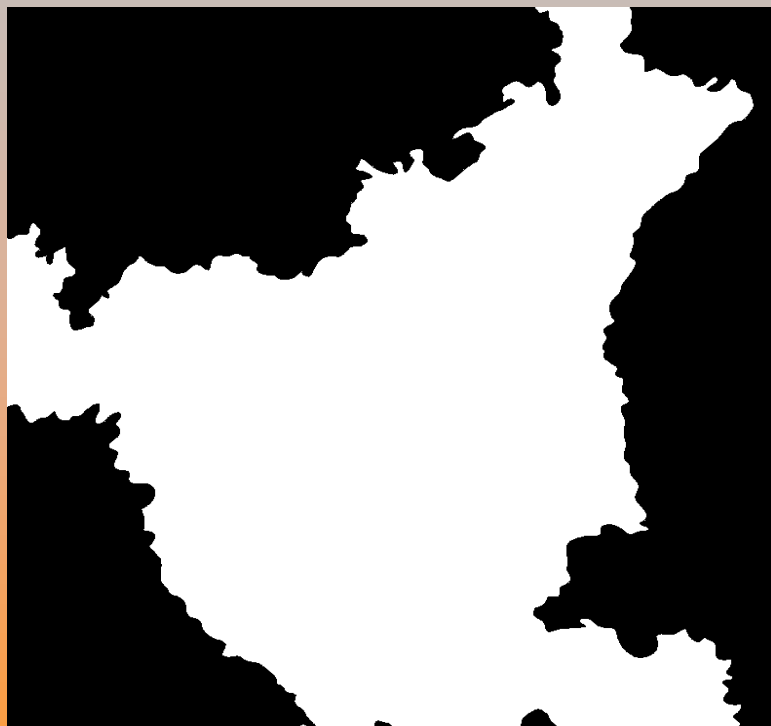


# **EVALUATION OF EXISTING LEVEL OF CITIZENS' SATISFACTION**



**2014**



**Institute For Development And Communication  
For  
Department of Planning, Government of Haryana**



# **EVALUATION OF EXISTING LEVEL OF CITIZENS' SATISFACTION**

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**INSTITUTE FOR DEVELOPMENT AND COMMUNICATION (IDC)  
For  
DEPARTMENT OF PLANNING, GOVERNMENT OF HARYANA**

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# I

## **INTRODUCTION: AIMS AND METHODS**

Recent years have witnessed rise of the idea of good governance. There have appeared several different conceptions of good governance which may broadly be distinguished into two sets: one patronized by global donor agencies, including World Bank, UNDP, OECD etc; and, the other representing people's viewpoint. The former lays stress on three distinctive attributes of good governance: participatory polity; efficient, effective and ethical exercise of authority; and development delivery; the latter views quality governance as that which governs the least and serves the most. Accordingly, it puts premium on the quality and delivery of public services, including security of life and property; basic utilities such as water and electricity; and, civic amenities like issuance of ration card and pension card etc. The idea is not to posit polarity between the two sets but to indicate that they represent different visions. While the donor agencies put premium on delivery of development as a defining feature of good governance, people accord primacy to delivery of public services. Whatever it is, the quality and delivery of public goods and services constitute the critical minimum of the idea of good governance for all practical purposes.

The term public services refer to various services that are rendered by government to the people. It is open to two broad interpretations: comprehensive and restrictive. In a comprehensive sense, such services may include all kinds of services ranging from security to utilities to welfare and development – practically any and everything that the government does for the people. However, in a restrictive sense, the term refers to select services such basic utilities, public amenities and civic services, besides security services. What distinguishes restrictive connotation from comprehensive is its limited focus on high volume (used by masses) citizen-centric services. Such services may be distinguished for the heuristic or analytical purposes into five sets: basic utilities such as water and power; common public amenities such as roads and transport, sanitation and public health; civic services like certificates of enrolments for various purposes, including subsidized ration, etc; security services for protection of life and property; and, land-related services such as irrigation, credit and marketing facilities.

### **Aims and Objectives**

The purpose of the study is to evaluate the huge volume citizen-centric public services in Haryana. Broadly it has three aims:

- i) To ascertain the level of peoples' satisfaction with the quality and delivery of such public services in the state of Haryana;
- ii) To probe into the problems faced by the people in respect of such services and the reasons behind them; and
- iii) To suggest ways and means to improve the quality and delivery of services so as to bring them up to people's level of satisfaction.

The specific objectives of the study are as follows:

- 1) To ascertain the level of satisfaction of the people with the high volume (used by masses) citizen-centric services encompassing the following:
  - a) **Basic utilities** such as water and electricity;
  - b) **Public amenities** such as roads and transport, sanitation and public health facilities;
  - c) **Civic services** such as registration of birth and death certificate, caste certificate, ration card, and driving licence, etc;
  - d) **Police services** such as security and maintenance of law and order, etc; and,
  - e) **Land-related services** such as irrigation, marketing and credit facilities.
- 2) To find out whether the above services are equally accessible to the people of different socio-economic strata.
- 3) To discern peoples' level of satisfaction with the quality and regularity of sector/specific services so as to identify the services which require improvement.
- 4) To know whether and how far do people find the service delivery responsive, prompt, hassle-free, harassment-free, corruption-free, and transparent.
- 5) To explore peoples' level of satisfaction with the working of grievance-redressal mechanism.
- 6) To identify whether and which services are available online and how far are the people satisfied with online services.
- 7) To ascertain the problems faced by the people in accessing public services and their suggestions to improve the quality of the services and their delivery.

For assessing peoples' satisfaction with the above referred services, the study has focused on three dimensions: coverage and infrastructure, quality of supplies and service delivery, and staff conduct. Coverage of every service is seen in terms of universality or limitedness of its reach, equal or differential access, and regional and rural-urban spread. Quality of supplies is judged by parameters of safety, regularity, adequacy and smoothness. Similarly, quality of service is judged by parameters of efficiency, hassle freeness and responsiveness. Staff conduct is evaluated in terms of etiquette and integrity (or corruption proneness) in public dealings.

This framework has been used for ascertaining people's satisfaction with sector-specific services as well as for purposes of assessing inter-sectoral services scenario.

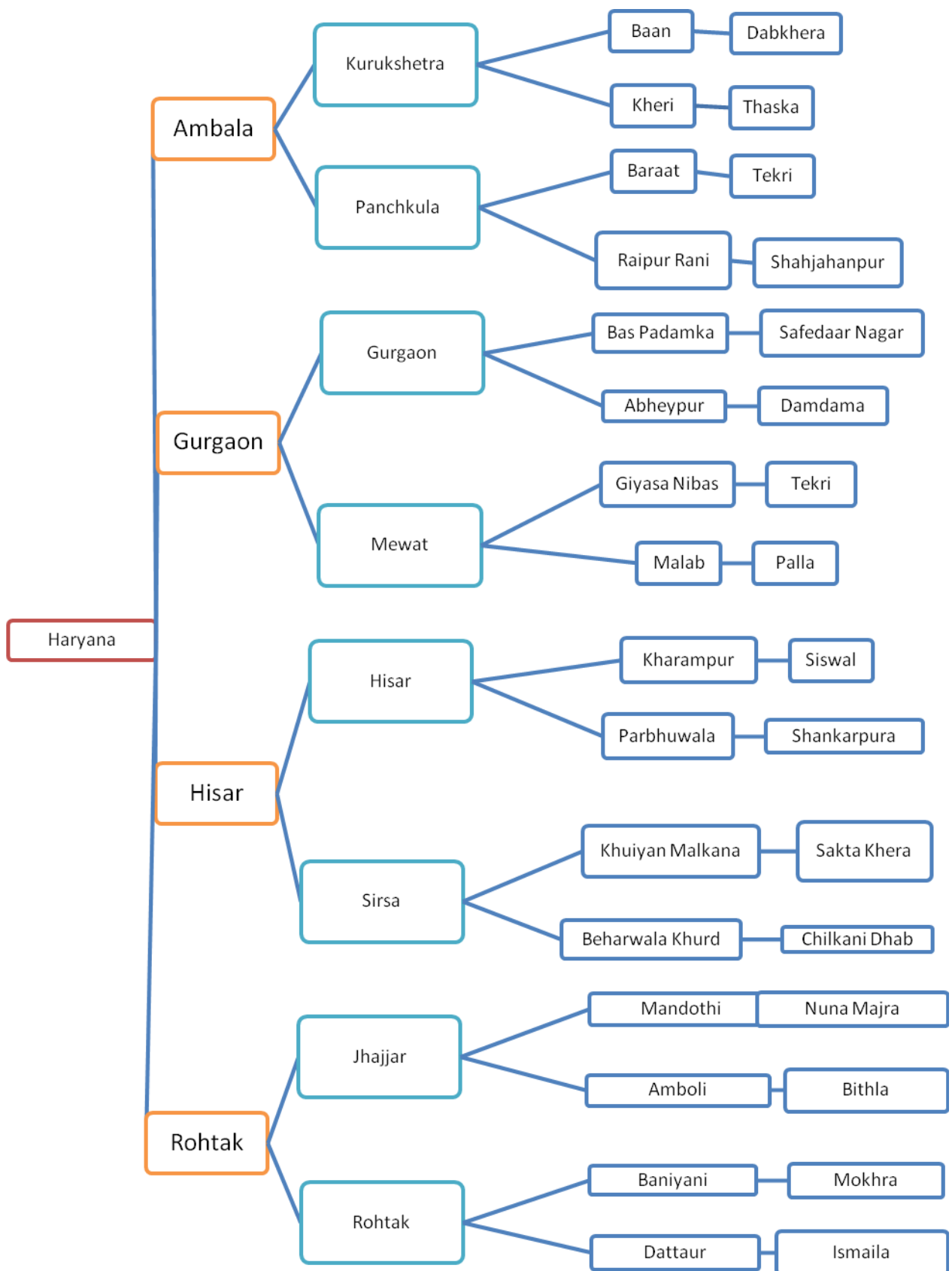
### **Methodology**

To achieve the above objectives, the following methodology has been followed.

### **Sample Frame**

The study covers entire state of Haryana. For this purpose a representative sample encompassing all the four divisions, namely Ambala, Gurgaon, Hisar and Rohtak have been drawn so as to cover all parts of the state. Two districts from each of the four divisions are selected: Kurukshetra and Panchkula from Ambala division, Gurgaon and Mewat from Gurgaon division, Hisar and Sirsa from Hisar division and Rohtak and Jhajjar from Rohtak division. Both urban and rural parts of these divisions are covered. To represent urban Haryana, all the above mentioned eight district towns are included in the sample. To cover rural Haryana, four noncontiguous villages were randomly selected from each selected district.

A complete coverage of the sample is given in the next page.



Further, 125 households from each town and 65 households from each village were selected by following the procedure of random sampling. The overall sample comprises of 3080 households.

### **Tools and Techniques**

The data has been collected by means of an interview schedule specially prepared for the purpose. The schedule comprises three major sections, i.e., background characteristics of the respondents, sector-specific services, and respondents' satisfaction with the identified services. Respondents' satisfaction has been ascertained on three dimensions: coverage, quality of supply and service delivery and staff conduct. The schedule consists of 90 questions some of which are open-ended and some close-ended. Full care is taken to ensure clarity, simplicity and intelligibility of the questions and the credibility and reliability of the responses.

The data for the study has been collected by a team of six investigators including a research fellow and a research associate. The team travelled across various parts of Haryana, interviewed 3080 respondents with the help of the schedule and recorded their responses in an objective manner.

Besides using interviewing as the main technique of data collection, the team also used observation as a supplementary method to add to the data wealth for the study. By way of gathering useful illustrative material, the team also tried and captured real high definition images of relevant sites through photo shots. It took the team two months time to complete the fieldwork for the study.

### **Tabulation and Presentation**

The data has been analyzed, classified and tabulated in accordance with the aims and objectives of the study. To begin with, simple tables were generated. Thereafter, meaningful and relevant cross-tables have been drafted in accordance with the terms of inquiry. The data on satisfaction with public services has been cross-tabulated in terms of some relevant independent variables. These include regional categories, such as divisions, districts and rural and urban locations; social status categories such as SCs and OBCs; class and income categories.

An analytical scheme of presentation has been devised for purposes of report writing. Separate chapters have been devoted to different types of public services, i.e., basic utilities, public

amenities, civic services, security services and land-related services. In addition, a chapter is devoted to overall relative satisfaction of the respondents with various departmental services besides of course the opening chapter. Citizen-satisfaction with various services has been analyzed with reference to all the three dimensions i.e. coverage, quality of supply and service delivery, and staff conduct.

## II SAMPLE PROFILE

This chapter provides information about the overall profile of the sample, spelling out its salient features including demographic and socio-economic among others. The sample comprises of 3080 households that is drawn by using random sampling method.

To represent urban Haryana, all the 8 district towns i.e. Kurukshetra, Panchkula, Gurgaon, Mewat, Hisar, Sirsa, Rohtak and Jhajjar are included in the sample. And to represent rural Haryana, 4 villages are included from each of the selected district. 125 households from each selected town and 65 households from each selected village per district are included in the sample. The overall sample comprises 3080 households (See table 2.1). The sample is drawn by following the random sampling method.

**Table 2.1 General Framework of the Sample**

Number of Locations	Number of Districts and Villages	Number of Households	Total
<b>2 District towns from each of the 4 Divisions</b>	8 District towns	125 households from each district	<b>1000</b>
<b>4 Villages from each of the 8 Districts</b>	32 Villages	65 household from each village	<b>2080</b>
<b>Total</b>			<b>3080</b>

Source: IDC Survey, 2014.

According to the Census of India 2011, 65.1 percent of the total population of Haryana lives in rural areas whereas 34.9 percent live in urban locations. The sample for the study was representative and covered 67.5 percent rural and 32.5 percent urban respondents.

**Table 2.2 Division-wise Classification of Respondents based on Age Groups**

Age in Years	Ambala		Gurgaon		Hisar		Rohtak		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>18-25</b>	51	6.6	65	8.4	54	7.0	51	6.6	<b>221</b>	<b>7.2</b>
<b>26-40</b>	244	31.7	340	44.2	330	42.9	352	45.7	<b>1266</b>	<b>41.1</b>
<b>41-60</b>	446	57.9	348	45.2	359	46.6	351	45.6	<b>1504</b>	<b>48.8</b>
<b>Above 60</b>	29	3.8	17	2.2	27	3.5	16	2.1	<b>89</b>	<b>2.9</b>
<b>Total</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>3080</b>	<b>100.0</b>

Source: IDC Survey, 2014.

Table 2.2 shows that nearly half of our sample (48.8 percent) comprises of middle aged (between age group 41-60) respondents; followed by substantial segment of adult people

(between age group 26-40 which constitute 41.1 percent); these two age categories taken together is 90 percent of our sample. Since we generally interviewed the head of the household the representation of youth and senior citizens is apparently low. The average age of the sample is 43 years.

**Table 2.3 District-wise Urban Rural Representation of Respondents Based on Gender**

Location	Gender	Ambala	Gurgaon	Hisar	Rohtak	Total
Urban	Male	193	195	193	196	777
	%	77.2	78.0	77.2	78.4	77.7
	Female	57	55	57	54	223
	%	22.8	22.0	22.8	21.6	22.3
	Total	250	250	250	250	1000
	%	100.0	100.0	100.0	100.0	100.0
Rural	Male	420	399	406	420	1645
	%	80.8	76.7	78.1	80.8	79.1
	Female	100	121	114	100	435
	%	19.2	23.3	21.9	19.2	20.9
	Total	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey 2014.

Table 2.3 shows the gender-oriented composition of the population of sample. In urban areas, male representation was 78 percent in comparison to 22 percent females. On the contrary, in rural areas, male representation was 79 percent in comparison to 21 percent females.

**Table 2.4 Division-wise Religion Oriented Classification of the Sample**

Religions	Ambala		Gurgaon		Hisar		Rohtak		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Hindus	704	91.4	476	61.8	682	88.6	764	99.2	2626	85.3
Muslims	3	0.4	271	35.2	10	1.3	2	0.3	286	9.3
Sikhs	63	8.2	23	3.0	77	10.0	4	0.5	167	5.4
Christians	-	-	-	-	1	0.1	-	-	1	0.0
Total	770	100.0	770	100.0	770	100.0	770	100.0	3080	100.0

Source: IDC Survey, 2014.



Table 2.4 indicates that the population of Haryana is predominantly Hindu, constituting a major element of society encouraging other religions respectfully, for instance, Muslim and Sikh communities. One Christian household was also interviewed in the Hisar division. The overall representation based on religion is also complimenting the census.

**Table 2.5 Division-wise Classification of Respondents Based on Social Categories**

Social Category	Ambala		Gurgaon		Hisar		Rohtak		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>SC</b>	121	15.7	95	12.3	243	31.6	160	20.8	<b>619</b>	<b>20.1</b>
<b>OBC</b>	133	17.3	278	36.1	92	11.9	53	6.9	<b>556</b>	<b>18.1</b>
<b>General</b>	516	67.0	397	51.6	435	56.5	557	72.3	<b>1905</b>	<b>61.8</b>
<b>Total</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>770</b>	<b>100.0</b>	<b>3080</b>	<b>100.0</b>

Source: IDC Survey, 2014.

\* The study was conducted before the Gazette Notification of Ministry of Social Justice and Empowerment, Government of India, New Delhi 4<sup>th</sup> March 2014 to include the Jat Community in List of OBC. Therefore in this study Jat had been included as a part of General category while social classification of population.

The table 2.5 highlights that the study covered 61.9 percent of the respondents who belonged to General category, 20.1 percent SCs and 18.1 percent OBCs. Highest concentration of those belonging to General category was noted in Rohtak division (72.3 percent) and Gurgaon division (51.6 percent) represented the least. Similarly, highest concentration of the OBCs was found in Gurgaon division (36.1 percent) and the least at Rohtak division (6.9 percent). 31.6 percent SC respondents were found in Hisar and Gurgaon divisions have the least at 12.3 percent.

**Table 2.6 Division-wise Classification of Respondents Based on Education Level**

<b>Education</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
<b>Illiterate</b>	208	116	230	160	714
<b>%</b>	27.0	15.1	29.9	20.8	23.2
<b>Below Primary</b>	8	13	13	5	39
<b>%</b>	1.0	1.7	1.7	0.6	1.3
<b>Primary</b>	48	67	54	67	236
<b>%</b>	6.2	8.7	7.0	8.7	7.7
<b>Middle</b>	72	92	67	74	305
<b>%</b>	9.4	11.9	8.7	9.6	9.9
<b>High</b>	232	214	175	255	876
<b>%</b>	30.1	27.8	22.7	33.1	28.4
<b>Higher Secondary</b>	102	105	147	149	503
<b>%</b>	13.2	13.6	19.1	19.4	16.3
<b>Graduate</b>	74	108	66	44	292
<b>%</b>	9.6	14.0	8.6	5.7	9.5
<b>Post Graduate</b>	20	23	15	11	69
<b>%</b>	2.6	3.0	1.9	1.4	2.2
<b>Professional</b>	6	32	3	5	46
<b>%</b>	0.8	4.2	0.4	0.6	1.5
<b>Total</b>	770	770	770	770	3080
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

The table 2.6 indicates that 28.4 percent of the respondents had completed their high schooling and 16.3 percent of them were higher secondary passed outs. 9.5 percent of the respondents told that they were graduates. A minimal 2.2 percent of the respondents were post-graduates and 1.5 percent had professional education. At the same time, 23.2 percent respondents were found to be illiterate.

**Table 2.7 Rural-Urban Break-up of Respondents Based on their Education Level**

Education	Division															
	Ambala				Gurgaon				Hisar				Rohtak			
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural	
	Education		Education		Education		Education		Education		Education		Education		Education	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Illiterate	38	15.2	170	32.7	20	8.0	96	18.5	47	18.8	183	35.2	30	12.0	130	25.0
Below Primary	2	0.8	6	1.2	5	2.0	8	1.5	3	1.2	10	1.9	4	1.6	1	0.2
Primary	10	4.0	38	7.3	11	4.4	56	10.8	9	3.6	45	8.7	11	4.4	56	10.8
Middle	20	8.0	52	10.0	6	2.4	86	16.5	18	7.2	49	9.4	17	6.8	57	11.0
High	76	30.4	156	30.0	64	25.6	150	28.8	55	22.0	120	23.1	83	33.2	172	33.1
Higher Secondary	33	13.2	69	13.3	38	15.2	67	12.9	65	26.0	82	15.8	71	28.4	78	15.0
Graduate	49	19.6	25	4.8	55	22.0	53	10.2	38	15.2	28	5.4	22	8.8	22	4.2
Post Graduate	17	6.8	3	0.6	20	8.0	3	0.6	12	4.8	3	0.6	8	3.2	3	0.6
Professional	5	2.0	1	0.2	31	12.4	1	0.2	3	1.2			4	1.6	1	0.2
Total	250	100.0	520	100.0	250	100.0	520	100.0	250	100.0	520	100.0	250	100.0	520	100.0

Source: IDC Survey, 2014.

