



## Community- led Assessment of 1000 Respondents: Key Findings from North West District, New Delhi



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In partnership with:



aarohan





## Contents

S.No	Description	Pg. No.
1	Acknowledgements .....	1
2	The Context .....	2
3	Methodology .....	2
4	Major findings .....	4
5	Exclusion .....	5
6	Weak Exclusion .....	5
7	Quantitative break up- Extreme Exclusion .....	6
8	Quantitative break up- Weak Exclusion .....	7
9	Settlement-wise: Quantitative Analysis: Weak Inclusion .....	9
10	Factors that Influence Exclusion .....	13
11	Discouraging and unresponsive officials .....	13
12	Rejected on grounds of not possessing mandatory documents .....	14
13	Unethical practices .....	15
14	Overall assessment settlement -wise .....	16
15	Concerns and Key recommendations .....	17
16	Annexure- Data (Tables and Graphs) .....	20



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### Partner organizations:

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- AINSW (All India Network of Sex Workers)
- National Legal Services Authority (NALSA)
- Delhi State Legal Services Authority (DLSA)
- Savera
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## The Context

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On November 29, 2016, the Delhi State Legal Services Authority (DSLISA) approved a proposal submitted by the Centre for Advocacy and Research (CFAR) to pilot the National Legal Services Authority NALSA scheme for “Victims of Trafficking, Sex Workers and Commercially Exploited Women 2015,” in North West District, New Delhi.

While approving the proposal, Shri Dharmesh Sharma, Member Secretary, DSLISA, appreciated the suggestion that a Community-led Assessment be done to understand the gaps and prioritize the demands of the target population. It was also decided that a sample of 1000 respondents from 7 settlements, including 800 socially marginalized women (victims of trafficking, sex workers and the sexually exploited) and 200 transgender persons, would be surveyed to achieve the above objective.

It was further decided that the survey would be conducted by researchers drawn from CBOs of the affected community and that a training programme would be organized for the community researchers. The two day training programme, that was held in New Delhi, on December 5th and 6th 2017, was inaugurated by Shri Dharmesh Sharma, Member Secretary and Shri Sanjeev Jain, Special Secretary, DSLISA.

## Methodology

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### Training:

During the two-day training programme, titled “Piloting NALSA Schemes 2015: A training workshop for representatives of Community Based Organisations working with Marginal Communities in North West District”. Government officials from the Department of Education, Department of Social Welfare and Department of Women and Child Development along with experts from seven Non-Governmental Organisations oriented the 15 community researchers and 29 other participants on the various schemes that were being offered through Government departments. During the training the 15 community researchers were trained on how to monitor the questionnaire that was developed in both English and Hindi to collect information from the respondents who would be reached out under the survey. The survey tool was designed to understand the concerns, challenges, experiences of denial, exclusion and marginalization faced by them when they approached the departments to access the various schemes. (A report titled “Piloting NALSA Schemes 2015: A training workshop for representatives of Community Based Organisations capturing the key discussions during the consultation is available)

## Sample Selection

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Based on the estimates arrived at on the target population of 6700 members, comprising of 6000 socially marginalized women and 700 Transgender persons, from seven settlements of the North West District, under the Targetted Intervention (TI) programme of Delhi State AIDS Control Society, we decided to do a purposive sampling of 1000 respondents drawn from the total estimate, that went beyond this specific target group and included other marginalized sections

A sample of one thousand (1000) respondents, comprising of eight hundred (800) socially marginalized women and two hundred (200) Transgender persons, in the seven settlements worked out to:



## Geographical break up

### Transgender:

S.No.	Area	Number
1	Prem Nagar	33
2	Mangolpuri	65
3	Sultanpuri	70
4	Budh Vihar	12
5	Rohini Sector-20	20
	<b>Total:</b>	<b>200</b>

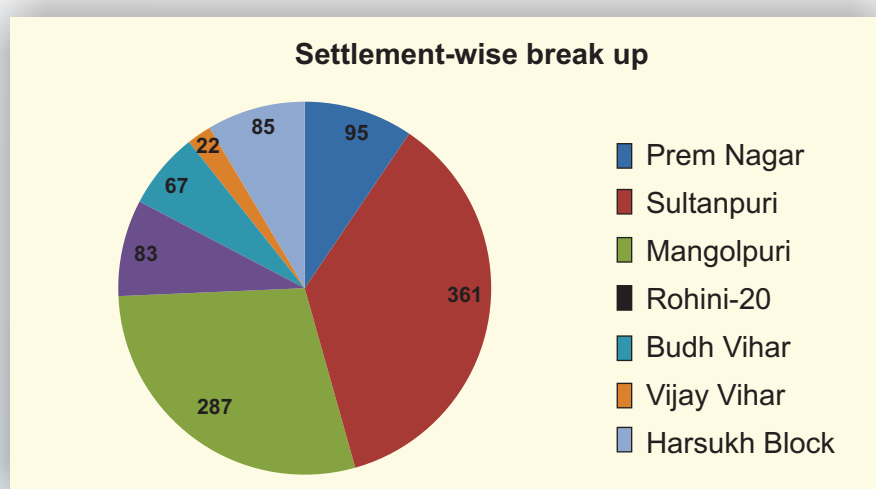
Of the two hundred (200) Transgender respondents, thirty-three (33) respondents were from Prem Nagar, sixty-five(65) respondents were from Mangolpuri, seventy(70) respondents were from Sultanpuri, twelve (12) respondents were from Budh Vihar and twenty(20) respondents were from Rohini.

