



BASELINE STUDY ON SMARTPUR

*Linking the SDGs parameters with Smart village in Tain village,
Haryana*



NOKIA





INTRODUCTION

The global community, after continuous efforts over the last few years, has developed an agenda that promises to address the concerns of human development parameters. In September 2015, the post 2015 UN Development Agenda, comprising of 17 Sustainable Development Goals (SDGs)¹ was adopted, replacing the Millennium Development Goals (MDGs). The post 2015, UN Sustainable Development Agenda framework provides an opportunity to renew and integrate efforts in order to meet, to a significant degree, national and global aspirations in a defined time frame. Various governments are adopting different approaches to achieve sustainable development. Smart city, is the one approach that has been identified by International Development Research Center (IDRC) and UNU-EGOV, “Smart Sustainable Cities – Reconnaissance²” identifies that can advance sustainable development goals.

India, from the last couple of years, has directed its development pathway to meet its priorities of employment, economic growth, food, water, improving health indicators, disaster resilience and poverty alleviation. India is aiming to restore its natural capital and adopt transparent and robust governance mechanism along with democratic lines. Global consulting firm, PricewaterhouseCoopers (PwC) study³, ‘Making cities smart and sustainable’ identifies that 98 aspirants for India smart cities and the government incorporating sustainability as a key component. The pillars of a smart sustainable city are also directly or indirectly aligned with the objectives of the SDGs.

Considering India’s demography, where 70% population is living in rural villages of India. According to the study by Center for the Advanced Study of India, University of Pennsylvania, by 2030, India’s urban population is set to reach 590 million, in addition of approximately 300 million to India’s current urban population. In such scenario, the concept and approach of Smart City needs to extended and make it ‘Smart Village’ or ‘Smart Cluster’.

Having said that Digital Empowerment Foundation (DEF) and Nokia have rolled out the first pilot ‘Smart Village’ concept, also known as **Smartpur** in Tain in Haryana and Asoor in Tamil Nadu. The Smartpur project is based on ‘**Hub – Spoke**’ model that connects Hub village to Spoke villages under the six key areas of development — health, education, livelihood, governance, finance and entertainment—rural entrepreneurs at the spoke centres will further redistribute these services in their respective villages. The main objective of the project is to strengthen the existing six pillars of sustainable development goals. To understand the existing gaps in these identified parameters, the baseline survey was conducted in Tain village and 9 other villages of Nuh district. The study identifies the present status of these six pillars in hub and spoke villages.

FINDINGS

Socio-economic demography

¹ Sustainable Development Goals (SDGs) <https://sustainabledevelopment.un.org/sdgs>

² IDRC & UNU-EGOV study, “Smart Cities for Sustainable Development” accessed on 9th March 2018 <https://unu.edu/projects/smart-cities-for-sustainable-development.html#outline>

³ PricewaterhouseCoopers (PwC) study³, ‘Making cities smart and sustainable’ <https://www.pwc.in/assets/pdfs/publications/2015/making-cities-smart-and-sustainable.pdf>; accessed on 9th March 2018



- 24% of respondents were illiterate, where as 17.18% of them studied till primary education and just 3% have post-graduation degree.
- 24% of respondents are farmer, where as 34% of them are self-employed and just 4% respondents were government employed.
- 97.75% of respondents have their own house. 75.49% respondents have Pucca house and 15.21% respondents have semi-pucca house.
- 88.17% households have toilet in their home, while 5% go to community toilet
- 91.83% household have electricity in their home. Out of 91.83% households, 45.62% receive electricity for 6 to 8 hours and 40.48% households receive for 2 to 4 hours and 18% receive 12 hours electricity.

ICT Information

- 58% of respondents do not have internet connectivity in their home.
- 60% male respondents can use mobile phones, 14% male can use computer/laptop and 32% male respondents can use internet
- 27% female respondents can use mobile phones, 4.2 female members can use computer, 14.1% female can use internet and 8.2% female respondents can use social media

Pillar 1: Education

- ✓ Majority of people access education related information through family, friends or village member. 17% people access higher education related content on mobile internet, 14% use mobile internet to access career guidance and vocation training related information
- ✓ Majority of people (90%) register for higher education courses using offline medium
- ✓ 92% people mentioned that career guidance centre is not available in the village

Pillar 2: Livelihoods

- ✓ About 60% people access livelihoods related information through family, friends or village member. 15 % people access job related information on mobile internet, while about 10% use mobile internet to access agriculture or employment registration related information
- ✓ 95% people do not do any part-time job.
- ✓ 95% women do not have access to vocational training programs
- ✓ 92% people have never attended any life skill training program

Pillar 3: Financial Inclusion

- ✓ Over 60% people access bank schemes or services and financial related schemes through their friends and village members. Only 4% people access these information using mobile internet and more than 10% people use community radio station to access these information;
- ✓ 66% people do not have debit or credit card
- ✓ 87% households do not have activated internet banking facility



- ✓ 88% people do not use online services such as utility bill payment or booking online ticket service

Pillar 4: Health

- ✓ 66% household access immunization programs (polio, rubella, etc) and more than 50% people health or medical related information through their family and village member while over 20% people access health related information through ASHA & ANM workers
- ✓ About 10% household access health, medical immunization related information using mobile phone internet
- ✓ 43% people mentioned that they visit hospital once in a month; 79% people mentioned that online or card payment facility is not available in hospital
- ✓ 83% people mentioned that they are not satisfied with available health facility within in their village
- ✓ 90% household do not have health insurance

Pillar 5: e-Governance

- ✓ 94% household have Aadhaar (UID) card
- ✓ 89% households are not availing any government scheme or entitlement for themselves or their family members
- ✓ 88% households are aware about RTI, while 90% mentioned that they are unable to apply for online certificates
- ✓ More than 50% people receive government public welfare scheme (pensions, PMAY, ICDS, JSY etc) related information, panchayat mandate and availing Aadhaar/UID from their family and friends, where as 4% people visit government website to access information

Pillar 6: Entertainment

- ✓ 73.24% people never go outside for the entertainment such as theatre. This reflects that there are limited resources available for entertainment. While 20.3% people do visit Gurgaon or near by theatre to watch movies once in a month
- ✓ 96.1% people do not purchase any entertainment item such as speakers, songs or films, headphones, etc online



ABOUT THE PROJECT

Smartpur project, ideated by Digital Empowerment Foundation (DEF) and with support from Nokia is a rural entrepreneurship-based model designed to create ideal smart villages in India. Smartpur is a one-year pilot project based on a hub-and-spoke model in two states of the country – Nuh (Haryana) and Asoor (Tamil Nadu). Smartpur is a concept designed for a sampoorana gaon (holistic village) or a digitally-integrated ecosystem where people leverage digital tools to bring efficiency in daily lives, transparency in governance, economic prosperity for households, and ease of access to various kinds of services and information.

The concept of Smartpur emerges from the underlying idea of integrating technology in the existing five prime pillars of Sustainable Development Goals – 1) education; 2) improving livelihoods; 3) strengthening health services; 4) financial inclusion; 5) improving e-governance services. The project aimed to integrate ‘digital component’ as a mean to access or improvise the existing services to an end and not an end in itself. It is a medium to acquire knowledge as a consumer and disseminate information as a producer, thus serving as tool for empowerment, innovation and communication for the larger community. This forms backbone of the Smartpur’s guiding principles.

With these guiding principles, Smartpur has adopted a rural entrepreneurial-based approach under which the project seeks to create a social enterprise model driven by rural youth and supported by community members, government bodies, private institutions and other relevant stakeholders. These stakeholders will be trained and equipped with digital tools and knowledge resources required to build a strong pool of digital citizens spearheading and transforming the village ecosystem.

With this motivation, DEF and Nokia have initiated Smartpur in Tain in Haryana and Asoor in Tamil Nadu for the pilot project. Both, Tain and Asoor, have been identified as hub villages and linked to nine spoke villages each.

STUDY OBJECTIVE

The objectives of the study were

1. To understand the socio-economic demography of 10 villages in each district – Nuh (Haryana) and Kanchipuram (Tamil Nadu);
2. To understand the present state of village in the following parameters – ICT information and access of ICT, mobility & availability of basic infrastructure under each parameter - access to services under six pillars - education; livelihoods; health; egovernance and entertainment
3. To identify and measure the target numbers of beneficiaries under each pillar

STUDY METHODOLOGY

As part of the project area, the baseline survey was conducted in 10 villages (Chandeni, Ferozepur Namak, Jogipur, Kherla, Marora, Nuh, Salamba, Nalhar, Tain, Adbar) in Nuh district in



Haryana. The study had entailed both quantitative and qualitative survey methodology. Tools like structured questionnaire, in-depth discussion and observation checklist were used. Structured questionnaire were around eight parameters – 1) social & economic demographic profile; 2) ICT availability & accessibility; 3) education; 4) livelihoods; 5) health; 6) financial inclusion 7) eGovernance and 8) entertainment. The data collection tools were applied in the community for collecting information like structured questionnaire with primary target group and in-depth interviews and discussions also were conducted with secondary target group. The questionnaires were developed in an Open Data Kit (ODK Collect), which is an open source data collection tool that runs on Android devices.

Discussions were conducted with communities and key stakeholders, as mentioned in the target group. Emphasis was given on quality assurance during the data collection. Standardized procedure of triangulation of gathered data were followed before report finalization.

Sample size

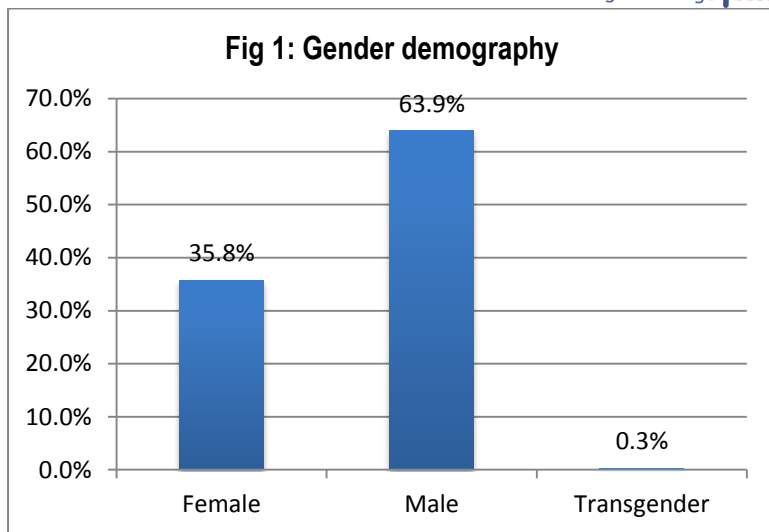
The samples of respondents were selected in a radius of 5 to 10 km around the hub village station on random basis from all villages. The total sample size⁴ was 707 with confidence level of 95%. According to creative survey system, the data was collected from 365 households of the total 7430 households from Nuh block and 342 households out of 3087 from Kancheepuram block. The ages of the respondent were 16 years old or above 16. The collected data was analysed in Microsoft Excel. The report comprises of general information of demographic profiles such as age, gender, income, occupation, literacy rate, information regarding ICT skills, information about basic infrastructure and so on.

