • Analyzed the data.
Linking theory (Classroom learning) with practice at your organisation	• Research method • Data cleaning • MS Excel • Analysis of Qualitative data
Gaps identified on the working area.	• Some Anganwadi workers exhibit unawareness of online platforms used in program administration. • Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects. • Delay in payment process due to lack of regular monitoring for pending claims.
Suggestions for improvement	• Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration. • Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes. • Implement proper and regular monitoring for claims.
Plan for the next week	• Schedule visits to additional Nand Ghars to further research the IGMPY scheme.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 7

Date – 23-06-2024

Activity Done	• Meeting with the organization mentor, Dr. Pradeep Singh. • Conducted interviews with Anganwadi workers at Nand Ghar Vedanta to understand the operational aspects of the IGMPY and PMMVY scheme. • Explored procedures followed by Anganwadi workers in handling grievances under the IGMPY and PMMVY scheme. • Interviewed beneficiaries to gather feedback on their experiences with the IGMPY and PMMVY scheme.
Linking theory (Classroom learning) with practice at your organisation	• Research method • Research design • Research approaches • Data collection methods
Gaps identified on the working area.	• Some Anganwadi workers exhibit unawareness of online platforms used in program administration. • Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects. • Delay in payment process due to lack of regular monitoring for pending claims.
Suggestions for improvement	• Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration. • Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes. • Implement proper and regular monitoring for claims.
Plan for the next week	• Schedule visits to additional Nand Ghars to further research the IGMPY scheme.

Reporting Format (Weekly)

Name of the Organisation: NAND GHAR BY VEDANTA

Area/ Department/ Project of Summer Internship Program: CASH TRANSFER SCHEMES

Name of the Student: DIGVIJAY SINGH RAJAWAT

Roll no: 1703

Stream: MBA (HM)

Week no: 8

Date – 05-07-2024

Activity Done	• Visited Multiple Nand Ghar locations. • Interviewed Anganwadi workers regarding challenges with IGMVY and PMMVY schemes. • Interviewed beneficiaries to assess their experiences with the schemes. • Prepared Excel sheets for collected data. • Cleaned collected data. • Prepared transcripts. • Evaluated and analyzed the collected data. • Created a final report for submission to organization mentor, Dr. Pradeep Singh. • Discussed findings and suggested improvements with the mentor.
Linking theory (Classroom learning) with practice at your organisation	• Research method • Research design • Research approaches • Data collection methods • Data cleaning • MS Excel • Analysis of Qualitative data
Gaps identified on the working area.	• Some Anganwadi workers exhibit unawareness of online platforms used in program administration. • Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects. • Delay in payment process due to lack of regular monitoring for pending claims.
Suggestions for improvement	• Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration. • Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes. • Implement proper and regular monitoring for claims.

Plan for the next week	• Finalize internship details and prepare for submission.
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Compiled Report

Name of the Organisation: Nand Ghar By Vedanta

Area/ Department/ Project of Summer Internship Program: Cash Transfer Schemes On Maternal and Child Health/Nutrition

Name of the Student: Dr. Digvijay Singh Rajawat

Roll no: 1702 **Stream:** MBA in Hospital and Healthcare Management

Activity Done

During my internship programme, I had the opportunity to gain an in-depth insight into the Nand Ghar project and cash transfer schemes like Pradhan Mantri Matru Vandana Yojana (PMMVY) and Indira Gandhi Matritva Poshan Yojana (IGMPY). My activities and learnings were as follows:

Induction and Initial Briefing

From my organizational mentor Dr. Pradeep Singh, I received a comprehensive introduction to the internship program and detailed information about the Nand Ghar project and Direct cash Transfer schemes for maternal and child Health. This included an overview of the project's objectives, scope and impact on public health and nutrition.

Introduction to Nand Ghar by Vedanta

Nand Ghar was designed with a deep mission: to weave dreams and aspirations into the fabric of communities. It is a network of modern Anganwadis that provides opportunities for development through early education, access to health care and nutrition and empowerment of women through skill-based initiatives. It aims to transform the lives of 7 million children and 2 million women in India through 14 million Anganwadis in India.

Mission and vision

Nand Ghar stands behind our country's unwavering commitment to eradicating child malnutrition, ensuring access to education and healthcare, and empowering women through skill development initiatives.

