



MDM IVRS/OBD Process

IVRS Business Logic and Call Flow

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| IVRS Rules | IVRS calls to be made on working days only. | |
| Integrated Voice Response System | <p>IVRS (Outbound Dial-Back-OBD) call to be made on working days only when no SMS is received by the end of day's designated time frame and after 3 Reminder SMS have been sent (1 each to Principal-MDM Coordinator, Senior and Alternative Teachers.</p> <p>Three IVRS calls to be made in 30 minutes time to the designated teachers on their registered/verified mobile numbers.</p> <p>Configurable parameters:</p> <ul style="list-style-type: none"> • Holidays: As applicable for all modes • Number of calls to be made to every designated numbers • Time interval between each call • Time Gap to start calls after the data collection by SMS mode is over. • Whether respondent's mobile number will be confirmed by making an OBD-IVRS call in case the number has not been confirmed by SMS by the respondent within the time frame given for the same. | |
| Respondent's Mobile Number verification | You are "name of respondent" for | Based on the input, the call |

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| | school “name of school” and you are receiving this call on your correct registered mobile number. Please enter 1 if this is correct for enter 0 to re-enter/ listen this message again. | will be either closed as Verified Mobile number or repeated/aborted in case the number was not correct. The same will be reflected in the database as correct or error. |
| Call Recording Flow | 1. Please enter the number of meals served today in your School (NAME OF SCHOOL) | The official enters either the number of meals served or the numeric value 0 (Zero). In case, no value is input, the message is replayed after every 10 seconds of no-input for 3 times before closing the call. |
| | 2. The meals entered by you is/are “as entered in previous step”. Press 1 if it is correct or enter 0 to re-enter it. | The official enters the value 1 if the replayed figure is correct or enters 0. Note: A decision needs to be taken if the verification is to take place after every input or after receiving the final value-once only. The call flow will change accordingly. |
| Case-I | Entered value is greater than 0 and in Step-2, the official confirms that the replayed number of meals is correct. This Step-3 three is repeated after every correct input to close the call. | |
| | 3. Thank you very much for providing the information. | The message is played and |

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| | | the call is closed. |
| Case-II | In Step 2, the official enters 0 value to indicate that the replayed number is wrong. | |
| | 3. Please re-enter the number of meals served today in your School (Name of School) | The official re-enters either the number of meals served or the numeric value 0 (Zero) for no meals served. |
| | 4. The meals entered by you is/are “as entered in previous step”. Press 1 if it is correct or enter 0 to re-enter it. | The official enters the value 1 if the replayed figure is correct or enters 0. |
| | Entered value is greater than 0 and in Step-4, the official confirms that the replayed number of meals is correct. Otherwise, Steps 3 and 4 will be repeated till correct value is entered in all cases of wrong entry. | |
| | 5. Thank you very much for providing the information. | The message is played and the call is closed. |
| Case-III | Entered value is 0 (Zero) in Step-1 (or Step-3) and the official confirms that the value entered is correct in Step-2 (or Step-4). | |
| | 3. Please enter 1 if “Food grain not available”, 2 if “Cook not available”, 3 if “Fuel/ Ingredients not available”, 4 if “Packages not received from NGO/SHG”, 5 if “Holiday in school”, 6 if “Other Reason”, enter 0 to listen to this message again. | The official enters the reason (1 to 6) for not serving the food or 0 to listen to the message again. |
| | 4. You have given the reason “as | The official enters 1 to |

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| | entered in Step-3”, please enter 1 to enter the specific reason under “description of reason” or 0 to re-enter the main reason by listening to the message. | proceed further to enter sub- reason or enters 0 to re-enter the main reason value. Steps 3 and 4 of Case-II will be repeated till correct input is entered/replayed. |
| Case-III-A | The official enters 0 value and wishes to re-enter the correct reason. | |
| | 5. The message in Case-III (Step-3) is replayed repeatedly till a correct reason is received. | |
| Case-III-B | The official enters value 1 and the next message is displayed based on the values between 1 and 6. In case of value 5 and 6 (Holiday in School/ Other Reason). The call is closed by thanking the respondent and playing the message as in Case-I (Step-3). However, for values 1 to 4, following messages are played (repeatedly in case of wrong inputs or request for replaying the message). | |
| | <p>5. Following 4 value based messages are played:</p> <ul style="list-style-type: none"> • Value-1: Please enter 1 if “food grains not received”, 2 if “food grains damaged”, 3 if “insufficient food grains”. • Value-2: Please enter 1 if “insufficient fuel”, 2 if “cook salary not paid”, 3 if “cook quitted”. • Value-3: Please enter 1 if “food grains not received”, 2 if “insufficient funds for cooking”, 3 if “insufficient ingredients”. | Based on the input, the value will be replayed to confirm the main and sub-reason and if the input is correct, the call will be closed by thanking the user. Other message will be replayed till a correct input is received. |

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| | <ul style="list-style-type: none">• Value-4: Please enter 1 if “vendor not received payments”, 2 if “damaged in transit” | |
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