



JEEVIKA

An Initiative of Government of Bihar for Poverty Alleviation

Bihar Rural Livelihoods Promotion Society State Rural Livelihoods Mission, Bihar



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Date: 22.07.22

OFFICE ORDER

NRLM has developed a CBOs Transaction MIS "LokOS" and advisory has been issued for its implementation in all states vide letter no. J-11060/08/2019-RL-Part (3) (377421) dated 18th January'2022. A team from BRLPS has participated in training program at New Delhi on LokOS from 15-17 June'2022. Approval has been accorded by competent authority for training workshop at SPMU level for Resource Persons attended training for designing module for training at field level. Block teams from identified Piloting Blocks will also attend the training workshop for designing module and creating Resource Pool, which will further provide training to staffs & Cadres from respective Blocks. SPM-MIS also needs to nominate 1-2 persons to facilitate technicalities resolutions.

Approval has been also given for 1 Batch of training at each of 3 identified Blocks or related Districts for residential training of identified e-community mobilisers & e-bookkeeper. Cost of each Batch is Rs. 90,000/- (Ninety Thousands only), which is @Rs.750/- per person for 40 persons for 3 day's Residential Training. Name of identified Blocks for piloting of LokOS are Danapur, Sampatchak (Patna) and Marwan (Muzaffarpur).

By the order of the CEO, BRLPS


22.07.2022
(Mukesh Chandra Sharan)

PC-FI

Annexure: NRLM Advisory on LokOS (J-11060/08/2019-RL-Part (3) (377421)

Copy to:

1. PMs, SPMs, PCs, CFO, PS.
2. DPM Patna & Muzaffarpur and concerned Block Teams.

File No: J-11060/08/2019-RL-Part (3) (377421)

Government of India
Ministry of Rural Development
Department of Rural Development
(Rural Livelihoods Division)

7th Floor, NDCC Building-II
Jai Singh Road, New Delhi-110001
Date: 18th January, 2022

To

The State Mission Director/CEO,
All SRLMs- States/UTs

Subject: Advisory on SHG Federation's transactions application roll-out

Madam/Sir,

I am directed to say that DAY-NRLM, in partnership with the Bill & Melinda Gates Foundation (BMGF) and their partner Center for Digital Financial Inclusion (CDFI), is working on the development of "LokOS application" which consist of 'Profile' and 'Transactions of the Self Help Group (SHG), Village Organization (VO) and Cluster Level Federation (CLF)'.

LokOS app has been field-tested for profile entry of SHG-VO-CLF in Munak block of Karnal district of Haryana and Nazibabad block of Bijnor district of Uttar Pradesh and based on satisfactory feedback received from the state, the pilot has been started in the 4 blocks (@1 block per state, of Haryana, Meghalaya, Uttar Pradesh, and Uttarakhand). On successful completion of the pilot, it will be scaled up in a phased manner to all blocks in the country for capturing the profile information.

Development and pilot of SHG-VO-CLF transaction application is under process and is expected to be rolled out in the last quarter of the current financial year.

State Missions are requested to nominate a nodal person at the rank of State Programme Manager/Thematic Head Level to ensure the roll-out of the LokOS application (profile entry/update and upcoming transaction application). The name, the designation, and the contact details (email ID and mobile number) of the nodal person may be shared with Mr. Prabhat Kumar (email id- prabhatfm@gmail.com and mobile- 9650958956) at the earliest. An orientation programme is scheduled in the January 2022 which details will be shared soon.

