

Some IEC activities to be undertaken at ULB Level to enhance NULM awareness

As we are aware that IEC activities are an important tool for effective implementation of any poverty alleviation scheme. Generation of awareness among the beneficiaries and the workforce implementing the scheme is a pre-requisite for success.

NULM has started during this financial year in a Mission mode with a various positive modification of earlier SJSRY scheme. It is very much essential to put the concerned people into NULM mode de-tracking them from SJSRY. Capacity building and awareness are the major initiative for that purpose. Capacity Building activities have been started at State Level and to aware the people IEC is now felt essential.

So for awareness generation upto grassroot level following proposal are made.

A. At State level :-

To create awareness among common people following steps may be taken of State level to popularize NULM.

1. Publication of campaign material through different State level dailies.
2. Broadcasting NULM features through All India Radio.
3. Preparation of posters, banners and festoons and displaying them all through the ULB's.

B. At City Level:-

1. Workshop at ULB Level (I) with all Councillors, ULB officials associated, Banks, Cluster/ Federation/ representative/ DIC officials/ Educational/ Training Institutions.
2. Workshop at ULB Level (II) with all NGOs associated with Slum Development, Group formation, Street Children, Shelterless people and others working for urban poor; representative of all worker union for the workers of unorganized sector, social workers, volunteers etc.
3. Workshop at Ward Level with Councillors/ SHG representative/ Bank/ ULB officials associated/ worker union representatives/ NGO etc. to chalk out a Ward Level plan.

- 4. Banner & Postering at each & every Ward and all conspicuous places within the city.
- 5. Disbursement Camp on of each municipality to handover revolving funds, loan documents to individual & Groups, Training Certificates to trained youth etc.
- 6. Formation of a Review Management Committee with CMMU & all Councillors chaired by Chairman to review/ monitor and preparation of future plan. This committee should sit once in every month to review progress & others.
- 7. Use of performing art group in the form of puppet show, folk songs, street drama etc. and street corner discussion, small group discussion within the locality with local women folk to disseminate ideas of NULM/ group formation/ business etc.

If approved we will ask ULBs to undertake the actions as suggested and we will also take initiative at our level for successful IEC activities and successful NULM implementation.

Rev.
N 21/10/14

Joint Director (SS), SUDA

Director, SUDA
&
Mission Director,
WBSULM

*Note from pre-page.
IEC activities both at State level and ULB level as proposed under par 1-7 may be approved. It may be mentioned that fund for IEC is available under NULM Programme.*

WJL
21/10/2014

Principal Secretary
M.A. DEPT
& Chairman, SUDA

Pl - Opine -

huc
27/10

U.O. No. SUDA: 264/14

Date: 27-10-14

Filer
WJL

ESD/DS

we may request SUDA to place a copy for circulation to ULBs, mentioning the issues related to NULM.

huc
27/10/14

Sub: Advertisement of NULM Programme

As instructed, the advertisement matter regarding NULM programme and bank loan application format has prepared and put up for approval.

Director

Submitted.

27/11/14

The matter was discussed in a meeting with Mr Secretary for publication of a notification regarding implementation of NULM as drafted below.

Application form as drafted below may be uploaded ~~to~~ in our website so that interested candidate may easily access to it.

for Secretary

27/11/14

J. O. No. SUDA: 1031/14

Dated 28-11-14

File- 964/14

Advt. inviting applications may be issued, if appd. Newspapers may also be indicated.

nae
2/11/14

MIC

As given

4/12/14

70 (80)

PM

Pl arrange for publication, as approved.

8/12/14

Adviser

- 3 -

Sri Prabin Roy, expert PMU-II is requested to prepare all drafts. Pl. follow up.

[Signature]
21/12/14

Advertiser

noted at pu-payc

Please refer to the advertisement matter on NULM being approved by the Hon'ble MIC, M.A & U.D. Departments which is placed below. The matter needs to be published in the following approved daily newspapers.

