# ANMOL

# Online Adoption Process



## State Child Protection Committee

## Government of Madhya Pradesh

# *Executive summary*

Children are the best human resource that any country has. India has an added advantage of having the largest young population with it. If this resource is handled properly, it will contribute to the economy and overall development of the society and country.  Promoting adoption provides a home and family to the adopted child.

State Adoption Resource Agency (SARA) has been constituted in the state to facilitate legal adoption of children who live in adoption homes. The system did not have an effective monitoring management system which could facilitate the parents willing to adopt a child. The process was handled manually and then compiled online for facilitating the adoption process. Due to vast geographical outreach tracking of availability of child in a particular home was difficult and led to long waiting list of parents and children.  On the other hand, families who are willing to adopt a child had to register in SAA of their respective location and get child from the same SAA depending upon the availability of child in SAA.

On an analysis of the situation it was observed that the family applied in a particular home could not adopt a child due its non-availability where as other homes had a child with no demand for the child. This led to long waiting lists in a particular home but the other homes had children but no demand. There was a need to synchronize the homes of the entire state and bring them under one umbrella to enable the management not only to ease the monitoring process but also expedite the adoption process from the waitlist.

To address above situation effectively, Project Anmol was conceptualized, designed and implemented. www.anmoladoptionmp.in is an innovative initiative taken up by SARA, the first of its kind in the country to fast track adoption of children staying in SAA's, aligns all the homes and stakeholders under one umbrella.

Anmol has its coverage across the state through 37 Shishu Grah. All these homes are now well connected with Project Anmol to fast track the adoption process and clear the long waiting list of parents willing to adopt a child.

Initiation of Anmol has improved governance by linking each home to other. Parents, despite their location and their registration in a particular home can get child from any home across the state depending on availability of child. The entire system of tracking the child and parents is now available online. Anmol has provided the opportunity to every Prospective Adoption Parents (PAP) from across the state to register themselves in any of the home in their vicinity and track their status online to access the child from any home of the state. Anmol covers the PAPs willing to adopt child from the entire population of the state.

Anmol has produced remarkable results in just a couple of years of its implementation. The efficiency of management has improved considerably and cases have been resolved timely. More importantly, Anmol has provided the opportunity to the management to track the status of pending applications.

# *Introduction*

With the sincere mission to ensure that every orphan in Madhya Pradesh gets a family, www.adoptionmp.in. **Anmol** is the country's first state level e-initiative for monitoring children residing in Specialised Adoption Agency (SAA) across various centres in the state. Anmol is about ensuring transparency and trustworthiness in the SAA functioning and bridging gaps between parents interested for adoption and the centre from where the adoption is intended. Anmol is an initiative which is easy to handle and provides opportunities to parents who are willing to adopt a child.

*The Adoption process detailed as below is quite complicated with a number of stakeholders who should work in unison.*
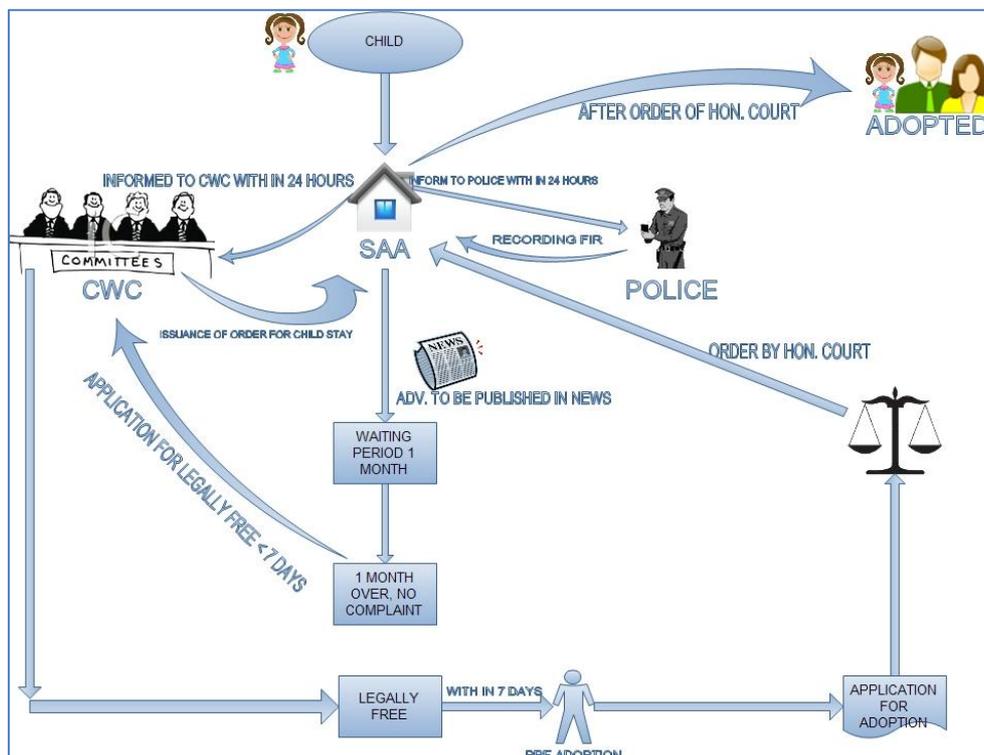


Anmol is a well-designed system multifunctional e-initiative for tracking child's status right from its entry point at Child Welfare Committee (CWC). It fast tracks matters related to adoption and other forms of non-institutional care including Sponsorship and Foster Care at the State level and functions at the State level Resource Centre for coordinating, monitoring and developing the adoption programme in the State.

