

Factsheet

# Insights from a Survey of Common Service Centres (CSCs) in Chhattisgarh



We surveyed **115 CSC operators** to understand the following:

- Do Haqdarshikas visit CSCs to submit applications? What proportion of the applications received by CSCs is submitted by Haqdarshikas?
- What activities do CSC operators undertake to promote schemes and documents? What form of training do they receive for their work?



**Male:** 89% of CSC operators  
**Female:** 11% of CSC operators  
**Median age:** 30 years

## What form of training do CSC operators receive?



**13%**

received training to process **scheme applications**

**18.3%**

were trained to process **document applications**

**18.3%**

received training to process **both schemes and documents**

# Popular channels that CSC operators use to promote applications for schemes and government documents

	For schemes	For documents
 <b>Organising camps</b>	<b>53.9%</b>	<b>54%</b>
 <b>Attending group meetings (VO/CLF/SHG)</b>	<b>46%</b>	<b>53%</b>
 <b>Door-to-door campaigns</b>	<b>34.2%</b>	<b>31.9%</b>
 <b>Engaging with community leaders</b>	<b>18.4%</b>	<b>16.6%</b>
 <b>Speaking to the <i>Kotwar</i>*</b>	<b>13.1%</b>	<b>13.8%</b>

(\*village watchman/Gram Panchayat employee)

## Most popular schemes at CSCs

Average time for receiving scheme benefits

Most popular government documents requested at CSCs

Average time for receiving government documents

83% CSCs received applications for:



Within **30 Days**

**74% CSCs** received applications for PAN cards

Within **7 Days**

17% CSCs received applications for:



Within **30 Days**

**54% CSCs** received applications for the Building and Other Construction Workers (BOCW) Mazdoor card

Within **7 Days**

15% CSC received applications for:



Within **7 Days**

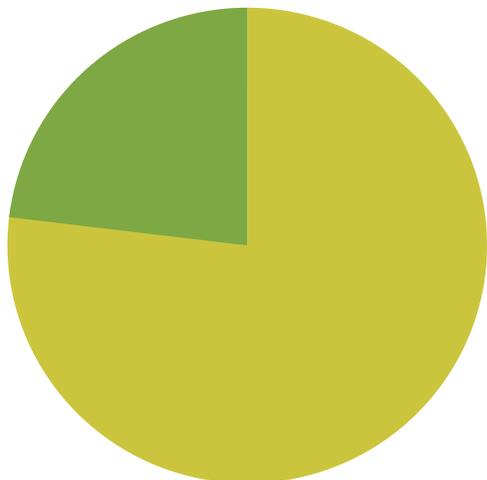
**42% CSCs** received applications for Caste Certificates

Within **30 Days**

# Distribution of applicants that submitted applications for PAN Cards and PMJDY at CSCs

## PAN Cards

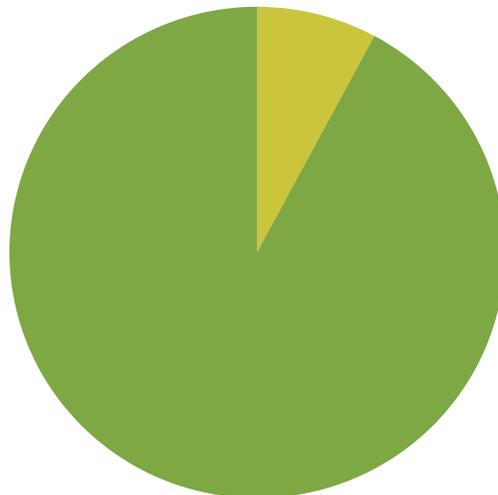
Applications submitted by others (Self, family etc.)  
23.1%



Applications submitted by Haqdarshikas  
76.9%

## PMJDY

Applications submitted by Haqdarshikas  
7.9%



Applications submitted by others (self, family etc.)  
92.1%

## Monthly distribution of scheme applications submitted by Haqdarshikas (as % of total applications received)

60% Nonihal Scholarship Scheme

35% Theka Shramik, Gharelu Kamgaar Mahila Evam Hammal Shramik Ke Baccho Hetu Chhatvruti Yojana

