



# BASELINE STUDY OF BARABANKI SMARTPUR

*Baseline study on Smartpur project in 14 villages of Barabanki, Uttar Pradesh*



**NOKIA**



## INTRODUCTION

The global community, after continuous efforts over the last few years, has developed an agenda that promises to address the concerns of human development parameters. In September 2015, the Post-2015 UN Development Agenda, comprising of 17 Sustainable Development Goals (SDGs)<sup>1</sup> was adopted, replacing the Millennium Development Goals (MDGs). The Post-2015 UN Sustainable Development Agenda framework provides an opportunity to renew and integrate efforts in order to meet, to a significant degree, national and global aspirations in a defined time frame. Various governments are adopting different approaches to achieve sustainable development.

Smart city is an approach identified by International Development Research Centre (IDRC) and UNU-EGOV.

India, from the last couple of years, has directed its development pathway to meet its priorities of employment, economic growth, food, water, improving health indicators, disaster resilience and poverty alleviation. India is aiming to restore its natural capital and adopt transparent and robust governance mechanism along with democratic lines. Global consulting firm, PricewaterhouseCoopers (PwC) study<sup>2</sup> 'Making cities smart and sustainable' identifies those 98 aspirants for India smart cities and the government incorporating sustainability as a key component. The pillars of a smart sustainable city are also directly or indirectly aligned with the objectives of the SDGs.

Approximately 70 per cent of India's population lives in rural areas. According to the study by Centre for the Advanced Study of India, University of Pennsylvania, by 2030, India's urban population is set to reach 590 million, in addition of approximately 300 million to India's current urban population. In such scenario, the concept and approach of Smart City needs to be extended and make it 'Smart Village' or 'Smart Cluster'.

Keeping this in mind, Digital Empowerment Foundation (DEF) and Nokia have rolled out the first pilot 'Smart Village' concept, also known as **Smartpur** in Tain in Haryana and Asoor in Tamil Nadu. The Smartpur project is based on '**Hub – Spoke**' model that connects Hub

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

<sup>2</sup> PricewaterhouseCoopers (PwC) study<sup>2</sup>, 'Making cities smart and sustainable' <https://www.pwc.in/assets/pdfs/publications/2015/making-cities-smart-and-sustainable.pdf>; accessed on 9<sup>th</sup> March 2018



village to Spoke villages under the six key areas of development — health, education, livelihood, governance, finance and entertainment—rural entrepreneurs at the spoke centres will further redistribute these services in their respective villages. The main objective of the project is to strengthen the existing six pillars of sustainable development goals.

The first phase of Smartpur was launched in Nuh, Haryana and Kancheepuram, Tamil Nadu to understand the existing gaps in these identified parameters; the baseline survey was conducted in hub and 9 other villages of spoke villages of both districts. The second phase of Smartpur, it was rolled out in 90 villages of 9 districts (10 village per district). The study identifies the present status of these six pillars in hub and spoke villages.

## FINDINGS

### Socio-economic demography

- 36 per cent of respondents are illiterate, whereas 17 per cent of them have primary education and just 4 per cent have post-graduation degree.
- 21.69 per cent of respondents are farmers, whereas 16 per cent of them are self-employed and just 1.24 per cent respondents are government employed.
- 51 per cent of respondents have monthly income in between Rs 3000 to 5000, 28.1 per cent have Rs 5000 to 7000 and just 2.69 per cent have Rs 7000 to 10000.
- 98 per cent of respondents have their own house. 65 per cent of them have well-constructed house, whereas 14 per cent have semi-constructed house.
- 70 per cent of households have electricity in their houses. 66 per cent of households receive electricity for 12 hours, whereas only 1 per cent households receive 24 hours electricity. Interestingly 30 per cent participants chose not to respond.
- 80 per cent households have toilet in their home, while 17 per cent go to community toilet.



## ICT Information

- In terms of availability of ICT devices, 58 per cent of respondents have smartphones, 38.22 per cent have feature phone with camera and only 3 per cent of them have laptop.
- In terms of usage, 50 per cent of respondents use only for the purpose of calling and 47.11 per cent of them use for multiple purpose such as text, SMS, communication and information search purpose.
- 52 per cent households have internet connectivity at their home, out of which 95 per cent spend about Rs.100 to Rs 300 monthly.
- Most of the respondents have Jio as service provider. 71 per cent respondents are satisfied with the Internet quality.

## Pillar 1: Education

- ✓ Majority of people access education related information through multiple resources. 18 per cent people access higher education related content on newspaper, 19.21 per cent access newspaper for school related information
- ✓ 97 per cent of respondents stated that vocational training center and 76.65 per cent respondents said that computer center is not available in nearby location. 56 per cent respondents are able to register for higher courses online. Out of which 65.07 per cent used common service center (CSC) and 20.96 per cent used cyber café for registering higher courses.

## Pillar 2: Livelihoods

- ✓ About 78 per cent people access job related information through multiple resources including friends, TV, radio, etc. Newspaper is another major resource from which people access agriculture, job and employment related information.
- ✓ About 97 per cent people do not have given online interviews. Just 2.27 per cent respondents have used online interview mechanism. Out of which, 27.27 per cent have used their mobile for Skype interview



- ✓ Only 2 per cent women have participated in vocational training. 41 per cent of people have undertaken vocational training, out of which 96.7 per cent took from Panchayat.
- ✓ About 47 per cent people want multiple training in the center, 36.36 per cent want financial literacy training in the center. Only 3.93 per cent people want leadership and life skills in the center.

### Pillar 3: Financial Inclusion

- ✓ 46 per cent people mentioned post office, 35 per cent said bank kiosks and 27 per cent said that bank correspondent are not available in nearby location.
- ✓ 76.45 per cent of the respondents' access bank related information using multiple resources such as TV, community radio, radio, mobile phone with internet. Whereas 2.27 per cent receive information through TV.
- ✓ About 6 per cent people are aware about banking services and 20 per cent people know using ATM services. Whereas 1.24 per cent people have activated their internet banking services and 12 per cent people pay their bills online.

### Pillar 4: Health

- ✓ 99 per cent people stated that there is no diagnostic lab nearby location.
- ✓ 64.67 per cent people visit hospital once in a month; whereas the same percentage of people visit quarterly and half- yearly to the hospital.
- ✓ About 40.46 per cent people spent about Rs.1000 to 5000 on an average for their health care services. About 8 per cent respondents take free services at hospitals.
- ✓ 92 per cent people make cash payment to pay the bill in hospital and only 4.34 per cent people are able to book appointment online in hospital.



## Pillar 5: e-Governance

- ✓ 86 per cent people are not aware about government schemes, but 76 per cent have Aadhaar card (UID).
- ✓ About 88 per cent households have availed government schemes or entitlements for themselves or their family members. 6.40 per cent have availed government schemes, out of which 25.81 per cent have availed MNREGA and 19 per cent have PMAY.
- ✓ 85 per cent people have never reported grievance and 82 per cent are not able to apply for any certificate online.



## ABOUT THE PROJECT

Smartpur project, ideated by Digital Empowerment Foundation (DEF) with support from Nokia, is a rural entrepreneurship-based model designed to create ideal smart villages in India. Smartpur is three-year project based on a hub-and-spoke model in 100 villages of the country. The pilot phase of the project was launched in two states – Nuh (Haryana) and Asoor (Tamil Nadu).

Smartpur is a concept designed for a sampoorna gaon (holistic village) or a digitally-integrated ecosystem where people leverage digital tools to bring efficiency in daily lives, transparency in governance, and economic prosperity for households, and ease of access to various kinds of services and information.

The concept of Smartpur emerges from the underlying idea of integrating technology in the existing five prime pillars of Sustainable Development Goals – 1) education; 2) improving livelihoods; 3) strengthening health services; 4) financial inclusion; 5) improving e-governance services. The project aimed to integrate ‘digital component’ as a mean to access or improvise the existing services to an end and not an end in itself. It is a medium to acquire knowledge as a consumer and disseminate information as a producer, thus serving as tool for empowerment, innovation and communication for the larger community. This forms backbone for the guiding principles of Smartpur. With these guiding principles, Smartpur has adopted a rural entrepreneurial-based approach under which the project seeks to create a social enterprise model driven by rural youth and supported by community members, government bodies, private institutions and other relevant stakeholders. These stakeholders will be trained and equipped with digital tools and knowledge resources required to build a strong pool of digital citizens spearheading and transforming the village ecosystem.

## Study Objective

The objectives of the study were:

1. To understand the socio-economic demography of 14 villages in Barabanki district
2. To understand the present state of the villages in the following parameters – ICT information and access of ICT, mobility & availability of basic infrastructure under



each parameter - access to services under six pillars - education; livelihoods; health; e-governance and entertainment

3. To identify and measure the target numbers of beneficiaries under each pillar

## STUDY METHODOLOGY

As part of the project area, the baseline survey was conducted in 14 villages (Saidanpur, Chaukhandi, Badosarai, Baragaon, Bansa, Bhaggapurwa, Bhaisuriya, Chakdahepur, Chaukhandi, Parsa, Rampur Katra, Kashipurva, Shahabpur) in Barabanki district in Uttar Pradesh. The study had entailed both quantitative and qualitative survey methodology. Tools like structured questionnaire, in-depth discussion and observation checklist were used. Structured questionnaire were around eight parameters – 1) social and economic demographic profile; 2) ICT availability and accessibility; 3) education; 4) livelihoods; 5) health; 6) financial inclusion 7) e-governance and 8) entertainment. The data collection tools were applied in the community for collecting information like structured questionnaire with primary target group and in-depth interviews and discussions also were conducted with secondary target group. The questionnaires were developed in an Open Data Kit (ODK Collect), which is an open source data collection tool that runs on Android devices. Discussions were conducted with communities and key stakeholders, as mentioned in the target group. Emphasis was given on quality assurance during the data collection. Standardized procedure of triangulation of gathered data were followed before report finalization.