RESULTS OF THE STUDY

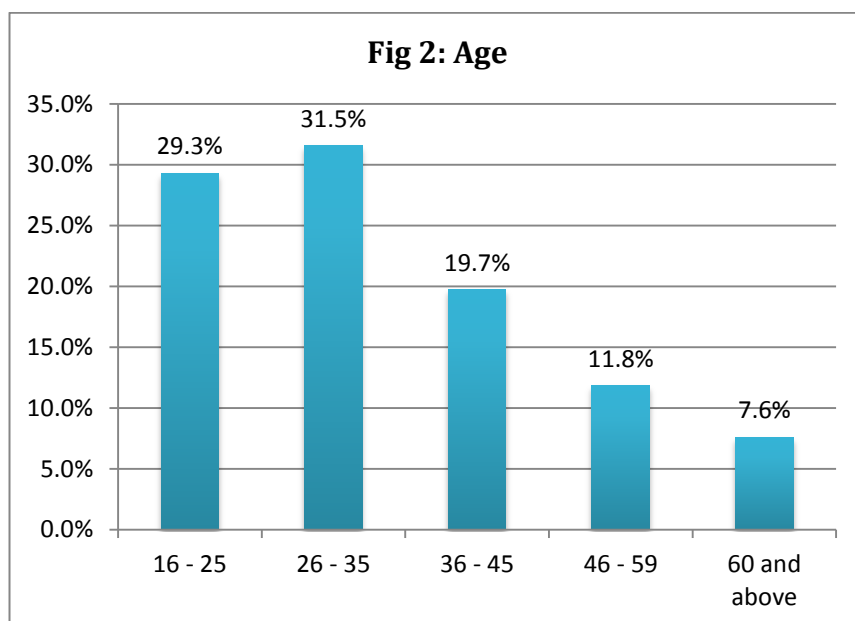
I. Social & Economic Demography

In the baseline survey done in selected locale, an overwhelming majority of the respondents were male whereas only 35% of them were found to be females. One transgender person was also interviewed during the survey (refer figure 1).

⁴ <https://www.surveysystem.com/sscalc.htm>

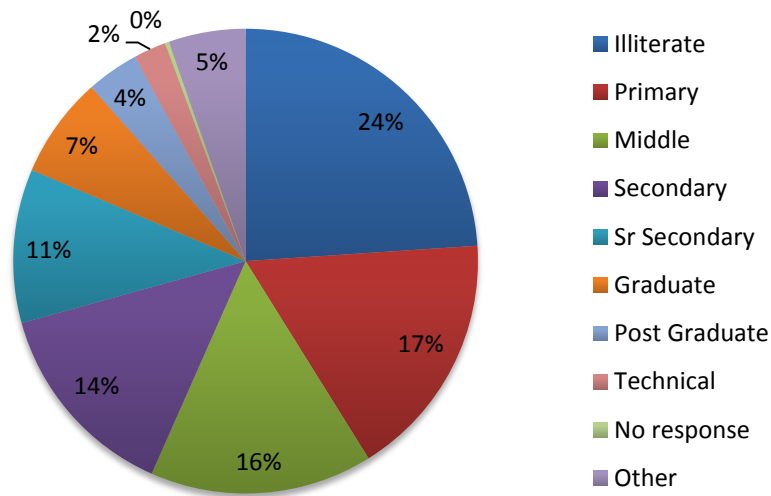


In terms of age of respondents, the fig 2 shows that respondents were more or less equally distributed among all age groups and majority of them were between 26 and 35 years. There were only 7.6% of the respondents who were above 60 years.



Education plays an important role in shaping the quality of life of an individual. Figure 3 clearly shows that near about one-fourth of respondents were illiterate. Considering the data, nearly 17% of respondents had attained the class up to primary level. Another 7% of respondents were educated up to graduation level and the percentage of respondents who had attained post-graduate was very less; and only 2% of respondents had received the technical education.

Fig 3: Education status

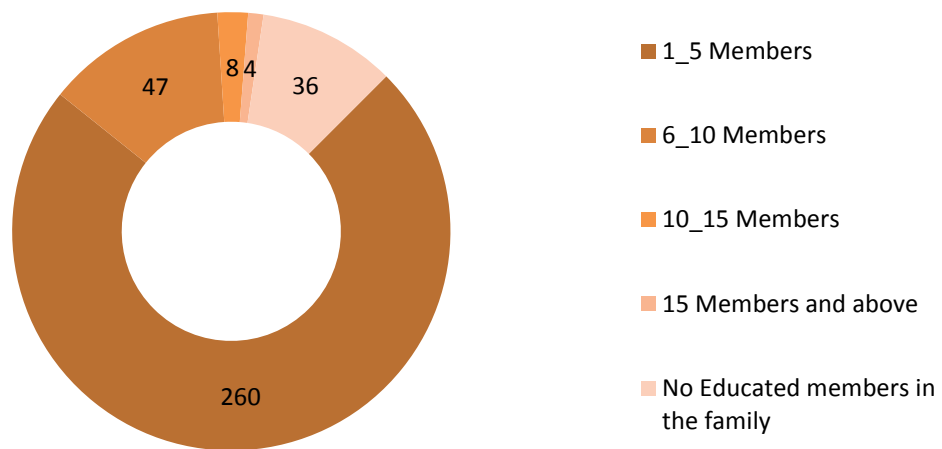


This shows that literacy rate amongst respondents was minimal and they are not motivated to have higher education.



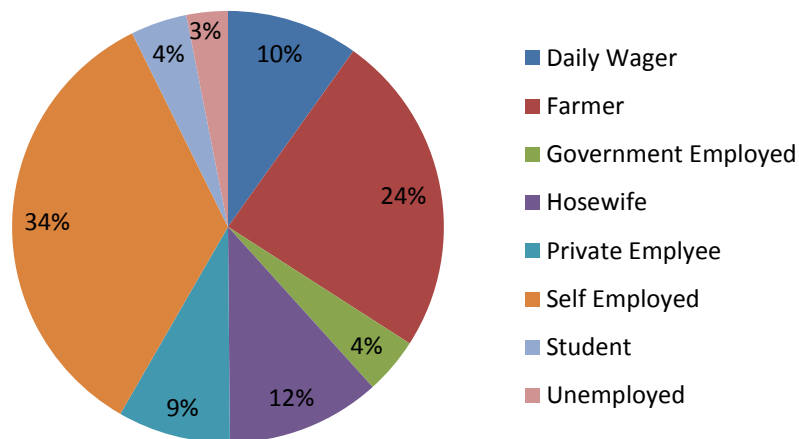
Considering the quartile, near about three-fourth of the respondents said that there are 1-5 each educated members in their family. At the same time, 13% of the respondents said that there are more than six to ten members educated in their family. Another 3% of them said that there are more than 10 members who are educated in their houses. Whereas, 10% of the respondents said that there is no one in their houses who are educated.

Fig 4: No of Educated members in the family



It is evident from Figure 5 that only 3% respondent were unemployed whereas others were involved in some or other occupation for earning their livelihood. The data also revealed that self-employment such as taxi driving, small stationary shops etc. was the primary occupation for 34% of respondents. Considering the quartile, near about one-fourth of the respondents are engaged in farming activities as agriculture is the most important occupation for most of the Indian families.

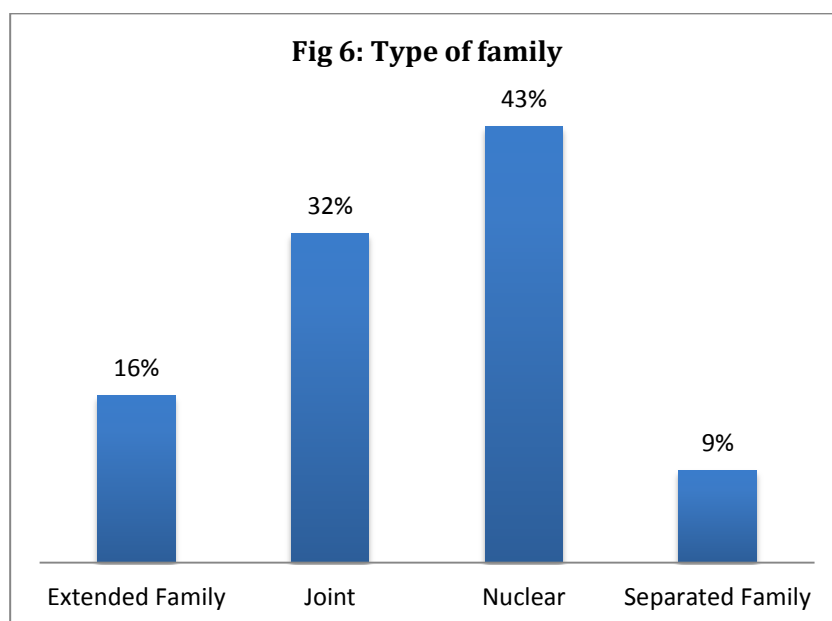
Fig 5: Occupation status



Negligible percentages of respondents were involved in government, public and private sector as respondents were not progressive in education and very few of them had academic degrees. 12% of the respondents were housewives.



