

Preliminary draft report: A Community feedback pilot study of three slums in New Delhi



unicef



Data collection by Doctors For You
Survey infrastructure provided by CDSA, Pune

I. Contents

I. Contents	2
II. Table of Figures	4
III. Executive Summary	6
IV. Sample Size and Description	9
V. Section 1: About Yourself (Onetime feed by self/ volunteer):	10
Question: Selection Language for feedback	10
Question: Age of Respondent	11
Question: Gender Distribution.....	11
Question: Vulnerability Distribution	12
Question: Education Distribution	12
Question: Do you have an Aadhar card?	13
Question: Consent for sharing personal details?.....	13
VI. Section 2: Community feedback on their needs	14
VII. Section 3: Quality of program interventions in the slums	14
Question: Please list the services which you are receiving in the slums.	14
Question: Are you satisfied with Health Services (Private)?	15
Question: Are you satisfied with the Health Services (Government)?	15
Question: Are you satisfied with the PDS?	16
Question: Are you satisfied with e-schooling/e-pathshala (Private)?	16
Question: Are you satisfied with e-schooling/e-pathshala (Government)?	17
Question: Are you satisfied with drinking water?	17
Question: Are you satisfied with the sanitation (cleaning of Public Toilets)?	18
Question: Are you satisfied with the Garbage Collection?.....	18
Question: Are you satisfied with the counselling services?.....	19
VIII. Section 4: Safety nets and social protection.	19
Question: Have you received any support in the last 90 days/ 3 months in your community?	19
Question: If yes, then please select the support/aid you have received?.....	20
Question: Who provided you the support for day ration?	20
Question: Who provided you the support for Medicines?.....	21
Question: Who provided you the support for Masks?	21
Question: Who provided you the support for Bedding?	22
Question: Who provided you the support for free access to the internet for E-pathshala?	22

Question: Who provided you the support for Soaps & Sanitizers?.....	23
Question: Who provided you with the support for counselling?	23
Question: Who provided you the support for cash?	24
Question: Are you satisfied with the support/aid received?	24
Question: If you are not satisfied, did you share your views on the support received with the concerned authority?.....	25
Question: If yes, was your concern resolved?	25
Question: Is support service reaching the most-needy in your community?.....	25
Question: How would you prefer to receive support in the coming months?.....	26
IX. Section 5: Information about services, safety, safety nets and social protection and COVID preventive measures. (Practices).....	27
Question: Do you feel informed about the Government Support/Services available to you?	27
Question: Do you feel you have the information to meet your own and your family’s needs?.....	27
Question: Do you know how to make suggestions or feedback about the Government/NGO support you receive?	28
Question: If yes, have you Provided feedback in the past?.....	28
Question: Which information sources do you use to access information on services in your community?	29
Question: Which information sources do you use to access information on rights and entitlements in your community?.....	30
Question: Which information sources do you use to access information on aid in your community? .	31
Question: According to you, in your neighborhood, how many people wash hands with soaps?	32
Question: According to you, in your neighborhood, how many people wear masks every time they step out of home?.....	32
Question: According to you, in your neighborhood, how many people spit in public?	33
Question: According to you, in your neighborhood, how many people maintain a distance of at least 1m in public spaces?	33
X. Observations and Suggestions:.....	34
XI. Annexure:	35

II. Table of Figures

Figure 1 : Number of Responses per day.	9
Figure 2: Distribution of type of respondents	10
Figure 3: Preferred language for feedback.....	10
Figure 4 : Age group of respondents.....	11
Figure 5 : Gender Wise distribution of the respondents.....	11
Figure 6 : Vulnerability distribution of the respondents.....	12
Figure 7 : Education Wise distribution of the respondents.....	12
Figure 8: Number of Respondents having Aadhar Card.....	13
Figure 9 : Consent for sharing personal details by respondent	13
Figure 10: Services received by the respondents.....	14
Figure 11: Private health services received by the respondents.....	15
Figure 12: Government health services received by the respondents.....	15
Figure 13 : Number of respondents satisfied with the PDS.....	16
Figure 14: Number of respondents satisfied with Private e-schooling/e-pathshala (Private). 16	
Figure 15: Number of respondents satisfied with Government e-schooling/e-Pathshala.....	17
Figure 16 : Number of Respondents satisfied with drinking water.	17
Figure 17: Number of Respondents satisfied with Sanitation.	18
Figure 18: Number of Respondents satisfied with Garbage Collection.....	18
Figure 19: Number of Respondents satisfied with Counselling services.....	19
Figure 20: Support Received by respondents in the last 3 months/90days.....	19
Figure 21: Support/aid received by the respondents.....	20
Figure 22 : Day Ration support received by the respondents.	20
Figure 23: Medicine support provided to the respondents.....	21
Figure 24 : Masks support provided to the respondents.....	21
Figure 25: Bedding support provided to the respondents.....	22
Figure 26: Free access to the internet for e-pathshala.....	22
Figure 27 : Support of Soaps & Sanitizers to the respondents.....	23
Figure 28: Counselling services given to the respondents.	23
Figure 29: Cash support given to the respondents.....	24
Figure 30: Were the respondents satisfied with Support/aid received.	24
Figure 31: Views shared with the authority by the respondents regarding the support received.	25
Figure 32: Concern resolved of the respondents.	25
Figure 33: Support reaching the most needy in the community.	25
Figure 34: Support preference of the respondents.	26
Figure 35: Do the respondents feel informed about the government services/support.....	27
Figure 36: Availability of enough information to meet their and their family needs.	27
Figure 37: Do the respondents know how to give feedback.	28
Figure 38: Have the respondents provided feedback if they knew about it.....	28
Figure 39: Information sources used by the respondents to access the services in their community.....	29
Figure 40: Information sources used by the respondents to access the rights and entitlements in their community.....	30
Figure 41: Information sources used by the respondents to access the available aid in their	

community.....	31
Figure 42: Number of respondents washing their hands with hands.....	32
Figure 43: Number of people wearing masks in their neighborhood according to the respondents.....	32
Figure 44: Number of people spitting in their neighborhood according to the respondents.....	33
Figure 45: Number of people maintaining a distance of 1m in their neighborhood according to the respondents.	33

III. Executive Summary

There is a need to listen to the needs of the most vulnerable sections of the population. New Delhi, the capital of India has 49% of its population living in slums.¹ Vulnerable populations are in dire need of support from the Government and other entities. This support can be in the form of medical aid, food provision, livelihood security, financial aid and access to education. Slum dwellers are the most vulnerable in the time of disasters depending on the hazards they are exposed to and their capacity to cope with the same. Over the past eight months India and the whole world has been affected by the COVID-19 pandemic, presenting a particularly dangerous situation for slum dwellers in general but more acutely for vulnerable populations living in slums. In these conditions, there is a decisive need to identify this vulnerable population from the slums and to understand their needs and requirements for proper disbursement of the goods, services and cash.

This survey so far, has provided some remarkable insights about the current situation of the slums and was able to identify the most vulnerable populations and their needs. The report also elaborates whether the respondents were satisfied with the services provided to them, the problems they faced while receiving any type of service or aid, whether they were well informed about the services, aid and rights and entitlements, sources of information about services, aid and rights and entitlements and the practice of COVID 19 preventive measures carried out by the people living in the slums.

It can be observed from the survey that the slum dwellers are being provided with various types of services such as Health, Sanitation, Counselling, Drinking Water Education and Garbage Collection. According to the respondents, the provision of these services has been satisfactory and the services are being equally delivered to them as required. The respondents also need support/ aid in terms of Day Ration, Soaps and Sanitisers, Medicines, Masks etc. The data collected suggests that the respondents are getting support/ aid but at irregular intervals. Government, NGOs and Individual donations are playing a major role in the provision of this support. Though at irregular intervals, respondents are quite satisfied with the support/ aid being provided to them. If not, the respondents are aware of how to convey their concerns to the authorities and have been reporting them. But it can be observed that most of their concerns are not being resolved.

The collected data also suggests that the communities are well informed about their needs and the services and support available to them to fulfil those needs. As per the survey, Media platforms like Television, Radio, Newspapers etc. and social media platforms like WhatsApp play a vital role in spreading information about the services, aid and rights and entitlements amongst the slum dwellers.





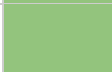







1. State of Slums in India: A Statical Compendium (2013) G.o.I Ministry of Housing and Urban Poverty Alleviation. National Building Organization.

It can also be observed that the Elected representatives and Government workers need to drastically improve gathering and providing information about the safety and social protection of the slum dwellers (less than 17% of the respondents reported that they received information from elected representatives and government functionaries combined).

Under the current COVID-19 pandemic, it can be observed from the survey that the use of masks has increased in the community and people have been following the social distancing norms. But there still is a need to work on the hygiene habits of the people living in the community like spitting and washing hands with soap from time to time. A few suggestions and observations have been made as an outcome of this pilot study towards the end of this report.

Summary of the Outcomes for the Responses received.

Questions	Yes/No Percentage	Status	Majority Outcomes
Are you satisfied with Health Services (Private)?	92.38		Satisfied (69.07) + Somewhat Satisfied (23.31)
Are you satisfied with the Health Services (Government)?	91.78		Satisfied (59.31) + Somewhat Satisfied (32.47)
Are you satisfied with the PDS?	80.87		Satisfied (26.09) + Somewhat Satisfied (54.78)
Are you satisfied with e-schooling/e-pathshala (Private)?	89.04		Satisfied (63.60) + Somewhat Satisfied (25.44)
Are you satisfied with e-schooling/e-pathshala (Government)?	87.67		Satisfied (66.08) + Somewhat Satisfied (21.59)
Are you satisfied with drinking water?	89.91		Satisfied (42.98) + Somewhat Satisfied (46.93)
Are you satisfied with the sanitation (cleaning of Public Toilets)?	74.78		Satisfied (45.13) + Somewhat Satisfied (29.65)
Are you satisfied with the Garbage Collection?	82.75		Satisfied (49.56) + Somewhat Satisfied (33.19)
Are you satisfied with the counselling services?	59.29		Satisfied (26.55) + Somewhat Satisfied (32.74)
Have you received any support in the last 90 days/ 3 months in your community?	58.03		No (58.03)

Are you satisfied with the support/aid received?	54.55		Yes (54.55)
If you are not satisfied, did you share your views on the support received with the concerned authority?	56.73		No (56.73)
If yes, was your concern resolved?	74.52		No (74.52)
Is support service reaching the most-needy in your community?	83.4		Yes (83.40)
Do you feel informed about the Government Support/Services available to you?	58.12		Yes (58.12)
Do you feel you have the information to meet your own and your family's needs?	78.81		Yes (78.81)
Do you know how to make suggestions or feedback about the Government/NGO support you receive?	70.64		Yes (70.64)
If yes, have you Provided feedback in the past?	60		Yes (60.00)
According to you, in your neighbourhood, how many people wash hands with soaps?	56.47		Only Few (44.12) + Nobody (12.35)
According to you, in your neighbourhood, how many people wear masks every time they step out of home?	60.61		Many Do (52.38) + Mostly Do (8.23)
According to you, in your neighbourhood, how many people spit in public?	58.28		Many Do (32.75) + Mostly Do (25.53)
According to you, in your neighbourhood, how many people maintain a distance of at least 1m in public spaces?	64.5		Many Do (41.99) + Mostly Do (22.51)

From the above table we come to know that, a majority of the people are satisfied and somewhat satisfied with the Health services and e-schooling/e-pathshala services provided by the private and government establishments, showing a percentage above 87 in all four aspects. Similarly, the numbers for sanitation, garbage collection, counselling services, drinking water and PDS are also positive. Most of the respondents are not satisfied with the support/aid provided to them in the last 90 days.