### Sample size

The samples of respondents were selected in a radius of 5 to 10 km around the hub village station on random basis from all villages. The total sample size<sup>3</sup> was 484 with confidence level of 95 per cent. The ages of the respondent were 18 years old or above 18. The collected data was analysed in Microsoft Excel. The report comprises of general information of demographic profiles such as age, gender, income, occupation, literacy rate, information regarding ICT skills, information about basic infrastructure and so on.

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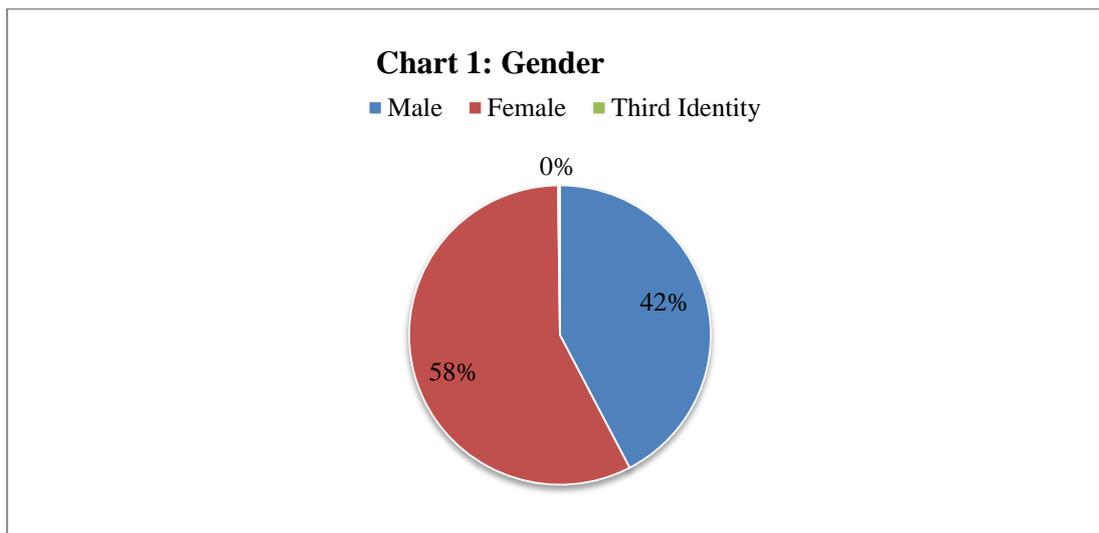
<sup>3</sup> <https://www.surveysystem.com/sscalc.htm>



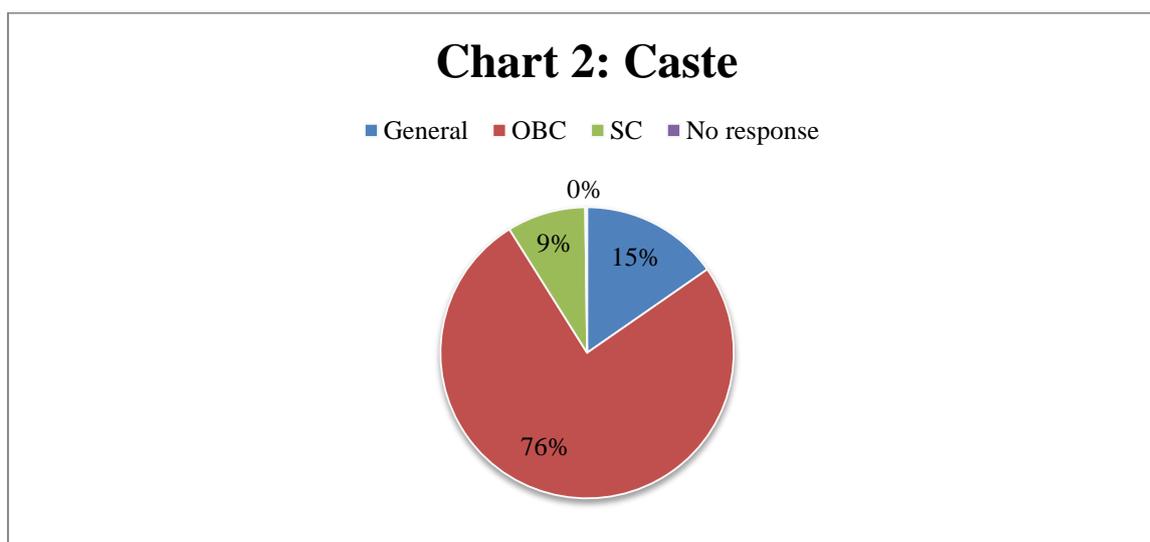
# RESULTS OF THE STUDY

## I. Social and Economic Demography

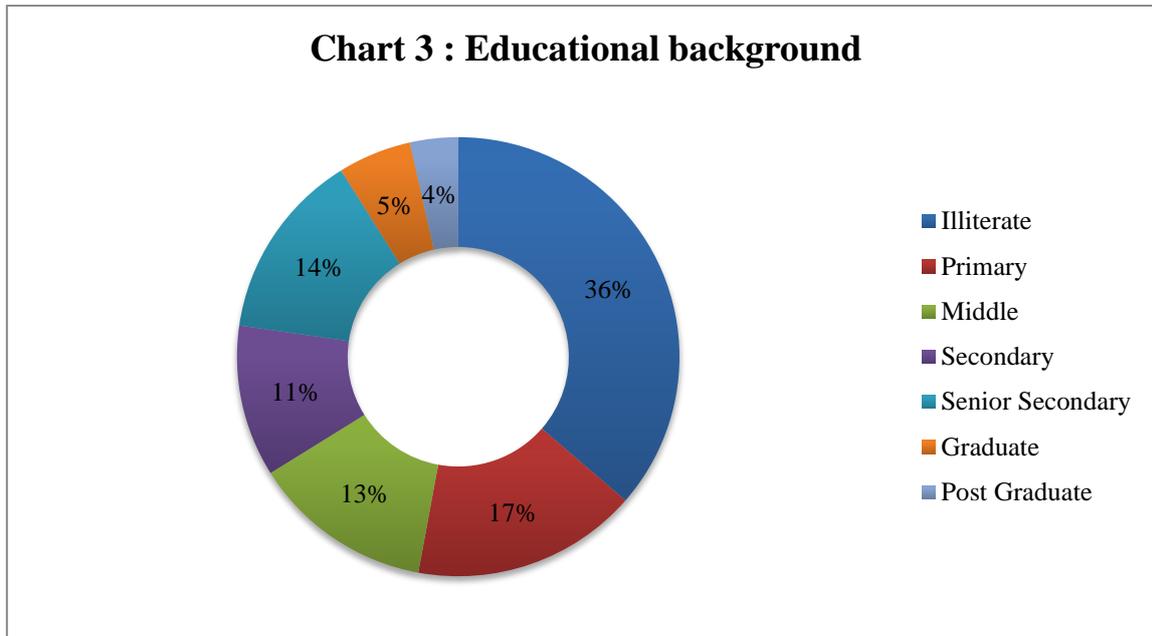
In the baseline survey done in selected locale of Barabanki, more than 50 per cent respondents were female and 42 per cent respondents were found to be male. One transgender person was also interviewed during the survey (chart 1).



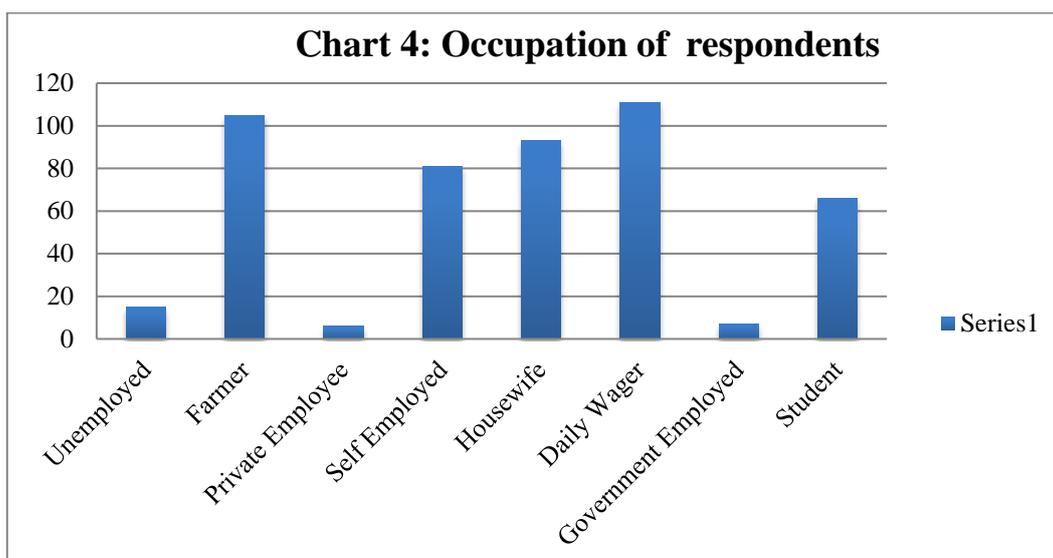
In terms of religion, 55 per cent respondents belong to Muslim community, whereas 45 per cent are from Hindu community. Majority of the respondents (76 per cent) are OBC and 15 per cent are from general caste (Chart 2)



Education plays an important role in shaping the quality of life of an individual. Chart 3 shows that in Barabanki near about 36 per cent of respondents are illiterate. Considering the data, nearly 17 per cent of respondents had attained the class up to primary level. Another 13 per cent of respondents were educated up to middle level and 4 per cent upto graduation level.