Name of the Publication	Edition	Size	Type
SANGBAD PRATIDIN	Kolkata	8 cm(W) X 8 cm(H)	B/W
AJKAL	Kolkata	8 cm(W) X 8 cm(H)	B/W
DAINIK STATESMAN	Kolkata	8 cm(W) X 8 cm(H)	B/W
KHABAR 365 DIN	Kolkata	8 cm(W) X 8 cm(H)	B/W
AZAD HIND	Kolkata	8 cm(W) X 8 cm(H)	B/W
AKHBAR-E-MASHRIQ	Kolkata	8 cm(W) X 8 cm(H)	B/W
SANMARG	Kolkata	8 cm(W) X 8 cm(H)	B/W

We may engage M/S TCP Advertising Pvt. Ltd. -an agency empanelled by SUDA, to develop the advertisement in columnar form. The total estimated cost at the rate publish by I&CA Department would be ₹58,326/-. Placed for approval.

If approved, the proposed cost of advertisement would be provided from the IEC component of NULM.

[Signature]
21/12/14

Director
U.O.No. SUDA. 1052/14
Dated... 11/12/14
Pr Secretary

Advertisement matter regarding implementation of NULM may be approved for publication in the above noted Newspaper.

[Signature]
15/12/14

[Signature] MJC
[Signature] Debjoy
[Signature]

Approval for publication of advertisement at above may please be seen. Accordingly an order to the effect is placed below for your signature.

[Signature]
19/12/14



NOTE SHEET
BILL OF M/S TCP Advertising Pvt.Ltd.



Bill No Date	Name op the publication & Size	Rate	Date of publication	Amount
768-SUDA/2014-15 Order SUDA/964/2014/21 Dt. 05.04.13	Sangbad Pratidin 16col.cm	989-	24/12/2014	
	Aajkaal 16col.cm	498-		
	Dainik Statesman 64sq.cms	115-		
	Khabar 365-----16.Cm	575		
	Azad Hind----14.Col.cms	252		
	Akhbar E - Mashriq-- 16 Ccl.cm	402.50		
	Sanmaarg---16col.cms	402.50		
	Service Tax (1.854% of 57812)			
	10% Less Discount of 56760			
	(WBSULM)			
			56760.00 ✓	
			1052.00 ✓	
			(-) -5676.00 ✓	

(Rupees Two Lac Thirty Two Thousand Seven Hundred and Fifty Eight Only) Total Rs. Rs.52,136.00

In this connection a copy of the notes and order (regarding publication to highlighting NULM programme and projects of MA Department in the 24.12.2014) by Hon'ble Minister in Charge, MA &UD Deptt. Govt. of West Bengal in the 'N' page No 03 may kindly be seen. Accordingly M/S TCP Advertising Pvt. Ltd has dun the all advertisement work as per our office order No SUDA 964/2014/2116 dated 23.12.2(copy enclose)

Now M/S TCP Advertising Pvt. Ltd submitted the bills for Rs. 57812.00 including service.tax.

The bill has been checked and verified according to the rate as approved by Hon'ble MIC, MA Department Government of West Bengal.(N page No. 03).

It may be mention that the agency has give discount @ 10% all the bill value excluding service tax as per norms now the bills amount comes to Rs.52, 136.00.

In view of above the bill amount Rs. 52,136.00(Rupees Fifty Two Thousand One Hundred and Thirty Six) only may kindly be considered in favour of M/S TCP Advertising Pvt.

AP/HC.

Submitted.
dalu patra
16-02-15

Cy.
16/2/15

An amount of Rs. 52,136/- may be approved for payment ifo M/S TCP Advertising Pvt. Ltd. as cost. of advertisement
16/2/15

PA.
Director
(SUDA)

PA
AD
[Signature]

P.O. PI.
02/12

ccA
[Signature]
19/2/15

[Signature]
16/2/15

WL
19/2/15



NOTE SHEET



As per notes and orders at prepage

As approved by Director, SUDA at prepage, to release the payment in favour of TCP Advertising Pvt. Ltd., an account payee SBI cheque as detailed below has been prepared and placed herewith for signature of Director, SUDA and Special Secretary, M.A. Department please.

Pay order endorsed on the body of the Bill is for signature of Director, SUDA please.

Name of the Payee	Purpose of payment	Gross Amt.	TDS Amt.	Net Amt.	SBI Ch. No. & Dt.
TCP Advertising Pvt. Ltd.	Release of payment towards publication of an advertisement in Sangbad Pratidin, Aajkal, Khabar 365 Din, Dinik Statesman, Sanmarg, Akhber-E-Mashriq and Azad Hind on 24.12.2014 in connection with implementation of National Urban Livelihood Mission (NULM) in Urban West Bengal vide Bill No.768-SUDA/2014-15 dated 13.01.2015 against this office order no.SUDA-964/2014/2116 dated 23.12.2014.	52,136/-	15,850/-	36,286/-	835565 dt. 19.02.15

E.O. & Ex-Officio J.D., Fin.

