

SUMMER INTERNSHIP PROGRAM

at

**National Health Mission
(NHM, Jaipur)**

From 12/05/2025 to 21/07/2025

A REPORT BY

Harsh Choudhary

Master of Business Administration

(Hospital & Health Management)

Roll no: **1952**

2024-26

under the Mentorship of

Dr. Nutan P. Jain (Professor, IIHMR University)



Government of Rajasthan
National Health Mission, Rajasthan
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur
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No. F 2 (153) NHM/SPM/2025/879

Dated: 22.07.2025

CERTIFICATE

This is to certify that **Mr. Harsh Choudhary** 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

SASHAKT Portal- A Study

About the SASHAKT Portal

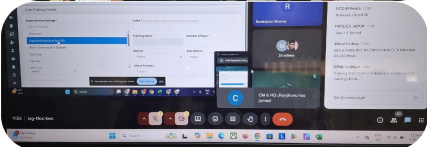
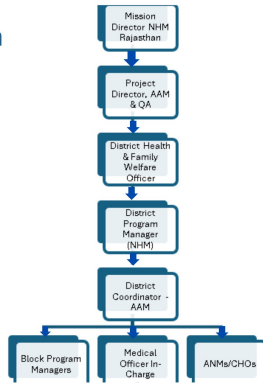
The Systematic Assessment of Health care providers Knowledge and Training (SASHAKT) Web Portal is developed by National Health System and Resource Centre (NHSRC) to support Ayushman Arogya Mandir activities, and capacity building of the staff.

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

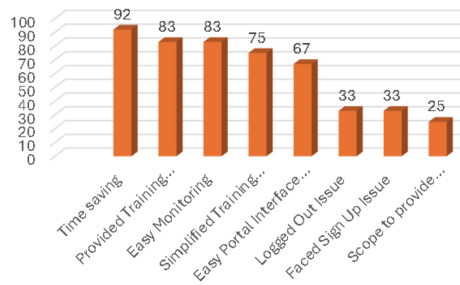
To understand SASHAKT portal its usability and related problems at the district level, if any.

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 Organisation

Mentor-

Dr. Sourabh vijay Add. State

program manager, NHM

,Jaipur

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Harsh Choudhary** of the academic year 2024-26 **Institute of Health Management Research** has prepared a poster with respect to his 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 'Nutan P. Jain'.

Dr Nutan P Jain
Professor

Weekly Report 1

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 1 From: 12/05/2025... **to** 16/05/2025...

Activity Done	On 12th may I have joined the organisation and do all the paper works, from 13th to 14th may I attended the orientation session conducted by National Health Mission officials. This session provided a overview of various department and national health programs, including Family Welfare, Routine Immunization, Rashtriya Bal Swasthya Karyakram, Integrated Ambulance Project, Accredited Social Health Activists, National Quality Assurance Standards, National Tobacco Control Programme, National Oral Health Programme, National Rabies Control Programme, Integrated Disease Surveillance Programme, National Programme for Prevention and Control of Fluorosis, National Leprosy Eradication Programme. On 15th to 16th may I was assigning into the Ayushman Arogya Mandir (AAM), during these two days I learned about various scheme initiated by AAM and the role they played into the society, by providing the comprehensive primary health care and also studied the AAM guidelines and study the indicators of non-communicable diseases (NCD).
Linking theory (Classroom learning) with practice at your organisation	The orientation and department exposure help me to connect with the theoretical knowledge learned during the classes of national health program and primary healthcare and public health system in India, which can be linked during the sessions of orientation and the concept from health

	programme and planning and implementation to the practical functions of National Health Mission.
Gaps identified on the working area.	Due to the highly compressed scheduled and lack of time and due to the tight time distribution to complete the orientation in there given time it was hard to find a gap because 15-17 national program introduced in short time and not creating a interactional scenario with the specific program officer.
Suggestions for improvement	Provide a department wise brochures or may be provide with a complete and concise notes on each department and also provide a 1-2 day observational period or exposure to each department so get the deep understanding of the departments which make easier to selection of right department in further.
Plan for the next week	Continue working with the Ayushman Arogya Mandir (AAM), and in some time be field visit in hospital to get the observational knowledge and working on the Non-Communicable Disease data and indicators of it to be collected.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Report 2

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 2 From: 19/05/2025... **to** 23/05/2025...