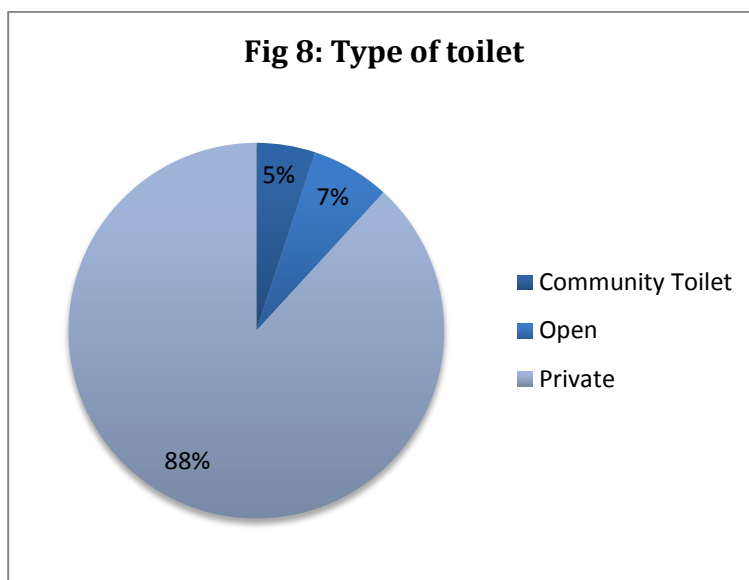
Figure 6 shows the type of family of the respondents. It is clear from the graph that 43% of the respondents live in a nuclear family whereas, 32% of the respondents live in joint families where there are more than 20 members in each of those families. 9% of the respondents live as separated family where the husband and wife are not legally divorced, but living separately.



II. Family Assets and Facilities

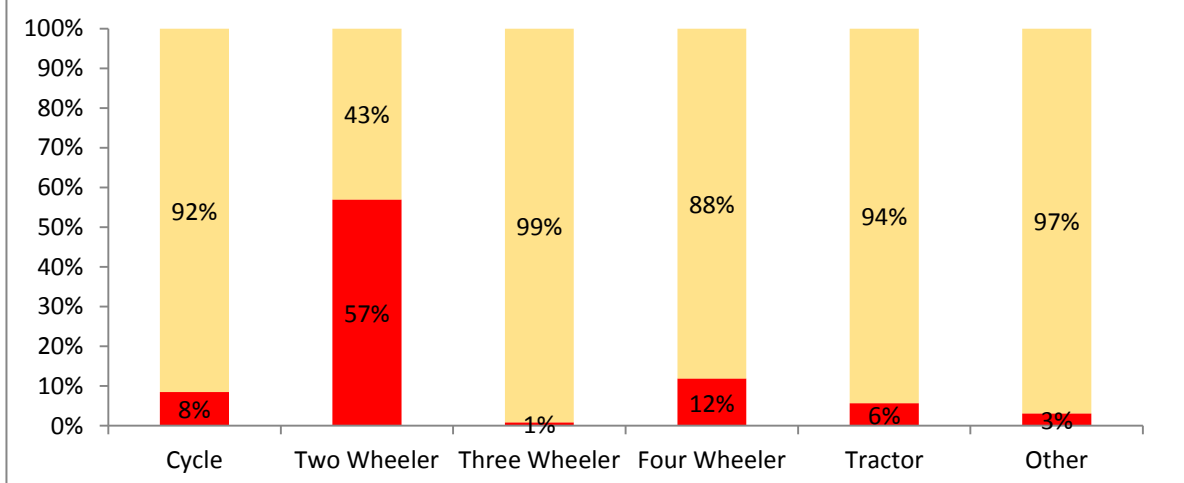
The type of the house in which an individual resides and socializes is likely to have an impact on his beliefs system and in molding his/her own personality. It is clear from the findings that majority of respondents (98%) had their own house. The number of respondents residing in kachcha (grass, thatched, unburnt Brick, wood, stone w/o mortar) house was much less than the respondents residing in pakka (burnt brick, concrete) and semi-pakka (stone with mortar, metal, asbestos) houses.

Figure 8 shows that around 7% of respondents defecated openly in pit toilet (type of toilet that collects human faeces in a hole in the ground) or in at the riverbank. At the same time 88 % of the respondents have private toilets in their home. So, the respondents who defected openly in the ground either lacked the knowledge on general sanitation and hygiene or didn't have enough money to build the toilets.



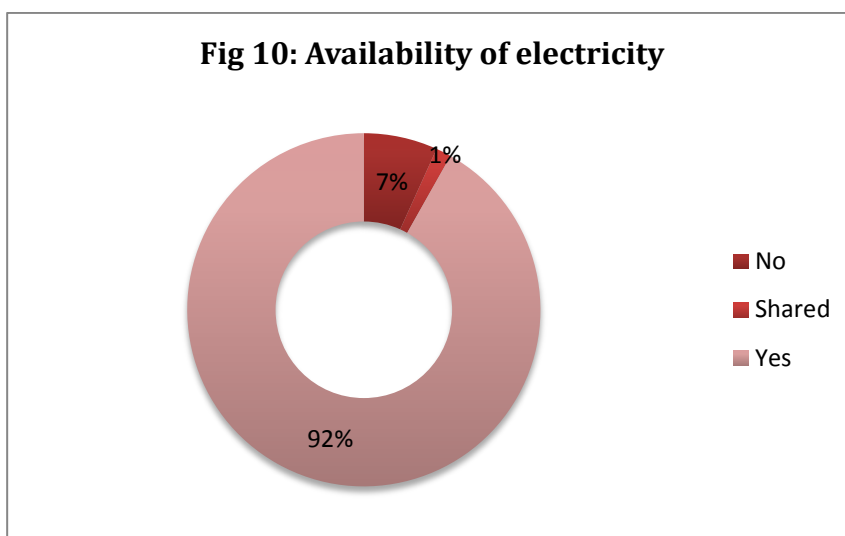
Considering the type of vehicles owned by the respondents, some of them own multiple vehicles. It is clear from Figure 9 that more than 50% of the respondents own a two wheeler. A few numbers of respondents own four wheeler as well as two wheelers at their home. Another 6% of the respondents have tractor which they use for farming purposes. A negligible number of people own other vehicles such as trucks, pick-up containers for their business purposes and as their livelihoods.

Fig 9: Type of vehicles



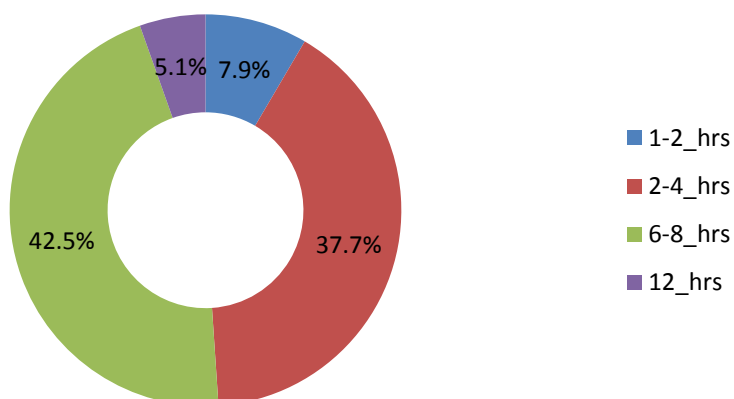
The houses of 92% of respondents were enlightened with the supply of electricity whereas 7% of respondents didn't have access to electricity. Remaining respondents use shared electricity.

Fig 10: Availability of electricity



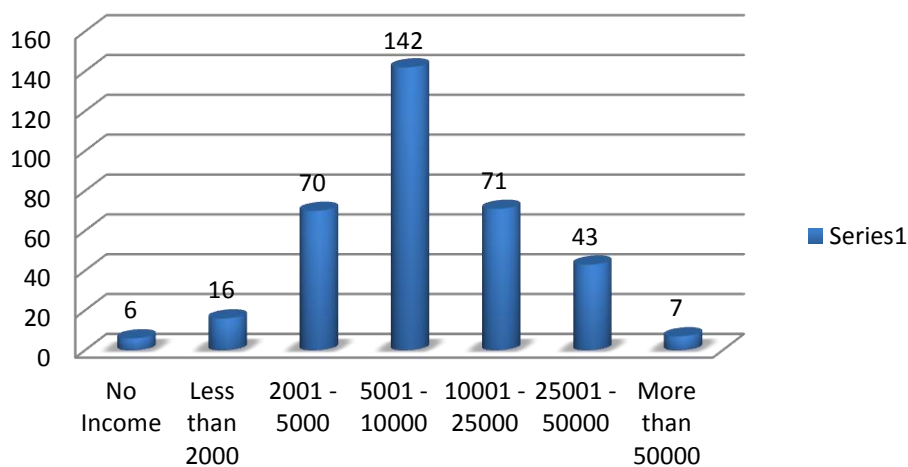
Among those who had electricity, majority (42.5%) of them said that the supply of the electricity is reduced to 6 – 8 hours in a day, whereas 37.7% of respondents said that the availability of electricity is just 2 to 4 hours per day. Negligible number of respondents said that they get more than 12 hours electricity in a day. Most of them said that electricity is an important factor for agriculture, business and even for getting information through TV, Radio and mobile phone. When they were asked about charging the mobile phones, they said that most of the houses have inverter, or solar connection. They charge their phone via these assets. Many youngsters also said that they need electricity to charge their computer/laptops. The respondents relied on gas, wood and cow dung as a fuel in household chores.

Fig 11: Status of supply of electricity



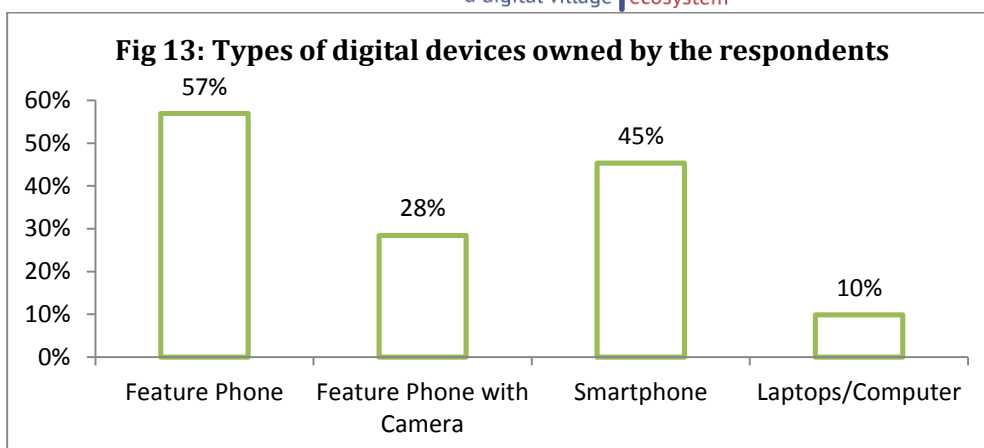
40% households have monthly income between Rs. 5000 to 10000, while 20% have monthly income from 10000 to 25000 and 12% households have more than that.