Infrastructure

State-of-the-art technology and infrastructure make Nand Ghar a model resource center for the community. Some of the key features are:

- Green Field Model: Made using Schnell's latest earthquake-proof and fire-proof technology
- Brown field model: Renovated and redesigned existing Anganwadi structures and converted into Nand Ghars
- Leased Nand Ghars: Renovated and remodeled leased Anganwadis and converted into Nand Ghars
- Porta Nand Ghars: Created a unique porta shack resort that caters to the urban population

- Solar panels and grid connection: 24/7 electricity for basic equipment
- Toilets: For healthy hygiene and inculcating behavioral changes
- Smart TVs and Tablets: E-Learning through 40 Weeks of Science Curriculum for Kids
- Water purifiers: Access to safe drinking water
- Educational materials: Smart kits provided to support language, cognitive, motor skills, etc.

Operations

Nand Ghar will function as an education and health center for children in the morning and as a business training center for women in the second half. The center provides:

- Preschool education of children (3-6 years) through e-learning, BaLA designs and smart kits
- Nutritious hot cooked meals for children and pregnant and lactating women while strengthening existing government service delivery systems.
- Providing Millet Bar at Nand Ghars as a nutritional supplement among children
- Health care through mobile health vans and health camps and ensuring availability to specialist doctors through Tele-Consultancy model along with regular health camps
- Empowering women through skill training, credit linkage and business development along with linkage to schemes
- Animal welfare and care activities to promote animal sensitivity among children and community members.

Other activities

- Mobilization of various community activities like VHSNC meetings, immunizations, vaccinations, parent-teacher meetings etc.
- Systematic strengthening of government-led initiatives with support from ICDS and other departments
- Involvement of important community members in Nand Ghar activities through Nand Ghar Committees, Women's Groups, Youth Clubs etc. to inculcate community ownership
- Development of 'Poshan Vatikas' in Nand Ghars to provide nutritious food to children and 'Grih Vatikas' to promote nutrition at community level
- Partnership and convergence with national and local agencies in different geographies to bring industry expertise
- Promotion of global and local volunteer programs in Nand Ghars

Nand Ghar Impact Created

- More than 6000 Nand Ghars in 14 states
- 240,000+ children aged 0-6
- 90,000+ pregnant women beneficiaries
- More than 600,000 community health program beneficiaries
- More than 180,000 women empowerment program beneficiaries
- 100% access to clean drinking water
- 100% access to electricity through solar panels or the power grid
- More than 60,000 animals affected

Introduction to Direct Cash Transfer Schemes for Maternal and Child Health and Nutrition by ICDS

Integrated Child Development Services (ICDS) direct cash transfer schemes in Rajasthan aim to provide financial assistance to improve maternal and child health outcomes. These programs are designed to offer cash benefits directly into the bank accounts of eligible beneficiaries, ensuring transparency and reducing the risk of mismanagement of funds.

Key Schemes

Pradhan Mantri Matru Vandana Yojana (PMMVY)

Objective: To provide partial compensation for lost wages to pregnant and nursing mothers and to allow them adequate rest during pregnancy and after childbirth.

Eligibility: Pregnant women and nursing mothers for the birth of their first child. **Benefits:** Cash incentive of ₹5,000 in three installments on fulfillment of certain health and nutrition related conditions.

Indira Gandhi Matritva Poshan Yojana (IGMPY)

Objective: To improve the health and nutrition of pregnant and lactating mothers by providing cash incentives.

Eligibility: Pregnant women and nursing mothers.

Benefits: Cash incentive provided in installments linked to health and nutrition standards.

Implementation and Impact

Digital Platforms: Use of digital platforms for beneficiary registration, application processing and monitoring, ensuring efficiency and accountability.

Disbursement process: Funds are transferred directly to the bank accounts of beneficiaries, reducing the number of intermediaries and ensuring timely payments.

Beneficiary Reach: These programs target vulnerable sections of society, including low-income families, to improve maternal and child health.

Exploration of IGMPY Portal and PMMVY Portal

Explored the functions and processes of the IGMPY and PMMVY portals. This included understanding how beneficiaries are registered, how applications are processed and how the payment is monitored. Gained hands-on experience with the portal's user interface and operational workflows.

IGMPY portal:

Registration Process: Explore the step-by-step beneficiary registration process on the IGMPY portal. This involves filling in personal data, uploading the required documents (e.g. proof of pregnancy and identification) and verifying the information with various controls.

User interface: I have gained hands-on experience with the user interface of the portal,

navigating through the various sections and understanding how data is entered and managed.

Challenges: Identified common problems during registration such as data entry errors, document upload problems and system glitches.

PMMVY portal:

Registration Process: Studied the beneficiary registration process under PMMVY scheme. This includes submitting applications, providing identification and bank details and receiving confirmation of registration.

User Interface: Interact with the portal interface to understand the navigation, form submission process, and user experience from the recipient's perspective.

Challenges: Issues noted, such as accessibility issues, delays in document processing, and the need for better user guidance.