Another, area were people are not satisfied is with the issues/ problems with services. Most of the respondents do not know whom to report to regarding the issues, and even when they report their issues are not resolved, thus highlighting the communication gap between the authorities and the people. People do feel informed regarding the support which they are going to get, mostly via the news media and somewhat via social media platforms. Another cause for concern is habits regarding hygiene, i.e. spitting in public and not washing hands with soap, with majority replying in negative. Most people do wear masks and maintain mandatory distance of 1m with each other.

IV. Sample Size and Description

The survey was carried out from 10th October to 20th October in the settlements of Budhnagar, Ambedkar Vasti and Pilanji Village (As of 29.10.2020, 623 surveys have been conducted by 11 volunteers and respondents trained by DFY). A total of 276 respondents were surveyed. The following graph shows the distribution of responses collected via iNagrik application by individual residents and DFY (Doctors For You) Volunteers.

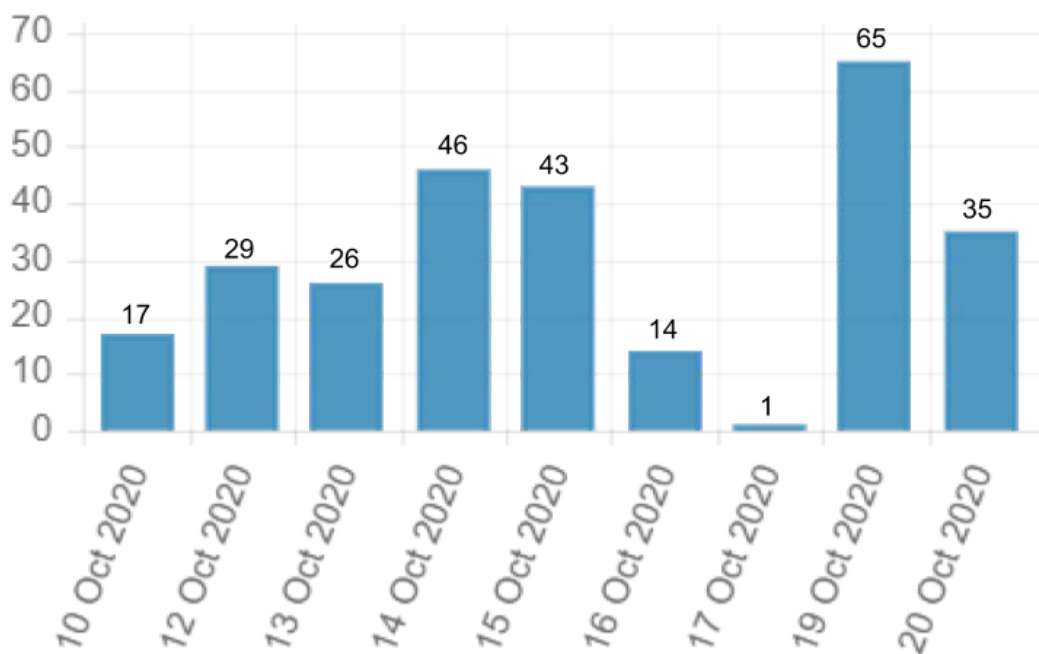
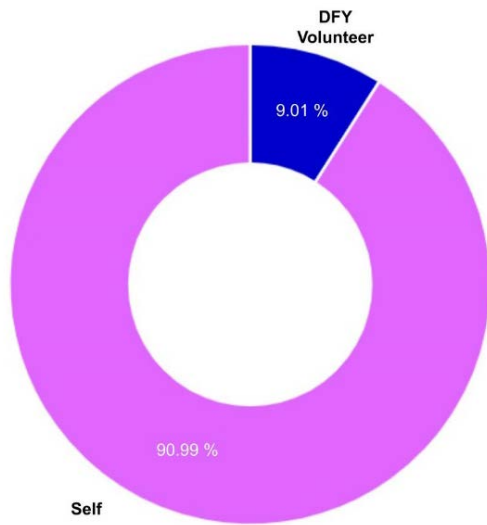


Figure 1 : Number of Responses per day.

Nearly 91% of the responses were reported by individuals, who were trained by the DYF volunteers while 9% responses were collected by DFY volunteers themselves for people who could not record the responses.

V. Section 1: About Yourself (Onetime feed by self/ volunteer):



Section one comprises personal information of respondents such as name, location and mobile number of the respondents. This section also informs about the age, gender, education, possession of Aadhar Card and vulnerability of the slum dwellers.

Figure 2: Distribution of type of respondents

Question: Selection Language for feedback

The feedback responses were predominantly in Hindi which constituted nearly about 99%. Whereas a small percentage of responses in Punjabi and Marathi (Marathi responses were tests and not counted in this analysis) were also enumerated.

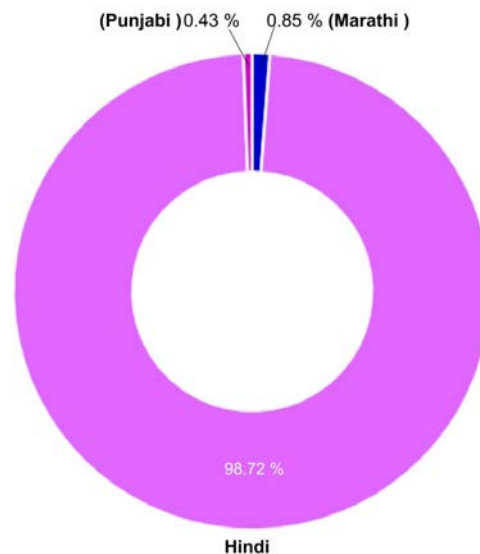


Figure 3: Preferred language for feedback.

Question: Age of Respondent

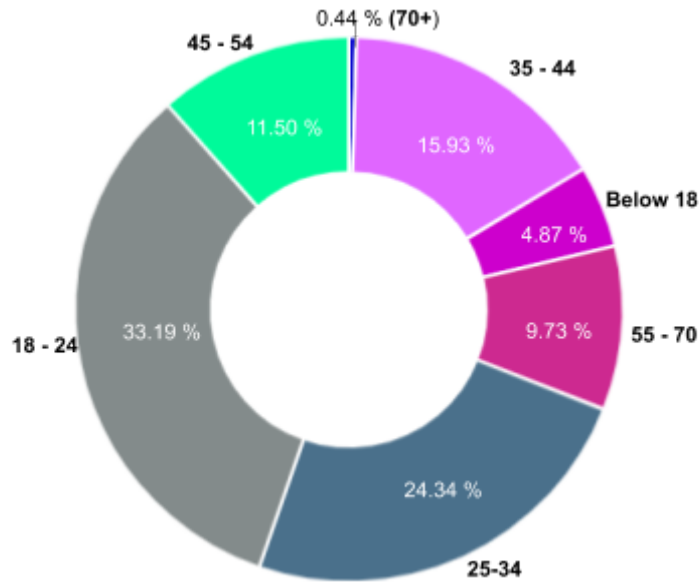
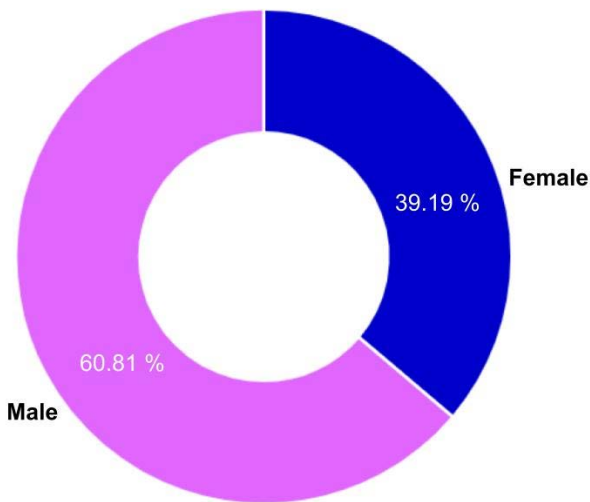


Figure 4 : Age group of respondents.

Nearly 60% of the respondents were the age group of 18-34, while 4.87 % were below the age of 18 and 10.16% of the respondents were above 55 years of age.

Question: Gender Distribution.



More number of male respondents were surveyed than female respondents. For a better understanding of the situation, equal numbers of females need to be surveyed.

Figure 5 : Gender Wise distribution of the respondents.

Question: Vulnerability Distribution

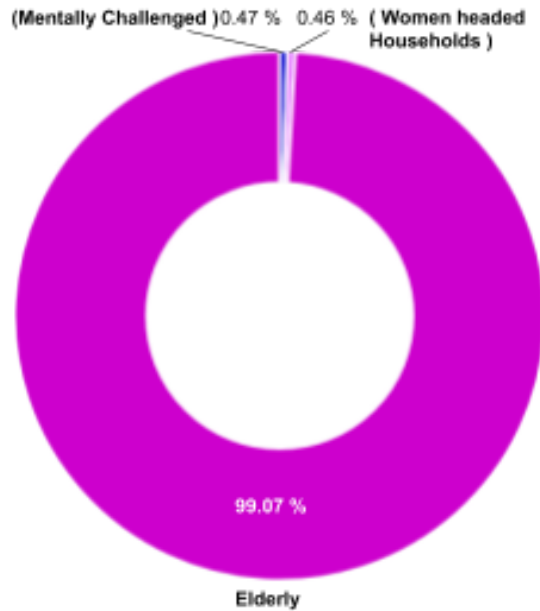


Figure 6 : Vulnerability distribution of the respondents.

The people in vulnerability criteria include the elderly, women headed households and mentally challenged, pregnant women and people with disabilities. Nearly all the respondents are living with elderly people.

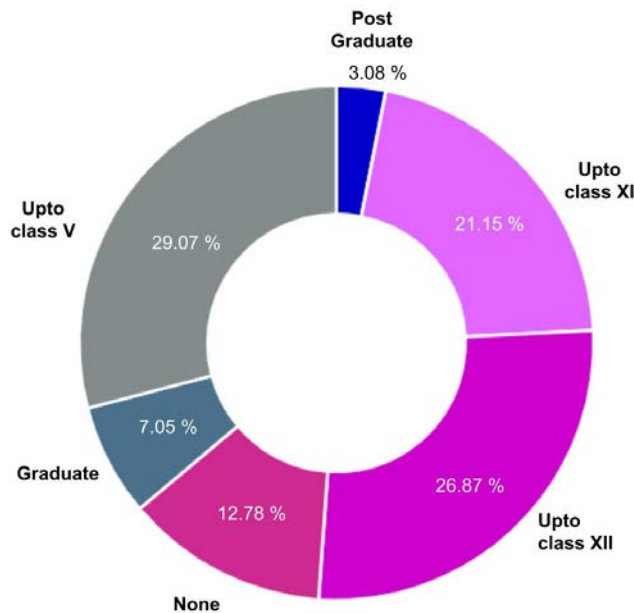


Figure 7 : Education Wise distribution of the respondents.

Question: Education Distribution

89.87 % respondents have been educated till or below class XII, with 12.78 % respondents having no education at all, while 29.07 % respondents have studied till class V. The respondents who have done Graduation or Post Graduation constituted nearly 10 % of the total sample size.

Question: Do you have an Aadhar card?

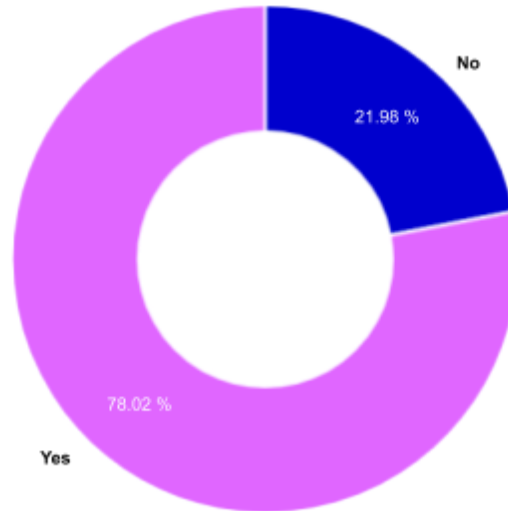


Figure 8: Number of Respondents having Aadhar Card.