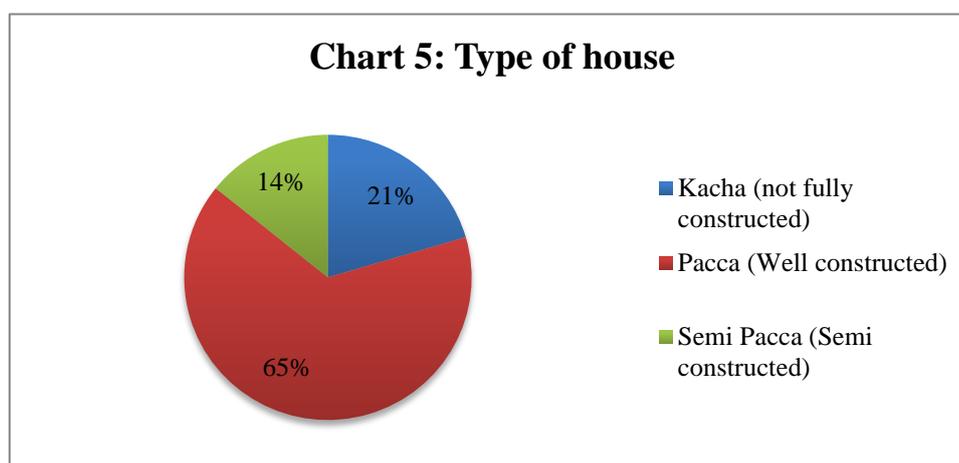


In terms of respondents' occupation, about 23 per cent are daily wage labourers, 21.69 per cent are farmers, and about 17 per cent are self-employed. . Only 3 per cent people are unemployed, 1.24 per cent people work as private employees and 1.45 per cent people do government jobs.

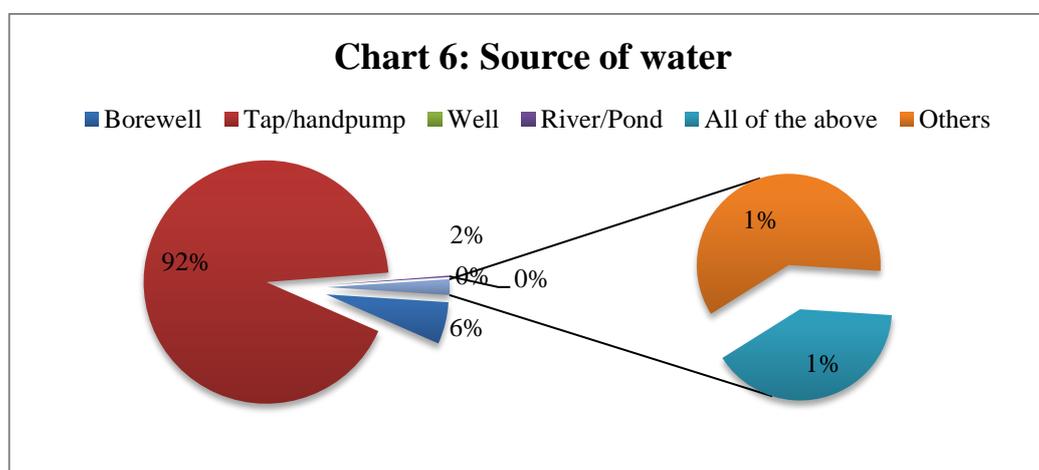


## II. Family Assets and Facilities

The type of the house in which an individual resides and socializes is likely to have an impact on his beliefs system and in moulding their personality. It is clear from the findings that majority of respondents (98.14 per cent) have their own houses, out of which 65 per cent have well-constructed houses. The number of respondents residing in Kaccha (not well constructed) houses is 21 per cent and 14 per cent are living semi-constructed houses (Chart 5).



About 79 per cent of respondents have their own toilet in their houses and 17.36 per cent defecated openly in pit toilet (type of toilet that collects human faeces in a hole in the ground). In terms of water supply, 92 per cent of households have tap and hand pump in their houses and 6 per cent of them take from borewell (chart 6).



More than 70 per cent of households have electricity in their houses and 30 per cent of respondents do not have access to electricity. Among those who had electricity, 66 per cent of them per cent said that they receive 12 hours in a day, whereas 4 per cent of respondents said that the availability of electricity is just 2 to 4 hours per day. Interestingly 30 per cent respondents were unable to reply on this question. Most of them said that electricity is an important factor for agriculture, business and even for getting information through TV, Radio and mobile phone. When they were asked about charging the mobile phones, they said that most of the houses have inverter, or solar connection. They charge their phone via these assets. Many youngsters also said that they need electricity to charge their computer/laptops.

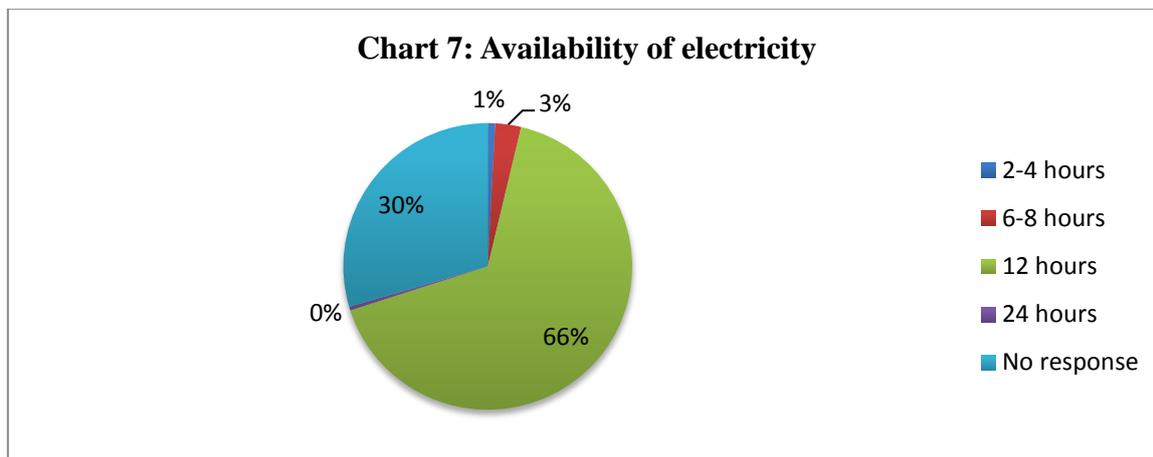
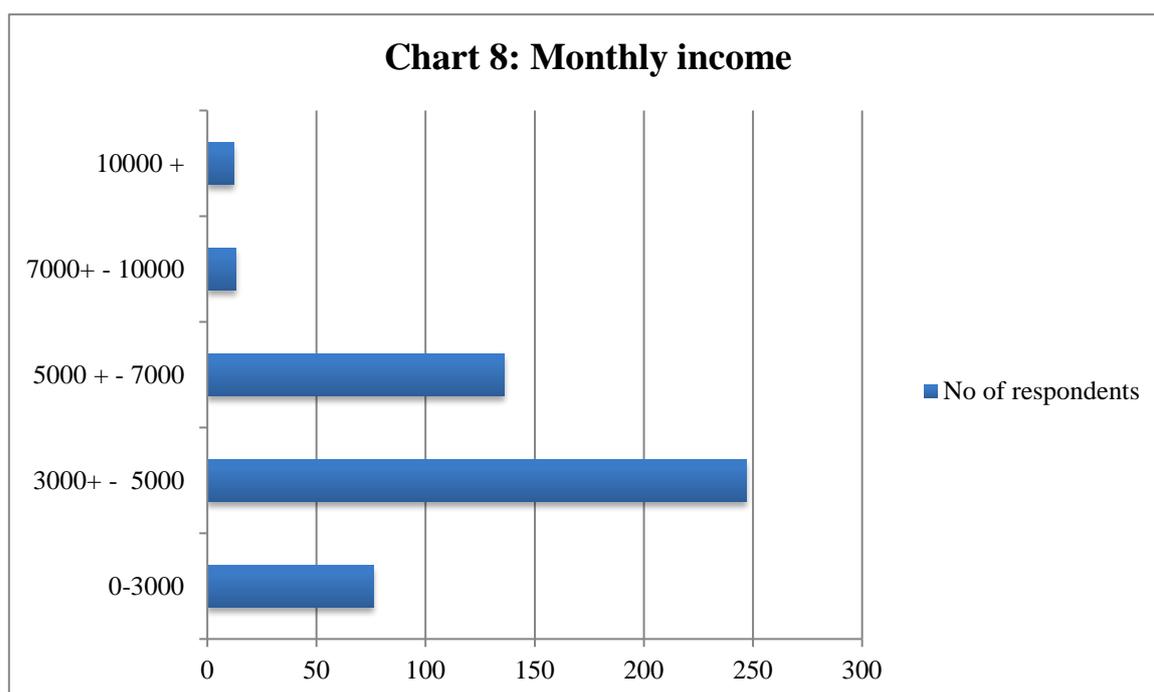


Chart 8 shows that more than 50 per cent Nuh households have monthly income between Rs 3000 to 5000, while 28 per cent have monthly income from 5000 to 7000 and only 2.48 per cent households have monthly income more than Rs 10000. More than 15 per cent households have less than Rs 3000 monthly income.



