

Report
VHSC Telephonic Monitoring
(November, 2011)

For
NRHM

By



State Institute of Health and Family Welfare, Jaipur

Summary:

In the month of November, 2011 VHSC trainings were conducted in 5 districts namely Pali, Alwar, Pratapgarh, chittorgarh and Nagaur. A total of 102 batches were planned in 27 blocks of 5 districts.

Physical monitoring of all the batches was a tedious task; hence in consultation with Consultant VHSC, 10 % of the batches were monitored physically while for all the remaining batches telephonic monitoring was done.

In November 2011, in total [telephonic (52) + physical monitoring (14)] 72 % of the batches have been monitored by SIHFW.

The details on trainings planned and conducted are represented graphically:

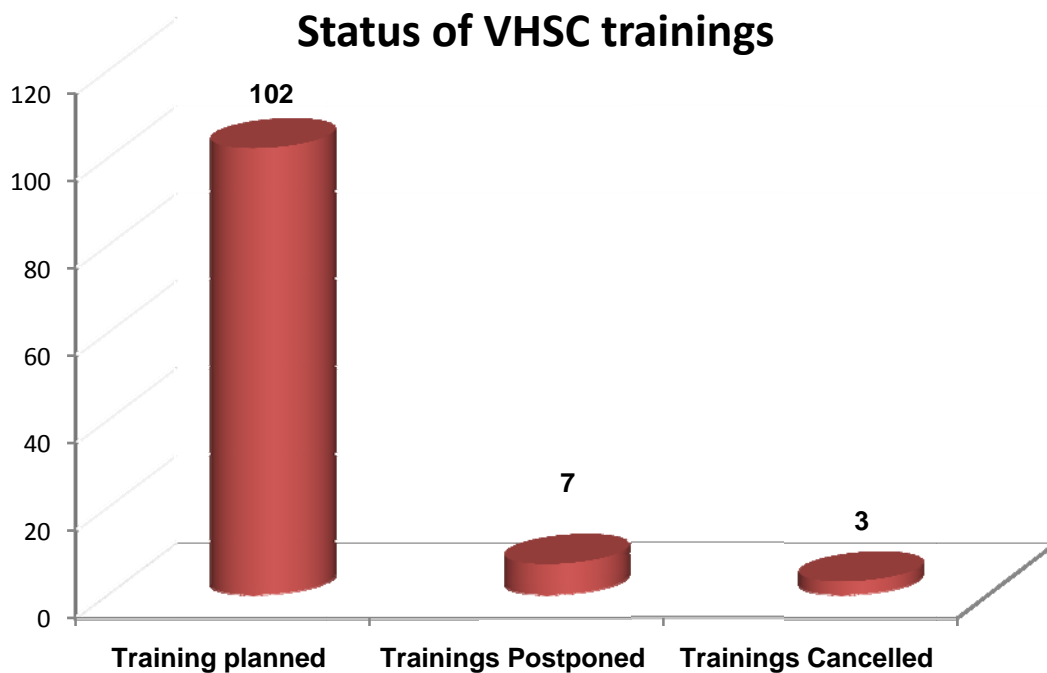


Figure 1: Status of VHSC trainings in November 2011

Approach:

During telephonic monitoring the coordinator for the batch from the NGO is called and the details for the batch like data on participation including registered strength and category wise bifurcation of the participants is collected. Also, telephonically few other participants including one member from the department (ASHA, ANM, AWW, etc) and one other member from the community are inquired regarding details on the content taught, methodology adopted for training, trainers skills, arrangement of the training, contents covered on the first and second day, type of group activities included in the sessions, boarding and lodging facilities.

District: Pratapgarh

The VHSC trainings at Pratapgarh district started in the month of June, 2011 simultaneously at all the 5 blocks. The coordinator for the batch from the NGO is called and the details for the batch are collected. Also, telephonically few other participants are interviewed including one member form the department (ASHA, ANM, AWW, etc) and one other member from the community.

