

Monitoring maintenance of Anganwadi Center

Standard Operating Procedure (SOP)

1. Maintenance of Cleanliness

(a). MahilaSamrakshanaKaryadarshi / Mahila Police

- Physical inspections by Mahila Samrakshana Karyadarshi/ Mahila Police will be done once a week to each Anganwadi Center in her jurisdiction. The following fields will be monitored under Maintenance of cleanliness and she will upload her observations in the data base:
 1. Wash area
 2. Cooking area hygiene
 3. Food Storage - free from rodents and pests
 4. Serving area hygiene
 5. Sanitation in Anganwadi Center
 6. Availability of safe drinking water
 7. Toilet Management
- MSK needs to monitor and capture the photos where cooking area, food storage safe drinking water, sanitation in and around Anganwadi Center and toilet management is not maintained properly. Upload the same in database.
- Submit feedback/observations in her (MSK) login. Based on which central server will generate tickets and pushes to respective AWW/Supervisor/CDPO for necessary corrective measures mentioning SLA.
- By analyzing the issues pertaining to cleanliness, MSK needs to escalate the same to ICDS functionaries for necessary action.

(b) ICDS Supervisor:

- Based on the tickets raised by MSK, supervisor has to visit anganwadi centers and ensure that Anganwadi Worker resolves the issue on the same day when the ticket raised.
- Ensure updation of the action taken by Anganwadi Worker in the data base along with the updated picture.
- Supervisor has to do surprise visits and monitor the action taken by the AWW.

- If needed, supervisor needs to provide hand holding support to anganwadi worker to resolve the issue.
- Sensitize all the AWWs in her sector on importance of maintaining cleanliness and sanitation in Anganwadi Center.
- Need to collect feedback from the stakeholders and community during house visits.
- If sanitation is not maintained outside the AWC, then supervisor needs to coordinate with Gram Panchayat Secretary and concerned officers of Village Secretariat for resolving the issues (app modifications are being done in coordination with PR department).
- Need to escalate all the unresolved issues pertaining to cleanliness to CDPO, Gram Panchayat Secretary / Concerned officer of GSWS.

(c). CDPO:

- CDPO has to monitor those issues which are pending at supervisor level for more than 2 days.
- Organize review on action taken and see that all tickets are closed and challenges faced by supervisors on every fortnight.
- Sensitize all supervisors on importance of maintaining cleanliness in Anganwadi Center.
- Needs to escalate those issues which are not resolved at her level to PD level for decision making.
- Analyze the action taken report by supervisor and AWW level. For any unresolved issues, CDPO needs to escalate to EORD at mandal & PD level.

2. Provision of Drinking water facility

(a). MahilaSamrakshanaKaryadarshi / Mahila Police:

- Physical inspection of MSK/MP to Anganwadi Centers will be done once in a fortnight to monitor the availability of Drinking water facility.
- Submit observations pertaining to availability of Safe drinking water along with the pictures needs to be uploaded in the database.
- MSK will submit her feedback/observations in her login. Based on which central server will generate tickets and pushes to respective AWW/Supervisor/CDPO for necessary corrective measures mentioning SLA.
- By analyzing the issues pertaining safe drinking water facility, MSK needs to escalate the same to ICDS functionaries for necessary action.

(b) ICDS Supervisor:

- Reviewing the remarks of MSK, supervisor has to visit AWC and ensure that the center is having sufficient water supply for processing and cooking.
- Ensure updation of the action taken by Anganwadi Worker in the data base along with the updated picture.
- Supervisor needs to review the center situation and by coordinating with AWW look for alternate arrangements like water cans for purpose of drinking water.
- Ensure that the water used for washing food commodities / vegetables should be of good quality.
- Analyzing dashboard data, supervisor needs to coordinate with AWW and CDPO for providing other alternative facilities.

(c) .CDPO

- CDPO has to review the alternate arrangements provided for arranging drinking water facility.
- Organize review on action taken and challenges faced by supervisors.
- Unresolved issues at Supervisor level, CDPO has to intervene for necessary action by discussing with EO, PR & RD department.
- Needs to escalate those issues which are not resolved at her level to PD level.
- Need to obtain data pertaining to % of centers having drinking water facility outside the premises and center not having drinking water facility.
- Based on this CDPO needs to coordinate with PR & RD, GSWS departments for provision of drinking water facility in all anganwadi centers.

3. Availability of Toilet facility

(a). MahilaSamrakshanaKaryadarshi / Mahila Police

- Physical inspection of MSK/MP to Anganwadi Centers will be done once in a fortnight to monitor the following facilities:
 - Availability of functional toilets
 - Usage of toilets - Water availability and cleanliness
- Ensure updation of MSK visit observations pertaining to availability of functional toilets and management in the database.
- MSK needs to monitor and capture those anganwadi center photos where toilets are not maintained properly. Upload the same in database.
- By analyzing the issues pertaining to toilet facility, MSK needs to escalate the same to ICDS functionaries for necessary action.