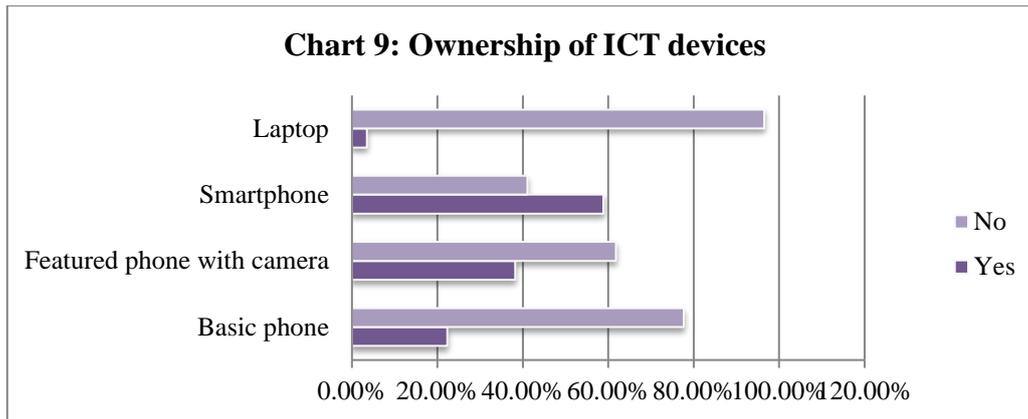


### III. Ownership and Usage of ICTs

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

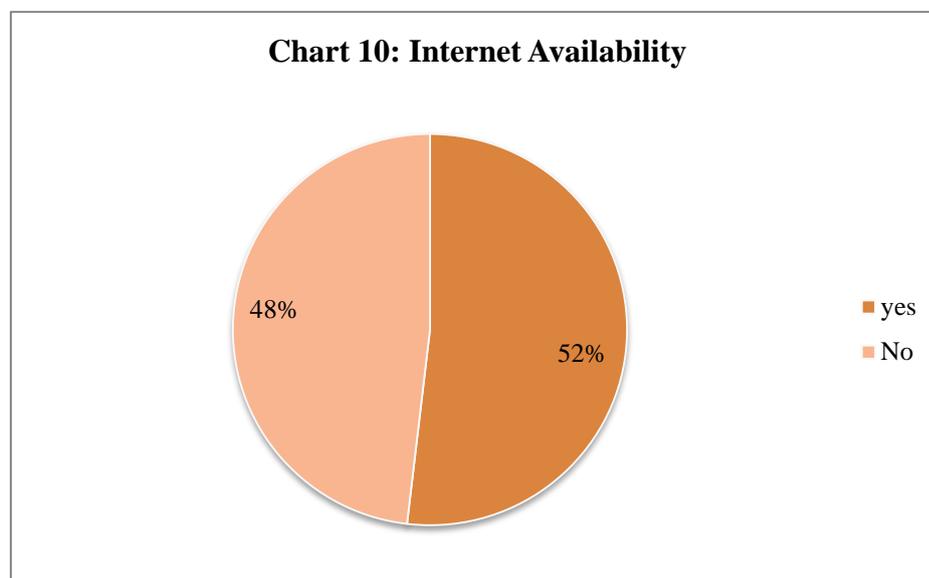
In terms of mobile ownership, majority of respondents (58.88 per cent) owned smartphones, followed by feature phones with camera being owned by 38.22 per cent. It is evident from Figure 12 that only 10 per cent of the respondents have computers/laptops. 17 per cent own feature phones with camera and smartphones. It is evident from the graph that only 3.51 per cent of them own a laptop/computer (Chart 9).





In terms of content and services, half of respondents (49.79 per cent) used the mobile phone for calling purposes; nearly half of respondents (47.11 per cent) used it for multiple purposes including texting, surfing social media, information search and more.

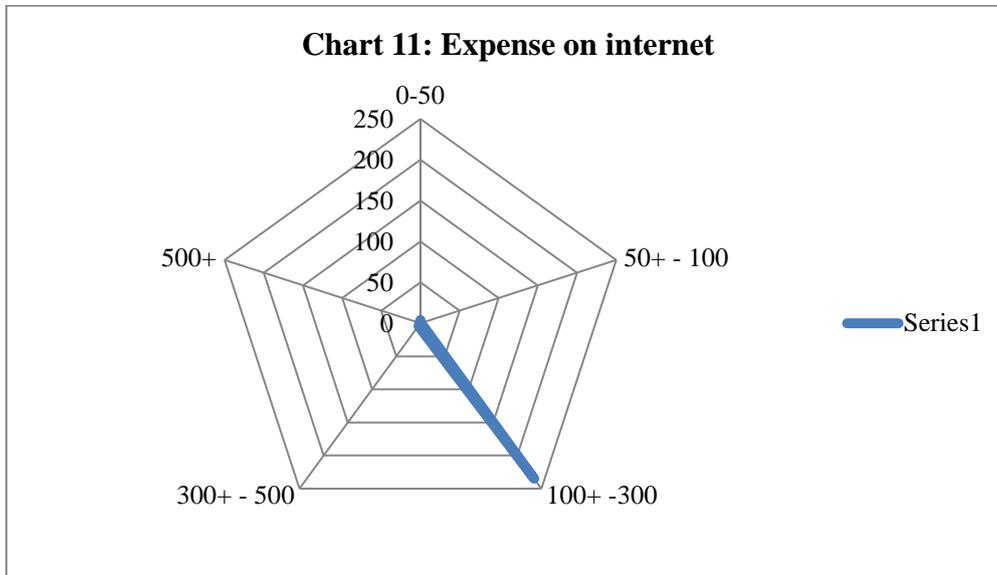
58 per cent respondents stated that they have memory card in their phones and 3 per cent respondents are not aware about memory card in their phones. In terms of internet availability, 52 per cent of households have internet availability (Chart 10). Out of which 80 per cent households have JIO as service provider and 9.39 per cent have Airtel as service provider.



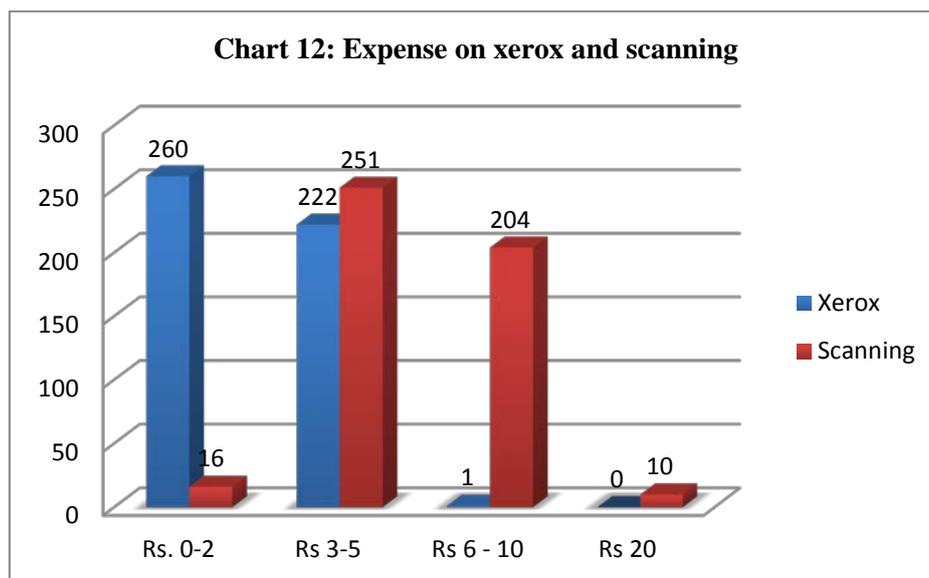
More than 70 per cent respondents stated that they are satisfied with their service provider and about 7 per cent feel that the service provided to them is inadequate. In terms of



monthly expense on internet, more than 95 per cent spent Rs 100 to Rs 300 on recharging the internet and 1.63 per cent spent between Rs 300 to Rs 500.



Whereas in terms of other digital services like printing and scanning, majority of them (260 respondents) stated that they spend minimum Rs 2 for photocopy. Over 250 respondents mentioned that they spend Rs 3 to Rs 5 and over 200 respondents spend Rs 6 to Rs 10 for scanning the document.



## V. Pillar 1: Education

In terms of accessing information, majority of people access education related information through multiple resources including TV, radio, community radio, SMS facilities on mobile phones, internet and, school and college. About 19 per cent people access school and career related information through newspaper (Table 1).