It can be observed from table 2.7 that the number of illiterate population in rural areas was four times higher than that of their urban counterparts. Another significant point to note here is that the number of respondents from rural areas, who hold either a post graduate or professional degree, appeared nearly as a non-existent percentage.

Haryana is an agrarian state and nearly 70 percent of its population depends directly or indirectly on agriculture and related activities. The recent years have seen development of the National Capital Region (NCR) that is semi-circumscribed by the State boundary. This brought changes in the types of occupations also. This industrial and infrastructural expansion pulled people and engaged them in thus generated private services and business related activities.

**Table 2.8 Division-wise Classification of Respondents Based on Occupation**

Occupation	Division																	
	Ambala				Gurgaon				Hisar				Rohtak					
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural			
	Occupation		Occupation		Occupation		Occupation		Occupation		Occupation		Occupation		Occupation			
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Total	%
House Hold/ Domestic Worker*	63	25.2	109	21.0	38	15.2	124	23.8	70	28.0	107	20.6	49	19.6	108	20.8	668	21.7
Farming/ Cultivator	11	4.4	220	42.3	7	2.8	223	42.9	7	2.8	155	29.8	18	7.2	226	43.5	867	28.2
Laborer/ Daily Wager	39	15.6	92	17.7	27	10.8	63	12.1	42	16.8	148	28.5	21	8.4	89	17.1	521	16.9
Private Service	46	18.4	49	9.4	89	35.6	67	12.9	55	22.0	53	10.2	66	26.4	68	13.1	493	16
Govt. Service	14	5.6	9	1.7	23	9.2	9	1.7	15	6.0	13	2.5	4	1.6	4	0.8	91	3
Business	76	30.4	40	7.7	62	24.8	25	4.8	57	22.8	43	8.3	90	36.0	21	4.0	414	13.4
Retired	1	0.4	1	0.2	4	1.6	9	1.7	4	1.6	1	0.2	2	0.8	4	0.8	26	0.8
Total	250	100.0	520	100.0	250	100.0	520	100.0	250	100.0	520	1	250	100.0	520	100.0	3080	100

Source: IDC Survey, 2014.

\*includes Housewives and Senior Citizens

It can be observed from table 2.8 that 28 percent of the respondents were engaged in farming. 16.9 percent worked as labourers/daily wagers. 16 percent respondents were engaged in private sector. The rise in private services can clearly be seen in the areas adjacent to the NCR like Gurgaon and Rohtak division. 20.3 percent respondents were engaged in private services in Gurgaon division and 17.4 percent in Rohtak Division. 13.4 percent of the respondents were self-employed.

Though majority of farmers were from rural locations but some of the respondent farmers also resided in urban localities and in fewer percentage the contract farming was also observed in the districts of Hisar and Rohtak. Close to 17 percent respondents were found to be working in private services indicating the growth of the industries and related infrastructure in the state. Close to 17 percent respondents were found to be doing physical labour work as a means of employment.

### III

## BASIC UTILITIES: WATER AND ELECTRICITY

Public utilities are essential components of citizen-centric services. These include water and electricity (power), sanitation and hygiene, health facilities, roads and public transport etc.

### Water

It is a primary responsibility of the government to provide adequate and safe drinking water to its citizens. Provision for clean drinking water has been given priority in the Indian Constitution under Article 47 that makes it obligatory for the state to provide safe drinking water to the people. Understanding its significance, the study has focused on three aspects while surveying and tried to ascertain peoples' level of satisfaction with regard to coverage, quality and procedures, including grievance redressal and staff conduct.

**Table 3.1 Division-wise Availability of Domestic Water Connections**

Response	Ambala		Gurgaon		Hisar		Rohtak		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Yes</b>	733	95.19	510	66.23	692	89.87	589	76.49	2524	81.95
<b>No</b>	37	4.81	260	33.77	78	10.13	181	23.51	556	18.05
<b>Total</b>	770	100.00	770	100.00	770	100.00	770	100.00	3080	100.00

Source: IDC Survey, 2014.

It is clear from Table 3.1 that a vast majority of the respondents, close to 82 percent, had domestic water connection. However, it varies across divisions. Ambala division leads the tally at 95.2 percent, followed by Hisar division with nearly 90 percent availability of domestic water connections. The percentage of coverage was not so good in Rohtak division (76.4 percent). It was however least in Gurgaon division with coverage of 66.2 percent. Let us also look at the district-wise rural-urban picture showing the coverage of domestic water connections in table 3.2.



Image 3.1 – Village Bithla



Image 3.2 – Tankers carrying drinking water

**Table 3.2 District-wise Rural-Urban Availability of Domestic Water Connections**

District	Location		Total
	Urban	Rural	
Kurukshetra	125	223	348
%	100.0	85.77	90.39
Panchkula	125	260	385
%	100.0	100.0	100.0
Gurgaon	110	194	304
%	88.0	74.62	78.96
Mewat	103	103	206
%	82.4	39.62	53.51
Hisar	107	206	313
%	85.6	79.23	81.3
Sirsa	125	254	379
%	100.0	97.69	98.44
Jhajjar	118	148	266
%	94.4	56.92	69.09
Rohtak	114	209	323
%	91.2	80.38	83.9
Total	927	1597	2524
%	92.7	76.78	81.95

Source: IDC Survey, 2014.



Table 3.2 shows that there was a disparity in the availability of domestic water connections between urban and rural areas, it being better at 92.7 percent in urban areas than in rural where only 76.7 percent households are covered. Overall, according to NSSO round 69 it is better than the national average of 76.8 percent for urban and 46 percent for rural areas.

At the district level however, the disparity was glaring, especially in the two districts of Jhajjar and Mewat. The urban areas were in a better situation while rural areas of district Jhajjar had merely 57 percent availability of domestic water connections. Further, in district Mewat, the situation was of great concern where the availability was recorded only 39.6 percent. Women carrying pots overhead and bringing water from long distances and the queue of the clay pots was a common site in rural Haryana, especially in district Jhajjar, Rohtak and Mewat, as can be seen in images 3.3 and 3.4.



*Image 3.3 – Queue of clay pots outside a house, Beharwala Khurd, Sirsa*



*Image 3.4 – Respondents carrying water in Siswal, Hisar*

The Government of Haryana launched Indira Gandhi Peyjal Yojna in 2006 for Scheduled Castes families with the hope that it will improve the availability of drinking water to the deprived sections of society. It is therefore pertinent to see the availability of domestic water connections in accordance with the social categories.

**Table 3.3 Domestic Water Connections by Social Categories**

		Social Category			
Division		SC	OBC	General	Total
<b>Ambala</b>	Household with connections	114	121	498	733
	Total Households	121	133	516	770
	% age of Household with connections	94.21	90.98	96.51	95.19
<b>Gurgaon</b>	Household with connections	52	160	298	510
	Total Households	95	278	397	770
	% age of Household with connections	54.74	57.55	75.06	66.23
<b>Hisar</b>	Household with connections	204	85	403	692
	Total Households	243	92	435	770
	% age of Household with connections	83.95	92.39	92.64	89.87
<b>Rohtak</b>	Household with connections	117	37	435	589
	Total Households	160	53	557	770
	% age of Household with connections	73.13	69.81	78.10	76.49
<b>Total</b>	Household with connections	487	403	1634	2524
	Total Households	619	556	1905	3080
	% age of Household with connections	78.68	72.48	85.77	81.95

Source: IDC Survey, 2014.

Table 3.3 illustrates disparities in domestic water connections among the General category and SC's and OBC's. The overall picture shows that SC households had 78.6 percent availability, OBC households had close to 72.4 percent as compared to General category households with 85.7 percent availability. Among SCs the percentage of water connection is higher due to free water connections and 200 liter water tanks were provided by the Government. This clearly indicates inequity of access between the General and the reserved sections of the society. Division-wise, the poor availability for SCs and OBCs was recorded more in Gurgaon division. The percentage of availability of domestic water connections in Gurgaon's SC and OBC households was lowest, at 54.7 and 57.5 percent. In the Rohtak division, it is 73.13 and 69.81 percent for the reserved compared to 78.1 percent for the General category. In Hisar division, the gap of availability between SC respondents (83.9 percent) and General category (92.6 percent) respondents is close to 10 percent. These statistics indicate that the availability of domestic water connection is not equal among the SCs, OBCs, and General category respondents.

## I. Water

### Quality

Moving from coverage to quality of water and its supply, an attempt was made to ascertain problems faced by the respondents in this regard. For this, a distinction was made among three facets: seasonal variations in water supply, quality of water supplied and quality of service seen in terms of seasonal scarcities, variations in supply, quality of water in terms of its purity and quality of service was gauged by parameters of pressure and duration.

**Table 3.4 Division-wise Seasonal Scarcity of Water Supply**

Division		Summer	Rainy	Winter
Ambala	Scarcity faced by Number of Households	252	37	39
	Total Households with connection	733	733	733
	<b>% age of Household which faced scarcity</b>	<b>34.40</b>	<b>5.04</b>	<b>5.32</b>
Gurgaon	Scarcity faced by Number of Households	304	103	98
	Total Households with connection	510	510	510
	<b>% age of Household which faced scarcity</b>	<b>59.60</b>	<b>20.20</b>	<b>19.20</b>
Hisar	Scarcity faced by Number of Households	305	39	45
	Total Households with connection	692	692	692
	<b>% age of Household which faced scarcity</b>	<b>44.10</b>	<b>5.60</b>	<b>6.50</b>
Rohtak	Scarcity faced by Number of Households	485	304	319
	Total Households with connection	589	589	589
	<b>% age of Household which faced scarcity</b>	<b>82.30</b>	<b>51.60</b>	<b>54.20</b>
Total	Scarcity faced by Number of Households	1346	483	501
	Total Households with connection	2524	2524	2524
	<b>% age of Household which faced scarcity</b>	<b>53.30</b>	<b>19.10</b>	<b>19.80</b>

Source: IDC Survey, 2014.

Table 3.4 indicates that more than 50 percent respondents faced scarcity of water in summer. In terms of divisions, Rohtak suffered from scarcity of water the most in all three seasons. 82.3 percent faced scarcity in summer, 51.6 percent in rainy and 54.2 percent in winter season, all from Rohtak division. In Gurgaon, more than 50 percent respondents informed about the shortage of water supply in summer. In Hisar division, the problem was reported more by the respondents from areas sharing border with Rajasthan.

**Table 3.5 Location-wise Seasonal Scarcity Faced by Respondents**

<b>Location</b>		<b>Summer</b>	<b>Rainy</b>	<b>Winter</b>
<b>Urban</b>	Scarcity faced by Number of Households	403	87	73
	Total Households with connection	927	927	927
	<b>% age of Household which faced scarcity</b>	43.50	9.40	7.90
<b>Rural</b>	Scarcity faced by Number of Households	943	396	428
	Total Households with connection	1597	1597	1597
	<b>% age of Household which faced scarcity</b>	59.00	24.80	26.80
<b>Total</b>	Scarcity faced by Number of Households	1346	483	501
	Total Households with connection	2524	2524	2524
	<b>% age of Household which faced scarcity</b>	53.30	19.10	19.80

Source: IDC Survey, 2014.

Table 3.5 shows that more rural respondents reported about scarce water supply throughout the year than their urban counterparts. As many as 59 percent rural respondents reported scarcity during summer, close to one-fourth of them reported it during rainy and winter season also. Some also added that during the rainy season leakage in the pipelines was observed at various sites causing scarcity. 43.5 percent urban respondents expressed dissatisfaction with the scarcity of water during summer. About 8 percent also reported the shortage of water during winter and 9.4 percent during rainy season. Women from rural areas were dissatisfied due to shortage of water supply during all seasons as they had to travel long distances to procure drinking water.

**Table 3.6 Division-wise Distribution of Respondents who Complained about Low Pressure, Short Duration and Contaminated Water Supply**

Division	Low Pressure	Short Duration	Contaminated	Total
<b>Ambala</b>	537	83	10	733
<b>%</b>	73.3	11.3	1.4	100.0
<b>Gurgaon</b>	468	210	99	510
<b>%</b>	91.7	41.2	19.4	100.0
<b>Hisar</b>	472	237	31	692
<b>%</b>	68.2	34.2	4.5	100.0
<b>Rohtak</b>	517	384	122	589
<b>%</b>	87.8	65.2	20.8	100.0
<b>Total</b>	1994	914	262	2524
<b>%</b>	79.0	36.2	10.4	100.0
Note: Due to multiple responses sum of all is not equal to total.				

Source: IDC Survey, 2014.

Table 3.6 indicates that close to 36 percent respondents expressed their dissatisfaction with the short duration of water supply causing inadequacy of water in their households. This issue was reported more by respondents from Rohtak division where as many as 65 percent mentioned it, followed by the respondents of Gurgaon division with close to 41 percent, and Hisar division close to 34.2 percent. Ambala had distinction of having the lowest percentage of respondents reporting this problem with only 11.3 percent who reported about it.

Further, 79 percent respondents reported about the problem of low pressure causing inadequate water supply to their household. This problem was reported high in Gurgaon and Rohtak division where more than 85 percent respondents reported in this regard, followed by Ambala and Hisar division. Fewer respondents (10.4 percent) also expressed their concern pertaining to the contaminated water supply which was recorded higher in Rohtak and Gurgaon division. In Ambala and Hisar division though the number looks smaller but cannot be ignored.

Though 'Rajiv Gandhi Drinking Water Supply Augmentation Project' was completed by the government, especially for Mewat region, it could not provide safe drinking water. It can also be seen in images 3.5 and 3.6 given below, where women are carrying dirty water and the poor state of boosting station that results into dirty water supply in the area.



Image 3.5 - Women lifting drinking water, Malab, Nuh



Image 3.6 – Poor state of boosting station, Malab

**Table 3.7 Location-wise Distribution of Respondents who complained About Low Pressure, Short Duration and Contaminated Water Supply**

Location	Low Pressure	Short Duration	Contaminated	Total
Urban	718	293	91	927
%	77.5	31.6	9.9	100.0
Rural	1276	621	171	1597
%	79.9	38.9	10.7	100.0
<b>Total</b>	<b>1994</b>	<b>914</b>	<b>262</b>	<b>2524</b>
%	79.0	36.2	10.4	100.0
Note: Due to multiple responses sum of all is not equal to total.				

Source: IDC Survey, 2014.

During field survey it was observed that the quality of water was adversely affected because of poor maintenance of the leakages in pipes at several locations. At some places sewerage lines were also laid parallel with drinking water pipes and the leakages caused not only dirty but contaminated supply of drinking water.

Table 3.7 indicates that 38.9 percent respondents from rural and 31.6 percent respondents from urban areas faced the problem of short duration of water supply. Further, close to 80 percent respondents from rural areas and 77.5 percent urban respondents reported about inadequacy of water supply caused by low pressure in their households. The frequent sight of water tankers, especially in the villages of district Mewat, Sirsa and Gurgaon highlight the scarcity of water supply. Respondents from rural areas, close to 11 percent, also reported the problem of contaminated water followed by 10 percent respondents from urban localities who affirmed their concern regarding the same.



*Image 3.7 – Open tank storage at water work station, Khuiyan Malkana, Sirsa*



*Image 3.8 – Water Logging on road caused because of leakage in water pipeline, Shankarpura, Hisar*



*Image 3.9 – Tanker supplying water, Malab- Nuh*



*Image 3.10 - Drinking water emerged from sewer line, Ward No. 18, Jhajjar*

## **Procedures**

Procedures define the modes of public service delivery and to ascertain the effectiveness of these pertaining to water supply, the parameters used were: timely delivery of bills, corruption-free delivery, staff conduct, and grievance redressal mechanism. With regard to billing, it is important to state that the water supply is billed only in urban areas. Before looking at peoples' satisfaction with the delivery procedure of the bill, it is pertinent to see whether people were satisfied with the water tariff. Since the water is billed in urban areas only, tables pertaining to billing records the response of urban respondents only.



**Table 3.8 Problems Pertaining to Billing (Urban Area)**

Division	Late Delivery of Bill	High Tariff	No Problem	Total
<b>Ambala</b>	-	186	64	250
%	-	74.4	25.6	100.0
<b>Gurgaon</b>	-	149	64	213
%	-	70.0	30.0	100.0
<b>Hisar</b>	8	149	83	232
%	3.4	64.2	35.8	100.0
<b>Rohtak</b>	14	144	88	232
%	6.0	62.0	37.9	100.0
<b>Total</b>	22	628	299	927
%	2.4	67.8	32.3	100.0
<b>Note: Due to multiple responses sum of all is not equal to total.</b>				

Source: IDC Survey, 2014.

68 percent respondents informed that the tariff charged for domestic water supply was high considering poor quality of water and poor service received by them. In terms of divisions, Ambala, where 74.4 percent respondents reported that tariff was high, followed by Gurgaon division where 70 percent respondents complained about the high tariff charged. Further, in Rohtak and Hisar divisions, the percentage was not impressive either, with more than 60 percent respondents reporting the same. The issue of late delivery of the bill that was reported by few respondents. This was faced mainly by the respondents from Rohtak and Hisar division causing delay in payment of their bimonthly water bills that lead to dues charged in the next billing cycle. Some urban respondents also expressed their concern about non-availability of online payment facility for their water bills similar to that of electricity bills resulting into inconvenience.

### **Grievance-Redressal mechanism**

The effective grievance-redressal mechanism plays a crucial role in the success of any citizen-centric service. The effective grievance-redressal reduces the complaints and streamlines the delivery procedure. Herewith is a statistical window to peoples' satisfaction with these provisions.



**Table 3.9 Division-wise Satisfaction Pertaining to Grievance-Redressal Mechanism and Staff Conduct**

Provisions	Satisfaction	Division				Total
		Ambala	Gurgaon	Hisar	Rohtak	
Satisfaction with grievance redressal mechanism	Satisfied	529	170	403	157	1259
	%	72.2	33.3	58.2	26.7	49.9
	Not Satisfied	204	340	289	432	1265
	%	27.8	66.7	41.8	73.3	50.1
	Total	733	510	692	589	2524
	%	100.0	100.0	100.0	100.0	100.0
Satisfaction with Staff Conduct	Satisfied	558	195	635	277	1665
	%	76.1	38.2	91.8	47.0	66.0
	Not Satisfied	175	315	57	312	859
	%	23.9	61.8	8.2	53.0	34.0
	Total	733	510	692	589	2524
	%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 3.9 indicates that nearly half (50.1 percent) of the respondents remained dissatisfied with grievance-redressal mechanism and expressed their anguish regarding its ineffectiveness. “*Koi Sunvaie nahi hai ji*” was the expression commonly reported. In Rohtak division, 73.3 percent respondents were dissatisfied with the grievance-redressal mechanism. The respondents also expressed that most of their grievances remained unheard and unresolved. The respondents from Gurgaon division shared the same sentiment where 66.7 percent respondents reported that officials were not present for addressing the grievance(s). The sizeable segment of respondents (41.8 percent) from Hisar division also expressed apathy regarding grievance-redressal mechanism. It is only in Ambala division where comparatively a larger percentage of respondents (72.2 percent) expressed their satisfaction pertaining to grievance redressal mechanism.

A gentle staff conduct is an important factor of an effective service delivery. Overall, 34 percent respondents expressed the problem of non cordial conduct by the staff when approached. Respondents from Gurgaon division were least satisfied as close to 62 percent of them expressed their unease. Similarly, in Rohtak division a majority of the respondents (53 percent) were dissatisfied and expressed their concern about rude staff behavior. More than three-fourth of the respondents from Ambala division expressed their satisfaction regarding the staff conduct and found it cordial. 92 percent respondents from Hisar division also expressed their satisfaction about the staff conduct.

Many respondents suggested that, to avoid rude behavior by staff, online web-portal facility was needed where citizens can track the status of their grievances and register their complaints without any hassle.

**Table 3.10 Rural-Urban Distribution of Respondents and their Satisfaction with Grievance Redressal Mechanism and Staff Conduct**

Provision	Response	Location		Total
		Urban	Rural	
<b>Satisfaction with grievance redressal mechanism</b>	Yes	589	670	1259
	%	63.5	42.0	49.9
	No	338	927	1265
	%	36.5	58.0	50.1
	Total	927	1597	2524
	%	100.0	100.0	100.0
<b>Satisfaction with Staff Conduct</b>	Yes	694	971	1665
	%	74.9	60.8	66.0
	No	233	626	859
	%	25.1	39.2	34.0
	Total	927	1597	2524
	%	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 3.10 shows that fairly more of the urban respondents were satisfied with the grievance-redressal mechanism in comparison to their rural counterparts. The rural respondents complained about the lack of availability of office staff when approached. They also highlighted absence of a permanent employee against a temporary employee hired on contractual basis, who had limited authority to exercise in these matters. In respect of staff conduct too, more rural respondents were dissatisfied than their urban counterparts. Along with this, bribery was one of the major concerns expressed by both rural and urban respondents. Table 3.11 highlights the respondents mentioning corruption as a major concern.

