



Indus Action Rapid Survey: Status of welfare delivery during lockdown in India

April-May 2020



Background

Living in this 'new normal' of masks and sanitizers, where online is the only way to survive, we see stories of newly turned chefs and artists springing up every hour. And then, there is a population of our society, which is struggling - struggling to manage day-to-day expenses, worrying about ration, not being able to take babies for immunization, and unsure of how to earn money in these times.

In March, with the announcement of the lockdown, we at <u>Indus Action</u>, quickly realized that life would be taking an absolutely new course, with the community stakeholders and citizens we were working for and with, would be in a more disadvantaged and vulnerable situation. Thus, 1st of April onwards, we started making calls to the citizens, who had previously reached out to us, for queries regarding <u>RTE Section 12(1)(c)</u>, which was our primary focus hitherto, or were part of our <u>School Readiness Program pilot</u>. Very quickly, we realized that we couldn't reach our entire database, with our lean team, and put the word out for volunteers. Never had we imagined the flood of volunteers that came our way - we had over 2000 volunteers register for the different tasks of Calling, Data Analysis, Social Media, and Coding. *Immense gratitude for everyone who contributed to the mission of helping vulnerable citizens in this time of need*.

Logistics:

Timeline: 1st April - 30th May

Demography: Socially and economically disadvantaged populations

Methodology: Telephonic survey, questionnaire designed by Indus Action

Data Collection Tool: Google forms, and form.io platform

Overall figures:

Total states: 11 + 4

Total districts: 350

Families helped: 7411

Families reached: 15,397

Constraints:

- 1. The survey instrument underwent multiple iterations, as we had started with urgency, and thus the design required tweaks as different points. Thus not all data points were captured consistently over the 2 months, although the overall structure remained unchanged.
- 2. Being a telephonic survey, it couldn't be very long, and thus it was specific and more quantitative in nature.
- 3. About 40% of the numbers we called were not reachable, and thus we could get through to only 60% of the citizens we called.
- 4. A lot of the requests that came about for urgent help, were captured, but not all follow-up actions could be captured by us, due to the large number of people working on the issues.



The Survey

| Area | Intent | Action |
|---|--|--|
| Food/ration | Immediate term: There is enough food for the family. Medium term: They know where to procure more food from. They have a ration card, and access to a PDS fair price shop, and grocery stores nearby. | For families that didn't have enough food, we ensured that they got ration immediately, through NGOs on the ground, or government officials we could reach out to, at different levels. These families were also given helpline numbers and contact numbers of people working on the ground, for future help. |
| Health/medicines | Immediate term: Any urgent medication that is required, or if medical attention is needed. Medium term: Knowledge of how to get medicines or access to healthcare as needed, especially for the more vulnerable - people with comorbidities, pregnant women, people above 60 and below 10 years of age. | Where there was a need for urgent medicines, they were sought and delivered. Knowledge about nearby health clinics and hospitals was given to the families. |
| Unemployment | • Immediate term: Understanding the situation on the ground, of how much the lockdown has affected the economic situation in households. | |
| Direct Benefit Transfer schemes (especially under PMGKY) | Immediate term: Checking for awareness Checking for eligibility Checking for receipt of the benefit, if eligible Medium term: Creating awareness about access to social protection schemes Understanding the reach of the scheme on the ground | Information about eligibility to schemes Helping register for schemes, which can be done online Information about schemes overall, for later use Checking for updates, such as for ration cards etc. |
| Others | • Immediate term: Respondent and their family, is doing well, keeping safe, has no immediate concerns which require redressal. | |