### Vulnerable Women:

S.No.	Area	Number
1	Prem Nagar	63
2	Mangolpuri	222
3	Sultanpuri	291
4	Budh Vihar	55
5	Rohini Sector-20	63
6	Harsuk Block	85
7	Vijay Vihar	22
	<b>Total</b>	<b>800</b>

Of the eight hundred (800) Vulnerable Women respondents sixty-three (63)were from Prem Nagar, two hundred and twenty two (222)were from Mangolpuri, two hundred and ninety one(291) were from Sultanpuri, fifty five(55) were from Budh Vihar, sixty three(63) were from Rohini, eighty five(85) were from Harsuk block and twenty two(22) were from Vijay Vihar.

### Total respondents break up:



Of the total one thousand (1000) respondents, Three hundred and sixty one (361) respondents were from Sultanpuri, two hundred and eighty seven(287) were from Mangolpuri, Ninety five (95) were from Prem Nagar, eighty five (85) from Harsuk block, eighty three(83) from Rohini, sixty seven(67) from Budh Vihar, twenty two (22) respondents were from Vijay Vihar.



### Settlement wise age break up of respondents:

Settlement	Total respondents	Number			
		20-30	31-40	41-50	51-above
Prem Nagar	95	29	41	18	7
Sultanpuri	361	112	145	67	37
Mangolpuri	287	102	121	49	15
Rohini-20	83	27	39	11	6
Harsukh Block	85	33	26	17	9
Budh Vihar	67	32	20	14	1
Vijay Vihar	22	9	10	3	0
<b>Total</b>	<b>1000</b>	<b>344</b>	<b>402</b>	<b>179</b>	<b>75</b>

Of the one thousand (1000) respondents from the seven (7) settlements, thirty four (34) percent, were between the age group of twenty to thirty (20-30), a total of four hundred and two (402) respondents were between the age group of thirty one to forty (31-40), one hundred and seventy nine (179) respondents were in the age group of forty one to fifty (41-50) and seventy five (75) respondents were above the age of fifty (50).

A total of seventy five percent (75) of the respondents were less than forty (40) years.

#### Pre-testing of the tools:

In order to test the questionnaire, a pre-testing was done with ten per cent (10%) of the total respondents. This process helped in providing firsthand experience on how to probe and collect information from the respondents. Following the pre-testing minor changes were made in the questionnaire to meet the needs of the Transgender and socially marginalized populations.

#### Survey:

The community researchers under the Supervisors initiated the survey on January 14, 2016 and completed it by the end of January 2017.

## Major Findings

Inclusion was uneven and differed from scheme to scheme

The findings reveal a complex scenario. At one level there is growing realization that all vulnerable communities should be reached out to and provided access to social development programmes and entitlements. At another level, we realize that the communities and providers are struggling to address the unfulfilled needs and bridge the gaps that presently prevail in the schemes.

A mere one hundred and twelve (112) and ninety six (96) respondents managed to access Ration Card, Birth, Caste and Income Certificate respectively.

However, in the case of Aadhaar over three-fourths of the total or eight hundred and forty two (842) respondents, were able to access it.

## Exclusion

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The respondents pointed out that they were not informed about the scheme and this led to them being excluded from it.

They did not know whom to approach and how to follow up the process.

They often experienced humiliation while seeking support from the official in charge, especially if they did not have the money to pay middlemen for processing their applications.

This discouraged them from either applying for a scheme or following up on their applications.

### **Extreme Exclusion- It impacted four hundred and ninety nine (499) respondents**

It stemmed from complete lack of awareness of schemes from one to many. This varied from as high as forty three percent (43%) or four hundred and twenty five (425) respondents in the case of securing basic documents such as Birth, Caste and Income certificates to forty percent (40%) or four hundred (400) and one respondents for Laadli, fourteen percent (14%) or one hundred and forty three (143) respondents for Pradhan Mantri Jan Dhan Yojana, six percent (6%) or fifty five (55%) respondents for Ration Card and three percent (3%) or thirty one (31%) respondents for Voter Card.

#### **Quantitative break up of extreme exclusion:**

Of the four hundred and ninety nine (499) respondents, as high as four hundred and one (401) or eighty percent (80%) of the respondents who faced extreme exclusion, were only aware of three (3) schemes.

The only scheme that almost all the respondents were familiar with was Aadhaar and to an extent, about Ration Card and Voter ID Card.

## Exclusion Weak Inclusion:

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This impacted five hundred and one (501) respondents.

It stemmed from a lack of confidence in applying for the schemes to applying for it but with no success. In each case it could range from one to many schemes.

Among those who were aware of the schemes more than half or five hundred and ninety one (591) respondents did not apply for Ration Cards and one-fourth or two hundred and eight one (281) or twenty eight (28%) percent of the respondents who applied were not able to receive it. In the case of Pradhan Mantri Jan Dhan Yojana, we found that despite knowing the scheme forty percent (40%) or three hundred and ninety seven (397) did not apply for it and nearly fifty percent or four hundred and eighty two (482) respondents did not succeed despite applying for it.