Anmol is a single window centre that describes procedure for adoption (all administrative orders and information), provides information on availability of children according to needs to PAPs, tracks status of children by gender/age, informs parents about their status on waiting list, fast tracks adoption and other institutional care (sponsorship and foster care).

Anmol operates on the following areas:-

1) <u>Parent Area</u>: The parent can register and check the availability of child in different homes in the State. The Parent can Login and check the status of application. The system will issue a number (Waitlist) in the Agency and State Waiting to the parent; it also provides information about the child availability.

2) <u>Agency Area</u>: Here the agency has to register its details, the PAPs and Children at different stages, like 24 Hrs, 7 Days and so on, so it can be monitored by the admin.

3) <u>Admin Area</u> : Admin monitors all children and homes

Communicating with and contacting adoption agencies have now become very fast, all administrative orders and information are available through ANMOL. Monthly and quarterly information on adoption and waiting list status (PAP) and children is available in one click with 24-hour helpline facility. The queries are handled at a faster pace.

Anmol helps in maintaining complete data base of children staying in various centres and parents who have applied for adoption. It also monitors the child on adoption indicators and generates reports for three subsequent years after his/her adoption. Anmol develops healthy linkages and follow ups with State Adoption Resource Agency (SARA) and Central Adoption Resource Agency (CARA).

**Salient features of Anmol**

- Development of complete data base on child and families.
- It helps in developing strong interface with District Authorities/DCPS (District Child Protection Society) at District Levels and provides technical support to the Child Welfare Committees as and when required.
- It helps to coordinate and supervise the work of all its member agencies and other child welfare institutions.
- Anmol maintains list of all adoption agencies in the State
- Anmol provides information on admission of children, death if any, legal status and adoption status and a list of PAP's registered with the SAA in a given format. It separately registers Indian PAPs also and also maintains a State level database of all adoptable children.
- Anmol flashes the list of children on its panel available for inter-country adoption within the State and any other relevant information required by CARA.
- Anmol enables the management in taking suitable action in case of any irregularity or malpractices occurring in the adoption programme whether by unrecognized/recognized adoption agencies or by individuals or unrecognized organizations suitable preventive and punitive action is taken.
- An annual report of the activities conducted throughout the year is generated.
- Anmol promotes and improves the family-based solutions for children who are orphan or surrendered and also functions as a grievance redressal agency for all adoption related issues in the state. Anmol promotes local adoption and family rehabilitation of children. From the parent's viewpoint there is transparency in registration and waiting list so that there is no special benefit to a particular person.

# Overview of the project owner

### Ms. Kalpana Srivastava
*I.A.S.,1992*
*Commissioner, Women Empowerment, and Honorary Secretary, State Adoption and Resource Agency (SARA) Jawahar Bal Bhawan, Tulsi Nagar, Bhopal (M. P.)*

## Her experience on the project

Ms. Kalpana Srivastava soon after joining as honorary Secretary, from Dec 2012 had thoroughly reviewed the progress and process of adoption and the status of children staying in homes in M.P. During the review, she found that the entire adoption process was handled manually and there was no system put in place to assist the management in proper monitoring of applications from PAPs. She observed that delay and lack of transparency in adoption process had created huge dissatisfaction among the PAPs.

On an analysis of the situation, Ms. Kalpana Srivastava identified the bottlenecks and decided to synchronize the homes of the entire state and bring them under one umbrella to enable the management not only to ease the monitoring process but also expedite the adoption process from the waitlist.

Another grey area that needed to be addressed was lack of information among the PAPs. Many childless couples used to meet her and ask a number of questions about the adoption process, time taken in adoption etc. There was a need for creating transparency in and awareness about the adoption procedure as well as the importance of adoption so that more and more willing PAPs would come forward and adopt child.
Ms. Kalpana Srivastava visualized the need of developing an effective online monitoring management system that would not only ease the adoption process but also reduce the time taken.

She actively involved various stakeholders (PAP's, SAA's, Officials, and CWC's) in every process of designing and implementation of ANMOL. A core team comprising of senior officials and field functionaries was constituted to ensure good practices so as to make it a powerful communication tool for expediting the adoption process and clearing long waiting list of parents and children. The core team was made responsible for rectification of all sorts of queries, suggestions and complaints received from the stakeholders. There were initial difficulties including huge resistance from the stakeholders in adopting Anmol. Through frequent counselling, sensitization and administrative orders the stakeholder adopted Anmol The core team functions on participatory approaches wherein every member is proactive and responsive. Monthly review of the performance on the project has been undertaken to ensure smooth implementation, resolving issues, if any, during the course of implementation. Proper training of all the implementers on Anmol has been repeatedly conducted quarterly to enhance their capacity.