(b). ICDS Supervisor:

- Upon reviewing the remarks of MSK, supervisor has to visit Anganwadi Center and ensure that the center is having toilet facility with water. Further, she needs to obtain details of no. of AWCs with no toilet facility
- Ensure the action taken by AWW basing on feedback of MSK and upload in the database.
- If the washroom is maintained poorly or under repair Anganwadi Worker will coordinate with CDPO for further corrective action.
- In order to resolve the issues, supervisor and CDPO needs to organize review meetings to obtain the feedback from anganwadi workers on toilet facilities.

(c). CDPO:

- Need to obtain data pertaining to no. of AWCs not utilizing toilet due to absence of water facility for necessary action
- Review action taken and challenges faced by supervisors.
- Unresolved issues at Supervisor level- CDPO has to work in close coordination with AE, RWS.
Needs to escalate those issues which are not resolved at her level to PD level.

4. Availability and Quality of food stocks

(a). MahilaSamrakshanaKaryadarshi / Mahila Police

- Physical inspection of MSK/MP to Anganwadi Centers will be done once in a week to monitor about the quality of stocks.
- Supervise the quantity of food commodities present in the AWC by cross checking with FCR.
- While monitoring MSK needs to capture pictures of poor quality items and the video feedback of the beneficiary and upload in database.
- Check the shelf life of each commodity and FIFO method is followed or not.
- Timely supply and replacements of bad quality stocks.
- Ensure updation of visit observations pertaining to quality, availability, quantity of stocks in the database.
- MSK has to provide feedback to supervisor on stock availability and quality of food commodities.
- Analyze and identify the issues pertaining to availability and quality of food commodities and escalate the same to supervisor.

(b) ICDS Supervisor:

- Reviewing the remarks of MSK, supervisor has to visit AWC and ensure that the sufficient stock is maintained at Anganwadi center and bad quality stock is replaced within one week by vendor.
- Obtain no. of AWCs not having sufficient stock and number of those centers where stock hasn't been replaced.
- Ensure that the action taken by AWW basing on feedback of MSK is uploaded in the database.
- Supervisor has to conduct pre-dispatch inspection of go down to ensure supply of quality commodities to all the Anganwadi Centers and upload the same in database and the bad quality stock is replaced.
- Analyzing the data in YSR SP app dashboard, supervisor has to review the quality of stocks supplied to anganwadi centers.

(c). CDPO:

- Based on MSK observations, the tickets pertaining to the following issues will reflect in CDPO login. CDPO will peruse the issue and will resolve sticking to SLA period.
 - No. of AWCs not received stock as per indent
 - No of AWCs not received good quality stocks
 - No. of AWCs where stock is not being replaced
 - No. of AWCs received damaged milk
 - No. of AWCs received eggs without stamp
 - No. of AWCs received nutrition kit without prescribed packing.
- If the stock is less and of bad quality she will coordinate with supplier for replacement and ensures the availability of stock with no gap.
- Has to conduct pre-dispatch inspection of go down to ensure supply of quality commodities to all the Anganwadi Centers (especially for milk, egg and nutrition kit).
- Unresolved issues at Supervisor level, CDPO has to intervene for necessary action for timely supply of stocks as per indent to avoid feeding gap.
- Needs to escalate those issues which are not resolved at her level to PD level.

5. Quality of Hot Cooked meal

(a). MahilaSamrakshanaKaryadarshi / Mahila Police

- Physical inspection of MSK/MP to Anganwadi Centers will be done once in a fortnight to observe the following:
 - Whether all the vegetables are of good quality, cleaned and washed in clean water or not
 - Check that cooking is done in clean utensils with lid or not by using safe water.
 - Check whether cooking is done thoroughly so as kill all pathogens and cooked food is kept covered or not
 - Whether menu is being followed or not
 - Draw the ration as per quantity prescribed for each category.
- While monitoring MSK needs to capture pictures of poor quality of hot cooked meal and the feedback of the beneficiary and upload in database.
- MSK has to provide feedback to supervisor on quality of hot cooked meal.
- Analyze and identify the issues pertaining to quality, quantity and consistency being followed in preparation of hot cooked meal and escalate the same to supervisor.

(b) ICDS Supervisor:

- Reviewing the remarks of MSK, supervisor has to visit AWC and ensure that the AWW should follow prescribed instructions issued for preparation of hot cooked meal. Further, needs to continuously monitor the following :
 - % of AWCs where menu is not being followed
 - % of AWCs where ration is not being drawn as per number of beneficiaries.
- Assessing capacities of AWH in preparation of hot cooked meal.
- Ensure the action taken by AWW basing on feedback of MSK is uploaded in the database.
- Take respective action to resolve the issue at the earliest and upload in the database.