Fig 12: Family monthly income



III. Ownership and Usage of ICTs

ICTs are considered as the fundamental drivers of development and the learning; the ownership of ICT in form of smart phones, laptop etc. not only enhances the interpersonal communication but also result in adding the new dimensions to the existing knowledge and broadening of the social networks.



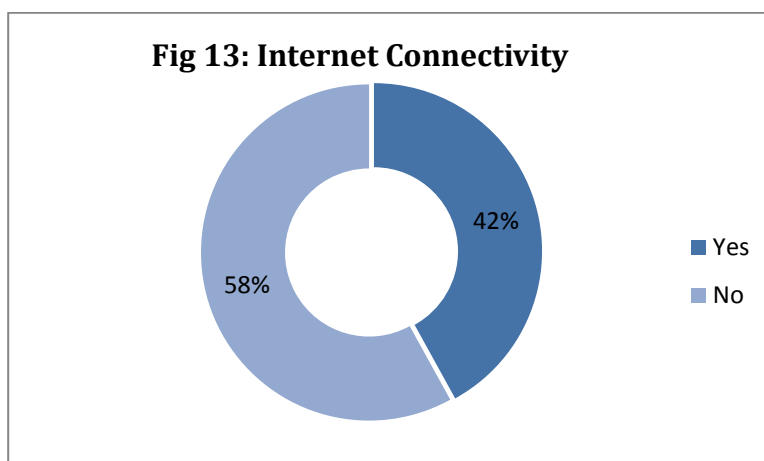
In terms of mobile ownership, majority of respondents (57%) owned basic/feature mobile phones to be used for calls and text because of digitally illiteracy and economic backwardness; and only 45% respondents had smart phone to be used for various purposes. Just more than one-fourth of the respondents had feature phone with camera. It is evident from the figure 12 that only 10% of the respondents have computer/laptops.



In terms of content and services, an overwhelming majority of respondents (98.27%) used the mobile phone for calling purposes; around one-fourth used it for texting purposes; 5.92% of respondents used it for getting information on news, health and government schemes. Near about 10% of the respondents used it for gaming and leisure purposes like watching videos and

listening music. A very few numbers of respondents used the phone for social networking like Facebook. Negligible number of the respondents used it for online shopping or making the online payments such as e-commerce was not of interest to them.

72 female members do not know how to use mobile phones, while 60.3%, 1 or 2 male members can use mobile phones. 95% female members in family do not know how to use computer/laptop, 83.7% male members in family do not know using computer. This shows digital literacy rate is negligible in the region.



In terms of availability of internet connectivity in households, it does not have much difference, 42% households have internet connectivity and 58% do not have internet connectivity in their home (Fig 13).

IV. Availability & Mobility of Services

In terms of availability and mobility of services, 92% respondents stated that primary school is available within time span of 30 minutes, 59% of them stated Graduation College is available within time span of an hour.

14.65% people are not aware about availability of Graduation College. 22.54% people are not aware about ATM services, 54.65% of them are not aware about Kisan Seva Kendra and 18.6% people are not aware about Common Service Centre (CSC) in their village.



Table 1: Availability & Mobility of Services & Infrastructure

Services in the village within 10 Km	Less than 30 min	%	30 - 60 Min	%	>60 Min	%	Service not available	%
Nearest primary school	328	92%	21	6%	3	0.85%	3	0.85%
Nearest middle school	312	88%	35	10%	2	0.56%	6	1.69%
Nearest secondary school	237	67%	101	28%	8	2.25%	9	2.54%
Nearest Higher Secondary School / +2 College	184	52%	142	40%	10	2.82%	19	5.35%
Nearest Graduation College	75	21%	211	59%	17	4.79%	52	14.65%
Nearest ITI / Polytechnic Centre	68	19%	214	60%	15	4.23%	58	16.34%
Nearest Bank Branch (Any)	195	55%	130	37%	8	2.25%	22	6.20%
Aaganwadi centre	302	85%	46	13%	2	0.56%	5	1.41%
Nearest Primary Health Centre (PHC)	100	28%	180	51%	5	1.41%	70	19.72%

Nearest Community Health Centre (CHC)	52	15%	193	54%	7	1.97%	103	29.01%
Nearest Post Office	191	54%	129	36%	7	1.97%	28	7.89%
Nearest ATM	57	16%	206	58%	12	3.38%	80	22.54%
Kisan Seva Kendra	22	6%	132	37%	7	1.97%	194	54.65%
Agriculture Credit Cooperative Society	25	7%	116	33%	4	1.13%	210	59.15%
Milk Cooperative /Collection Centre	30	8%	143	40%	11	3.10%	171	48.17%
Veterinary Care Centre	26	7%	147	41%	6	1.69%	176	49.58%
Bus Stop	132	37%	151	43%	4	1.13%	68	19.15%
Railway Station	2	1%	25	7%	5	1.41%	323	90.99%
Public Library	32	9%	128	36%	5	1.41%	190	53.52%
Common Service Centre	233	66%	55	15%	1	0.28%	66	18.59%
Common sanitation complexes (Public toilets)	33	9%	94	26%	1	0.28%	227	63.94%
Youth Clubs	0	0%	21	6%	3	0.85%	331	93.24%
Internet browsing shop	51	14%	53	15%	3	0.85%	248	69.86%

V. Pillar 1: Education

In terms of accessing information, majority of people access education related information through family, friends or village member. 17% people access higher education related content on mobile internet, while 14% use mobile internet to access career guidance and vocational training related information (Fig 14).

While discussing about computer centre in the village, 15.21% people said that there is a computer centre in their village and 81.13% people informed that there is no computer centre in their village.

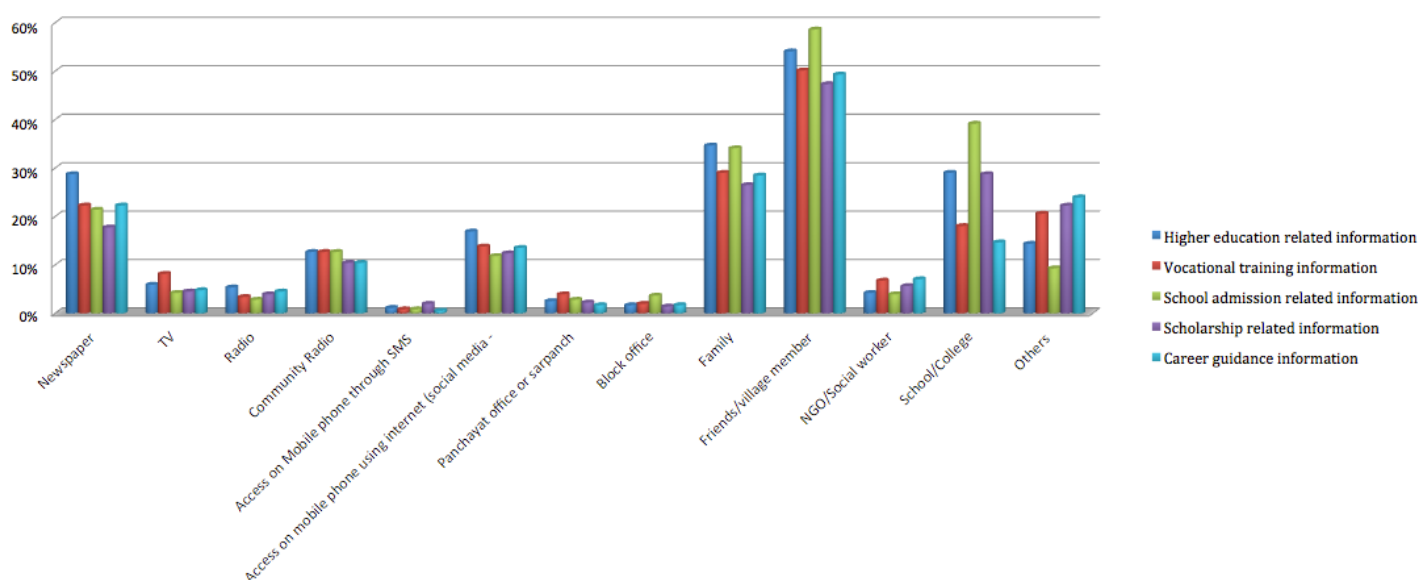
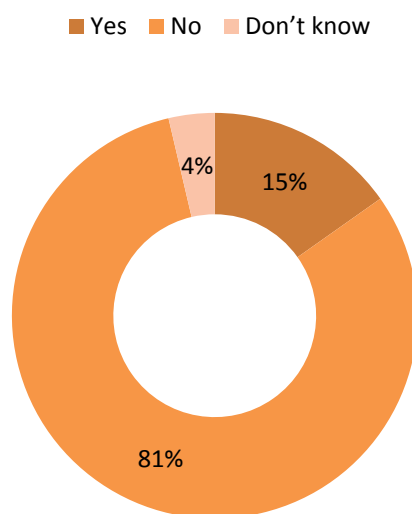
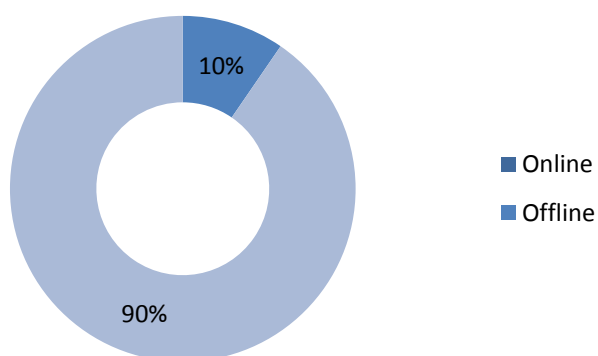


Fig 15: Computer centre in village



Majority of people (90%) register for higher education courses using offline medium.

Fig 16: Registration of Higher Course



92% people mentioned that career guidance centre is not available in the village; out of 8% students 1.41% visit schools for career guidance. This reflects that digital literacy in the region is minimal and there is need of mobilisation to address these challenges.

