Development of Dashboard for Bihar State Plan of Action for Children

Concept Note

1. Background

The National Policy for Children, 2013 encapsulates the commitment of Government of India to safeguard, inform, include, support and empower all children within its territory and jurisdiction, both in their individual situation and as a national asset. It emphasizes the State's commitment to take affirmative measures – legislative, policy or otherwise – to promote and safeguard the right of all children to live and grow with equity, dignity, security and freedom, especially those marginalized or disadvantaged; to ensure that all children have equal opportunities; and that no custom, tradition, cultural or religious practice is allowed to violate or restrict or prevent children from enjoying their rights.

The Department of Social Welfare, Government of Bihar with technical support from UNICEF rolled out the SPAC in March 2019 for a period of five years from 2019 – 24 with intent to accelerate the progress in ensuring the rights of children enshrined in the Convention on the Rights of the Child (CRC) in the state. The State Plan of Action provides a platform for looking at issues of the child comprehensively; aims to strengthen convergence and interdepartmental coordination and brings direction and measurement to the Government's efforts while building accountability to achievement of results for children. SPAC in Bihar has the following objectives:

1. Ensure equitable access to comprehensive and essential preventive, promotive, curative and rehabilitative health care of the highest standard, for all children before, during and after birth, and throughout the period of their growth and development.

2. Secure the right of every child to learning, knowledge, education, and development opportunity, with due regard for special needs, through access, provision and promotion of required environment, information, infrastructure, services and supports, for the development of the child's fullest potential.

3. Create a caring, protective and safe environment for all children, to reduce their vulnerability in all situations and to keep them safe at all places, especially public spaces

The rights of the children under SPAC has been categorised under four Key Priority Areas – (a) Survival, Health and Nutrition; (b) Education and Development (including Skill Development); (c) Protection; and (d) Participation. The Bihar SPAC identifies the key bottlenecks, and sets goals and milestones to achievements towards better outcomes for children in the state across nine imperatives on health, nutrition, education, enabling environment, protection and participation.

2. Rationale

The Bihar State Plan of Action for Children calls for concerted, integrated and convergent actions on the part of a number of stakeholders within the five years of the Action Plan towards securing the rights of children. This would necessitate regular information flow across multiple departments so that collective review and corrective real time actions could be initiated.

Currently, 28 line departments including respective directorates **(Table 1, Pg 7)** have their own Management Information System (MIS) to track programme performance on a regular basis. While these information systems are quite comprehensive they rarely talk to each other and there is no system to capture these information holistically. Thus to provide a common platform of information exchange it is proposed to develop a dashboard which will not only track the Key Performance Indicators (KPIs) of SPAC but also show the progress in terms of various other outcome, output and process indicators in realising the objective of Bihar State Plan of Action for Children.

Understandably, a dashboard is an information management tool that visually tracks, analyzes and displays key performance indicators (KPI) and data points to monitor progress as well as processes. It is one of the most efficient ways to track multiple data sources as it provides a system of centralized monitoring and analyzing performance. Further, it facilitates real-time monitoring and reduces the hours of analysing and long lines of communication.

In order to attain the goals set under SPAC and progresses in KPIs it is desirable to develop and provide a community information tool wherein members of the community can access information on their entitlement and benefits the government provides. This would not only improve uptake of these programs, but also strengthen accountability and transparency in the processes. Likewise measuring KPIs of SPAC through dashboard with an access to the users, it is also required to have a community facing web page with an access to public for checking their eligibility against respective schemes for women and children.

In the given backdrop, it is proposed to create two separate links for development of a KPIs dashboard and Community facing eligibility checking box respectively within the website of Department of Social Welfare, the nodal department for implementing SPAC in Bihar, interlinking all stakeholders at one place.

3. Objectives

The overarching objective of developing the SPAC dashboard can be understood in two different aspects.

1. Provide comprehensive information and enable tracking for policy makers, implementers and other stakeholders in a user friendly manner to ensure collective and collaborative action in realizing the objectives of the Bihar State Plan of Action for ChildrenCreate a community facing platform which provides customizable information on social protection entitlements and benefits, modalities of application and grievance redressal portals.

The specific objectives include:

1. Providing a single window, real-time management information tool for monitoring and managing performance on KPIs for the SPAC and facilitating optimal decision making.
2. Support line department at various levels in their assessment, enhancement and optimization of programme implementation and performance in line with the commitments made through SPAC.
3. Educate and create awareness among community about the entitlements and benefits under various schemes on women and children through a single interface/window.