Activity Done	On 19th May and 20th May I have assigned with the SASHAKT Portal and give me the task to learn something about SASHAKT Portal by SASHAKT user manual and instruct me to just go through with portal and learn how it works and how to register there and what kind of services it provides. On 21 May I worked as volunteer under BHASHINI which is organized by IIHMR University by notifying and taking permission or leave from the NHM. From 22 to 23 May I've assigned with the task to find the gaps and limitation of the SASHAKT portal for doing so they provide me a username I'd and password to search the training completed or pending etc.
Linking theory (Classroom learning) with practice at your organisation	As for the SASHAKT it is a completely a new concept which I introduced here, but it is a some kind of similar to the topic of digital health but slightly different to other healthcare applications, the only difference is that it provide healthcare training, and from health development concepts it spreads the awareness among many citizens to make them and their lifestyle better and healthy.
Gaps identified on the working area.	I only having a few days on working on the SASHAKT, I can't find much gaps there but through my perspective that I mainly found there is that there is not a proper help care provider number or chat room available there were customer

	can complain or present their queries or many be find the solution of there problem and can find any guidance if they stuck on portal in any kind of phase.
Suggestions for improvement	As I explain earlier that I'm working on the finding any gaps and limitation of the SASHAKT portal , so it will be nice if I can give my answer after found and learn the gaps there then it will be good to give a piece of suggestion for improvement, but as for up to now I would say that they have to improve their customer support line.
Plan for the next week	As for now I'm working in SASHAKT portal, so for next week I have to submit a report on gaps and limitation of SAHAKT portal and hope so they assign me with the CHO's list of a district and further will be explained to me what to do with there list of CHO's name and mobile number.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 3

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 3 **From:** 26/05/2025... **to** 30/05/2025...

Activity Done	On 26th to 28th May I'm doing the work on reporting or submitting report to my department mentor on registered CHOs in SASHAKT portal in Rajasthan to the all CHOs registered in Rajasthan from 6000 person excel list and submitting the finalize objective with some planed and detailed manner. On 29th May was holiday on behalf of Maharana Pratap Singh, and on 30th May due to some internal issues I'm out of Jaipur so I'm not able to make to attend or come to NHM Jaipur.
Linking theory (Classroom learning) with practice at your organisation	By deep understanding of the SASHAKT portal, I learn that it likely to strengthen the frontline healthcare provider by making them train or by providing them necessary material to serve their utmost services, as we learn in the national health programme to provide better lifestyle to everyone.
Gaps identified on the working area.	As for gaps identified on the working area is not as such but from my perspective the SASHAKT portal should be implement with the much force to all the frontline healthcare provider because I found from my research that not all CHOs are registered on SASHAKT portal, so I think that is the gap, I identified from the work I assign from my mentor.

Suggestions for improvement	As for suggestions for improvement, I don't think that I'm in such position or not having a well proofed and error free solution for the problem till now, but I will think or try to find a way to found a cure whenever I have got the chance.
Plan for the next week	As for the next week there is probably working on my objective which I have submitted and I have to present my checklist related to the objective and so.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 4

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 4 **From:** 02/06/2025... **to** 06/06/2025...