Yours faithfully

Advisory copy enclosed


(Saurabh Kumar Dubey)
Director-RL

CC to-

1. Director- NIRDPR- Resource Cell, Hyderabad and NERC-Guwahati
2. Mr. Anjani Kumar, BMGF
3. Mr. Krishnan CDFI

Advisory on rolling-out of LokOS application

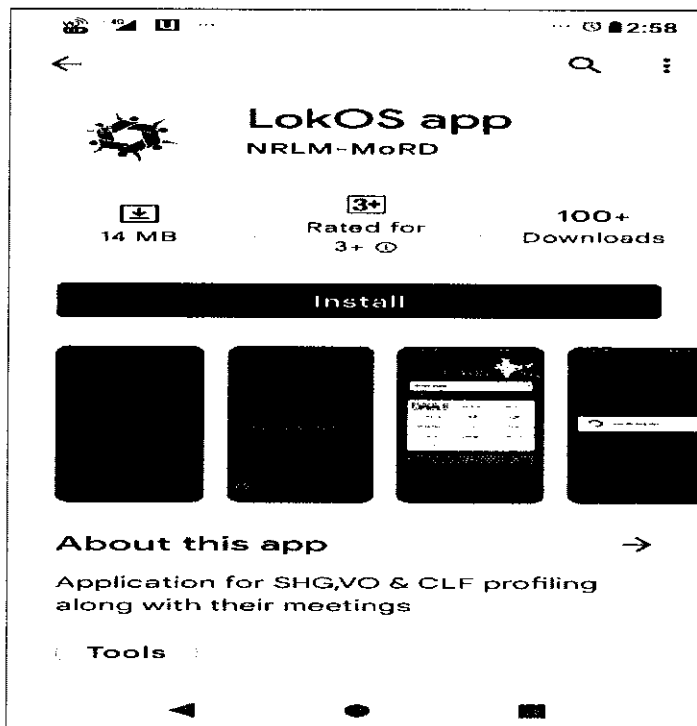
Deendayal Antyodaya Yojana- National Rural Livelihoods Mission (DAY-NRLM) under the partnership of the Bill & Melinda Gates Foundation (BMGF) and their partner Center for Digital Financial Inclusion (CDFI) is working on the development of “LokOS application” which consist of ‘Profile’ and ‘Transactions of the Self Help Group (SHG), Village Organization (VO) and Cluster Level Federation (CLF)’. The Ministry of Rural Development is in the process of roll-out this application. **Steps for the roll-out of LokOS application-**

1. LokOS application download option-

The LokOS application is available on google play store i.e., LokOS app (NRLM-MoRD)

Space required to download- 14 MB

Steps to follow- Click on ‘Google Play Store’ and type ‘LokOS app (NRLM-MoRD)’ and click on the ‘Install’ option.



2. Creation of User ID & Password-

Following User ID and Password for the user at state, district, block and sub-block level can be created by the State Admin User. National team will create State Admin User ID.

User Management (UM) portal access link: <https://nrlm.gov.in/LokOS/>

SN	Admin User	Login ID & Password	Provision
1	State	State nodal person (Admin User) & Thematic	The national team will create a login ID & a Password for the State Admin User (state nodal person) and will send details on mail State Admin User can create User ID & Password for Thematic Person for the state/district/block

2	District	District Nodal Person (Admin User) & Thematic Person	State Admin User to create login ID & Password for District Admin User District Admin User can create login ID & password for District Thematic Person
3	Block	Block Program Manager/BMM, Admin User & MIS coordinator/DEO	District/State Admin User to create login ID & Password for Block Admin User Block Admin User can create login ID & password for block thematic person/MIS coordinator/DEO
4	CLF	CLF e-bookkeeper*	Block Admin User
5	VO	VO e-bookkeeper*	Block Admin User
6	SHG	VO e-bookkeeper*	Block Admin User

***Mapping of SHG, VO, CLF with their e-bookkeeper-**

Before creation of User ID & password for the e-bookkeepers (of SHG/VO/CLF) in the User Management Portal, Block Admin user will collect the details of SHG, VO, CLF to be mapped with the e-bookkeeper in the excel sheet i.e. Bookkeeper name, Gram Panchayat, Village, SHGs (to be assigned), VO (to be assigned) and CLF (to be assigned). The format of which can be download from NRLM MIS/LokOS. ~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~ &II

3. E-Bookkeeper identification and deployment (data entry point) -

The state is requested to position the existing Village Organisation (VO) bookkeeper as an e-bookkeeper to capture the profile and transaction details of SHGs and VOs in that geography. CLF bookkeeper as a CLF e-bookkeeper to capture the CLF profile and transaction data. The state can give preference to exiting bookkeepers who are maintaining the physical copy of books of record as this may be easier for them to upload the profile data and to prepare a cut-off sheet (SHG-VO-CLF) for transaction application roll-out. The detail is as below-