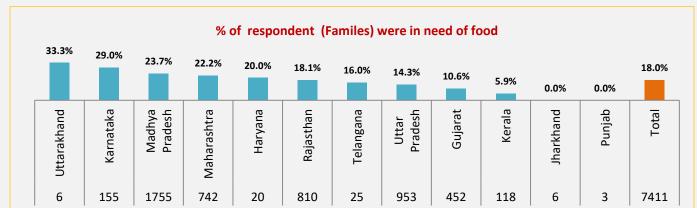


Results

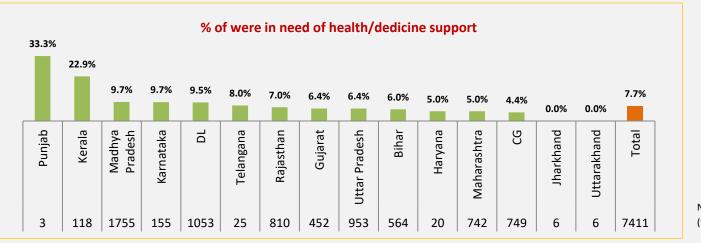
Sample size = 7411

| ВН | CG | DL | GJ | HR | JH | KA | KL | MP | МН | PB | RJ | TS | UP | UKD | Grand Total |
|-----|-----|------|-----|----|----|-----|-----|------|-----|----|-----|----|-----|-----|----------------|
| 564 | 749 | 1053 | 452 | 20 | 6 | 155 | 118 | 1755 | 742 | 3 | 810 | 25 | 953 | 6 | 7411 |

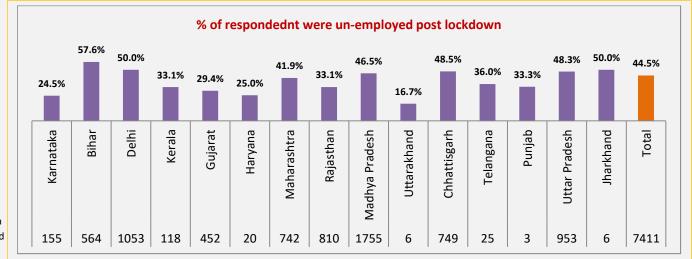
^{*} HR, JH, PB, UKD - the families contacted and helped there, were those that moved there during the pandemic from Delhi.



Number of person (families) surveyed



Number of person (families) surveyed



Number of person (families) surveyed



Welfare Scheme Eligible Fami Old Register Free Free Eligible РΜ for at Jan Dhan **MGNREGA** Ujjwalaage/Widow/ ration ration ed lies least one who have Kissan-State - Benefit - Benefit Benefit Disability labor-(BPL)-(APL)received Surv welfare Benefit Received received Benefit Benefit benefit received Benefit scheme benefit Received eyed received received received received benefit 564 Bihar 72.2% 64.4% 53.93% 7 84% 56.82% 36.71% 55 67% 17.86% 51.00% 56.52% 749 Chhattisgarh 95.9% 95.1% 69.88% 30.97% 58.97% 57.65% 40.19% 2.56% 91.36% 85.93% 1053 Delhi 52.3% 85.1% 56.83% 16.67% 28.57% 75.00% 54.84% 16.67% 73.91% 65.40% 452 Gujarat 79.0% 79.0% 75.64% 100.00% 86.21% 72.73% 62.50% 66.67% 79.31% 67.10% 20 Haryana 50.0% 70.0% 33.33% 100.00% 33.33% 50.00% 100.00% 50.00% 6 Jharkhand 83.3% 60.0% 75.00% 50.00% 100.00% 100.00% 60.00% 155 Karnataka 56.8% 77.3% 64.00% 100.00% 80.00% 44.44% 64.47% 85.71% 118 Kerala 88.1% 90.4% 88.89% 94.44% 84.51% Madhya 1755 66.6% 70.2% 48.51% 50.00% 46.62% 61.78% 22.50% 54.96% 46.98% 41.81% Pradesh 43.2% 100.00% 742 Maharashtra 53.4% 38.00% 57.14% 30.77% 30.00% 42.62% 35.42% 3 Punjab 100.0% 33.3% 100.00% 100.00% 59.65% 810 56.32% Rajasthan 78.5% 73.1% 62.47% 21.54% 65.13% 20.00% 30.43% 67.96% 52.17% 25 Telangana 92.0% 87.0% 50.00% 50.00% 70.00% 100.00% 90.00% 94.74% 953 **Uttar Pradesh** 68.5% 83.8% 68.93% 47.06% 67.06% 66.91% 45.45% 67.44% 82.18% Uttarakhand 50.0% 6 33.3% 7411 **Grand Total** 69.1% 76.0% 60.01% 33.71% 56.94% 58.91% 50.58% 23.33% 69.30% 62.65%