While understanding situation of women in education, most of the women and girls in Nuh had never experienced going to school and studying. They were barred behind the four walls of their homes and were involved in the daily household activities. Some of the girls who made it to school, dropped out after the eighth standard and never pursued education again. The idea of starting a center in their village

"Good that a center is starting here. Hope this goes well. Our Children are dropping out of school because they don't have good education and learning facilities."



was exciting for them and they were willing to learn computers, stitching and tailoring as long as a woman conducted the teaching. There were also interested to watch educational films but not very keen on watching films or Bollywood songs as they claimed it was against their religion.

Pillar 2: Livelihoods

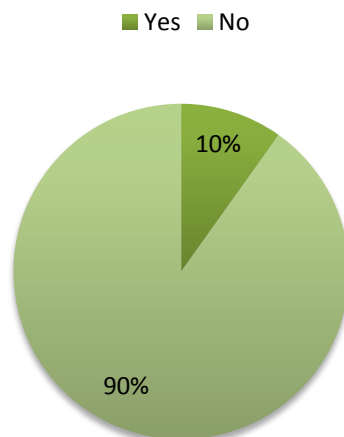
In terms of accessing source of information in relation to livelihoods, about 60% people access livelihoods related information through family, friends or village member. 15% people access job related information on mobile internet, while about 10% use mobile internet to access agriculture or employment registration related information. Only 1% people use employment exchange office for job related or registering employment opportunities.

Source of Information (livelihoods related information)	News paper	TV	Radio	Comm unity Radio	Acces s on Mobil e phone throu gh SMS	Access on mobile phone using internet (social media - YouTube, Facebook, etc)	Pan chay at offic e or sarp anc h	Fa mil y	Fri end s/ vill age me mber	NG O/S ocial wor ker	Scho ol/C olleg e	Em ploy men t Offi ce	Ot her s
Agriculture information	12%	6%	2%	13%	1%	11%	7%	35 %	60 %	12 %	5%	1%	17 %
Job related information	35%	6%	4%	14%	3%	15%	2%	30 %	54 %	8%	7%	1%	19 %
Employment registration or enrollment information	26%	6%	4%	12%	2%	10%	2%	25 %	48 %	9%	5%	2%	23 %

Table 2: Source of livelihoods related information

95% of people do not do any part-time job and 95.2% people have not used online job portals. Only 3.7% have used online interview services. This reflects that there is minimal knowledge about using various online resources related to employment opportunities. When we discussed about vocational training centre, 90% of respondents said that vocational training centre is not available in their village (Fig 17).

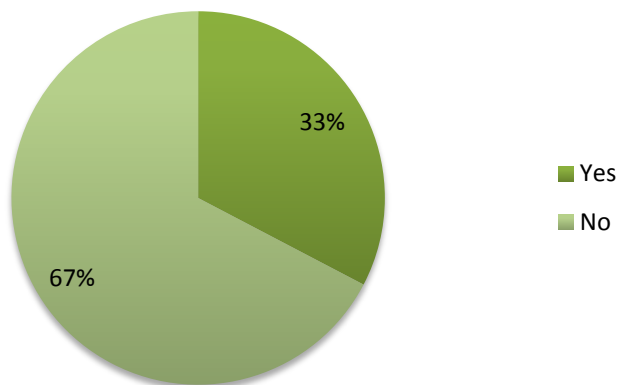
Fig 17: Availability of vocational training centre



91% respondents stated that women do not have access to vocational training centre. Surprisingly, 67% households stated they don't want their female members to attend any training programs and 33% households want their female members attend training programs.



Fig 18: Family member like to have training programmes for their female family member within their village

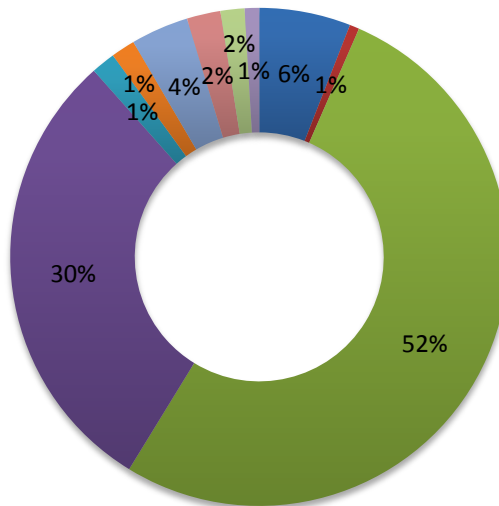


When asked about what are suitable vocational training programs for women, 52% recommended for tailoring and 30% recommended for computer literacy classes, 6% recommended for nursing course. Whereas for men, 46% recommended computer training, 24% for English training and 17% solar repairing course. The results show that computer literacy training is required for both male and female.



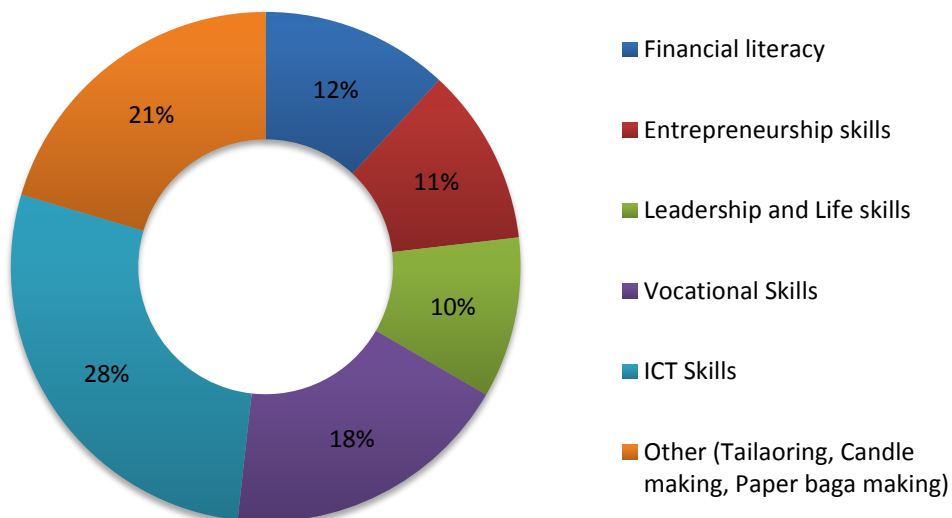
Fig 19: Type of training programs for women

- Nursing
- Banking Coaching
- Tailoring
- Computer related
- Candle making
- English skill training
- Beatician Course
- Embroidary
- Teacher training
- Book Binding



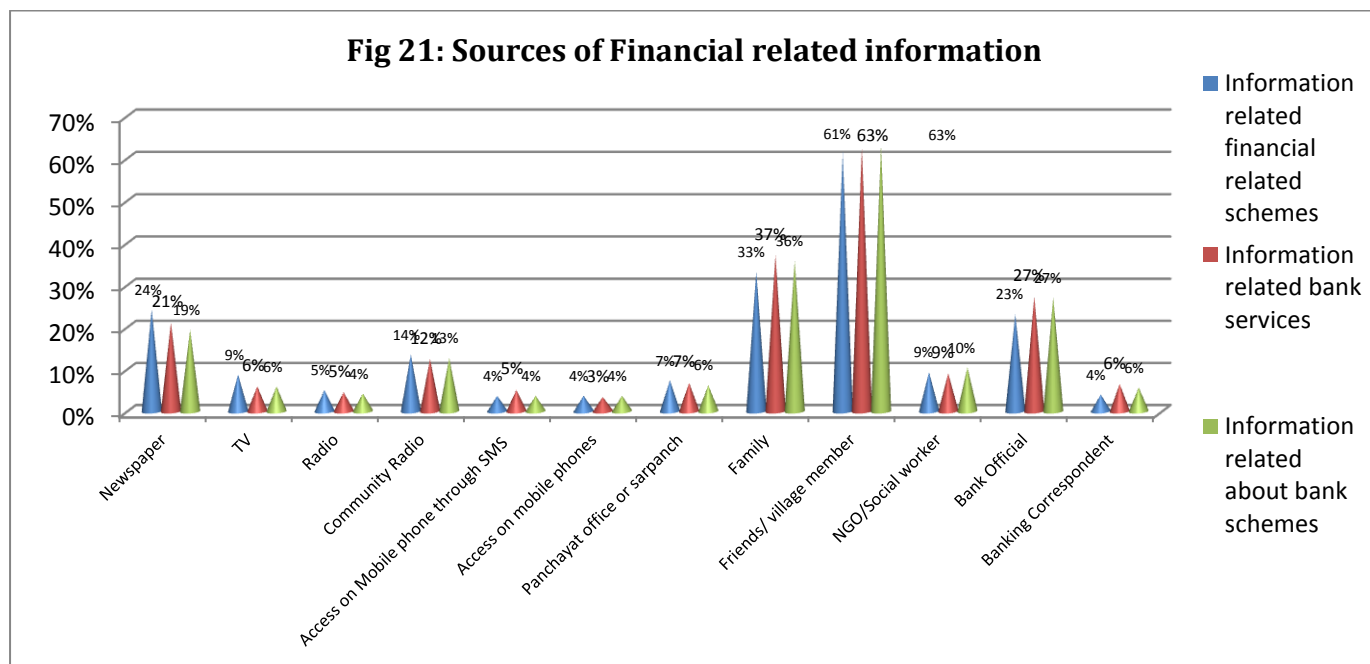
Only 8% people have attended life skill training, whereas 92% have not. 28% people recommended ICT training, 21% recommended for life skills training such as tailoring, candle making, etc., 18% for vocation training and 12% recommended for financial literacy training.