**Table 3.11 Division-wise Incidences of Corruption in Water Works Department**

Response	Ambala		Gurgaon		Hisar		Rohtak		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%
<b>Yes</b>	83	11.32	91	17.84	96	13.87	75	12.73	<b>345</b>	<b>13.67</b>
<b>No</b>	650	88.68	419	82.16	596	86.13	514	87.27	<b>2179</b>	<b>86.33</b>
<b>Total</b>	<b>733</b>	<b>100.0</b>	<b>510</b>	<b>100.0</b>	<b>692</b>	<b>100.0</b>	<b>589</b>	<b>100.0</b>	<b>2524</b>	<b>100.0</b>

Source: IDC Survey, 2014.

Though the percentage of respondents who paid bribe was not alarming, however, it was not small either. Out of 2524 respondents who had domestic water connection, 345 (13.67 percent) respondents reported to have bribed the officials. It is a worrisome situation that for the most primal and essential public service bribe needs to be paid. Table 3.11 indicates that more than 10 percent respondents have bribed for this essential service in all divisions. The percentage of those who bribed the officials was high in Gurgaon division where close to 18 percent respondents expressed their anguish for demand of bribe by the officials. This highlights the need for a detailed urban-rural picture as given in Table 3.12 below.

**Table 3.12 Urban-Rural Incidences of Corruption in Water Works Department**

Location		Division				Total
		Ambala	Gurgaon	Hisar	Rohtak	
Urban	Number of Households who paid bribe	19	8	52	63	142
	Number of Households with water connection	250	213	232	232	927
	% of Households who paid bribe	7.60	3.76	22.41	27.16	15.32
Rural	Number of Households who paid bribe	64	83	44	12	203
	Number of Households with water connection	483	297	460	357	1597
	% of Households who paid bribe	13.25	27.95	9.57	3.36	12.71
Total	Number of Households who paid bribe	83	91	96	75	345
	Number of Households with water connection	733	510	692	589	2524
	% of Households who paid bribe	11.32	17.84	13.87	12.73	13.67

Source: IDC Survey, 2014.

Table 3.12 highlights that the urban respondents (15.3 percent), those who admitted to have paid bribe was comparatively more than their rural counterparts (12.7 percent). Division-wise urban respondents from Rohtak (27.1 percent) and Hisar (22.4 percent) division whereas rural respondents from Gurgaon (27.9 percent) and Ambala (13.2 percent) divisions reported to have paid bribe to the officials. Respondents from the remaining divisions also reported to have paid bribe. Mainly two reasons were reported by respondents for which bribe was frequently demanded, as observed in table 3.13.

**Table 3.13 Division-wise Reasons Cited by the Respondents for Demand of Bribe**

Paid Bribe	Division				
	Ambala	Gurgaon	Hisar	Rohtak	Total
For new connection	63	91	74	52	280
%	75.90	100.00	77.10	69.30	81.20
For repairing	20	-	22	23	65
%	24.10	-	22.90	30.70	18.80
Total	83	91	96	75	345
%	100.00	100.00	100.00	100.00	100.00

Source: IDC Survey, 2014.

Table 3.13 shows the proportion of respondents (81.2 percent) who have paid bribe for getting a new domestic water connection. In addition, 18.8 percent paid bribe for minor repair work. Out of 345 respondents those who reported to have paid bribe, all 91 respondents from Gurgaon reported to have bribed the officials for new connection.

**Table 3.14 Division and Location-wise Reasons Cited by the Respondents for Demand of Bribe**

Paid Bribe	Ambala				Gurgaon				Hisar				Rohtak			
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
For new connection	19	100.0	44	68.8	8	100.0	83	100.0	49	94.2	25	56.8	48	76.2	4	33.3
For repairing	-	-	20	31.3	-	-	-	-	3	5.8	19	43.2	15	23.8	8	66.7
Total	19	100.0	64	100.0	8	100.0	83	100.0	52	100.0	44	100.0	63	100.0	12	100.0

Source: IDC Survey, 2014.

Table 3.14 shows that more urban respondents bribed for getting a new connection than their rural counterparts. On the other hand, 18.8 percent respondents reported to have bribed for getting repairs done. In the rural context, more respondents reported to have paid for repairing services compared to their urban counterparts.

### Level of Satisfaction Pertaining to Overall Water Supply Services

After analysing the water supply services on the three identified parameters of a) equity in access, b) quality of water and its supply, c) efficiency of procedures, it may be necessary to examine peoples' overall satisfaction with water services.

**Table 3.15 Division-wise Respondents Satisfaction with Overall Water Supply Services**

Responses	Division				
	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Satisfied</b>	511	108	435	175	1229
<b>%</b>	69.7	21.2	62.9	29.7	48.7
<b>Not Satisfied</b>	222	402	257	414	1295
<b>%</b>	30.3	78.8	37.1	70.3	51.3
<b>Total</b>	733	510	692	589	2524
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 3.15 indicates that 51.3 percent respondents were dissatisfied with the overall water supply services; with the quality of water, quality of supply and quality of service. In Gurgaon division, the percentage of dissatisfaction was extremely high where 78.8 percent respondents expressed their distress at the overall water supply service. Similar to Gurgaon was Rohtak with nearly 70 percent respondents who remained dissatisfied with the overall water supply service. In Ambala and Hisar division the situation seemed slightly better as more than 62 percent respondents expressed their satisfaction with the overall water supply service. This calls for a district-wise distribution of respondents to ascertain their level of satisfaction, which can be seen in table 3.16 below.

**Table 3.16 District-wise Respondents' Satisfaction with Overall Water Supply Services**

Districts	Satisfied	Not Satisfied	Total
<b>Kurukshetra</b>	262	86	348
%	75.3	24.7	100.0
<b>Panchkula</b>	249	136	385
%	64.7	35.3	100.0
<b>Gurgaon</b>	95	209	304
%	31.3	68.8	100.0
<b>Mewat</b>	13	193	206
%	6.3	93.7	100.0
<b>Hisar</b>	257	56	313
%	82.1	17.9	100.0
<b>Sirsa</b>	178	201	379
%	47.0	53.0	100.0
<b>Jhajjar</b>	102	164	266
%	38.3	61.7	100.0
<b>Rohtak</b>	73	250	323
%	22.6	77.4	100.0
<b>Total</b>	1229	1295	2524
%	48.7	51.3	100.0

Source: IDC Survey, 2014.

Table 3.16 indicates district-wise respondents' satisfaction with overall water supply service. Respondents from district Mewat (93.7 percent) remained most dissatisfied. Moving to the central part of the State, level of satisfaction pertaining to overall water service was bleak in district Jhajjar where close to 62 percent respondents remained dissatisfied. In western district of Sirsa, 53 percent, and in Hisar, 18 percent respondents were disgruntled pertaining to overall water supply service. It was expressed with great agony by the women respondents who walked miles to fetch drinking water.

**Table 3.17 Location-wise Distribution of Respondents' Satisfaction with Overall Water Supply Services**

Response	Ambala				Gurgaon				Hisar				Rohtak			
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
<b>Satisfied</b>	207	82.8	304	62.9	93	43.7	15	5.1	160	69.0	275	59.8	103	44.4	72	20.2
<b>Not Satisfied</b>	43	17.2	179	37.1	120	56.3	282	94.9	72	31.0	185	40.2	129	55.6	285	79.8
<b>Total</b>	250	100.0	483	100.0	213	100.0	297	100.0	232	100.0	460	100.0	232	100.0	357	100.0

Source: IDC Survey, 2014.



From the table 3.17, it is clear that more rural respondents expressed their dissatisfaction with the overall water service in comparison to their urban counterparts. Further, the division-wise situation was quite revealing in rural areas of Gurgaon where 95 percent respondents remained highly dissatisfied with overall water supply service; followed by Rohtak division where close to 80 percent respondents remained dissatisfied. The situation in divisions of Ambala and Hisar looked slightly better where more than 60 percent respondents remained satisfied with overall water service. However, the dissatisfied respondents in these divisions also cannot be ignored either.

In urban areas also, similar situation emerged where 56.3 percent urban respondents from Gurgaon and 55.6 percent of them from Rohtak division remained dissatisfied with the above mentioned services. Also, a large proportion of urban respondents from Ambala and Hisar division were satisfied with the services provided by the department. Further, it may be revealing to ascertain the level of satisfaction by social categories that can be seen in table 3.18.

**Table 3.18 Satisfaction with the Overall Water Supply Service by Social Categories**

Division	Social Category	Urban			Rural			Total		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ambala	SC	30	8	38	48	28	76	78	36	114
	%	78.9	21.1	100.0	63.2	36.8	100.0	68.42	31.58	100.0
	OBC	27	6	33	24	64	88	51	70	121
	%	81.8	18.2	100.0	27.3	72.7	100.0	42.15	57.85	100.0
	General	150	29	179	232	87	319	382	116	498
	%	83.8	16.2	100.0	72.7	27.3	100.0	76.71	23.29	100.0
	Total	207	43	250	304	179	483	511	222	733
	%	82.8	17.2	100.0	62.9	37.1	100.0	69.71	30.29	100.0
Gurgaon	SC	8	8	16	2	34	36	10	42	52
	%	50.0	50.0	100.0	5.6	94.4	100.0	19.23	80.77	100.0
	OBC	20	34	54	9	97	106	29	131	160
	%	37.0	63.0	100.0	8.5	91.5	100.0	18.13	81.88	100.0
	General	65	78	143	4	151	155	69	229	298
	%	45.5	54.5	100.0	2.6	97.4	100.0	23.15	76.85	100.0
	Total	93	120	213	15	282	297	108	402	510
	%	43.7	56.3	100.0	5.1	94.9	100.0	21.18	78.82	100.0
Hisar	SC	29	23	52	87	65	152	116	88	204
	%	55.8	44.2	100.0	57.2	42.8	100.0	56.86	43.14	100.0
	OBC	4	4	8	29	48	77	33	52	85
	%	50.0	50.0	100.0	37.7	62.3	100.0	38.82	61.18	100.0
	General	127	45	172	159	72	231	286	117	403
	%	73.8	26.2	100.0	68.8	31.2	100.0	70.97	29.03	100.0
	Total	160	72	232	275	185	460	435	257	692
	%	69.0	31.0	100.0	59.8	40.2	100.0	62.86	37.14	100.0
Rohtak	SC	22	24	46	26	45	71	48	69	117
	%	47.8	52.2	100.0	36.6	63.4	100.0	41.03	58.97	100.0
	OBC	5	8	13	6	18	24	11	26	37
	%	38.5	61.5	100.0	25.0	75.0	100.0	29.73	70.27	100.0
	General	76	97	173	40	222	262	116	319	435
	%	43.9	56.1	100.0	15.3	84.7	100.0	26.67	73.33	100.0
	Total	103	129	232	72	285	357	175	414	589
	%	44.4	55.6	100.0	20.2	79.8	100.0	29.71	70.29	100.0
Total	SC	89	63	152	163	172	335	252	235	487
	%	58.55	41.45	100.0	48.66	51.34	100.0	51.75	48.25	100.0
	OBC	56	52	108	68	227	295	124	279	403
	%	51.85	48.15	100.0	23.05	76.95	100.0	30.77	69.23	100.0
	General	418	249	667	435	532	967	853	781	1634
	%	62.67	37.33	100.0	44.98	55.02	100.0	52.2	47.8	100.0
	Total	563	364	927	666	931	1597	1229	1295	2524
	%	60.73	39.27	100.0	41.7	58.3	100.0	48.69	51.31	100.0

Source: IDC Survey, 2014.

Table 3.18 gives detailed urban-rural situation in regard to social category-wise variation in the respondents' satisfaction with the overall water supply service. Most dissatisfied appeared to be those who belonged to OBC category, followed by the SCs and those who belonged to General category. Respondents from Gurgaon division were the most dissatisfied.

## II. Electricity

“No power is costlier than No power” said Dr. Homi Bhabha, Father of Indian Nuclear Program that foregrounds the importance of electricity. Despite substantial development made in the Indian power sector, most states faced the shortfall of electricity supply causing huge restrain on overall development. An extensive network of transmission and distribution has been developed over the years for utilisation.

Given the frame of reference to examine the situation of electricity services in Haryana, there are two aspects involved: domestic supply and non-domestic supply of electricity. An attempt is made to know the state of power supply mainly on two parameters: supply-related problems and service-related problems. Supply dimension includes coverage, supply, equipment and its maintenance and service dimension includes services as metering, billing, complaint attending and grievance redressal. In the domain of service delivery, attention is paid to both, efficiency and integrity and the intent is to examine level of satisfaction experienced by common people in regard to the above mentioned aspects.

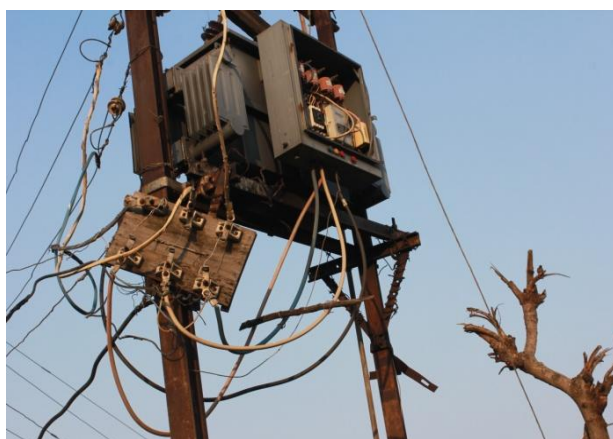


Image 3.11 – Poorly maintained transformer, Sampla, Rohtak



Image 3.12 – Illegal use of electricity, a common site

## DOMESTIC CONNECTIONS

### Coverage

**Table 3.19 Division-wise Availability of Domestic Electricity Connections**

<b>Do you have domestic electricity connection?</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
Yes	770	699	734	737	2940
%	100.0	90.8	95.3	95.7	95.5
No	-	71	36	33	140
%	-	9.2	4.7	4.3	4.5
Total	770	770	770	770	3080
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

It is clear from table 3.19 that a vast majority of the respondents, close to 95 percent, reported to have domestic electricity connection. It indicates that the domestic electricity availability is better in the state than the national average at 67 percent<sup>1</sup>. However, variations were recorded division-wise, with 100 percent availability in Ambala division, followed by Rohtak and Hisar division stating nearly 95 percent availability; while Gurgaon recorded 91 percent availability of domestic electricity connections.

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<sup>1</sup> Electricity as a source of Lighting, Census 2011, Government of India. It can be accessed at [http://www.censusindia.gov.in/2011census/hlo/Data\\_sheet/India/Source\\_Lighting.pdf](http://www.censusindia.gov.in/2011census/hlo/Data_sheet/India/Source_Lighting.pdf)

**Table 3.20 District and Location-wise Availability of Domestic Electricity Connections**

District		Location		Total
		Urban	Rural	
Kurukshetra	Household with connections	125	260	385
	Total Households	125	260	385
	% age of Household with connections	100.0	100.0	100.0
Panchkula	Household with connections	125	260	385
	Total Households	125	260	385
	% age of Household with connections	100.0	100.0	100.0
Gurgaon	Household with connections	118	260	378
	Total Households	125	260	385
	% age of Household with connections	94.4	100.0	98.18
Mewat	Household with connections	115	206	321
	Total Households	125	260	385
	% age of Household with connections	92.0	79.23	83.38
Hisar	Household with connections	125	239	364
	Total Households	125	260	385
	% age of Household with connections	100.0	91.92	94.55
Sirsa	Household with connections	125	245	370
	Total Households	125	260	385
	% age of Household with connections	100.0	94.23	96.1
Jhajjar	Household with connections	125	258	383
	Total Households	125	260	385
	% age of Household with connections	100.0	99.23	99.48
Rohtak	Household with connections	125	229	354
	Total Households	125	260	385
	% age of Household with connections	100.0	88.08	91.95
Total	Household with connections	983	1957	2940
	Total Households	1000	2080	3080
	% age of Household with connections	98.3	94.09	95.45

Source: IDC Survey, 2014.

Table 3.20 indicates the disparity in the availability of domestic electricity connections between urban and rural areas. While it is good in urban areas with 98.3 percent, it is close to 95 percent as affirmed by the rural respondents. The Census of 2011 also endorsed the availability recorded as above<sup>2</sup>. Overall, in the availability of domestic electricity connections there was no marked rural-urban difference. However, whatever little difference existed was tilted in favour of the urban areas.

At the district level, glaring rural-urban disparity was seen particularly in two districts, i.e., Hisar and Mewat. In Hisar rural region, it was close to 91.9 percent against 100 percent for the urban, whereas in Mewat, it oscillates between 92 percent in urban and 79.4 percent in rural areas. The situation in Sirsa district was also not impressive either which had 94.2 percent availability in the rural areas and 100 percent availability in the urban.



*Image 3.13 – Poor state of transformer, Village Chilkani Dhab, Sirsa*



*Image 3.14 – Low level live wires as a fuse box, Village Malab, District Mewat [Nuh]*

<sup>2</sup> Electricity as a source of lighting, Census 2011, Government of India and can be accessed at [http://www.censusindia.gov.in/2011census/hlo/Data\\_sheet/India/Source\\_Lighting.pdf](http://www.censusindia.gov.in/2011census/hlo/Data_sheet/India/Source_Lighting.pdf)

**Table 3.21 Domestic Electricity Connections by Social Categories**

Social Category		Division				Total
		Ambala	Gurgaon	Hisar	Rohtak	
SC	Household with connections	121	82	218	159	580
	Total Households	121	95	243	160	619
	% age of Household with connections	100.0	86.32	89.71	99.38	93.7
OBC	Household with connections	133	241	82	53	509
	Total Households	133	278	92	53	556
	% age of Household with connections	100.0	86.69	89.13	100.0	91.55
General	Household with connections	516	376	434	525	1851
	Total Households	516	397	435	557	1905
	% age of Household with connections	100.0	94.71	99.77	94.25	97.17
Total	Household with connections	770	699	734	737	2940
	Total Households	770	770	770	770	3080
	% age of Household with connections	100.0	90.78	95.32	95.71	95.45

Source: IDC Survey, 2014.

Table 3.21 shows that overall there were some disparities in the availability of domestic electricity connections among the three socio-economic categories, the availability being somewhat higher with the General category as compared to the SCs and OBCs. Division-wise, Ambala recorded almost no disparity among the three. Notably, the situation gets reversed in Rohtak division where the percentage of the Reserved category respondents was higher than that of the General. The Rajiv Gandhi Grammeen Vidyutikaran Yojna (RGGVY) played a pivotal role for the electrification of the habitations in rural areas and especially of those households which were below poverty line.

**Table 3.22 Division-wise Problems Faced in Getting Electricity Connection**

Division	Did you face any problems in getting connection?		
	Yes	No	Total
Ambala	223	547	770
%	29.0	71.0	100.0
Gurgaon	302	397	699
%	43.2	56.8	100.0
Hisar	187	547	734
%	25.5	74.5	100.0
Rohtak	106	631	737
%	14.4	85.6	100.0
Total	818	2122	2940
%	27.8	72.2	100.0

Source: IDC Survey, 2014.

Table 3.22 indicates that approximately 28 percent of the sample respondents faced problems while applying or receiving the domestic electricity connection. Gurgaon division recorded highest (43.2 percent) respondents who faced problems in getting their domestic electricity connection followed by Ambala (29 percent) and the least in Rohtak division with 14.4 percent respondents reporting it.



*Image 3.15 – Poorly maintained and open fuse assembly at Jhajjar*



*Image 3.16 – Citizens using electricity illegally by clinching metal hooks over main line - Village Parbhuwala, Hisar*





Image 3.17 – Poorly Maintained transformer site, Jhajjar Urban



Image 3.18 – High capacity electricity cables hanging at low heights in approaching road to District Jhajjar

**Table 3.23 Division-wise Types of Problems Cited by Respondents who Faced Problems in Getting Electricity Connections**

Problems faced	Division				Total
	Ambala	Gurgaon	Hisar	Rohtak	
<b>Bribe for applying and issuing connection</b>	169	265	95	93	622
%	75.8	87.7	50.8	87.7	76
<b>Delay in connection</b>	54	30	55	13	152
%	24.2	9.9	29.4	12.3	18.6
<b>Connected to NDS transfer</b>	-	7	37	-	44
%	-	2.3	19.8	-	5.4
<b>Total</b>	223	302	187	106	818
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 3.23 reflects that 76 percent of the respondents faced the problem of paying bribe while getting the electricity connection. The issue was reported more from Gurgaon and Rohtak division, where about 88 percent respondents mentioned their dissatisfaction about it. It was also cited by nearly three-fourth respondents from Ambala division. Undue delay in getting connection was another problem reported by few respondents with procedural tangles, late inspection of site, late submission of reports by officials etc being stated as the reasons, reported more from Hisar division. Some respondents from Hisar and Gurgaon divisions reported that their households were connected to non-domestic sources of electricity because of which they received electricity barely for 4-8 hours a day. This issue was prominently expressed by 5.4 percent respondents from district Hisar and Mewat.