Summary of Findings



Several cases of medical issues. Some problems that the citizens are dealing with cover liver cirrhosis, mouth ulcers, diabetes, heart diseases etc. Some of the issues faced are pharmacies having shortage of medicines, inability to travel to get medicines. Overall, the incidence of health issues seems to be higher in Kerala (Ernakulam district) as opposed to most of the other states.

Madhya Pradesh & Maharashtra

A **bright spot** from Indore and Mumbai - one respondent from each of the cities reported that the government had sent health professionals to their area for medical check-ups.

Bihar

Respondents reported that the cost of healthcare was very high. Some also pointed that the government healthcare facilities were not in a good condition when they visited.

Health Security

- There weren't many healthcare emergencies reported by the respondents. Among the ones reported, there were: instances of not being able to buy the medication, helpline numbers provided by the government not working, inability and to access hospitals or primary healthcare centers.
- Some respondents reported having pregnant women at home. Most of them reported that they have either inadequate food at home or are facing uncertainty with respect to procuring ration in the near future. The same holds true for households with older citizens. Thus, it has compounded health for problems the more





Bihar

- People were being asked to pay for ration despite having a card. The amount of ration given, was also flagged as a complaint from respondents in Bihar.
- A *bright spot* was that the employer of one of the respondents was providing him food and other basic facilities during the lockdown.

Delhi

A few respondents weren't aware of the e-coupon facility to avail of ration. The ration card application website was not functional multiple times.

Chhattisgarh

The majority of the respondents who received ration only received rice or sometimes sugar and salt. Dal was not received by most of them. People had difficulty buying other items for several reasons — 1) Shops were closed, 2) Shops had inflated the prices, 3) Shops did not have stock of some essential items.

Uttar Pradesh

Several respondents needed food urgently. Some were receiving ration (only rice) and were not able to buy other items. Some were receiving food from NGOs and households that were distributing food. Farmers and government employees were not having trouble with food. Several respondents did not have ration cards.

Karnataka

Some respondents were not getting the ration and two respondents mentioned that the helpline numbers were not useful. Several respondents were having food shortages. Few people are receiving help from MLAs and area contractors.

Food Security

Several issues with getting ration have been reported:

- Most respondents had food for the next week and some for a month but the uncertainty of the situation added a lot of mental pressure, along with not knowing where they would get food post that.
- Respondents have had difficulty getting the ration card made, especially if they are migrant workers whose card is registered in a different state.
- Respondents have reported issues with ration shops free ration being denied, items being prices 2x/3x the original price, shops being closed, shops running out of essential items.
- Some could not go to the ration shop because it was outside of the lockdown radius.
- Among those who have received ration, most have received only rice. sometimes sugar and salt. Dal is rarely given. People cannot afford to buy these at nonsubsidized rates; only farmers are able to sustain themselves on these minimum rations as they are growing their own food.
- There is a linkage between the more vulnerable populations not being given enough nutrition.



Uttar Pradesh

Several respondents needed food urgently. Some were receiving ration (only rice) and were not able to buy other items. Some were receiving food from NGOs and households that were distributing food. Farmers and government employees were not having trouble with food. Several respondents did not have ration cards.

