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Help Desk System in MIS. How it benefits to the existing system?

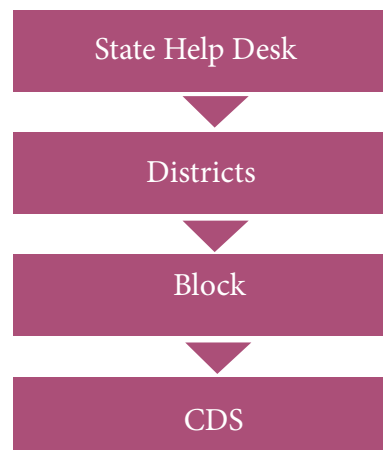
Help desk is a resource intended to provide the end user with information and support related to an organizations or institution's products and services. The purpose of a help desk is usually to troubleshoot problems or provide guidance about their software. A typical help desk can effectively perform several functions. It provides a single (or multiple) point of contact for users to gain assistance in troubleshooting, get answers to questions, and solve known problems. A help desk generally manages its requests through the use of software such as issue tracking systems.

As per the directives from NRLM MoRD, Kudumbashree implementing "Rural NHG profile creation process". It includes data collection of rural NHGs & members, and uploading into NRLM MIS web portal. For this process, NHGs' name, formation date, bank account details, NHG leadership status and members aadhaar details, bank account details, social category details are collecting from field level. Approximately 95% of this process is completed. Remaining is progressing. Newly created NHG details, and updates from existing NHGs will be uploaded regularly into same web portal.

In this web portal, we use help desk to troubleshoot all issues raised by various CDS of Kerala. Help desks are staffed by people who can either solve the problem directly or forward the problem to NRLM else. Help desk software provides the means to log in problems and track them until solved. Issues are reported from various levels. ie, from CD's level to State level.

For implementing Transaction based SHG Digital Accounting System (TBSDAS) in all rural NHGs, Transaction based details of all rural NHGs and members are uploading into CBOTRANS web portal . This is implementing through Kudumbashree. Both NHG profile data and transaction details are available through this portal. The data contains thrift, loan details, loan repayment details, grant from state & central

government, nhg meeting details, payment & receipt details. Grading of NHGs will be available using this data. While data uploading, data is added as one time from formation date. Later, monthly data is added as per progress. This data uploading process is started at all rural CDSs, as CDS is the data entry point. This will be continued in further years. As per the rollout of this process, one laptop and dongle for internet purpose are purchased in each rural CDS. Each SHG's keep a book regarding the transaction details of each month. Details are given to the CDS accountants to create SHG profiles and transaction. The format of the book keeping is shown. There are several ways to raise issues by using help desk and the flow is shown below.



Role of State level user

A state level user can perform the following activities

1. Check the issues raised from DPM/BC/CDS accountants.
2. Validate the issues raised from DPM/BC/CDS accountants
3. Enter/Update Key system approval dates.
4. Add Bank details subjected to the condition that the bank proposed to add is having branches in multiple districts of the same state, and not having branches in the state.
5. If in case the bank proposed to add, has branches in multiple districts then the state level user should inform the NMMU MIS team for adding this bank which can be accessed by users in CBO TRANS.
6. If in case the bank proposed to add, has branches then the state level user should inform the MIS NRLM NMMU MIS team for adding this bank which can be accessed by users in CBO TRANS.
7. Add Bank Branch details subjected to the condition that the branch proposed to add is being accessed by multiple districts. Particularly in cases where the branch is physically located on the border of two districts and is accessible by both the districts.

Role of District level user

They provides all support for NHG profile creation and Transaction Based MIS.

Role of Block level user

A block level user can perform the following activities

1. Inform the State Level MIS team, if any issues raised from CDS level.
2. Enter/Update Core Staff team details.
3. Manage SHG Bank linkage details.
4. SHG Registration.
5. All users works at Block level.
6. Mapping in Transaction Based MIS

Role of CDS level user

A CDS level user can perform the following activities

1. Data collection, Validation and Data Entries are done in this level.
2. They have direct hand over the SHG's.
3. Issues are reported directly to their corresponding DPM's.
4. Provide training.

Methods of reporting issues

State Level MIS team use different tools for accessing various types of issues from different levels. Most of the issues can be solved by state MIS team. But some issues that cannot solve from state level. Those types of

issues are forwarded to NRLM. In the NRLM side, they check and take necessary action to solve the problems. Most of the issues are solved within two days. But some issues like Bank branch will takes more than one week. We remit about the issues frequently to get a fast and better result. The flows of issue reporting are from CDS accountant to DPM/NRLM Accountant/Master RP. If the issues can be rectified from their side they solved the issues. If not, they can report to the State Level MIS team. Most of the issues can clear from the state level especially in the NRLM MIS web portal. Issues in the Transaction based SHG Digital Accounting System (TBSDAS) can be reported to NRLM directly. State level collected issues in several ways.