Fig 20: Areas where training or support required for skill enhancement

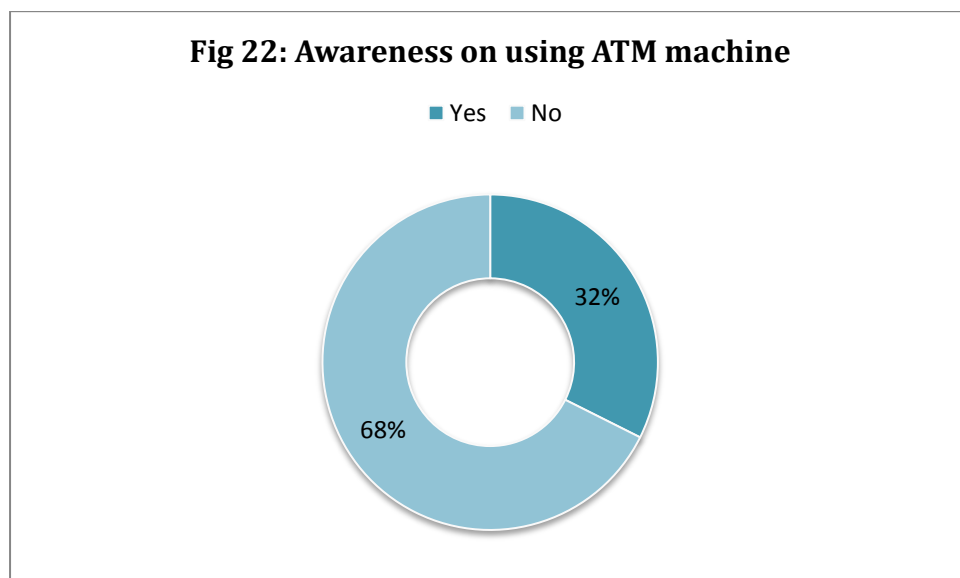


Pillar 3: Financial Inclusion

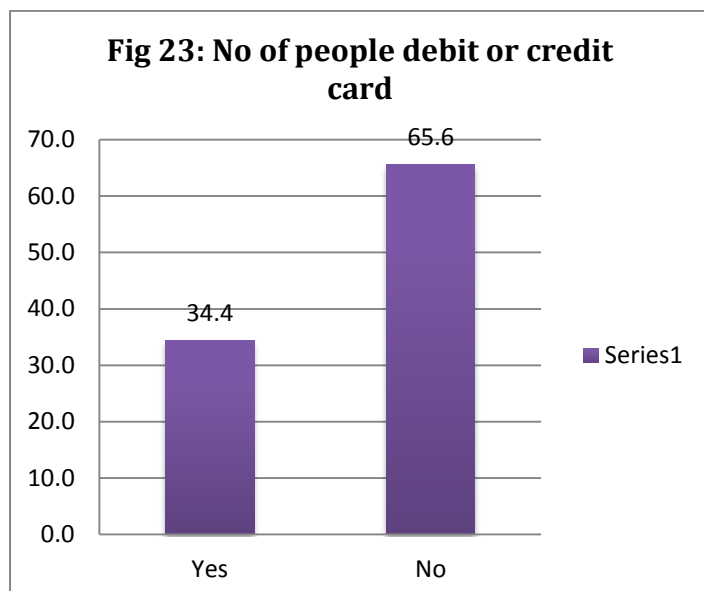
Over 60% people access bank schemes or services and financial related schemes through their friends and village members. Only 4% people access these information using mobile internet and more than 10% people use community radio station to access these information.



68% respondents do not know how to use ATM machine, 67.6% household members do not know how to ATM machine, 1to3 members from 29.6% know how to use ATM machine.



Out of 355 households, 65.6% people do not have debit or credit card and 87% households have not activated internet banking facility. When asked about online bill payment, 88% respondents said that they don't use online bill payment and never booked online tickets.



Pillar 4: Health

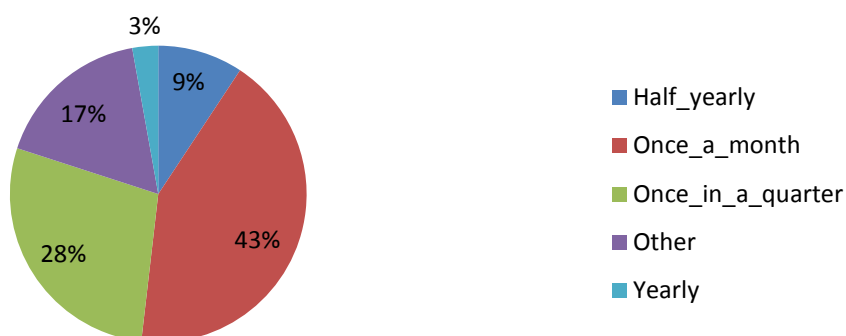
In terms of accessing health related information, 66% household access immunization programs (polio, rubella, etc) and more than 50% people health or medical related information through their family and village member while over 20% people only consult ASHA & ANM workers to receive information.

Source of Information (health related information)	News paper	TV	Radio	Community Radio	Access on Mobile phone through SMS	Access on mobile phone storing in form of Videos	Access on mobile phone using internet (social media - Youtube, Facebook, etc)	Panchayat office or sarpanch	Family	Friends /village member	NGO/Social worker	ANM/Health Staff member	Others (Specify)
Health related schemes	24%	8%	4%	14%	2%	2%	10%	6%	33%	54%	10%	22%	14%
Medical Camps related information (eye camp, blood, etc)	20%	7%	4%	14%	2%	2%	9%	5%	37%	57%	7%	23%	9%
Immunization programs	17%	5%	5%	14%	1%	1%	10%	6%	42%	66%	5%	30%	9%

(polio, rubella, etc)													
Antenatal, pre-natal, family planning, information	17%	7%	3%	13%	1%	1%	7%	7%	39%	44%	1%	22%	14%
Sanitation & Hygiene related information	18%	5%	3%	13%	1%	0%	7%	6%	32%	35%	7%	26%	7%

On the frequency of visiting hospital, 43% respondents visit once in a month, while 28% once in a quarter and 3% visit hospital once in a year.

Fig 24: Frequency of Visiting Hospital



Availability of ICT services in hospital, 86% people informed that they couldn't book doctor appointment either through or phone. 79% people said there is no online payment facility in hospital and 17% are not aware about this facility. When asked about ambulance service, 50.7% people informed ambulance service is available, 44.2% people said ambulance service is not available. 83% people are not satisfied with hospital services.

"We don't know whether there are any ASHA and ANM worker exists in this area"

Fig 25: Awareness regarding Online/Card Payment in Hospital



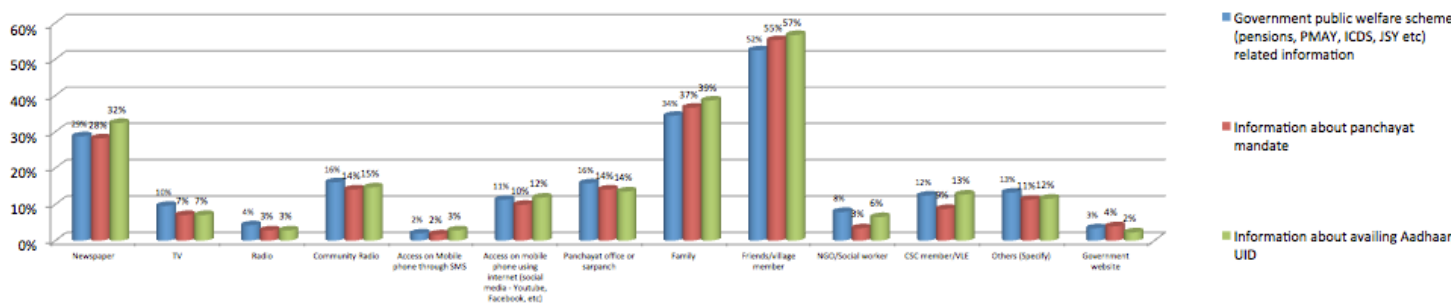
Checking about health insurance, 91% do not have health insurance for themselves and 6% do not know about health insurance and 94% people do not buy health products online. These figures show that awareness about health services is minimal in the region.

While having discussion in group with regard to health services, most of them informed that these days they would prefer to visit Medical College for their treatment and medication. Ambulance service is only available for pregnant mothers not for emergency services such as heart attack, accident and others.

Pillar 5: e-Governance

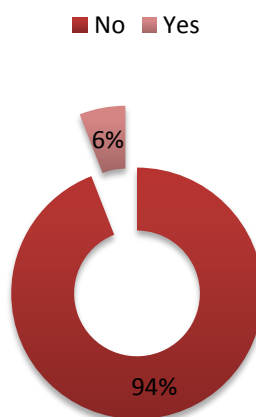
More than 50% people receive government public welfare scheme (pensions, PMAY, ICDS, JSY etc) related information, panchayat mandate and availing Aadhaar/UID from their family and friends, where as 4% people visit government website to access information.

Fig 26: Sources of Schemes related informations



94% people do not have Aadhaar (UID). 89% households are not availing any government scheme or entitlement for themselves or their family members and 88% households are aware about RTI, while 90% mentioned that they are unable to apply for online certificates.

Fig 26: Aadhaar (UID)

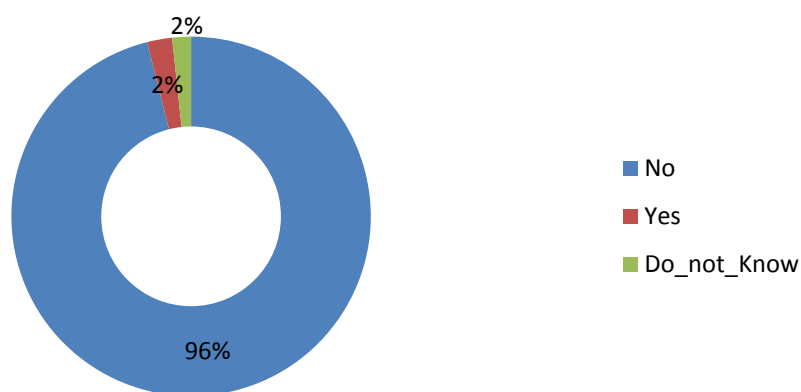


Pillar 6: Entertainment

73.24% people never go outside for the entertainment such as theatre. This reflects that there are limited resources available for entertainment. While 20.3% people do visit Gurgaon or nearby theatre to watch movies once in a month. 96.1% people do not purchase any entertainment item such as speakers, songs or films, headphones, etc online.

“Boys have lot of entertainment as they play outside, involve in gambling but we girls have no fun as we are always inside our homes”

Fig 27: Purchasing entertainment item online



When we had discussion on starting ‘Smartpur’ project and establishment of Tain hub centre with villagers, they were glad that the centre will provide them access to computer and information about entitlements. They informed that they have now space to register their grievances and receive information. In terms of expectations from the centre, people want these hub and spoke villages should be as per urban cities like Gurugram. They want their children to do higher education but they seem to drop out of school at a very young age and often end up doing nothing. So, the computer literacy will help them glued to pursue higher education. Regarding to occupation and jobs, people only know, how to drive a taxi and women are married off at an early age so they look after the family as women aren’t allowed to work. Young men said that *‘There isn’t any job anticipation but if there is any training provided by the center, it would be good for our children and men’*. Health is deteriorating day by day here as people aren’t aware about the preventive health nor are aware about the different symptoms of various diseases. Children under the age of 6years (boys/ girls) here stay naked all day and are prone to abuses and health issues like eating earth.