Ms. Kalpana Srivastava has championed the cause of adoption so that every child in need finds a welcoming family.
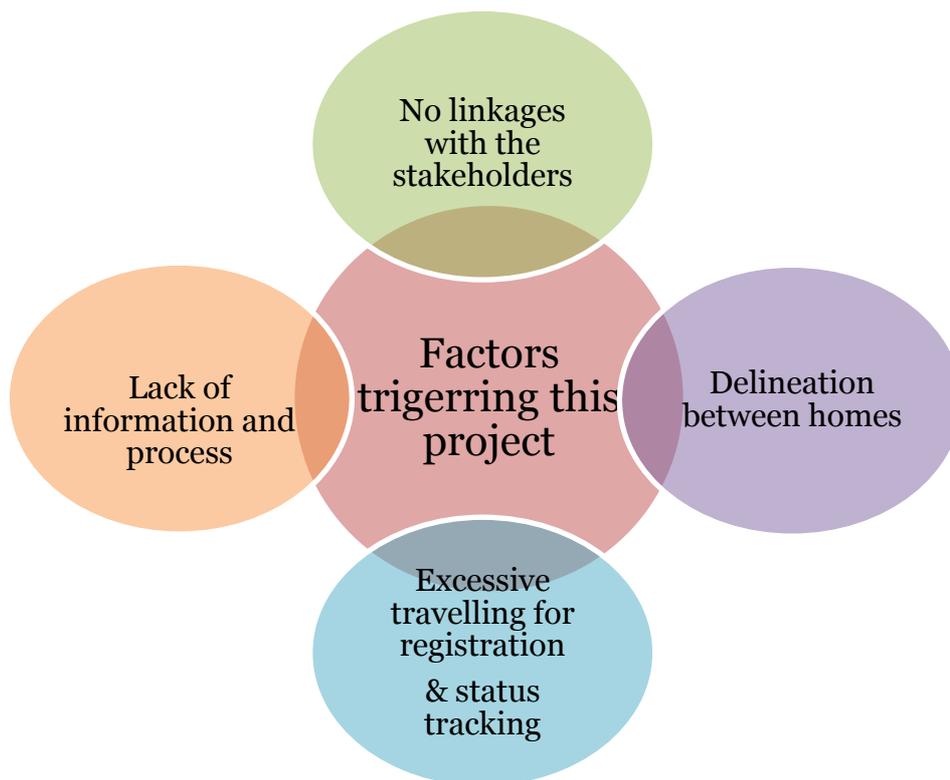
# *Project overview*

## *History*

Before the implementation of ANMOL, SARA (State Adoption Resource Agency (SARA) has been constituted in the state to facilitate legal adoption of children who stay in adoption homes and who did not have an effective monitoring management system which could facilitate the parents willing to adopt a child. The parents could adopt child only from the center they have registered and in many cases they had to wait whereas children at other centers across state had no parents who could adopt them. So an alignment was missing. It led to long waiting list of both parents and children. The process was handled manually and then entered in offline computers.

There was a necessity to synchronize the homes of the entire state through their database and bring them under one umbrella to enable the management not only to ease the monitoring process but also expedite the adoption process from the waitlist.

## *Triggers*

No linkages with the stakeholders

Lack of information and process

Factors trigerring this project

Delineation between homes

Excessive travelling for registration & status tracking

# Scope of services

| Area | Scope of service |
|---|---|
| Activity Monitoring | • No. of children registered with homes<br><br>• Classification of children in different age group<br><br>• No. of PAPs registered<br><br>• Classification of PAPs in different age group<br><br>• No. of queries/problems received and resolved |
| Facilitating Adoption | • Tracking the status of PAPs<br><br>• Tracking the status of children<br><br>• Aligning all the homes<br><br>• Problems/ query handling |
| Process Monitoring | • Timely floating of advertisements<br>• Timely disposal of applications<br>• Linkages with CWC and Police for expeditious<br>• Processing |
| Impact Monitoring | • No. of cases brought before the Court<br>• No. of children adopted.<br>• No. of waiting list cleared. |

# Innovativeness

Use of the new technology has caused reduction in the number of steps and removed bottlenecks and irrelevant steps.

### (i) Technology Use
Anmol has been a part of the major public services structure renovation a step in nurturing the future of our country i.e. Children.
e-Governance to Employee partnership (G2E) has been one of major primary interactions in the delivery model of Anmol.The adopted methodology and technology that has been developed is to keep in pace with the current and future needs. Developed solution is robust, adaptive and completely secured.

### (ii) Use of new and emerging technology
- The technology used for Anmol provides an opportunity to the government to make the scheme client oriented and demand driven. It is a unique portal which is responsive for both i.e. for the government and for the end user.
- The application has facilitated the government to incorporate mobile applications and IVRS for extending the outreach and making it convenient for the user.
- ASP.NET technology used for Anmol is adaptable to every condition and can be

linked with other e-Portals of organizations and institutions functioning for similar cause.