For the month of November 2011, 75 % batches were monitored telephonically. The details collected are tabulated below:

Date of Training	Block	Contact person	Attendance	No. of trainers		Remark
				Deptt.	NGO	
Nov 8-9, 2011	Dhariyawad	Mr. S.P. Vyas	38/56	2	2	Spoke to Ms. Meena (ASHA) and Mr. Santosh Meena (PRI member) Training started around 10.00 am. Breakfast and lunch provided. Average facilities at venue. Group activity done and basic contents covered
	Pratapgarh	Mr. Laxman Singh	39/63	1	2	Spoke to Ms. Shanti Devi (ASHA) and Mr. Phulchand (PRI member) Training started at 10.15 am. Trainer covered all the content of training. Average infrastructural facilities. Group activity done. (Role play etc.) Meal provided to participants. Interactive environment at training. Recreational activities done by participants. Session time followed by trainers. Visit by DPM
	Peepalkhunt	Mr. Arvind	35/63	2	2	Call picked after the completion of the training
Nov 11-12, 2011	Arnod	Ms. Sapna Shah	35/56	2	2	Spoke to Ms. Hemlata (ASHA) and Mr. Magan (PRI member) Training started at 10:30 am IEC material displayed, reading material provided to trainees
	Peepalkhunt	Mr. Arvind	22/63		1	Batch cancelled
	Dhariyawad	Mr. S.P. Vyas	42/56	2	2	Spoke to Ms. Kavita (ASHA) and Mr. Ramlal (PRI member) Training material shared and IEC material displayed at the hall. Average boarding facilities.
	Chotisadri	Mr. Satya Narayan	42/49	2	2	Training closed too early. Before 5:00 pm (no participants was available , hence the monitor could only talk to the NGO coordinator)and asked about the registered strength for the batch
	Pratapgarh	Mr. Laxman Singh	35/56	2	2	Batch closed at 4:30 pm(no participants was available , hence the monitor could only talk to the NGO coordinator)and

						asked about the registered strength for the batch)
Nov 15-16, 2011	Arnod	Ms. Sapna shah	35/56	2	2	Spoke to Ms. Raviti (ASHA) and Mr. Keshar (Other member) Training started at 10.00 am Average infrastructure facilities. Group activities done by participants. All contents Covered as scheduled IEC and training material displayed
	Chotisadri	Mr. Satya Narayan	49/49	3	1	Spoke to Ms.Rekha (AWW) and Mr. Laluram (PRI member) First day training started at 10.30 am and second day at 9.00 am. Training arrangements were good IEC material (charts and poster were displayed in the hall. The hall was big and spacious. Role play activities done by participants
	Pipal khunt	Mr. Arvind	45/63	2	2	Spoke to Ms.Kalla (AWW) and Ms. Ganga (PRI member) IEC Material available at training. Content covered in proper time frame. AWW answered all questions. Group activity done on VHSC monthly meeting. Meal provided at training
	Pratapgarh	Mr. Devi Singh	36/56	4	0	Spoke to Ms.Uma Meena (ASHA) and Mr. Nagulal (PRI member) Training started around 10.00 am both days. Meal provided for participants. Average infrastructural facilities at venue. Group activity done Honorarium provided to the participants.
	Dhariyawad	Mr. S.P. Vyas	42/49	2	1	NGO Member picked call after training completed
Nov 18-19, 2011	Dhariyawad	Mr. S.P. Vyas	42/49	2	2	Spoke to Ms. Kamla Yadav (ANM) and Ms. Lila Devi (JMC) Training started at 9.30 am. IEC and training material was available at venue. Good quality meal provided to participants Group Activity done (Puzzle etc.) Trainers covered content timely and efficiently.
	Peepalkhunt	Mr. Arvind	37/63	2	2	Spoke to Ms Najuk (ASHA) and Ms. Bhagwati (ANM) Training started at 10.00 am. Trainers covered all the contents of training effectively Average infrastructural facilities. Group activities done. Meals provided on time.

						Interactive environment at training. No recreational activities.
	Pratapgarh	Mr. Laxman Singh	47/56	1	3	Spoke to Ms.Manju Tara Joshi (ASHA) and Mr. Jeevan Lal(JMC) Training started around 10.00 am. Meal provided to participants on time. Average facilities at venue. Group activity done by participants
Nov 22-23, 2011	Peepalkhant	Mr. Arvind	46/63	2	2	Spoke to Ms Sulochana (ANM) and Mr. Ramlal (JMC) Training witnessed 3 males and 43 female participation IEC Material available and displayed. Content was not properly covered , as participants were not able to answer the questions asked by No group activities conducted on first day Quality meals provided on time Training material available (ASHA-11,ANM-2,AWW-11,PRI-2,MSS-5,SHG-8,Others-7)
	Dhariyawad	Ms. S.P. Vyas	49/49	2	2	Spoke to Ms Minakshi Devi (ASHA) and Ms. Mamta Devi (PRI member) Training witnessed 6 males and 43 female participants Training material provided IEC material displayed at the hall. Meal quality was average. Residential arrangements made but no one stayed All the content s were covered on time (ASHA-7,AWW-5,ANM-3,PRI-7, JMC-1,SHG-24,NGO-2)