Rajasthan

Several respondents received the basic ration (wheat/gehu) but could not buy more supplies due to -1) Overcrowding at the ration shop, 2) Restricted mobility due to lockdown, 3) Ration shops are charging exorbitant prices, 4) Do not have ration card/has not been renewed, 5) Shops are closed. Some people are receiving food packets distributed by NGOs

Maharashtra

Several respondents were having trouble with getting essential food items because — 1). do not have a ration card, 2). free ration is being denied, 3). shops are outside of lockdown radius. The RSS helpline was being used by some respondents.

Madhya Pradesh

- Issues raised were: multiple respondents reported that the ration prices have been hiked by certain shops during the lockdown, some ration shops are refusing to give ration or have run out of ration, not being able to receive ration from a ration shop as their ration cards are for a shop which is at a distance, inability to get ration inspite of having a card, not being able to go to the ration shop due to the lockdown, ration shops being closed, called on the helpline numbers but didn't get much help.
- Entire localities were facing issues with ration, not just households.
- One respondent from Morena mentioned that there is upper-caste domination in their village they do not let people from SC communities get ration cards/ration from the shops.

Kerala

Bright Spot: Most people reported having enough food





- Many respondents have not received pension (some have had their application rejected)
- Several people are unsure whether they have received money in their Jan Dhan accounts, and a few were unable to withdraw the money.
- Several respondents who worked in the private sector are unemployed post-lockdown.
- Many respondents have been receiving water and electricity supply
- Several respondents are unsure about what govt schemes they qualify for. A few were not even aware that free ration is being given

Income Security

- Unemployment was an issue that cut across all states, and all groups.
- Respondents weren't aware of whether they had received any money in their bank accounts, through the DBT schemes, as they weren't able to access the bank, either due to travel issues or due to overcrowding in banks.
 - A lot of people were unaware about the benefits they could get through the scheme.

Uttar Pradesh

- Most respondents readily took down helpline numbers (ration, govt schemes, electricity etc) which implies that they are optimistic about getting a response and consequent help from the govt.
- Some private employees did not receive the full salary for March.
- Many respondents who themselves had access to schemes and resources took down helpline numbers to pass
 on to their neighbours and others in their locality who might be in need.

Delhi

One of the respondents from East Delhi mentioned that the government is doing a good job during the lockdown.

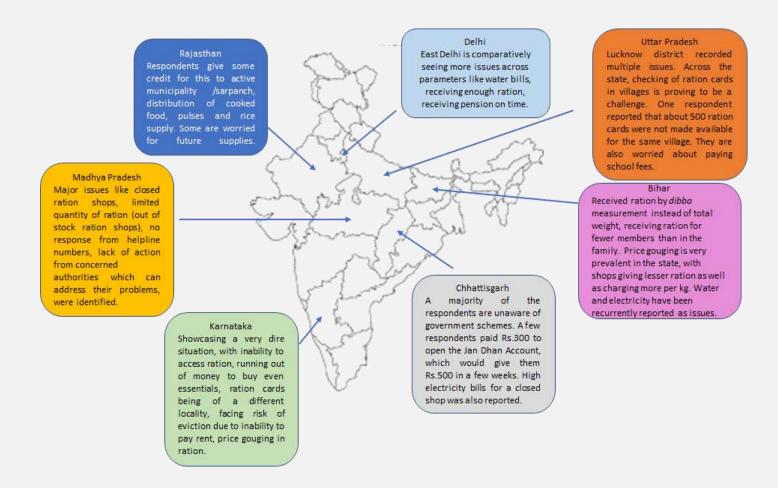
Maharashtra

Many Ola/Uber drivers, and Zomato and Swiggy workers have not received the month's salary.

Bihar

Water supply and lack of sanitization have both been flagged as major issues, specifically in Patna.