78.02 % of the respondents have Aadhar card, while 21.98 % have not applied for it. By spatial analysis locations can be identified to setup boots for Aadhar card registry.

Question: Consent for sharing personal details?

More than half of the respondents i.e. 65.25% were not comfortable sharing their personal details, while 34.76 % agreed to share it. This indicates that there is a need to convey information regarding the collection drive more transparently with the respondents.

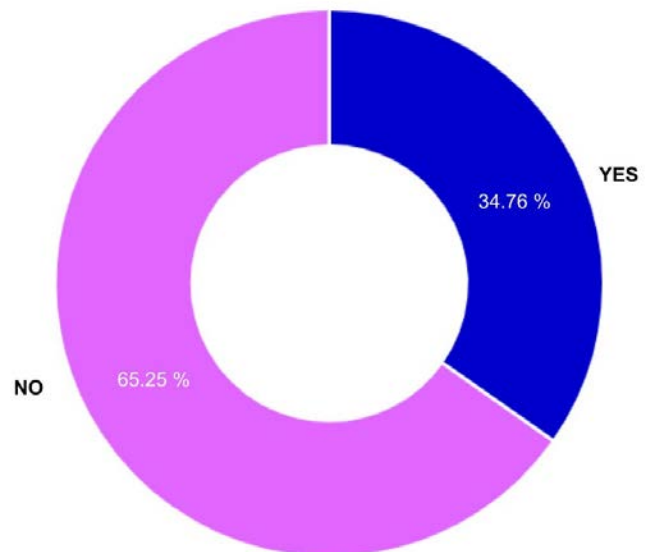


Figure 9 : Consent for sharing personal details by respondent

VI. Section 2: Community feedback on their needs

Section 2 was an open-ended question asking what their most important concern/ need at the moment where people could describe their problems in writing. Overall, people were satisfied with the services being provided to the surveyed community. The community is well informed about the aid and their rights and entitlements and are in coordination with the Government and NGOs.

VII. Section 3: Quality of program interventions in the slums.

Question: Please list the services which you are receiving in the slums.

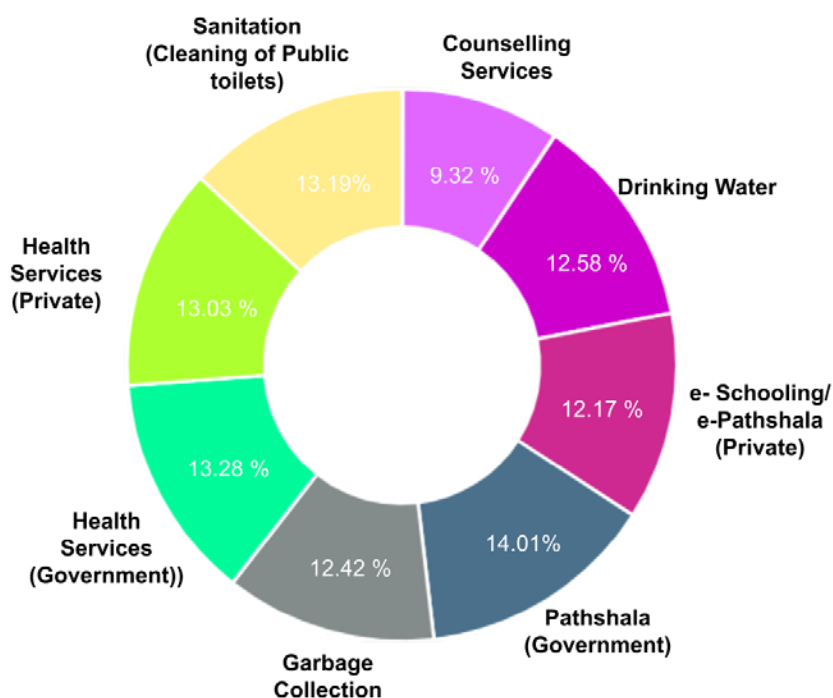
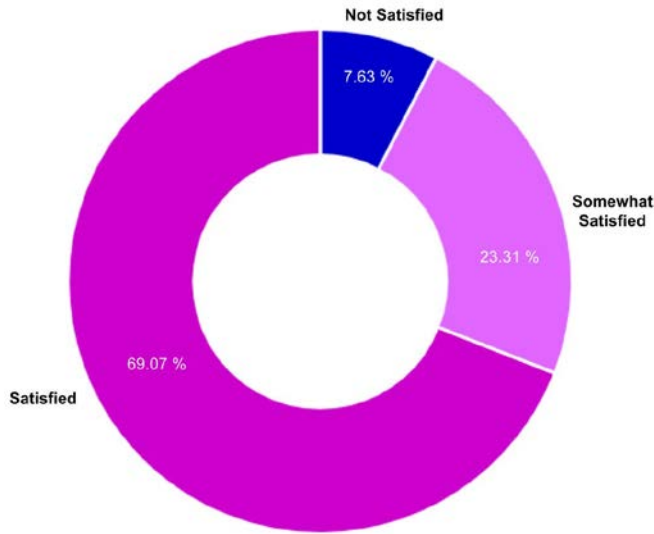


Figure 10: Services received by the respondents.

Almost all the services in the slums were provided equally. The health services sector at 26.31% occupied the major chunk, followed by the e-schooling/e-pathshala, both were operated by government and private organizations. The services such as Drinking water, Sanitation (Cleaning of Public water) and Garbage Collection also need to be taken care of as these are basic needs for a sustainable life. The counselling services is another field which needs improvement.



Question: Are you satisfied with Health Services (Private)?

Majority of the respondents were happy with the health services provided by the private sector. There is still scope for improvement in the private health sector.

Figure 11: Private health services received by the respondents.

Question: Are you satisfied with the Health Services (Government)?

The Government has done a decent job, as the majority of the respondents were satisfied/somewhat satisfied with their work, achieving a combined 91.78 %. This shows that health services provided by the government are reaching the people residing in the slums.

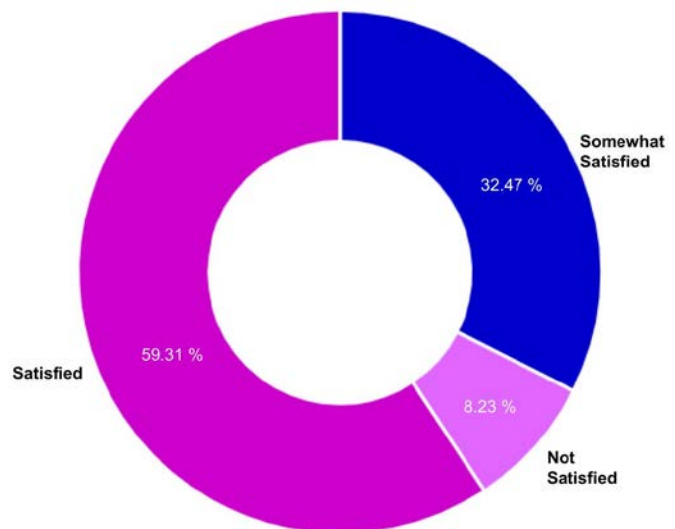


Figure 12: Government health services received by the respondents.

Question: Are you satisfied with the PDS?

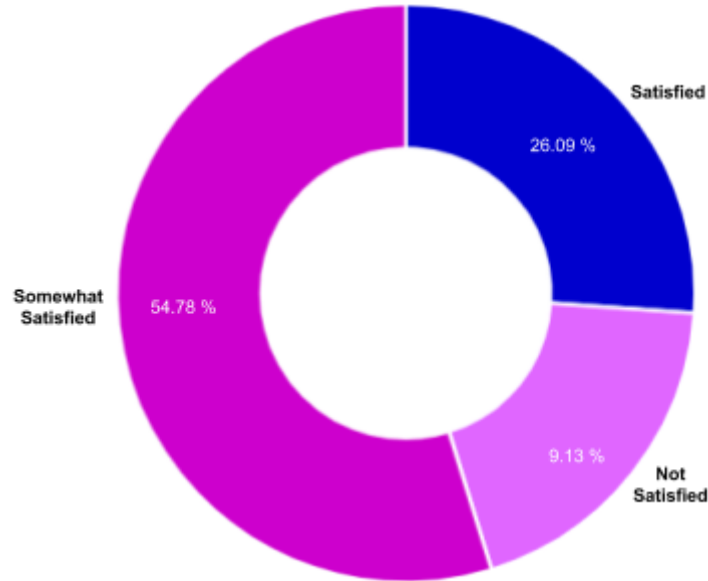
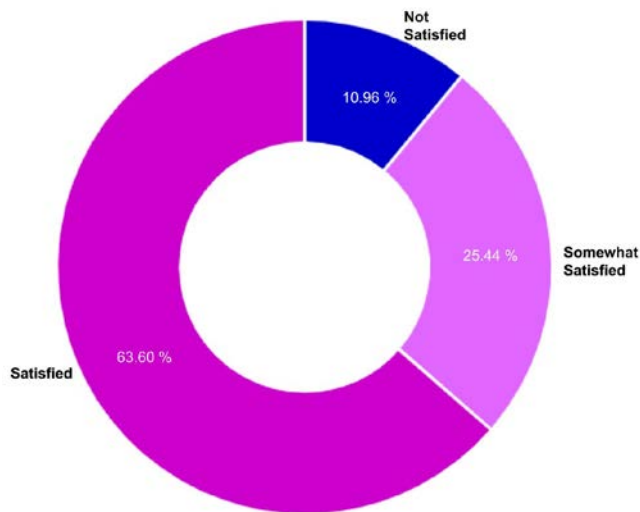


Figure 13 : Number of respondents satisfied with the PDS.

Most of the respondents have reported that the public distribution system (PDS) is working efficiently, but half were somewhat satisfied with the services provided. While 9.13 % of the respondents were not satisfied with PDS at all. Steps must be taken to provide PDS equally to all the people in the slums.

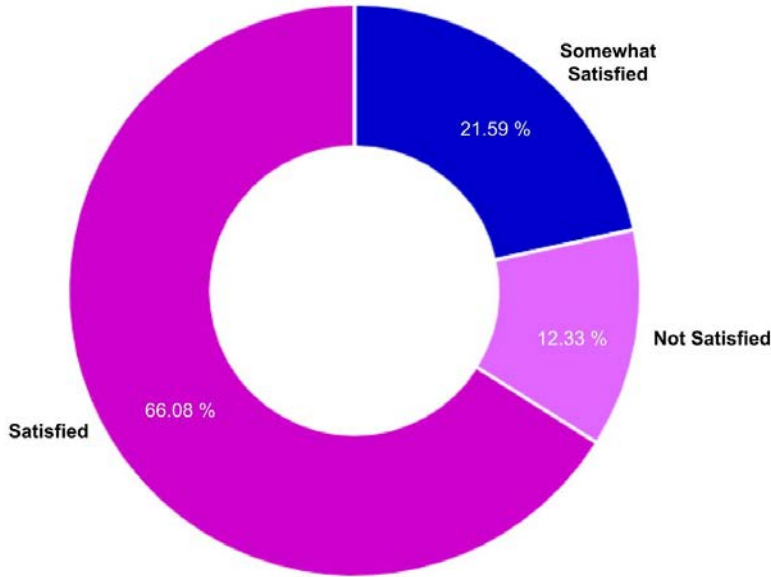


Question: Are you satisfied with e-schooling/e-pathshala (Private)?

