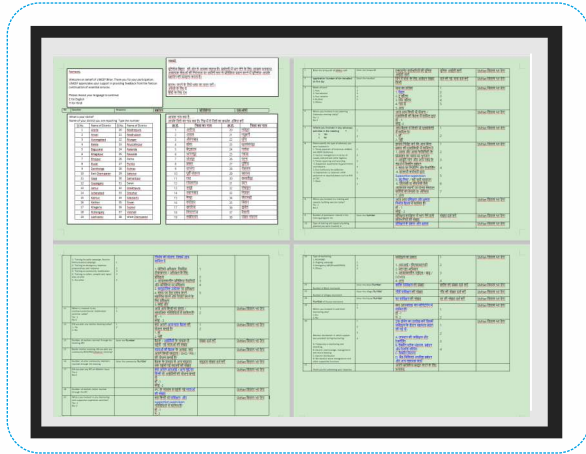
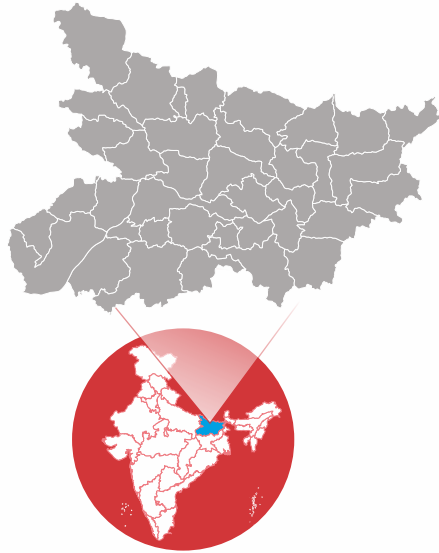


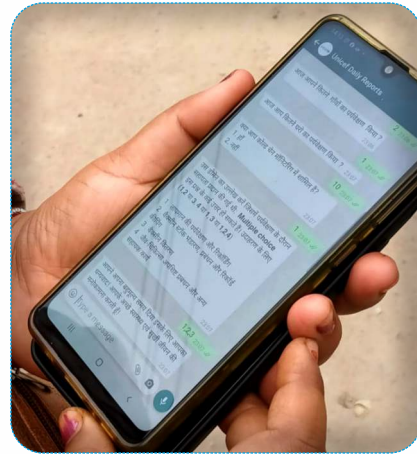
Chatbot Programme

BIHAR

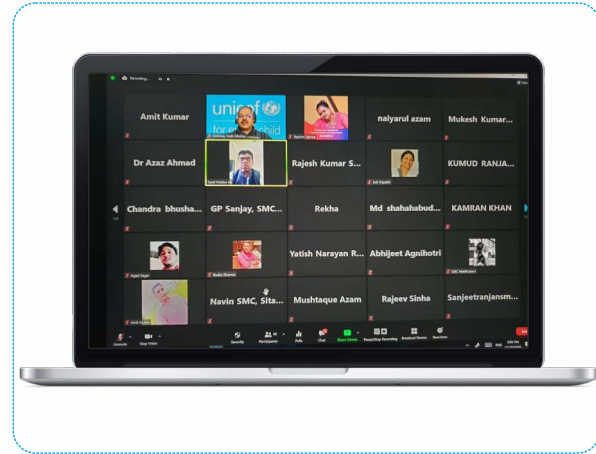
unicef  for every child



A checklist was designed in consultation with India Country Office (ICO) Health team in the 1st week of October 2020.



By the 2nd week of October 2020, piloting (field testing) and incorporating of all the changes in Chatbot was developed with the support from ICO Health team and IT team.



In mid-October 2020, a virtual orientation of SMNet colleagues on Chatbot was conducted by ICO Health team with the support of the Bihar team. Around 47 Social Mobilization Coordinators (SMC) were trained during the programme.



There was a virtual cascading of training at the block-level. Block Mobilization Coordinators (BMC) orientation on the Chatbot was conducted between 20 to 30 October 2020 in which around 391 BMCs were trained.



By 1 Nov 2020, the SMNet colleagues started the online filling of the Chatbot in the field.



The mother meeting detail from the field was captured using Chatbot.

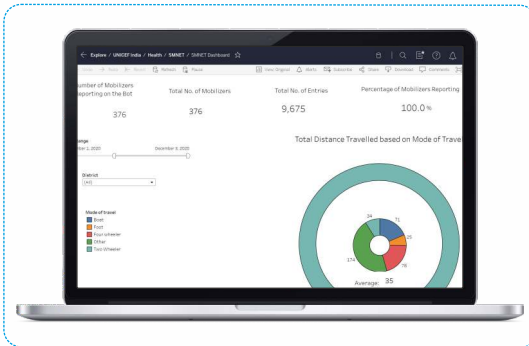


Hand holding support was provided by the SMC to BMC in filling the Chatbot.



The Chatbot helped in capturing the Geo-location in the field.

A dashboard on key Chatbot indicators was developed by the ICO Health team and shared with the SMNet colleagues during the SMNet review meeting held on 10 Dec 2020.



Ejaz Afzal, SMC from Kishanganj reviewed the benefits of Chatbot.



After 10 Dec 2020, a district-level refresher training of BMC on the Chatbot was conducted after the state-level review meeting.

◀ The Chatbot initiative was scaled up in other states as well. ▶