

FAQ's Mission RIEV

General and Operational

1. Q: What are the logistic requirements for franchisee(s)

Ans: The Franchisees need to set up their office(s) at Block / District or State level as the case may be. It means the sitting arrangement with the required facilities need to be in place as below:

- a. Block level: Office Space around 500 sf equipped with tables, chairs, computers, etc.
- b. District Level: Office Space around 1000 sf equipped with tables, chairs, computers, etc.
- c. State Level: Office Space around 2000 sf equipped with tables, chairs, computers, etc.

2. Q: What is the amount of Capital expenditure to be made by franchisee(s)?

Ans: The Franchise need to ascertain the capital expenditure as per the choice of quality of furniture, computers, etc. It may vary from 2 to 5 lack for Block and 3 to 8 lacs for District.

3. Q: What kinds of skills are needed for working at Panchayat / Ward Level?

Ans: Functioning at Panchayat and / or Ward Level is key functioning as the enrolment of the families as members and generating needs are two important tasks followed by completing first step of providing services. Hence the skills required should include good communication, sociability, indirectly understanding the problems and worries of the families and the family members, IT skills to operate through the portal, etc. However, some attributes like hard work, honesty, daily reporting are essential for undertaking the roles at primary level.

4. Q: Do the Panchayat / Ward level functionaries require some device to operationalise and who will provide such device.

Ans: Yes, the Service Associates at Panchayat / Ward level need Tablet for easy operation through the Mission RIEV portal and the decision on making tabs available lies with the Block Franchisee.

5. Q: What are the steps required for starting the Mission RIEV operation on ground at primary level.

Ans: The following steps are needed to start the operation of Mission RIEV on ground:

- a. First handouts / handbills / pamphlets on introducing Mission RIEV need to be distributed to all the families within the Gram Panchayat / City Ward for creating awareness.
- b. Social media promotion as much as I can carry out for reaching local friends within the jurisdiction of primary level.
- c. The Service Associate will start with enrolment as members by visiting each family, the memberships are of three kinds – Voluntary without any payment; Annual paid with Rs. 2000/-; Lifetime paid with Rs. 10,000/-. All features of the membership need to be explained to the prospective member(s). Enrolling atleast 10 members by each Associate is the minimum task one has to perform.
- d. Making Need Assessment of 20 members (Family as a member) every month.
- e. Starting delivering services as per first step and last step appearing in the portal.

6. Q: How much period may it take to have optimum business generation from the field.

Ans: The first month can be introductory and in the second month, some effective activities may appear on ground. In the third month, people may start getting motivated from those whose services stand delivered. Hence, first three months' period may be needed for starting creating habits in people to get the services by paying reasonably.

7. Q: How can the business sustain for first three months; what can be the rolling out plan.

Ans: The business sustenance in the period of first three months shall be based on enrolling families as members, preferably paid members. Minimum 15 paid members will be needed for sustenance. Out of total 500 estimated number of families in a Panchayat, it may take one year even to cover less than 50% of the families. Service deliveries will also start from the first month itself with slow service delivery revenue which will start gradually increasing second-month onward.

8. Q: What can be the frequency of the service requirements in the villages or townships

Ans: There are a number of services required by the people with varied frequencies. More frequent services include Healthcare, Educational-Tutorials, Counselling, these days Drug de-addiction, agro-based services, etc. and whereas less frequent services include bank loans, revenue and property related matters, insurances, business development, etc. The frequency of online services is also more but with changed needs like passport making, driving license, ITR filing, and the like.

9. Q: As people have already been availing the need-based services through different mediums, why will they seek the services from Mission RIEV

Ans: Presently people are availing many of the services with great struggle, more spending and more time from different corners and agencies. Mission RIEV will create the eco-system of delivering services for comparatively lower cost, within lesser time period and hassle-free with optimum quality at door step. This becomes a boon to the people.

10. Q: How will the business sustain with outlined services.

Ans: For example, if two Service Associates at primary level make 8 paid annual memberships for Rs. 16,000; facilitate in conducting 8 complete body tests (medical) for Rs. 8000; provide drug-de-addiction medicines to 2 persons for Rs. 1000; 5 insurances for Rs. 5000; enrol 2 persons for counselling for Rs. 3000 etc. the mission gets sustained.

11. Q: Is there any scope of broadening the scope of the services under the Mission

Ans: Yes. Necessity is the mother of invention. Later or sooner people may approach Mission for Tent-house & catering services, managing marriages & other events, election Strategies and Campaigns, village planning & technical support, designing & printing and many more such services, etc.