### Supply-Related Problems

The electricity supply was evaluated on parameters such as voltage fluctuation, breakdowns, and long power cuts and associated problems related to dead meter and meter running fast.

**Table 3.24 Division-wise Problems Pertaining to the Quality of Electricity Supply**

Division	Problems with electricity supply	Yes		No		Total	
		Count	%	Count	%	Count	%
Ambala	Voltage fluctuation	565	73.4	205	26.6	770	100.0
	Breakdown	565	73.4	205	26.6	770	100.0
	Long power cuts	682	88.6	88	11.4	770	100.0
Gurgaon	Voltage fluctuation	454	64.9	245	35.1	699	100.0
	Breakdown	458	65.5	241	34.5	699	100.0
	Long power cuts	666	95.3	33	4.7	699	100.0
Hisar	Voltage fluctuation	275	37.5	459	62.5	734	100.0
	Breakdown	389	53.0	345	47.0	734	100.0
	Long power cuts	591	80.5	143	19.5	734	100.0
Rohtak	Voltage fluctuation	539	73.1	198	26.9	737	100.0
	Breakdown	368	49.9	369	50.1	737	100.0
	Long power cuts	691	93.8	46	6.2	737	100.0
Total	Voltage fluctuation	1833	62.23	1107	37.78	2940	100.0
	Breakdown	1780	60.45	1160	39.55	2940	100.0
	Long power cuts	2630	89.55	310	10.45	2940	100.0

Source: IDC Survey, 2014.

Table 3.24 states that as many as 90 percent respondents reported the problem of long power cuts. The respondents from Gurgaon (95.3 percent) led the tally in this regard followed by Rohtak (93.8 percent), Ambala (88.6 percent) and Hisar (80.5 percent), in that order.

The problem of frequent breakdown was also reported by 60 percent respondents; with highest percentage of respondents (73.4 percent) reporting from Ambala while from Gurgaon and Hisar more than 50 percent respondents reported the same.

The problem of voltage fluctuation was also reported by 62.2 percent respondents. Division-wise, it was reported more in Ambala (73.4 percent) and Rohtak (73.1 percent) division followed by Gurgaon division where more than 60 percent respondents expressed their distress in this regard. The situation in Hisar division seems slightly better with more than 65 percent respondents reported the problem. It is supported by frequent complaints of damage to electrical appliances such as TV set, fridge, mobile phones etc. by the respondents.

During the field work it was observed that one of the basic causes of frequent breakdowns was the poor installation and maintenance of electricity infrastructure that was in blatant violation of the mandatory, precautionary and protective measures. This led to the frequent malfunctioning of electrical units such as transformers, capacitors and high voltage cables, 11 KV towers and fuse boxes. The same can be seen in the images 3.19 and 3.20 below.



*Image 3.19 – Poorly maintained Transformer placed in wetland, Amboli, Jhajjar*



*Image 3.20 – Poorly maintained Transformer, Sampla, Rohtak*

**Table 3.25 Division and Location-wise Problems Faced Pertaining to Quality of Electricity Supply**

Problems	Division	Urban			Rural		
		Yes	No	Total	Yes	No	Total
Problem of voltage Fluctuation	Ambala	159	91	250	406	114	520
	%	30.6	19.6	25.4	30.9	17.7	26.6
	Gurgaon	142	91	233	312	154	466
	%	27.4	19.6	23.7	23.7	24.0	23.8
	Hisar	57	193	250	218	266	484
	%	11.0	41.6	25.4	16.6	41.4	24.7
	Rohtak	161	89	250	378	109	487
	%	31.0	19.2	25.4	28.8	17.0	24.9
	Total	519	464	983	1314	643	1957
	%	100.0	100.0	100.0	100.0	100.0	100.0
		Yes	No	Total	Yes	No	Total
Problem of Break Down	Ambala	165	85	250	400	120	520
	%	32.2	18.1	25.4	31.6	17.4	26.6
	Gurgaon	121	112	233	337	129	466
	%	23.6	23.8	23.7	26.6	18.7	23.8
	Hisar	83	167	250	306	178	484
	%	16.2	35.5	25.4	24.2	25.8	24.7
	Rohtak	144	106	250	224	263	487
	%	28.1	22.6	25.4	17.7	38.1	24.9
	Total	513	470	983	1267	690	1957
	%	100.0	100.0	100.0	100.0	100.0	100.0
		Yes	No	Total	Yes	No	Total
Problem of Long Power Cuts	Ambala	178	72	250	504	16	520
	%	22.6	36.5	25.4	27.3	14.2	26.6
	Gurgaon	200	33	233	466	-	466
	%	25.4	16.8	23.7	25.3	-	23.8
	Hisar	177	73	250	414	70	484
	%	22.5	37.1	25.4	22.5	61.9	24.7
	Rohtak	231	19	250	460	27	487
	%	29.4	9.6	25.4	24.9	23.9	24.9
	Total	786	197	983	1844	113	1957
	%	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

## Service related Problems

The electrical services include services such as metering, billing, complaint attending and grievance-redressal.

**Table 3.26 Division-wise Problems Pertaining to Electricity Meter and Related Procedures**

	Division				
<b>Do you feel electricity meter runs too fast</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
Yes	522	580	524	479	2105
%	67.8	83.0	71.4	65.0	71.6
No	248	119	210	258	835
%	32.2	17.0	28.6	35.0	28.4
Total	770	699	734	737	2940
%	100.0	100.0	100.0	100.0	100.0
<b>Meter going dead</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
Yes	-	15	86	17	118
%	-	2.1	11.7	2.3	4.0
No	770	684	648	720	2822
%	100.0	97.9	88.3	97.7	96.0
Total	770	699	734	737	2940
%	100.0	100.0	100.0	100.0	100.0
<b>Getting the meter replaced is a hassle</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
Yes	-	15	42	10	67
%	-	100.0	48.8	58.8	56.8
No	-	-	44	7	51
%	-	-	51.2	41.2	43.2
Total	-	15	86	17	118
%	-	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

From the table 3.26 it is clear that close to 72 percent respondents reported that the meter installed in their household run very fast resulting in an inflated bill. This problem was widely reported from all divisions with Gurgaon at the top with 83 percent respondents citing faulty metering as a common service related problem.

Close to 57 percent respondents replaced the electricity meter after experiencing inflated bill. These people expressed their resentment about the inconvenience faced in getting the replacement of their faulty meter. According to them the procedure for replacing meter is too lengthy and tedious and it was observed that the meter testing and inspection facility was not available at every district. This caused a further unwarranted delay in replacing the meter.

Fewer respondents also reported the problem of dysfunctional/dead meter and this was recorded high in Hisar division (11.7 percent), in rest of the divisions it was recorded minimal except Ambala where none of the respondents reported the problem of dead meter.

### Billing Problems

Tariff and billing is a crucial component of any public utility. Its effective execution defines the success of the service. The effectiveness of billing was measured on the parameters such as rate of tariff and inflated bill as seen in table 3.27 below.

**Table 3.27 Division-wise Problems Related to Billing**

Problems	Response	Division				Total
		Ambala	Gurgaon	Hisar	Rohtak	
High Tariff Rate	Yes	717	649	710	524	2600
	%	93.1	92.8	96.7	71.1	88.4
	No	53	50	24	213	340
	%	6.9	7.2	3.3	28.9	11.6
	Total	770	699	734	737	2940
	%	100.0	100.0	100.0	100.0	100.0
Inflated Bill	Yes	649	618	695	565	2527
	%	84.3	88.4	94.7	76.7	86.0
	No	121	81	39	172	413
	%	15.7	11.6	5.3	23.3	14.0
	Total	770	699	734	737	2940
	%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 3.27 indicates that 88.4 percent respondents expressed their resentment pertaining to rate of tariff and that was perceived as unduly high against the poor quality of electricity and its services. The resentment against it was widespread, since 97 percent of the respondents from Hisar division and 93 percent from Gurgaon division reported about it. The situation in Ambala division was not impressive either with close to 93 percent having expressed their distress about it. Nearly 71.1 percent respondents from Rohtak division also reported about the high tariff rate with great distress.

An inflated bill was another problem reported by 86 percent respondents across the region with 94.7 percent of the respondents from Hisar highlighting it. In Gurgaon and Ambala division a similar situation was reported where more than 80 percent respondents complained about the issue. In Rohtak division three fourth of respondents reported the problem of inflated bill.

## Grievance Redressal

The effective execution of procedures and cordial approach defines the success of important public service of electricity service. Any disruption in the mechanism of these services can adversely affect the service at mass level. Therefore, an examination regarding provisions of this service was carried out in the field survey.

**Table 3.28 Location-wise Problems Pertaining to Grievance-Redressal and Staff Conduct**

		Urban			Rural		
		Satisfied	Not Satisfied	Total	Satisfied	Not Satisfied	Total
<b>Complaint Redressal</b>	<b>Ambala</b>	99	151	250	54	466	520
	<b>%</b>	39.6	60.4	100.0	10.4	89.6	100.0
	<b>Gurgaon</b>	50	183	233	43	423	466
	<b>%</b>	21.5	78.5	100.0	9.2	90.8	100.0
	<b>Hisar</b>	132	118	250	105	379	484
	<b>%</b>	52.8	47.2	100.0	21.7	78.3	100.0
	<b>Rohtak</b>	62	188	250	88	399	487
	<b>%</b>	24.8	75.2	100.0	18.1	81.9	100.0
	<b>Total</b>	343	640	983	290	1667	1957
	<b>%</b>	34.9	65.1	100.0	14.8	85.2	100.0
<b>Staff Conduct</b>	<b>Ambala</b>	150	100	250	161	359	520
	<b>%</b>	60.0	40.0	100.0	31.0	69.0	100.0
	<b>Gurgaon</b>	118	115	233	66	400	466
	<b>%</b>	50.6	49.4	100.0	14.2	85.8	100.0
	<b>Hisar</b>	214	36	250	232	252	484
	<b>%</b>	85.6	14.4	100.0	47.9	52.1	100.0
	<b>Rohtak</b>	113	137	250	245	242	487
	<b>%</b>	45.2	54.8	100.0	50.3	49.7	100.0
	<b>Total</b>	595	388	983	704	1253	1957
	<b>%</b>	60.5	39.5	100.0	36.0	64.0	100.0

Source: IDC Survey, 2014.

Table 3.28 shows that the percentage of dissatisfaction was recorded more amongst the rural respondents (85.2 percent) than their urban counterparts where the scenario was not impressive either; since 65 percent respondents reported to have undergone harassment regarding it. The rural respondents complained about the lack of availability of office staff when they approached. For instance, when they tried to report the grievances related to supply of service over the phone, it was usually unattended. Besides this, the urban respondents from district Panchkula, Gurgaon, Hisar and Kurukshetra reported ineffective online portal as it did not have a grievance section to report at.

Regarding the staff conduct as well, more rural respondents (64 percent) were dissatisfied than their urban counterparts (39.5 percent). This highlights the discrepancy in staff conduct in both rural and urban areas.

### NON DOMESTIC ELECTRICITY CONNECTION

The non-domestic electricity connection is issued to all agricultural farms, and commercial places. The availability of non-domestic electricity connection can be seen in table 3.29.

**Table 3.29 Division-wise Availability of Non Domestic Electricity Connection**

Availability of Non Domestic Electricity connection	Division				Total
	Ambala	Gurgaon	Hisar	Rohtak	
<b>Yes</b>	304	455	285	165	1209
<b>%</b>	39.5	59.1	37.0	21.4	39.3
<b>No</b>	466	315	485	605	1871
<b>%</b>	60.5	40.9	63.0	78.6	60.7
<b>Total</b>	770	770	770	770	3080
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

It is clear from the table 3.29 that close to 40 percent respondents had non domestic electricity connection. However, it varies with divisions; Gurgaon division leads the tally at close to 60 percent availability followed by Ambala (39.5 percent) and Hisar (37 percent) division. It was comparatively low in Rohtak division with merely 21 percent availability of non-domestic electricity connections.



**Table 3.30 District and Location-wise Availability of Non Domestic Electricity Connection**

District	Location		Total
	Urban	Rural	
<b>Kurukshetra</b>	10	154	164
Total no. of households	125	260	385
%	8.00	59.23	42.60
<b>Panchkula</b>	19	121	140
Total no. of households	125	260	385
%	15.20	46.54	36.36
<b>Gurgaon</b>	37	174	211
Total no. of households	125	260	385
%	29.60	66.92	54.81
<b>Mewat</b>	70	174	244
Total no. of households	125	260	385
%	56.00	66.92	63.38
<b>Hisar</b>	22	100	122
Total no. of households	125	260	385
%	17.60	38.46	31.69
<b>Sirsa</b>	28	135	163
Total no. of households	125	260	385
%	22.40	51.92	42.34
<b>Jhajjar</b>	31	33	64
Total no. of households	125	260	385
%	24.80	12.69	16.62
<b>Rohtak</b>	41	60	101
Total no. of households	125	260	385
%	32.80	23.08	26.23
<b>Total</b>	258	951	1209
Total no. of households	1000	2080	3080
%	25.80	45.72	39.25

Source: IDC Survey, 2014

Table 3.30 shows a disparity in the availability of non-domestic electricity connection between rural and urban areas. In rural areas it was more (45.7 percent) than (25.8 percent) in the urban. Except Jhajjar and Rohtak, this was so in rest of the districts where the availability was recorded relatively low than rest of the districts. During the field work also, it was observed that majority of farmers in district Rohtak and Jhajjar did not have non domestic electricity connection to irrigate their farms. Instead, they were using diesel pumps as can be seen in the image 3.21.



Image 3.21 – Diesel pump at the farm, Nuna Majra, Jhajjar

**Table 3.31 Division and Location-wise Problems Faced in Non Domestic Electricity Supply**

Division	Do you face any problem with the non domestic supply of electricity?					
	Urban			Rural		
	Yes	No	Total	Yes	No	Total
<b>Ambala</b>	29	-	29	225	50	275
<b>%</b>	100.0	-	100.0	81.8	18.2	100.0
<b>Gurgaon</b>	91	16	107	312	36	348
<b>%</b>	85.0	15.0	100.0	89.7	10.3	100.0
<b>Hisar</b>	24	26	50	190	45	235
<b>%</b>	48.0	52.0	100.0	80.9	19.1	100.0
<b>Rohtak</b>	64	8	72	82	11	93
<b>%</b>	88.9	11.1	100.0	88.2	11.8	100.0
<b>Total</b>	208	50	258	809	142	951
<b>%</b>	80.6	19.4	100.0	85.1	14.9	100.0

Source: IDC Survey, 2014.

Table 3.31 indicates that a vast majority of respondents who had such a connection reported to have faced problems. All the respondents from the urban areas of Ambala division expressed their agony pertaining to problems faced while getting non-domestic electricity connection. Similarly, more than 85 percent respondents of Gurgaon and Rohtak divisions. Widespread across rural and urban areas, the percentage of those reporting it was comparatively higher (more than 80 percent) in rural areas of all the four divisions.

A vast majority of respondents cited mainly one major problem pertaining to power supply as can be seen in table 3.32 below.

**Table 3.32 Division-wise Problems Pertaining to Non Domestic Electricity Connection**

	Division				
	Ambala	Gurgaon	Hisar	Rohtak	Total
Households which faced Limited power supply	253	402	218	145	1018
Total Households having NDS	304	455	285	165	1209
%	83.2	88.4	76.5	87.9	84.2

Source: IDC Survey, 2014.

Out of 1209 total respondents who had non-domestic electricity connection, 1018 of them reported short duration and limited supply of power that caused huge hardship to all. Division-wise the problem was reported by more than 85 percent respondents from Gurgaon and Rohtak, followed by Ambala division where close to 83 percent respondents expressed their distress in this regard. In Hisar division, the situation was not impressive either with more than three-fourth of the respondents reported the same.

**Table 3.33 Location-wise Problems Pertaining to Non Domestic Electricity Connection**

Divisions	Problems	Urban	Rural	Total
<b>Ambala</b>	Households which faced Limited power supply	29	224	253
	Total Households having NDS*	29	275	304
	%	100.00	81.45	83.20
<b>Gurgaon</b>	Households which faced Limited power supply	91	311	402
	Total Households having NDS*	107	348	455
	%	85.05	89.37	88.40
<b>Hisar</b>	Households which faced Limited power supply	24	194	218
	Total Households having NDS*	50	235	285
	%	48.00	82.55	76.50
<b>Rohtak</b>	Households which faced Limited power supply	64	81	145
	Total Households having NDS*	72	93	165
	%	88.89	87.10	87.90
<b>Total</b>	Households which faced Limited power supply	208	810	1018
	Total Households having NDS*	258	951	1209
	%	80.62	85.17	84.20

Source: IDC Survey, 2014.

Note: \*NDS (Non-Domestic Supply).

Table 3.33 highlights the shortage of electricity supply both in rural as well as in urban parts where close to 84.2 percent respondents have acknowledged the problem of limited power supply. The situation was grave in both urban as well as rural part of the state with more than 80 percent respondents expressed their distress about the issue.

During the field study it was observed that electricity supply through non domestic connection was merely available for 6-8 hours/ day in rural localities causing great difficulty in agricultural activities such as irrigation. The industrial sector was also not an exception for this where the power supply got interrupted for 4-5 hours a day, badly affecting the production line of the industries and related commercial activities.

### **Satisfaction with Overall Electricity Supply**

Before analysing the incidences of corruption and level of satisfaction pertaining to overall electricity service, it is pertinent to know the distribution of respondents based on the type of electricity connection they have in their respective households which can be seen below in table 3.34.

**Table 3.34 - Distribution of Respondents having Electricity Connection (domestic, or non-domestic both or individual) or No Connection**

	<b>No</b>	<b>Percent</b>
<b>Having domestic and non-domestic both</b>	1143	37.1%
<b>Having Domestic Connection only</b>	1797	58.3%
<b>Having Non Domestic connection only (unmetered)</b>	66	2.1%
<b>No Connection</b>	74	2.4%
<b>Total</b>	3080	100%

Source: IDC Survey, 2014.

Out of 3080 respondents, 2940 were having either domestic or non-domestic electric connections, however during the survey work it was observed that 66 households were having unmetered electric connections either from agriculture tubewell or from the nearest source of electricity.

Table 3.34 shows people having both types of electricity connections, domestic as well as non domestic. There were 1143 households who were having both domestic as well as non-domestic electricity connections, further there were 1797 households who had domestic electricity connection only and 66 were consumers of non-domestic connections only. Those households which were having any sort of electricity connection add upto 3006. So it is necessary to analyse overall satisfaction pertaining to electricity service of these 3006 respondents having either domestic, non-domestic or both connections.

**Table 3.35 Division-wise Incidences of Corruption in Electricity Supply Service**

Divisions	Have you ever faced the demand of bribe for any service from electricity department?		
	Yes	No	Total
<b>Ambala</b>	510	260	770
%	66.2	33.8	100.0
<b>Gurgaon</b>	550	194	744
%	73.9	26.1	100.0
<b>Hisar</b>	265	489	754
%	35.1	64.9	100.0
<b>Rohtak</b>	283	455	738
%	38.3	61.7	100.0
<b>Total</b>	1608	1398	3006
%	53.5	46.5	100.0

Source: IDC Survey, 2014.

Table 3.35 states that more than 50 percent respondents reported paying of bribe for getting any service related to electricity supply. It is demoralising to see that Gurgaon division lead the tally where nearly three fourth of the respondents acknowledged to have bribed. It looks rather odd in Ambala division where more than 65 percent respondents reported to have paid bribe for services. Though the proportion of percentage looks less in Rohtak and Hisar division as compared to that of Gurgaon division, but it is not small since more than 35 percent respondents admitted to have paid bribe in those divisions also.

**Table 3.36 Division and Location-wise Incidences of Corruption in Electricity Services**

Divisions	Have you ever faced the demand of bribe for any service from electricity department?					
	Urban			Rural		
	Yes	No	Total	Yes	No	Total
<b>Ambala</b>	162	88	250	348	172	520
%	64.8	35.2	100.0	66.9	33.1	100.0
<b>Gurgaon</b>	138	105	243	412	89	501
%	56.8	43.2	100.0	82.2	17.8	100.0
<b>Hisar</b>	68	182	250	197	307	504
%	27.2	72.8	100.0	39.1	60.9	100.0
<b>Rohtak</b>	128	122	250	155	333	488
%	51.2	48.8	100.0	31.8	68.2	100.0
<b>Total</b>	496	497	993	1112	901	2013
%	49.9	50.1	100.0	55.2	44.8	100.0

Source: IDC Survey, 2014.