Application processing:

IGMPY portal:

Application Workflow: Immersed in the application processing workflow, from submission to approval. This includes checking the status of applications, handling rejections or queries and tracking the progress of the application through the system.

Operational Workflows: Gained hands-on knowledge of how applications are reviewed and processed, including the role of various stakeholders in ensuring timely processing.

Efficiency: Evaluated the efficiency of the processing system, including any bottlenecks or delays in the workflow.

PMMVY portal:

Processing Steps: Explored the steps involved in processing applications under PMMVY, including data verification, eligibility verification and approval.

System Integration: Observed how the portal integrates with other data sharing and verification systems such as health records and financial databases.

Operational efficiency: Assessed the efficiency of the processing system, including how quickly and accurately applications are processed.

Payment tracking:

IGMPY portal:

Payment Tracking: Examined how payments are tracked and monitored within the IGMPY portal. This includes overseeing the disbursement process, ensuring that payments are made correctly and on time, and resolving any issues.

Reporting Tools: Explore the tools available to generate reports on payment status, discrepancies and overall financial management.

Monitoring Challenges: Identified challenges in monitoring payments such as tracking

delays, discrepancies in payment amounts and the need for better reconciliation processes. PMMVY portal:

Payment Tracking: Reviewed how the PMMVY portal handles payment monitoring, including tracking the disbursement of financial assistance to beneficiaries and ensuring compliance of payments with approved amounts.

Dashboard and Reports: Familiarize myself with the dashboard and reporting features used to track payment flows, generate financial reports, and detect anomalies. **Challenges:** Recorded issues related to payment tracking, such as problems with Direct Benefit Transfer (DBT) systems, delays in transferring funds, and the need for more robust monitoring tools.

Practical experience:

User Interface Navigation: Gain hands-on experience with portal interfaces, including navigating through different sections, using different features, and understanding the workflow from a user perspective.

Operational Workflows: Active involvement in operational workflows, gaining insight into how data is processed, validated and managed within the system.

Problem Solving: Solve problems encountered during navigation and processing, such as technical problems or user errors, and learn how to solve them effectively.

This survey provided a comprehensive understanding of how the IGMPY and PMMVY portals work, from beneficiary registration and application processing to payment monitoring, along with hands-on experience with their user interfaces and workflows.

Analysis of payment methodology:

Analysis of payment methods used for both IGMPY and PMMVY schemes. This analysis focused on disbursement processes and the various payment channels used to ensure that funds reach beneficiaries efficiently.

Role of digital platforms and technologies:

I recognized the key role that digital platforms and technologies play in increasing the reach and effectiveness of social care systems.

He studied how technology integration facilitates better tracking, monitoring and disbursement processes.

Review of technical architecture and functionality:

Conducted a detailed review of the technical architecture and functionality of the IGMPY and PMMVY schemes through available documentation.

Understood the backend processes and systems supporting these schemes.

Stakeholder Role Analysis:

Analyzed the roles of various stakeholders involved in IGMPY and PMMVY schemes. This included government authorities, local health professionals and the beneficiaries themselves. Identified key responsibilities and interactions between these stakeholders.

Field visits to Nand Ghar sites:

I made visits to several Nand Ghar sites to observe the implementation of the project on the ground and also interacted with local communities to understand the impact of the project

- Visit to Nand Ghar Ram Nagariya Visit to Nand Ghar Nagariya Wala
- Visit to Nand Ghar Raigar Ka Bada Mohalla Visit to Nand Ghar Sheopur 2
- Visit to Nand Ghar Pratap Nagar sector 8
- Visit to Nand Ghar Raghunathpuri 2
- Visit to Nand Ghar Jagatpura 1
- Visit to Nand Ghar Shipra Path Mansarovar
- Visit to Nand Ghar Swarn Path

Interviews with Anganwadi Workers:

- During Field Visit I interviewed Anganwadi workers to gain insight into the challenges they face in implementing IGMPY and PMMVY schemes.
- Also collected qualitative data on the practical difficulties encountered in this area.

Beneficiary Interviews:

- Interviewed beneficiaries to assess their experiences with the IGMPY and PMMVY programs.
- Collected feedback on the effectiveness and impact of these programs from the perspective of the beneficiaries.

Data preparation and analysis:

During my time at Nand Ghar, I was involved in extensive data preparation and analysis to evaluate the effectiveness of the IGMPY and PMMVY schemes. The process began by transcribing interviews conducted with Anganwadi workers and beneficiaries. This task involved capturing every detail of the conversations and ensuring that all valuable information was accurately documented. The transcriptions formed the basis for subsequent steps in data analysis.