Annexure: Questionnaire for the Baseline study

1. General Information

1. Name of the interviewer

2. Household No

3. Interviewee Name

4. GPS location

5. Village

6. Block

7. District

- Nuh
- Kancheepuram

8. State

- Haryana
- Tamil Nadu

9. Age

10. Gender

- Male
- Female
- Transgender

11. Category

- General
- SC
- ST
- OBC
- No Response

12. Religion

- Hindu
- Muslim
- Christian
- Sikh



- Jain
- Other

13. Contact Information

Only numbers applicable (Mobile number) - Not Mandatory

14. Educational background

- Illiterate
- Primary (Up To 5th Class)
- Middle (Class 6 to 8)
- Secondary (10 th standard)
- Sr. Secondary (12th standard)
- Graduate
- Post-graduate
- Technical
- Other Specify
- No Response

14.a No of members educated in your family

No of household members in family

15	No of household members in family	Male (Numbers)	Female (Numbers)		
15. a	Household members' details	Children 0-5	Children (6-17)	Young Adults (18-35)	Old member
15. b		Male		Male	
15. c		Female	Female	Female	

16. Occupation of head of the household

- Student
- Housewife
- Government
- Employed
- Daily wager
- Farmer
- Private Employee
- Self Employed



- Unemployed

17. Family Monthly Income Monthly income (only numbers applicable)

18. Language known

- Hindi
- English
- Tamil
- Haryanvi
- Other Specify

19. Kind of Family

- Nuclear
- Joint
- Extended family
- Separated family

20. Number of member in the family

- Earning members
- Non-Earning members

21. House ownership

- Own
- Rented
- Government allotted
- Rent Free
- Homeless
- No Response

22. Types of House

- Pacca
- Katchcha
- Semi Pacca

23. No of Rooms

- 1
- 2
- 3
- 4
- More than 4

24. No of Vehicles

- 0
- 1
- 2
- 3

25. Type of Vehicles

- Cycle
- 2 Wheeler
- 3 Wheeler
- 4 Wheeler
- Tracter
- Others Specify

26. Use of Vehicles

- Personal
- Private
- Farming
- Other

27. Toilet

- Private
- Community toilet
- Open

28. Source of Water

- Borewell
- Tap/Hand pump
- Pond/River
- Well
- Other

29. Electricity

- Yes
- No
- Shared

29.a. If Yes, availability of Electricity

- 1-2 hours
- 2-4 hours
- 6-8 hours
- 12 hours
- 24 hours

30. Cooking Fuel

- Cow Dung
- Wood
- Coal
- Kerosene
- Gas
- Electricity
- Solar
- Other

31. House Assets

- TV
- Refrigerator
- AC
- Cooler
- Laptop/Computer
- Fan
- Vehicle Other Specify

2. ICT Information

	Type	Own (Y/N)	No of users in household	No of male users	No of female users	Primary - use
1						
1.a	Feature Phone					
1.b	Feature Phone with Camera					
1.c	Smartphone					
1.d	Laptop ,Computer ,Tablet					

2. Use of Phone

- Calling
- Text/SMS/MMS
- COMMUNICATION (Email, VoIP, Text Messaging)
- INFORMATION (News, Health, Government Schemes)
- LEARNING/Employment SOCIAL NETWORKING (Facebook, Twitter Etc)
- GAMING & LEISURE (Music, Movies, Games, Travel, Hobbies)
- SHOPPING (Buying Or Selling Products/Services Online, Checking Information On Products/Services)
- FINANCE (Banking, Investment, Life Insurance, Payments)
- UTILITIES & BILLS (Bill Payment Online)

2.a Memory Card In the phone

- Yes
- No
- Don't Know

2.b If Yes, What do you store in it?

- Songs
- Movies/Videos
- Photos
- eBooks
- Other (Specify)

2.c The way of upload

- Self
- Assisted

2.d If Assited, From Where

- Cyber Café
- Friends
- Office
- Other

2.e What is the average amount they change their phone every month

3	<u>Connectivity</u>				
	Type	option	If yes, who is the provider	If yes, what is the monthly Expense	If yes how is the connection quality
3.a	Do you have internet connectivity	Yes/No			Bad/ Good/satisfactory
3.b	Broad band	Yes/No	Govt/Pvt.		Bad/ Good/satisfactory
3.b	Wireless	Yes/No			
3.c	Prepaid / postpaid	Yes/No			Bad/Good/Satisfactory

4. How many hours a week your family access the internet

- 1-3 hours/week

- 4-10 hours/week
- 10-15 hours/week
- 15-20 hours/week
- 20+ hours/week

3. Access and Mobility

	Services in the village within 10 Km	Less than 30 minutes	30 - 60 Min	>60 Min	Not available
1	Nearest Primary School				
2	Nearest Middle School				
3	Nearest Secondary School				
4	Nearest Higher Secondary School / +2 College				
5	Nearest Graduate College				
6	Nearest ITI / Polytechnic Centre				
7	Nearest Bank Branch (Any)				
8	Aaganwadi centre				
9	Nearest Primary Health Centre (PHC)				
10	Nearest Community Health Centre (CHC)				
11	Nearest Post Office				
12	Nearest ATM				
13	Kisan Seva Kendra				
14	Agriculture Credit Cooperative Society				
15	Milk Cooperative /Collection Centre				
16	Veterinary Care Centre				
17	Bus Stop				
18	Railway Station				
19	Public Library				
20	Common Service Centre				
21	common sanitation complexes (Public toilets)				
22	Youth Clubs				
23	Internet browsing shop				

4. Education

	Type	Number	ICT Availability
1	Anganwadi/Creche Center		Yes/No
2	Primary		Yes/No
3	Middle		Yes/No
4	Secondary & Sr. Secondary		Yes/No
5	College /University		Yes/No

6. Do you get Education related information?

- Yes
- NO

Source of Information (education related information)

6.a Higher education related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Others (Specify)

6.b Vocational training information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family



- Friends/village member
- NGO/Social worker
- School/College
- Others (Specify)

6.c School admission related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Others (Specify)

6.d Scholarship related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Others (Specify)

6.e Career guidance information

- Newspaper



- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Others (Specify)

7 Do you have vocational training centre in your village?

- Yes
- No

7.a If yes, what are the courses they are providing? *This will be blank space, interviewee will write the answers*

7.b Is any of your family member engaged with any above course

- Yes
- No

7.c If yes, how many family members in your family doing any course there? *Only numbers*

7.d If yes, since when they are doing these courses

- <1 year
- 1 year
- 2 year
- More than 2 year

7.e Did you receive certificates after the completion of the course?

- Yes
- No
- Awaiting
- Don't Know

7.f Did you/family get any employment opportunities after the completion of the course?

- Yes



- No

7.g If yes, Where? *This will be blank space, interviewee will write the answers*

8 Do you like to suggest any other course to the training centre? Specific courses
This will be blank space, interviewee will write the answers

8.a What are the most relevant course you can suggest for young men in your family
This will be blank space, interviewee will write the answers

8.b What are the most relevant course you can suggest for young Women in your family
This will be blank space, interviewee will write the answers

9 Does your village has computer/digital literacy centre?

- Yes
- No
- Don't know

9.a If yes, where is the centre *This will be blank space, interviewee will write the answers*

9.b Does anyone from your family has taken this course?

- Yes
- No

9.c If yes, how many family members in your family doing any course there? *Only in numbers*

10.a How many of your family members can use these devices (Male) *Write Numbers*

Fe at ur e P ho ne	B a si c P ho n e	Co mp ute r	L a pt op	Int er ne t	e m a il	S o ci al m e d i a	W o r d	E x c el	P P T	P a i n t	O t h e rs

10.b How many of your family members can use these devices (Male) *Write Numbers*

Fe at ur e P h o n e	B a s i c P h o n e	Co m p u t e r	L a p t o p	Int er n e t	e m a i l	S o c i a l m e d i a	W o r d	E x c e l	P P T	P a i n t	O t h e r s

11 How do you register for a higher course

- Online
- Offline

11.a If online, where do you do it?

- Computer café
- CSC
- School
- Self

11.b If offline, where do you do it?

- School/College
- Panchayat Office
- Agency
- Others Specify

Career guidance information

12. Do you have career guidance centre in your village

- Yes
- No

12.a If yes, where it is?

- CSC
- School
- Vocational training centre
- Other Specify

5. Livelihood



	Type	Number	ICT Availability
1	Vocational training centre		Yes/No
2	Employment office		Yes/No

3. Do you get livelihood related information?

- Yes
- NO

3.a Sources of Agriculture information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Employment office
- Others (Specify)

3.b Sources of Job related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Employment office



- Others (Specify)

3.c Sources of Employment registration or enrollment information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Block office
- Family
- Friends/village member
- NGO/Social worker
- School/College
- Employment office
- Others (Specify)

Digital literacy awareness in parameters of livelihoods

4. Do anybody from your house go for part-time job other than the regular job?

- Yes
- No

5. Have you ever registered in any job portal?

- Yes
- No

5.a If yes, Where?

- Naukari
- Timesjobs
- Monster India
- Indeed
- Shine
- LinkedIn
- Other Specify

5.b Have you ever attended any skype/online interview?

- Yes
- No

5.c If yes, Where did you do it



- CSC
- Computer café
- Own laptop/Computer
- Mobile phone
- Others (Specify)

Vocational training (Cooking tailoring, beautification, driving, making mechanical parts, solar parts)

- 6 Does any of women family members go for vocational training programme
- Yes
 - No
- 7 Do you like to have training programmes for your female family member within your village?
- Yes
 - No
- 8 How many women from your family go for various training programmes
Number
- 9 How far you are able travel for taking a training programme. *Give number (km) 1-20*
- 10 How many youth in your family go for various training programmes *Only in numbers*
- 10.a If yes, What are they? *This will be blank space, interviewee will write the answers*
- 11 Do you (youth) like to have training programmes in your village?
- Yes
 - No
- 11.a If yes, What are they? *specify*

Life Skill training (Grooming, communication, English, stress management, etc)

- 10 Have you ever attended life skill training?
- Yes
 - No
- 11 If yes, from where? *This will be blank space, interviewee will write the answers*
- 12 If no, do you like to attend one?