Point person	Responsibility	Honorarium
VO Bookkeeper (community facilitator/samooH sakhi/community mobiliser/CRP, etc.)	As SHG e-Book keeper <ul style="list-style-type: none"> SHG and members profile entry and regular update Capturing the transactions of SHG during the meeting (regularly) and other related tasks for rolling out of I.LOKOS 	<p>Existing Norms- Community operational manual (COM) suggests up to Rs. 150/- per day/up to Rs. 1500 per month & VO bookkeeper is paid up to Rs. 1500 per bookkeeper per month (as fixed by the institutions/states)</p> <p>Additional Provision- Understanding the quantum of work on LokOS application data capturing, the state is requested to provision an <i>additional amount of upto Rs. 100 per SHG per month and upto Rs. 500 per VO per month to capture the details of the</i></p>

	application	<i>profile and regular transaction data on LokOS including the cut-off sheet.</i> The state can suggest VO to link the payment to an e-bookkeeper with a data entry report available on MIS.
	As VO e-Book Keeper <ul style="list-style-type: none"> • VO profile entry and regular update • Capturing the transactions of VO during the meeting (regularly) and other related tasks for rolling out of LOKOS application 	E-bookkeeper needs to have a smart phone/Tablet along with a net package to capture the details on LokOS. Responsibility- Upto 20 SHGs and 1 VO (for more than 20 SHGs and more than 1 VO, the state can provision additional bookkeeper or as suits the local needs, state can decide)
CLF Bookkeeper (accountant/coordinator/PRP/etc. preferably engaged in bookkeeping writing)	<ul style="list-style-type: none"> • CLF profile entry and regular update • Capturing the transaction of CLF during the meeting (regularly) and other related tasks 	State can advise CLF to purchase desktop/laptop and install internet connection by using CLF start fund. Wherever CLF is not equipped with Laptop/desktop, the state can advised CLF e-bookkeeper to have a laptop/Tablet/smart phone (preferably laptop, as data entry is in web/browser application) along with a net package to capture the details on LokOS. Existing Norms- Community operational manual (COM) suggests Rs. 6000 per month per CLF Bookkeeper (as fixed by the CLF/SRLM) Additional Provision- The state is requested to <i>provision an additional amount of upto Rs. 1000 per CLF per month (towards equipment cost and net package) to capture the details of the profile and regular transaction data on LokOS including the cut-off sheet.</i> The state can suggest CLF to link the payment to the e-bookkeeper with a data entry report available on MIS.

4. Device details of a bookkeeper: Minimum specifications for mobile/tablet/laptop namely-

Mobile phone/Tablet/laptop devices have to be purchased/managed by the Bookkeeper based on the below specifications. S/he must have a device within a week of being nominated for this responsibility. **Ownership of this device lies with the bookkeeper including, regular internet recharge to ensure good net connectivity** (preferably post-paid SIM card with a minimum of 1 GB per day net pack), **to capture the profile and transaction data.** SHG may be requested to provide the loan to the e-bookkeeper/family members of the e-bookkeeper to purchase the mobile/tablet/laptop, in case if required.

Device specification detail is as below-

- a. Operating system - Android 8 (Oreo) and above
- b. RAM - minimum 4GB and above (Mobile phone/Tablet/laptop)
- c. Hard disk/Physical memory (Free space) - minimum 4GB and above
- d. Mobile Screen size/ resolution - 5" and above
- e. Tablet Screen size/ resolution - 7" minimum

This has also been observed that the few SRLMs that have procured mobile/tablet/laptop/desktop etc. in the previous financial years to capture the SHG/federation transaction data (TBSDAS), need to allocate equipment to Bookkeepers of VO/CLF to capture the transactions, in case this equipment are still lying with SRLM.

5. **E-Bookkeeper role definition in LokOS**

SHG book keeper and VO book keeper may be same person or different persons. However, SRLMs are advised to designate same person (e-bookkeeper) for both the roles in order to optimize the resources. Each role (SHG book keeper and VO Book keeper) will be assigned with its own User ID and Password.

In case same person performs the role of SHG e- book keeper and VO e- Book keeper, s/he will be provided with User credential for both the roles separately; same device belonging to her/him can be used for data entry of both the roles. The user is identified and access is approved through SMS OTP based security system. Moreover, the user cannot access the mobile app in two different devices at the same time.