[Handwritten signature]
19-02-15

Pay order and a/c payee cheque for Rs 36,286/- may be signed.

19/02/15

Dir. SUDA

19/2/15

Spl. Secy. M.A. Deptt.

19/2/15

Sub: Approval of Tour and Mobility support

As directed, an official tour to be performed by the undersigned for attending a Seminar-cum Workshop on NULM on 30/06/2015 at Krishnanagar Municipality. The workshop is scheduled to be held at Rabindra Bhavan, Krishnanagar from 2-5 P.M.

So as to attend the aforesaid workshop at Krishnanagar it is requested to provide a mobility support to perform the tour programme.

M. Datta (Sd)

26/06/15

As Advisor & PC SUDA are sharing same mobility support for official work additional support to Sri Tarak Datta, PC may be given for attending workshop at Krishnanagar. If approved A.O SUDA may be requested for necessary arrangement.

Director

26/6/15

AD

WT

Arrange a hired vehicle in order to extend mobility support to P.C. on his tour to Krishnanagar for attending workshop on NULM.

H.e.

29/6/15

A veh. has been arranged ^{on hire} bearing No. WB-16-3359 as desired which will report on 30/6/15 as directed by P.C.

25/6/15



A letter has been received from Dr. Indrani Saha, Department in Charge of the Department of Commerce, Shri Shikshayatan College, requesting to extend support to their student, Alfa Rashid, currently pursuing B. Com. (Hons.) in Accounting and Finance. She has chosen the topic DAY-NULM for her project and requires municipality wise data for the last two years to do the complete analysis of the project. The objectives of the project are as follows:

1. To throw light on the importance of these kind of project
2. Its contributions to economic growth and development of urban poor
3. How this project is helpful in eradicating poverty
4. Up to which extend has NULM succeeded in providing skill development
5. Its impact on urban poor and also the urban homeless
6. To give an overall analysis of this mission
7. How DAY-NULM creates employment opportunities and encourage women entrepreneurship and women empowerment for SHGs in the State of West Bengal

She is in the 3rd Year where project is compulsory for all students and the data will be solely used for academic purpose only. The data format and the letter have been placed in the PUD for your kind perusal.

~~A. Saha
Deputy Director,
SUDA~~

M. Discussed

07/01/2018

06/02/18

~~SMM
CBIZ HR~~

Discussed and may be accorded permission. It is a student project work and the report will remain within their institution and our WBSVM. The data that will be collected seems innocuous in nature. Submitted for approval.

09/02/2018

09/02/18

15/2/18

~~A. Saha
Deputy Director,
SUDA~~

~~Director~~

DD.
SMA
HR
19/2/18

Data as requested is placed in the CP side for kind perusal and approval for providing to student intake of this ~~the~~ Shikshayatan college.

draft of approved letter may kindly be signed.


28/02/2018

Deputy
Director
SUDA

Resource Centre based Capacity Building and Training programme through Master Trainers is going to start at Bolpur Municipality.

The CB&T component is looked after by the undersigned and as per order vide SUDA-71/2016/2342 (125), Dated: 04.01.2017, the undersigned is also responsible to monitor and provide support to Bolpur Municipality, therefore, a request letter has been placed by the municipality to attend the aforesaid training programme between 12th and 16th March 2018.

If allowed, the undersigned may join the programme on 13th March 2018 at Bolpur Municipality.

Submitted for approval.

~~Deputy Director,
SUDA~~

~~Director
DD~~

~~any be approved~~ 05/03/2018

~~[Signature]~~
05/3/18

pl. discuss

~~[Signature]~~
6/3/18

~~[Signature]~~
13/3

- 10 -

**INFORMATION EDUCATION AND COMMUNICATION (IEC) STRATEGY
PLAN FOR THE STATE OF WEST BENGAL UNDER NULM**

IEC Strategy: Why and How

There is an huge existence of a gap of information about NULM, among Urban population in general, and NULM beneficiaries in particular. This information-gap can only be addressed with the help of a structured IEC strategy. Such an IEC strategy for NULM enumerates the approaches on how the States , Urban local Bodies (ULB) and the grass root level functionaries should implement the IEC activities and BCC activities in their specific geographical areas. The strategy would facilitate in managing IEC activities, maintaining uniformity in messages, producing high quality, cost effective, target specific IEC/BCC products based on the key messages and thereby ensuring better uptake of the provisions offered by the Programme. The low degree of awareness amongst the beneficiaries would diminish their ability to fully exercise their rights.