Activity Done	On 2nd and 3rd June, I was assigned with task to find all those CHOs who have completed their training but not update their profile yet so on these two days they taught me how to do and what to do. From 4th to 6th June, I dedicated myself in this work and all this work is done on excel file after that I have to arrange them in a proper manner so that it can be presentable and sort the district according to the non-registered CHOs on the SASHAKT Portal.
Linking theory (Classroom learning) with practice at your organisation	I have completed my work on excel this week and this week it reminds me of the Excel classes which is held during the just after the orientation. In that class I studied about the excel and how to use it more effectively which is all used here and help a lot in completing my assigned work.
Gaps identified on the working area.	During the sorting of data, I found a repeated gaps that is identified is that when I am sorting the CHOs from the provided two excel file from organisation in both excel file the

	name of the participants is different for example Sangeeta and Sangita, this causes much problem during working.
Suggestions for improvement	As for suggestions for improvement, from my perspective and what I think is that if there is a proper protocol for the naming a person or individual then this type of problem or issue will be reduced defiantly and is there any defined spelling for name's then this will work also in improvement of overall efficiency.
Plan for the next week	As for the next week I have to submit my reports to my organisation mentor and get the approval to work with them to consult with the non-registered CHOs to convince them to register on SASHAKT portal and I work as the further instructions they provides.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 5

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

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

Activity Done	On 9th to 10th June, I was reverting back the report and presenting it in more representable form and checking the data if anything is missed, if yes then completing the remains one. The remaining days I am preparing or gathering the knowledge so that I will be able to communicate and share the knowledge with the SASHAKT portal coordinator and also to resolve any query if they have with their satisfaction.
Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management by which I recall the effective way to communicate with someone without losing interest or making other to lose interest.
Gaps identified on the working area.	The gaps identified on the working area is not as such that can be pointed or notified. None gap identified.

Suggestions for improvement	As for suggestions for improvement, there is no suggestion for improvement. No suggestion for now.
Plan for the next week	As for the next week I have to work on my poster which I've to submit to college and also work on the project or task which is assign to me to update the CHOs data on the SASHAKT portal with the help of district coordinator and Ayushman Arogya Mandir (AAM) in NHM coordination.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 6

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 6 From: 16/06/2025... **to** 20/06/2025...

Activity Done	On 16 th to 20 th June I am contacting with the DPM, NCD coordinator and District operator of every district of Rajasthan and conveying the instructions on doing entries on SASHAKT Portal and making them aware about the report which is formed when they do there respective entries on the Portal of the CHOs who are completed there Training of expanded services, and also making some district aware about the SASHAKT Portal, how it's works what it's purpose and what you have do, and in some district have problem with the using portal and finding a way to solve there problem.
Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management by which I recall the effective way to communicate with someone without losing interest or making other to lose interest. In this telephonic section I found how to deal with different kind of people without offending them.

Gaps identified on the working area.	The gaps identified on the working area is that maximum of the user doesn't know how to use SASHAKT Portal more effectively or without causing error and correctly.
Suggestions for improvement	As for suggestions for improvement, the state or national level they have to conduct a personal training of the users so that they can learn from there to how to use the SASHAKT Portal and which lead to reduce of error and in correct entries and timely update on portal.
Plan for the next week	As for the next week, my mentor of the NHM says that you can prepare your self for giving the training to the all SASHAKT Portal users about the SASHAKT Portal about how it use and how to do entries and also about how to update the portal and if I found a time between there I will make my questionnaire.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 7

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 7 **From:** 23/06/2025... **to** 27/06/2025...

Activity Done	On 23rd to 27th June I am regularly connecting with the DPM and District operators to guide them and giving them instructions about the SASHAKT Portal and creating a pressure on them to do entries as soon as possible. As per my mentor in NHM Dr. Saurabh Vijaya Sir we scheduled a Live section or a training class of SASHAKT Portal for the all the districts and for those who are unable to fill or update the data in it so, I will take this section and guide them to properly fill-out the form and training plan.
Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management by which I recall the effective way to communicate with someone without losing interest or making other to lose interest. In this telephonic section I found how to deal with different kind of people without offending them. There are some districts who are in aggressively complaining about portal, so I learn and apply how to control the problem without accelerating the issue.