In case the same person is assigned both the roles, after completion of one role and before switching to another role:

- a. The user has to upload all data of the current institution to the server
- b. Delete all the unsaved data in the application
- c. Log out as one user and again (Ex: SHG book keeper) login as another user (Ex: VO Book keeper)

Same can be done in case of CLF e-bookkeeper.

6. **E-Bookkeeper roles and responsibility for LokOS data entry-**

- a. Regularly updating SHG-VO-CLF profile entry and mapping of SHG into VO and VO into CLF
- b. Preparation of the cut-off sheet (SHG/VO/CLF) to roll out the transaction data
- c. Data correction from actual books of records to data uploaded on LokOS. In case of any mismatch, should bring it to the notice of SHG-VO-CLF and Block Unit.
- d. Reaching 10 minutes before the scheduled meeting time of SHG-VO-CLF and leave after the closing of the meeting including matching the final transactions capture vs reported in manual books of record
- e. Submission of monthly action plan and work done report in VO/CLF executive committee.
- f. Do not touch the cash and should not influence the discussions of the SHG-VO-CLF.

7. LokOS application -

LokOS application consists of:

- a. Capturing the Profile entry/update of the SHG, VO, and CLF (new and existing)
- b. Capturing the Transaction data of the meetings of the SHG, VO, and CLF (*roll-out expected from the Quarter-I of the FY 2022-23*)

8. LokOS application- Phasing Plan

The state is advised to initiate LokOS roll-out (profile & transaction) application from 1 block and based on successful implementation and creation of a pool of master trainers/resource persons can expand to all blocks of that district (district of the pilot block) followed by all blocks of the state in the phased manner.

- a. **LokOS- Profile entry application: Indicative phasing plan & timeline is as below:**

Phase	Criteria	SRLMs	Timeline
LokOs- Profile application pilot			
I	1 block (@ 1 per state)	Uttarakhand, Uttar Pradesh, Haryana and Meghalaya	November- December 2021
II	1 district (all blocks of pilot district)	Uttarakhand, Uttar Pradesh, Haryana, and Meghalaya	Till February 2022 (expansion to all blocks of the state)
LokOS profile application- Roll-out			
III	1 block (@ 1 per state)	All remaining SRLM	February - March 2022
III	1 district (all blocks of pilot district)	All remaining SRLM	Quarter-I of FY 2022-23
IV	All blocks	All SRLM	Quarter-II of FY 2022-23

Once a block will roll-out LokOS profile application, profile of SHG, VO, CLF to be captured on LokOS application only. After that, no profile entry/update will be made on NRLM MIS.

- b. **LokOS- Transaction application: Indicative phasing plan & timeline is as below:**

Phase	Criteria	SRLMs	Timeline
LokOs- Transaction application field testing & pilot			
I	1 block (@ 1 per state)	Uttarakhand, Uttar Pradesh, Haryana and Meghalaya	January – March 2022
II	1 district (all blocks of pilot district)	Uttarakhand, Uttar Pradesh, Haryana, and Meghalaya	(expansion to all blocks of the state)
LokOs- Transaction application roll-out			
III	1 block (@ 1 per state)	All remaining SRLM	Till May 2022
IV	1 district (all blocks of pilot district)	All remaining SRLM	Till July 2022
V	All blocks	All SRLM	Quarter-II of FY 2022-23

9. Setting up of help-desk at National Level, New Delhi

The national team is in the process to set-up a help-desk at the office of the Ministry of Rural Development, New Delhi to address the issues related to the roll-out of the application and provide real-time support directly up to the village level..

It is suggested that National Help-Desk will receive calls only from the State Level (assuming repeat information may not come from the same state at the same time). The state will also set up the mechanism to collect the issues from district/block and accordingly block team from the CLF/VO/SHG. Accordingly;

- a. Ticketing System – The Help desk staff should be given access to a ticketing system to log, track and provide reports on issues and their resolution
- b. State can plan to place 2-3 young professionals at SMMU to roll-out the LokOS application
- c. For the first 24 months of the launch of the LokOS application in a block, the respective block needs to have at least 1-2 dedicated staff and community trainers trained on the LoKOS application to manage the operational issues locally. These resources need to be trained by the Trainers.