In this strategy, various activities are broadly categorized into:

Information Components :- This strategy has integrated various activities to generate information, processing and dissemination. Management of information related to NULM need to be shared among different platforms for better effectiveness in programme management and cost effectiveness.

Education Components :-

Education is a process of learning through which a person gains knowledge and understanding of a subject. Awareness generation activities at various levels of NULM for better implementation of IEC activities have been envisaged and planned under this component. State level orientation programme for the convergence with the other parallel stake holders to implement the programme in better way .

Communication Components:-

Communication activities pertain to the understanding of communication needs of the communities and developing various products carrying the key messages and disseminating those through appropriate channels of communication.

Target audience:-

Target audience is a specific group of people to whom a message is targeted. In the case of NULM target group differs based on the type of message disseminated. The target groups broadly identified for NULM are:

- 1) SHG members
- 2) General public
- 3) Opinion leaders
- 4) State level authorities
- 5) Municipality authorities (including CMM/APO/CO)
- 6) Bankers

State level

- a) Doing Communication need assessment (Only if necessary)
- b) Developing State specific key messages
- c) Developing the IEC plan as sharing with the department and later sharing & implementing the approved plan with the ULBs .
- d) Empanelment of creative agencies, folk agencies etc ((Only if necessary).
- e) Adaptation of IEC materials and BCC tools developed by the WBSULM as part of the comprehensive IEC strategy
- f) Rolling out the grass root level campaigns
- g) Monitoring and evaluation
- h) Best practice documentation and dissemination

ULB Level:-

- a) Understanding the ULB level priority messages, relevant media for dissemination and proposing the State to include these in the yearly IEC plan
- b) Implementing the IEC and BCC plan as shared by the State
- c) Identifying the areas where activities are to be done
- d) Monitoring implementation of the plan
- e) Identifying best practices and sharing those
- f) Identifying the areas where activities are to be done
- g) Taking leadership and ownership to implement the programme

Social media

NULM may pitched into social networks to increase its visibility and initiate interaction through modern media. Currently NULM at the Central level has profiles in Facebook, Youtube and Twitter. Advantages of these rapidly expanding networks will be utilized particularly to connect to the youth and other stake holders. News, photos and viewpoints will be shared from all the States through these profiles, which will help the public to have an understanding about latest happenings under NULM.

Best practice documentation and dissemination

Partners at the grass root level, up to the national level will be capacitated to understand what a best practice is, and a system will be developed to grab such practices and disseminate at appropriate levels. When good practices are shared, it will increase efficiency within the system.

Plan of Action :-

ACTION PLAN OF INFORMATION, EDUCATION AND COMMUNICATION (IEC)