More than half of the respondents were completely satisfied as 63.60 % responded positively, while somewhat felt that they were satisfied at 25.44 %. But there are some who are still not satisfied at 10.96 %. This shows that the private service of e-pathshala is still not completely available to the people in slums.

Figure 14: Number of respondents satisfied with Private e-schooling/e-pathshala (Private).

Question: Are you satisfied with e-schooling/e-pathshala (Government)?



The Government has done a decent job to ensure that e-learning reaches every household in the slums. There are a few who are still not completely satisfied at 12.33 %. Efforts should be made to reach a complete 100 % satisfactory goal as e- schooling is one of the main necessities in COVID-19 times.

Figure 15: Number of respondents satisfied with Government e-schooling/e-Pathshala.

Question: Are you satisfied with drinking water?

Less than half of the respondents are satisfied with the quality of drinking water at 42.98 %, while few are somewhat satisfied at 46.93 %. Almost 10.09 % are not at all satisfied with the drinking water provided by the government. This goes to show that not everyone gets access to clean drinking water which is one of the basic human needs. The government needs to provide facilities which provide drinking water on a daily basis.

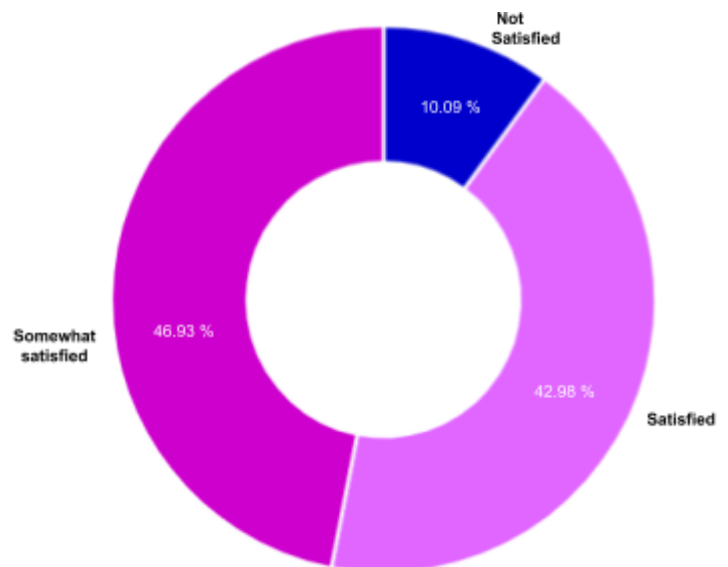


Figure 16 : Number of Respondents satisfied with drinking water.

Question: Are you satisfied with the sanitation (cleaning of Public Toilets)?

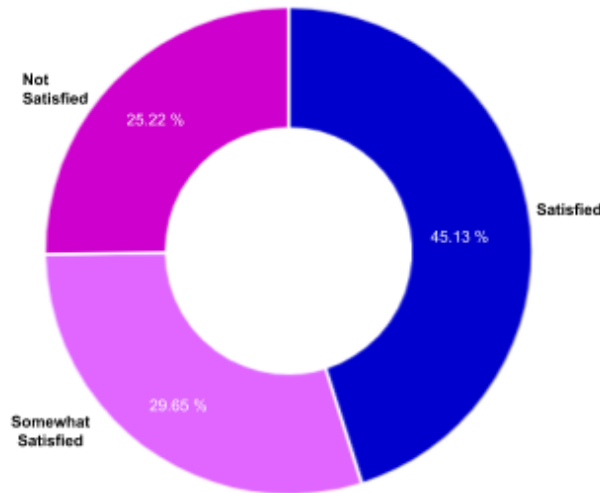
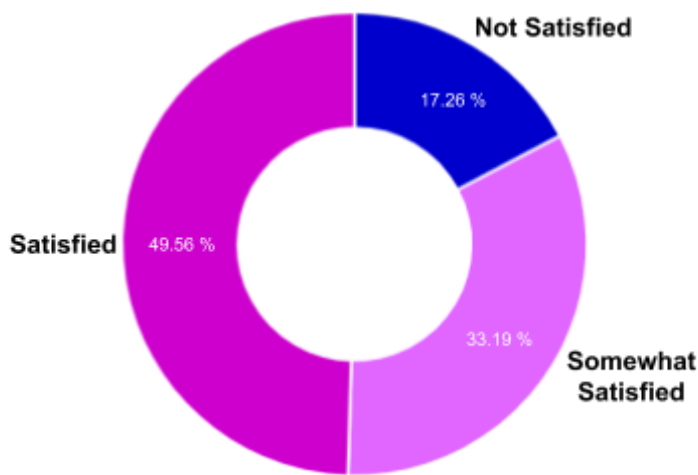


Figure 17: Number of Respondents satisfied with Sanitation.

Not all the respondents are completely satisfied with the amount of cleanliness maintained in the Public Toilets with 29.65 % people somewhat satisfied, while 25.22 % are not at all satisfied. The provision of good sanitation is one of another basic needs, unclean toilets leads to many diseases and also leads to open littering in public. The Government authorities should appoint officials that look after the maintenance of public toilets.

Question: Are you satisfied with the Garbage Collection?



Although most of the respondents are satisfied with the Garbage Collection, efforts should be taken to make it completely satisfactory. People should be notified of proper segregation of waste in form of dry and wet waste at household level and authorities should ensure proper collection and disposal of garbage.

Figure 18: Number of Respondents satisfied with Garbage

Question: Are you satisfied with the counselling services?

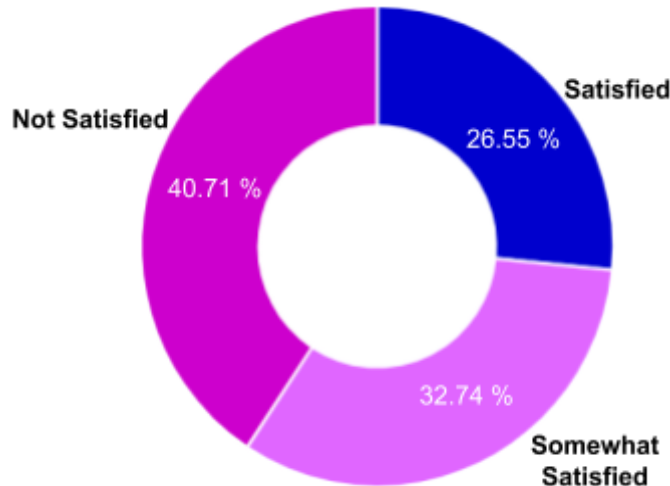
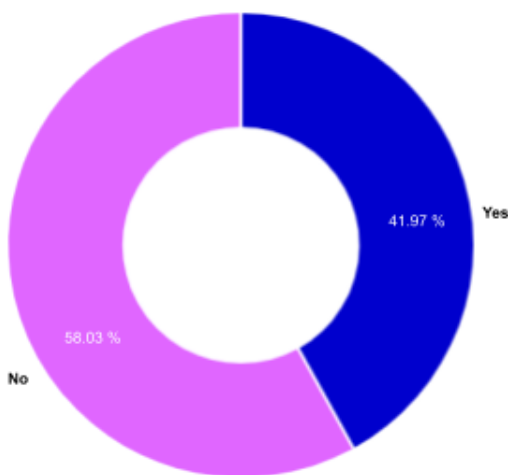


Figure 19: Number of Respondents satisfied with Counselling services.

Most of the respondents are not at all satisfied with the counselling services provided standing at 40.71 %. Only 26.55 % people are completely satisfied with it. A system should be created which ensures that counselling services are provided to every citizen in the slums. The Government/NGOs should promote and advertise more organizations to provide counselling services.

VIII. Section 4: Safety nets and social protection.

Question: Have you received any support in the last 90 days/ 3 months in your community?



More than half of the respondents did not receive any support in the last 3 months. There should be an awareness program conducted with the help of government organizations/ Private NGOs. Citizens need to be made aware of the various facilities available where they can donate daily essentials such as clothes, food etc.

Figure 20: Support Received by respondents in the last 3 months/90days.

Question: If yes, then please select the support/aid you have received?

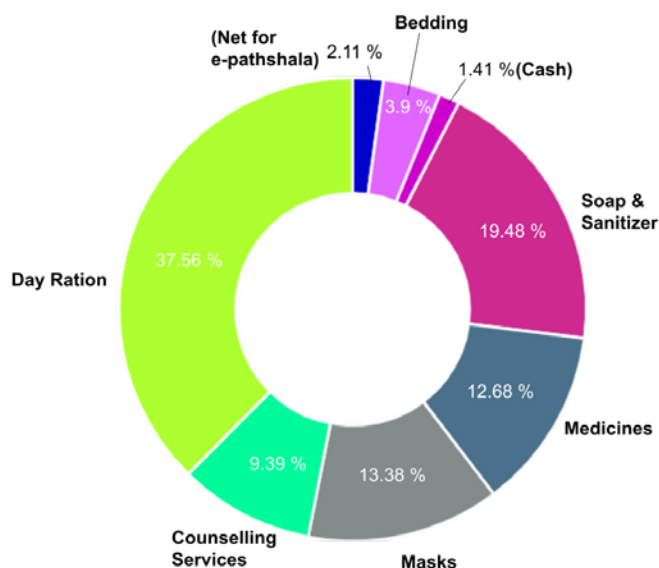


Figure 21: Support/aid received by the respondents.

The Day Ration occupied the major share at 37.56 %, followed by the medical essentials such as masks, Medicines, soaps and sanitizers combined at 45.54 %. Net for e-Pathshala, Bedding and cash, combined formed 7.42 %, which has the least share. Due to lack of network facilities available, the online education, which has become important due to the closure of schools because of COVID-19. The lack of bedding facilities, in turn, leads to crises such as the migration. The lower percentage of cash available also goes to show the lack of banking facilities available in slum areas from the pilot study.

Question: Who provided you the support for day ration?

The Government/NGOs did a commendable job by providing the majority of respondents with the day ration, while the UN agencies, Individuals and Private Sector combined occupied just 17.05 % of the total day ration provided.

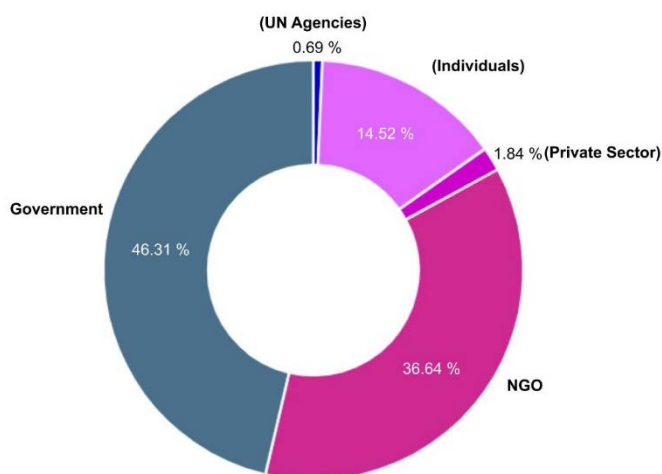


Figure 22 : Day Ration support received by the respondents.

Question: Who provided you the support for Medicines?