1. Google Spread Sheet – We share a spread sheet to DPM/NRLM Accountant/Master RP to raise the issues. CDS Accountant can inform the issues to their corresponding DPM's.
2. Phone call – A phone conversation feels that they're being acknowledged and their issues are being dealt with immediately. Relationship building approach to service, directly connecting the people via the telephone continues to play an important role.
3. Email - communications by email is a simple and convenient way for users to quickly reach out to support teams.
4. Whatsapp - WhatsApp is a touch point that allows interacting with people at any time. Group conversations can also be done to solve issues.

These are the methods that commonly used for reporting the issues. From the State level, issues that couldn't solve will reported directly to NRLM. For those purpose also we depend Phone, Whatsapp, email etc. Moreover we raised issues through Help Desk in NRLM MIS web portal. This is the official method to raise issues of both NRLM MIS web portal and Transaction based SHG Digital Accounting System. This option is in NRLM MIS web portal. Both State level and District level users can raise issues in this portal.

Steps for raising issue is shown below.

1. Login into the NRLM MIS web portal using the web address www.nrlm.gov.in
2. Set Role as State user.
3. Select Raise issue from the menu.
4. Enter the details of Requesting person and details of request in the Complaint System appeared.
5. Attach the files if required.
6. Finally Save the page.

We can see the complaint list which we entered at the end of the page. At the NRLM Side they process the issue and intimate us when the issue is resolved. Screen shot shows how we raise a complaint to NRLM. Also shows the complaint list which we raised earlier.

- Master Trainer Profile
- TRAINING AND CB
- HELP DESK
- MANAGE BANK
- MANAGE BRANCH
- MANAGEMENT UNIT DETAILS
- KEY SYSTEM APPROVAL DATES
- QUARTERLY TARGET
- APPROVED BLOCK MPRs
- HUMAN RESOURCE
- DISTRICT IS IDENTIFICATION
- REPORTS
- NRLM COMMODITIES
- FUND PROPOSAL REPORT
- LGD MAPPING

Complaint System

State KERALA

Detail of Requesting person

Name* REMYA Designation* DATA ANALYST Mobile 9495694956

Email* KSHREEMIS@GMAIL.COM

Detail Of Request

Application Type* CBO TRANSACTIONS Request Type* Error in application

Request Title* BANK BRANCH ISSUE

Request Detail*

Following Bank Branch is not seen.
 1. Bank name - State Bank Of India
 Branch Name - [Kootickal](#)
 IFSC code- [SBIN0070131](#)
 District- Kottayam

Attachments (Optional)

Attachment 1 No file chosen Attachment 2 No file chosen

Complaint List

Show 10 entries Search:

Sr No	Complaint No	Application	Request Type	Status	Raised On	Resolved On	Detail
1	2652	CBO TRANSACTIONS	Error in application	Resolved	12-03-2018 01:16:30 PM	19-04-2018 04:40:54 PM	Detail
2	2667	CBO TRANSACTIONS	Error in application	Resolved	13-03-2018 03:23:49 PM	19-04-2018 04:57:55 PM	Detail
3	2671	CBO TRANSACTIONS	Error in application	Resolved	13-03-2018 04:44:29 PM	19-04-2018 04:47:11 PM	Detail
4	2679	CBO TRANSACTIONS	Error in application	Resolved	14-03-2018 10:40:02 AM	19-04-2018 05:04:17 PM	Detail
5	2797	CBO TRANSACTIONS	Error in application	Resolved	22-03-2018 12:36:34 PM	19-04-2018 04:47:51 PM	Detail
6	2799	CBO TRANSACTIONS	Error in application	Resolved	22-03-2018 01:00:27 PM	19-04-2018 05:29:36 PM	Detail
7	2812	CBO TRANSACTIONS	Error in application	Resolved	22-03-2018 04:58:07 PM	19-04-2018 04:48:44 PM	Detail
8	3013	CBO TRANSACTIONS	Error in application	Resolved	13-04-2018 12:46:54 PM	18-04-2018 11:32:40 AM	Detail
9	3427	CBO TRANSACTIONS	Error in application	Processing	13-06-2018 11:42:57 AM	--	Detail 1
10	3508	CBO TRANSACTIONS	Error in application	Processing	22-06-2018 10:38:37 AM	--	Detail 1

Showing 1 to 10 of 11 entries Previous 1 2 Next

How to overcome issues:-

To overcome the issues, we have to provide proper training to the CDS accountants. Our target is 237883 till July but we achieve only 42536. ie only 17.88%. We can provide user manual and proper training to the District level, Block level, CDS level and Field level. The main issue that we have faced recently is the lack of RPs available. Most of the CDS have no RPs. Some have RPs but not working properly. Some RPs changes regularly, some are not hired. Due to this, DPM's have overloaded

and they forced to do the work. Solution is to provide good RPs with a satisfied remuneration. Moreover they got proper training in time. Shared spreadsheets contains the details that they have to entered are

1. SHG name
2. SHG code
3. User id
4. Password
5. Issue type

Most of the issues raised are

- Bank branch issues - Neither branch not seen in

- Cutoff issues.
- Wards addition/correction/Deletion
- Mapping issues

NRLM MIS or in CBO TRANS.

