



# TECHNICAL TRAINING REPORT

Startup Village Entrepreneurship Program (SVEP)



Kudumbashree National Resource Organisation  
Thiruvananthapuram, Kerala.

September 2021, the Uttar Pradesh team of Kudumbashree - National Resource Organization (NRO) started Technical Training of Mentors of all the four blocks in Uttar Pradesh. The participants included the mentors of Najibabad, Haswa, Naraini, and Thekma blocks and State Program Coordinator, Field Coordinator (FC), and Block Anchor Person (BAP). The training focused on enhancing mentors' knowledge of basic computer-based documentation skills, uses of online methods like google form and drive for capturing data along with educating them on creating micro-enterprise formalization documents, reports, case studies, and letter writing skills. It was a five-day program where the last day was dedicated to revision and reviewing the four-day learnings.

## **Background**

The good hold Microsoft (MS) office is essential to make a proper documentation process of day to day work of Block Resource Centre (BRC). While working in the field with mentors, especially in the new blocks, it was observed that mentors need assistance with the same. Moreover, they struggle with programs such as Google Docs, Slides, and Sheets, that are essential for remote working. It was also observed that mentors need regular assistance in writing letters to different officers and personnel in the field, documentation of on-field activities. Along with these, mentors also needed to be familiarised with the processes of Micro Enterprise (ME) formalization. To cater to the above mentioned requirements, it was planned to train mentors on documentation skills and educate them on ME formalization to deal with the above limitations.

## **Objective**

- To enhance the skills of Mentors on MS Office (Word, Excel, Powerpoint), Google (Docs, Sheets, Slides, Forms, Drive, and Gmail) and utilization of these in maintaining the records in the standard manner.
- To make mentors aware of the process of availing the Udyam Aadhar, FSSAI (Food Safety and Standards Authority of India), and Pan Card to support ME in the formalization process.
- To educate mentors on the Report, Case Study, and Letter Writing skills.
- To transfer this knowledge from mentors to Community Resource Person-Entreprise Promotion (CRP-EP) and make them technically capable for documentation and ME formalisation.

## **Methodology**

It was a five-day training program emphasizing the technical building of the capacity of mentors. All sessions were practical except the session on Government Administration and Executive Structure of Uttar Pradesh. All practical sessions also included assignments, which aimed for practicing the learned.

## **Technical Training**

The training program started with a primary orientation MS office. The first day of training was dedicated to MS Word, Google Docs, Powerpoint, and Google Slides. It was a practical session planned to enhance the knowledge and skills of mentors on the skill of MS Word and Powerpoint.

A separate session was also conducted on Google Docs and Google Slides. It was impossible to teach all the components, though it was ensured that all necessary things were covered. The mentors were also shown their interest in learning these things, and remarkable improvement was noted in the assignment. Mentor Mentioned that *Most of the time, I used to fill the already made document format, and whenever I needed a new format for work purposes, I had to get help from others who knew about it. Even though I used to make formats, there were many errors in fonts, alignment, design, and arrangement on which I will undoubtedly work after this training.*



*Picture no. 1. Glimpse of MS Office session*

The second day of training started with the session on MS Excel and Google Sheets. The session covered the topics of Open a new and existing file, Save and share a file, Basic Functions – Sum, Average, and Count, Basic Tools – Merge Cells, Split Cells, Alignment Tools, Wrap Up text, Font and Font Styles, Bold, Italics, Underline, Fill Colour, Text Colour Bulleting, Indexing, and Data Filtering, etc. The session exceeded the planned time of four hours with mentors having doubts and needing clarity, it took almost more than five hours. During the second half of the day, the session was conducted on making Google Form and its uses on file for data collection and maintenance. The assignment was also given for practice. One of the mentors said that *Whenever I used to work in MS Word and Excel, I was afraid that something would change and I would not be able to fix it. So most of the time, I didn't mess around with the file too much and had to ask for help whenever it went wrong. But after training, the fear is gradually decreasing, which is helpful for our daily activities. Also, apps like Google Forms and Google Drive will prove to be very helpful in data collection and promotion.*

The third day of training focused on creating and managing a Gmail account and google in Mobile and Computer. During the session, the entire Gmail account opening process and uses of google drive were explained to Mentors. Google Drive was essential to share original pictures and documents for official purposes without compromising the quality. Many times taking original images of enterprises and activities from CRP-EP becomes herculean tasks for Mentors. And this session will certainly work as a solution for taking such data. After it, the session was conducted



*Picture no.. 2. Glimpses of Session Conducted by FC- Raj PRI-CBO*

on Canva to orient mentors on basic graphics designing. The session was aimed to make them aware of tools for creating posters and banners more easily. On the same day, a session was conducted on Administrative and Executive Structure Government in Uttar Pradesh. As mentors often have to interact with different levels of government officers, the session aimed to orient them about the Administrative Structure of Revenue, Law and Order, and Local Self Governance (Urban and Rural). The session was conducted by FC Raj of PRI-CBO program of Kudumbashree NRO. to clarify doubts a discussion was made after the session.