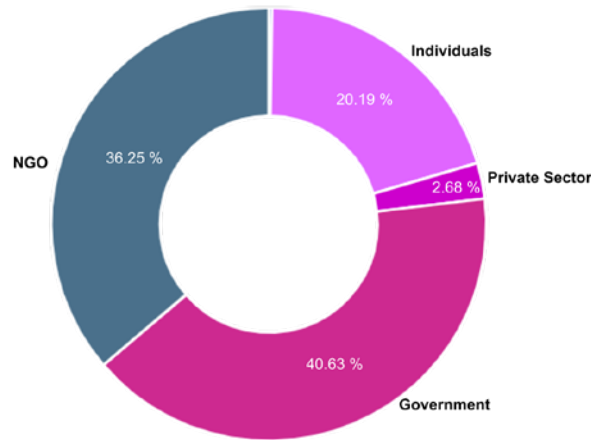


Figure 23: Medicine support provided to the respondents.

Support for medicines was dominantly provided by the government and NGOs. Individuals are playing an important role in supporting the distribution of medicines to the slum dwellers. Private sector has provided the least contribution towards medicines which can be increased by diverting CSR funds towards the cause.

Question: Who provided you the support for Masks?

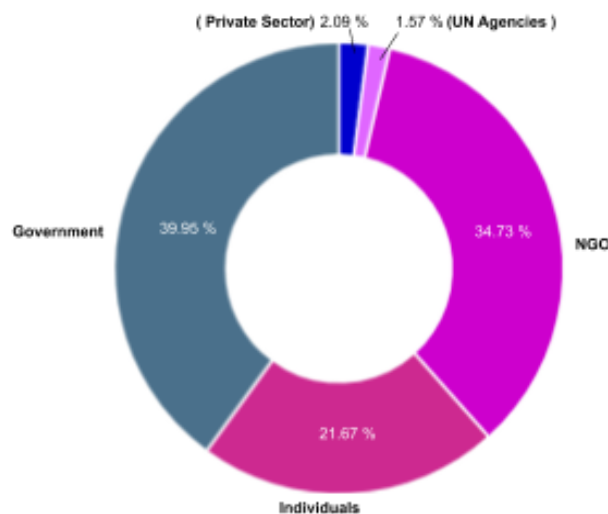


Figure 24 : Masks support provided to the respondents.

Government and NGOs are providing maximum support for provision of masks which stands at 74.70%. Individuals are playing an important role in distribution of masks at 21.67 %. Private sector and UN agencies gave the least contribution in provision of support for masks to the respondents.

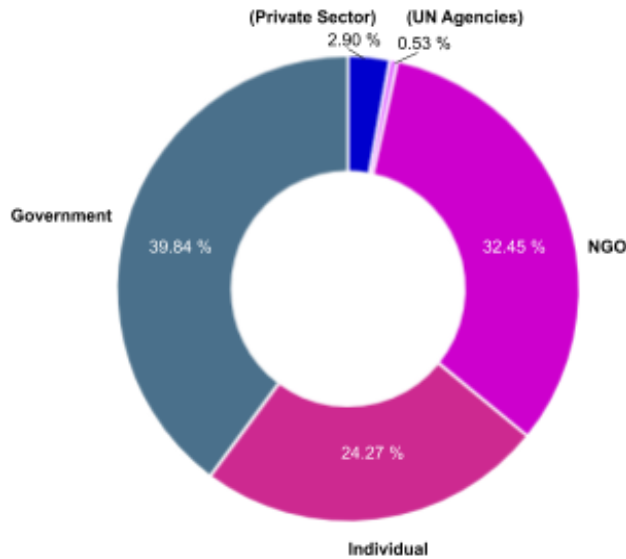


Figure 25: Bedding support provided to the respondents

Question: Who provided you the support for Bedding?

According to the pilot study, Individuals have done a major job of providing bedding, standing at 24.27 %. The Government and NGOs combined have done a decent job in providing bedding at 72.29 %, while the Private Sector and UN agencies have the least contribution combined at 3.43

Question: Who provided you the support for free access to the internet for E-pathshala?

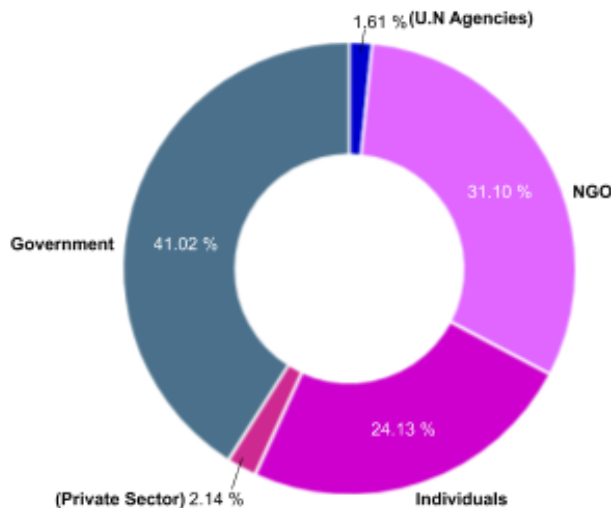
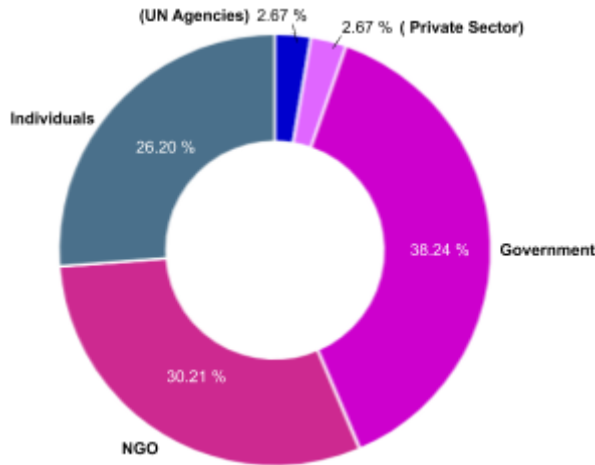


Figure 26: Free access to the internet for e-pathshala.

The Government did a decent job in providing free internet for e-Pathshala at 41.02 %, but their contribution could have been even better. NGOs and Individuals both have given good contribution to the cause at 55.23 %. UN agencies and Private sector here again have the least contribution. Easy access to the Internet is one of the agenda out of the four major ones prescribed by the Government, but have lacked to do so.

Question: Who provided you the support for Soaps & Sanitizers?



Provision of soaps and sanitizers support is very important for hygiene purposes during COVID-19 times. Individuals have done a commendable job at 26.20%, NGOs have done a decent work at 30.21 % and Government can improve their contribution standing at 38.24 %. Sanitizer paddle dispenser machines can be installed in places which have greater risk points such as the commercial spaces, food markets etc. and must be provided at regular distance.

Figure 27 : Support of Soaps & Sanitizers to the respondents.

Question: Who provided you with the support for counselling?

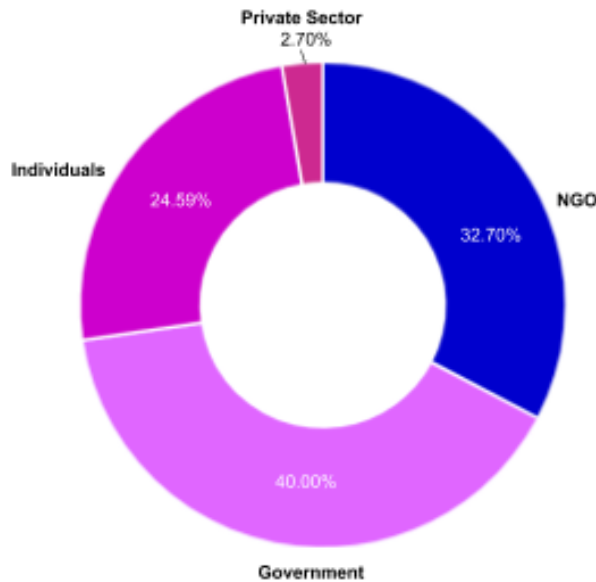
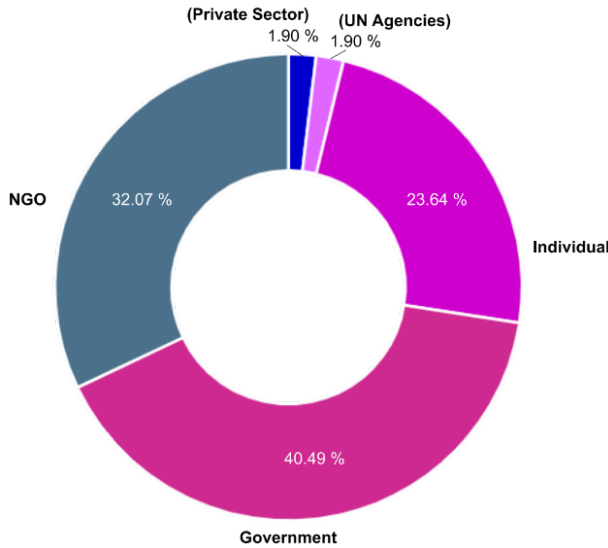


Figure 28: Counselling services given to the respondents.

Private sector was the least contributor at 2.70% in terms of support provided for counselling to the respondents. The NGOs and Government could have done a better job in providing counselling services standing at 32.70 % and 40.00 % respectively. Individuals here have provided a good contribution at 24.59 %. Periodic sessions should be conducted at regular intervals for counselling services to the people living in the slum.

Question: Who provided you the support for cash?

Private sector and UN agencies have the least contribution in cash combined at 3.80



% Individuals have done a good job at 23.64 %, while Government and NGOs combined have provided 72.56 % support for cash assistance. This goes to show that there are many who are still dependent on cash assistance for their survival, and have a lack of banking facilities available near them. ATM machines can be installed by identifying the spaces near commercial areas and public gathering spots.

Figure 29: Cash support given to the respondents.

Question: Are you satisfied with the support/aid received?

More than half of the respondents were satisfied with the support provided by the various organizations, but 45.45% were not satisfied with the support. This shows that most of the necessary aid is not reaching people of the slums.

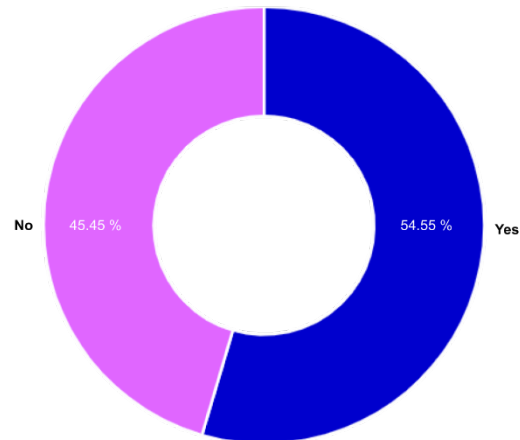
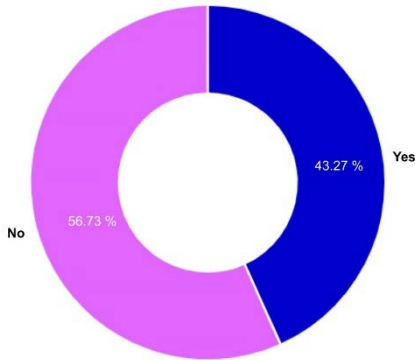


Figure 30: Were the respondents satisfied with Support/aid received.

Question: If you are not satisfied, did you share your views on the support received with the concerned authority?



Most of the respondents were not able to share their views with the concerned authority, while 43.27 % people were satisfied. This showcases that there is a gap in communication between the people and authority, and absence of a platform where they can share their daily problems they face while getting the necessary aid/support.

Figure 31: Views shared with the authority by the respondents regarding the support received.

Question: If yes, was your concern resolved?

Even after communicating with the concerned authorities, almost 3/4th i.e. 74.52 % of the respondent's problems were not resolved. The authorities should make sure that they resolve the issue within the given time frame effectively. There should be a system in place which makes sure that the concerned authority/department does their work in a specified time frame.