**Table 1: Source of education related information**

	<b>Higher information</b>	<b>Vocational information</b>	<b>School information</b>	<b>Scholarship</b>	<b>Career information</b>
Newspaper	18.39 per cent	18.60 per cent	19.21 per cent	18.80 per cent	19.01 per cent
TV	1.45 per cent	1.45 per cent	1.03 per cent	1.03 per cent	0.41 per cent
Radio	0.41 per cent	0.41 per cent	0.41 per cent	0.62 per cent	0.00 per cent
Community Radio	0.41 per cent	0.21 per cent	0.00 per cent	0.21 per cent	0.00 per cent
Access on Mobile phone through SMS	0.41 per cent	0.21 per cent	0.62 per cent	0.21 per cent	0.21 per cent
Access on mobile phone using internet (social media - Youtube, Facebook, etc)	0.62 per cent	0.41 per cent	0.21 per cent	0.21 per cent	0.41 per cent
Block office	0.00 per cent	0.00 per cent	0.00 per cent	0.00 per cent	
Family	0.00 per cent	0.00 per cent	0.00 per cent	0.00 per cent	0.21 per cent
Friends/village member	1.03 per cent	1.03 per cent	0.83 per cent	0.62 per cent	1.03 per cent
NGO/Social worker	0.00 per cent	0.00 per cent	0.00 per cent	0.00 per cent	0.00 per cent
School/College	0.41 per cent	0.00 per cent	0.41 per cent	0.21 per cent	0.21 per cent
Multiple resources	76.86 per cent	77.69 per cent	77.27 per cent	78.10 per cent	77.48 per cent



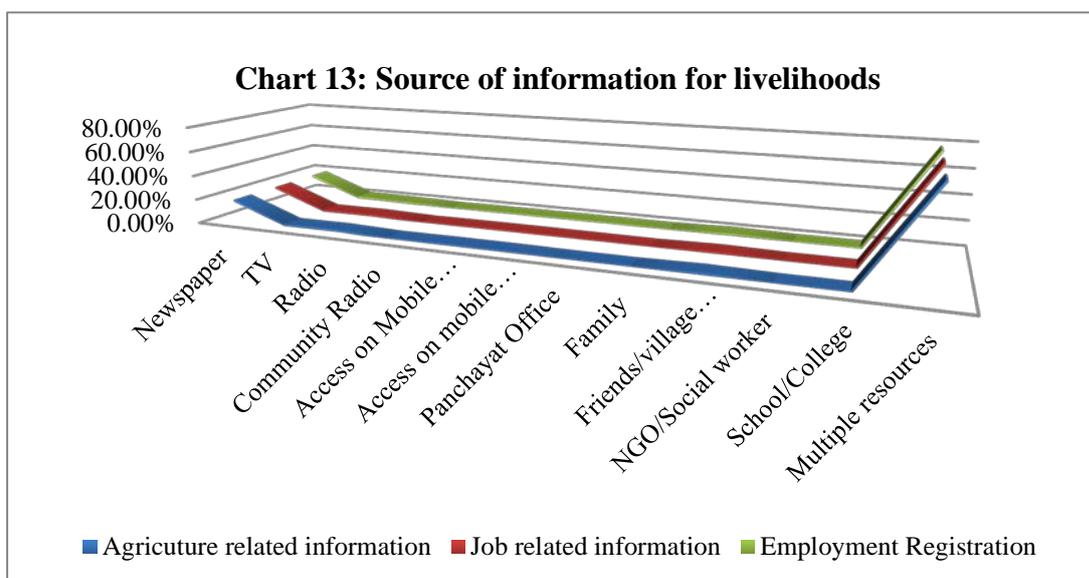
In terms of availability of training centres – 97 per cent respondents stated vocational training centre is not available in nearby location and 76 per cent respondents said computer-training centre is not available, whereas about 19 per cent are not aware about computer training centre.

It is overwhelming that 56 per cent people register for courses online and 44 per cent people do it offline. Out of 56 per cent, majority of them (65 per cent) do online registration at CSC, 20 per cent from cyber café and 10 per cent from their schools. Whereas for offline registration of higher courses, 69.81 per cent people visit their school and colleges, 18.87 per cent visit to Panchayat office and 5.19 per cent visit to agency.

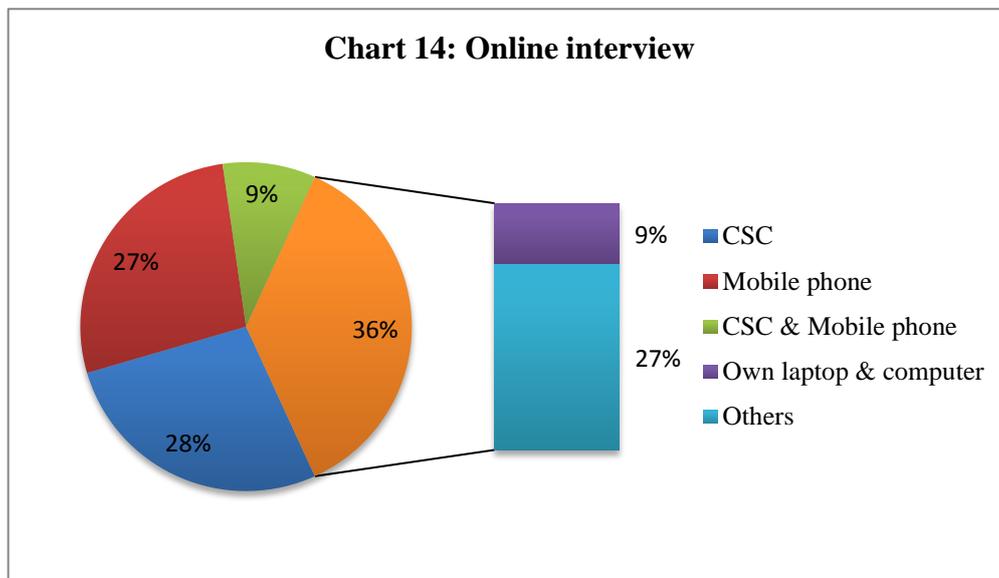
Regarding career guidance centre in the village, 98 per cent people said that career guidance centre is not available in the village and 90 per cent said computer access centre is not in their village. This reflects that digital literacy in the region is minimal and there is need of mobilisation to address these challenges.

### Pillar 2: Livelihoods

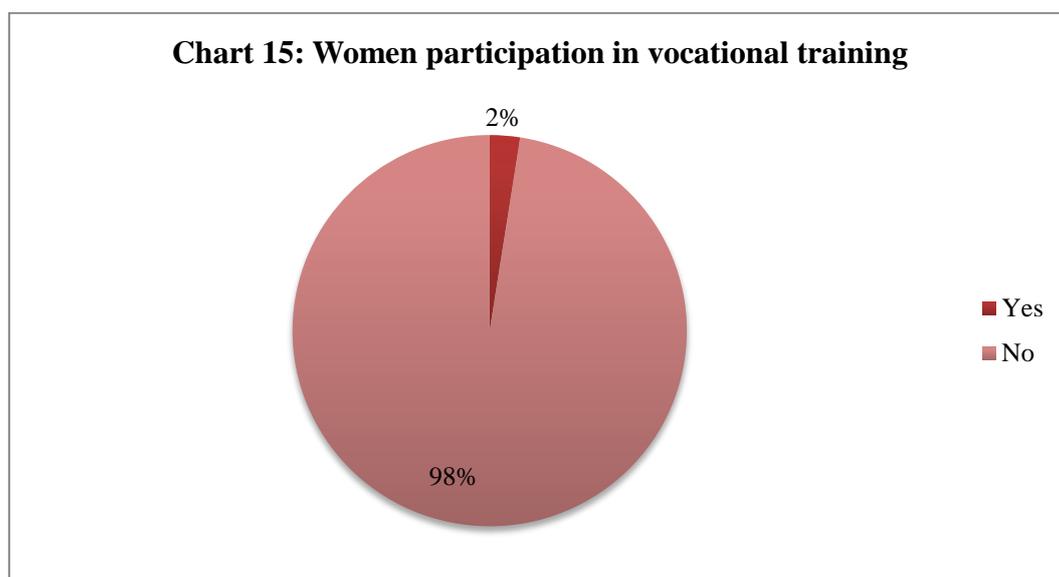
In terms of accessing source of information in relation to livelihoods, again majority of them (about 78 per cent) access livelihoods related information through multiple resources, including TV, newspaper, radio, community radio, family, friends or village members, SMS services on mobile phones or by using the internet. Newspaper is yet another major source of accessing job related information with 17.77 per cent. With regard to livelihoods related information, people don't depend on panchayat office (chart 13).



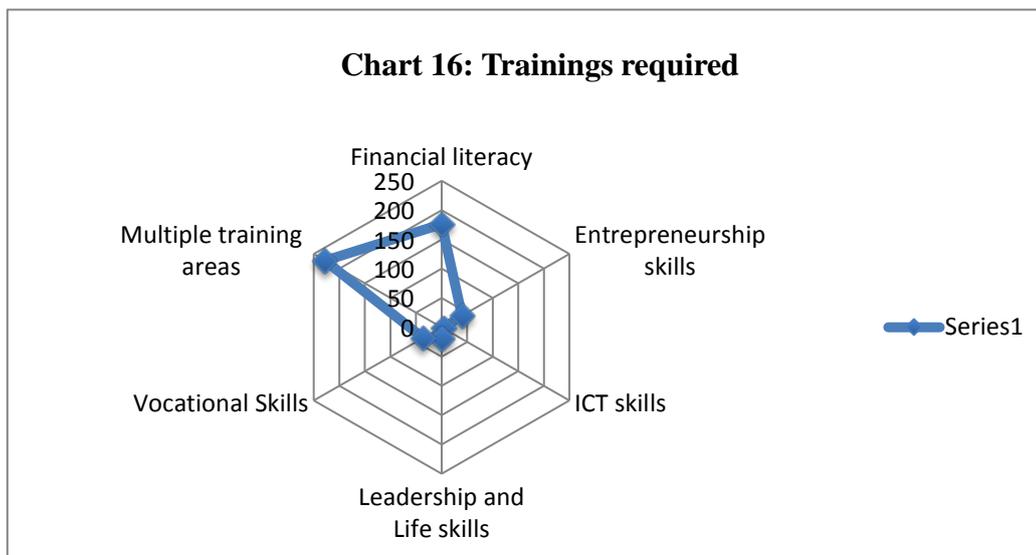
In terms of online registration of job portal, only 2 per cent have used online job portal services and 2.27 per cent have online interviews, out of which 27.27 per cent people have used their mobile phone for online interview and 27 per cent have visited CSC for giving online interview (chart 14).