- Anmol is uniquely designed on Google base with lots of panels on board.
- It also provides a complete helpline desk for the user for any queries/information at times.
- The system is available in Hindi for better interface with the end user.
- The form once fully filled is fed in the data base by the trained operators in the project office to avoid discrepancies. The MIS has a band width of 3500 GB enabling enormous space for the user. The disabled people also get the information at his/her doorsteps through SMS and with use of mobile applications.

**(iii) Impact on number of steps required**

| Steps | Prior to Anmol | After Anmol |
|---|---|---|
| Step 1:- Filing of application | Manually done by visiting home | Online |
| Step 2:- Submission of documents | Manually | Submitted manually and tracked/corrected online |
| Step 3:- Home study | Manually | Errors corrected online |
| Step 4:- Status tracking | Rigorous travelling | Online |
| Step 5:- Turnaround time | Frequent visits to homes and CWC Office | Information available online. Visit only for receiving legally free letter |
| Step 6:- Parent Child Match Making | Manual | Online |
| Step 7:- Adoption through Court | Information through regular Communication channels | Online |

**(iv) Identification and removal of bottlenecks/ irrelevant steps**

| Bottlenecks | Process of removal |
|---|---|
| Lack of information and process | ☐ The information is now placed online.<br>☐ The details of adoption process is also available online |
| Excessive travelling for registration And status tracking | ☐ The status tracking is available online. |
| Delineation between homes | ☐ Integration of all homes through Anmol |
| No linkages with the stakeholders | ☐ All the stakeholders involved in adoption process is interlinked online. |

# *Situation in project owner's state/ district*

## *Problem*

1. **Data Processing**
   During the implementation of ANMOL, it was observed that many homes did not have supporting documents of child and PAPs to validate the adoption process. Hence, assessing whether the adoption process fulfils all the legal and procedural formalities was doubtful. Many homes did not keep the records of adopted child and the PAPs also makes the status tracking of adopted child till three years after adoption was very difficult. This problem was overcome by making all the homes aligned under ANMOL and all the relevant documents of child and PAPs have been uploaded online in the portal.

2. **Training of staff**
   The most critical concern was training and sensitization of staff involved in data entry. Most of the staff was not exposed to computers and latest technological environment and need to be trained to minimize the chances of errors. These staffs were trained at regular intervals to keep them updated with latest requirements.
   Snap survey of the scheme provided a clear vision to the management on the grey areas where the system needed to be fine-tuned. Some of the areas where the problems were:-

| Process | Problem areas |
|---|---|
| Parent Registration | • Parents had no option but to go to adoption homes and register manually, the home sent the data to SARA and then monitoring activity started.<br>• At the time of registration there was no integration of database of other homes and registered child / PAPs. |
| Monitoring | • Only manual areas for monitoring.<br>• Unable to check the current status of child/PAP regularly. |
| Transparency | • Parents / public were not able to view the details as to how many children are available in the homes.<br>• There were illegal activities involved in adoption |
| Ease of Access/ Language Barrier | • Not able to provide the details in easier medium to the public for awareness of the program. Integration with mobile was required. |
| Feedback / Complaint Resolution Centre | • No helpline |

## *Stakeholders / beneficiaries involved*

Anmol is accessible to three different types of users:

**Parents /PAP**

Once registered, they can check the availability of child in different homes in the State. System generated waiting number is issued to the agency and to the parents. Regular update on their application status is visible on the dashboard after logging in with their credentials.

**Agency**

Agency needs to register with its details. PAPs and Children at different stages, any time so that it can be monitored by the admin.

**Admin**

Admin monitors all children and homes; it is enabled to view the status of children availability in respective homes and can generate reports too for a specific duration as and when required (monthly, quarterly or annually).

## *Strategy adopted*

To make the adoption process effective and result oriented the management decided to introduce an ICT enabled governance model to fast track the system and make it more responsive and demand driven. The process of developing ANMOL was as under:-

**Step 1. Detailed discussions with all stakeholders to plan out Anmol**

The conclusion came that the system should also be effective in segregation of data of PAPs and children as per their requirement and the age. It was also decided to have a system which was responsive, dynamic and easy accessible to all citizens. The focus was on designing a credible, reliable and accurate system to ensure transparency.

**Step 2. Formation of Core Group**

A core group has been formed to assess the need of information and to develop formats on which the reports are envisaged.

**Step 3. Development of information panels**

Based on reporting formats a team of professional were involved for developing information panels and also find methods for evaluating the information so that the management should be able to track the areas for interventions.

**Step 4. Base Line Study**

There were meetings with concerned persons and detailed surveys on a fixed set of questions. That was our primary research which was done block as well as district wise and every feedback was filtered through objectively so as to identify problem areas and ensuring that research was going in the right direction. Secondary research was done by technical department under the guidance of the administrative department to study the solutions, models or prototypes that had been implemented in developed countries. As this was the first of a kind initiative in the country so there was no model or prototype to observe within the country.