10. LokOS- Profile entry application: Maker-checker concept

The profile entry data uploaded by the e-Bookkeeper of the SHG/VO/CLF will be verified and approved by the Block Program Manager (BPM/BMM). Only approved data will be synchronized to the central server.

The Maker-checker concept for the LokOS transaction application will be shared separately (in the user manual)

11. LokOS application MIS Report-

Data uploaded on the LokOS application can be seen in the report section of the dashboard available on DAY-NRLM MIS (*detail will be shared soon*).

Development of Master Trainers/Resource Persons

As part of the pilot in a block, the state will identify a pool of resource persons/master trainers among the e-bookkeepers (SHG/VO/CLF)/other trainers and will conduct trainings to develop them as a master trainers. DAY-NRLM is developing a pool of master trainers at NIRDPR and NERC, Guwahati, and their support for the training and roll-out can be taken.

Based on the Master trainer's performance, states can categorize these master trainers at the State/District/Block level and deploy in the scaling-up of the LokOS application. Usually, states have adopted the norms to pay the resource fee to the Master trainers (deployed at State/District/Block level) and in case, if any state does not have such norms, can adopt the norms as mentioned in the Model Community Operation Manual of the DAY-NRLM.

The indicative list is attached as below-

Level	Resource Persons/Master Trainers	Numbers
National Level (NIRDPR Hyderabad and NERC Guwahati)*	National Resource person (NRP)	Up to 8-10 NRPs (dedicated)
	Community Master Trainers/NCRP	Up to 50-600 NCRP/Community Trainers
State Office	State resource trainers from the community (state pool)	10-15 resource persons per state
District office	District resource trainers from the community (district pool)	4-6 resource persons per district
Block office/CLF level	Block resource trainers from the community (block pool)	4-6 resource persons per block

*The Resource Cell at NIRDPR Hyderabad and NERC Guwahati will make necessary arrangements for the deployment of national resource person/NCRPs to the SRLMs including campus/off-campus trainings. Resource Cell can also plan to enlarge the existing pool of NCRPs among the experienced community resources persons who have worked as professional resource persons under resource block strategy and others, and have experience on bookkeeping of SHG and Federations.

12. Training: As part of the roll-out, training needs to be conducted in the following ways-

Training	Audience	Duration
Mobile App <ul style="list-style-type: none"> • Download and log in • Download of Master Data • Creation and updating of Profile for SHG, VO, and CLF • Uploading of completed profiles • Deduplication and approvals and Web • Rejection remarks and re-entry 	State/District/Block Staff e-Bookkeepers (SHG-VO-CLF) SHG and Federation- Leaders/Office Bearers Master Trainers/resource persons SHG/VO leaders/members	1-3 days
Web Layer <ul style="list-style-type: none"> • Deduplication • Block Manager's View and approval 	State/District/Block Staff CLF e-bookkeeper Master Trainers/resource persons	1-2 days

Training should be planned in such a way that it happens 'Just in Time' so that the users do not forget the training. List of materials to be provided by the Ministry of Rural Development-

- a. Training Video
- b. User Manual
- c. Frequently asked questions (FAQ)
- d. LokOS application can be practiced on demo version available on LokOS portal (will be communicated separately).
- e. It is suggested that users are allowed to use the production system (live entry) only after completion of training.

13. Provision to book the expenditure (honorarium of e-bookkeeper and others):

- a. The SRLMs may incur the expenditure related to the payment of additional honorarium of VO and CLF bookkeepers as suggested in this advisory from the Institution and Capacity Building budget for at least 2 year period (means from the date of rolling out of LOKOS Application). Thereafter, SRLMs need to ensure that community institutions shall meet this expenditure from their income.
- b. In case VO is not formed. VO Bookkeeper honorarium to be paid either through CLF (if formed) or through one of the nominated SHG or neighboring VO or by Mission Unit.

Expenditure to be booked under Institution and Capacity Building cost (B2 component) of the DAY-NRLM. To avoid the delay in payment to community cadres/staff of SHG Federation. SRLMs are advised to provision for at least 6 months' advance to SHG Federation's to meet the cost. Advance to be settled based on expenditure details submitted by SHG Federation followed by resolution copy of executive committee meeting.