In the case of Certificates although thirty two percent (32%) or three hundred and twenty (320) knew about it they were hesitant to apply for it and of the one hundred and fifty nine (159) or sixty two percent (62%) respondents who applied could not secure it. In the case of Voter Card and Aadhaar a high twenty three per cent (23%) or two hundred and thirty one (231) respondents and thirteen percent (13%) or one hundred and thirty (130) respondents did not apply for it.

## Quantitative Break up:

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### Extreme exclusion

For example, the experience of two hundred (200) Transgender respondents reflected a very serious situation:

- One hundred and forty (140) respondents had not heard about birth, caste, income or death certificates
- Seventeen respondents (17) had not heard about the Pradhan Mantri Jan Dhan Yojana scheme
- Seventeen respondents (17) were not aware of Voter Card
- Sixteen respondents (16), had not heard about Ration Card

If we take the example of eight hundred (800) Socially Marginalized Women respondents we find that:

- Two hundred and eighty five (285) respondents had not heard about the Laadli scheme
- Two hundred and eighty five (285) respondents had not heard about the various certificates
- Eighty five (85) respondents had not heard about the Pradhan Mantri Jan Dhan Yojana
- Thirty nine (39) respondents had not heard about Ration Card
- Fourteen (14) respondents had not heard about Voter ID Card

### Community Insight on Extreme Exclusion:



“After I moved away from my family, I did not know about the Ration Card scheme so I did not apply for one.”- Ms. Sapna, 37 years old, Transgender person, Sultanpuri

“I know that a Government is elected through voting but I have never voted till now. Neither have I heard of the Voter ID card or the procedure for getting one”.- Ms. Kokila, 30 year old Transgender person, Mangolpuri

“I have neither heard about the Pradhan Mantri Jan Dhan Yojana nor do I know about its benefits”.- Ms. Janaki, 32 years, Transgender person, Rohini Sector-20

“I wanted to apply for my daughter's enrolment, under the EWS scheme but they asked me to get the birth certificate for enrolment. Till then I had not heard about it” -Ms. Nehra Kaur, 22 years, Sultanpuri

“I did not know what an income certificate meant and the benefits of having one. So I have not applied for an income certificate till now”- Ms. Jamuna, 35 years,

“I had not heard about the Laadli scheme till now. I have a daughter and I want to get the financial assistance the scheme provides but without information, how will I apply?”- Ms. Komal, 22 years, Mangolpuri



## Weak Inclusion

**Of the five hundred and one Respondents, the break up is as follows**

**Respondents-wise break up:**

If we take the two hundred (200) Transgender respondents we find:

- One hundred and twenty four (124) respondents never applied for a Ration Card, twenty five (25) of the sixty members (60) who applied did not secure a Ration Card.
- Sixty six (66) had never applied for a Voter ID card, though they were aware of it; of the one hundred and seventeen (117) who applied for Voter Card, nineteen (19) did not get it.
- Forty seven (47) had never applied for the Pradhan Mantri Jan Dhan Yojana, though they were aware of it; of the ninety five (95) who applied for Pradhan Mantri Jan Dhan Yojana, thirty two (32) could not open their accounts.
- Thirty three (33) had not applied for any certificates, though they were aware of it; of the twenty seven who applied for certificates, twelve (12) did not get it.

Of the eight hundred (800) vulnerable women we find that:

- One hundred and twenty four (124) respondents had never applied for a Ration Card, though they were aware of it; of the three hundred and thirty three (333) respondents who applied, two hundred and fifty six (256) did not get it.
- Two hundred and eighty seven (287) respondents had not applied for certificates, though they were aware of it; of the two hundred and twenty eight (228) who applied for certificates, one hundred and forty five (145) did not get it.
- Three hundred and fifty (350) had not applied for Pradhan Mantri Jan Dhan Yojana, though they were aware of it; of the three hundred and sixty five (365) who applied for it, two hundred and fifteen (215) could not open their accounts.
- One hundred and fifty six (156) respondents had not applied for Voter ID Card, though they were aware of it; of the six hundred and thirty five (635) who applied for Voter ID Card, sixty eight (68) could not get it.
- Two hundred and sixty seven (267) had not applied for Laadli scheme, though they were aware of it; of the one hundred and thirty three (193) who applied, ninety four (94) did not get it.

**Community Insights and Perception on Weak Inclusion:**



“I applied for an Aadhaar Card and it was issued to me but there was a mistake in my name so I have given it for correction. But I but have still not received the corrected card.”- **Ms.Tanya, 24 years, Transgender person, Mangolpuri**

“They told me that enrolment for Voter ID Card was happening in a near-by community hall. So, I went there and filled the form with great difficulty. Now, I am waiting for it.”- **Ms. Salma, 20 years, Transgender person, E Block Sultanpuri**

“I had submitted my application for a Ration Card and the problem is that I have not received any response on the status of my application”- **Ms. Hina, 29 years, Transgender person, Vijay Vihar**

“I had applied for Pradhan Mantri Jan Dhan Yojana, along with some of my friends but whenever we approach bank officials they keep saying that it is being processed without verifying the status. So I have lost hope on that”- **Ms. Sofia, Transgender person, F Block, Sultanpuri**

“I had applied for an Aadhaar card after waiting in a long queue. I also got the card but there was a mistake in my age, which must be corrected if I am to get any subsidies”- **Ms. Pooja Kaur, 20 years, Sultanpuri**

“I wanted a Ration Card and I had applied for it with great difficulty and I got no help from any official in filling the form. I have not got any response though I approached them twice. Each time they told me to come later so I have stopped going.”- **Ms. Anitha, 24 years, Prem Nagar**

“I had applied for a Voter ID Card during a camp that was held for enrollment. I had also given a photograph along with the application but I don't know the status of the card. I am still waiting”- **Ms. Sangeetha, 26 years, Harsuk block**

“I know about the Ration Card and its benefits and that in addition to getting provisions, it is important for accessing other Government benefits.