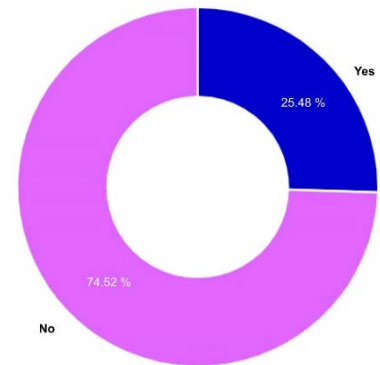


Figure 32: Concern resolved of the respondents.

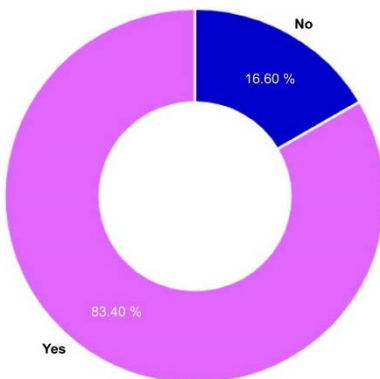


Figure 33: Support reaching the most-needly in the community.

Question: Is support service reaching the most-needly in your community?

Most of the responses were positive in terms of support reaching the most-needly in their community. This indicates that the most vulnerable section of the community has been identified and proper measures are being taken to attend to the most-needly.

Question: How would you prefer to receive support in the coming months?

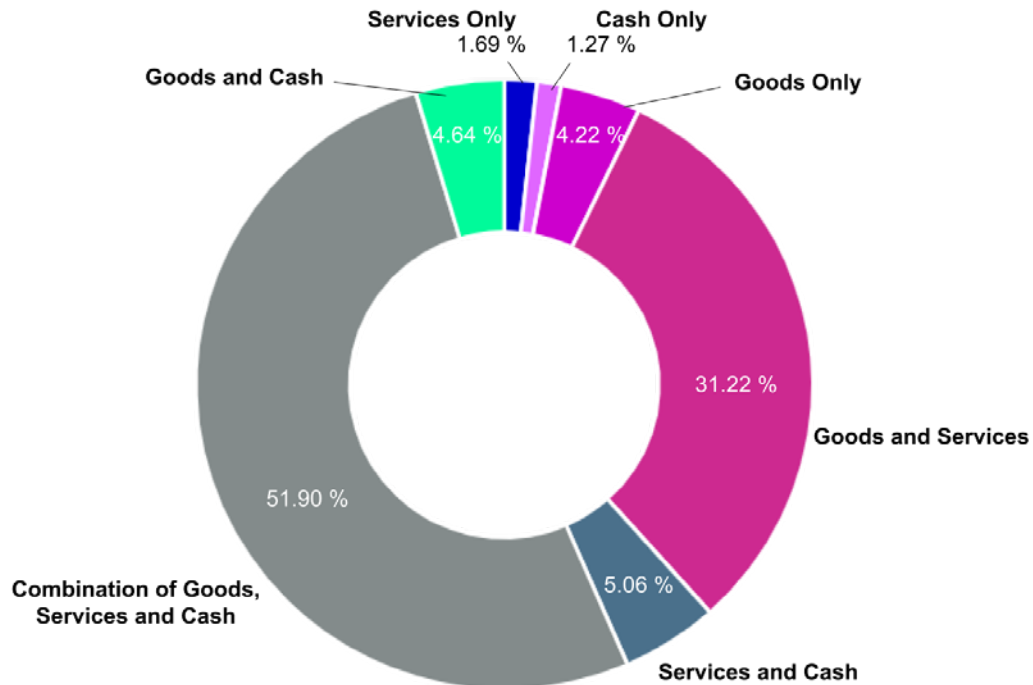


Figure 34: Support preference of the respondents.

The surveyed area being a slum, more than 50% of the respondents said that they need support in all the three terms of Goods, Services and Cash. Some of the respondents need only Goods and Services which comprise 31.22% of the responses. It can be observed that only a few people need only one type of support. With this analysis, areas can be identified spatially and service centers can be set up to meet to the needs of the respondents.

IX. Section 5: Information about services, safety, safety nets and social protection and COVID preventive measures. (Practices)

Question: Do you feel informed about the Government Support/Services available to you?

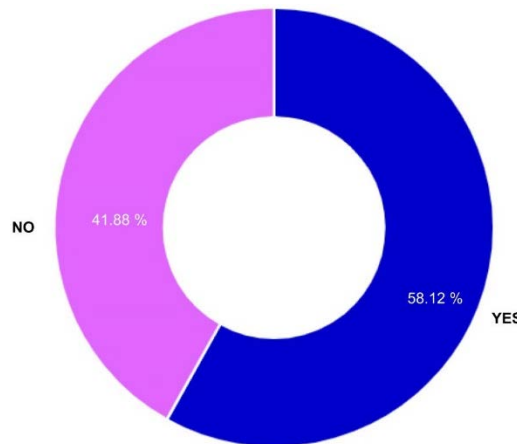


Figure 35: Do the respondents feel informed about the government services/support.

Although majority people have reported that they are well informed about the Government Support/Services, more efforts need to be taken to create awareness about these services.

Question: Do you feel you have the information to meet your own and your family's needs?

More than half the people surveyed were well aware of the needs and requirements of their families. Consultation services and media advertisements can be conducted to help people better understand their needs.

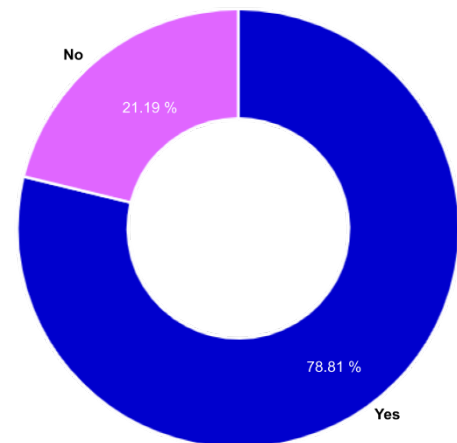


Figure 36: Availability of enough information to meet their and their family needs.

Question: Do you know how to make suggestions or feedback about the Government/NGO support you receive?

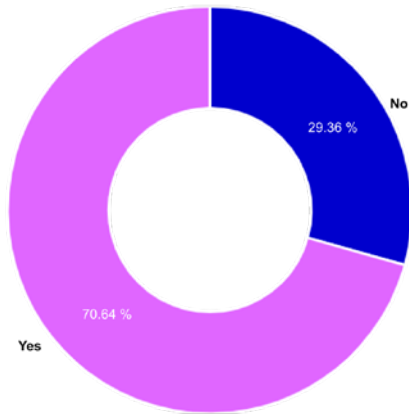


Figure 37: Do the respondents know how to give feedback.

Feedbacks and suggestions from the receiver of the Government/NGO support and services plays an important part for amending these services according to the receiver's requirements. From the people surveyed during the pilot study, 70.64% of the people were aware of how to make suggestions or feedback.

Question: If yes, have you Provided feedback in the past?

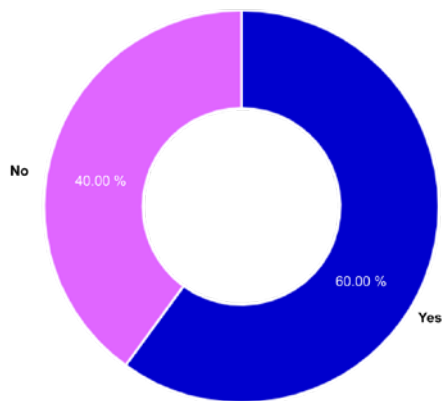


Figure 38: Have the respondents provided feedback if they knew about it.

Out of the 70.64% of the people who knew how to make suggestions or feedback about the Government/NGO support, 60% of the respondents had already provided feedback about the services. This shows that people living in the surveyed area have been coordinating with the Government and NGOs to make a participatory opinion about the services provided.

Question: Which information sources do you use to access information on services in your community?

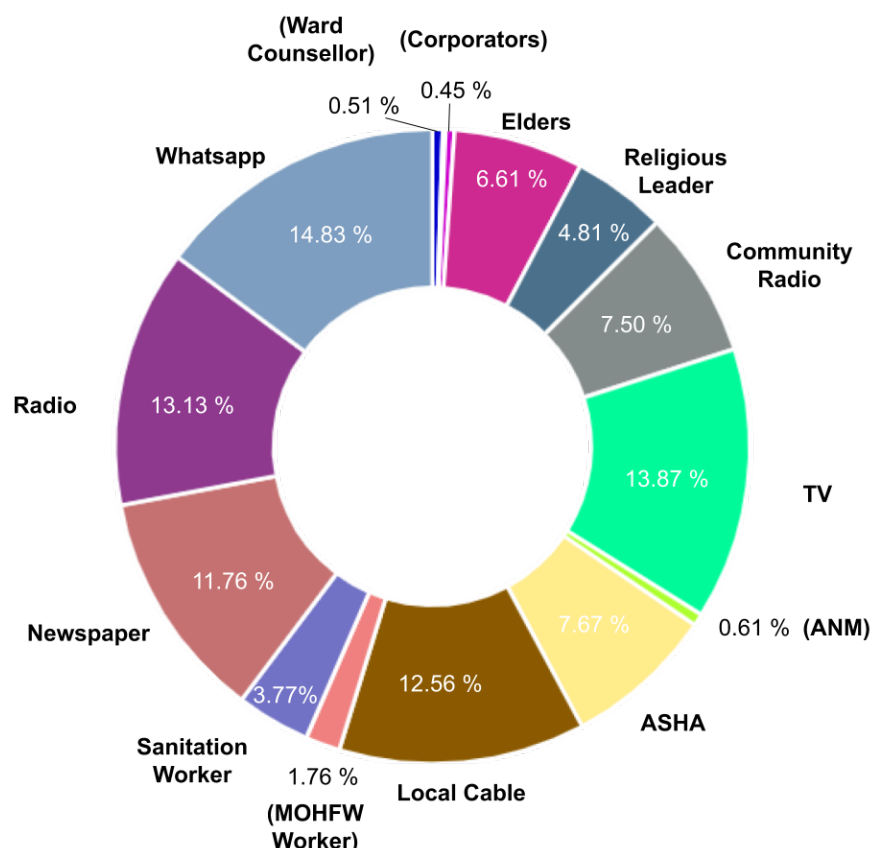


Figure 39: Information sources used by the respondents to access the services in their community.

It can be observed that media platforms like TV, Radio, Local Cable networks, Newspapers having a widespread network are playing a very important role in spreading the information about the services available to the slum dwellers. At a local level, Community Radio, Religious leaders, Elders and Government programs like Accredited Social Health Activists, Auxiliary nurse midwives are functioning efficiently to serve the needs in the community. Social media platforms such as WhatsApp are being useful to spread the word of information on the services available to the community. Decision makers of the surveyed area like Ward Councilors, Corporators need to be aware and actively participate in spreading the information about the services available to the community. Sanitation and Ministry of Health and Family Welfare workers can increase their participation by actively administering community WhatsApp groups and promoting people to use the services sustainably.

Question: Which information sources do you use to access information on rights and entitlements in your community?