FOR THE STATE OF WEST BENGAL-2019-2020

Sl. No	Tools	Specification	Nos of Activities/Unit	Rate	Budget (Rs. in lakhs)	Responsibility	Time line	Remarks	Monitoring Mechanism & Responsible
1	2	3	4	5	6	7	8	9	10
Interpersonal Media									
1	Campaign for Credit Linkage and RF distribution	3 hrs. in every ULB	125 ULB.	10000/- Per ULB	3750000	CMM/APO/CO	Once in 4 Months	State Govt. will issue direction to all Chairman to host Credit Linkage and RF distribution camps within their jurisdiction once every 3 month on first monday	SMMU/CMMU will Monitor the progress. They will insist Monthly Progress Report and Consolidated Report will be submitted to the State Government.
2	Awareness Programme for CMM/APO/CO	1 day	State = 2 Programme ULB = 4 Programme	1. 50,000 per programme at state level 2. 5000 per prog at ULB Level	2600000	SMMU	Once in 3 months	State govt. will conduct the state level and the ULB will conduct at the ULB level.	SMMU/CMMU will Monitor the progress. They will insist Monthly Progress Report and Consolidated Report will be submitted to the State Government.
Mid Media									
3	Hoardings	12 X 8 ft.	State = 50 nos. ULB = 1 per ward / total 3000 for ULB	1500	4500000	SMMU & CMMU	halfyearly	State Govt. will issue Soft copy of the Hoardings in halfyearly basis	SMMU/CMMU will Monitor the progress.
4	Banner	6X4 ft	State = 50 nos. ULB = 1 per ward / total 3000 for ULB	500	1500000	SMMU & CMMU	halfyearly	State Govt. will issue Soft copy of the Hoardings in halfyearly basis	SMMU/CMMU will Monitor the progress.
5	Pamphlets	8.5" x 14", 11" x 17" and 11" x 25.5"	69 ULBs = 500, 50 ULB = 800, 5 Corporation = 1500 per ULB	50	376300	CMMU	halfyearly	State Govt. will issue Soft copy of the Hoardings in halfyearly basis	SMMU/CMMU will Monitor the progress.
6	Wall Paintings*	12 X 5 ft.	125 X 5 nos.	2000	1250000	CMMU	Yearly	State Govt. will issue Soft copy of the Hoardings in halfyearly basis	SMMU/CMMU will Monitor the progress.
*Permanent hoardings and Wall paintings are also being fixed in all ULBs and important public places of the state.									
Mass Media									
7	Documentation of Success Project/story	20 - 30 mins.	5 films	250000	1250000	SMMU	half yearly	The WBSULM will select and develop documentary	SMMU/CMMU will Monitor the progress.
8	Documentation of Success Project/story	5-6 mins	3 films on each components	70000	840000	SMMU	half yearly	The WBSULM will select and develop documentary	SMMU/CMMU will Monitor the progress.

9	Radio Advertisement	10 - 15 second	2 nos. X 200 times	5000	2000000	SMMU	9 months	The State Govt. will design the Key message	SMMU/CMMU will Monitor the progress.
10	Publication of NULM Operational Guideline in bengali language	Printing	10 copies per component per ULB (10*5*125+1000) = 7250	50	362500	SMMU	5 months	The WBSULM had already translated the Guideline but not yet published.	SMMU/CMMU will Monitor the progress
	Street Role Play		2 role Play for 69 ULBs , 3 Role Play for 50 ULBs and 4 Role Play for Corporation (If require)	2000	40288	CMMU/SMMU	Yearly	WBSULM. will issue direction to all Chairman to Organize street play within their jurisdiction once in a year	SMMU/CMMU will Monitor the progress.
Grand total					18469088				

The estimate budget for IEC activities in the year 2019-2020 is Rs. 1 core 84 lacks 69 thousand 88 rupees (One core 84 lacks 69 thousand 88 rupees only) for West Bengal .

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For the ULB communication in above context IEC description may communicate with specific rate chart . so , for the overall aspect an approx rate has been given below .

Standardize Rate Chart for IEC / BCC for the ULB level .

Standard rate chart for different IEC materials printing for ULB

Sl.NO	Items	Description	Rate	Budget
				(Rs. in lakhs)
1	Flex/ Hording	Per square fit printing charge	Rs. 25.00+12% GST	Rs. 28.00/sqft
		Framing charge (wooden frame)	Rs. 12/sqft	Rs. 12/sqft
		Total		Rs. 40.00/sqft
2	Banner	Per square fit printing charge	Rs. 25.00+12% GST	Rs. 28.00/sqft
3	Leaflet (Normal)	Per 500 copies (both side printing normal paper)	Rs. 2.00	Rs. 1000.00 (Maximum)
4	Leaflet (Glossy)	Per 500 copies (both side printing glossy paper)	Rs. 10.00	Rs. 5000.00 (Maximum)
5	Standee	Standard size (6'x3') with design	Rs.900.00	Rs.900.00
6	Miking	Arrangement in Auto/Toto/Rikshaw + Mike with other accessories + Manpower	Rs. 2000.00 (Maximum)	Rs. 2000.00 (Maximum)

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NOTE SHEET

SUDA

7	Video/ Audio- Visual clippings/ Audio Jingle	Duration: Minimum 5 minutes to Maximum 15 mniutes	Rs. 30000.00 (Maximum)	Rs. 30000.00 (Maximum)
8	Video/ Audio- Visual clippings/ Audio Jingle	Photography/Video quality: HD/ Cinematography	Rs. 5000.00 (Maximum)	Rs. 5000.00 (Maximum)
9	Still photography	maximum 50 pictures		Rs. 3000.00 (Maximum)
10	Street Theatre Play	Maximum Participant: 5 nos. Honorarium for each person @ Rs. 300		Rs. 1500.00
		Other arrangements	Rs. 500.00	Rs. 500.00
	Total			Rs. 2000.00

Detail proposal submitted for your kind approval and signature .