**Step 5.  Selection of suitable technology**

As adoption of children was a sensitive issue and hence proper care was taken to select a technology platform which could address security issues.  The focus was on designing a credible, reliable, accurate, flexible, transparent, dynamic, responsive, accessible with auto alert at every tier.

**Implementation Model**

Scrum methodology was used where team of technical people and administrative people who worked in close online collaboration as well as face to face communication, so there was space for adaptability and flexibility compared to the Waterfall model.

i) This was followed by development of web application in incremental parts, which was sequentially tested and approved.

ii) Database development involved integration of data available at different homes and agencies with upcoming registration of parents. Feedback were collected again, district wise in documented form and changes were incorporated as finally discussed.

iii) The developed solution is web based which is itself self-explanatory and easy to use. However a few agencies or home that was not well aware of the technology were provided with a small demo/training at their respective locations by trained professionals.

**Step 6 . Assessing financial requirements**

The management was keen to develop an in house cost effective monitoring management system and also should be such which would be easy to operate. The financial requirement for the same shall be assessed prior to development of software.

**Step 7 . Pilot Testing and modifications**

The developed system was tested in one or two homes to assess the effectiveness of the software before implementing it in the entire state. The strategy was to ensure implementation of self-sustainable monitoring management system. The system was further fine-tuned as per the requirement from the access centres.

**Step8. Training of Project staff**

Once the software was developed and ready for implementation, intensive training was provided to all the concerned staff who were involved in the data feeding. The training was given once in six months to keep the staff updated on latest developments.

**Step 9. Data Uploading**

The data on the final version of the software was uploaded with the help of professionals to minimize the chances of errors.

**Step10 . Implementation and concurrent monitoring and training**

The software once installed is regularly being revisited by professionals to ensure effective implementation and regular monitoring be done by them to ensure reliability of data and information.

**Step 11 . Communication and Dissemination Strategy and approach used:**

Effective campaigning has been taken up to promote Anmol. Various publicity advertisements through advertisement, hoardings, etc. have been under taken to make the public and PAPs aware about Anmol. Anmol further has developed effective communication between agency, PAPs and children. It has been able to develop a strong interface between various stakeholders through use of mobile applications, web and help desk

# *Modalities of the new system (solution)*

## *Details of solution*

There are 36 homes functioning across the state under the umbrella of Anmol.

**Extent of ICT Enabled Services in Anmol**

| S. No. | Services Rendered | Current status |
|---|---|---|
| 1 | Information on SARA | Online. |
| 2 | Reporting services | Online |
| 3 | Retrieval of reports | Ease of retrieval at every tier. Segregation of reports beneficiary /village/project/block/district wise. |
| 4 | Floating | On Google search |
| 5 | Communication | Through SMS for expeditious service. |
| 6 | Linkages | Through mobile applications. |
| 7 | Feedback/ support system | Online through help line desk. |
| 8 | User friendly system | Available in Hindi for bettering the outreach. |
| 9 | Tracking status of PAP and Children | No. of waitlisted PAPs, Children. No. cases legally free by CWC. No. cases in Court. No. of adoption facilitated. |
| 10 | IVRS (Interactive Voice Response System) | Receiving calls and providing support at every tier to PAPs |

## *Technology platform*

- **Description**

**Hosted Server:**
The server is powered with Intel Xeon X3440 quad core processor (2.5 GHz) which is sufficient to handle the current load as well as increasing load in near future. Allocated band width of 5000 GB with a speed of 100 MBPS. Hard-disk has an enormous capacity of 500 GB SATA for data storage. The entire system is hosted at ZNet Live's U. S. Datacenter which is one of the top three hosting providers in India.

**Virtualization**-:
Provides Virtualization support, combined with multiple cores, provides maximum power and performance per square foot.

**Operating System** -> **Window Web Sever 2008 R2**

Windows Server 2008 R2 supports up to 64 physical processors or up to 256 logical processors per system. Server Core includes a subset of the .NET Framework, so that applications like ASP.NET web sites and Windows PowerShell 2.0 can be used.

**Programming Package**

**Database -** SQL server 2008 R2

SQL server 2008 R2 was deployed as Anmol database system. It enables creating high end memory and supports 256 logical processors.

The web based Anmol is developed on ASP.Net technology. This technology drastically reduces the amount of code required to build large applications. It has built-in Windows authentication and per-application configuration making all applications safe and secured.

- **Interoperability**

Anmol functions on ASP.NET technology. It supports COM component architecture.

In order to have a COM component used through an ASP.NET Web page, a Runtime Callable Wrapper (RCW) is being used. The RCW translates specific calls from the ASP.NET Web page into COM-specific invocation requests on a COM component.

- **Security concerns**

The website follows an extremely cautious approach when it comes to collecting personal details / information about the beneficiary. The information fed in the system is not disclosed to anyone for any purpose. No Cookies can be transferred onto the visitor's site. The database is maintained in SQL Server 2008 R2. And other security hardware and firewalls are used. The information is placed in public domain for checking and verification, however, change in data base is exclusively done through the access centers by field functionaries.