Gaps identified on the working area.	The gaps identified on the working area is that maximum of the user doesn't know how to use SASHAKT Portal more effectively or without causing error and correctly. Large number of Portal users are unaware about the SASHAKT Portal.
Suggestions for improvement	As for suggestions for improvement, the state or national level they have to conduct a personal training of the users so that they can learn from there to how to use the SASHAKT Portal and which lead to reduce of error and in correct entries and timely update on portal.
Plan for the next week	As for the next week, I have a online section or live training class of SAHAKT Portal in which I have to guide them about SAHAKT Portal and give them a demo entry of how to make a training plan, manage user, add trainee and schedule a training for the participants.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 8

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 8 From: 30/06/2025... to 04/07/2025...

Activity Done	On 30th June in the guidance of Dr. Saurabh Sir, we scheduled a Live section or a training class of SASHAKT Portal for the all the districts and for those who are unable to fill or update the data in it so, I and in the leading of Mr. Amit Jain Sir have conducted a Video call training section in which we teach them what's the aim or purpose of the SASHAKT Portal and also convey the methods and steps to do entries on the Portal who have completed their respective trainings. From 1st July to 4th July, I'm busy in taking care of making report and collecting data from different districts of my survey form and also monitoring the updating data on portal after a good training provided from the state NHM Ayushman Arogya Mandir department.
Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management by which I recall the effective way to communicate with someone without losing interest or making other to lose interest. In this telephonic section I

	found how to deal with different kind of people without offending them.
Gaps identified on the working area.	The gaps identified on the working area is that in the districts there is lack of well educate operator or there is lots of burden on a single individual.
Suggestions for improvement	As for suggestions for improvement, is that they have to provide a well trained and educate operator so that they can perform their respective duties and also provide them a proper staff so that the burden on a single individual and be distributed and work will flow smoothly.
Plan for the next week	As for the next week, I have to complete my report and needs there approval and also track the status of the SASHAKT Portal who has increases in the districts.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 9

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952 **Stream:** MBA Hospital and Health Management

Week no: 9 **From:** 07/07/2025... **to** 11/07/2025...

Activity Done	On 7th July to 11th July I'm assign with the task to increase the data on SASHAKT Portal and specially communicate with those districts who are not update there district data on portal and in this week on Monday MD Sir conducted a meeting and pressurising to soon update the data on portal, so I also contact with those districts who are unable to update there data due to some reasons and I'm helping them as I can to resolve it so they can do there part of work. I'm also giving helping hand to all those who are facing any problem related to update the data of the CHOs who completed there training and in the process of updating there data they face some issue so about some issue related to portal I resolve it, and also instruct them about how to do entries in portal without making any mistakes.
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Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management and also from the classes of excel conducted just after the orientation, from the lesson I've studied it make me able to apply those lesson in real life and gain some practical experiences, like to communicate with someone and make the person to listen you and understand what you want them to understand, without causing any miscommunication or conflicts.
Gaps identified on the working area.	The gaps identified on the working area is that there is lack or due to lack of any supervisor and may be there incompetence in some d.istricts there is still not progress and always get some lame excuse instead of doing work, by the DNO, DPM, NCD coordinator, and there operators
Suggestions for improvement	As for suggestions for improvement, by announcing a post or assign some official with the task or work to supervise and fruit full using the human resources, for example assigning more people in a hard work or long duration so that more people on such work reduce the work pressure and complete on time.
Plan for the next week	As for the next week, I have to complete my report, and got info. That on Monday I've a meeting with the MD Amit Sir to discuss about the SASHAKT Portal updated data and need approval on my report and get certificate.

Signature of the Student



Approved by the IIHMR University's Mentor

Weekly Reporting 10

Name of the Organisation: NHM Jaipur, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: MBA Hospital and Health Management

Week no: 10 **From:** 14/07/2025... **to** 18/07/2025...