General remarks:

1. The training was started around 10 am in almost all the batches.
2. **Much discrepancy was observed in report received as compared to physical monitoring**
3. **Many a times the contact person does not pick the call during the training. Hence the monitor is not able to get the required information.**
4. IEC material is available at all the places
5. **ANM is among the trainers at many places**
6. **At Pratapgarh block (batch Nov, 15-16, 2011), no trainers from the NGO.**
7. **Batch at Peepal khunt (Nov 11-12, 2011, was cancelled due to low attendance.**
8. **At few places the training got over by 4-4:30 pm , hence the monitor was not able to speak to the VHSC participants**

District: Pali

Only 3 batches were planned for the month at 2 blocks namely Marwar Junction and Sojat, of which 2 were physically monitored while one at Marwar junction (Nov 4-5, 2011) was telephonically monitored.

The coordinator for the batch Mr. Abdul Rashid from the NGO was called and enquired about the essential details Also, ASHA and one other village Member (female) was asked about their experience regarding the training.

Accordingly for the month of November 2011, 100% batches were monitored. 1 was telephonically monitored while 2 were physically monitored. The details for telephonic monitoring are tabulated below:

Date of training	Block	Contact person	Attendance	No. of trainers		Remark
				Deptt.	NGO	
Nov 4-5, 2011	Marwar Junction	Mr. Abdul Rashid	57/77	1	3	Spoke to Ms. Shabnam (ASHA) and Ms. Choti bai (other member) Training started around 10.00 am both days. Meal provided for participants on time. Fair facilities at venue. Group activity done by participants. Honorarium provided to the participants.

General remark:

1. **Total of 9 VHSCs were invited and backlog from 2 VHSCs were also included**

District: Chittorgarh

At chittorgarh nodal NGO CUTS, conducted VHSC training at 8 blocks out of the 9 planned for this month. All the trainings scheduled for Kapasan block were postponed. Of the total 38 batches, 16 trainings were monitored on phone, while 5 batches were monitored physically making a total of 55 %. **At many blocks , the coordinator (as per the list of contact persons) do not pick up the call or name of the wrong person is mentioned in the list , which pose major problem during telephonic monitoring and accounted for low monitoring percentage .**

The coordinators from the NGO for the concerned batches were enquired for the details of their respective trainings. Also, telephonically few other participants were interviewed including one member form the department (ASHA, ANM, AWW, etc) and one other member from the community.

For the month of November 2011, the details of training are tabulated below:

Date of training	Block	Contact person	Atten dance	No. of trainers		Remark
				Deptt.	NGO	
Nov 1-2, 2011	Nimbahera	Mr. Gopal	45/ 63	0	3	Spoke to Ms.Anjana Sharma (ANM) and Mr. Mukesh (PRI member) Training started on 10.30 am. Quality Meal provided to participants. Average infrastructural facilities. Group activity done
	Chittorgarh	Mr. Pradeep Bhatt	First Day:4 8 Secon d Day:4 5	1	3	Spoke to Ms. Seema (ASHA) and Mr. Shambhulal (Sarpanch) Training started around 10.30 am on both days. Meal provided on time Average facilities at venue. Group activity done by participants.
Nov 8-9, 2011	Badi sadri	Mr. Anil Vyas	36/56	2	2	Spoke to Ms Chanda (ASHA) and Mr Sankar Singh (other member) Training started around 10.30 am. Food and other facilities were good. Group exercise done (Role Play).
	Chittorgarh	Mr Pradeep	36/63	1	3	Spoke to Mr.Asha garg (ASHA) and Ms. Asha pareek (JMC) Training started around 10.00 am on both days. Meal provided for participants. Average facilities at venue. Group activity done. (Role play &group Discussion) No material was distributed even after registration IEC material (charts and posters) were displayed in the hall.