Conclusion and way forward

Since this survey was completed by May 30th, and there has been an opening of the lockdown ever since, we are seeing some of the issues get resolved. However, as this pandemic is here to stay for a while, the following are our recommendations:

- 1. Clear infographics explaining PMGKY & PMGKY 2.0, among other government benefits and relief packages, to be created in absolutely simple terms. The government to advertise these.
- 2. One Nation-One Ration needs to become a policy with immediate effect. This would require a common database nationally, of ration card holders in each state, or just a way to check the validity of the card when in a different state.
- 3. Employment generation by the state government is extremely important to reduce income gaps.
- 4. All labour (especially migrants) need to be documented and registered on the BoCW.
- 5. Focus on the more vulnerable during a crisis providing supplementary food for pregnant and lactating women; fixing a day when children can get immunized at PHCs and hospitals.

We might be following-up with the set of respondents we've already interacted with, to better understand the longer term consequences of the pandemic on their lives, and also to ensure the food, health and economic safety of this vulnerable section of society.

"How wonderful it is that nobody need wait a single moment to improve the world." – Anne Frank



Annexure

| Jan Dhan Scheme | Received | | | | | | |
|-----------------|----------|---------|------|-------------|------|--|--|
| | N | lo | Ye | Grand Total | | | |
| State | # | % | # | % | # | | |
| Bihar | 129 | 46.07% | 151 | 53.93% | 280 | | |
| Chhattisgarh | 128 | 30.12% | 297 | 69.88% | 425 | | |
| Delhi | 79 | 43.17% | 104 | 56.83% | 183 | | |
| Gujarat | 19 | 24.36% | 59 | 75.64% | 78 | | |
| Haryana | 2 | 66.67% | 1 | 33.33% | 3 | | |
| Jharkhand | 1 | 25.00% | 3 | 75.00% | 4 | | |
| Karnataka | 9 | 36.00% | 16 | 64.00% | 25 | | |
| Madhya Pradesh | 259 | 51.49% | 244 | 48.51% | 503 | | |
| Maharashtra | 31 | 62.00% | 19 | 38.00% | 50 | | |
| Punjab | | | 1 | 100.00% | 1 | | |
| Rajasthan | 149 | 37.53% | 248 | 62.47% | 397 | | |
| Telangana | 2 | 50.00% | 2 | 50.00% | 4 | | |
| Uttar Pradesh | 96 | 31.07% | 213 | 68.93% | 309 | | |
| Uttarakhand | 1 | 100.00% | | | 1 | | |
| Grand Total | 905 | 39.99% | 1358 | 60.01% | 2263 | | |

| Labor | Received | | | | | | |
|----------------|----------|---------|----|---------|-----|--|--|
| | N | lo | , | Yes | | | |
| State | # | % | # | % | # | | |
| Bihar | 23 | 82.14% | 5 | 17.86% | 28 | | |
| Chhattisgarh | 38 | 97.44% | 1 | 2.56% | 39 | | |
| Delhi | 5 | 83.33% | 1 | 16.67% | 6 | | |
| Gujarat | 2 | 33.33% | 4 | 66.67% | 6 | | |
| Jharkhand | 2 | 100.00% | | | 2 | | |
| Kerala | 1 | 100.00% | | | 1 | | |
| Madhya Pradesh | 62 | 77.50% | 18 | 22.50% | 80 | | |
| Maharashtra | | | 2 | 100.00% | 2 | | |
| Rajasthan | 16 | 69.57% | 7 | 30.43% | 23 | | |
| Telangana | | | 1 | 100.00% | 1 | | |
| Uttar Pradesh | 12 | 54.55% | 10 | 45.45% | 22 | | |
| Grand Total | 161 | 76.67% | 49 | 23.33% | 210 | | |