But I did not apply because there was a huge rush and I did not have any residence proof.”- **Ms. Anchal, 31 years, Transgender, Mangolpuri**

“I left my house a few years ago and now I am staying alone. When I turned 18, I was very excited to vote but since I did not have residence proof I was unable to apply for a Voter ID card.”- **Ms. Sweety, 21 years, Transgender, Rohini Sector-20**

“When I heard about this Pradhan Mantri Jan Dhan Yojana, I wanted to apply immediately, but there was a heavy rush in the bank and some people were also making fun of me. I felt embarrassed and came back without applying”- **Ms. Sandhya, 22 years, Sultanpuri**

“I wanted to get a birth certificate as a proof of my age in order to get my Aadhaar Card. So I approached a middleman to help me to get it done but he asked for a huge amount which I did not have. So I did not apply.”- **Ms. Simmi, 25 years old, Transgender person, Mangolpuri.**

“I wanted to apply for an Aadhaar Card but I have no proof of residence and my landlord said that I should not use his address to receive any scheme. Therefore I have never managed to apply for an Aadhaar Card”- **Ms. Noorie, 29 years, Transgender person, Budh Vihar**

“When an enrolment camp is announced, there is a huge rush and I cannot spend so much time waiting due to my age factor. Moreover, the place they select for organizing this camps for Voter ID card is far away from my home”- **Ms.Nasreen, 50 years, Mangolpuri**

“There is always a huge crowd at the enrollment centre. These days Aadhaar has become necessary for everything but I am not sure how I will be able to get it”- **Ms. Somawati,20 years, Mangolpuri**

“It is not easy for us to open a bank account. I was happy that this new scheme is free and no minimum balance is required to maintain the account, I was not sure if I can apply when I saw the huge crowd waiting in front of the bank, hence I came back without applying”- **Ms. Ruby, 23 years, Harsuk block**

“I know that it is important to have a birth certificate and I was told that it could be done at the DM office. But when I went there a middleman said it could be done if I was willing to pay Rs.2000/-to him. I did not have the money for it.” - **Ms.Anitha 20 years, Rohini Sector-20**



## Settlement-wise: Quantitative Analysis: Weak Inclusion

**Mangolpuri: 287 respondents:**

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	282	5	5	10
2	Voter Card	240	29	47	76
3	Ration Card	82	62	205	267
4	Certificates	70	55	217	272
5	Laadli	49	39	238	277
6	PMJDY	172	100	115	215

- More than ninety seven percent (97%) or two hundred and seventy seven (277) respondents from Mangolpuri, did not manage to benefit from the Laadli scheme.
- More than ninety four percent (94%) or two hundred and seventy two (272) respondents were not able to get any of the certificates.
- Ninety three percent (93%) of the respondents or two hundred and sixty seven (267) respondents were not able to benefit by getting a Ration Card.
- Over seventy five percent (75%) or two hundred and fifteen (215) respondents did not benefit from the Pradhan Mantri Jan Dhan Yojana.
- Twenty six percent (26%) or seventy six (76) respondents have not managed to benefit from Voter ID Card.
- Only three percent (3%) were not able to get themselves enrolled for Aadhaar.



### Prem Nagar: 95 respondents

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	95	5	0	5
2	Voter Card	82	13	13	26
3	Ration Card	53	35	42	77
4	Certificates	32	21	63	84
5	Laadli	0	0	0	0
6	PMJDY	41	23	54	77

- Of the ninety five (95) respondents from Prem Nagar, eighty four (84) or eighty eight percent (88%) of the respondents were not able to access the certificates.
- A total of seventy seven (77) or eighty one percent (81%) of the total respondents were not able to access Ration Card and Pradhan Mantri Jan Dhan Yojana.
- A total of twenty six (26) respondents or twenty seven per cent (27%) of the respondents were not able to get Voter ID Cards.
- Only five percent (5%) of the total respondents from this settlement did not manage to get Aadhaar.

### Sultanpuri: 361 respondents

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	300	10	51	61
2	Voter Card	275	14	86	100
3	Ration Card	189	154	172	326
4	Certificates	87	58	274	332
5	Laadli	25	13	336	349
6	PMJDY	196	134	27	161

- Three hundred and forty nine (349) respondents or ninety seven percent (97%) did not benefit from Laadli.
- Three hundred and thirty two(332) or ninety two percent (92%) did not get any certificates.
- Three hundred and twenty six (326) or ninety percentage (90%) did not get Ration Cards.
- One hundred and sixty one (161) or forty five percent (45%) of the total respondents did not open a bank account under Pradhan Mantri Jan Dhan Yojana.
- One hundred respondents(100) or twenty eight percent (28%)of the total respondents did not have a Voter ID Card



