

SUMMER INTERNSHIP PROGRAM

at

National Health Mission Jaipur

From: 12 MAY 2025 to 21 JULY 2025

A REPORT BY:

Nikhil Kumar Garg

Master of Business Administration

Healthcare Analytics

Roll no: 0018

2024-26

under the Mentorship of

Dr. Swapnil Gadhave

Assistant Professor





Government of Rajasthan
National Health Mission, Rajasthan
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No. F 2 (153) NHM/SPM/2025/ 878

Dated: 22.07.2025

CERTIFICATE

This is to certify that **Mr. Nikhil Kumar Garg** students of MBA-Hospital & Health Management and Healthcare Analytics for Summer Training IIHMR, Jaipur Has successfully completed his Summer Training for Internship at NHM, Rajasthan from **12th May to 21st July 2025**.

His performance was found satisfactory. We extend him good wishes for a bright and successful career ahead.

Mission Director
NHM

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Nikhil Kumar Garg** academic year 2024-26 **School of Digital Health** has prepared a poster with respect to her summer internship held during May-July 2025.

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

Date: 28/07/2025

A handwritten signature in blue ink, appearing to read 'S. Gadhave', is written over the printed name.

Dr. Swapnil Gadhave

Assistant Professor

"Mapping and Analysis of CHOs on e-Sanjeevani Platform"

Name- Nikhil Kumar Garg Stream – MBA(Healthcare analytics

Roll No.-0018 IIHMR UNIVERSITY, JAIPUR



Introduction

As part of my internship at **NHM Jaipur**, I worked on strengthening the **e-Sanjeevani telemedicine platform** by mapping **5655 CHOs** across Rajasthan. This involved **data cleaning, cross-verification via AAM portal**, and building **dashboards** to enhance CHO participation and improve rural healthcare access through digital means

Description

During my internship at **National Health Mission (NHM), Jaipur**, I worked on strengthening the **eSanjeevani telemedicine platform** by mapping over **5,600 Community Health Officers (CHOs)** across Rajasthan. The project involved **data collection, removal of 1,000+ duplicate entries, cross-verification using the AAM portal**, and the creation of **performance dashboards**. This initiative aimed to ensure accurate CHO integration, enhance rural healthcare access, and support data-driven decision-making in digital health delivery

About dashboard

The CHO Consultation Dashboard is an interactive tool designed for **easy access to real-time consultation data** of Community Health Officers (CHOs) across Rajasthan. It provides a **district-wise and facility-wise view** of mapped CHOs, highlighting how many are actively consulting through eSanjeevani.

Key features include:

District-wise summary of total, active, and inactive CHOs.

Facility-level insights, showing CHO names, consultation counts, and activity status.

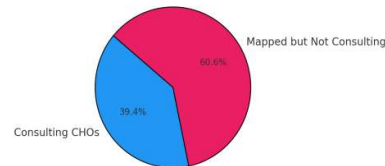
Filters and trends, allowing users to view data by district, CHO, or facility type.

Live integration with the eSanjeevani and AAM portals for up-to-date monitoring.

vision

To create a robust, inclusive, and data-driven digital health ecosystem in Rajasthan where every citizen—especially in rural and remote areas—can access timely and quality healthcare through the seamless functioning of the eSanjeevani platform.

Active vs Inactive CHOs (Consultation Status)



Strengths

- High-impact Public Health Initiative:
- Data-Driven Approach
- Hands-on Analytical Skills
- Government Support

Weaknesses

- ⚠ Data Inconsistencies
- ⚠ Limited Digital Literacy
- ⚠ Infrastructure Gaps

Opportunities

- Expansion of Telemedicine
- Real-time Monitoring
- Training & Capacity Building
- AI/ML Integration

Threats

- Tech Dependency
- CHO Resistance or Overload
- Data Privacy & Security Risks
- Policy Shifts