In terms of receiving any training, 59 per cent people have received some sort of trainings. Out of which majority of them 97 per cent have received at Panchayat office and 152 per cent people visited city to receive the training. When it comes to women vocational training centres, 98 per cent people stated there is no vocational centre for women (Chart 15).

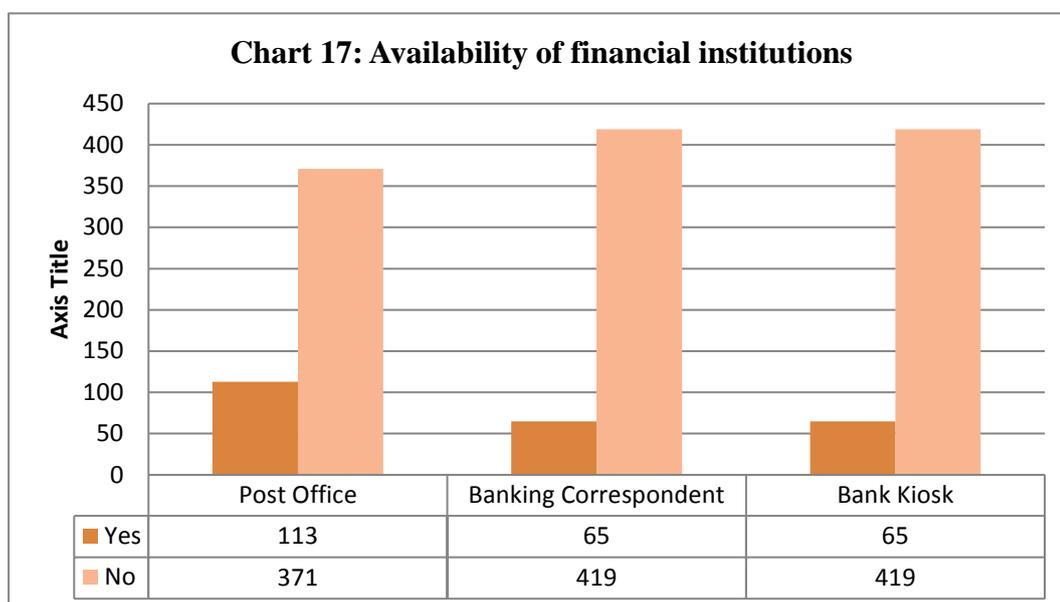


Most of people want women vocational training centre within 1 km of their village and 2.33 per cent with 2 km of their village. When asked about what kind of trainings they would like to have at the centre, 36.36 per cent would like to have financial literacy skills, 8.26 per cent want entrepreneurial skills and 47.11 per cent want to have multiple training programs at the centre (Chart 16).



### Pillar 3: Financial Inclusion

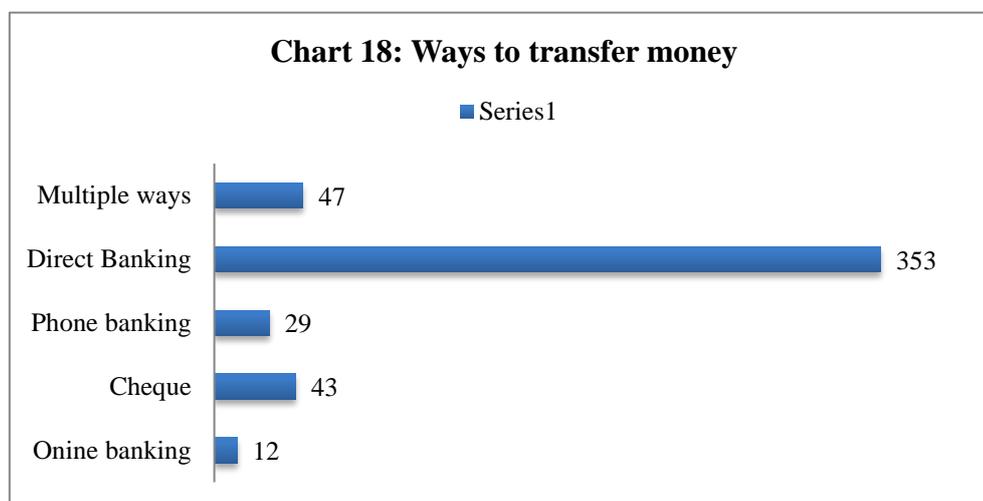
In availability of financial institutions, 46 per cent people mentioned post office, 35 per cent said bank kiosks and 27 per cent said that bank correspondent are not available in nearby location (chart 17).



For receiving financial related information services, 76.45 per cent use multiple resources for bank services related information and 75 per cent use multiple resources financial related services. These multiple resources include TV, newspaper, radio, bank official, banking correspondent, etc. In relation to awareness of banking services, 94.21 per cent are not aware about banking services and 5.79 per cent are aware about banking services, out of which 71 per cent are aware about direct banking and 18 per cent are aware about multiple banking services such as phone banking and online banking. 80 per cent of respondents are not aware about using ATM, 98.76 per cent have not activated Internet banking services and 95.87 per cent are not aware about transferring amount (table 2).

<b>Table 2: Awareness about financial services</b>			
	<b>Using ATM</b>	<b>Banking services</b>	<b>Transferring amount awareness</b>
Yes	97	28	20
No	387	456	464

Only 12 per cent people are aware about online bills payment service, 73 per cent of them are able to do direct banking and 9 per cent of them are able to do cheque to transfer money (chart 18).



When it comes to online services, only 4 per cent people are aware booking online tickets and 7.23 per cent are able to shop online. Interestingly 62.81 per cent people don't want to learn online banking services and 37.19 per cent want to learn.

#### Pillar 4: Health

In terms of availability of diagnostic lab, 99.59 per cent respondents stated that it is not available in their village. In terms of accessing health related information, most of respondents stated they use multiple resources to receive information. 18.39 per cent of them access health related schemes on newspaper and 18.60 per cent access Antenatal, and, family planning information through newspaper.

**Table 2: Source of health related information**

Source of information	Health related schemes	Medical Camps related information (eye camp, blood, etc.)	Immunization programs (polio, rubella, etc.)	Antenatal, pre-natal, family planning, information	Sanitation and Hygiene related information
Newspaper	18.39 per cent	18.18 per cent	17.77 per cent	18.60 per cent	17.36 per cent
TV	1.65 per cent	2.27 per cent	1.45 per cent	1.03 per cent	1.03 per cent
Radio	1.03 per cent	0.41 per cent	1.03 per cent	1.03 per cent	1.24 per cent
Community Radio	0.21 per cent	0.00 per cent	0.21 per cent	0.00 per cent	0.62 per cent
Access on Mobile phone through SMS	0.00 per cent	0.21 per cent	0.21 per cent	0.21 per cent	0.21 per cent
Access on mobile phone storing in form of Videos	0.21 per cent	0	0.21 per cent	0	0

