

## About the SASHAKT Portal

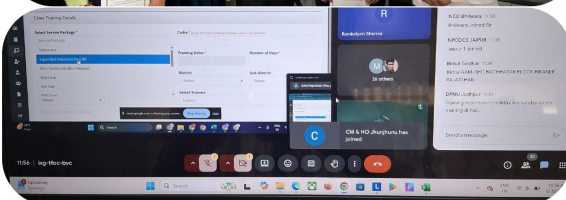
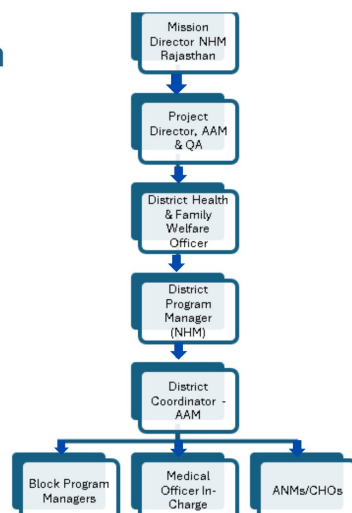
The Systematic Assessment of Health care providers Knowledge and Training (SASHAKT) Web Portal is developed by National Health System and Resource Centre (NHSRC) to support Ayushman Arogya Mandir activities, and capacity building of the staff.

The specific purpose of training monitoring software are:

- To support the districts and states in planning trainings for health care functionaries
- To monitor the quality of trainings based on the real-time status of training of healthcare functionaries
- To document and report on the status of training in timely manner.

**Website:** <https://www.sashakt-hwc.mohfw.gov.in/home>

## Organogram



## Intern Responsibilities

- Facilitated data entry
- Data cleaning and updating (on daily basis)
- Assisted online training session conducted by the Assistant Program Manager- Ayushman Arogya Mandir; and follow up the training especially for those who could not attend or could not understand at the desired level
- Online data collected for usability of SASHAKT portal at the district level
- Developed questionnaire using Google Forms
- Telephonic Interviews with Coordinators (DPM/DPC/NCD Coordinators/ Data Entry Operators)

## Objective

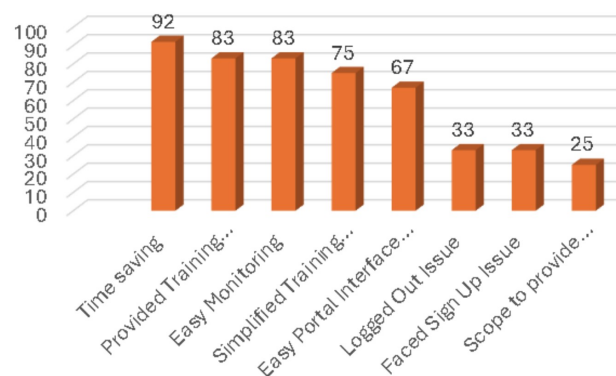
To understand SASHAKT portal its usability and related problems at the district level, if any.

### Steps Taken were:

- The google form was sent to all the district officials (42 DPMs who are the responsible authority) Only 12 districts officials responded to the Google form
- In case DPMs were occupied, the DPCs and /or other officials were contacted to collect the information over telephone

## Results

Percentage distribution of the respondents about usefulness of the SASHAKT web portal.



## SWOT Analysis – SASHAKT Portal

### Strengths

- Well-oriented users trained at 83% completion
- Saves time and improves monitoring as per 92% of respondents
- Clear and structured information is provided (11 out of 12)
- Important functions: Training Plan, Add Participant, and Trainers.

### Weakness

- 67% of users reported encountering login and logout problems
- Basic analytics tools, including advanced filtering, are lacking
- Limited options for editing and correcting information in real-time
- Feedback was mixed regarding ease of updating information

### Opportunities

- Heightened concern around health technology and Ayushman Bharat and Digital India programs
- Enhanced eHealth financing and policy investment.

### Threats

- Users' trust and data integrity may be compromised due to external breaches and cyber security threats.

## Key Learnings

- Big Data handling using SASHAKT web portal
- Improve Communication skills while making telephonic consultation

## Challenges Faced

- During Internship major problem faced is that the not getting or providing appropriate time from the key user of the SASHAKT Portal, due to there busy schedule.

## Recommendations

- Introduce system for feedback or ask for query so that it can be solved then and there, will not delay the data (real time data is desired)
- To support a system where some pop up emerge if wrong data is entered
- Instead of 33 district user and pw, all 42 districts should be enlisted and user id and PW need to be provided.

**Presented By- Harsh Choudhary(1952)**  
**Faculty Mentor - Dr Nutan P.Jain** Professor, IIHMR University  
**Mentor- Dr. Sourabh vijay Add. State program manager, NHM**, Jaipur