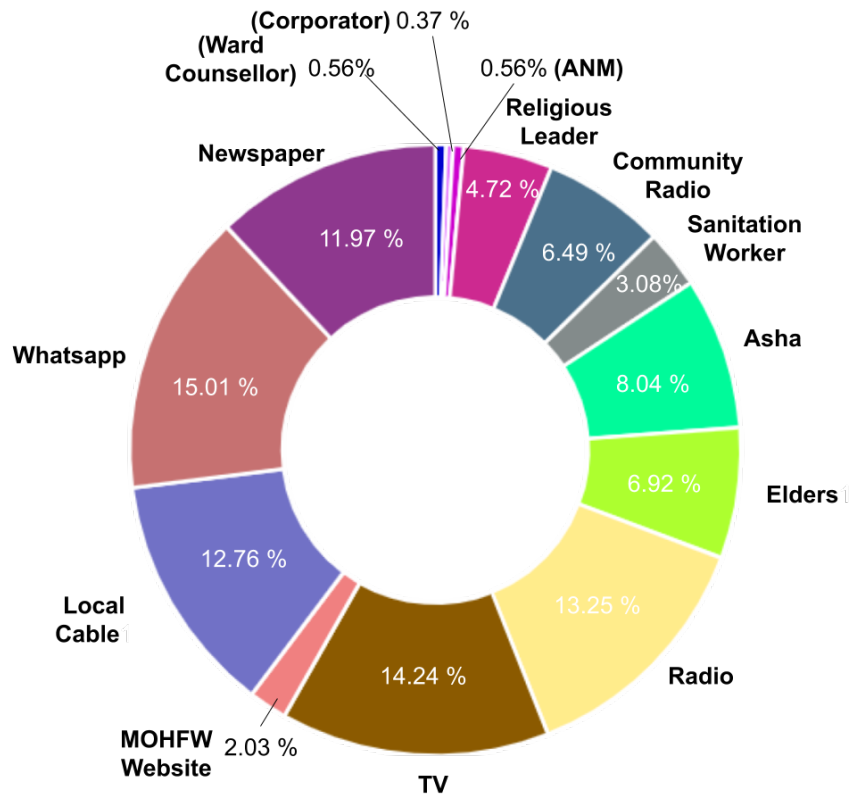


Figure 40: Information sources used by the respondents to access the rights and entitlements in their community.

TV, Radio, Local Cable networks, Newspapers are playing a vital role in spreading the information on rights and entitlements in the community. At a local level, Community Radio, Religious leaders, Elders and Government programs like Accredited Social Health Activists, Auxiliary nurse midwives are functioning efficiently to provide information on rights and entitlements of the community. WhatsApp has been the most effective method of spreading information. It can be observed that 15.01% of the respondents reported that they got information through WhatsApp. More social media platforms like Facebook, Twitter can be used to spread the word of information. Decision makers of the surveyed areas like Ward councilors, Corporators need to actively participate in spreading the information on rights and entitlements of the community. Sanitation and Ministry of Health and Family Welfare workers need to increase their participation by actively administering community WhatsApp groups and promoting people to use the services sustainably.

Question: Which information sources do you use to access information on aid in your community?

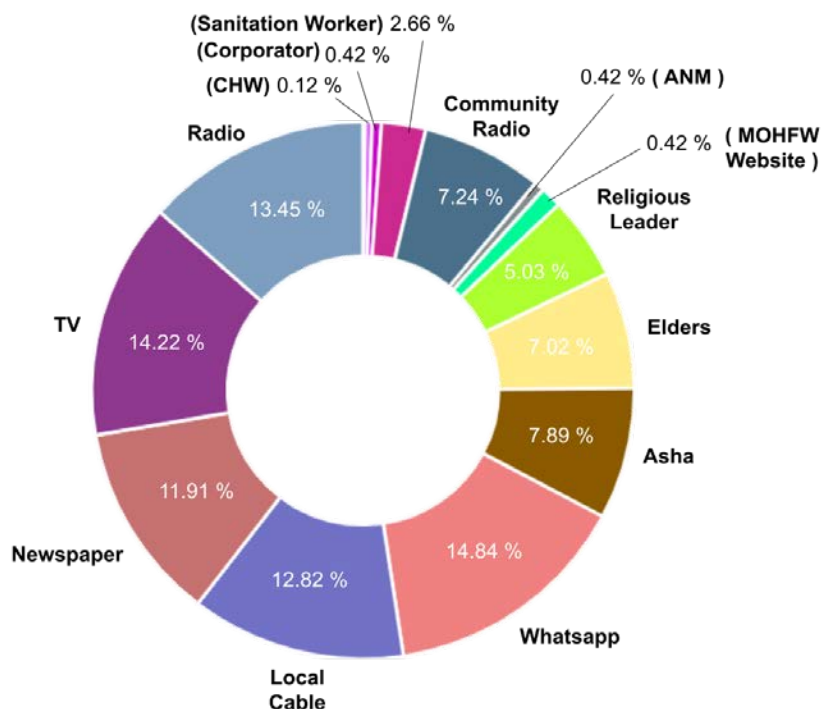
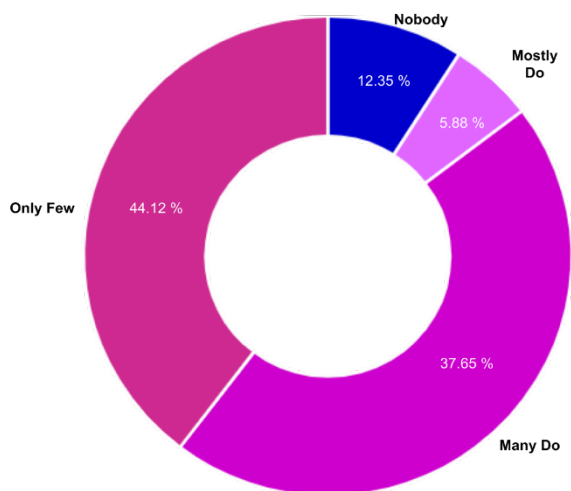


Figure 41: Information sources used by the respondents to access the available aid in their community.

It can be observed that media platforms like TV, Radio, Local Cable networks, Newspapers are playing a very important role by contributing a total of 52.40 % of the data collected, in spreading the information about aid available to the respondents. At a local level, Community Radio, Religious leaders, Elders and Government programs like Accredited Social Health Activists, Auxiliary nurse midwives are functioning efficiently to provide information on aid to the community. Social media platforms live being useful to spread the word of information on the services available to the community. Decision makers of the surveyed area like Ward councilors, Corporators need to actively participate in spreading the information about the aid available to the community. Sanitation and Ministry of Health and Family Welfare workers can increase their participation by actively administering community WhatsApp groups and promoting people to use the services sustainably.

Question: According to you, in your neighborhood, how many people wash hands with soaps?



Most of the people wash their hands with soaps frequently, according to the respondents as 5.88% and 37.65 % reported, but this number has to be greater to maintain a good level of hygiene. 12.35 % do not wash their hands properly putting themselves and others at risk for contracting diseases. People in slum areas need to be educated via counselling services regarding the benefits of washing their hands frequently.

Figure 42: Number of respondents washing their hands with hands.

Question: According to you, in your neighborhood, how many people wear masks every time they step out of home?

More than half of the respondents i.e. 52.38 % and 8.23 % do wear masks regularly. But there are 33.77 % who do not frequently wear it, while 5.63 % do not wear masks at all. The number of people wearing masks has to be higher, as the government has made it compulsory to wear it in public spaces. They should be educated regarding the benefits and strict action needs to be taken against the ones who do not wear it.

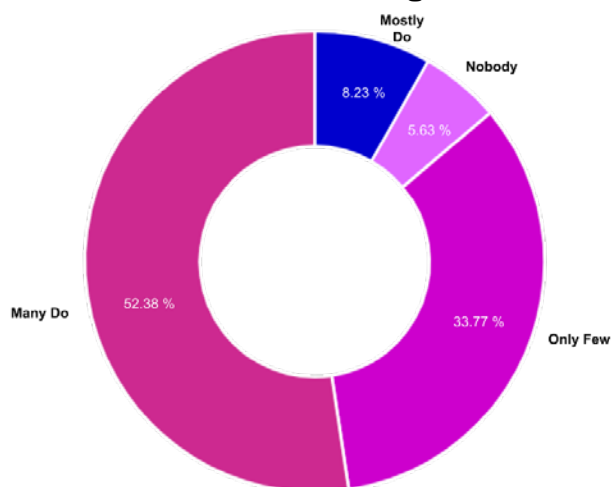


Figure 43: Number of people wearing masks in their neighborhood according to the respondents.

Question: According to you, in your neighborhood, how many people spit in public?

It can be observed that even though people are aware of the COVID-19 situation 32.75% of the respondents reported that many people are still spitting in public places. 25.53% of the respondents said that they observed that people mostly do spit in public places. Only 9.61% of the respondents reported that people are not spitting in public places. This is a serious issue especially under the COVID-19 situation and should be dealt with as soon as possible. The information about the importance of not spitting in public places can be explained to the people while conducting door to door surveys or making announcements in public places.

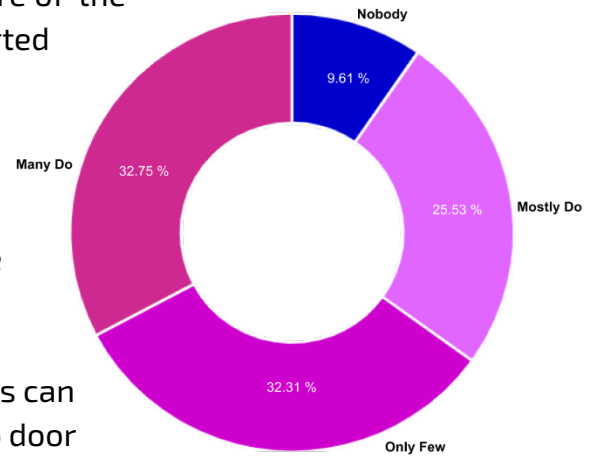
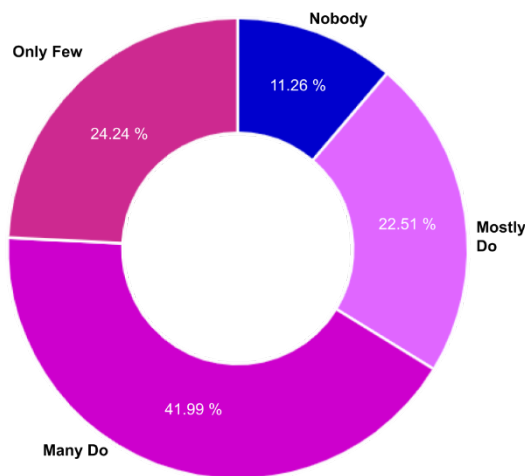


Figure 44: Number of people spitting in their neighborhood according to the respondents.

Question: According to you, in your neighborhood, how many people maintain a distance of at least 1m in public spaces?



It can be observed that most of the people are aware of the COVID-19 situation as 41.99% of the respondents reported that many people do maintain at least 1-meter distance. But even with a high rate of people following the norms of social distancing, 35.5% of the respondents said that they observed only few or nobody is maintaining adequate distance. Information about the importance of maintaining at least 1m distance can be explained to the public while conducting door to door surveys or making announcements in public places.