12. Q: Can it be started with a single functionary at primary level i.e. GP / Ward

Ans: It can be started with single person as well, but the mandate is for 2 persons; one for Need Assessment (Business Generation) and another for Service Delivery (Business Operation). Moreover, one person may sometime get engaged in other social things or get ill sometimes, then the second one can carry forward. Two persons are needed for daily discussion and motivation to each other as well.

13. Q: What are the different roles of two functionaries to be deployed in a panchayat / ward.?

Ans: One person will study the family dynamics and will identify the tentative family needs externally followed by formal need assessment through the portal. Generation of the business opportunities will be the key role of the first person. Whereas the second person will concentrate only on completing the first step and last step of the service delivery without getting involved in family's need assessment. These two persons shall work on separate agenda to collectively achieve the business of minimum Rs. 30,000/- during a month.

14. Q: Can District directly deal with Panchayat level staff?

Ans: No district cannot deal directly with Panchayat Staff in normal course but through the block level Prog. Officers.

15. Q: If all business generated and closed at Block level, will district or state get any share in the revenue?

Ans: There will be some kind of additional role of the district and state also in the services which are physically completed at the block level. Hence, the revenue share distribution will continue as per the plan in all the services.

16. Q: If there are business disputes between block and district on authority of solutions, then who will address it and how?

Ans: As the steps of the services are pre-decided for each level, there is no scope for claiming authority apart from the given steps. Here, the role of the district will be more accountable in order to control the streamline the mission across the district.

17. Q: Who will decide whether the business to be closed by block or district?

Ans: As all the services are to be created by the Mission Secretariat, this role will be undertaken centrally but with the opinion of the Franchisee in the beginning itself. The process for finalising the services can be taken up with getting inputs from the Block and District Franchisees.

18. Q: How will it be traced if there are direct service deliveries without knowledge of concerned Franchisees?

Ans: A dedicated Call Centre team will work on getting feedback from the beneficiaries on the quality of service delivery as well as members on the service requirements periodically. This process may help to know whether any such practices are available there or not. Moreover, there will be minimum two persons at primary level, there are possibilities of getting such information later or sooner if both the team members are not united. In case both get united and complete the smaller tasks without portal, this may hamper their monthly progress and will automatically be on radar of Block Franchisee.

19. Q: What are the specific district level services, Block level services and state level services?

Ans: Technically all the services are of state level as there is some kind of the role of each level to complete each services. But practically, the smaller services will become part of the closure at Block level; medium level services as part of the District level and the other higher services as part of the State level. A manual on the Services with clarity on closure level will be created and updated on regular basis after the roll out of the mission.

20. Q: Who are the service providers in various services and at what level will the decisions to induct such service providers be taken.

Ans: The service providers for soft activities shall be the experts associated with the Mission RIEV to be associated or empanelled by the Mission Secretariat until delegated to the State or District Franchisee. For hard services or for the services needing support of external agencies, the Mission Secretariat will contract with such agencies.

21. Q: What support is provided by Mission HQ to the Franchisees to maintain relationships with the service providers?

Ans: If we are referring here service providing agencies, the relationship will be maintained by the Mission Secretariat and if we mean the service providers the Franchisees at district and block level, please refer to the draft franchisee agreement document.

22. Q: Who identifies and allocates the business amongst various levels of Franchisees? Especially in case of multi-level delivery how the responsibilities are ascertained?

Ans: It all depends upon the design of the service delivery in the portal where steps for each level are identified. Hence, this decision will be taken by the Mission Secretariat while designing the service delivery system and uploading on the portal.

23. Q: What are the branding collaterals and who will provide it?

Ans: Branding for Block, District and State officers will be done by the respective franchisee(s) at appropriate level as per the design shared centrally by the Mission Secretariat.

24. Q: Who is the authority for local advertising? How the expenses will be treated and its impact on revenue share of various Franchisees level?

Ans: As per the provisions made in Model Franchisee Agreement, the role of local advertising and media promotion lies with the District level franchisee for media coverage in entire district. The expenses will have to be met by the District level franchisee out of its own revenue.

25. Q: What is the current media presence of Mission RIEV apart from advertisement?

Ans: The current media promotion is being done by promoting the website and its services through the social media.

26. Q: If any service requires procurement at franchisee level what would be the process of procurement? How mission shall ensure that cost exaggeration is not done by lower Franchisee to reduce profit share of upper Franchisees?