MS SQL Server 2008 R2 Microsoft SQL Server 2008 R2 is used for effective configuration management, strong authentication and access control, powerful encryption and key management capabilities, and enhanced auditing. The MIS is secured with passwords. Separate passwords were assigned to each project data centers and other centers so that the access in the project domain by any other user would be denied.

Anmol has taken several measures to keep it secured from cyber-attacks. It is maintained by a team of dedicated professionals to ensure security. It is protected from viruses, spyware and other malicious code by installing antivirus, anti-spyware on every system. Backup of records are also been kept regularly with the server and other panel to ensure safety.

- **Any issue with the technology used**

The present technology for Anmol uses SQL SERVER 2008 R2 Express which has Maximum memory utilized (per instance of SQL Server Database Engine) 1 GB.

- **Service Level Agreements (SLAs)**

Service level agreement used was Z-Net India which provides multiple considerations like Core hosting expertise, best in class infrastructure, Reliable, Customizable Offerings and Transparency in hosting environment, Cost efficiency and a Robust Service Level Agreements. This SLA guarantees quality server which provide world class infrastructure that translate into great reliability and uptime. The SLA ensures that the network will be available 100% of the

time in a given month.

Network uptime includes functioning of all network infrastructures including routers switches and cabling, but does not include services, daemons, software running on your server, or hardware failure on a server.

The SLA guarantees that the critical systems, including power and HVAC, will be available 100% of the time in a given month, excluding scheduled maintenance. If downtime is less than 60 minutes then 5% of the monthly fee will be refunded. This ensures the cost and service effectively also. The SLA also provide hardware guarantee.

- **Measures to ensure applicability**

ANMOL is a sustainable model and is applicable due to innovative use of technology which is new and adaptable to recent technological environment. It is flexible to the extent that it has the capacity to change, upgrade and is linked with other similar technological service providers.

- **Measures to ensure adaptability and scalability**

Anmol is a flexible technology and adaptable to every condition.Anmol has an inbuilt system for providing support services to its clients and management. It keeps records duly updated at all levels. It gathers information on different stages of child. If the child is not adopted in his/her early stages and shifted to other homes, there is an alert for the same automatically. The system has the provision of help desk for handling queries and providing feedback to management on each query. It also has the provision of IVRS and is prone to mobile applications. Anmol is capable of generating auto alerts to end users for accessing support from the project. Every information related to the project is placed in public domain for easy access.

The Project has the potential of integration with Agencies and Departments working for the cause of social justice and empowerment. It also has the possibility of converging with institutions functioning with an objective of ensuring human rights and those working for creating equal opportunities.

- **Measures to ensure replicability**

Anmol is an innovative portal that provides every possible information on children staying in homes and status on applications filed by PAPs. This system can be replicated in all schemes where long term tracking is required. Various agencies/departments/institutions implementing child welfare schemes can easily use this initiative with ease.

- **Restrictions in replication and or scalability**

Anmol portal is developed with an objective of providing homes and families to children staying in adoption homes. It captures the data of the children and PAPs applied for adoption. The technology used in designing Anmol is adaptable to any condition and is scalable on quantitative and qualitative indicators.

- **Risk Analysis**

ASP.NET technology used for hosting Anmol is based on SQL Server 2008. It increases the efficiency of the system in generating large number of reports and data analysis in huge volumes. The efficiency of this technology can be enhanced further by using large cache to capture voluminous data.

- **Capacity Building model used**

An intensive training program along with frequent refresher program has been carried out to build up the capacity of all stakeholders

The homes functioning across the state under the umbrella of Anmol are as follows:-
- ✓ 38 Shishu Grah (0-6 years)
- ✓ 20 Bal Grah (6 years and above)

# .*Impact on the stakeholders*
## Cost Benefit Analysis

Anmol is a cost effective initiative. It not only makes the project easier to monitor but also helps in reducing huge travel for parents who are willing to adopt child from SAA. Parents from any part can register themselves for adoption from any home across the state.
The records are filled online thereby reducing the chances of errors. The errors if any can be cross checked and rectified simultaneously. The increase in outputs after ANMOL is as follows:

| Parameters | Before Anmol | After Anmol |
|---|---|---|
| Registration of PAP's | 311 (April 2010 to May 2013) | 660 |
| Children | 466 | 435 |
| **Volume growth in transaction (Adoption)** | | |
| a) Restore to biological Parents | 54 | 139 (an increase of 138%) |
| b) Adoption (including pre adoption) | 106 | 262(an increase of 261%) |
| Time Taken to process/ transaction/ service delivery | Minimum 12 months | 6 months |
| Capacity building | Nil | 2002 participants |

| Intangible Benefits | | |
|---|---|---|
| | **Before** | **After** |
| Accessibility | Difficult access | Easy |
| **Resource Utilization** | | |
| Manpower | High intake due to manual processing. Huge staff for data validation at all tiers. | Reduced manpower |
| Financial | Excessive indirect expenses due to involvement of manpower towards salaries and admin cost | Administrative cost is negligible |
| Time | Manual processing cause delays | Reduce turnaround time |
| Transparency | Tracking was not possible | Tracking becomes easy |

| Indicators | Before | After the initiative |
|---|---|---|
| Service Charge on deliverables | No | No |
| Travel Cost | Excessive travel cost for the parents for registration and follow ups. | No. The status on application is available in one click. |
| Ease of Transaction | Pursuance of the case was difficult and requires excessive travelling to Homes | Automatic message generation. Information is available on line to know the status on waiting list. |