	Nimbahera	Mr Madan Kheer	37/63	1	3	<p>Spoke to Ms Kailash (ASHA) and Mr. Bhanwar Lal (JMC) Training started at 10.00 am. Trainers covered all the content of training effectively Group activity (Role Play/Discussion/presentation) Meal provided timely. Average facilities at venue. IEC and training material available at training venue.</p>
Nov 15-16, 2011	Nimbhera	Mr. Gopal	34/63	2	2	<p>Spoke to Ms. Usha(ASHA) and Mr. Kisan Lal (other member). Training started at 9.00 am. Trainer cover the content of training effectively Group activity (Role play/Discussion) Meal provided timely. Average facilities at venue. IEC and training material available at training venue.</p>
	Chittorgarh	Mr. Pradeep Bhatt				Did not pick the call
Nov 18-19, 2011	Nimbheda	Mr Gopal Gayri	36/63	2	2	<p>Spoke to Ms Anita Chaudhary (ANM) and Mr Mohan Lal (PRI member) Low attendance due to engagement of persons in opium cultivation of VHSC developed villages Training started on 10.00 am. Trainers cover content timely and efficiently. IEC and training material available at training. Ensure more participation in group activity. Meal provided to participants. Talk to NGO member to improve attendance.</p>
	Bhaisroad garh	Mr Akhilesh	20/28	1	2	<p>Spoke to Ms. Mamta (ASHA) and Ms. Rajeesh Bhati (AWW) NGO invited 7 VHSCs but participants of 4 VHSCs present because of far distance from venue. Training started very late around 1200 hrs. IEC and training material available at venue. Meal provided to participants on time. Remaining participants shall be called in the very next batch.</p>

Nov 21-22, 2011	Bhedsar	Mr Ratan lal	30/56	1	2	<p>Spoke to Ms.Paras Rathore (ANM) and Ms. Sunita (other member) Training started on 10.00 am. Trainers covered all the content timely and efficiently IEC and training material available at training. Group activities (role play) done. Meal provided to participants on time</p>
Nov 22-23, 2011	Dungla	Mr.Bupraj Mehta	38/42	1	2	<p>Spoke to Ms. Nirmala (ANM) Training started on 11.00 am. Introduction and first session was completed till 3:15.</p>
	Nimbahera	Mr.Pradeep Bhatt	36/56	2	2	<p>Spoke to Ms.Vidhya (ANM) Training started on 10.00 am. Group activities (role play) done. Meal provided to participants on time.</p>
Nov 25-26, 2011	Badisadri	Mr. Anil Vyas	40/56	1 (Not present at the time of call)	3	<p>Spoke to Ms. Kamla Devi Meena (ASHA) and Ms. Kali Devi (JMC) Trainers were good Topics such as Schemes- JSSK, JSY, and VHSC Constitution and meetings , Immunization etc were taken up in 2 days Role plays and group work (broken square) were undertaken Food was good and meals were timely served. Hall was big and spacious M- 23 Female - 17 ASHA- 6,AWW- 6,ANM- 1,JMC- 2,PRI- 1,Other 24</p>
	Chittorgarh	Mr. Parddep Bhatt				<p>Even after repeated calling effort by the monitor the NGO representative did not pick up the call</p>
	Bhadesar	Mr. Madan Lal	45/56	2	2	<p>Spoke to Ms.Virender Kanwar (ASHA), Mr. Bheem Singh (JMC), Ms. Sohan Kaur (SHG member) (came only on day 2) In 1 VHSC (Kesar Pura) more than 12 members had come Of 8 VHSC one VHSC had population less than 100 On first day no activity was under taken Many members (mainly males and PRI) had left the hall after lunch the second day(at the time of call) 2-3 members had come on the second day only. But as per the NGO they were attending the training but were not registered. Food arrangements were good Meals were timely served</p>

						<p>Topics such as JSSK, Jyoti scheme, 108 Ambulance, and VHSC constitution were taken up on the first day.</p> <p>Male members were not able to give proper reply to the questions asked by the monitor.</p> <p>Hall was good, clean and spacious.</p>
	Bengu	Mr. Akhilesh	54/63	1	2	<p>Spoke to Ms. Sunita Vaishnav (AWW) and Mr. Babu Lal (Ward Member)</p> <p>Training started around 10:30 am</p> <p>VHSC constitutions , role play and VHSC meeting along with untied fund was covered in 2 days</p> <p>Charts and group work was done on the first day</p> <p>Meals were timely served</p>

General remarks:

1. The training was started around 10 am in almost all the batches.
2. At Bhaisrorgarh on Nov 18-19, 2011, **NGO invited 7 VHSCs but participants of 4 VHSCs came. Distance from venue was stated as the main reason.**
3. Many a times the contact person does not pick the call during the training. Hence the monitor is not able to get the required information.
4. **At Bhadesar, Nov 25-26, 2011**, 2-3 members had come on the second day only. But as per the NGO they were attending the training but were not registered. This could not be verified by any other means.
5. **IEC material is available at all the places**

District: Nagaur

After much gap, Nodal NGO for VHSC training at Nagaur district started the training again in the month of November, 2011. In total 17 Trainings were planned at 3 blocks namely Mundwa, Merta City and Riyan Badi.

The coordinators for the concerned batches were called and enquired for the details of their respective trainings. Also, few other participants were telephonically interviewed including one member form the department (ASHA, ANM, AWW, etc) and one other member from the community in each batch.

For the month of November 2011, a total of 10 trainings of 17 trainings (59%) have been monitored.

Date of Training	Block	Contact Person	Total Attendance	No. of trainers		Remarks
				Deptt	NGO	
Nov 11-12, 2011	Mundwa	Ms. Sushila	44/63	1	2	Spoke to Ms Santosh (ASHA) and Mr. Ramkaran (PRI member) Training started around 10.00 am Meal provided for participants. Average facilities at venue. Material was distributed at time of registration IEC material (charts and poster were displayed in the hall.
	Riyan	Mr. Devender Sharma	35/63	1	3	Spoke to Ms. Gomti Devi (ASHA) Training started late around 11.00 am Meal provided for participants. Average facilities at venue. No PRI member participated in the batch (Sarpanch visited only for a short while. Training Material was distributed at time of registration IEC material (charts and poster were displayed in the hall.
Nov 15-16, 2011	Riyan	Ms.Sushila	36/63	1	2	Spoke to Ms. Raviti (ASHA) and Mr raghu nath (Other member) Training started around 10.00 am on both days Meal provided for participants on time Average facilities at venue. Training material was distributed at time of registration IEC material (charts and poster) were displayed in the hall. Content covered. Group activity done.(Role play &Group discussion)
	Merta	Mr Devendra Sharma	55/63	1	3	Spoke to Ms. Chetna Sharma (ANM) and Mr. Prema (other member) First day training started at 10.30 am am and on second day at 10.00 am. All Contents scheduled for the day were covered Group activities done on VHSCs

						monthly meeting Meal quality is good. IEC material displayed.
	Mundwa	Mr Tarun Sharma	49 / 63	1	3	Spoke to Ms.Durga Devi (ASHA) and Mr. Mohan Lal (PRI member) Training started at 10.30 am on first day and 9.00 am on second day. Displayed IEC Materials. Group activities and role play done.
Nov 18- 19, 2011	Mundwa	Mr. Tarun	45 / 63	1	3	Spoke to Ms. Bhawari Devi (AWW) and Ms. Mathudi (PRI member) Training started at 10.00 am. Group activity done. (Role play). Meal provided to participants. IEC material displayed.
Nov 22- 23, 2011	Mundwa	Mr. Tarun	36/63 [ANM-3 ASHA-6 AWW-9 PRI-2 SHG-2 Others- 14]	1	3	Spoke to Ms. Manju(AWW) and Mr.Arjun(JMC) Total participants include 12 males and 24 females Training started around 10.00 am. Meal provided to participants on time. Average facilities at venue. Group activity done by participants Content timely covered
Nov 25- 26 ,2011	Mundwa	Mr. Devendra	27/63	1	2	Spoke to Ms. Chand Kanwar-ASHA and Mr. Srikishan-ward Member Training started around 10.00 am. Meal provided for participants. Average facilities at venue. Group activity/role play done by participants Content timely &efficiently covered IEC Material displayed. Training material available in training. The NGO rep. did not initially tell the total attendance for the batch(he said he will count and tell), but later did not pick up the call
Nov 25- 26, 2011	Merta	Mr.Shambhu	39/56	1	3	Spoke to Ms. Asha (ANM), and Mr. Govind (Member) M-11 F-28 Invited 9 VHSCs but one VHSC was absent .Monitor ask the NGO personals to invite absent VHSC in next batch. IEC &training Material available at training. Group activity done. Participants answered question properly. Meal provided at training 3-4 participant stay in night. Content covered