Table 3.36 highlights that more than 50.1 percent urban and 44.8 percent rural respondents admitted to have paid bribe. The situation was distressing in rural localities of Gurgaon division where 82.2 percent respondents reported to have paid bribe for getting their work done, followed by Ambala division where 67 percent rural and 65 percent urban respondents echoed similar distress in this regard. In urban areas of Gurgaon and Rohtak division more than 50 percent respondents reported to have paid bribe to avail services of the electricity departments' staff.

**Table 3.37 Division-wise Reasons for which Bribe was Demanded**

Division	Not Mentioned	Bill Settlement	Replacing Meter	For repairing fuse at Transformer pole	To bring Domestic Line from village to farm	Domestic Repairing	Don't Follow Panchayat's direction	Total
<b>Ambala</b>	11	423	39	27	-	10	-	510
<b>%</b>	2.2	82.9	7.6	5.3	-	2.0	-	100.0
<b>Gurgaon</b>	38	342	24	73	-	62	11	550
<b>%</b>	6.9	62.2	4.4	13.3	-	11.3	2.0	100.0
<b>Hisar</b>	8	189	30	28	10	-	-	265
<b>%</b>	3.0	71.3	11.3	10.6	3.8	-	-	100.0
<b>Rohtak</b>	2	190	25	66	-	-	-	283
<b>%</b>	0.7	67.1	8.8	23.3	-	-	-	100.0
<b>Total</b>	59	1144	118	194	10	72	11	1608
<b>%</b>	3.7	71.1	7.3	12.1	0.6	4.5	0.7	100.0

Source: IDC Survey, 2014.

Table 3.37 shows that close to 71 percent respondents admitted to have paid bribe while resettling their inflated bills. Division-wise, Ambala division had more than 80 percent respondents who reported to have paid bribe for bill settlement, followed by Hisar division where more than 71.3 percent respondents said so. In Rohtak and Gurgaon division more than 60 percent respondents acknowledged to have paid bribe for the same.

Fewer respondents from Ambala, Gurgaon and Hisar divisions have admitted to have bribed for repair work at the nearest Transformer like Oil change, Replacement of Transformer, Repair in Fuse Box at Transformer, etc. The percentage of it was recorded high in Rohtak division where close to 23 percent of the respondents acknowledged to have paid bribe while getting the required electrical infrastructure repaired. Similarly, people who have replaced their electricity meters due to various reasons out of that 7.3 percent respondents have accepted to have paid

bribe while getting the meter replaced sooner. Further, few respondents also reported the problem of demand of bribe to get connection from non-domestic electricity connection to domestic use.

A rural-urban classification can be seen in the table 3.38 given below.

**Table 3.38 Location-wise Reasons for which Bribe was Demanded**

Location	Divisions	Not Mentioned	Bill Settlement	Replacing Meter	For repairing fuse at Transformer pole	To bring Domestic Line from village to farm	Domestic Repairing	Don't Follow Panchayat's direction	Total
Urban	Ambala	-	142	10	-	-	10	-	162
	%	-	87.7	6.2	-	-	6.2	-	100.0
	Gurgaon	10	95	-	7		26	-	138
	%	7.2	68.8	-	5.1	-	18.8	-	100.0
	Hisar	2	61	-	5	-	-	-	68
	%	2.9	89.7	-	7.4	-	-	-	100.0
	Rohtak	-	81	14	33	-	-	-	128
	%	-	63.3	10.9	25.8	-	-	-	100.0
	Total	12	379	24	45	-	36	-	496
	%	2.4	76.4	4.8	9.1	-	7.3	-	100.0
Rural	Ambala	11	281	29	27	-	-	-	348
	%	3.2	80.7	8.3	7.8	-	-	-	100.0
	Gurgaon	28	247	24	66		36	11	412
	%	6.8	60.0	5.8	16.0	-	8.7	2.7	100.0
	Hisar	6	128	30	23	10	-	-	197
	%	3.0	65.0	15.2	11.7	5.1	-	-	100.0
	Rohtak	2	109	11	33	-	-	-	155
	%	1.3	70.3	7.1	21.3	-	-	-	100.0
	Total	47	765	94	149	10	36	11	1112
	%	4.2	68.8	8.5	13.4	0.9	3.2	1.0	100.0

Source: IDC Survey, 2014.

Table 3.38 shows that bribe mainly was paid for bill settlement by both urban and rural respondents. Besides this, most of the rural respondents complained about the enormous delay caused by the demand for bribe while replacing meter resulted in great inconvenience to their households. It is clear that the demand of bribe for repairing of Transformer and associated components was observed more in rural localities where 13.4 percent respondents reported it. Even though the number was less, it was disheartening nevertheless, to know that people have

bribed for repairing the Transformer when maintenance was the responsibility of the State. Also, it was observed during the field survey and endorsed by the respondents, that despite bribing, the repair was done on a temporary basis.

After analyzing factors related to electricity service and evaluating them on parameters of 1) Availability, both, domestic and non domestic; 2) Quality of electricity supply and related services; and, 3) Procedures, the level of satisfaction pertaining to overall electricity service is given in table below.

**Table 3.39 District wise Level of Satisfaction about Overall Electricity Service**

District	Satisfied with the overall electricity supply services?		
	Satisfied	Not Satisfied	Total
<b>Kurukshetra</b>	76	309	385
%	19.7	80.3	100.0
<b>Panchkula</b>	84	301	385
%	21.8	78.2	100.0
<b>Gurgaon</b>	59	319	378
%	15.6	84.4	100.0
<b>Mewat</b>	7	359	366
%	1.9	98.1	100.0
<b>Hisar</b>	127	243	370
%	34.3	65.7	100.0
<b>Sirsa</b>	98	286	384
%	25.5	74.5	100.0
<b>Jhajjar</b>	28	356	384
%	7.3	92.7	100.0
<b>Rohtak</b>	45	309	354
%	12.7	87.3	100.0
<b>Total</b>	524	2482	3006
%	17.4	82.6	100.0

Source: IDC Survey, 2014.

Table 3.39 indicates the poor level of satisfaction reported by vast majority of respondents which was close to 83 percent highlighting the poor status of the electricity supply service. Further, district-wise situation was more disheartening, as in the case of district Mewat where close to 100 percent respondents reported their dissatisfaction with overall electricity service. This was followed by district Jhajjar and Rohtak where similar responses were recorded by more than 85 percent respondents. In Kurukshetra and Gurgaon more than 80 percent respondents remained dissatisfied with the overall electricity service, respectively. In district



Sirsa and Panchkula, close to three-fourth of the respondents affirmed their distress pertaining to the said service. During the field study it was observed that before initiating any communication with respondents most of them often lamented by saying, *“Iss bijli ka kuch karo”, “Bijli ka bada bura haal hai ji”* indicates the poor level of satisfaction regarding overall electricity supply service. Further, the rural-urban picture can be seen in the table 3.40 below.

**Table 3.40 Division and Location-wise Satisfaction with Overall Electricity Service**

Division	Satisfied with the overall electricity supply services?					
	Urban			Rural		
	Satisfied	Not Satisfied	Total	Satisfied	Not Satisfied	Total
<b>Ambala</b>	111	139	250	49	471	520
<b>%</b>	44.4	55.6	100.0	9.4	90.6	100.0
<b>Gurgaon</b>	46	197	243	20	481	501
<b>%</b>	18.9	81.1	100.0	4.0	96.0	100.0
<b>Hisar</b>	114	136	250	111	393	504
<b>%</b>	45.6	54.4	100.0	22.0	78.0	100.0
<b>Rohtak</b>	58	192	250	15	473	488
<b>%</b>	23.2	76.8	100.0	3.1	96.9	100.0
<b>Total</b>	329	664	993	195	1818	2013
<b>%</b>	33.1	66.9	100.0	9.7	90.3	100.0

Source: IDC Survey, 2014.

Table 3.40 indicates that the respondents from rural locality (close to 90 percent) were dissatisfied with overall electricity service than their urban counterparts whose percentage of dissatisfaction was close to 67 percent. The division wise situation was further glaring as more than 95 percent rural respondents from Rohtak and Gurgaon division expressed their dissatisfaction, followed by respondents from Ambala division (90.6 percent) reporting the same. The situation in urban localities of Gurgaon and Rohtak division was reported similar to that of rural respondents as more than three-fourth of the respondents expressed their distress about the glaring situation of overall electricity service. Some of the children from households studying in schools and colleges also expressed concern about their future because of the poor state of electricity that does not provide constructive hours of studying to them. Similar response was recorded in particular by farmers and women as they faced difficulties to perform their daily chores.

## IV

### PUBLIC AMENITIES: ROADS AND TRANSPORT, SANITARY AND HEALTH CARE SERVICES

Public amenities comprise common public facilities that are provided by the government to serve people at large. These include amenities like roads, street lights, public transport, sanitary and health care services. They are thus different from private amenities such as domestic water and electricity connections. The focus of this chapter is set on common public amenities and peoples' state of satisfaction with them. Let us begin with Road network.

#### I. Roads

**Table 4.1 Division and Location-wise Availability of Satisfactory Road Network**

Division	Location					
	Urban			Rural		
	Yes	No	Total	Yes	No	Total
<b>Ambala</b>	250	-	250	520	-	520
<b>%</b>	100.0	-	100.0	100.0	-	100.0
<b>Gurgaon</b>	234	16	250	468	52	520
<b>%</b>	93.6	6.4	100.0	90.0	10.0	100.0
<b>Hisar</b>	201	49	250	347	173	520
<b>%</b>	80.4	19.6	100.0	66.7	33.3	100.0
<b>Rohtak</b>	247	3	250	503	17	520
<b>%</b>	98.8	1.2	100.0	96.7	3.3	100.0
<b>Total</b>	932	68	1000	1838	242	2080
<b>%</b>	93.2	6.8	100.0	88.4	11.6	100.0

Source: IDC Survey, 2014.

Table 4.1 indicates that most of the respondents had the necessary road network in their area, with only one-tenth reporting non-availability of essential road network. Ambala division had 100 percent respondents acknowledging the existence of satisfactory road network in their area. Hisar, however, stood out as the only division where a sizeable segment of sample respondents, about 29 percent respondents lamented absence of satisfactory roads network in both urban as well as in rural areas. In all divisions, the lack of necessary road network was reported by 11.6 percent rural respondents. Let us discuss the types of roads available in table 4.2.

**Table 4.2 Type of Roads**

Division	Location					
	Urban			Rural		
	Mettled	Un-Mettled	Total	Mettled	Un-Mettled	Total
<b>Ambala</b>	250	-	250	520	-	520
<b>%</b>	100.0	-	100.0	100.0	-	100.0
<b>Gurgaon</b>	240	10	250	431	89	520
<b>%</b>	96.0	4.0	100.0	82.9	17.1	100.0
<b>Hisar</b>	208	42	250	308	212	520
<b>%</b>	83.2	16.8	100.0	59.2	40.8	100.0
<b>Rohtak</b>	228	22	250	464	56	520
<b>%</b>	91.2	8.8	100.0	89.2	10.8	100.0
<b>Total</b>	926	74	1000	1723	357	2080
<b>%</b>	92.6	7.4	100.0	82.8	17.2	100.0

Source: IDC Survey, 2014.

In urban localities a majority of the respondents (92.6 percent) acknowledged the presence of mettled roads in comparison to nearly 83 percent of their rural counterparts. Hisar division stood out in respect of somewhat more respondents (40.8 percent) from rural locations and 16.8 percent from urban localities who reported to have unmettled roads in their respective areas.



*Image 4.1 – The State highway approaching to District Hisar*

**Table 4.3 Division and Location-wise Satisfaction with Condition of Roads**

Division	Location								
	Urban			Rural			Total		
	Satisfied	Not-Satisfied	Total	Satisfied	Not-Satisfied	Total	Satisfied	Not-Satisfied	Total
<b>Ambala</b>	54	196	250	44	476	520	98	672	770
<b>%</b>	21.6	78.4	100.0	8.5	91.5	100.0	12.73	87.27	100.0
<b>Gurgaon</b>	54	196	250	103	417	520	157	613	770
<b>%</b>	21.6	78.4	100.0	19.8	80.2	100.0	20.39	79.61	100.0
<b>Hisar</b>	109	141	250	270	250	520	379	391	770
<b>%</b>	43.6	56.4	100.0	51.9	48.1	100.0	49.22	50.78	100.0
<b>Rohtak</b>	69	181	250	226	294	520	295	475	770
<b>%</b>	27.6	72.4	100.0	43.5	56.5	100.0	38.31	61.69	100.0
<b>Total</b>	286	714	1000	643	1437	2080	929	2151	3080
<b>%</b>	28.6	71.4	100.0	30.9	69.1	100.0	30.16	69.84	100.0

Source: IDC Survey, 2014.

Table 4.3 indicates that the rosy scenario stops here. Availability of the roads notwithstanding a vast majority (close to 70 percent) of the respondents in both urban as well as rural areas have expressed dissatisfaction about roads and their condition in their respective localities. The proportion of dissatisfied respondents was the highest (87.27 percent) in Ambala division followed by Gurgaon (79.61 percent), Rohtak (61.69 percent) and Hisar (50.78 percent). The percentage of dissatisfaction and its sequence was similar in urban as well as in rural areas. Surprisingly, more urban respondents (71.4 percent) were dissatisfied than their rural (69.1 percent) counterparts.

## II. Street Lights

**Table 4.4 Availability of Street Lights**

Division	Are there street lights on the service roads in your area?		
	Yes	No	Total
<b>Ambala</b>	668	102	770
%	86.8	13.2	100.0
<b>Gurgaon</b>	435	335	770
%	56.5	43.5	100.0
<b>Hisar</b>	452	318	770
%	58.7	41.3	100.0
<b>Rohtak</b>	495	275	770
%	64.3	35.7	100.0
<b>Total</b>	2050	1030	3080
%	66.6	33.4	100.0

Source: IDC Survey, 2014.

Table 4.4 indicates better availability of street lights in each division, except in Gurgaon and Hisar, where more than 40 percent unavailability was recorded followed by Rohtak division where 35.7 percent unavailability was recorded. The situation appeared well-lit in Ambala division with close to 87 percent availability of street lights.

**Table 4.5 Division and Location-wise Availability of Street Lights**

Locations	Are there street lights on the service roads in your area?					
	Urban			Rural		
Divisions	Yes	No	Total	Yes	No	Total
<b>Ambala</b>	250	-	250	418	102	520
%	100.0	-	100.0	80.4	19.6	100.0
<b>Gurgaon</b>	230	20	250	205	315	520
%	92.0	8.0	100.0	39.4	60.6	100.0
<b>Hisar</b>	188	62	250	264	256	520
%	75.2	24.8	100.0	50.8	49.2	100.0
<b>Rohtak</b>	188	62	250	307	213	520
%	75.2	24.8	100.0	59.0	41.0	100.0
<b>Total</b>	856	144	1000	1194	886	2080
%	85.6	14.4	100.0	57.4	42.6	100.0

Source: IDC Survey, 2014.

Table 4.5 highlights the discrepancy in availability between rural and urban localities. The gap was glaring as merely 57.4 percent availability of street lights was recorded by rural respondents as compared to their urban counterparts where the situation was better with close to 86 percent availability of street lights recorded. Further, division-wise rural-urban gap was extremely high in Gurgaon division where just 40 percent availability was reported by the rural respondents than their urban counterparts who reported it at 92 percent. Similarly, in Hisar division, three-fourth of the urban respondents reported about it and just 51 percent respondents from the rural localities reported its availability. The good availability of street lights does not assure that the area is well lit as it depends upon the maintenance of the lights. The problems reported by people can further be discussed in the table 4.6 below. Mere availability of the street lights does not ensure service to the citizens but its proper functioning defines success in this regard.



*Image 4.2 – A lane in Village Kharampur, District Hisar*

**Table 4.6 Division-wise Problems Pertaining to Working of Street Lights**

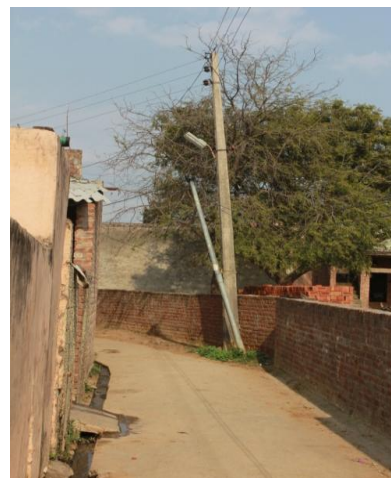
Problems	Divisions				
	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Not functioning</b>	366	293	281	183	1123
<b>%</b>	54.8	67.4	62.2	37.0	54.8
<b>Theft/Stolen</b>	15	11	50	2	78
<b>%</b>	2.2	2.5	11.1	0.4	3.8
<b>No Problem</b>	287	131	121	310	849
<b>%</b>	43.0	30.1	26.8	62.6	41.4
<b>Total</b>	668	435	452	495	2050
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Overall 54.8 percent respondents told that the street lights were not functional. The situation is further disheartening as Gurgaon recorded with 67.4% respondents informing that the street lights in their periphery were not functional. In Hisar division, similar situation was recorded with close to 62 percent respondents reporting about it, followed by 55 percent respondents from Ambala and 37 percent from Rohtak division. Along with this, 4 percent respondents reported incidences of stealing of lamps from the street lights around their houses. The percentage of these respondents was higher in Hisar division where close to 11 percent respondents reported about theft of lamps. During the fieldwork, poor state of maintenance was observed especially in rural areas. For instance, street lights without any tube, tube light turned upward direction, no provision of electricity supply etc., was a common sight. Images below bear testimony to the fact.



*Image 4.3 – Poor state of street lights, District Jhajjar*



*Image 4.4 - Street light without any electricity supply*

**Table 4.7 Rural-Urban Problems Regarding Functioning of Street Lights**

Location	Urban				Rural			
Division	Not functioning	Theft/ Stolen	No Problem	Total	Not functioning	Theft/ Stolen	No Problem	Total
<b>Ambala</b>	131	-	119	250	235	15	168	418
<b>%</b>	52.4	-	47.6	100.0	56.2	3.6	40.2	100.0
<b>Gurgaon</b>	104	-	126	230	189	11	5	205
<b>%</b>	45.2	-	54.8	100.0	92.2	5.4	2.4	100.0
<b>Hisar</b>	128	13	47	188	153	37	74	264
<b>%</b>	68.1	6.9	25.0	100.0	58.0	14.0	28.0	100.0
<b>Rohtak</b>	72	1	115	188	111	1	195	307

%	38.3	0.5	61.2	100.0	36.2	0.3	63.5	100.0
<b>Total</b>	435	14	407	856	688	64	442	1194
%	50.8	1.6	47.5	100.0	57.6	5.4	37.0	100.0

Source: IDC Survey, 2014.



Table 4.7 highlights the discrepancies in the working condition of street lights at rural-urban locations, where close to 58 percent rural respondents affirmed about non operational street lights around their households than 51 percent of their urban counterparts. Few respondents from rural localities also reported theft of lamps from the street lights around their locality; recorded more in rural areas (5.4 percent) than urban (1.6 percent).



*Image 4.5 - The poor state of street lights in Ward 18- Kurukshetra*

Many respondents spoke of difficulties especially for women, young girls and children caused due to non-functioning of street lights. At some of the places because of the darkness cases of snake bites were also reported by the rural respondents.

### **III. Transport**

The pace of development is defined by the effective operation of the public transport. The study has tried to ascertain the situation based on the parameters of connectivity, quality of public transport and staff conduct.

**Table 4.8 District and Location-wise Perception about Availability of Public Transport**

District	Location					
	Urban			Rural		
	Yes	No	Total	Yes	No	Total
<b>Kurukshetra</b>	113	12	125	214	46	260
%	90.4	9.6	100.0	82.3	17.7	100.0
<b>Panchkula</b>	125	-	125	211	49	260
%	100.0	-	100.0	81.2	18.8	100.0
<b>Gurgaon</b>	115	10	125	160	100	260
%	92.0	8.0	100.0	61.5	38.5	100.0
<b>Mewat</b>	88	37	125	117	143	260
%	70.4	29.6	100.0	45.0	55.0	100.0
<b>Hisar</b>	105	20	125	184	76	260
%	84.0	16.0	100.0	70.8	29.2	100.0
<b>Sirsa</b>	119	6	125	102	158	260
%	95.2	4.8	100.0	39.2	60.8	100.0
<b>Jhajjar</b>	115	10	125	106	154	260
%	92.0	8.0	100.0	40.8	59.2	100.0
<b>Rohtak</b>	114	11	125	143	117	260
%	91.2	8.8	100.0	55.0	45.0	100.0
<b>Total</b>	894	106	1000	1237	843	2080
%	89.4	10.6	100.0	59.5	40.5	100.0

Source: IDC Survey, 2014.