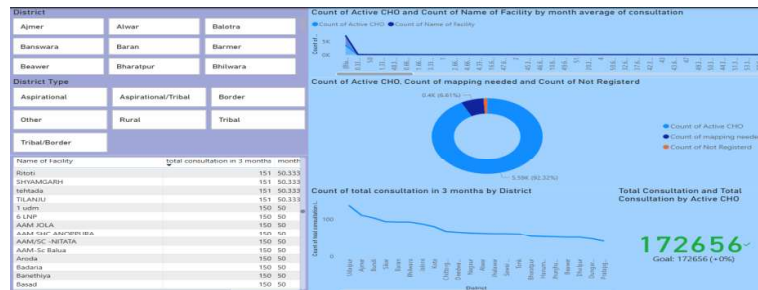
Challenges

- Inaccurate or incomplete CHO data across eSanjeevani and AAM portals.
- Low consultation activity despite CHOs being mapped.
- Poor internet connectivity in rural and remote areas.
- Lack of digital literacy and training among CHOs.

- Limited awareness of telemedicine services among rural populations.

Key Learnings

- Importance of Digital Health Infrastructure
- Dashboard Development & Analytics
- Coordination with Multi-Level Stakeholders
- Problem-Solving in Real-World Contexts
- Policy-Level Exposure



Reporting for Week-1

Name of the Organisation: NHM JAIPUR

Area/ Department/ Project of Summer Internship Program: TELEMEDICINE

Name of the Student: NIKHIL KUMAR GARG

Roll no: 0018

Stream: MBA HA

Week no: 1 From:12-05-2025.....to 16-05-2025.....

Activity Done	DAY 1ST AND 2ND ORIENTATION DONE BY DIFFERENT DEPARTMENT AND THEIR SATFF PERSON DAY-3RD CHOOSING DEPARTMENT BY MYSELF IN NHM. DEPARTMENT NAME IS TELEMEDICINE. DAY-4 THEY GIVE ME KNOWLEDGE ABOUT WHAT THEY ARE ACTUALLY DO AND I ALSO TOLD THEM THAT I AM WITH ANALYTICAL BACKGROUND SO MY SENIOR ASSIGN ME IN IT DEPARTMENT THAT THERE ARE THEY ACTUALLY DO ANALYSIS ON REAL TIME DATA. DAY-5 MY SENIOR GIVE ME A EXECL FILE AND TOLD ME THAT I HAVE TO SHORT THE DATA FIRST THEN THEY WILL GO WITH ME FOR DASHBOARD DESINGINIG AND ANALYSIS PART.
Linking theory (Classroom learning) with practice at your organisation	I have great learning with power bi and other data modelling tools that they me a lot in analysis part.
Gaps identified on the working area.	There are govt infrastructure that we all know there certain gaps involve like slow work as they doing. That I identify.

Suggestions for improvement	Some need for improvement in infrastructure and other facilities like toilet and structure
Plan for the next week	I have to do my assignment by Wednesday then they will go further.

Nikhil Kumar Garg

Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week Saturday -) report in the above format should be submitted to the faculty mentor. Submission of total 10 reports in 10 weeks is compulsory. Each report should not be more than 2 pages.

Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 2

From: 19-05-2025.....to 23-05-2025.....

Activity Done	Data transformation clean all duplicate values and match them with the Sanjivani portal
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Remaining duplicates will be removed by comparing data from aam portal

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 3

From: 26-05-2025.....to 30-05-2025.....

Activity Done	Cobine and compiling the day wise cho information and making some indicators for dashboard.
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	I can say that cho details are not in a systematic way on aam portal and esanjivani portal there are too much variance in data so these are some king of gaps I got found.
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Remaining duplicates will be removed by comparing data from aam portal

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 4

From: 2-06-2025.....to 6-06-2025.....

Activity Done	Matching nin id of all cho so we can identify the chod details on aam portal as much possible for structure oue 5655 cho list .
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Dashboard designing and give them findings and interpretation

Nikhil Kumar Garg

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 5 **From:** 09-06-2025.....**to** 14-06-2025.....

Activity Done	Some models of dashboards are designed by given raw data.
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Dashboard designing and give them findings and interpretation

Nikhil Kumar Garg

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 6

From: 15-06-2025.....to 21-06-2025.....