- Members couldn't upload in CBO.
- Bank branch to be add in NRLM MIS.
- Transaction pages issues.
- Site issues.

Issues cleared from the state level on time. Issues that couldn't solve by state level will report to NRLM. Some issues takes time from their side. But will solve as early as possible. The format of spread sheet regarding Bank branch is shown.

ബാങ്ക് ശാഖകൾ വീണ്ടെടുക്കുന്നതിനുള്ള സാങ്കേതിക വിദ്യകൾ ഉപയോഗിച്ച് പുതിയ ബാങ്കുകൾ ചേർക്കുന്നതിനുള്ള സാങ്കേതിക വിദ്യകൾ

NRLM MIS - Format for adding new bank&branch

FORMAT - NATIONALIZED BANK

ഈ ഫോർമാറ്റിൽ വാഗ്ദാനം ചെയ്യുന്നതിനുള്ള ചുരുക്കപ്പേരുകൾ: DPV(വിലാസം അക്കൗണ്ട് നമ്പർ RP (സി.ടി.എസ്) അക്കൗണ്ട് നമ്പർ) ഈ ഫോർമാറ്റിൽ വാഗ്ദാനം ചെയ്യുന്നതിനുള്ള സാങ്കേതിക വിദ്യകൾ

Sl. No	District Name	Nationalized bank name	Branch Name	IFSC code	Address	Block Name	Remarks from HQ	Status from HQ
1	Kollam	Canara Bank	Mylam	CMBR0005836	1p 1818 Pope Building Inchekkada, Vellikavala		Added	solved
2	Puthuzhatha	Indian Bank	Pezhulam	IDIB0002225	Puthuzhathi Building,puthuzhathathu Puzhathalam		Bank already exist	solved
3	Puthuzhatha	IOB	Vaigayam	IOBA0006038	Tirunore Sengas & Chemicals Campus, Puthuzhathi		Added	solved
4	Puthuzhatha	Kerala Gramin Bank	Elathoor	KLCB0004675	CHETTIKADAVIL BUILDINGS, PAPER ELATHOOR		Added	solved
5	Puthuzhatha	IOB	Ayazoor	IOBA0007074	316, Neo Union Building, P.C Road, Cheriyaipuzham		Added	solved
6	Ernakulam	SBI	Mookkannoor	SBI00071268	SBI MOOKKANNOOR,MOOKKANNOOR,ANGAMALY		Added	solved
7	Ernakulam	SBI	Puthuzhathara	SBI00071259	D118, PADARIA CENTRE,PUTHUZHATHARA,PARAKKADAVU		Added	solved
8	Thrissur	SBI	Kulachira	SBI00071263	Kulachira, Velayal Complex, Dhomekkudi, Edakkal		Added	solved
9	Thrissur	CSB	Kodakara	CSBR0000130	Coonoor S Pentalakodara complex, NH 47, Kodakara		Bank already exist	solved
10	Thrissur	Canara Bank	Maha	CMBR0008535	Canara bank, Nr road, mala		Bank already exist	solved
11	Kollam	Syidiquebank	Ippeer	SYID0004514	Ground Floor, Manallooram Pambathukal, Ippal		Bank already exist	solved
12	Kottayam	State Bank of India	Koovellal	SBI00070131	79/101, RAJAH, BUILDING, KOOTTEKAL, Kariappally		Bank already exist	solved
13	Kollam	KGB	Kalavethal	KLCB00040763	Kalavethal, 07755, Kalavethal, P, Ithikkara		Added	solved
14	Thrissur	Union bank	Chakkaly		Chakkaly P, Chakkaly	Kudumbay	Enter ifsc code	
15	Thrissur	Union Bank	Cheruvayal	UBIN0447011	See Vlass, East Mala, gopparay, pin. 686240, Chakkal		Added	solved
16	Ernakulam	Kerala Gramin Bank	Kurumassery	KLCB00040720	Kurumassery P.O, Kurumassery, Pin-688575, Pambathara		Added	solved
17	Kollam	ICICI	Pattayam	ICIC0008570	BAVU, SANGI SQUARE, CENTRAL JUNCTION, Pattayam		Bank already exist	solved
18	Kollam	HEFC	Aloor	HEFC0002283	CHITTUNGA BUILDINGS, HEAR, PATTAYAM, Pattayam		solved	solved
19	Kollam	Indian Bank	Pannoor	IDIB0009023	Indian Bank, Pannoor, SVO, Kollam Dist	Ithikkara	solved	solved
20	Kollam	SBI	South Pannoor	SBI00000071	South Pannoor BLDG No. 200/054-A	Ithikkara	Bank already exist	solved
21	Kollam	Canara Bank	Pannoor	CMBR0003538	Puthuzh Building, 188/First Floor, Pannoor, Ithikkara		Bank already exist	solved
22	Kollam	Federal bank	Pannoor	FBL0001142	P B Pannoor, Kollam	Ithikkara	Bank already exist	solved
23	THRISSUR	CATHOLIC SYRIAN BANK, KODAKARA		CSBK0000130	Kodakara 130/Door no.5, Pambathukara, Kodakara		Added	solved
24	Thrissur	Kerala Gramin Bank	Provelloor	KLCB0004633	Kerala Gramin Bank, Provelloor, Pambathukara, Provelloor		Added	solved
25	THRISSUR	STATE BANK OF INDIA, PATTINAKAD		SBI00070253	THRISSUR, AOB, GRACE SMART CITY, PATTINAKAD		Added	solved
26	THRISSUR	STATE BANK OF INDIA, MULLASSERY		SBI00070487	MULLASSERY	MULLASSERY	Added	solved