4. Target Audience

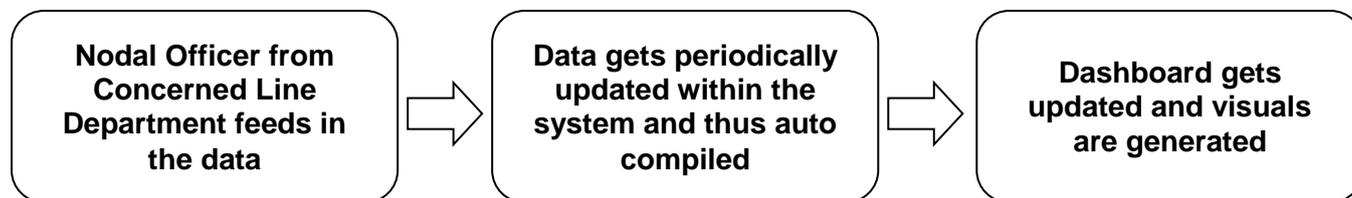The intended prime users of SPAC dashboard are the

1. Line departments of the Government of Bihar, including the Department of Social Welfare, Government of Bihar, the nodal department for implementing SPAC in Bihar at the state level.
2. The other users include the policy makers, academicians and think tanks at the state level and District Magistrates as well as the officials at the district level.
3. Community members in accessing information regards to government programs and benefits they are eligible for, application process and filing grievances

The schemes web interface will be available in public domain with the purpose to provide schemes related information to the right holders at one place. People from every section of society can check their eligibility for their entitlements customizing to their unique demographic criteria / filters. The interface will provide information on description of benefits.

5. Proposed Design and Y Frames – KPIs Dashboard

As mentioned earlier, the SPAC dashboard is proposed to be built within the website of Department of Social Welfare, the nodal department for implementing SPAC in Bihar. Since the dashboard is proposed to collate data from various sources dedicated user access will be provided to the designated nodal persons from various line departments to feed in relevant data on a regular basis. However, viewing access will be available on public domain.

The data flow is conceived to follow the following flow chart.

Being the nodal department for overall coordination of SPAC, link for SPAC will be displayed on the home page of the departmental website of Social Welfare, Government of Bihar.

On clicking the BSPAC tab, a new page will open where by default information about the vision, mission

and objectives of Bihar SPAC will be displayed. This page too will have some tabs which are discussed below:
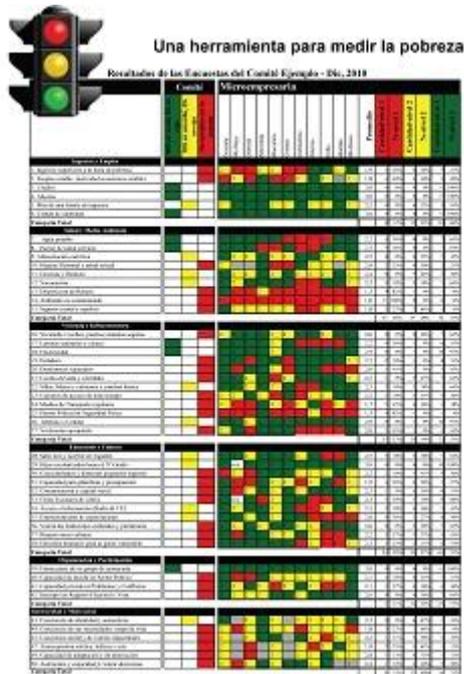