**Budh Vihar: 67 respondents**

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	67	0	0	0
2	Voter Card	54	12	13	25
3	Ration Card	42	29	25	54
4	Certificates	26	16	41	57
5	Laadli	20	15	47	62
6	PMJDY	49	26	18	44

- Of the total of fifty seven (57) respondents or eighty one percent (81%) of the respondents were not able to get their certificates.
- Fifty four (54) respondents or eight one percent (81%) of the respondents, did not get Ration Cards.
- A total of forty four (44) respondents, sixty six per cent (66%) of the respondents did not open a bank account.
- Twenty five (25) respondents or thirty seven percent (37%) of the total respondents did not get Voter ID Card

**Rohini Sector-20: 83 respondents**

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	82	4	1	5
2	Voter Card	55	19	28	47
3	Ration Card	29	15	54	69
4	Certificates	28	19	55	74
5	Laadli	14	4	69	73
6	PMJDY	29	16	54	70

- Of the eighty three (83) respondents, seventy four (74) respondents or eighty nine percent (89%) did not get their certificates.
- Seventy three (73) respondents or eighty eight (88%) percent of the total respondents did not get Laadli scheme.
- A total of seventy (70) respondents or eighty four percent (84%) of the total settlement have not opened a bank account under Pradhan Mantri Jan Dhan Yojana.
- Sixty nine (69) respondents or eighty three percent (83%) of the total settlement did not get a Ration Card.
- A total of forty seven (47) respondents or fifty seven percent (57%) of the total respondents did not get their Voter ID Card.
- Only six percent (6%) of the total respondents did not get Aadhaar.

**Harsuk Block: 85 respondents**

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	85	1	0	1
2	Voter Card	70	12	15	27
3	Ration Card	29	20	56	76
4	Certificates	23	12	62	74
5	Laadli	11	7	74	82
6	PMJDY	31	18	54	72

- Of the eight five (85) respondents, a total of eighty two (82) or ninety six percent (96%) of the total respondents did not benefit from Laadli.
- A total of seventy six (76) respondents or eighty nine (89%) percentage of respondents did not get Ration Cards.
- A total of seventy four (74) respondents or eighty seven (87%) percent of the respondents did not get certificates.
- Seventy two (72) respondents or eighty five percent (85%) of the total respondents were not able to open a bank account under Pradhan Mantri Jan Dhan Yojana.
- Twenty seven (27) respondents or thirty one (31%) percent of the total respondents did not have a Voter ID Card.

**Vijay Vihar: 22 respondents**

S.No.	Schemes	Applied	Did not receive	Did not apply	Total
1	Aadhaar Card	22	1	0	1
2	Voter Card	16	1	6	7
3	Ration Card	12	0	10	10
4	Certificates	20	5	2	7
5	Laadli	0	0	22	22
6	PMJDY	17	7	5	12

- All the respondents or one hundred percent (100%) of the total settlement were not able to access the Laadli scheme.
- Twelve respondents (12) or fifty four percent (54%) of the total population were not able to open an account under Pradhan Mantri Jan Dhan Yojana.
- Ten respondents (10) or forty five percent (45%) managed to get a Ration Card.
- Seven respondents (7) or thirty two percent (32%) of the total respondents did not get voter card or certificates.

## Factors that influence exclusion

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1. Discouraging and unresponsive officials
2. Rejected on grounds of not possessing mandatory documents
3. Unethical practices.

## Discouraging and unresponsive officials

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### Scheme-wise:

#### Aadhaar:

A total of twenty seven (27) respondents had a difficult experience with discouraging and unresponsive officials. This included:

- Eight (8) respondents from Rohini Sector-20, six (6) respondents from Prem Nagar, six (6) respondents from Sultanpuri, five (5) respondents from Budh Vihar and two (2) from Mangolpuri.
- Respondents from Vijay Vihar and Harsuk block did not face any such incidents.

#### Ration Card:

A total of one hundred and forty nine (149) respondents had to deal with officials who were not supportive

- Twenty four (24) respondents from Rohini, twenty four (24) respondents from Budh Vihar, twenty one (21) respondents from Prem Nagar, twenty one (21) respondents from Sultanpuri, sixteen (16) respondents from Mangolpuri, seven (7) respondents from Vijay Vihar and six (6) respondents from Harsuk block faced numerous challenges from the officials.

#### Voter ID Cards:

A total of sixty six (66) respondents had to deal with unresponsive officials in the case of Voter ID Cards

- Sixteen (16) respondents from Mangolpuri, fifteen (15) respondents from Sultanpuri, thirteen (13) respondents from Prem Nagar, ten (10) respondents from Rohini, five (5) respondents from Harsuk block, four (4) respondents from Budh Vihar and three (3) respondents from Vijay Vihar had to go through such an experience.

#### Pradhan Mantri Jan Dhan Yojana (PMJY):

A total of eighty four (84) respondents have faced officials who were not supportive in processing the scheme

- Twenty three (23) respondents from Prem Nagar, twenty one (21) respondents from Sultanpuri, fourteen (14) respondents from Mangolpuri, eleven (11) respondents from Rohini, seven (7) respondents from Budh Vihar, four (4) respondents from Harsuk block and four (4) respondents from Vijay Vihar found it difficult to deal with the officials who were in-charge of the scheme.