Nov 25-26, 2011	Riyan	Mr. Sushila	71/63	1	2	<p>At the time of lunch, participants were not available and later the NGO personal did not pick call.</p> <p>Initially 9 VHSCs were called but only 8 came. In addition 2 other VHSC called for subsequent batch also came due to some confusion, hence the attendance raised up to 71. Training material given and IEC material displayed at the hall. Average boarding facilities Residential arrangements made but no one stayed at night. Meal provided to participants. Content covered timely</p>
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General remarks:

1. The training was started around 10 am in almost all the batches.
2. **IEC material is available at all the places**
3. Only one person from department as a trainer at all the batches.
4. **The attendance was low (around 50-60%) in most of the trainings**
5. **At Mundwa , the batch attendance was very low (27/63), The NGO personal did not initially told the total attendance for the batch to the SIHFW monitor(he said he will count and tell), but later did not pick up the call., Hence the monitor was not able to take any decision regarding cancellation of the batch .On Nov 28, 2011 again the monitor called to confirm the attendance for batch held.**

District: Alwar

At Alwar, training was being conducted at 7 blocks, of which 2 were physically monitored in the month of November 2011. Training was planned simultaneously in all the 7 blocks.

The coordinators from the NGO for the concerned batches were enquired for the details of their respective trainings. Also, telephonically few other participants were interviewed including one member from the department (ASHA, ANM, AWW, etc) and one other member from the community.

For the month of November 2011, 7 batches of the scheduled 14 batches were telephonically monitored along with 2 other physically monitored trainings which in total accounted for 65% monitoring for the district.

Date of training	Block	Contact person	Attendance	No. of trainers		Remark
				Deptt.	NGO	
Nov 8-9, 2011	Thana gajji	Mr.Dharam chand	48 / 63	1	3	Spoke to Ms.Savitri sani (AHSA) & Ms. Santosh (Other member) Training started around 10.00 am. Meal provided for participants on time Average facilities at venue. Group activity done by participants with help of MTs.
	Laxman Garh	Mr Om prakash Gujjar	46 /63	1	3	Spoke to Ms.Hemlata (AHSA) and Ms.Shilla (PRI Member) Training started around 10.30 am. Meal provided for participants on time. Average infrastructural facilities at venue. Group activity done. (role play &group discussion) IEC material was displayed in the hall. Trainers covered all the contents scheduled for the day.
	Reni	Mr. Mr Mukash Kumar	53 / 63	0	3	Spoke to Ms.Papita Devi (AHSA) and Ms. Nisha (Other member) Training started at 9.30 am. Trainers covered all the contents scheduled for the day, but Session time was not followed by trainers' Average infrastructural facilities. Group activity done. Meals provided on time. Interactive environment at training. No recreational activities..

	Ramgarh	Mr Madan singh	35 / 56	1	2	Spoke to Ms Roji rani (AHSA) Training started at 10.30 am. More focus on Group activity (Role Play/Discussion/ Presentation) IEC material displayed Training material available at venue.
	Rajgarh	Ms Madhu	40 / 56	1	3	Spoke to Ms.Santosh (AHSA) and Mr Amer singh(Sarpanch) Training started at 09.30 am both days. IEC and training material available at venue. Meal provided to participants timely Role play and other group activities done Trainers covered all the contents scheduled for the day.
	Umarin	Mr Nathuu Singh	38 / 56	1	2	Spoke to Ms Subhedra Devi (ANM) and Mr. Satram (Other member) On first day training started on 10.30 a.m and on second day at 10.00 a. m. Trainers covered all the contents scheduled for the day. Group activities done (VHSCs monthly meeting role play) Meal quality was good. IEC material displayed.
Nov 11-12, 2011	Thanagaji	Dharmchand Sharma	48 / 63	1	3	Spoke to Ms. Indra (AHSA) and Mr. Sardaram(PRI Member) IEC material displayed, training material distributed, good teaching material. Not residential. As per telephonic conversation on first day (Nov 11) 48 participants were registered but on second day(12 Nov)when SIHFW monitors reached the venue found that only 36 participants were registered of which 3 were absent on the second day making a total of 33.

General remarks:

1. The training was started around 10 am or even earlier, in almost all the batches.
2. **Much discrepancy was observed in report received as compared to physical monitoring**
3. **IEC material is available at all the places**