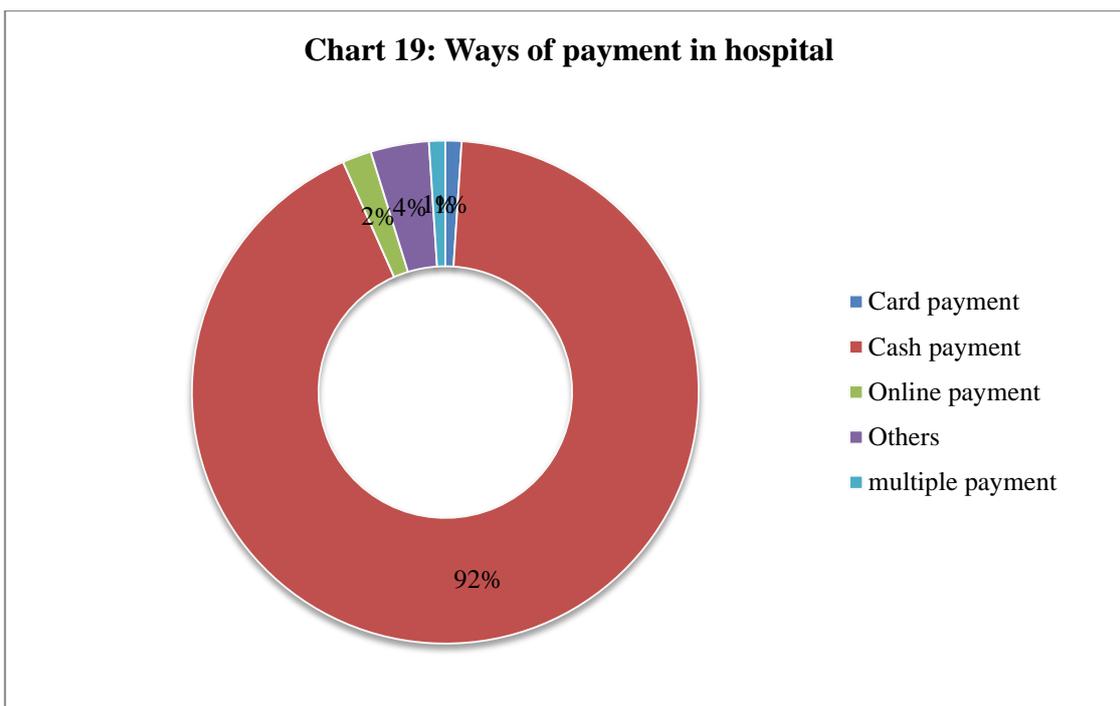


Access on mobile phone using internet	0.00 per cent	0.21 per cent	0.00 per cent	0.21 per cent	0.00 per cent
Panchayat office or sarpanch	0.00 per cent	0.21 per cent	0.00 per cent		0.00 per cent
Family	0.21 per cent	0.00 per cent	0.00 per cent	0.00 per cent	0.00 per cent
Friends/village member	1.03 per cent	0.83 per cent	0.83 per cent	0.83 per cent	0.62 per cent
NGO/Social worker	0.00 per cent				
ANM/Health Staff member	0.41 per cent	0.41 per cent	0.83 per cent	0.62 per cent	0.41 per cent
Multiple resources	76.86 per cent	77.27 per cent	77.48 per cent	77.48 per cent	78.51 per cent

In terms of visiting hospital, 64.67 per cent people visit hospital once in a month followed by 14.46 per cent who visits hospital on a yearly basis. 40.46 per cent people spend about Rs 1000 to 5000 and about 23 per cent spend Rs. 100 to 500 for health care services on an average.

88.84 per cent people are not able to book online appointment and about 7 per cent people don't know about online appointment booking services at hospital. 92 per cent people make cash payment in the hospital itself, 2 per cent use online payment and 1 per cent use card payment service.



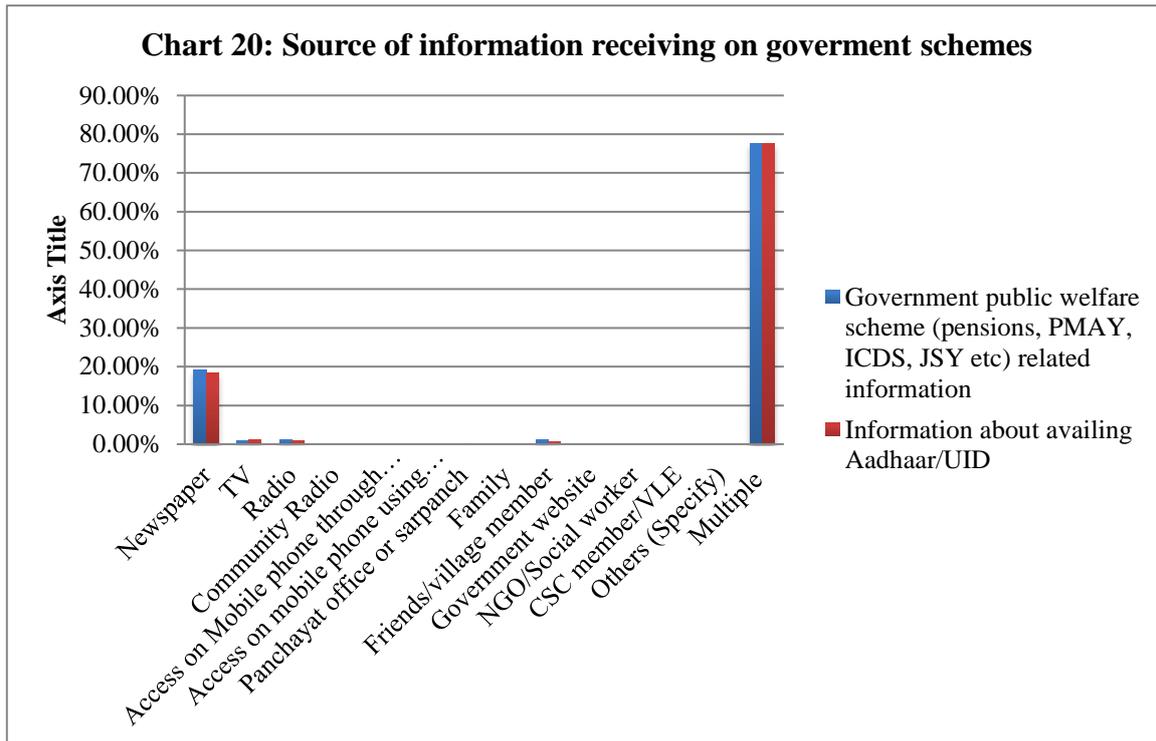


95 per cent people are not aware about telemedicine facility and 5 per cent people don't know what telemedicine services are. More than 94 per cent people don't buy health products online.

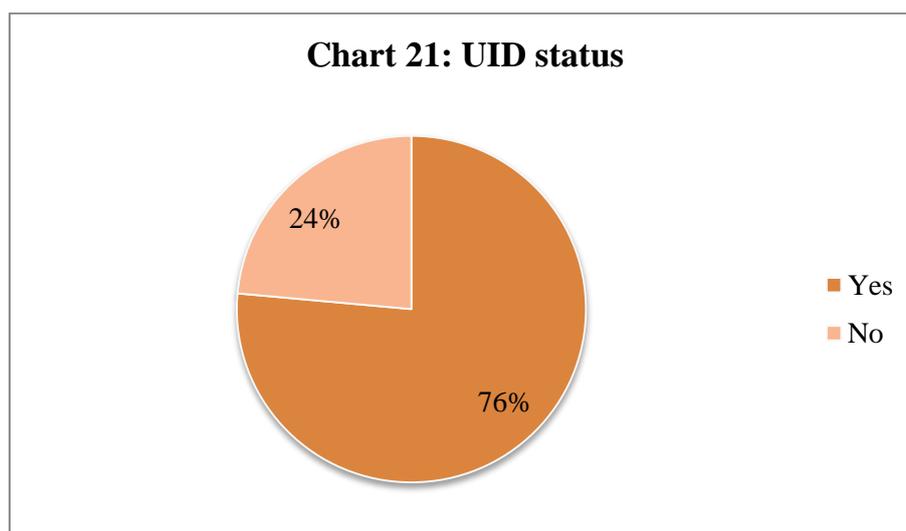
**Pillar 5: e-Governance**

86 per cent people are not aware about government schemes and 9 per cent of them do know about government schemes. Like other pillars, more than 77 per cent people receive government public welfare scheme (pensions, PMAY, ICDS, JSY etc.) related information, panchayat mandate and availing Aadhaar/UID through multiple resources, including TV, radio, community radio, panchayat office, government website and 19 per cent from newspaper.





When it comes to Aadhaar, 76 per cent households have UID cards (chart 21). About 88 per cent people have never availed any government schemes. Out of 6.41 per cent who have availed the government schemes, 25 per cent have availed MNREGA and 19.35 per cent have availed PMAY scheme.



In terms of reporting grievances, 85 per cent have never done it and 12 per cent are not aware about grievance reporting. Only 1.65 per cent have reported grievance, out of which 33 per cent have used panchayat office and 16.67 per cent respectively have used CSC and concerned office (table 3). Only 2 per cent people are aware about RTI.

**Table 3: Grievance reported**

CSC	1	16.67 per cent
Panchayat	2	33.33 per cent
Self	1	16.67 per cent
The concerned office	1	16.67 per cent
Self and panchayat	1	16.67 per cent



## Annexure: Questionnaire for the Baseline study

### 1. General Information

1. Name of the interviewer

2. Household No

3. Interviewee Name

4. GPS location

5. Village

6. Block

7. District

- Nuh
- Kancheepuram

8. State

- Haryana
- Tamil Nadu

9. Age

10. Gender

- Male
- Female
- Transgender

11. Category

- General
- SC
- ST
- OBC
- No Response

12. Religion

- Hindu
- Muslim
- Christian
- Sikh
- Jain
- Other



13. Contact Information *Only numbers applicable (Mobile number) - Not Mandatory*

14. Educational background

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

14. a No of members educated in your family

**No of household members in family**

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

16. Occupation of head of the household

- Student
- Housewife
- Government
- Employed
- Daily wager
- Farmer



- Private Employee
- Self Employed
- Unemployed

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

18. Language known

- Hindi
- English
- Tamil
- Haryanvi
- Other Specify

19. Kind of Family

- Nuclear
- Joint
- Extended family
- Separated family

20. Number of member in the family

- Earning members
- Non-Earning members

21. House ownership

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

22. Types of House

- Pacca
- Katchcha
- Semi Pacca

23. No of Rooms

- 1
- 2
- 3



- 4
- More than 4

24. No of Vehicles

- 0
- 1
- 2
- 3

25. Type of Vehicles

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

26. Use of Vehicles

- Personal
- Private
- Farming
- Other

27. Toilet

- Private
- Community toilet
- Open

28. Source of Water

- Bore well
- Tap/Hand pump
- Pond/River
- Well
- Other

29. Electricity

- Yes
- No
- Shared



29. A. If Yes, availability of Electricity

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

30. Cooking Fuel

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

31. House Assets

- TV
- Refrigerator
- AC
- Cooler
- Laptop/Computer
- Fan
- VehicleOther Specify

**2. ICT Information**

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



,Tablet					
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## 2. Use of Phone