### **Certificates:**

A total of one hundred and twelve (112) respondents who applied for the certificates had a very discouraging experience with the officials

- Twenty eight (28) respondents each from Sultanpuri and Mangolpuri, seventeen (17) respondents from Harsuk block, fourteen (14) respondents from Budh Vihar, thirteen (13) respondents from Rohini Sector-20, eight (8) respondents from Vijay Vihar and four (4) respondents from Prem Nagar faced similar experiences.

### **Laadli scheme:**

A total of fifty three (53) respondents who applied for Laadli scheme for their children faced discouraging experiences with officials.

- Twenty (20) respondents from Sultanpuri, twelve (12) respondents from Budh Vihar, nine (9) respondents from Harsuk block, seven (7) respondents from Rohini, five (5) respondents from Mangolpuri had similar experiences.
- Respondents from Prem Nagar and Vijay Vihar did not face any such experience with the officials.

## **Rejected on grounds of not possessing mandatory documents**

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Scheme-wise:

### **Aadhaar:**

A total of forty four (44) respondents did not have the mandatory documents to process the scheme further

- Thirteen (13) respondents from Prem Nagar, ten (10) respondents from Mangolpuri, five (5) respondents each from Harsuk block, Vijay Vihar, Rohini and four (4) respondents from Budh Vihar and two (2) respondents from Sultanpuri had difficulties in providing the mandatory documents.

### **Ration Card:**

A total of four hundred and twenty nine (429) respondents got their applications rejected due to the lack of mandatory documents.

- One fifty nine (159) respondents from Sultanpuri, one hundred and nineteen (119) respondents from Mangolpuri, thirty nine (39) respondents from Vijay Vihar, thirty seven (37) respondents each from Rohini sector 20 and Budh Vihar, thirty five (35) respondents from Harsuk block and thirty three (33) respondents from Prem Nagar did not have the mandatory documents.

### **Voter ID Card:**

A total of one sixty five (165) respondents were not able to provide the necessary documents to process the voter identity card.

- This included sixty nine (69) from Mangolpuri, thirty five (35) from Sultanpuri, twenty two (22) from Prem Nagar, eighteen (18) respondents from Budh Vihar, twelve (12) respondents from Vijay Vihar, seven (7) respondents from Rohini and two (2) respondents from Harsuk block.

### **Pradhan Mantri Jan Dhan Yojana:**

A total of two hundred and one (201) respondents pointed out that they were not able to provide the documents to open a bank account under Pradhan Mantri Jan Dhan Yojana.

Fifty five (55) respondents from Mangolpuri, forty six (46) respondents from Sultanpuri, twenty nine (29) from Prem Nagar, twenty six (26) from Rohini, twenty respondents from Harsuk block, fifteen (15) from Budh Vihar and ten (10) respondents from Vijay Vihar were unable to provide the documents

### **Certificates:**

Three hundred and four (304) respondents highlighted the fact that they were not able to provide the mandatory documents to process for certificates.

- Ninety (90) respondents from Mangolpuri, sixty(60) respondents from Rohini, fifty (50) respondents from Harsuk block, forty six (46) respondents from Sultanpuri, thirty (30) respondents from Budh Vihar, twenty (20) respondents from Vijay Vihar and eight (8) respondents from Prem Nagar were unable to provide the required documents.

### **Laadli scheme:**

A total of two hundred and ninety nine (299) respondents highlighted that they were unable to provide the mandatory documents due to which they were not able to process the scheme further.

- One hundred and fifteen (115) respondents from Mangolpuri, eighty (80) respondents from Sultanpuri, forty five (45) respondents from Rohini, thirty (30) respondents from Harsuk block, twenty one(21) respondents from Budh Vihar, and eight (8) respondents from Vijay Vihar faced this challenge.
- None of the respondents from Prem Nagar faced such a challenge.

## **Unethical Pressures**

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### **Scheme-wise:**

#### **Aadhaar:**

A total of fifty one (51) respondents mentioned that they were forced to become a prey to unethical pressures

- Sixteen (16) respondents from Rohini, twelve(12) respondents from Sultanpuri, eleven (11) respondents from Prem Nagar, six (6) respondents from Budh Vihar, three (3) respondents from Mangolpuri, three(3) respondents from Harsuk block faced this challenge while applying for Aadhaar.

#### **Ration Card:**

A total of one seventy four (174) respondents stated that they faced this issue when they applied for a Ration Card.

- Sixty (60) respondents from Sultanpuri, thirty two (32) respondents from Mangolpuri, thirty (30) respondents from Rohini, twenty two (22) respondents from Budh Vihar, fifteen (15) respondents from Prem Nagar, eight (8) respondents from Vijay Vihar and seven (7) respondents from Harsuk block.

#### **Voter identity card:**

A total of one hundred and fourteen (114) respondents pointed out that they had faced this issue while they applied for voter identity card.

- Forty four (44) respondents in Mangolpuri, twenty one (21) respondents from Sultanpuri, sixteen (16) respondents from Budh Vihar, fifteen(15) respondents from Rohini, nine (9) respondents from Prem Nagar, five (5) respondents from Vijay Vihar and four (4) respondents from Harsuk block had this experience

**Certificates:**

One hundred and fifty four (154) respondents who had applied for certificates faced this challenge.

- Thirty respondents from Sultanpuri, twenty nine(29) respondents for Mangolpuri, twenty four (24) respondents from Prem Nagar, twenty two (22) respondents from Rohini, twenty (20) respondents from Budh Vihar, nineteen (19) respondents from Harsuk block and ten (10) respondents from Vijay Vihar had to deal with this hurdle.