(c). CDPO:

- Review on No. of AWCs where menu is not being followed and low quality food is served. Similarly, need to review action taken and challenges faced by supervisors.
- Unresolved issues at Supervisor level has to be intervened for necessary action for timely supply of stocks as per indent to avoid feeding gap by coordinating with suppliers.
- Needs to escalate those issues which are not resolved at her level to PD level.

6. Pre-School activities

(a). Mahila Samrakshana Karyadarshi / Mahila Police

- Physical inspection of MSK/MP to Anganwadi Centers will be done once in a week to observe the following:
 - Pre-School attendance with time and location
 - Whether AWW is following Pre-School Education calendar or not
 - Distribution of PP1 & PP2 books to Pre-School children
 - Utilization of Pre-School Education kit while playing indoor and outdoor games and storytelling books.
 - Whether AWW is following regular activity videos shared in whats app group for conducting Pre-School activities or not
 - Formation of mothers groups with mothers of PP1 & PP2 children and sharing daily activities in the group.
- While monitoring MSK needs to capture pictures wherever pre-school activities are not performing well or not utilizing pre-school education kit and books and upload in database.
- MSK has to provide feedback to supervisor on quality of pre-school activities

(b) ICDS Supervisor:

- Reviewing the remarks of MSK, supervisor has to visit AWC to monitor pre-school activities - Distribution, usage of pre-school calendar and usage of pre-school kit. Further, on regular basis she needs to review the following indicators:
 - % of pre-school attendance.
 - % of AWWs following Pre-school calendar.
 - % of AWWs utilizing Pre-School Education Kit.
- Ensure the action taken by AWW basing on feedback of MSK is uploaded in the database.
- Supervisor needs to ensure dispatch of pre-school books to PP1 and PP2 children, following syllabus as per pre-school education calendar and utilization of pre-school education kit.
- Must ensure formation of mother whats app groups and share daily activities in the group.

(C) .CDPO:

- Based on MSK observations, CDPO needs to review % of Pre-school attendance, No. of AWCs utilizing PSE kit, No. of AWCs following pre-school calendar and action taken and challenges faced by supervisors.
- Unresolved issues at Supervisor level, CDPO has to intervene for necessary action for effective implementation of pre-school activities.
- Needs to escalate those issues which are not resolved at her level to PD level.

Management of Severe Anemic pregnant women

State Government is implementing several initiatives to address malnutrition and anaemia among pregnant women, lactating mothers and children below 6 years. YSR Sampoorna Poshana and YSR Sampoorna Poshana plus (+) schemes are major initiatives among them. To ensure 100% delivery of services under this scheme to all beneficiaries, a mobile application (YSR SP) has been developed. Through this application the department is able to track supplies and distribution to beneficiaries and access the implementation of scheme and satisfactory level of beneficiaries. Apart from implementation, tracking consumption of daily hot cooked meal along with IFA & Calcium tablet and THR kit is very essential as it helps in reduction of anaemia and malnutrition among beneficiaries.

To monitor and evaluate real time data furnished by the field, a separate module (integrating Health and WD & CW data) is enabled in YSR SP app to track the nutritional status of identified anaemic pregnant women and malnourished children where WD & CW, Health and GSWS departments will work together for improvement in SDG indicators.

AWW Level:

- In the “Anaemia Management” module present in YSR Sampoorna Poshana, AWW could able to see three fields 1) Anaemic pregnant women profile in Anaemia management, 2) Adolescent girls (School Dropouts) anaemia status and 3) Stock availability report of IFA and calcium tablets.
- Under which AWW needs to update the receipt of the following with anaemic pregnant women picture on daily basis:
 - One egg,
 - Daily 200 ml milk
 - Consumption of one full hot cooked meal at anganwadi center
 - Consumption of IFA tablets
 - Receipt of Calcium tablets
- Similarly, a provision has been given to AWW to enter the stock availability of IFA and Calcium tablets. Upon submission, tickets will be generated in respective officer’s login.

MSK Level:

- MSK needs to visit all the AWCs mapped to that particular sachivalayam at least once in a fortnight.
- MSK is able to see all the details submitted by AWW in her application. MSK needs to do random visits of AWCs to monitor the quality of hot cooked meal and consumption by the anaemic beneficiaries.
- Upon verification, MSK needs to submit her observation remarks in MSK application. Basing on MSK observations, tickets will be generated in the server back end and will be pushed to respective ICDS officers for corrective measures.
- All those alerts will go to AWW and supervisor, if the alerts are related to food quality. At this level, the issue needs to be resolved in two days' time. Otherwise, it will be pushed to supervisor for necessary action.
- Similarly, the alerts related to food stock availability will go to Supervisor and CDPO and the alerts related to stock of IFA and calcium tablets will go to Medical Officer.
- Based on MSK observations CDPO need to take immediate action to resolve stock related issues – quality, quantity and ensure timely supply of quality commodities.