| Pension | Received | | | | | |
|----------------|----------|---------|-----|---------|-------------|--|
| | N | o | Yes | | Grand Total | |
| State | # | % | # | % | # | |
| Bihar | 43 | 44.33% | 54 | 55.67% | 97 | |
| Chhattisgarh | 64 | 59.81% | 43 | 40.19% | 107 | |
| Delhi | 14 | 45.16% | 17 | 54.84% | 31 | |
| Gujarat | 3 | 37.50% | 5 | 62.50% | 8 | |
| Haryana | 1 | 100.00% | | | 1 | |
| Jharkhand | | | 1 | 100.00% | 1 | |
| Karnataka | 5 | 55.56% | 4 | 44.44% | 9 | |
| Kerala | 2 | 11.11% | 16 | 88.89% | 18 | |
| Madhya Pradesh | 135 | 58.19% | 97 | 41.81% | 232 | |
| Maharashtra | 7 | 70.00% | 3 | 30.00% | 10 | |
| Rajasthan | 46 | 40.35% | 68 | 59.65% | 114 | |
| Telangana | 4 | 80.00% | 1 | 20.00% | 5 | |
| Uttar Pradesh | 18 | 30.00% | 42 | 70.00% | 60 | |
| Uttarakhand | 1 | 100.00% | | | 1 | |
| Grand Total | 343 | 49.42% | 351 | 50.58% | 694 | |

| Ujjwala | Received | | | | | |
|----------------|----------|--------|-----|-------------|------|--|
| | N | lo | Y | Grand Total | | |
| State | # | % | # | % | # | |
| Bihar | 100 | 63.29% | 58 | 36.71% | 158 | |
| Chhattisgarh | 108 | 42.35% | 147 | 57.65% | 255 | |
| Delhi | 4 | 25.00% | 12 | 75.00% | 16 | |
| Gujarat | 6 | 27.27% | 16 | 72.73% | 22 | |
| Haryana | 1 | 50.00% | 1 | 50.00% | 2 | |
| Jharkhand | | | 1 | 100.00% | 1 | |
| Karnataka | 3 | 20.00% | 12 | 80.00% | 15 | |
| Madhya Pradesh | 99 | 38.22% | 160 | 61.78% | 259 | |
| Maharashtra | 9 | 69.23% | 4 | 30.77% | 13 | |
| Rajasthan | 83 | 34.87% | 155 | 65.13% | 238 | |
| Telangana | 1 | 50.00% | 1 | 50.00% | 2 | |
| Uttar Pradesh | 45 | 33.09% | 91 | 66.91% | 136 | |
| Grand Total | 459 | 41.09% | 658 | 58.91% | 1117 | |



| Ration - BPL/AAY Card | Received | | | | | | |
|-----------------------|----------|--------|------|---------|------|--|--|
| | N | 0 | Ye | Yes | | | |
| State | # | % | # % | | # | | |
| Bihar | 122 | 49.00% | 127 | 51.00% | 249 | | |
| Chhattisgarh | 56 | 8.64% | 592 | 91.36% | 648 | | |
| Delhi | 84 | 26.09% | 238 | 73.91% | 322 | | |
| Gujarat | 12 | 20.69% | 46 | 79.31% | 58 | | |
| Haryana | | | 2 | 100.00% | 2 | | |
| Karnataka | 27 | 35.53% | 49 | 64.47% | 76 | | |
| Kerala | 3 | 5.56% | 51 | 94.44% | 54 | | |
| Madhya Pradesh | 295 | 45.04% | 360 | 54.96% | 655 | | |
| Maharashtra | 70 | 57.38% | 52 | 42.62% | 122 | | |
| Punjab | | | 1 | 100.00% | 1 | | |
| Rajasthan | 58 | 32.04% | 123 | 67.96% | 181 | | |
| Telangana | 2 | 10.00% | 18 | 90.00% | 20 | | |
| Uttar Pradesh | 70 | 32.56% | 145 | 67.44% | 215 | | |
| Grand Total | 799 | 30.70% | 1804 | 69.30% | 2603 | | |