Ans: Primarily the decisions pertaining to procurement shall be taken at the level of Mission Secretariat. No procurement process will be carried out at the Block level. The State and District level Franchisee(s) can be authorised by the Mission Secretariat for procuring the services whether at local level or external.

27. Q: What is the service delivery mechanism?

Ans: Services shall be designed by the Mission Secretariat. The delivery of the services shall be in multiple steps with minimum 3 or maximum 6 steps. Not even a single service shall be completed in less than 3 steps. The first and last steps of any service(s) shall be completed at the primary level by the Service Associate concerned of that particular panchayat or ward. The 2nd, 3rd and 4th steps shall be completed at the Block, District and State level respectively.

28. Q: When will be costumer paying for service.

Ans: The customers / members shall have the following options for making payment against the service delivery:

- a. Total payment in advance or
- b. Part in advance and part after service completion or
- c. Step-wise payment as per completed and conveyed steps through sms and / or email services
- d. Total payment after service delivery

All these options will be available while finalising services and generating the contract. Any of the suitable options can be applied by the Service Associates or as per guidelines issued by the Mission Secretariat.

29. Q: What is the process to monitor expenses of service delivery?

Ans: As each step for the service delivery will be devised and priced based on general assumptions and Franchisees feedback by the Mission Secretariat inclusive of the assumption of likely expenses, no other expenses shall be taken into consideration. Based on the learning of field experiences, the rationalisation of the step-wise expenses will also be practiced periodically.

Finance:

30. Q: Can I pay an advance to Book a Block/District?

Ans: Yes, but with Terms and Conditions.

31. Q: Shall I get back my Franchisee Fee if I need to quit from business?

Ans: The Franchisee shall not be allowed to quit from the business within first six months' period. After six-month period, one can opt to withdraw subject to the valid reason. Fee being the License Fee is non-refundable and shall not be refunded even on withdrawal from the agreement. However, the Security amount will be refunded not before one year of the period of the deposit.

32. Q: Where is Service Charges/membership fees transferred?

Ans: The membership fee and the service charges getting credited into the Mission RIEV account, will be divisible in the ratio of 70% at block level, 10 at District level, 5% at State level and 15% at Mission Secretariat level as defined in the Franchisee Agreement.

33. Q: When/how can I get paid for my Revenue share?

Ans: The accumulative revenue share shall get transferred online to the Franchisee(s) on or before 5th of every next month.

34. Q: Will you apply GST for the pay out?

Ans: This will be done as per applicable legal provisions.

35. Q: What if I need to charge more/less for a Service?

Ans: Normally, the Mission will promote standardisation of pricing for the services without making the services price subject to frequent changes. For rationalising price, the prior approval from the Mission Secretariat shall be required and the team will need to raise ticket on the portal pertaining to such change if any. The final decision of the Mission Secretariat shall be final and binding.

36. Q: Can I get facility to edit service fee depends on situation/customer?

Ans: No, this right will remain with the Mission Secretariat only.

37. Q: How can I understand my Dues/Payment/settlement?

Ans: The dashboard of every functionary at each level will give transparent view of the total earned revenue.

38. Q: What if the settlement is getting delayed?

Ans: Ideally, the settlement should not get delayed. And in case of any dispute, the matter shall be amiably resolved and or shall be subject to the relevant provisions of the agreement.

Technology:

39. Q: How can I access application?

Ans: The Partners / Franchisee shall receive the Login Key and the link for accessing the portal.

40. Q: Is this application Secured?

Ans: Website is on Microsoft Azure Cloud and it is highly secured with Cloud Link encryption & Trend Micro.

41. Q: What if the Webserver is down?

Ans: Multi location Disaster Recovery is enabled for 100% uptime.

42. Q: What can I do if I am facing challenges with application?

Ans: An Immediate Support shall be available on 8/6 basis for Software Training/Troubleshooting/support through raising the tickets as well as call centre.

43. Q: What if I need more facility on application?

Ans: The application shall keep on getting upgraded regularly with multiple features and security.

44. Q: Do we have Mobile application?

Ans: Yes, the Mobile application will be there for quick access of the application.

45. Q: How will Mission respond to the scenario when the presently designed services start losing relevance.

Ans: As change is law of nature, the needs and the services may vary from time to time but will never end. Mission will keep on upgrading its services as per the trend of the societies and emerging needs.