

<p>1. Name of the Initiative:</p>
<p>Command & Control Centre for Schools for State Level Monitoring</p>
<p>2. Objective (Need of the initiative or challenges faced before the implementation of the initiative)</p>
<ul style="list-style-type: none"> ○ To set up centralized monitoring mechanism at State level for monitoring the activities of field level staff & other filed level implementation of projects / initiatives ○ To setup centralized helpdesk for grievance redressal mechanism for stakeholders of School ecosystem ○ To develop Centralized dashboard providing the real-time performance indicators of Schools
<p>3. Coverage of the initiatives (Details of coverage of the targeted population eg. State, District, block, cluster, school, student, teacher, parents etc.)</p>
<p>Samagra Shiksha (SS), Education Department, Gujarat State has set-up Command & Control Centres for Schools for State level monitoring and tracking field level academic and non-academic activities and to monitor and improve the performance and the accountabilities of field level academic & non-academic staff of Samagra Shiksha (SS) and School Education and to hear complaints/ feedback /suggestions from all stakeholders like Students/ Parents/ Teachers / staff across the state.</p>
<p>4. Description of the Initiative including innovative aspects of the solution</p>
<p>Samagra Shiksha (SS), Education Department, Gujarat State has set-up CCC for Schools for State level monitoring and tracking field level academic and non-academic activities and to monitor and improve the performance and the accountabilities of field level academic & non-academic staff by implementing following innovative steps:</p> <ul style="list-style-type: none"> ○ Integrated Dashboard application by integrating APIs from existing applications like Online Attendance, Assessment test results, Vehicle tracking system, etc. & integrating tour diary for field visits of CRCs/BRCs. ○ Comprehensive school monitoring application with Geofencing & geotagging for field level academic & non-academic staff for providing information about schools, real time data gathering and evaluation of school eco-system. This app is being accessed by CRCs/BRCs through GPS enabled tablets during their field visits. Thereby tracking the physical presence of field staff at the respective location. ○ Generation of campaign wise questions to seek information from the field level staff based on their scheduled visits to schools & monitoring of filed level implementation of initiatives. This helps in Real – time data gathering, analysis and evaluation to identify improvement areas, and planning of new initiatives

- Reports generated by CCC will be monitor and analysed for the betterment of the education and to take effective actions on field.

5. Date of Launch of the initiatives/ Start date of the initiative

The Command & Control Centre for schools has been launched and operational since 9th June 2019

6. Implementation details (Process followed for deployment/implementation)

Samagra Shiksha (SS), Education Department, Gujarat State has set-up Command & Control Centre (CCC) for Schools as mentioned below:

- Development of application for capturing Online Attendance, Assessment test results, Vehicle tracking sys., etc.
- Development of Integrated Dashboard application by integrating APIs from existing applications & integrating tour diary
- Implementation of Business Intelligence (BI)-Tool for Real-time Data Integration & analysis of various existing SS applications for Centralized Monitoring Dashboard along with integration of Data-analysis based Call Management Utility & Reporting
- Setting up of Call Management solution with Outbound & inbound calling facility with integrated SMS gateway for sending alerts to stakeholders
- Development of institutional mechanism of grievance redressal system for complaints / suggestions received from stakeholders
- Developed questions / forms to be asked to field level staff while making outbound calls based on the actionable information provided by BI tool.
- Training of nominated staff to act as calling executives
- Monitoring the services & actionable data generated from CCC & taking corrective actions

7. Challenges faced during the deployment/implementation

There was lack of centralized monitoring mechanism at State level for monitoring the activities of field level staff & other filed level implementation of projects / initiatives. There was no centralized helpdesk for grievance redressal mechanism for stakeholders of School ecosystem. There was also a need of centralized dashboard which would fetch data from different applications developed for different school level indicators & make it available to the state-level authorities & field level staff who are making school visits.

8. Outcomes/Impact of the initiative

The Key features and benefits of the implemented solution includes:

- State level Centralized Monitoring Mechanism in the form of CCC for monitoring, tracking, taking feedback and providing support to all the major field level staff / activities of the school education system

- Integrated centralized real-time dashboard with BI-Tool for Real-time Data Integration of various existing applications for analysis & generation of actionable information
- Increased accountability among all the field level staffs / administrators & monitor the real-time status towards various projects components / activities under the ambit of School Education
- Platform for listening complaints/ feedback /suggestions from Students/ Parents/ Teachers & their timely resolution
- Quick delivery of alerts, notification, and news with minimal failure rate among the field level staff/Head Masters/Teachers/Parents
- Enable monitoring, tracking, feedback and support to all the major filed level staff of the school education system by overcoming the challenges of physical boundaries/distances
- Follow up & Resolution of problems received by respective HoDs & corrective actions will be taken by HoDs
- Building the accountability among the all the field level staffs under the ambit of School Education
- Reach out to Students/ Parents/ Teachers by hearing their complaints/ feedback /suggestions
- Ensure compliance of each activities of field level staff
- Ensure quick delivery of alerts, notification, and news with minimal failure rate among the field level staff/Head Masters/Teachers/Parents.
- Dashboard for tracking and monitoring use of CCC.
- Dashboard for tracking and monitoring use of other applications of SS
- Periodic tips to participants of each training to ensure better field-to-forum results.
- Motivate, encourage and facilitate teachers by sending actionable and continuous tips on best practices in pedagogy and teaching in classes
- Notifications to staff engage in disaster or administrative duties like census and elections through SMS system.

9. Documents/media related to initiatives (Submit any of the below as a documentary proof with short description on the same)

a. Testimonials

b. Quotes from stakeholders

c. Press release

d. Video/Audio

e. Photos

f. Others