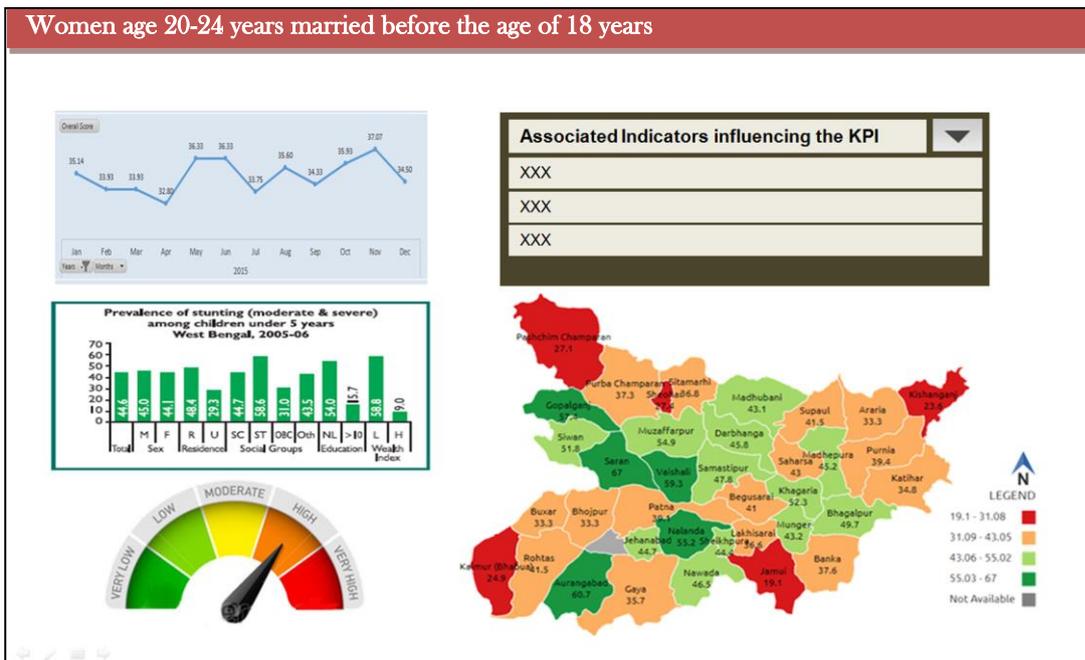| About BSPAC | KPI Dashboard | Download | Contact Us | Log in |

About BSPAC

- Objective & Vision of BSPAC
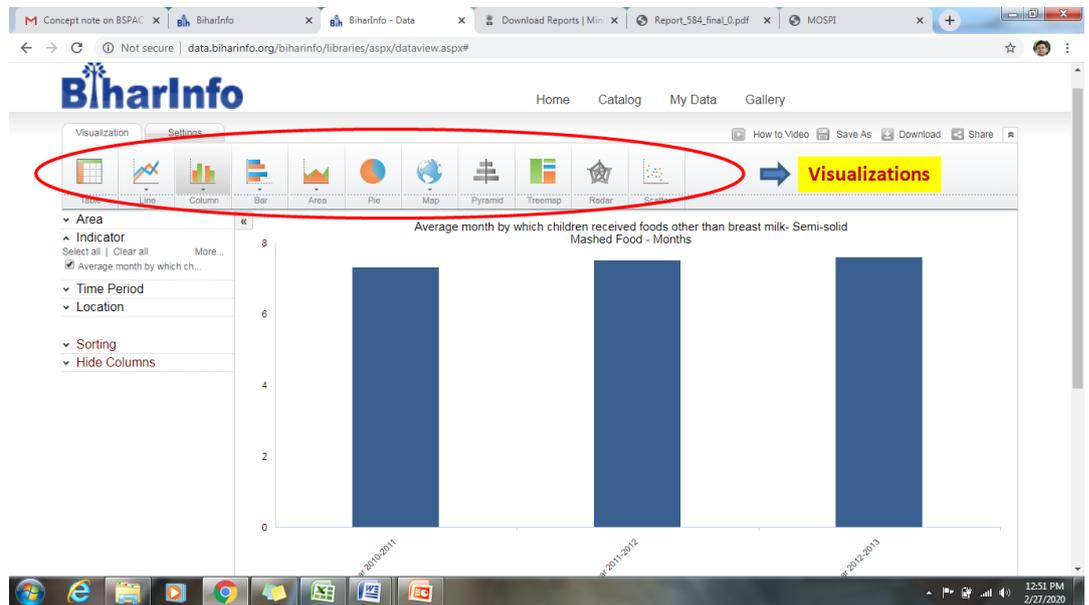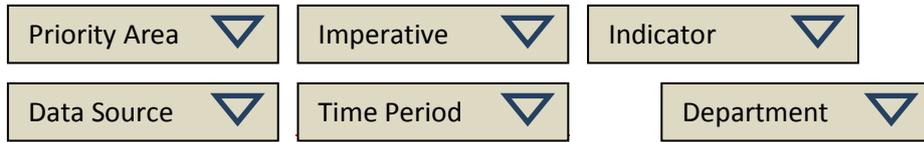- Line Departments
- Stakeholders

KPI Dashboard

On clicking the "KPI Dashboard" tab, the list of Key Performance Indicators will be displayed along with their progress in terms of their current status and the target. The visualization could be in the form of traffic lights or it could be a simple table/graph.