**Laadli scheme:**

Forty one (41) respondents pointed out that they were forced to undergo and agree to unethical pressures.

- Twenty seven (27) respondents from Mangolpuri, eleven (11) respondents from Harsuk block, nine (9) respondents from Rohini, four (4) respondents from Budh Vihar, one (1) respondent from Sultanpuri mentioned that they were subjected to such pressures.
- Respondents from Prem Nagar and Vijay Vihar did not face any such incident.

**Pradhan Mantri Jan Dhan Yojana:**

Thirty four (34) respondents mentioned that they were subjected to such unethical pressures when they were approaching the officials for the scheme.

Ten (10) respondents from Budh Vihar, ten (10) respondents from Prem Nagar, seven (7) respondents from Rohini, six (6) respondents from Sultanpuri, one (1) respondent from Harsuk block faced this concern.

Respondents from Mangolpuri or Vijay Vihar did not face any such concern.

## Overall assessment settlement -wise

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The survey reveals that of the 1000 respondents who were reached out in the 7 settlements, the experiences of the respondents differ from one settlement to the other and also depends on which of the schemes they were applying for.

On the basis of knowledge about the schemes and the success rate of the applicants who managed to access the various schemes in different areas the seven settlements can be prioritized as follows:

1. Prem Nagar
2. Vijay Vihar
3. Rohini Sector-20
4. Budh Vihar
5. Harsukh block
6. Sultanpuri
7. Mangolpuri

**Settlement with most access to schemes:**

Respondents belonging to Prem Nagar settlement were more informed about schemes and were therefore able to avail more schemes and benefits compared to the other six settlements. Through concerted efforts it would be possible to attain saturation of all schemes in Prem Nagar area.

Settlement that is least effective in accessing schemes:

The survey reveals that Mangolpuri is the area which has the least access to schemes in terms of knowledge and benefits. This settlement requires focused interventions and special enrollment camps and scheme awareness drives that will reach out to the larger population and help them avail of benefits.



## **Key Recommendations**



## Key Recommendations

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### **Concern: Lack of meaningful information on the various programmes and schemes**

To address the information gap regarding specific entitlements under the schemes, amongst the Transgender and socially marginalized population, a concerted awareness building programme should be launched by peers and the providers. These awareness building programmes must focus on a more systematic and consistent process of sharing information and relevant know-how and also ensure deeper outreach rather than providing sporadic dissemination of information on schemes or the traditional give-it-as-and-when-asked-for-approach.

### **Scheme education through Single Window:**

Since the findings reveal that respondents did not apply for schemes because they were not provided information on the schemes and the criteria for applying, the Single Window set up under the guidance of the Legal Services Authority will be involved in conducting out-reach activities in the form of enrollment camps, awareness drives and initiatives through Para-legal Volunteers and Community leaders.

### **Developing Information, Education and Communication materials:**

To help the community to understand the schemes and benefits, pamphlets and other hand-outs can be developed in consultation with the department and community representatives. These materials, with information on: the eligibility criteria, procedures for applying, the documents that must accompany the application and the benefits that each scheme provides, can be shared with them by the outreach teams along with the contact number of the Single Window for further information.

### **Awareness through outreach:**

Community outreach workers and Para Legal Volunteers can also provide information on the schemes at the Single Window that has been set up in Prem Nagar. In addition to providing information they can also motivate eligible beneficiaries to apply for the various schemes meant for them through one-one or one to group approach. The possibility of using street theatre to inform the community on the process and benefits they can avail of from the various schemes could also be considered.

### **Strengthening local partnerships:**

Local authorities, including local bodies or the Government School Head Masters, could be motivated to take this initiative forward by organizing regular scheme awareness camps, supporting the process for filling of application forms and organizing enrolment camps.

### **Special enrolment camps:**

The findings reveal that the respondents have difficulty in applying for the various schemes because of the lack of proper guidance in filling the required forms and also due to heavy rush. This issue can be addressed by organizing special enrollment camps in these 7 settlements.

Special enrolment camps for Aadhaar have been initiated since 14th January 2017 in partnership with the office of the District Magistrate, (North-West District). The camps that are being held every Saturday have as of now covered several areas including: Prem Nagar, Mangolpuri, Sultanpuri and Rohini Sector-20. Over five hundred and sixty (560) members have enrolled themselves for Aadhaar Card from the above areas.

Such camps will help them the gain confidence in the schemes and motivate them to access them. There is also a need for organizing Digi Dhan or Mega camps to reach out to larger numbers of beneficiaries under multiple schemes.

**Submission of applications and Due diligence:**

In addition to special enrollment camps, the Single Window will also be supporting the socially marginalized women and Transgender persons in the 7 areas identified under the pilot to motivate them to enroll for various Government benefits based on their need and eligibility. The Single Window team will help them to fill application forms, support the applicants in the process of due diligence and link them to the various departments with the support of the District Legal Services Authority and the District Magistrate office.