Table 4.8 indicates discrepancies of availability amongst rural respondents (nearly 60 percent) than 89 percent of their urban counterparts. The district-wise situation in rural localities was sensed poor in Sirsa where only 39 percent respondents reported to have availability of public transport, while in the urban areas only 70 percent respondents reported to have availability of public transport in Mewat. It was noted that in some villages, barely one bus ply in a day, moreover, on some days there was no bus service available for the villagers to travel. The

problem was sensed across rural localities of most of the districts covered during the studies. Because of this kind of poor availability of public transport many of the rural respondents were travelling unsafe journeys by private transport facilities risking their lives as shown in the images 4.6 and 4.7 below.



*Image 4.6 – Passengers traveling on the roof top of the bus, District Mewat*



*Image 4.7- Rickshaw fully loaded with goods and people in District Sirsa*

**Table 4.9 Division and Location-wise Satisfaction and Dissatisfaction Expressed by the Respondents on Different Aspects of Transport Services**

Reasons	Response	Division														
		Ambala			Gurgaon			Hisar			Rohtak			Total		
		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Condition of the buses	Satisfied	250	446	696	230	422	652	119	413	532	153	352	505	752	1633	2385
	%	100.0	85.77	90.39	92.0	81.15	84.68	47.6	79.42	69.09	61.2	67.69	65.58	75.2	78.51	77.44
	Not Satisfied		74	74	20	98	118	131	107	238	97	168	265	248	447	695
	%	0.0	14.23	9.61	8.0	18.85	15.32	52.4	20.58	30.91	38.8	32.31	34.42	24.8	21.49	22.56
Cleanliness	Satisfied	227	450	677	230	423	653	129	383	512	153	339	492	739	1595	2334
	%	90.8	86.54	87.92	92.0	81.35	84.81	51.6	73.65	66.49	61.2	65.19	63.9	73.9	76.68	75.78
	Not Satisfied	23	70	93	20	97	117	121	137	258	97	181	278	261	485	746
	%	9.2	13.46	12.08	8.0	18.65	15.19	48.4	26.35	33.51	38.8	34.81	36.1	26.1	23.32	24.22
Frequency	Satisfied	108	48	156	141	70	211	83	196	279	132	257	389	464	571	1035
	%	43.2	9.23	20.26	56.4	13.46	27.4	33.2	37.69	36.23	52.8	49.42	50.52	46.4	27.45	33.6
	Not Satisfied	142	472	614	109	450	559	167	324	491	118	263	381	536	1509	2045
	%	56.8	90.77	79.74	43.6	86.54	72.6	66.8	62.31	63.77	47.2	50.58	49.48	53.6	72.55	66.4
Punctuality	Satisfied	65	83	148	121	95	216	66	195	261	106	247	353	358	620	978
	%	26.0	15.96	19.22	48.4	18.27	28.05	26.4	37.5	33.9	42.4	47.5	45.84	35.8	29.81	31.75
	Not Satisfied	185	437	622	129	425	554	184	325	509	144	273	417	642	1460	2102
	%	74.0	84.04	80.78	51.6	81.73	71.95	73.6	62.5	66.1	57.6	52.5	54.16	64.2	70.19	68.25
Condition of the bus stop/stand	Satisfied	96	108	204	101	59	160	54	218	272	105	220	325	356	605	961
	%	38.4	20.77	26.49	40.4	11.35	20.78	21.6	41.92	35.32	42.0	42.31	42.21	35.6	29.09	31.2
	Not Satisfied	154	412	566	149	461	610	196	302	498	145	300	445	644	1475	2119

Reasons	Response	Division														
		Ambala			Gurgaon			Hisar			Rohtak			Total		
		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
	%	61.6	79.23	73.51	59.6	88.65	79.22	78.4	58.08	64.68	58.0	57.69	57.79	64.4	70.91	68.8
Staff conduct	Satisfied	213	443	656	202	397	599	126	389	515	138	304	442	679	1533	2212
	%	85.2	85.19	85.19	80.8	76.35	77.79	50.4	74.81	66.88	55.2	58.46	57.4	67.9	73.7	71.82
	Not Satisfied	37	77	114	48	123	171	124	131	255	112	216	328	321	547	868
	%	14.8	14.81	14.81	19.2	23.65	22.21	49.6	25.19	33.12	44.8	41.54	42.6	32.1	26.3	28.18
	Total Sample	250	520	770	250	520	770	250	520	770	250	520	770	1000	2080	3080

Source: IDC Survey, 2014.

Table 4.9 highlights the discrepancies between rural as well as urban areas faced by the respondents. Majority of the rural as well as urban respondents have reported three key issues pivotal to their dissatisfaction: 1) poor frequency; 2) no punctual arrival departure; and, 3) poor condition of the bus stand and related issues.

Close to 67 percent respondents spoke of poor frequency with increasing gap of frequency between rural (72.5 percent) and urban (53.6 percent). A majority of the rural respondents for this reason remained hugely dissatisfied with the public transport service. This issue was intensely reported by the 91 percent rural respondents of Ambala division and close to 87 percent rural respondents of the Gurgaon division.

Similarly, a majority of respondents also reported on irregular and random plying of government buses with no specific schedule defined or followed. This issue was intensely reported by the rural respondents of Ambala division where 84 percent respondents expressed their distress in this regard similar to their nearly three-fourth of the urban counterparts. The similar complain was also echoed by nearly 74 percent urban as well as 62.5 percent rural respondents of the Hisar division with great agony.

Similarly, the poor condition of bus-stands and bus-stops was another vital issue reported by the respondents across rural and urban areas. It was observed that most of the villages lacked a well maintained bus stop with necessary sanitation facilities. This was mainly reported in rural localities of Gurgaon division where close to 89 percent reported about it. Surprisingly, 78 percent urban respondents of the Hisar division as well as 62 percent respondents of the Ambala division reported about it. Close to 80 percent respondents from rural part of Ambala divisions reported about this issue.

In the light of levels of satisfaction and its related aspects, it is pertinent to study various issues expressed by the respondents district-wise as shown in table 4.10 below.

**Table 4.10 District and Location-Wise Different Concern Expressed by Respondents**

District	Location	Over Crowding		Unsafe for girls		No Major Issue		Bus Stands/ Stops are in poor condition		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Kurukshetra	Urban	64	51.2	23	18.4	25	20.0	13	10.4	125	100.0
	Rural	186	71.5	15	5.8	59	22.7	-	-	260	100.0
Panchkula	Urban	82	65.6	21	16.8	-	-	22	17.6	125	100.0
	Rural	202	77.7	20	7.7	38	14.6	-	-	260	100.0
Gurgaon	Urban	69	55.2	56	44.8	-	-	-	-	125	100.0
	Rural	175	67.3	34	13.1	-	-	51	19.6	260	100.0
Mewat	Urban	81	64.8	21	16.8	-	-	23	18.4	125	100.0
	Rural	145	55.8	66	25.4	-	-	49	18.8	260	100.0
Hisar	Urban	68	54.4	42	33.6	-	-	15	12.0	125	100.0
	Rural	148	56.9	69	26.5	-	-	43	16.5	260	100.0
Sirsa	Urban	73	58.4	27	21.6	-	-	25	20.0	125	100.0
	Rural	118	45.4	69	26.5	-	-	73	28.1	260	100.0
Jhajjar	Urban	84	67.2	25	20.0	-	-	16	12.8	125	100.0
	Rural	198	76.2	28	10.8	-	-	34	13.1	260	100.0
Rohtak	Urban	87	69.6	9	7.2	-	-	29	23.2	125	100.0
	Rural	160	61.5	54	20.8	-	-	46	17.7	260	100.0
Total	Urban	608	60.8	224	22.4	25	2.5	143	14.3	1000	100.0
	Rural	1332	64.04	355	17.07	97	4.66	296	14.23	2080	100.0

Source: IDC Survey, 2014.

Majority of the respondents complained with intense distress about the overcrowded buses. Nearly 64 percent rural respondents reported similar to their 61 percent urban counterparts. This issue was mainly reported by rural respondents; more than 75 percent from Jhajjar and Panchkula districts followed by respondents of Mewat and Kurukshetra districts. The situation in urban localities was not impressive either with more than 60 percent respondents expressed their concern mainly from the districts of Jhajjar, Mewat and Rohtak. This causes various safety issues especially for women and children travelling to schools, colleges etc., as shown in the images 4.8 and 4.9.



*Image 4.8 – School kids traveling unsafe journeys in state transport bus, District Nuh*



*Image 4.9 - Passengers traveling by state transport bus on roof top, District Jhajjar*

Some respondents also reported problem of safety of women and girls because of the overcrowding. They further said that due to safety concerns they do not prefer to send the females of their household by public transport. Close to 22 percent urban as well as 17 percent rural respondents expressed their concern in this regard. This issue was mainly reported by 45 percent urban respondents from Gurgaon division followed by 34 percent urban respondents of Hisar division. In rural localities close to one-fourth of the respondents from Mewat, Hisar and Sirsa districts expressed their concern with great apathy.

#### **IV. Sanitary and Health Care Services**

Sanitation is one of the key services which decides the health of citizens. It may be in order to observe that the whole idea of sanitation has gained special importance in view of the serious concern expressed for cleanliness by the new government at the national level under the premiership of Hon'ble Prime Minister. Given its topical and fundamental importance, it may be pertinent to look into the state of sanitary services in Haryana and the level of peoples' satisfaction with them.



## Sanitary Facility

**Table 4.11 Division-wise Availability of Sanitation Facility (Cleaning of Streets and Roads)**

Divisions	Location	Yes		No		Total	
		Count	%	Count	%	Count	%
Ambala	Urban	143	57.2	107	42.8	250	100.0
	Rural	240	46.2	280	53.8	520	100.0
Gurgaon	Urban	127	50.8	123	49.2	250	100.0
	Rural	28	5.4	492	94.6	520	100.0
Hisar	Urban	93	37.2	157	62.8	250	100.0
	Rural	118	22.7	402	77.3	520	100.0
Rohtak	Urban	154	61.6	96	38.4	250	100.0
	Rural	109	21.0	411	79.0	520	100.0
Total	Urban	517	51.7	483	48.3	1000	100.0
	Rural	495	23.8	1585	76.2	2080	100.0

Source: IDC Survey, 2014.

Table 4.11 shows the depressing overall picture about rural part of the state where close to 76 percent respondents reported that the streets in the periphery of their households were not cleaned, similar to 48 percent of their Urban counterparts. The division-wise picture is further alarming. In Gurgaon division 94.6 percent rural respondents reported their distress about non-cleaning of streets; similar to 49 percent of their urban counterparts. More than 75 percent rural respondents from Hisar and Rohtak division echoed the similar problem followed by Ambala division where close to 54 percent respondents reported the problem. This calls to ascertain the related sanitary problems faced by the respondents on and around the roads which are discussed in table 4.12.



*Image 4.10 – The scattered garbage across the streets and drain lines at Village Dattaur, District Jhajjar*



*Image 4.11 – Pile of unattended garbage at Ward No.18, District Kurukshetra*

**Table 4.12 Division and Location-wise Agreement and Disagreement Pertaining to Different Problems Related to Sanitation on Roads**

Problems	Location	Response	Division				Total
			Ambala	Gurgaon	Hisar	Rohtak	
litter on the road	Urban	Yes	113	148	164	108	533
		%	45.2	59.2	65.6	43.2	53.3
		No	137	102	86	142	467
		%	54.8	40.8	34.4	56.8	46.7
		Total	250	250	250	250	1000
		%	100.0	100.0	100.0	100.0	100.0
	Rural	Yes	347	461	405	435	1648
		%	66.73	88.65	77.88	83.65	79.23
		No	173	59	115	85	432
		%	33.27	11.35	22.12	16.35	20.77
		Total	520	520	520	520	2080
		%	100.0	100.0	100.0	100.0	100.0
Garbage stinks	Urban	Yes	33	136	128	85	382
		%	13.2	54.4	51.2	34.0	38.2
		No	217	114	122	165	618
		%	86.8	45.6	48.8	66.0	61.8
		Total	250	250	250	250	1000
		%	100.0	100.0	100.0	100.0	100.0
	Rural	Yes	319	442	380	338	1479
		%	61.35	85.0	73.08	65.0	71.11
		No	201	78	140	182	601
		%	38.65	15.0	26.92	35.0	28.89
		Total	520	520	520	520	2080
		%	100.0	100.0	100.0	100.0	100.0
Water logging	Urban	Yes	128	208	178	174	688
		%	51.2	83.2	71.2	69.6	68.8
		No	122	42	72	76	312
		%	48.8	16.8	28.8	30.4	31.2
		Total	250	250	250	250	1000
		%	100.0	100.0	100.0	100.0	100.0

	<b>Rural</b>	Yes	427	494	494	454	1869
		%	82.12	95.0	95.0	87.31	89.86
		No	93	26	26	66	211
		%	17.88	5.0	5.0	12.69	10.14
		Total	520	520	520	520	2080
		%	100.0	100.0	100.0	100.0	100.0
<b>Mosquitoes and Flies</b>	<b>Urban</b>	Yes	43	132	147	106	428
		%	17.2	52.8	58.8	42.4	42.8
		No	207	118	103	144	572
		%	82.8	47.2	41.2	57.6	57.2
		Total	250	250	250	250	1000
		%	100.0	100.0	100.0	100.0	100.0
	<b>Rural</b>	Yes	352	505	378	467	1702
		%	67.69	97.12	72.69	89.81	81.83
		No	168	15	142	53	378
		%	32.31	2.88	27.31	10.19	18.17
		Total	520	520	520	520	2080
		%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.12 highlights the poor state of affairs in waste disposal mechanism, also underlines the fact that the problem was recorded with greater magnitude in rural areas than the urban areas, causing huge difficulty to the citizens. Mainly four problems pertaining to sanitation were observed.

About the water logging, vast majority of respondents reported the problem but it was observed mainly in rural areas with greater magnitude than urban areas. Close to 90 percent rural respondents reported about the problem of water logging than 68 percent of their urban counter parts. The situation was reported poor in the rural localities of Gurgaon and Hisar division where close to 95 percent respondents reported about the problem with great distress. The situation in Rohtak division was also not good either as 87 percent respondents from rural and close to 69 percent respondents from urban region expressed their anguish about the issue of water logging. Similar was the response of respondents from Ambala division where close to 82 percent rural respondents and close to 51 percent urban respondents reported about the problem of water logging.



*Image 4.12 - Street flooding with sewer water, village Thaska, District Kurukshetra*



*Image 4.13 - Poorly maintained covered drain lines and mosquitoes and flies, District Rohtak*

Rural respondents also reported the problem of litter flooding on the roads. More than three-fourth proportion of respondents (79.2 percent) across the divisions in rural areas affirmed the problem of litter on the road caused by unattended garbage. The situation was worst recorded in rural localities of Gurgaon division where as many as 88 percent respondents reported their distress about the problem followed by the rural parts of Rohtak division where close to 83 percent reported about the problem. In Hisar division, the urban respondents (65.6 percent) echoed similar distress to their rural counterparts (77.8 percent) pertaining to the issue of litter flooding the roads. The situation in Ambala division seemed slightly better with close to 45 percent respondents reported their distress in urban areas.

The associated problem of garbage stinking was also reported by majority of respondents across the divisions with close to 71 percent rural as well as 38 percent urban respondents affirmed their annoyance about the problem of stinking. The situation worsens further when we glance through the divisions. The situation was recorded worst in Gurgaon division with great disparity between urban and rural level of hygiene can be sensed as 85 percent rural respondents and 54 percent urban respondents reported about the problem. Similarly, 73 percent rural and 48 percent urban respondents echoed the problem of stinking from unattended garbage. In the urban as well rural localities of Rohtak division close to 65 percent respondents reported the problem with great anguish as can be seen in image 4.14.

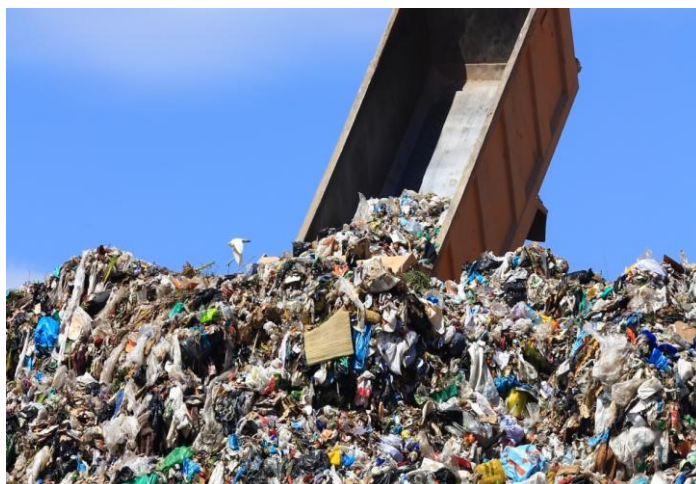


Image 4.14- Pile of garbage at open dumping yard in Sector 25 Panchkula residential area

The piles of unattended garbage is an ideal condition for the generation of mosquitoes and flies as reported by 81 percent rural and 42 percent urban respondents. The problem was reported high in the rural areas of Gurgaon division where close to 97 percent respondents reported their distress in this regard. 90 percent rural respondents of Rohtak division also reported their annoyance in this context. In urban localities, the situation was of a great concern in the Ambala division where close to 82 percent respondents expressed their distress in this regard.

**Table 4.13 Division wise and Location wise Types of Drainage systems**

Location		Division				
		Ambala	Gurgaon	Hisar	Rohtak	Total
Urban	Open	32	47	138	75	292
	%	12.8	18.8	55.2	30.0	29.2
	Covered	218	203	112	175	708
	%	87.2	81.2	44.8	70.0	70.8
	Total	250	250	250	250	1000
	%	100.0	100.0	100.0	100.0	100.0
Rural	Open	519	478	474	507	1978
	%	99.81	91.92	91.15	97.5	95.1
	Covered	1	42	46	13	102
	%	0.19	8.08	8.85	2.5	4.9
	Total	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.



Table 4.13 shows the discrepancies in the types of drainage systems available in rural and urban regions of the state which is endorsed by the data as more than 95 percent rural respondents confirmed the open drainage system whereas close to 70 percent respondents from urban locations affirmed the availability of covered drainage system highlighting the rural urban gap. Division-wise the open drainage system was recorded nearly 100 percent by the rural respondents from Ambala followed by Rohtak division where it was recorded to be 97 percent. The poor state continued in the form of open drainage systems in Hisar and Gurgaon divisions where more than 90 percent respondents reported to have open drainage system.

The situation in urban areas of Ambala (87.2 percent) and Gurgaon (81.2 percent) was better as more than 80 percent respondents reported the availability of covered drainage system in their periphery. Fewer rural responses reported to have covered drainage system with minimal percentage of availability.



*Image 4.15 – The flooding open drain line in Ward No. 14, District Jhajjar*



*Image 4.16- The poor state of open drain lines at Village Thekri, District Mewat [Nuh]*

**Table 4.14 Division and Location-wise Hygiene Related Services Provided by the Local Body**

Services	Location	Division									
		Urban					Rural				
		Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Provision of marked corners for dumping waste	Yes	58	97	43	64	262	22	0	27	103	152
	%	23.2	38.8	17.2	25.6	26.2	4.23	0.0	5.19	19.81	7.31
	No	192	153	207	186	738	498	520	493	417	1928
	%	76.8	61.2	82.8	74.4	73.8	95.77	100.0	94.81	80.19	92.69
	<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Provision of garbage collection	Yes	227	157	109	197	690	75	0	0	0	75
	%	90.8	62.8	43.6	78.8	69.0	14.42	0.0	0.0	0.0	3.61
	No	23	93	141	53	310	445	520	520	520	2005
	%	9.2	37.2	56.4	21.2	31.0	85.58	100.0	100.0	100.0	96.39
	<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Provision of waste disposal mechanism	Yes	229	189	92	102	612	81	1	15	19	116
	%	91.6	75.6	36.8	40.8	61.2	15.58	0.19	2.88	3.65	5.58
	No	21	61	158	148	388	439	519	505	501	1964
	%	8.4	24.4	63.2	59.2	38.8	84.42	99.81	97.12	96.35	94.42
	<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Provision of Manholes	Yes	227	173	142	183	725	202	94	11	9	314
	%	90.8	69.2	56.8	73.2	72.5	38.85	18.08	2.12	1.73	15.1
	No	23	77	108	67	275	318	426	509	511	1766
	%	9.2	30.8	43.2	26.8	27.5	61.15	81.92	97.88	98.27	84.9
	<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Provision of Public Toilets	Yes	21	12	36	19	88	0	0	10	0	10
	%	8.4	4.8	14.4	7.6	8.8	0.0	0.0	1.92	0.0	0.48
	No	229	238	214	231	912	520	520	510	520	2070
	%	91.6	95.2	85.6	92.4	91.2	100.0	100.0	98.08	100.0	99.52
	<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.14 indicates the status of various sanitary services offered by the government in rural as well as urban areas. It also highlights the great gap in availability in rural as well as urban localities as close to 69 percent respondents acknowledged to have the garbage collection facility provided by the local body. On the contrary, close to 96 percent respondents reported



that no garbage collection facility was provided by the local body. The piles of unattended garbage was a frequent site while visiting the rural localities. Similarly, the corners for dumping waste were also not marked by the local bodies especially in rural areas of the state as more than 90 percent respondents reported about it. Unattended garbage caused severe problem in their routine life.