Una herramienta para medir la pobreza

Each of the KPIs will be hyperlinked to the base sheet. On clicking the KPIs, longitudinal data as well as disaggregated information (gender, residence, ethnicity, religion and districts) would be highlighted on the main KPI page itself. Additionally, the list of indicators which directly or indirectly influence those KPIs will also be displayed. For these additional indicators too the same visualization will be applicable.

Women age 20-24 years married before the age of 18 years

Additionally, the dashboard will have the feature to enable the user to select specific indicators for detailed information through different drop down filters. As mentioned earlier, BSPAC has four key priority areas and nine imperatives. Against each of these imperatives there are specific key performance indicators. The dashboard attempts to provide a single window solution to all these indicators from various sources as well as time period. The user is expected to make the following selection and on the basis of that detailed charts and visualization will be displayed which could be downloaded as well.

| Priority Area ▽ | Imperative ▽ | Indicator ▽ |
| Data Source ▽ | Time Period ▽ | Department ▽ |

The indicators will be cross referenced / tagged into imperatives / domain areas. Both departmental and domain wise visualization will appear on the given command.

The dashboard is also proposed to generate periodic reports on the progress of SPAC, wherein periodicity is defined for individual indicators with the latest status date. The quarterly reports are more for assisting reviews and one can be able to pull the data from the dashboard.

| **Download** | This tab will contain all relevant resource materials pertaining to BSPAC including the Bihar State Plan of Action for Children (2019-24), relevant guidelines, directives, circular, sectoral research papers, guidance note for line departments, compendium of schemes for children, important letters, etc. |

| **Contact Us** | This tab will have the contact details of all the nodal officers from concerned line departments who might be contacted for additional information on any indicator. |

| **Log in** | As mentioned earlier dashboard will allow nodal officers in respective departments to upload the relevant data based on KPIs on quarterly/ half yearly basis. User access with dedicated login credentials will be provided to all the concerned line departments contributing towards SPAC to facilitate upload of data. |

6. Stakeholders

Department of Social Welfare, Government of Bihar, is the primary stakeholder for developing the web pages along with National Informatics Centre. UNICEF will be providing the overall technical support towards this end. The other important stakeholders include the concerned line departments of the Government of Bihar who will not only use the dashboard but all provide time to time support for providing necessary information.

7. Proposed Design and Y Frames – Schemes

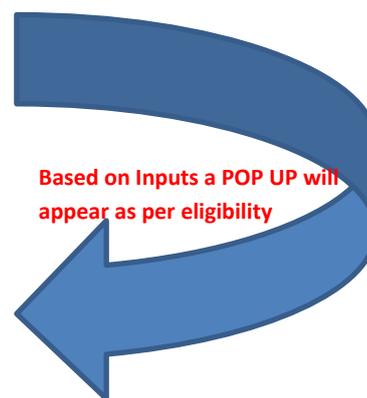On clicking the SCHEMES tab, a new page will open.

SCHEME Tab/ Menu will allow beneficiaries age 0-18 years and Pregnant & Lactating mothers to check their Eligibility and Entitlement for the different category of programs running through various departments in the state.

On a click a drop down with list of schemes department wise and Eligibility Check button will appear

First a community member will be asked to put in their basic demographic information. As given in the table.

Enter Age
Enter Gender
Enter Religion/ Caste
Academic Qualification
Economic Status
Annual Income
Area of Residence
CHECK YOUR ELIGIBILITY

After entering all information on a click on the CHECK YOUR ELIGIBILTY a message will be displayed about the available entitlement in respective department