| Ration - APL Card | Recieved | | | | | |
|-------------------|----------|---------|------|--------|------|--|
| | N | 0 | Y | Yes | | |
| State | # | % | # | % | # | |
| Bihar | 40 | 43.48% | 52 | 56.52% | 92 | |
| Chhattisgarh | 19 | 14.07% | 116 | 85.93% | 135 | |
| Delhi | 73 | 34.60% | 138 | 65.40% | 211 | |
| Gujarat | 101 | 32.90% | 206 | 67.10% | 307 | |
| Haryana | 3 | 50.00% | 3 | 50.00% | 6 | |
| Jharkhand | 2 | 40.00% | 3 | 60.00% | 5 | |
| Karnataka | 3 | 14.29% | 18 | 85.71% | 21 | |
| Kerala | 11 | 15.49% | 60 | 84.51% | 71 | |
| Madhya Pradesh | 114 | 53.02% | 101 | 46.98% | 215 | |
| Maharashtra | 175 | 64.58% | 96 | 35.42% | 271 | |
| Punjab | 1 | 100.00% | | | 1 | |
| Rajasthan | 187 | 47.83% | 204 | 52.17% | 391 | |
| Telangana | 1 | 5.26% | 18 | 94.74% | 19 | |
| Uttar Pradesh | 72 | 17.82% | 332 | 82.18% | 404 | |
| Uttarakhand | 1 | 100.00% | | | 1 | |
| Grand Total | 803 | 37.35% | 1347 | 62.65% | 2150 | |



| PM Kisan | Recieved | | | | | |
|----------------|----------|---------|-----|--------|-------------|--|
| | N | 0 | Yes | | Grand Total | |
| State | # | % | # | % | # | |
| Bihar | 38 | 43.18% | 50 | 56.82% | 88 | |
| Chhattisgarh | 48 | 41.03% | 69 | 58.97% | 117 | |
| Delhi | 5 | 71.43% | 2 | 28.57% | 7 | |
| Gujarat | 4 | 13.79% | 25 | 86.21% | 29 | |
| Haryana | 2 | 66.67% | 1 | 33.33% | 3 | |
| Jharkhand | 1 | 50.00% | 1 | 50.00% | 2 | |
| Karnataka | 2 | 100.00% | | | 2 | |
| Madhya Pradesh | 71 | 53.38% | 62 | 46.62% | 133 | |
| Maharashtra | 6 | 42.86% | 8 | 57.14% | 14 | |
| Rajasthan | 38 | 43.68% | 49 | 56.32% | 87 | |
| Telangana | 2 | 100.00% | | | 2 | |
| Uttar Pradesh | 28 | 32.94% | 57 | 67.06% | 85 | |
| Grand Total | 245 | 43.06% | 324 | 56.94% | 569 | |

| MNREGA | Received | | | | | |
|----------------|----------|---------|-----|-------------|-----|--|
| | N | lo | Ye | Grand Total | | |
| State | # | % | # | % | # | |
| Bihar | 47 | 92.16% | 4 | 7.84% | 51 | |
| Chhattisgarh | 107 | 69.03% | 48 | 30.97% | 155 | |
| Delhi | 5 | 83.33% | 1 | 16.67% | 6 | |
| Gujarat | | | 5 | 100.00% | 5 | |
| Haryana | | | 1 | 100.00% | 1 | |
| Jharkhand | 1 | 100.00% | | | 1 | |
| Karnataka | | | 1 | 100.00% | 1 | |
| Madhya Pradesh | 59 | 50.00% | 59 | 50.00% | 118 | |
| Maharashtra | 2 | 100.00% | | | 2 | |
| Rajasthan | 51 | 78.46% | 14 | 21.54% | 65 | |
| Telangana | 3 | 100.00% | | | 3 | |
| Uttar Pradesh | 18 | 52.94% | 16 | 47.06% | 34 | |
| Grand Total | 293 | 66.29% | 149 | 33.71% | 442 | |

