

Summary report

Assessment of Social Scheme Accessibility and
Entitlement program supported by JSW Foundation

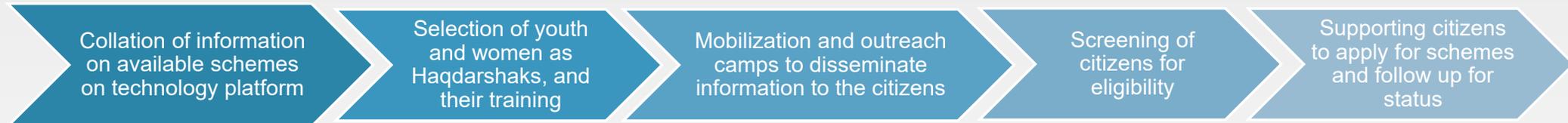
Implemented by – Haqdarshak Empowerment Solutions Pvt.
Ltd.

Introduction

JSW Foundation partnered with Haqdarshak Empowerment Solutions Pvt Ltd. (HESPL) for a multi-location programme to increase rural citizens' awareness about entitlements available to them and support the citizens to access the same. Key objectives of the programme were:

- Improved social inclusion of underserved communities by providing them access to social entitlements
- Provision of livelihoods for Haqdarshaks (or village level representatives)

Overall process:



JSW-F engaged Grant Thornton to understand the outcomes and impact of the program on the intended beneficiaries. The current study focused on FY 2018-19, 2019-20 and 2020-21 (till Oct. 2020). The study was carried out in three phases, namely, i) planning and desk research; ii) data collection with beneficiaries; and iii) reporting. The findings presented are from an analysis of responses by 62 Haqdarshaks and 261 citizens (511 cases). Additionally, qualitative interactions were undertaken with the HESPL program team and district coordinators.

Respondents profiling

Applicants (n=261)	Cases (n=511)	Haqdarshaks (n=62)
<ul style="list-style-type: none">▪ 46% female and 54% male▪ The average age of applicants was 36 years and majority belonged to the 26-40 year age group▪ 91% of the applicants had not studied beyond class 12th and 18% of them were illiterate.	<ul style="list-style-type: none">▪ 88% of the cases covered were for 'schemes' and 12% were for 'documents'▪ Majority of the cases belonged to '4c. Scheme/document received' status and there were no cases with '4b. Application rejected' status▪ The highest number of cases (209) were recorded from Kendujhar district in Odisha, followed by Palghar in Maharashtra (88)	<ul style="list-style-type: none">▪ 55% female and 45% male▪ Average age of the Haqdarshaks covered was 30 years and majority were from the 19-30 year age group▪ All Haqdarshaks were at least 10th pass and at least 35% of them were graduates

Key findings

- In 68% of cases, citizens reported that Haqdarshaks made their experience of availing social welfare entitlements easier due to reasons such as reduction of information gap, facilitation of process, reduced hassle and travel time.
- 66% of applicant citizens reported that they applied to their respective schemes because the Haqdarshaks approached them, while only 7% approached Haqdarshaks on their own.
- In Maharashtra and Odisha, majority of the applications were for schemes. The most commonly applied for schemes were: universal healthcare, affordable medicine and LED bulbs. They offered indirect benefit to citizens. In Andhra Pradesh, the applications were a mix of schemes and documents offering indirect and service benefits.
- In 77% of cases with status as '4c. Scheme/document received', citizens had received the benefit. It was found that the most received benefit was in the form of access to universal healthcare services, followed by ID documents and sanitary napkins. About 6% of the total cases, were for basic ID documents such as Aadhar card, Ration card, Voter ID, caste certificate, disability certificate etc.

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