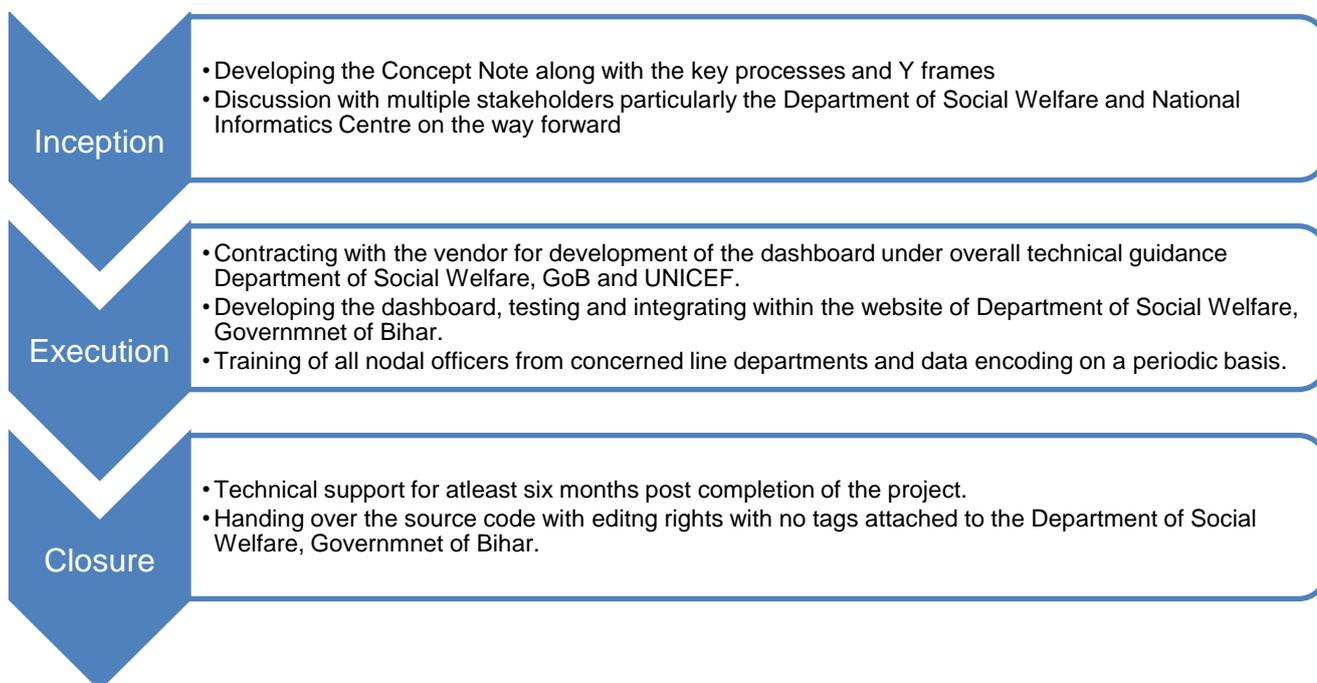**Based on Inputs a POP UP will appear as per eligibility**

Benefits: You will receive scholarship upto Rs 10000 per annum
Eligibility: You must have secured 50% marks, your family income should not exceed Rs. 2 lakh per annum and you must belong to SC/ST category
Document Required: Adhar Card, Income certificate, Educational certificates

This beneficiary facing interface of the schemes and programmes relevant for the Mother & children in Bihar will help Children, parents and caregivers to access this page for making informed choices and decision making.

4. Development process and timelines

The various steps involved in the development of the web page include the following:

Inception
- Developing the Concept Note along with the key processes and Y frames
- Discussion with multiple stakeholders particularly the Department of Social Welfare and National Informatics Centre on the way forward

Execution
- Contracting with the vendor for development of the dashboard under overall technical guidance Department of Social Welfare, GoB and UNICEF.
- Developing the dashboard, testing and integrating within the website of Department of Social Welfare, Governmnet of Bihar.
- Training of all nodal officers from concerned line departments and data encoding on a periodic basis.

Closure
- Technical support for atleast six months post completion of the project.
- Handing over the source code with editng rights with no tags attached to the Department of Social Welfare, Governmnet of Bihar.

The development of the web page including the contracting process needs to be completed within one month. The dashboard is proposed to be launched by the 2nd week of April, 2020.

Table 1

S.N	Department/ Directorate	S.N	Department/ Directorate
1.	Social Welfare Department	14.	Health Department
1.	Directorate of ICDS	15.	State Health Society
3.	Women Development Corporation	16.	Labour Resource Department
4.	Minority Welfare Department	17.	Bihar Skill Development Mission
5.	SC & ST Welfare Department	18.	Information & Public Relations Department
6.	Mahadalit Vikas Mission	19.	Bihar Vikas Mission
7.	BC and EBC Welfare Department	20.	Public Health Engineering Department
8.	Mahadalit Vikas Mission	21.	Home Department
9.	Panchayati Raj Department	22.	Disaster Management Department
10.	Rural Development Department	23.	Bihar State Disaster Management Authority
11.	JEEVIKA	24.	Education Department
12.	Finance Department	25.	Directorate Mid Day Meal
13.	Planning & Development Department	26.	Samagra Siksha