36% Pradhan Mantri Grameen Awas Yojana

31% Swachh Bharat Mission: Gramin

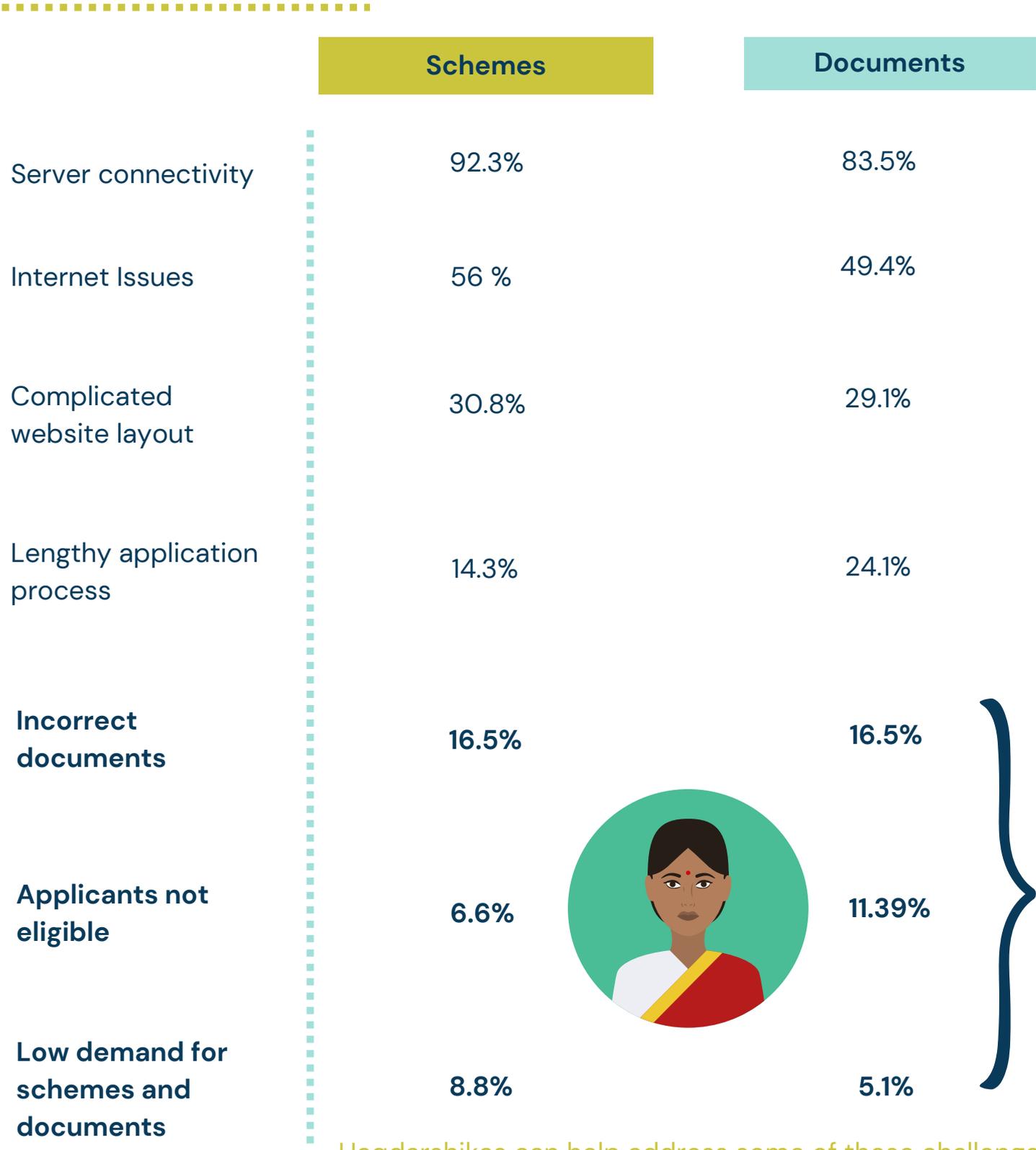
10% Weather-based crop insurance

40% Aadhaar seeding to bank account

45% Safai Karmakar Prasooti Sahayata Yojana

Haqdarshikas seem to play an important role in generating demand for less popular schemes especially state-specific schemes, which, nevertheless, bring important benefits to families across all major welfare dimensions, including education, health, shelter, and livelihoods.

# Challenges CSCs face in processing applications and complementarities with Haqdarshikas



Haqdarshikas can help address some of these challenges by creating public awareness for government schemes and documents, and providing support to citizens to minimize enrollment errors.

This factsheet was prepared by LEAD at Krea University's Sampurna Basu and Abinaya Rengarajan, with support from Diksha Singh. The CSC survey was conducted as part of an impact evaluation of the Haqdarshak program in Chhattisgarh. The project is supported by the Bill & Melinda Gates Foundation. The findings and conclusions in this brief are those of the authors and do not necessarily represent the views of the Bill & Melinda Gates Foundation. Learn more about the study [here](#).