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

### 2.a Memory Card In the phone

- Yes
- No
- Don't Know

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

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

### 2.c The way of upload

- Self
- Assisted

### 2.d If Assisted, From Where

- Cyber Café
- Friends
- Office
- Other

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



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

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

- 1-3 hours/week
- 4-10 hours/week
- 10-15 hours/week
- 15-20 hours/week
- 20+ hours/week



### 3. Access and Mobility

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



#### 4. Education

	Type	Number	ICT Availability
1	Anganwadi/Crèche Centre		Yes/No
2	Primary		Yes/No
3	Middle		Yes/No
4	Secondary and Sr. Secondary		Yes/No
5	College /University		Yes/No

6. Do you get Education related information?

- Yes
- NO

Source of Information (education related information)

6.a Higher education related information

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

6.b Vocational training information

- Newspaper
- TV
- Radio



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

#### 6.c School admission related information

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

#### 6.d Scholarship related information

- Newspaper
- TV



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

#### 6.e Career guidance information

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

#### 7 Do you have vocational training centre in your village?

- Yes
- No



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

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

- Yes
- No

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

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

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

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

- Yes
- No
- Awaiting
- Don't Know

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

- Yes
- No

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

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

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

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

9 Does your village have computer/digital literacy centre?

- Yes
- No
- Don't know



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

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

- Yes
- No

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

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

Feature Phone	Basic Phone	Computer	Laptop	Internet	email	Social media	Word	Excel	PPT	Paint	Others

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

Feature Phone	Basic Phone	Computer	Laptop	Internet	email	Social media	Word	Excel	PPT	Paint	Others

11 How do you register for a higher course?

- Online
- Offline

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

- Computer café
- CSC
- School
- Self

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

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

Career guidance information



12. Do you have career guidance centre in your village

- Yes
- No

12.a If yes, where it is?

- CSC
- School
- Vocational training centre
- Other Specify

## 5. Livelihood

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

3. Do you get livelihood related information?

- Yes
- NO

3.a Sources of Agriculture information

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



- Others (Specify)

3.b Sources of Job related information

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

3.c Sources of Employment registration or enrolment information

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



## Digital literacy awareness in parameters of livelihoods

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

- Yes
- No

5. Have you ever registered in any job portal?

- Yes
- No

5.a If yes, Where?

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

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

- Yes
- No

5.c If yes, Where did you do it

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

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

6 Does any of women family members go for vocational training programme

- Yes
- No

7 Do you like to have training programmes for your female family member within your village?



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

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

- 10 Have you ever attended life skill training?
- Yes
  - No
- 11 If yes, from where? *This will be blank space, interviewee will write the answers*
- 12 If no, do you like to attend one?
- Yes
  - NO
- 13 Where do you like to attend?
- In your Panchayat
  - In your Block
  - In your district
  - In your nearby city
14. Does any of your family members ever attend life skill training?
- Yes
  - NO



- 15 If yes, how many people? *Only in numbers*
- 16 How many from your family set up your own business after receiving training?  
*Only in numbers*
- 17 Any woman from your family owns a business?
- Yes
  - No
- 17.a If yes, who? *This will be blank space, interviewee will write the answers*
- 17.b What is that business? *This will be blank space, interviewee will write the answers*
- 17.c Did she take any training for that business?
- Yes
  - No
- 17.d If yes, from where? *This will be blank space, interviewee will write the answers*
- 18 In what areas have you received trainings in?
- Financial literacy
  - Entrepreneurship skills
  - Leadership and Life skills
  - Vocational Skills
  - ICT Skills
  - Other Specify
- 19 In what areas do you need training to support your skills enhancement
- Financial literacy
  - Entrepreneurship skills
  - Leadership and Life skills
  - Vocational Skills
  - ICT Skills
  - Other
- 20 Have you or your family ever received any agricultural related training and support over the last one year?
- Yes



- No

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

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

## 6. Financial Inclusion

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

8. Do you get financial inclusion related information?

- Yes
- NO

8.a Sources of Information related financial related schemes

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



- Banking Correspondent

- Other

8.b Sources of Information related bank services

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

8.c Sources of Information related about bank schemes

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

8 Awareness about banking

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

- Phone banking



- Online banking
- Direct Banking

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

- Phone banking
- Online banking
- Direct Banking

8.b How many family members know about banking

Phone banking *Only put numbers*

Online banking *Only put numbers*

Direct Banking *Only put numbers*

9. Do you know how to use ATM machine

- Yes
- No

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

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

10 Have you/family activated internet banking facility

- Yes
- No

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

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

11. Do you have a credit/debit card

- Yes
- No

12. How do you transfer money to another account?

- Phone banking
- Online banking
- Direct Banking
- Cheque

13. Do you pay bills online?



- Yes
  - no
- 13.a If yes what are those bills
- Electricity
  - Water
  - Phone
  - LIC premium
  - Other
- 14 Are you aware of any financial services/support structures within your village?
- Yes
  - No
- 14.a If Yes, What kind of financial services are accessible to you?
- Mobile money support
  - Micro finance
  - Financial training
  - Access to loans      Others
- 15 Have you ever booked bus/flight/train ticket online?
- Yes
  - No
- 15.a If yes, From Where?
- Home
  - CSC
  - Computer café
- 15.b The way of booking
- Self
  - Assisted
16. Do you shop online?
- Yes
  - No
- 16.a If yes, How do you pay money
- Cash on Delivery
  - Debit/Credit card
  - Internet banking



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

- Yes
- No

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

18. Do you/family have insurance?

- Yes
- No

18.a How do you pay insurance premium

- Online
- Offline

## 7. Health

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

6. Do you get health related information?

- Yes
- NO

6.a Sources of Health related schemes

- Newspaper
- TV
- Radio
- Community Radio
- Access on Mobile phone through SMS
- Access on mobile phone storing in form of Videos
- Access on mobile phone using internet (social media - YouTube, Facebook, etc.)



- Panchayat office or sarpanch
- Family
- Friends/village member
- NGO/Social worker
- ANM/Health Staff member
- Others (Specify)

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

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

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

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



- Others (Specify

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

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

6.e Sources of Sanitation and Hygiene related information

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

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

- Once a month
- Once in a quarter
- Half yearly



- Yearly
  - Other (Specify)
- 8 What is your average cost of accessing health care facility per visit (Yearly)  
(Including Travel, Consultation, Diagnostic) *Amount (only numbers)*
- 9 Number of doctors in the hospital? *Number*
- 10 Are you able to access hospital on a daily basis?
- Yes
  - No
  - Don't Know
- 11 Average number of consultation hours in the hospital (Per week) *Number*
- 12 Are you able to book appointment over phone/online?
- Yes
  - No
  - Don't Know
- 13 Is there online/Card payment facility available in the hospital
- Yes
  - No
  - Don't Know
- 14 How do you pay bills in the hospital
- Cash Payment
  - Online
  - Card payment
  - Other (Specify)
- 15 Is ambulance available in the hospital?
- Yes
  - No
  - Don't Know
- 16 Is tele-medicine facility available in the hospital in your village
- Yes
  - No
  - Don't Know



16.a If yes, have you ever used it?

- Yes
- No
- Don't Know

17 Do you buy health related stuffs online

- Yes
- No
- Don't Know

17.a If Yes, what are they? *Specify*

18 Are you satisfied with the health facility available in your village?

- Good
- Bad
- Satisfactory

### Health Insurance Information

19 Do you have a health insurance?

- Yes
- No
- Don't Know

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

- Online
- Offline

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

- Self
- With the help of others

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

- Self
- With the help of others

### 8. eGovernance

	<b><u>Institutions /Offices at village level</u></b>		
	<b>Type</b>	<b>Number</b>	<b>ICT Availability</b>
1	Post Office		Yes/No
2	Panchayat /Block Office		Yes/No



3	Police station		Yes/No
4	CSC/e-Kendra Centre		Yes/No

5. Do you get e governance related information?

- Yes
- NO

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

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

5.b Sources of Information about panchayat mandate

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



- Government website
- Others

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

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

6 Do you have UID?

- Yes
- NO

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

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

- Yes
- No
- Don't Know

7.a If yes, what are they?

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



7.b If yes, how many of your family members are availing various govt schemes?

*(only numbers)*

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

- Yes
- No

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

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

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

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

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

- Online
- Offline

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

- Self
- With the help of another person

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

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

9 Do you know about RTI?

- Yes
- NO

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

- Yes
- No

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



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

- Online
- Offline

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

- Self
- With the help of another person

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

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

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

- Yes
- No
- Don't Know

10.a If yes

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

11 Are you able to apply for certificates online

- Yes
- No

11.a If yes what are they

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

## 9. Entertainment



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

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

3 Number of play grounds in the Village

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

4. Where do you go entertainment?

- Cinema Hall
- Community Hall
- Other Specify

5 Is there a Playground with equipment and sitting arrangement?

- Yes
- No
- Don't Know

6. What games do you/children play

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

7. Do you/children play game on mobiles?

- Yes
- No
- Don't Know

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

8. Do children play any musical instrument?

- Yes
- No
- Don't Know

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



9. Is there open gym available in your village?

- Yes
- No
- Don't Know

10. Do you purchase any entertainment item online?

- Yes
- No
- Don't Know

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



**DIGITAL EMPOWERMENT FOUNDATION**

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