Activity Done	On 14th July to 18th July I'm assign with the task to increase the data on SASHAKT Portal and specially communicate with those districts who are not update there district data on portal . I'm also giving helping hand to all those who are facing any problem related to update the data of the CHOs who completed there training and in the process of updating there data they face some issue so about some issue related to portal I resolve it, and also instruct them about how to do entries in portal without making any mistakes. Also working on the ppt which I've to present to the MD sir before collecting the completion certificate from organisation
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	and by providing the presentation MD sir will understand the work I had done in the organisation.
Linking theory (Classroom learning) with practice at your organisation	In this week I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management and also from the classes of excel conducted just after the orientation, from the lesson I've studied it make me able to apply those lesson in real life and gain some practical experiences, like to communicate with someone and make the person to listen you and understand what you want them to understand, without causing any miscommunication or conflicts.
Gaps identified on the working area.	The gaps identified on the working area is due to lack of any supervisor and may be there incompetence in some districts there is still not progress and always get some lame excuse instead of doing work, by the DNO, DPM, NCD coordinator, and there operators
Suggestions for improvement	As for suggestions for improvement, by announcing a post or assign some official with the task or work to supervise and fruit full using the human resources, for example assigning more people in a hard work or long duration so that more people on such work reduce the work pressure and complete on time.
Plan for the next week	As for the next week, I had a meeting with the MD sir for the purpose to present my presentation ppt to sir and get my organisation completion certificate.