The fourth day was focused on making ME formalization which included FSSAI, Udyam Aadhar, and Pan Card. In this session, the Mentors were educated about creating the documents and asked to initiate the process for these documents based on their data. The second half of the day was dedicated to writing sessions. In the session, they are oriented about the basic things covered in the Report, Case Study, and Letter. The suggestions were also given for improvement in the work report. Mentors were assigned to write a short essay on conducted activity in the block, write a case study, and write two letters to the Deputy Commissioner - NRLM on the given subject. One of the Mentor said *the work ME formalization is not started in the block as expected. The primary reason is that CRP-EP does not have proper knowledge about it, and even I was unaware of many things. But after this training, I believe that when CRP-EP gets the same kind of training of ME formalization, work will gear up, and I will also be able to help them in the process.*

Day five was reserved for revision and doubt clearing. All the previous assignments were also checked, and feedback was provided. There was an intense practice session conducted during the day with multiple assignments on all the sessions. All the doubts were cleared during the session, and the Mentors were also made aware to avoid possible errors and the most common mistakes during the maintenance of these documents.

### **Feedback from. Mentors**

- There was very little information on MS Office, but in training, we got much-needed information that is very important and easy to make new documents. The training is beneficial to us. This training helped all of us to record fieldwork and office work in an updated manner.
- We also got information about Google docs, slides, and sheets, which are very important. Through this, we can also work together remotely by making a file and sharing it with each other.
- Learned how to make a presentation, convert important information into points, and present it before the people.
- Learned about Google Drive and Gmail, importance, and usage of this application in the field. Creating Gmail is the basis for using many Google services, which will prove to be very helpful.
- Training will help us upload and save files in Google drive, prepare format in Google sheet /Google docs to update data, avoid unnecessary prints, and work paperlessly wherever possible. All data will also be available online to access remotely. The Google sheet will help to update PTS data. It would be great if there were a refresher or regular doubts will be cleared.
- In SVEP, all works are needed for technical skills like updating MIS, MPR, QPR preparation of business plan in SVEP LIVE APP uploading of data, etc., and the training will indeed be the path giving.
- The technical training was very well conducted. It was beneficial training. It makes us empowered to play with Excel, Word, and PowerPoint to make things standardized. Getting such exercise right from the start can certainly be very helpful to all mentors. need a refresher if possible, once/twice in a year is also good
- Learning a workspace like Canva was a fascinating thing. It makes us document designers within a few hours. It will help us design posters and banners, certificates, and business cards, etc. It would be beneficial while promoting products and enterprises on media and social media.
- Learned about the registration process of Udyog Aadhar, Pan Card, and FSSAI. Earlier, we are not even aware of the websites. With this learning, we will gradually be able to start making these documents in the block and teach CRP-EP. This knowledge will help the CRP EP support the entrepreneur and increase its income by providing these services to the Public.

In writing section especially case study and letter we get stuck after writing few lines of case or miss the flow of sentences but writing session helped us to think on it and make us capable to improve on decent amount of case on study and letter matter .

### **Moving Forward**

Mentors will continue getting mentored by the FC and BAP if they face any doubts and challenges. Mentors are also supposed to come up with areas where they think to improve or learn. Few sessions exceeded the planned time, with mentors having doubts and needing clarification in a different session. Therefore session on NRLM App Refresher and Past Data Upload & PTS Upload was scheduled to conduct in the upcoming review meeting.

## Annexure I

### Technical Training Schedule

Kudumbashree NRO			
Technical Skill Workshop – Mentors			
Date	Time	Session	Trainer
<b>Energizer</b>			
17th Sept 2021	10.30 am to 2.00 pm	<b>MS Word/Google Docs</b> Create a new document, open an existing document Insert a table Font and Font Styles, Bold, Italics, Underline, Fill Colour, Text Colour Basic typing Bullet Points Save a file Alignment	Gurupraad and Harish
	2.00 pm to 3.00 pm	Lunch	
	3.00 pm to 6.30 pm	<b>MS Excel / Google Sheet</b> Open a new File, Open an existing Excel file Save an excel file Basic Functions – SUM, AVERAGE and COUNT Basic Tools – Merge Cells, Split Cells, Alignment Tools, Wrap Up text Font and Font Styles, Bold, Italics, Underline, Fill Colour, Text Colour Bulleting, Indexing Data Filtering	Gurupraad and Harish
	6.30 onward	Practice and Assignment	
<b>Energizer</b>			
18th Sept 2021	10.00 am to 1.30 pm	<b>Power Point Presentation / Google Slides</b> Adding a New Slide Saving a Presentation Applying themes Change colour in themes Selecting Background of a theme Text Alignment, Text Colour, Font Style, Font Size Copy and Paste, Cut and Paste Insert Table, Insert Picture, Insert Data	Guruprasad and Harish
	1.30 pm to 2.30 pm	Lunch	
	2.30 pm to 4.00 pm	Understanding Government Administration System & Hierarchy	Mirza and Raj
	4.00 pm to 5.30 pm	Google Drive & Gmail	Guruprasad
	5.30 pm to 7.30 pm	Basic Designing – Canva	Guruprasad
<b>Energizer</b>			
19th Sept 2021	10.00 am to 2.30 pm	<b>Formalisation</b> Udyog Aadhaar FSSAI PAN Card GST	Harish, Guruprasad, Mirza and Manju
	2.30 pm to 3.00 pm	Lunch	
	3.00 pm to 7.00 pm	Case Study Writing, Report Letter Writing	Mirza and Guruprasad
<b>Energizer</b>			
20th Sept 2021	10.00 am to 1.30 pm	Past Data Upload & PTS Upload	Harish and Manju
	1.30 pm to 2.30 pm	Lunch	
	2.30 pm to 6.00 pm	NRLM App Refresher	Harish and Manju
21th Sept 2021	<b>Revision</b>		

Note: Few sessions rescheduled during the training



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