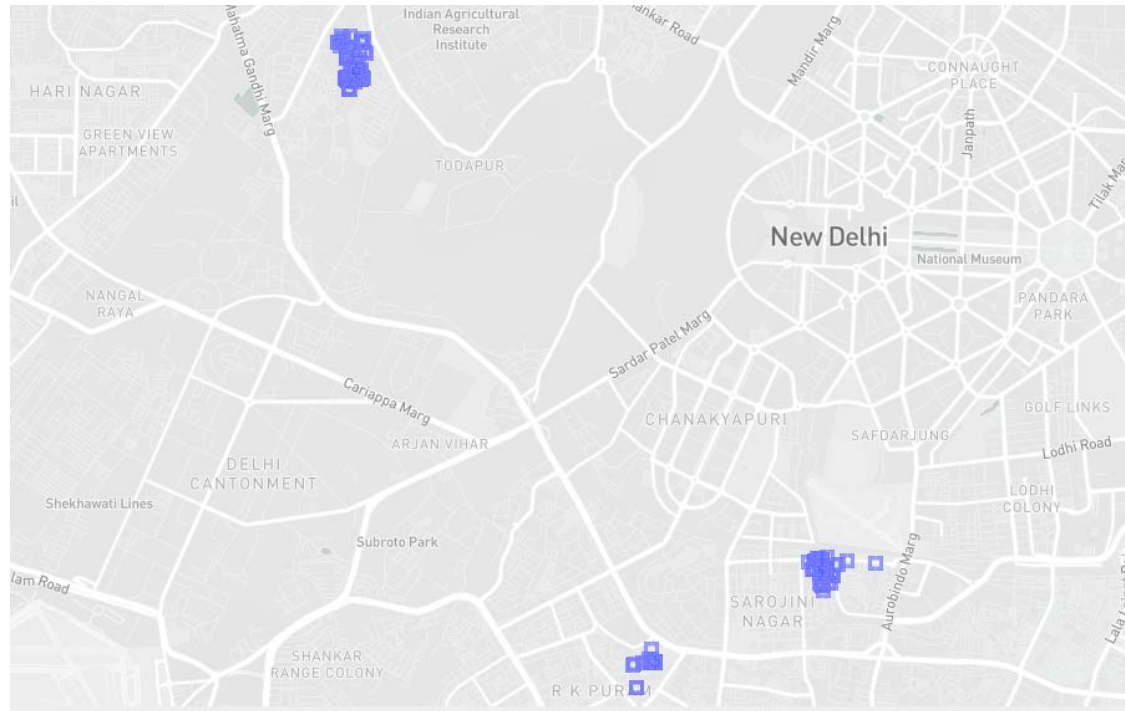
Figure 45: Number of people maintaining a distance of 1m in their neighborhood according to the respondents.

X. Observations and Suggestions:

- The Vulnerability distribution question needs to be amended to either an individual or family level.
- There should be an equal number of males and females surveyed for a better representation of the data.
- Many respondents were reluctant to share their personal details. They should be made aware of all the initiatives taken up by the government/NGOs and its benefits.
- Most of the people were somewhat satisfied with the services such as sanitation, health services, e-pathshala etc. which they received.
- Many issues were not resolved even after communicating with the concerned authorities. This shows that there is a communication gap between them. There should be a system in place where people can share their problems and these problems need to be resolved by the concerned authorities within a specified time frame.
- A mere 1% information was circulated by the elected representatives to their ward citizens, this irregularity outlines the gap in communication between citizens and elected representatives. Elected representatives are bound by the constitution to carry out these responsibilities and to reach out to every person in their ward irrespective of their caste, gender and monetary statuses.
- News Media has played a very important role in spreading the information about the services available to the slum dwellers. The Government workers need to actively participate in local groups for participatory feedback on the services being provided to modify and improve them according to the slum dwellers needs.
- During COVID19 times, the people living in slums need to be made more aware about the importance of wearing masks, not spitting in public, washing hands regularly, social distancing norms by providing counselling services at regular intervals.

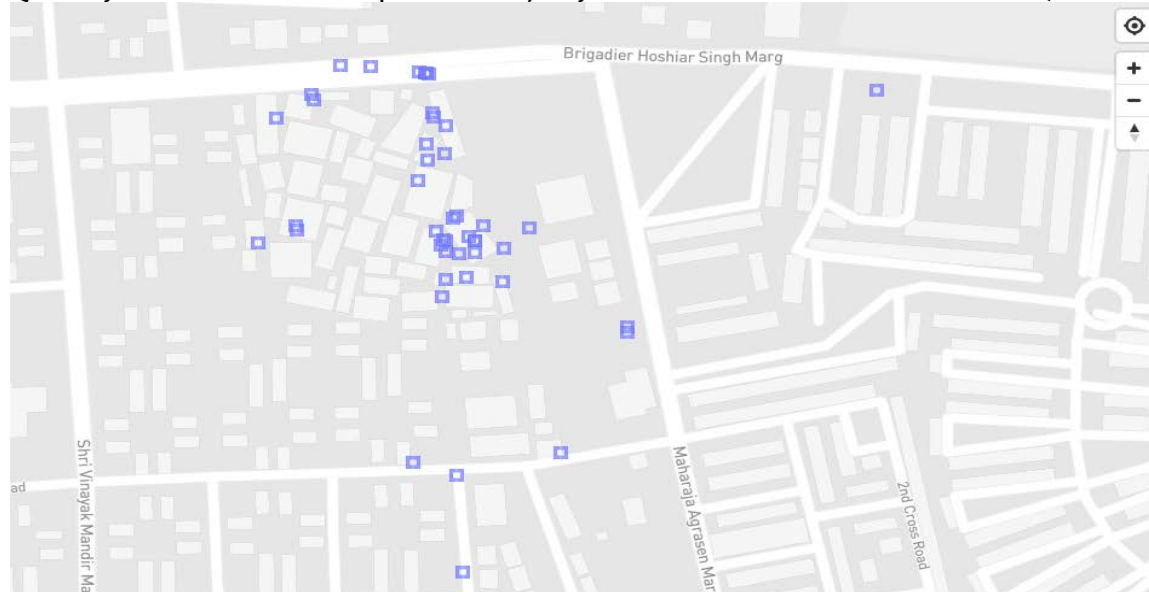
XI. Annexure:

Location of the areas which were surveyed in New Delhi:



The annexure below showcases the questions which had responses which were majorly not satisfactory and less satisfactory along with the location, time and survey number.

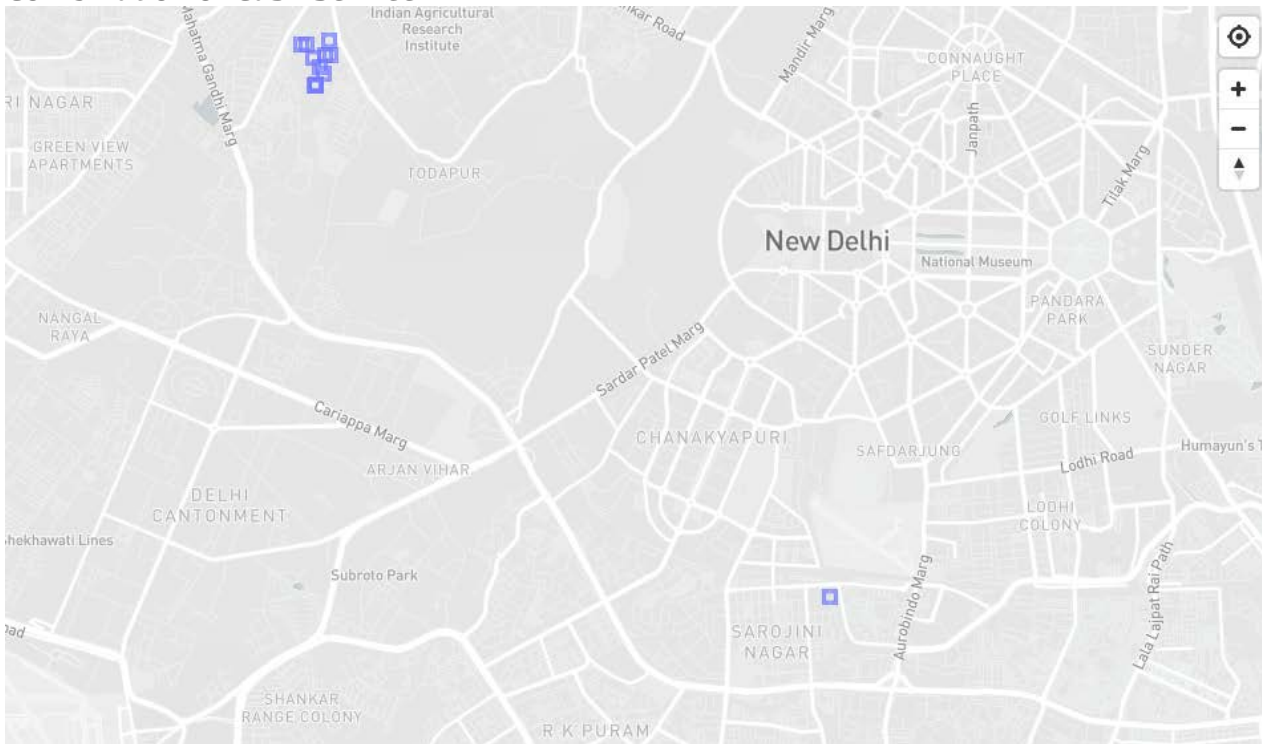
Q. Did you receive aid Response: Majorly No? Location: Ambedkar Basti (East Slum).



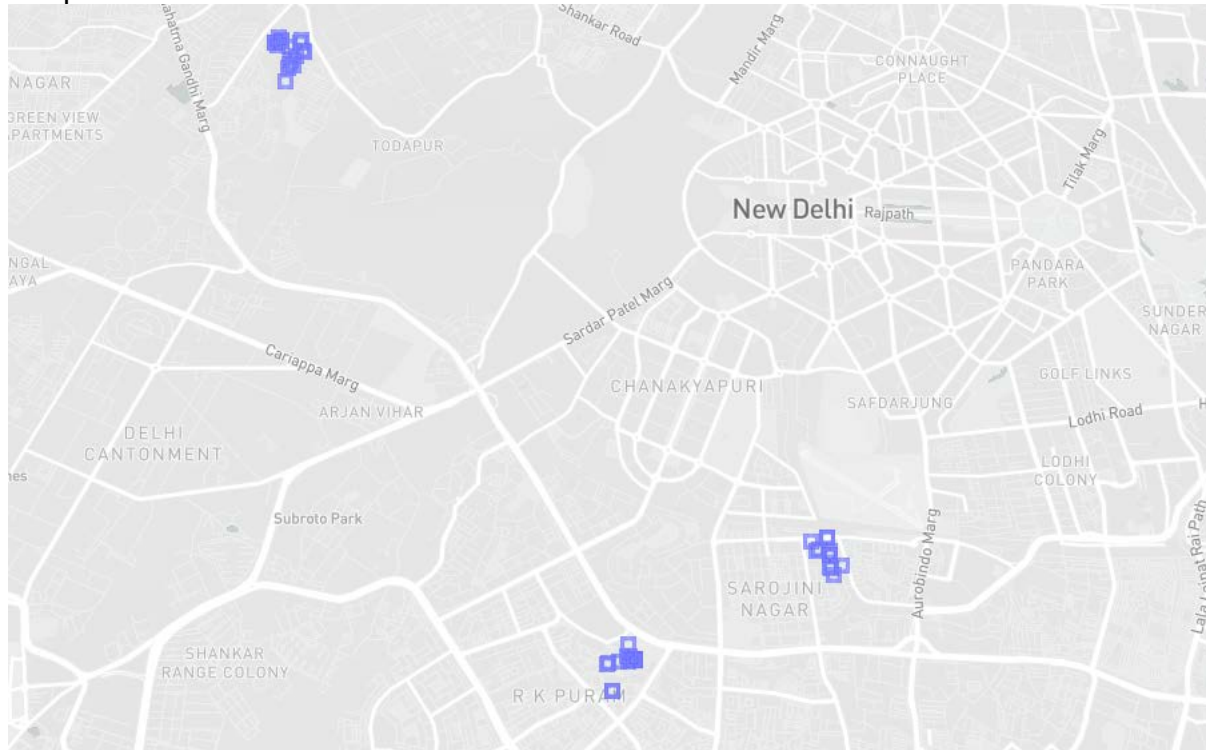
Budh Nagar (North slum) People without Aadhar card.



**How would you prefer to receive support in the coming months?
Combination of Cash Service.**



People without Aadhar card.



Q. According to you, in your neighborhood, how many people wear masks every time they step out of home?

Response: No one