- Yes
 - NO
- 13 Where do you like to attend?
- In your Panchayat
 - In your Block
 - In your district
 - In your nearby city
14. Does any of your family members ever attend life skill training?
- Yes
 - NO
- 15 If yes, how many people? *Only in numbers*
- 16 How many from your family set up your own business after receiving training?
Only in numbers
- 17 Any woman from your family owns a business?
- Yes
 - No
- 17.a If yes, who? *This will be blank space, interviewee will write the answers*
- 17.b What is that business? *This will be blank space, interviewee will write the answers*
- 17.c Did she take any training for that business?
- Yes
 - No
- 17.d If yes, from where? *This will be blank space, interviewee will write the answers*
- 18 In what areas have you received trainings in?
- Financial literacy
 - Entrepreneurship skills
 - Leadership and Life skills
 - Vocational Skills
 - ICT Skills
 - Other Specify

19 In what areas do you need training to support your skills enhancement

- Financial literacy
- Entrepreneurship skills
- Leadership and Life skills
- Vocational Skills
- ICT Skills
- Other

20 Have you or your family ever received any agricultural related training and support over the last one year?

- Yes
- No

20.a If yes, who did you receive the support from?

- NGO programmes
- Religion based institutions
- Local government structures
- Friends and family
- Other

6. Financial Inclusion

	Type	Number	ICT Availability
1	Private Bank		Yes/No
2	Grameen Bank		Yes/No
3	Post Office		Yes/No
4	ATM		Yes/No
5	POS access centre		Yes/No
6	Banking Correspondent		Yes/No
7	Banking Kiosk		Yes/No

8. Do you get financial inclusion related information?

- Yes
- NO

8.a Sources of Information related financial related schemes

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS

- Access on mobile phones
- Panchayat office or sarpanch
- Family
- Friends/ village member
- NGO/Social worker
- Bank Official
- Banking Correspondent
- Other

8.b Sources of Information related bank services

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phones
- Panchayat office or sarpanch
- Family
- Friends/ village member
- NGO/Social worker
- Bank Official
- Banking Correspondent
- Other

8.c Sources of Information related about bank schemes

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phones
- Panchayat office or sarpanch
- Family
- Friends/ village member
- NGO/Social worker
- Bank Official
- Banking Correspondent
- Other

8 Awareness about banking

8.a Are you aware of types of banking (multiple option)

- Phone banking



- Online banking
- Direct Banking

8.a.1 If yes, what do prefer most?

- Phone banking
- Online banking
- Direct Banking

8.b How many family members know about banking

Phone banking *Only put numbers*

Online banking *Only put numbers*

Direct Banking *Only put numbers*

9. Do you know how to use ATM machine

- Yes
- No

9.a If yes, for what purpose you are using it? *This will be blank space, interviewee will write the answers*

9.b How many family members know about using ATM machine *Only put numbers*

10 Have you/family activated internet banking facility

- Yes
- No

10.a If yes, for what purpose you are using it? *This will be blank space, interviewee will write the answers*

10.b If no, reason for not using it? *This will be blank space, interviewee will write the answers*

11. Do you have a credit/debit card

- Yes
- No

12. How do you transfer money to another account?

- Phone banking
- Online banking
- Direct Banking
- Cheque

13. Do you pay bills online?



- Yes
- no

13.a If yes what are those bills

- Electricity
- Water
- Phone
- LIC premium
- Other

14 Are you aware of any financial services/support structures within your village?

- Yes
- No

14.a If Yes, What kind of financial services are accessible to you?

- Mobile money support
- Micro finance
- Financial training
- Access to loans Others

15 Have you ever booked bus/flight/train ticket online?

- Yes
- No

15.a If yes, From Where?

- Home
- CSC
- Computer café

15.b The way of booking

- Self
- Assisted

16. Do you shop online?

- Yes
- No

16.a If yes, How do you pay money

- Cash on Delivery
- Debit/Credit card
- Internet banking



17 Do you like to receive training on phone banking, online banking and ATM machine

- Yes
- No

17.a If yes, where would you like to take these trainings *This will be blank space, interviewee will write the answers*

18. Do you/family have insurance?

- Yes
- No

18.a How do you pay insurance premium

- Online
- Offline

7. Health

	<u>Institutions /Offices at village level</u>		
	Type	Number	ICT Availability
1	Primary health centre		Yes/No
2	Community health centre		Yes/No
3	Anganwadi		Yes/No
4	Hospital		Yes/No
5	Diagnostic Labs		Yes/No

6. Do you get health related information?

- Yes
- NO

6.a Sources of Health related schemes

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- ANM/Health Staff member



- Others (Specify)

6.b Sources of medical Camps related information (eye camp, blood, etc)

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- ANM/Health Staff member
- Others (Specify)

6.c Sources of Immunization programs (polio, rubella, etc)

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- ANM/Health Staff member
- Others (Specify)

6.d Sources of Antinatal, pre-natal, family planning, information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family



- Friends/village member
- NGO/Social worker
- ANM/Health Staff member
- Others (Specify)

6.e Sources of Sanitation & Hygiene related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- ANM/Health Staff member
- Others (Specify)

7 How often do you required to visit hospital? (*One option Question*)

- Once a month
- Once in a quarter
- Half yearly
- Yearly
- Other (Specify)

8 What is your average cost of accessing health care facility per visit (Yearly) (Including Travel, Consultation, Diagnostic) *Amount (only numbers)*

9 Number of doctors in the hospital? *Number*

10 Are you able to access hospital on a daily basis?

- Yes
- No
- Don't Know

11 Average number of consultation hours in the hospital (Per week) *Number*

12 Are you able to book appointment over phone/online?

- Yes
- No



- Don't Know
- 13 Is there online/Card payment facility available in the hospital
- Yes
 - No
 - Don't Know
- 14 How do you pay bills in the hospital
- Cash Payment
 - Online
 - Card payment
 - Other (Specify)
- 15 Is ambulance available in the hospital?
- Yes
 - No
 - Don't Know
- 16 Is tele-medicine facility available in the hospital in your village
- Yes
 - No
 - Don't Know
- 16.a If yes, have you ever used it?
- Yes
 - No
 - Don't Know
- 17 Do you buy health related stuffs online
- Yes
 - No
 - Don't Know
- 17.a If Yes, what are they? *Specify*
- 18 Are you satisfied with the health facility available in your village?
- Good
 - Bad
 - Satisfactory

Health Insurance Information

- 19 Do you have a health insurance?



- Yes
- No
- Don't Know

19.a If yes, How do you renew your health insurance

- Online
- Offline

19.a.1 If online, How do you do it?

- Self
- With the help of others

19.a.2 If offline, How do you do it

- Self
- With the help of others

8. eGovernance

	<u>Institutions /Offices at village level</u>		
	Type	Number	ICT Availability
1	Post Office		Yes/No
2	Panchayat /Block Office		Yes/No
3	Police station		Yes/No
4	CSC/e-Kendra Centre		Yes/No

5. Do you get e governance related information?

- Yes
- NO

5.a Sources of Government public welfare scheme (pensions, PMAY, ICDS, JSY etc) related information

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker



- CSC member/VLE
- Government website
- Others (Specify)

5.b Sources of Information about panchayat mandate

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- CSC member/VLE
- Government website
- Others

5.c. Sources of Information about availing Aadhaar/UID

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone using internet (social media - Youtube, Facebook, etc)
- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- CSC member/VLE
- Government website
- Others

6 Do you have UID?

- Yes
- NO

6.a If yes, how many family members have UID No *Only in numbers*

7 Are you or any family member availing any govt schemes/entitlement?

- Yes



- No
- Don't Know

7.a If yes, what are they?

- Social security pensions
- PMAY
- NREGA
- JSY
- Other (Specify)

7.b If yes, how many of your family members are availing various govt schemes? (*only numbers*)

7.c Have your entitlement rejected due to Aadhaar (UID)

- Yes
- No

7.c.1 If yes, for what entitlement/schemes *Specify*

8 Have you or any family member report any grievances related to govt schemes?

- Yes
- No
- Don't Know
- Would prefer not to say

8.a If yes, how many times did you report? *Only Numbers*

8.b If yes, how did you do it?

- Online
- Offline

8.b.1 If online, how did you do it?

- Self
- With the help of another person

8.b.2 If offline, how did you do

- Self
- CSC
- Panchayat
- The concerned office
- Community radio station
- Other (Specify)

9 Do you know about RTI?

- Yes
- NO

9.a If yes, have you ever filed RTI?

- Yes
- No

9.a.1 If yes, for what purpose *Specify*

9.b If yes, how did you do it?

- Online
- Offline

9.b.1 If online, how did you do it?

- Self
- With the help of another person

9.b.2 If offline, how did you do

- Self
- CSC
- Panchayat
- The concerned office
- Community radio station
- Other (Specify)

10 Did you face any difficulty to avail citizen benefits once you have the scheme information?

- Yes
- No
- Don't Know

10.a If yes

- In getting form
- Filling up Form
- Process of Submission
- Final Submission of form
- Follow up with concerned department

11 Are you able to apply for certificates online

- Yes



- No

11.a If yes what are they

- Birth/Death certificates
- Aadhaar
- Voter ID
- Income Caste

9. Entertainment

1 How often do you go out for entertainment in month? *Number*

2 How far will you travel for your favorite entertainment? *KM(In Number)*

3 Number of play grounds in the Village

- Total (*Only Number*)
- Public (*Only Number*)
- Private (*Only Number*)

4. Where do you go entertainment?

- Cinema Hall
- Community Hall
- Other Specify

5 Is there a Playground with equipment and sitting arrangement

- Yes
- No
- Don't Know

6. What games do you/children play

- Cricket
- Football
- Badminton
- Wrestling
- Kabadi
- Other (Specify)

7. Do you/children play game on mobiles

- Yes
- No
- Don't Know



7.a If yes, What are they? *Specify*

8. Do children play any musical instrument?

- Yes
- No
- Don't Know

8.a If yes, what are they? *Specify*

9. Is there open gym available in your village?

- Yes
- No
- Don't Know

10. Do you purchase any entertainment item online

- Yes
- No
- Don't Know

10.a If yes, what are they? (music CD, instrument, bat, ball) *Specify*