

Surakshit Hum Surakshit Tum Abhiyan -

Niti Aayog and Piramal Foundation has launched this campaign in 112 Aspirational districts to assist District administration in providing Homecare support to COVID-19 patients and help create awareness for the Vaccination drive.

For Kashipur Block,(Udham Singh Nagar district) it is a privilege that Aan Charitable Trust has been selected as the supporting local NGO. Aan has enlisted and mobilized over 40 volunteers to connect with 5650 senior citizens through outbound calls and collect important data to support the ongoing vaccination drive. SHST is a huge learning opportunity for the Aan team and volunteers. Orientation and proper training were provided by the Piramal Foundation.

Since the beginning of this campaign, it has been a very engaging activity for all of our volunteers. The Piramal Foundation team has been a big support in the implementation of the entire campaign, keeping the volunteers motivated and abreast with the latest updates. The initial orientation sessions by them gave us a comprehensive knowledge about the processes and our role as an NGO in it. We had a smooth rollout of the campaign but still had a few teething problems which are enlisted below.

The minor challenges were -

- Proper and equitable distribution of calling data. Our biggest challenge was to distribute the data of approximately 6000 people equally amongst our 40 active volunteers.
- Duplication of calling data- Moving ahead to make sure that any volunteer does not overwrite the data of another one, we had to create separate sheets for each of them.
- Volunteer capacity building - orientation of our volunteers and making sure they understand their roles with clarity.
- Regular orientation of volunteers- Giving them demo calls and creating hypothetical situations. Mental Preparedness to deal with all kinds of people and queries over the call.
- Daily Communication and coordinating with all our 40 active volunteers to ensure that the data collection and the calling process are successfully happening and the issues faced by our volunteers resolved immediately.

Aan is a non-profit conceptualized on a single thought, ' a small gesture we make, makes a big difference. Aan meaning dignity in Hindi is a multifaceted organization working towards the sustainable development goals 3(Good Health and Development goals), 4(Quality Education), 5(Gender Equality), and 11(Sustainable Cities and Communities).

Resolution of minor challenges and innovative ways of collecting more meaningful information-

- Appointing dedicated and sincere Co-ordinators and co-coordinators especially for the SHST campaign.
- We created 40 separate customized sheets for each of our volunteers.
- We inserted a few more columns to the excel sheets to collect additional data - ' Volunteer Name ', ' Calling Status ', ' Follow up call Date ', to make the data collection process more systematic.

- We created a separate communication group for all the active volunteers, wherein they could post their issues, and our team could resolve them asap.
- We constantly check the progress reports of our volunteers to make sure that there are no lapses every volunteer is sincerely committed to their role.