**Concern: Inability to face the many challenges including engaging with an unfriendly system****Regular interaction with officials:**

To address this pre-dominant concern, it is imperative to strengthen not just the know-how and education on basic entitlements of the schemes, but also to enable both the provider and the user to ensure proper delivery of the schemes. For this periodic meeting, joint planning and reviews for the implementation process should take place between them to facilitate mutual learning and bridge communication gaps

**Concern: Lack of sensitivity among officials, service provider and no understanding of the needs of the socially marginalized women and Transgender leads to an un-supportive eco system.****Sensitization of officials:**

This concern emanate from the structural and attitudinal barriers faced by the socially marginalized women and Transgender persons and it requires the building of an enabling eco-system, which will encourage them and hidden sex workers to come out and seek services and schemes they are rightfully entitled to.

The implementers and concerned officials will need to be gender sensitized about the health and social vulnerabilities of these marginalized populations and their needs, legal rights and entitlements as with other beneficiaries of the schemes.

Concern: Unwillingness of officials to engage and give the community a decisive response. On not being satisfied, the community should have the right to be heard.

For this purpose, grievance redress mechanisms should be set up and dedicated processes and channels should be created whereby they are heard whenever they encounter discriminatory practices. Stricter implementation of this process and appropriate action taken against concerned officials will prevent discriminatory practices occurring in the first place.



## **Annexure**

## Annexure

### Source of Information on schemes: Transgender:

Schemes	Relatives	Neighbors	TV/ Paper/ Radio	Friends/ Community	Govt. official/ School	CBO/NGO	Hospital/ Bank
Aadhaar Card	41	50	35	38	16	20	00
Ration Card	35	38	29	18	00	00	00
Voter ID Card	11	25	18	85	20	24	00
Pradhan Mantri Dhan Yojana	14	51	26	21	09	19	02
Pension	10	25	20	39	07	29	00
Birth/Caste Certificates	08	17	09	15	00	01	00

### Socially Marginalized Women:

Schemes	Relatives	Neighbors	TV/ Paper/ Radio	Friends/ Community	Govt. official/ School	CBO/NGO	Hospital/ Bank
Aadhaar Card	121	279	66	234	20	70	09
Ration Card	81	399	49	181	21	30	00
Voter ID Card	98	326	45	220	42	53	00
Pradhan Mantri Dhan Yojana	85	215	119	86	25	20	00
Laadli	70	124	30	39	97	40	00
Pension	65	225	70	130	30	45	20
Birth/Caste Certificates	50	132	14	59	25	10	29

### Transgender People: Area-wise experience in accessing the schemes: Prem Nagar:

Schemes	Number of People applied	Number received
Aadhaar Card	32	27
Voter ID Card	27	22
Ration Card	15	06
Pradhan Mantri Dhan Yojana	20	11
Birth/Death/Income/ Caste certificates	13	04

### Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	63	63
Voter ID Card	55	47
Ration Card	38	12
Pradhan Mantri Dhan Yojana	21	07
Birth/Death/Income/ Caste certificates	19	05
Laadli	04	01

### Mangolpuri Transgender People:

Schemes	Number of People applied	Number received
Aadhaar Card	60	57
Voter ID Card	53	41
Ration Card	31	11
Pradhan Mantri Dhan Yojana	47	27
Birth/Death/Income/ Caste certificates	15	05

### Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	222	220
Voter ID Card	187	170
Ration Card	51	09
Pradhan Mantri Dhan Yojana	125	45
Birth/Death/Income/ Caste certificates	55	10
Laadli	49	10

**Sultanpuri  
Transgender People:**

Schemes	Number of People applied	Number received
Aadhaar Card	65	60
Voter ID Card	50	40
Ration Card	39	13
Pradhan Mantri Dhan Yojana	61	29
Birth/Death/Income/ Caste certificates	19	07

**Socially Marginalized Women:**

Schemes	Number of People applied	Number received
Aadhaar Card	235	230
Voter ID Card	225	221
Ration Card	150	22
Pradhan Mantri Dhan Yojana	115	51
Birth/Death/Income/ Caste certificates	68	22
Laadli	25	12

**Budh Vihar  
Transgender People:**

Schemes	Number of People applied	Number received
Aadhaar Card	12	12
Voter ID Card	10	09
Ration Card	11	02
Pradhan Mantri Dhan Yojana	10	04
Birth/Death/Income/ Caste certificates	07	01

### Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	55	55
Voter ID Card	44	33
Ration Card	31	11
Pradhan Mantri Dhan Yojana	39	19
Birth/Death/Income/ Caste certificates	19	09
Laadli	20	05

### Rohini Sector-20 Transgender People:

Schemes	Number of People applied	Number received
Aadhaar Card	20	18
Voter ID Card	17	15
Ration Card	07	03
Pradhan Mantri Dhan Yojana	12	09
Birth/Death/Income/ Caste certificates	04	00

### Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	62	60
Voter ID Card	38	21
Ration Card	22	11
Pradhan Mantri Dhan Yojana	17	05
Birth/Death/Income/ Caste certificates	24	09
Laadli	14	04



### Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	85	84
Voter ID Card	70	58
Ration Card	29	09
Pradhan Mantri Dhan Yojana	31	13
Birth/Death/Income/ Caste certificates	23	11
Laadli	11	04

### Vijay Vihar Socially Marginalized Women:

Schemes	Number of People applied	Number received
Aadhaar Card	22	21
Voter ID Card	16	15
Ration Card	12	03
Pradhan Mantri Dhan Yojana	17	10
Birth/Death/Income/ Caste certificates	20	15
Laadli	10	03



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