The contrary responses were recorded during field-study pertaining to waste disposal mechanism such as dumping yards, processing plants etc. were seen in urban areas and also affirmed by the 61 percent urban respondents. On the other hand, it looked odd that no such provision was available to dispose waste in rural areas as close to 94 percent respondents reported their distress and annoyance caused because of lack of such facility from local body. The situation can be understood from the image 4.17 below.



*Image 4.17 – Scattered garbage across the streets and drain lines at Village Dattaur, District Jhajjar*

Table 4.14 shows the shocking state of sanitation facilities across the state with huge discrepancies between rural and urban locations. One of the prominent situations of concern sensed from the above table was lack of public toilets and it was very disheartening to see that close to 100 percent rural respondents affirmed the unavailability of public toilets; urban respondents recorded to be close to 92 percent. It was surprising to see that in district Mewat, 95 percent respondents affirmed the unavailability of public toilets in urban areas, which looked rather odd against the backdrop of image of Gurgaon known to be an industrial hub of North India. The similar situation was also recorded in Rohtak division (92.4 percent) and Ambala division (91.6 percent). The Hisar division also recorded with responses of similar magnitude where close to 85 percent expressed their annoyance about it. The observations were also experienced during the field studies as well. The unavailability of public toilets were intensely pointed out with grief mainly by the women respondents. It was reported more by working women either in offices or farms. They also related it to health issues.

Moving further to one of the crucial component of sanitary service was the installation of manholes for the effective flow of the sewer through drain lines. Once again the table highlights the huge gap of availability between rural and urban locations. As many as 84.9 percent rural respondents confirmed the unavailability of manholes in their areas as most of the village had open drainage system causing severe difficulties to daily life of rural citizens. The situation was further disheartening in the divisions of Rohtak and Hisar where more than 95 percent respondents from rural sector reported the unavailability of manholes in the drain lines which was contrary to their urban counterparts who have recorded their percentage as 43 percent and 26 percent respectively. The similar discrepancies of availability of manholes were also recorded between rural and urban areas of Ambala and Gurgaon division. The poor state of unavailability of manholes recorded in Gurgaon division where 81.9 percent rural respondents reported the problem, on the contrarily to their 30 percent urban counterparts who have affirmed the unavailability of manholes followed by the respondents from Ambala division where respondents echoed the similar responses.



*Image 4.18 - Flooding drain lines at Ward No.5, Gurgaon*



*Image 4.19 - Citizens faced difficulties because of poorly maintained drain lines at Ward No.13, Gurgaon*

**Table 4.15 – Division and Location-wise Level of Satisfaction with Hygiene Services Provided by the Local Body**

Division										
Divisions	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Satisfied</b>	194	106	115	118	533	113	49	83	168	413
<b>%</b>	77.6	42.4	46.0	47.2	53.3	21.73	9.42	15.96	32.31	19.86
<b>Not Satisfied</b>	56	144	135	132	467	407	471	437	352	1667
<b>%</b>	22.4	57.6	54.0	52.8	46.7	78.27	90.58	84.04	67.69	80.14
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.15 highlights that more rural respondents (80.1 percent) remained dissatisfied than that of urban respondents (46.7 percent). The problem was recorded more in Gurgaon division where 90 percent rural and 57 percent urban respondents remained dissatisfied with hygiene services. Followed by Hisar division where 84 percent rural and 54 percent urban respondents echoed dissatisfaction. The situation in urban locality of Ambala division looked better with just 22 percent respondents from urban localities remained dissatisfied to the contrary of 78 percent rural respondents from the Ambala division who were in dissatisfied state of mind pertaining to hygiene services.

**Table 4.16 – Division-wise Problems with the Hygiene Services**

Divisions	No Problem	No regular collection of garbage	Lack of supervision by the authority	Manholes flooding with litter	Total	No Problem	No regular collection of garbage	Caste discrimination while cleaning/collecting the garbage	Lack of supervision by the authority	Total
	Urban					Rural				
<b>Ambala</b>	-	35	21	-	56	6	401	-	-	407
<b>%</b>	-	62.5	37.5	-	100.0	1.5	98.5	-	-	100.0
<b>Gurgaon</b>	-	130	14	-	144		412	6	53	471
<b>%</b>	-	90.3	9.7	-	100.0	-	87.5	1.3	11.3	100.0
<b>Hisar</b>	7	128	-	-	135	3	417	5	12	437
<b>%</b>	5.2	94.8	-	-	100.0	0.7	95.4	1.1	2.7	100.0
<b>Rohtak</b>	2	103	7	20	132	22	283	-	47	352
<b>%</b>	1.5	78.0	5.3	15.2	100.0	6.3	80.4	-	13.4	100.0
<b>Total</b>	9	396	42	20	467	31	1513	11	112	1667
<b>%</b>	1.9	84.8	9.0	4.3	100.0	1.9	90.8	0.7	6.7	100.0

Source: IDC Survey, 2014.

Table 4.16 is revealing in several ways. Majority of the rural (90.8 percent) with urban respondents (84.8 percent) expressed the irregular collection of garbage as a prominent rationale of dissatisfaction. The situation was similar in rural as well as urban localities. In rural region, in Ambala division, close to 98 percent respondents followed by 95 percent rural respondents from Hisar division affirmed this as one of the prominent rationale for their dissatisfaction. The situation in Rural part of Gurgaon (87.5 percent) and Rohtak (80.4 percent) was not impressive either. In urban part, more than 90 percent respondents from Gurgaon and Hisar stated irregular collection of garbage as prominent reason for their dissatisfaction pertaining to hygiene service. Further, reasons like Manholes flooding with litter, lack of supervision by the authorities etc. were cited by the rural as well as urban respondents who remained dissatisfied from the hygiene service.

**Table 4.17 Division and Location-wise Satisfaction with Overall Sanitary and Public Hygiene Services**

Response	Division									
	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Satisfied</b>	151	88	90	114	443	148	13	216	127	504
<b>%</b>	60.4	35.2	36.0	45.6	44.3	28.46	2.5	41.54	24.42	24.23
<b>Not Satisfied</b>	99	162	160	136	557	372	507	304	393	1576
<b>%</b>	39.6	64.8	64.0	54.4	55.7	71.54	97.5	58.46	75.58	75.77
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

From Table 4.17 it is clear that the extremely high percentage of dissatisfaction across the respondents from rural as well as urban areas affirms the poor level public hygiene and sanitation. Further, it also signifies the discrepancies in level of dissatisfaction recorded high in rural areas where more than three-fourth (75.7 percent) of the respondents across the divisions expressed their dissatisfaction about these services where as 55.7 percent respondents from urban locations were also reported to remained dissatisfied with public hygiene and sanitation services. It was distressing to see 97 percent rural respondents of Gurgaon division, including district Mewat, expressed their annoyance about the services with great distress and agony. The situation in Rohtak and Ambala divisions also echoed similar responses with more than 70 percent respondents reported their dissatisfaction about the services followed by respondents at Hisar division where 58.6 percent respondents remained dissatisfied with it.

In urban localities, the situation was not impressive either as 64 percent urban respondents from Gurgaon and Hisar division remained dissatisfied along with 54 percent urban respondents of Rohtak division. The situation in Ambala seemed slightly better with 60 percent respondents expressed their satisfaction pertaining to overall sanitary and public hygiene services.

**Table 4.18 Division and Location-wise Reasons of Dissatisfaction Pertaining to Sanitary and Public Hygiene Services**

Division										
Urban						Rural				
Reasons	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Lack of Staff	10	34	107	109	260	24	35	203	149	411
%	10.1	20.99	66.88	80.15	46.68	6.45	6.9	66.78	37.91	26.08
Lack of Supervision	79	122	53	27	281	348	442	81	239	1110
%	79.8	75.31	33.13	19.85	50.45	93.55	87.18	26.64	60.81	70.43
Clean certain areas of the locality	10	6			16		30	20	5	55
%	10.1	3.7			2.87		5.92	6.58	1.27	3.49
Total	99	162	160	136	557	372	507	304	393	1576
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.18 signifies three prominent reasons expressed by the respondents who remained in dissatisfied state pertaining to overall sanitary and public hygiene services. First, lack of staff which was prominently highlighted by respondents who expressed deep concern about it in rural (26.08 percent) and urban areas (46.68 percent). Further, lack of supervision by the authorities was also cited by majority of the respondents as 70 percent rural and 50 percent urban respondents had reported about it.

**Table 4.19 Division and Location-wise Responses Pertaining to Whether any Complaint was Initiated by the Respondents**

Location	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	79	114	113	106	412	365	451	223	325	1364
<b>%</b>	79.8	70.4	70.6	77.9	74.0	98.1	89.0	73.4	82.7	86.5
<b>No</b>	20	48	47	30	145	7	56	81	68	212
<b>%</b>	20.2	29.6	29.4	22.1	26.0	1.9	11.0	26.6	17.3	13.5
<b>Total</b>	99	162	160	136	557	372	507	304	393	1576
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.19 highlights the poor status of sanitary and public hygiene services as 86 percent rural and 74 percent urban respondents who remained dissatisfied pertaining to the overall sanitary and public hygiene services initiated complaint to the respective authorities in this regard. The percentage was recorded highest in Ambala division where 98 percent rural and 79 percent urban respondents reported their dissatisfaction to respective authorities in the form of complaint, similar to the rural-urban respondents of Gurgaon division who also echoed the similar action in this regard. When asked, some of the urban respondents said they have no idea where and how to register a complaint. Contrary to the expectations, rural respondents outscored urban respondents among the complainants. This was the case more or less in all divisions. Many complainants also pointed out that there was no positive response from the authorities.

## **V. Health Facility**

Health is a basic and elementary need for the welfare and development of human life, thus, it is an essential aspect of good governance for any development oriented administration. The state is also committed to provide essential health facility to every citizen for which various schemes are launched.

**Table 4.20 Division-wise and Location-wise Availability of Health Services**

Division											
Services	Location	Urban					Rural				
Health Services	Divisions	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Regular Fogging	Yes	65	-	35	17	117	15	-	146	27	188
	%	26.0	-	14.0	6.8	11.7	2.9	-	28.1	5.2	9.0
	No	185	250	215	233	883	505	520	374	493	1892
	%	74.0	100.0	86.0	93.2	88.3	97.1	100.0	71.9	94.8	91.0
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Preventive vaccination	Yes	11	90	97	123	321	119	20	288	184	611
	%	4.4	36.0	38.8	49.2	32.1	22.9	3.8	55.4	35.4	29.4
	No	239	160	153	127	679	401	500	232	336	1469
	%	95.6	64.0	61.2	50.8	67.9	77.1	96.2	44.6	64.6	70.6
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Awareness campaign	Yes	13	68	71	23	175	94	5	229	34	362
	%	5.2	27.2	28.4	9.2	17.5	18.1	1.0	44.0	6.5	17.4
	No	237	182	179	227	825	426	515	291	486	1718
	%	94.8	72.8	71.6	90.8	82.5	81.9	99.0	56.0	93.5	82.6
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Visits of health officials	Yes	13	25	20	-	58	95	38	164	65	362
	%	5.2	10.0	8.0	-	5.8	18.3	7.3	31.5	12.5	17.4



Division											
Services	Location	Urban					Rural				
Health Services	Divisions	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
	No	237	225	230	250	942	425	482	356	455	1718
	%	94.8	90.0	92.0	100.0	94.2	81.7	92.7	68.5	87.5	82.6
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Aanganwadi services	Yes	135	129	24	102	390	492	401	426	480	1799
	%	54.0	51.6	9.6	40.8	39.0	94.6	77.1	81.9	92.3	86.5
	No	115	121	226	148	610	28	119	94	40	281
	%	46.0	48.4	90.4	59.2	61.0	5.4	22.9	18.1	7.7	13.5
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.20 shows the critical situation faced by citizens as a result of poor execution of health service. While interacting with the respondents a vast majority expressed their distress regarding not spraying the disinfectant spray making the lives of citizens vulnerable to diseases; especially during the monsoons. This situation was recorded worst in the Gurgaon division, including Mewat district where 100 percent rural as well as urban respondents affirmed that there was no fogging of disinfectants in their periphery. A similar situation was echoed by close to 93 percent respondents from rural as well as urban localities of Rohtak division. The poor situation continued further in Ambala division where close to 97 percent rural respondents reported about the health hazards faced in the absence of the disinfectants not having been sprayed in their periphery. Close to 74 percent urban respondents reported the problem. In Hisar division, including district Sirsa, contradictory situation was reported as more of urban respondents (86 percent) expressed anguish as compared to their rural counterparts (71.9 percent).

The respondents further spoke about the vaccination service. Sadly, close to 96 percent urban respondents and almost 95 percent rural respondents from Ambala division reported that they were not vaccinated recently. The rural-urban discrepancies were observed as close to 96 percent rural respondents reported about the problem whereas close to 64 percent urban respondents reported the same which was also not an impressive situation either followed by the respondents from Hisar and Rohtak division who echoed the same problem with little less magnitude.

It is disheartening to see that 100 percent respondents from Rohtak division reported no health officials visiting their household in connection with health services similar to their 87 percent rural counterparts. Likewise, in Gurgaon division close to 90 percent respondents across rural and urban localities reported the problem, followed by Ambala division where 94 percent urban and 81 percent rural respondents expressed their distress. Similarly in Hisar division 92 percent urban and 68 percent rural respondents echoed the same problem.

When asked about awareness campaigns initiated by the government, it was distressing to see that close to three-fourth respondents across rural-urban localities reported that there was no awareness campaign initiated by the health department informing about various schemes and dates of vaccination etc. The poorest situation was recorded in the rural part of Gurgaon division where almost 99 percent respondents reported about it; similar to their 72 percent urban counterparts. The situation in Rohtak division was worrisome because 93 percent rural

The only health establishment of Haryana that was praised was the 'Anganwadi'; its good availability and effective working was affirmed by the respondents across rural as well as urban parts of Haryana. The percentage of its availability in rural areas was recorded more than 86 percent than urban localities where the availability is 39 percent. The division-wise situation was impressive in rural areas where a total percentage of availability was recorded at 86 percent with highest percentage of availability in rural localities of Ambala (94 percent) and Gurgaon (92 percent) division. 86 percent respondents reported Anganwadis except in rural Gurgaon where it was 77 percent, comparative lesser than others. The state of Anganwadi also can be seen in the images 4.20 and 4.21 below. During field study it was observed that the Anganwadi workers and ASHA worker were very popular amidst respondents and received appreciation for their work.



Image 4.21 - Poorly maintained Anganwadi  
at Village – Malab, District Mewat [Nuh]

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**Table 4.21 Division and Location-wise Availability of Health Establishment**

Division											
Type of Health establishments	Location	Urban					Rural				
	Divisions	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Health Sub-Centre (HSC)	Yes	10	23	59	25	117	164	319	230	165	878
	%	4.0	9.2	23.6	10.0	11.7	31.54	61.35	44.23	31.73	42.21
	No	240	227	191	225	883	356	201	290	355	1202
	%	96.0	90.8	76.4	90.0	88.3	68.46	38.65	55.77	68.27	57.79
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Primary Health Centre (PHC)	Yes	118	22	12	30	182	78	6	53	84	221
	%	47.2	8.8	4.8	12.0	18.2	15.0	1.15	10.19	16.15	10.63
	No	132	228	238	220	818	442	514	467	436	1859
	%	52.8	91.2	95.2	88.0	81.8	85.0	98.85	89.81	83.85	89.38
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Community Health Centre (CHC)	Yes	-	45	40	6	91	48	35	106	151	340
	%	0.0	18.0	16.0	2.4	9.1	9.23	6.73	20.38	29.04	16.35
	No	250	205	210	244	909	472	485	414	369	1740
	%	100.0	82.0	84.0	97.6	90.9	90.77	93.27	79.62	70.96	83.65
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Civil Hospital	Yes	145	225	162	244	776	65	-	13	4	82
	%	58.0	90.0	64.8	97.6	77.6	12.5	0.0	2.5	0.77	3.94
	No	105	25	88	6	224	455	520	507	516	1998
	%	42.0	10.0	35.2	2.4	22.4	87.5	100.0	97.5	99.23	96.06
	Total	250	250	250	250	1000	520	520	520	520	2080
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.21 indicates a disheartening state of affairs with least availability of Primary Health Centers. The recorded percentage of availability can be affirmed by mere 15 percent urban respondents which highlight the poor state of affairs at the basic health facilities with scarce availability of health establishment for citizens in rural areas where it was recorded just 10 percent by rural respondents. Division-wise rural availability of health establishment was not impressive either; poorest availability was recorded from Gurgaon division, that recorded mere 1.15 percent. The rest of the divisions also recorded an average availability between 10 percent – 16 percent; also affirmed by the respondents from the villages. The urban picture looks further depressing with 10 percent availability of Primary Health Centres in Rohtak division followed by Hisar division with mere 4 percent availability confirmed by respondents. The situation in Gurgaon division was not good where merely 8 percent respondents reported the availability. However, in Ambala division's urban part, some hope was visible with more than 40 percent respondents reported availability of health care facilities.

The situation about the Community Health Centre was similar to that of Primary Health Centre with just 9 percent availability affirmed by urban respondents, which was lesser than their rural counterparts (16 percent) who affirmed the availability of Community Health Centers.

The availability of Dispensaries across Haryana was also not adequate with merely 31.7 percent respondents confirming the availability of Health Sub Centre in their village that was better than the poor situation of urban respondents who recorded at just 11.7 percent. Division-wise picture was unimpressive with the exception of rural respondents from Gurgaon division who recorded the availability at 61 percent in contrast to their urban counterparts with mere 9.2 percent availability; followed by Hisar division where 44 percent respondents affirmed of a better situation than their urban counterparts where just 23 percent respondents reported the availability.

The table also highlights the glaring gap of availability of Civil Hospital in rural and urban localities and it was observed that the Civil Hospitals were available mostly at district headquarters and in rare circumstances at block level. The picture in the context of availability of Civil Hospital is better with close to 77 percent urban respondents affirming about it. Further, 97 percent respondents from Rohtak division reported the availability of Civil Hospital followed by the Gurgaon division where close to 91 percent respondents reported about it. In Hisar and Ambala more than 55 percent respondents affirmed the availability of Civil Hospital.

On the contrarily the Civil Hospitals were not available in villages and block level. 100 percent respondents from rural Gurgaon reported the unavailability of Civil Hospitals in their areas.

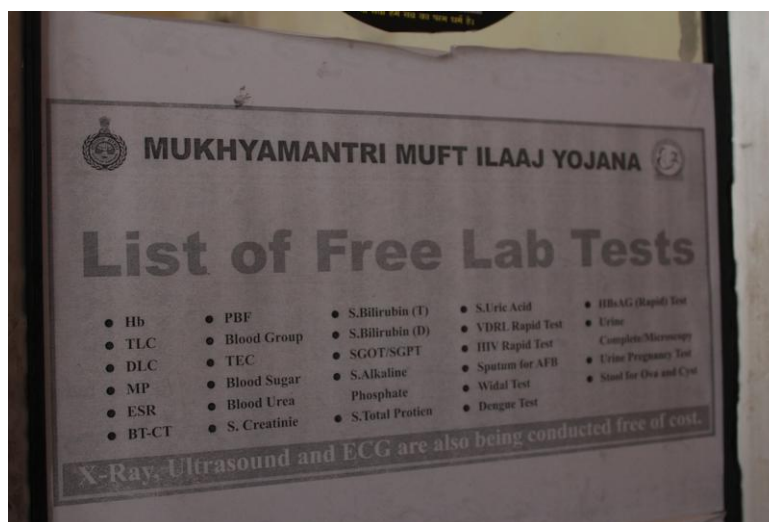


Image 4.22 - The services provided under 'Mukhyamantri Muft Ilaaj Yojana'

After the availability of the health establishments, it was necessary to ascertain the perception of respondents and their level of satisfaction pertaining to the working of these health establishments as reflected in table 4.22 below.