Activity Done	I have given the last one year data for compiling, it is based on CHO data and day wise consultation. So I have to compare the both of the data and find out which one of the facility has active posted CHO and their consultation track on e Sanjivani app.
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Dashboard designing and give them findings and interpretation

Nikhil Kumar Garg

Signature of the Student

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 07

From: 23-06-2025.....to 28-06-2025.....

Activity Done	I have given the last one year data for compiling, it is based on CHO data and day wise consultation. So I have to compare the both of the data and find out which one of the facility has active posted CHO and their consultation track on e Sanjivani app. And I am scanning the phone no which is basically in main sheet provided by govt on eSanjivani app. But the problem was there is no clue in my data sheet so can match the data with phone no. So I generate new data into my sheet that have specific facility name according to the govt data sheet than I match the no of cho posted It will help me about which one cho is active on a facility. It will create a new indicator for the dashboard
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas.
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling

Plan for the next week	Dashboard designing and give them findings and interpretation
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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 8

From: 30-06-2025.....to 04-07-2025.....

Activity Done	Incomplete data on eSanjivani portal, then we matched on AAM portal then still 107 out of 5655 chos are missing on portal so I have to collect the data manually.
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas. Excel skills are very useful during this inernship
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Dashboard designing and give them findings and interpretation

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 9

From: 7-06-2025.....to 11-07-2025.....

Activity Done	Incomplete data on eSanjivani portal, then we matched on AAM portal then still 107 out of 5655 chos are missing on portal so I have to collect the data manually. Cross verified these 107 on AAM portal and eSanjivani portal by their name and facility name. And I also found the 401 cho's are mismapped
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas. Excel skills are very useful during this inernship
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling
Plan for the next week	Register the 65 chos manually and 401 chos are remapped.

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Weekly reporting

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Week no: 10

From: 14-06-2025.....to 21-07-2025.....

Activity Done	Complete mapping of e-Sanjivani 5655 cho list and create a dashboard for interpretation and analysis. We can access the area wise, district wise, facility wise consultation and we can track day wise performance of a particular facility.
Linking theory (Classroom learning) with practice at your organisation	Practical knowledge of software and tools are very helpful in that organisation to show my skills and key areas. Excel skills are very useful during this internship. Using power bi I created a interactive dashboard for identify the gaps
Gaps identified on the working area.	The data is very large so they have to collect the data in systematic way
Suggestions for improvement	Need more supporting staff for data handling NHM need automated tracking system so they can map the CHO detail with accuracy.

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Compiled Report

Name of the Organisation: NHM Jaipur

Area/ Department/ Project of Summer Internship Program: Telemedicine(AAM)

Name of the Student: Nikhil Kumar Garg

Roll no: 0018

Stream: MBA HA

Activity Done	- Transformation of raw data into a structured form (removing errors, remove duplicates from data, matching NIN id from AAM portal, correct all facility name according to eSanjivani portal and aam portal in 5655 CHO list which was the "N") - Making indicators from data like e.g. district name, type of district, by track record of the cho create day wise and month wise consultation. - Then i create the a interactive dashboard using power bi it will show particular cho record
Linking theory (Classroom learning) with practice at your organisation	- Advance excel formulas help me out in my internship journey. - Technical knowledge of power bi was very helpful in my internship
Gaps identified on the working area.	- Data collecting method was manually it was difficult to mapping on e-Sanjivani. - Need more technical support for handle large datasets.
Suggestions for improvement	- Deployment of Automated Data Validation System - Training Workshops for CHOs and Facility Staff - Monthly Performance Review Using Dashboard Analytics - Recommendation for Ensuring Continuous Follow-Up of Consultations on e-Sanjeevani - Integration of e-Sanjeevani and AAM Portals
Key Learnings	- Importance of Digital Health Infrastructure - Dashboard Development & Analytics - Coordination with Multi-Level Stakeholders - Problem-Solving in Real-World Contexts

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