

Digital ASHA Payments – Uttar Pradesh

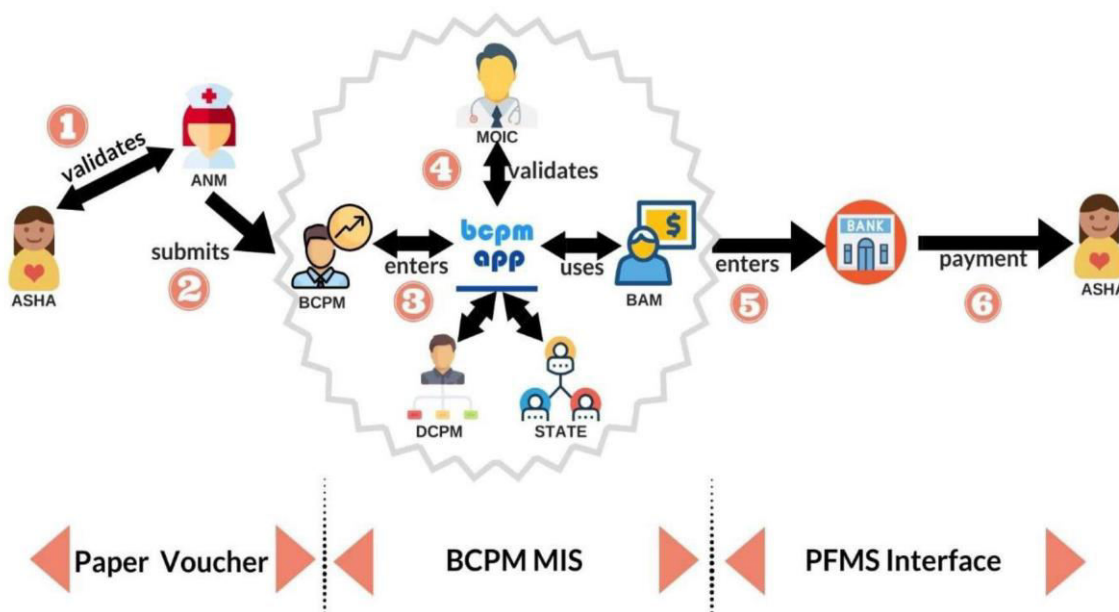
Introduction

Under National Health Mission, the Government of India recruited ASHA workers to connect the marginalised communities to health care. ASHAs are well respected volunteers in the community who play a vital role in ensuring last mile service delivery. They receive performance linked incentives.

Uttar Pradesh has over 1.5 lakh ASHAs and their incentive payment process majorly relied on paper-based system for reporting and incentive calculation. This paper-based system affects transparency and created considerable delays in ASHA payments. Therefore, Uttar Pradesh digitized the payment process which brought greater accountability thereby facilitating faster payments. The major challenges faced in ASHA payments were -

- Capturing the work done by ASHAs
- Recording it on a program without new investment
- Pay the incentives in a transparent and easy manner
- PFMS integration

Key Stakeholders & Process flow



Implementation of the practice

A mobile-based web application “Block Community Process Managers (BCPM) MIS” was created for mapping Health Workers Managers (BCPM) MIS. This MIS was created for standardised mapping of Geographies (District, Blocks and Villages), Health Facilities (DH, CHC, PHC, SC) and Health Workers. This application also consists of a module to digitize ASHA and Sangini incentive payment process to reduce delays and increase transparency in the process. The payment process comprises of the following steps:

- ANM approved paper-based, monthly vouchers submitted by ASHA by 20th of the month
- BCPMs enters and submit the vouchers digitally by 25th of the month
- MoIC approves the voucher on the portal by 28th of the month
- BAM makes payments by 5th of next month using pre-formatted PFMS

- ASHAs receive an SMS with a head wise breakup at all stages of payment
- The training was provided to BCPMs on using MIS. This project was implemented in partnership with NHM, UP-TSU, Tattva Foundation.

Results of the practice



- Since the launch in Oct 2018, 90% of ASHAs incentives are paid by 5th of the following month
- Granular data access has helped to improve the functionality of ASHAs by 67%
- Overall average monthly incentive per ASHAs has increased by 35%
- Increased accountability and transparency in incentive payments
- Motivated and empowered ASHAs and SANGINIS
- ANALYTICA' has enabled strategic use of data for physical and financial review and monitoring at state, division, district, and block level

Lessons learnt

The identified objectives have been fulfilled satisfactorily like timely and transparent online payment to ASHAs. There have been improvements in the system for effectively monitoring performance of ASHAs. The data captured is also being used to generate insights for monitoring and policy making.



Conclusion

The application is currently used in all 820 Blocks and is being planned for scale-up for payment of urban ASHAs. The BPCM MIS offers provision for detailed analysis and profound insights to ASHA incentive disbursement and utilisation.