Signature of the Student



Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: National Health Mission

Area/ Department/ Project of Summer

Internship Program: Ayushman Arogya Mandir

Name of the Student: Harsh Choudhary

Roll no: 1952

Stream: Hospital and Health Management

Activity Done	Throughout the 75 days of the summer internship at National Health Mission, Rajasthan, various activities were undertaken that acquainted us with departments, how each of them function individually, as well as in unison with each other, and the vital role they play in providing comprehensive healthcare to the public. The following activities were accomplished over the 10 week long internship. ● On the first day of the internship, I have joined the organisation and do all the paper works, after that two days continuously I attended the orientation session conducted by National Health Mission officials. This session provided a overview of various department and national health programs, including Family Welfare, Routine Immunization, Rashtriya Bal Swasthya Karyakram, Integrated Ambulance Project, Accredited Social Health Activists, National Quality Assurance Standards, National Tobacco Control Programme, National Oral Health Programme, National Rabies Control Programme, Integrated Disease Surveillance Programme, National Programme for Prevention and Control of Fluorosis, National Leprosy Eradication Programme. After completing orientation, I was assigned into the Ayushman Arogya Mandir (AAM), during these two days I learned about various scheme initiated by AAM and the role they played into the society, by providing the comprehensive primary health care and also studied the AAM
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	guidelines and study the indicators of non-communicable diseases (NCD). ● On Second week, I have assigned with the SASHAKT Portal and give me the task to learn something about SASHAKT Portal by SASHAKT user manual and instruct me to just go through with portal and learn how it works and how to register there and what kind of services it provides. I worked as volunteer under BHASHINI which is organized by IIHMR University on 21st May by notifying and taking permission or leave from the NHM. After that I've assigned with the task to find the gaps and limitation of the SASHAKT portal for doing so they provide me a username I'd and password to search the training completed or pending etc. ● I'm doing the work on reporting or submitting report to my department mentor on registered CHOs in SASHAKT portal in Rajasthan to the all CHOs registered in Rajasthan from 6000 person excel list and submitting the finalize objective with some planed and detailed manner. On 29th May was holiday on behalf of Maharana Pratap Singh. ● I was assigning with task to find all those CHOs who have completed there training but not update their profile yet so on these two days they taught me how to do and what to do. Then I
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	dedicated myself in this work and all this work is done on excel file after that I have to arrange them in a proper manner so that it can be presentable and sort the district according to the non-registered CHOs on the SASHAKT Portal. ● Checking or I was reverting back the report and presenting it in more representable form and checking the data if anything is missed, if yes then completing the remains one. I am preparing or gathering the knowledge so that I will be able to communicate and share the knowledge with the SASHAKT portal coordinator and also to resolve any query if they have with their satisfaction. ● I am contacting with the DPM, NCD coordinator and District operator of every district of Rajasthan and conveying the instructions on doing entries on SASHAKT Portal and making them aware about the report which is formed when they do there respective entries on the Portal of the CHOs who are completed there Training of expanded services, and also making some district aware about the SASHAKT Portal, how it's works what it's purpose and what you have do, and in some district have problem with the using portal and finding a way to solve there problem.
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	● I am regularly connecting with the DPM and District operators to guide them and giving them instructions about the SASHAKT Portal and creating a pressure on them to do entries as soon as possible. As per my mentor in NHM Dr. Saurabh Vijaya Sir we scheduled a Live section or a training class of SASHAKT Portal for the all the districts and for those who are unable to fill or update the data in it so, I will take this section and guide them to properly fill-out the form and training plan. ● In the guidance of Dr. Saurabh Sir, we scheduled a Live section or a training class of SASHAKT Portal for the all the districts and for those who are unable to fill or update the data in it so, I and in the leading of Mr. Amit Jain Sir have conducted a Video call training section in which we teach them what's the aim or purpose of the SASHAKT Portal and also convey the methods and steps to do entries on the Portal who have completed their respective trainings. After couple of days I'm busy in taking care of making report and collecting data from different districts of my survey form and also monitoring the updating data on portal after a good training provided from the state NHM Ayushman Arogya Mandir department. ● I'm assign with the task to increase the data on SASHAKT Portal and specially communicate with those districts who are not update there district data on
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	portal and in this week on Monday MD Sir conducted a meeting and pressurising to soon update the data on portal, so I also contact with those districts who are unable to update there data due to some reasons and I'm helping them as I can to resolve it so they can do there part of work. I'm also giving helping hand to all those who are facing any problem related to update the data of the CHOs who completed there training and in the process of updating there data they face some issue so about some issue related to portal I resolve it, and also instruct them about how to do entries in portal without making any mistakes. ● I'm assign with the task to increase the data on SASHAKT Portal and specially communicate with those districts who are not update there district data on portal . I'm also giving helping hand to all those who are facing any problem related to update the data of the CHOs who completed there training and in the process of updating there data they face some issue so about some issue related to portal I resolve it, and also instruct them about how to do entries in portal without making any mistakes. Also working on the ppt which I've to present to the MD sir before collecting the completion certificate from organisation and by providing the presentation MD sir will understand the work I had done in the organisation.
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Linking theory (Classroom learning) with practice at your organisation	Classroom learning from various modules that were taught across our first year played a substantial role in our understanding of how the NHM functions. They were also exceptionally important as they were responsible in creating a strong foundational base that allowed us to extract as much practical exposure from the internship as possible. Modules that played a substantial role throughout the internship include; ● National Health Programmes, Health Policy and Health care Delivery System, and Health and Development, all played a role in ensuring a smooth and adept understanding of what role each department of NHM plays. The orientation and department exposure help me to connect with the theoretical knowledge learned during the classes of national health program and primary healthcare and public health system in India, which can be linked during the sessions of orientation and the concept from health programme and planning and implementation to the practical functions of National Health Mission. ● As for the SASHAKT it is a completely a new concept which I introduced here, but it is a some kind of similar to the topic of digital health but slightly different to other healthcare applications, the only difference is that it provide healthcare training, and from health development concepts it spreads the awareness among many citizens to make them and their lifestyle better and healthy. ● By deep understanding of the SASHAKT portal, I learn that it likely to strengthen the frontline healthcare provider by making them train or by providing them necessary material to serve their utmost services, as we learn in the national health programme to provide better lifestyle to everyone. ● I have also completed my work on excel and it reminds me of the Excel classes which is held