# *Value delivered*

## *(i)    To organization*
1. Monitoring: A continuous watch from the admin area on the status of adoption rates and child growth.
2. Fast tracking the adoption process and reducing the long waiting list of PAPs
3. A strong interface among all the stakeholders' viz.:- Child Welfare Committees (CWC), homes, Police who are involved in adoption process
4. Monitoring of special cases and tracking the status of children by gender and age has become easy.
5. The Prospective Adoption Parents (PAPs) are now updated on the status of their applications and also with all the procedures and amendment related to adoption.
6. Central alignment of all the centres with Anmol makes it easy for the Organization to track waiting list.

## (ii)    To citizen
Anmol has advantages in the following areas to its user:-
1. **Synchronized Communication Channel** – Communicating with and contacting adoption agencies has now become very easy and accessible to PAPs.  Information regarding administrative orders is available through ANMOL. Monthly and quarterly information on adoption and waiting list status of Prospective Adoption Parents (PAP) and children is available in one click within 24-hour helpline facility. The queries are handled at a faster pace.
2. **Ease of Use** - Anmol is accessible through any modern age web browser like Internet Explorer, Google Chrome, Mozilla or Firefox.  Automatic Alerts are enabled on registered E-mail and SMSs to PAPs and agencies. There is a special provision for disabled people; they also get information at his/her doorstep through SMS and/or e-mails. Information forms and fill in details are easy to access and feed in. They are regularly updated in database.
3. **Support /24 x 7 Helpline** – An efficient, dedicated and totally online helpline has been one of the most important parts in this web application which functions in 5 steps right from the generation of report to the closure of request. Prior to introducing the web based MIS, there were several drawbacks with regard to addressing complaints/queries, providing first-hand information on the scheme & its benefits.

4. **Help files and Information-** Easy to understand information and help manuals are available to guide users for registration and other process. There is a detailed list of SAA registered homes along with their respective addresses and contact details.

5. **Impact on effort, time and cost incurred by user**

   PAPs have to no longer wait for the child of their choice. Geographically the user has more options in terms of adoption homes. They are allocated with a waiting number and notified accordingly on SMS and emails. Time and money is saved as Anmol has reduced unnecessary travel and communication cost.

   Anmol is accessible through any modern age web browser like Internet Explorer, Google Chrome, Mozilla or Firefox. Automatic Alerts are enabling on registered E-mail and SMSs to PAPs and agencies. There is a special provision for disabled people; they also get information at his/her doorstep through SMS and/or e-mails. Information forms and fill in details are easy to access and feed in. They are regularly updated in database.

6. **Feedbacks /grievance redressal mechanism**

   Prior to introducing the web based MIS, there were several drawbacks with regard to addressing complaints/queries, providing first-hand information on the scheme & its benefits. Secondly, there was no such powered mechanism to monitor the progress. Thirdly, ensuring timely disposal of the cases was critical. Introduction of web based MIS has enabled expeditious services to the end user in time. Help Desk is one of the critical panels on the board that has provided convenience to the end user.

   - Help desk functions in the following logical steps.
   - Registration and generation of ID (ticket no.)
   - Problem analysis
   - Sorting with knowledge base with support team
   - Response & acknowledgement
   - Closure of Request

| | |
|---|---|
| **Service delivery channels** | It is popular browsers. Automatic Alerts are synced on registered E-mail and SMS to PAPs and agencies. |
| **Completeness of information provided to the users** | Anmol on its portal provides all relevant information with regard to adoption process. Any amendments made in the process also can be easily accessed through portal. |
| **Accessibility (Time Window)** | Reduced turnaround time for registration, adoption process and feedback/ complaint resolution by providing easy access |
| **Distance required to travel to access points** | User can access all the information online from his/her smart phone or using cyber cafe. The homes are so established that it covers the entire population of the state. |

| | |
|---|---|
| **Facility for online/offline download and online submission of forms,** | All the information is available online with a facility of downloading and submission of forms. Registration Forms are available to fill in all necessary details and through separate access areas for PAPs and adoption agencies. There are strict validators to cross check the information on browser side and alerts user to feed in information correctly |
| **Status Tracking** | Status tracking is available for agency and PAP's plus constant admin monitoring |

| | |
|---|---|
| **Impact on effort, time and cost incurred by user** | Time and money is saved as Anmol has reduced unnecessary travel and communication cost.(Uses SMS and emails) |
| **Feedbacks /grievance redressal mechanism** | This has ensured that firsthand information is taken from user and expeditious steps are taken for any grievances |
| **Audit Trails** | An audit log is prepared regularly on feedbacks received, complaints addressed, etc. |
| **Interactive platform for service delivery** | ASP.net is used |