S.P.Dm.
Soma Parui Das 2.5.19
SMM-SM&ID

~~S.D~~

PK pm- up afresh as discussed

↓
06/5/19

SMM
SM&ID

AS discussed file placed again
8.5.19

~~S.D~~

Sub: Proposal for preparation of video documentary for the scheme Shelter for Urban Homeless (SUH) under IEC activities under DAY-NULM

It has been decided by this office that a video documentary will be prepared for the different activities under the scheme Shelter for Urban Homeless (SUH) under DAY-NULM. This documentary will be prepared under IEC activities for publicity information of the aforesaid scheme as per guidelines of SUH. Necessary fund for this purpose may be borne under IEC fund head of DAY-NULM. This documentary may be shoot in different SUHs in different ULBs. The time span of this video documentary may be made for 5-7 minutes. This video documentation will capture the facilities in shelters, basic amenities for inmates of shelter and their activities, livelihood opportunities, best practise etc. Beyond this few bites may be taken from the inmates, shelter staff other officials.

In this connection an agency may be engaged to prepare the HD/cinematography quality video with Bengali voice over and English subtitle. A rate quotation may be invited to engage a suitable agency to prepare this video documentation.

Submitted for your kind consideration and necessary approval.

Add mission
Director, NULM

SP
20/19

Construction & operationalisation of Shelter for Urban Homeless (SUH) is one of the key components of the National Urban Livelihood Mission (NULM). This activity is guided as per the verdict of the Hon'ble Supreme Court of India in the case of E.R Kumar VS Union of India (Writ Petition No.55). The activity is continuously monitored by the State Level Monitoring Committee (SLMC) set up by the State Government.

Till date we have operationalised and made functional 19 SUHs in the State with a capacity of 950 inmates. It is felt that a short Audio Visual (AV) documentation is necessary to record the status of the SUHs made functional and the services that are being rendered presently. The AV proposed may be 5 – 7 minutes duration.

We may invite a quotation from intending agencies to document the AV. Draft quotation notice placed on the cp side may kindly be approved.

Pl revise the notice &
put up.

Shankar
AMD 18/07/19

Director

Soumen

20/19

Revised draft placed in the C-2 side may kindly be approved.

~~Add mission Director, NIP~~

SD
24.09
19

Revised draft NIP may be approved & signed.

Chandra
24.09.19

~~Dipak~~
AMS (JC)

We may discuss SDP 26/9/19



NOTE SHEET



Copy of notes & orders extracted from E-File No.SUDA-14012(99)/1/2020-NULM SEC(SUDA)-SUDA (Computer No.291005) may kindly be seen.

As approved, to release the payment in favour of North Dum Dum Kalabagan No.52 Area Level Federation out of IEC – NULM, a transfer advice amounting to Rs.61,050/- (Rupees Sixty One Thousand Fifty) only is prepared and placed herewith for signature of Finance Officers, SUDA please for transmission of the same to the State Bank of India, Salt Lake, Sector-I branch.

Finance Officer

(PAS)

[Handwritten signature]
07-08-2020

[Handwritten signature]
07.08.20

[Handwritten signature]
File

Copy of notes & orders extracted from E-File No.SUDA-14012(99)/1/2020-NULM SEC(SUDA)-SUDA (Computer No.291005) may kindly be seen.

As approved, to release the payment in favour of North Dum Dum Kalabagan No.52 Area Level Federation out of IEC – NULM, a transfer advice amounting to Rs.24,800/- (Rupees Twenty Four Thousand Eight Hundred) only is prepared and placed herewith for signature of Finance Officers, SUDA please for transmission of the same to the State Bank of India, Salt Lake, Sector-I branch.

Finance Officer

(PAS)

[Handwritten signature]
26-08-2020

[Handwritten signature]
28/08/20

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28/8/20