	during the just after the orientation. In that class I studied about the excel and how to use it more effectively which is all used here and help a lot in completing my assigned work. ● I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management by which I recall the effective way to communicate with someone without losing interest or making other to lose interest or making other to lose interest. In this telephonic section I found how to deal with different kind of people without offending them and I also learn and apply how to control the problem without accelerating the issue. ● I relate my classroom learning with the lecture of lesson I've studied in Communication planning and management and also from the classes of excel conducted just after the orientation, from the lesson I've studied it make me able to apply those lesson in real life and gain some practical experiences, like to communicate with someone and make the person to listen you and understand what you want them to understand, without causing any miscommunication or conflicts.
Gaps identified on the working area.	Major gaps that were observed throughout the 10 weeks of the internship include the following: ● Due to the highly compressed scheduled and lack of time and due to the tight time distribution to complete the orientation in there given time it was hard to find a gap because 15-17 national program introduced in short time and not creating a interactional scenario with the specific program officer. ● I mainly found there is that there is not a proper help care provider number or chat room available there were customer can complain or present their queries or many be find the solution of there problem and can find any guidance if they stuck on portal in any kind of phase.

	● The SASHAKT portal should be implement with the much force to all the frontline healthcare provider because I found from my research that not all CHOs are registered on SASHAKT portal, so I think that is the gap, I identified from the work I assign from my mentor. ● During the sorting of data, I found a repeated gaps that is identified is that when I am sorting the CHOs from the provided two excel file from organisation in both excel file the name of the participants is different for example Sangeeta and Sangita, this causes much problem during working. ● The gaps identified on the working area is that maximum of the user doesn't know how to use SASHAKT Portal more effectively or without causing error and correctly. Large number of Portal users are unaware about the SASHAKT Portal. ● The gaps identified on the working area is that in the districts there is lack of well educate operator or there is lots of burden on a single individual. ● The gaps identified on the working area is that there is lack or due to lack of any supervisor and may be there incompetence in some districts there is still not progress and always get some lame excuse instead of doing work, by the DNO, DPM, NCD coordinator, and there operators
Suggestions for improvement	Major suggestions for improvement noted throughout the various activities done during the internship include the following: ● The first recommendation for improving, Provide a department wise brochures or may be provide with a complete and concise notes on each department and also provide a 1-2 day observational period or exposure to each department so get the deep understanding of the

	departments which make easier to selection of right department in further. ● I think that if there is a proper protocol for the naming a person or individual them this type of problem or issue will be reduced defiantly and is there any defined spelling for name's then this will work also in improvement of overall efficiency. ● The state or national level they have to conduct a personal training of the users so that they can learn from there to how to use the SASHAKT Portal and which lead to reduce of error and in correct entries and timely update on portal. ● As for suggestions for improvement, is that they have to provide a well trained and educate operator so that they can perform their respective duties and also provide them a proper staff so that the burden on a single individual and be distributed and work will flow smoothly. ● As for suggestions for improvement, by announcing a post or assign some official with the task or work to supervise and fruit full using the human resources, for example assigning more people in a hard work or long duration so that more people on such work reduce the work pressure and complete on time.
Key Learnings	Throughout this 75 days of the summer internship I learned various segments in different field in which some are mentioned as follows: ● In internship in NHM Jaipur I got exposure of the working environment of the public health sector and learn how the workflows in government field. ● During the internship I have assign with different tasks in which one is of the cleaning the raw data, mainly of the CHOs of the Rajasthan. Data handling of the all CHOs and all the Districts with care and monitoring there progress.

	● During this internship by making telephonic consultation it helps a lot in improving communication and also break the barrier which holds me back and it help me a lot in improving my communication and I'm looking forward to improve it more.
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Signature of the Student

Approved by the IIHMR University's Mentor