After preparing the transcripts, I focused on cleaning and organizing the data. This involved verifying the correctness of the transcriptions against the original audio recordings and ensuring completeness by capturing all relevant information. Irrelevant data were removed to streamline the dataset. This systematic approach facilitated analysis and ensured that the data were ready for further investigation.

I then created Excel sheets to systematically compile the cleaned data. These sheets contained detailed information from the interviews, categorized themes and specific data related to the schemes. This structured format allowed for an organized approach to data analysis. Using Excel, I performed an in-depth analysis of the collected data. I researched the total number of late payments, assessing patterns and trends to understand the frequency and underlying causes of late payments. The analysis also included the number of beneficiaries who completed maternal health counseling, which was key to evaluating the reach and effectiveness of the counseling sessions. I further analyzed the training provided to Anganwadi workers to use the IGMPY and PMMVY online platforms, calculated the percentage of workers trained and identified areas where further training was needed.

The analysis was qualitative and based on descriptive questions that provided rich insight into the experiences and challenges faced by the respondents. By synthesizing this data, I was able to derive meaningful insights and develop a comprehensive understanding of the implementation and impact of health programs. The findings highlighted key areas of success and identified challenges to be addressed and provided recommendations for improving program outcomes. This thorough approach ensured that the data collected was not only accurate and complete, but also effectively used to improve health initiatives in Nand Ghar.

Preparing and sending the final report:

- Evaluated and analyzed the collected data to identify key findings and insights.
- Produced a comprehensive final report summarizing findings, analysis and suggestions for improvement.
- I submitted a final report to my organization's mentor, Dr. Pradeep Singh, and discussed with him the findings and possible improvements.

Linking theory (Classroom learning) with practice at your organisation

By combining my classroom learning with hands-on experience at Nand Ghar, I effectively connected theoretical concepts with real-world application. Classroom health and development studies were brought to life as I observed how health interventions directly impact the well-being of mothers and children through Nand Ghar's health and nutrition programs. My understanding of national health programs and their implementation strategies, gained from the courses, was tested and enriched when I engaged with the IGMPY and PMMVY schemes and saw how the theoretical objectives matched with the implementation on the ground. Knowledge of health policies and health care systems was essential to understanding how these frameworks shape program guidelines and operational practices at Nand Ghar. Theories on organizational structure and design helped me to analyze the hierarchical arrangement and interdepartmental coordination essential to the effective implementation of the scheme. The research methods and design principles I learned in the classroom were applied as I conducted interviews, surveys, and field observations, structuring studies

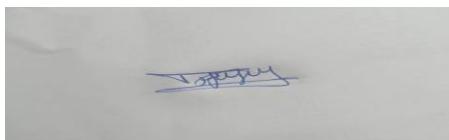
to evaluate program outcomes. Using both qualitative and quantitative research approaches, I collected comprehensive data that was carefully cleaned using theoretical techniques to ensure accuracy. The skills in MS Excel acquired during the studies were used for data management and analysis, facilitating the organization of data and the generation of clear reports. Finally, the use of qualitative data analysis techniques such as thematic coding allowed me to effectively interpret the findings from the interviews and observations. This integration of classroom theory with practical experience at Nand Ghar not only strengthened my understanding but also demonstrated the real application of academic knowledge in public health management.

Gaps identified on the working area.

- One thing I noticed is that The IGMPY scheme faces significant challenges due to a lack of coordination between different administrative levels. This results in a high level of dependency on various levels.
- Excessive documentation required for PMMVY scheme poses significant challenges for both beneficiaries and Anganwadi workers.
- In one Anganwadi location, prolonged absence of an ASHA worker has led to a high backlog of IGMPY claims, exacerbated by a lack of monitoring.
- Some Anganwadi workers exhibit unawareness of online platforms used in program administration.
- Beneficiaries often lack adequate counseling on child and maternal health/nutrition aspects.
- Delay in payment process due to lack of regular monitoring for pending claims.

Suggestions for improvement

- I think it would be great if we could have more detailed lessons on health policies in class. That way, we'd be even more prepared to tackle real-world situations during internships and in our future careers.
- To reduce claim dependency, implement regular monitoring. This involves tracking claim progress consistently, identifying bottlenecks early, and ensuring timely resolutions. Establish clear performance metrics to gauge efficiency and effectiveness.
- Implement a management system to address high pendency effectively. Consider imposing regular fines at the administrative level to incentivize timely processing.
- Implement regular and comprehensive training sessions for Anganwadi workers to enhance their familiarity with online platforms used in program administration.
- Introduce structured counseling sessions for beneficiaries focusing on child and maternal health/nutrition to improve awareness and outcomes.
- Implement proper and regular monitoring for claims.



Signature of the Student

Approved by the IIHMR University's Mentor