Monthly Transactions Card for the Month of _____, Year: 20_____.

1. Block*:	2. GP*:	3. Village*:	4. SHG Name*:
6. SHG Code:	7. Book Keeping by paid Book Keeper: (Yes/No)	8. Grading of SHG by VO/Project (A/B/C/Not graded):	
9. No of Meetings Held during the Month*:	10. Total members attended in all meetings during the Month*:	11. No of Members that availed internal loans:	12. Training Received by SHG: (M1/M2/M3/M4/M5/None):

*A. Grant/Subsidy received prior to first reporting month: Source: RF-NRLM/SGSY/State Govt/Any Other Source/None): Amount (Rs):	*B. Total SHG Savings up to first reporting month (Rs):	*C. Total savings made by SHG with the VO up to Previous month (Rs):	*D. Loan outstanding from members to SHG (up to first reporting month - with overdues, if any) (Rs):
*E. CIF loan outstanding from SHG to VO (up to first reporting month - with overdues, if any) (Rs):	*F. SHG Bank loan outstanding (up to first reporting month - with overdues, if any) (Rs):	*G. Other outstanding loans of SHG (up to first reporting month - with overdues, if any) (Rs):	*H. Group Investments made if any up to first reporting month (Rs):

* Items A to H to be filled up only once for the first month.

Receipts during the reporting month	Amount (Rs.)	Payments during the reporting month	Amount (Rs.)
1. Opening Cash Balance		1. Monthly savings by SHG to VO	
2. Opening Bank Balance		2. Internal loan disbursed to Members	
3. Savings subscribed by Members		3. CIF loan repaid to VO with interest	
4. Revolving Fund (RF) Received		4. Bank Loan repaid with interest	
5. CIF Received		5. Other Loan repaid with interest	
6. Bank Loan Received		6. Expenditures	
7. Other Loan Received		7. Any other payments	
8. Loan Repayments received from members with interest		8. Closing Cash Balance	
9. Any other receipts		9. Closing Bank Balance	
10. Total:		10. Total:	

Date:

Prepared By

SHG Leader

SHG Continuation Report

Sr. no.	District	Total SHG	Trans Continue for 3 months	Trans Continue for 6 months	Trans Continue for 9 months	Trans Continue for 12 months
1	ALAPPUZHA	1528	0	0	0	0
2	ERNAKULAM	5078	4	0	0	0
3	IDUKKI	3835	0	0	0	0
4	KANNUR	2102	0	0	0	0
5	KA SARGODE	2457	0	0	0	0
6	KOLLAM	2530	10	0	0	0
7	KOTTAYAM	968	22	2	0	0
8	KOZHIKKODE	797	1	0	0	0
9	MALAPPURAM	1255	0	0	0	0
10	PALAKKAD	7094	29	3	0	0
11	PATHANAMTHITTA	1202	11	0	0	0
12	THIRUVANANTHAPURAM	6910	11	3	0	0
13	THRISSUR	5223	4	0	0	0
14	WAYANAD	1015	0	0	0	0
Total		41994	92	8	0	0

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Table shows the Transaction based details till July 2018 of various districts of Kerala