## (iii) Other stakeholders

The benefits for the stakeholders are as follows:-

| Stakeholders | Benefits |
|---|---|
| Homes | Homes are interlinked and could access the status on PAPs and the children for fast tracking the adoption process. |
| Police | The Police are being informed for FIR for instant action |
| Child Welfare Committees | CWC now have the scope of making a child legally free for adoption with in the stipulated time. |

The Project has the potential of integration with the Agencies and Departments working for the cause of social justice and empowerment. It also has the possibility of converging with institutions functioning with an objective of ensuring human rights and those working for creating equal opportunities.

| Department | Extent of Integration |
|---|---|
| Directorate of Women Empowerment | Providing support for girl child through e-Ladli. |
| Central Adoption Resources Authority(CARA) | It is autonomous body under the Ministry of Women & Child Development. It functions as the nodal body for adoption of Indian children and is mandated to monitor and regulate in-country and inter country adoptions |
| Department of Social Justice | Possibility of linking with the Department for ensuring empowerment of children staying in homes. Physically challenged children can be dovetailed with the scheme of the Department of ensuring their overall growth |
| Child Right Commission | The Commission can access information for tracking the status |

# *Future roadmap / sustainability*

Anmol is in the process of developing a specific panel on its system for sensitizing parents for adoption to ensure cent percent adoptions of children from homes to eligible families who are willing to adopt children. There are families who want to adopt children but due to lack of awareness, procedural intricacies and frequent travelling, they usually drop the idea of adoption. Most of the children staying in different homes can be adopted by families if proper sensitization is being done. Another task is to clear long waiting list by adopting scheduled adoption procedure. The focus is on fast tracking the adoption process to ensure adoption before the child attains 6 years.. Anmol in present scenario is functioning on SQL Server 2008 to Web SQL and has a capacity of one time memory of 1 GB data access. The past experience has shown that the data is rapidly increasing day by day. Hence there is a need to upgrade the server up to 64 GB to ensure maximum access
. The future plans are:-
   • Ensure cent percent adoptions of children, especially those with special needs to eligible and willing families.
   • Clear long waiting list by adopting scheduled adoption procedure.
   • Fast track adoption process to ensure adoption before the child gets older.
   • Provision of generating graphic based reports
   • Provision of window service alerts for sequential monitoring and sending alerts
   • Payment gateway solutions for process simplification
   • Digital Encryption for data authentication

ANMOL is a sustainable model due to innovative use of technology which is new and adaptable to recent technological environment. It is flexible to the extent that it has the capacity to change, upgrade and is linked with other similar technological service providers.

**Organization Sustainability**
The training and sensitization of all stakeholders has helped made the project sustainable. The staff recruited for  data feeding was trained on each  input of the application format. They were also sensitized to handle cases with due discretion maintaining confidentiality.  The

functionaries were exposed to use of ICT. District wise onsite trainings were also organized for accurate sensible and transparent data feeding .

**Administrative Sustainability**

The Integrated Child Protection Scheme funded by Central and State Government provides for complete setup for SARA and Anmol.

**Financial Sustainability**

There is a separate budget for SARA and Anmol.

**Ownership by Stakeholders**

ANMOL is one of the most viewed web portal and has potential use for agencies and institutions which function for the cause of child welfare and facilitating adoption process. ANMOL is capturing the information on most valued human resource and fast tracking the adoption process for children in needs of parental care.

**Technology Used, User Privacy, Security of information**

Because of sensitivity of data, the system is protected with passwords at every level. It is protected from viruses, spyware, and other malicious code by installing antivirus, anti-spyware on every system. Regular and automatic backup of records is synced with the server and other panels to ensure safety of information.

Cookies are disabled on visitor's site. The database is maintained in SQL Server 2008 R2 to ensure timely execution of data feed-in and retrieval request. Other security hardware and firewalls used. The information is placed in public domain for checking and verification, however, change in data base is exclusively done through the access centers by field functionaries.

# *Annexures*

**EXHIBIT– Stakeholders consultations**

Detailed discussions were held with all stakeholders at regular intervals to design, frame and operationalize Anmol. All the valid suggestions were incorporated in designing of the system. The detailed consultation process is as follows:-

| Stake holders | No of consultation | Areas for consultation |
|---|---|---|
| Department of Women & Child Development | Regularly | Infrastructural support, technical support, Band width and connectivity support. Data feeding, compilation, need for up gradation, changes required, preparation of reports etc. managing database.   Training, sensitization   for behavioral change, resource management. |
| State data center | Quarterly | Shadow Data securing |
| CWC | 12, need basis | Validating instruments, renewal and online feeding. |
| Homes | Monthly | Domain use, data processing, filtering, sorting, management, high Bandwidth for heavy traffic, fast core processors, all browser support etc. |