**Table 4.22 Division and Location-wise Level of Satisfaction Pertaining to the Functioning of the Health Establishments**

Division										
Location	Urban					Rural				
Response	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Satisfied</b>	76	98	136	97	407	104	116	216	252	688
<b>%</b>	30.4	39.2	54.4	38.8	40.7	20.0	22.31	41.54	48.46	33.08
<b>Not Satisfied</b>	174	152	114	153	593	416	404	304	268	1392
<b>%</b>	69.6	60.8	45.6	61.2	59.3	80.0	77.69	58.46	51.54	66.92
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.22 indicates the unfortunate situation of Haryana's health sector. Further, it also highlights the glaring urban rural gap with more rural respondents expressing their dissatisfaction pertaining to the functioning of public health service establishments; a close to 67 percent rural respondents and 59.3 percent urban respondents remained dissatisfied with the services provided by the public health establishments. The division-wise picture was further disheartening with close to 80 percent rural respondents and 69.6 percent urban respondents remained dissatisfied in the Ambala division. Similar situation was observed in Gurgaon division where close to 77.6 respondents expressed their distress with the health services similar to their 60.8 percent urban counterparts who echoed the same problem. The poor situation continued further in Rohtak division where more urban respondents (61.2 percent) expressed their distress than 51.5 percent rural respondents. In Hisar division, 58.4 percent rural respondents expressed their dissatisfaction. The urban scenario of Hisar division was found to be in better condition as close to 54.4 percent respondents expressed their satisfaction pertaining to the functioning of the health establishments. The percentage of dissatisfied respondents in urban Hisar (45.6 percent) must not be overlooked or ignored.

**Table 4.23 Division and Location-wise Reasons of Dissatisfaction Pertaining to the Functioning of Health Establishments**

Location	Division									
			Urban					Rural		
Rationales of Dissatisfaction	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Do Not find Doctors	77	93	43	2	215	249	261	131	123	764
%	44.3	61.2	37.7	1.3	36.3	59.9	64.6	43.1	45.9	54.9
No medicine available	12	28	60	33	133	28	49	57	33	167
%	6.9	18.4	52.6	21.6	22.4	6.7	12.1	18.8	12.3	12.0
Long procedure/ Prefer private doctor	85	31	11	110	237	18	38	27	20	103
%	48.9	20.4	9.6	71.9	40.0	4.3	9.4	8.9	7.5	7.4
No technological infrastructure available (X-ray, other test)	-	-	-	8	8	121	56	89	92	358
%				5.2	1.3	29.1	13.9	29.3	34.3	25.7
Total	174	152	114	153	593	416	404	304	268	1392
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.23 highlights serious discrepancies across rural urban locations dealing with the health establishments however, the reasons and their magnitude vary. Further in rural area the major issue as a rationale of dissatisfaction cited by the rural respondents is unavailability of doctors when approached close to 54.9 percent respondents reported about the same with more percentage of dissatisfaction recorded by the respondents in the Gurgaon division with 64.6 percent rural respondents from this division expressed their distress about the problem followed by 59.9 percent rural respondents of the Ambala division reported the apathy. The situation in rural localities of Hisar and Rohtak division is not good either with close to 43 percent respondents expressing their dissatisfaction.

In Urban sector, 61.2 percent respondents in Gurgaon division expressed unavailability as a major rationale for their dissatisfaction similar to their 44.3 percent urban counterparts of Ambala division. The 37.7 percent urban respondents of Hisar division also reported this problem.

Further, across rural and urban localities, the major issue cited by the respondents was the prolonged procedures in government health establishments and hence prefer to visit private doctor instead. More urban respondents (40 percent affirmed about facing this issue and preferred consulting private medical practitioners. This percentage was recorded high in Rohtak division with close to 71.9 percent reported the problem, followed by 48.9 percent urban respondents from Ambala division. In rural localities, the similar responses were recorded in minimal percentage.

The availability of medical infrastructure such as machinery and technical laboratory oriented establishments were least available in rural localities. Highlighting the rural urban discrepancies in availability were 34.3 percent respondents who reported about the problem. The percentage was recorded high in the rural localities of Ambala and Hisar divisions where close to 29 percent respondents reported the problem.

Similarly, the unavailability of prescribed medicine was cited by the respondents as a basic lacunae. The problem was reported more by the urban respondents (22.4 percent) than rural respondents (12 percent).

**Table 4.24 Division and Location-wise Responses of the Respondents who have Initiated Complaint Against the Functioning of Health Establishments in their Respective Locality**

Location	Division									
	Urban					Rural				
Responses who have initiated complaint	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	164	123	63	129	479	399	320	206	194	1119
<b>%</b>	94.25	80.92	55.26	84.31	80.78	95.91	79.21	67.76	72.39	80.39
<b>No</b>	10	29	51	24	114	17	84	98	74	273
<b>%</b>	5.75	19.08	44.74	15.69	19.22	4.09	20.79	32.24	27.61	19.61
<b>Total</b>	174	152	114	153	593	416	404	304	268	1392
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.



Table 4.24 shows the poor state of health services as 80 percent respondents across rural as well as urban localities affirmed to have initiated complaint against the functioning of the public health establishments in their respective locality. The percentage was reported higher in the rural localities of Ambala division, it was recorded higher as 95.91 rural and 94.25 urban respondents agreed similar to the 80.9 percent urban respondents and 79.2 rural respondents of the Gurgaon division. The situation in Rohtak division was not impressive either with 84.3 percent urban respondents and 72.39 percent rural respondents have complained about the problem; similar to the 67 percent rural respondents and 55.2 percent urban respondents of the Hisar division reported to the respective authorities. This seeks to ascertain level of satisfaction as seen in the table 4.25 below.

**Table 4.25 Division and Location- wise Perception of Satisfaction of Complainants with the Official Response to their Complaints**

If yes, are you satisfied with the response	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Satisfied</b>	32	26	14	26	98	52	36	19	31	138
<b>%</b>	19.5	21.1	22.2	20.2	20.5	13.0	11.3	9.2	16.0	12.3
<b>Un-satisfied</b>	132	97	49	103	381	347	284	187	163	981
<b>%</b>	80.5	78.9	77.8	79.8	79.5	87.0	88.8	90.8	84.0	87.7
<b>Total</b>	164	123	63	129	479	399	320	206	194	1119
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.25 indicates the grievance-redressal situation as 87.7 percent rural respondents and 79.5 percent urban respondents remained dissatisfied on the response they received. The division-wise picture was further depressing. More than 80 percent respondents in almost every rural locality of each division, with 90.8 being the highest in Hisar division. The situation in urban localities was not impressive either as 80.5 percent respondents from urban locality of Ambala division reported their distress in this regard. Further more than 70 percent respondents from other divisions remained dissatisfied with the response they received to their complaint from the concern authority. This highlights the poorest form of grievance-redressal in the region and raises serious question about its very existence.

**Table 4.26 Division and Location-wise Reasons for Dissatisfaction of Complainants with the Official Response of Authority to their Complaints**

Location	Urban					Rural				
Reasons of Dissatisfaction	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No action taken by the Authority	132	89	39	81	341	296	268	123	105	792
%	100.0	91.8	79.6	78.6	89.5	85.3	94.4	65.8	64.4	80.7
Assured improvement by the department but never done	-	8	10	22	40	51	16	64	58	189
%	-	8.2	20.4	21.4	10.5	14.7	5.6	34.2	35.6	19.3
Total	132	97	49	103	381	347	284	187	163	981
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 4.26 signifies that the respondents had not seen any change hence close to 89.5 percent urban respondents and 80.7 percent respondents from rural localities feel that no action was taken to resolve the complaint they had raised. 100 percent respondents from urban Ambala division and 85 percent from rural echoed about no action taken. In Gurgaon division, the rural (94.4 percent) and urban (91.8 percent) respondents echoed about it, followed by the 79.6 percent urban and 65.8 percent rural respondents of the Hisar division said so. In Rohtak division, the situation was not recorded impressive either as close to 78.6 urban respondents and 64.4 percent respondents from rural felt that no action has been taken against the complaint they had raised.

Similarly, some respondents across urban (10.5 percent) and 19.3 percent rural respondents reported that they were assured by the authorities for improvement but it was not done. This discrepancy was recorded high in the rural localities and in urban its magnitude was recorded less. Close to 34 percent rural respondents of Hisar and Rohtak division reported about the issue similar to their 20.4 percent and 21.4 percent urban counterparts respectively.

## V CIVIC SERVICES

Civic services are amenities provided to the people by the government through various local bodies. These include provisions like issuance of ration card, pension card, birth and death registration certificates, and driving licence etc. This chapter analyses the quality and delivery of civic services in Haryana and ascertains peoples' level of satisfaction with them. It also probes into the problems faced and identifies reasons for the same.

### I. Ration Card

A ration card is a document issued by the State Government under its Public Distribution System (PDS) for the purchase of essential commodities from the government Fair Price Shops (FPS). The consumer applies for it either in the office of the District Food and Supplies Controller/Assistant Food and Supplies Officer/Inspector Food and Supplies or at the concerned Tehsil/District Level e-Disha centres. The standard prescribed time to make a new ration card is 15 days.

**Table 5.1 Ration Card Holders by Divisions and Rural-Urban Location**

Response	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	239	231	245	235	950	498	488	474	507	1967
<b>%</b>	95.6	92.4	98.0	94.0	95.0	95.8	93.8	91.2	97.5	94.6
<b>No</b>	11	19	5	15	50	22	32	46	13	113
<b>%</b>	4.4	7.6	2.0	6.0	5.0	4.2	6.2	8.8	2.5	5.4
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

A majority of 2917 (94.7 Percent) respondents possessed ration card with 95 percent urban and 94.6 percent rural respondents possessing it. Urban respondents from Hisar division (98 percent) and rural respondents from Rohtak division (97.5 percent) had maximum number of respondents who possessed ration card. On the contrary, 5 percent in urban and 5.4 percent in rural areas did not possess it. Urban respondents from Gurgaon division (7.6 percent) and rural respondents from Hisar division (8.8 percent) did not possess it. Many rural respondents informed that they had applied for new ration card nearly two years ago. When asked they complained that the concerned officials always gave an excuse saying that new 'brown ration-card' would be issued to them soon. Some of them also complained that purchasing food grains

from open market is costing them a lot than subsidized grains which otherwise they got from the FPS at an affordable price. Responding differently, some respondents from the urban parts informed that they did not need ration card as the FPSs sell substandard quality of grains and that too erratically.

**Table 5.2 Divisions and Location wise Problems faced while Procuring New Ration Cards**

Response	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	-	-	19	12	31	13	25	26	13	77
<b>%</b>	-	-	7.8	5.1	3.3	2.6	5.1	5.5	2.6	3.9
<b>No</b>	239	231	226	223	919	485	463	448	494	1890
<b>%</b>	100.0	100.0	92.2	94.9	96.7	97.4	94.9	94.5	97.4	96.1
<b>Total</b>	239	231	245	235	950	498	488	474	507	1967
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

A majority of respondents those who possessed ration card did not face any problem while procuring it. However, nearly 4 percent respondents from rural and 3.3 percent respondents from the urban areas informed that they had faced problem while procuring the card. In urban areas, maximum 7.8 percent and in the rural 5.5 percent respondents from Hisar division faced problems more than those belonging to other divisions (Table 5.2).

**Table 5.3 Divisions and Location-wise List of Problems Faced while Procuring New Ration Cards**

Problems	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Lengthy Procedure</b>	-	-	12	12	24	13	19	16	12	60
<b>%</b>	-	-	63.2	100.0	77.4	100.0	76.0	61.5	92.3	77.9
<b>Cumbersome Procedure</b>	-	-	7	-	7	-	6	10	1	17
<b>%</b>	-	-	36.8	-	22.6	-	24.0	38.5	7.7	22.1
<b>Total</b>	-	-	19	12	31	13	25	26	13	77
<b>%</b>	-	-	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Among those who had faced problem while procuring the ration card, in rural areas, a majority (77.9 percent) mentioned lengthy procedure as the biggest hurdle to get the ration card while the rest 22.1 percent respondents mentioned the process of procurement of ration card as cumbersome. On the other hand, 77.4 percent urbanites mentioned lengthy procedure and 22.6 percent reported cumbersome procedure as biggest hurdle in procuring ration card. Some

of the respondents also hinted towards the corrupt practices adopted by officials. They further informed that in the absence of effective implementation of already laid down procedures, smallest of work was refuted by the officials into a gigantic task. In this regard the urban respondents from Gurgaon division faced no problem. Similarly, both urban and rural respondents from Ambala division did not mention the problem of cumbersome procedure at all (Table 5.3).

Out of 2917 ration card holders 2064 availed different services from the department such as addition or deletion of name, change of address and issue of duplicate ration cards and their division and location wise distribution is given below (Table 5.4).

**Table 5.4 Division and Location-wise Distribution of Ration Card Holders who Availed Services Such as Addition or Deletion of Name, Change of Address and Issue of Duplicate Ration Card (After getting the Ration Card)**

	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Service availed</b>	195	172	146	178	691	445	356	266	306	1373
<b>%</b>	81.59	74.46	59.59	75.74	72.74	89.36	72.95	56.12	60.36	69.8
<b>No service availed</b>	44	59	99	57	259	53	132	208	201	594
<b>%</b>	18.41	25.54	40.41	24.26	27.26	10.64	27.05	43.88	39.64	30.2
<b>Total</b>	239	231	245	235	950	498	488	474	507	1967
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Among the ration card holders who availed different services, many of them also mentioned that they had to face problems. Respondents who availed services (2064), 664 (32.2 percent) of them faced problems (Table 5.5).

**Table 5.5 Division and Location wise Distribution of Ration Card Holders who faced Problems in getting Services**

Response	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	21	91	62	63	237	65	294	21	47	427
<b>%</b>	10.77	52.91	42.47	35.39	34.3	14.61	82.58	7.89	15.36	31.1
<b>No</b>	174	81	84	115	454	380	62	245	259	946
<b>%</b>	89.23	47.09	57.53	64.61	65.7	85.39	17.42	92.11	84.64	68.9
<b>Total</b>	195	172	146	178	691	445	356	266	306	1373
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

## II. Pension Card

**Table 5.6 Division and Location-wise Distribution of Pension Card Holders  
(Either Old age, Physical Handicap, Widow)**

Are you a pension card holder?	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	4	1	5	3	13	21	6	18	13	58
<b>%</b>	1.6	0.4	2.0	1.2	1.3	4.0	1.2	3.5	2.5	2.8
<b>No</b>	246	249	245	247	987	499	514	502	507	2022
<b>%</b>	98.4	99.6	98.0	98.8	98.7	96.0	98.8	96.5	97.5	97.2
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 3080, 71 (2.3 percent) respondents were pension card holders either old age, physically handicapped or widow. A majority of them were from the rural areas (2.8 percent) than to their urban (1.3 percent) counterparts. Maximum number of pension card holders from urban areas (1.6 percent) belonged to Hisar division while maximum number of pension card holders from rural areas belonged to Ambala division (4 percent) (Table 5.6).

**Table 5.7 Division and Location-wise Distribution of Category of Pension Card Holders**

	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Senior Citizen</b>	3	1	5	1	10	20	6	18	9	53
%	75.0	100.0	100.0	33.3	76.9	95.2	100.0	100.0	69.2	91.4
<b>Physically Handicapped</b>	-	-	-	1	1	-	-	-	4	4
%	-	-	-	33.3	7.7	-	-	-	30.8	6.9
<b>Widow</b>	1	-	-	1	2	1	-	-	-	1
%	25.0	-	-	33.3	15.4	4.8	-	-	-	1.7
<b>Total</b>	4	1	5	3	13	21	6	18	13	58
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 71 pension card holders, 63 (88.7 percent) were borrowing pension under senior citizens category, 5 (7.1 percent) under the physically handicapped category and 3 (4.2 percent) were availing pension for widows. More rural respondents (91.4 percent) were claiming this under the senior citizens category than their urban counterparts (76.9 percent) (Table 5.7).

**Table 5.8 Division and Location-wise Distribution of Pension Card Holders who faced Problem in getting their Card**

	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>In getting the pension card</b>										
<b>Yes</b>	1	-	1	1	3	1	1	3	-	5
%	25.0	-	20.0	33.3	23.1	4.8	16.7	16.7	-	8.6
<b>No</b>	3	1	4	2	10	20	5	15	13	53
%	75.0	100.0	80.0	66.7	76.9	95.2	83.3	83.3	100.0	91.4
<b>Total</b>	4	1	5	3	13	21	6	18	13	58
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Among 71 pension card holders, only 8 (11.3 percent) respondents reported to have faced problem while getting the pension card. A majority 63 (88.7 percent) of the pension card holders faced no difficulty while getting the card. Division-wise, the percentage of their proportion in urban areas was the highest in Rohtak division (33.3 percent) and lowest in Hisar division (20 percent). An equal proportion of respondents, 16.7 percent each, from rural areas belonged to Gurgaon and Hisar division both. In sum, the pension card holders from urban areas faced more difficulties while getting the card as comparison to their rural counterparts (Table 5.8).

Out of the 8 respondents who faced difficulty in getting the card, mentioned delay in verification and having no documentary evidence certifying their age as major problems.

### III. Birth and Death Registration Certificate

Out of 3080, 2363 (76.7 percent) were such respondents who had applied for any of the three certificates– birth, death or senior citizen certificate. The urban-rural divide in this regard shows 77.8 percent urban and 76.2 percent rural respondents having any of the three certificates. Rest 717 (23.3 percent) respondents did not have any of the three certificates (Table 5.9).

**Table 5.9 Division and Location-wise Distribution of Respondents who had Applied for any Certificate (Birth, Death or Senior Citizen)**

	Urban					Rural				
Applied for a Certificate	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	221	197	163	197	778	450	412	324	399	1585
%	88.4	78.8	65.2	78.8	77.8	86.5	79.2	62.3	76.7	76.2
No	29	53	87	53	222	70	108	196	121	495
%	11.6	21.2	34.8	21.2	22.2	13.5	20.8	37.7	23.3	23.8
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Those who applied for birth, death or senior citizen certificate also faced few problems. Distribution of such respondents is given in the table 5.10.



**Table 5.10 Division and Location-wise Distribution of Respondents who had any Certificate (Birth, Death or Senior Citizen) and faced Problems in Procuring the same**

	Urban					Rural				
Did you face any problem in getting the above mentioned certificates?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	22	72	46	-	140	7	277	1	5	290
%	10.0	36.5	28.2	-	18.0	1.6	67.2	0.3	1.3	18.3
No	199	125	117	197	638	443	135	323	394	1295
%	90.0	63.5	71.8	100.0	82.0	98.4	32.8	99.7	98.7	81.7
Total	221	197	163	197	778	450	412	324	399	1585
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 2363 total respondents who had applied for any of the three certificates, 430 (18.2 percent) respondents reported to have faced problem in procuring the above mentioned certificates. There was no significant difference between urban (18 percent) and the rural (18.3 percent) respondents in this regard. Among those who faced problem, in urban, a majority (37 percent) belonged to Gurgaon division while respondents from Rohtak division did not face any problem in this regard. In rural areas, Gurgaon division topped the list with Hisar division at the lowest. The data reveals no significant rural-urban variation in this regard (Table 5.10).

**Table 5.11 Division and Location-wise Distribution of Respondents who had any Certificate (Birth, Death or Senior Citizen) and Types of Problems they faced**

	Urban					Rural				
If yes, specify the problem	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Paid bribe	14	50	21	-	85	7	236	1	3	247
%	63.6	69.4	45.7	-	60.7	100.0	85.2	100.0	60.0	85.2
Process of getting certificates is lengthy and tedious documentation	8	22	25	-	55	-	41	-	2	43
%	36.4	30.6	54.3	-	39.3	-	14.8	-	40.0	14.8
Total	22	72	46	-	140	7	277	1	5	290
%	100.0	100.0	100.0	-	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of total 430 respondents who faced problem, 332 (77.2 percent) informed having bribed to get the certificates. Gurgaon division (69.4 percent) topped the list followed by respondents from Ambala (63.6 percent) and Hisar (45.7 percent). However, no one from urban areas of Rohtak division reported it. In rural areas, all seven respondents from Ambala and one respondent from Hisar division reported to have bribed. The rest 98 (22.8 percent) told that the process of getting certificates is lengthy and tedious. Out of these, 39.3 percent urban and 14.8 percent rural respondents admitted to the same. Overall, more people from rural reported the problem of bribery and more urbanites reported tedious documentation as major hurdles (Table 5.11).

#### IV. Driving Licence

**Table 5.12 Division and Location-wise Distribution of Respondents having Driving Licence**

	Urban					Rural				
Do you have a driving license	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	170	184	143	176	673	285	277	300	243	1105
%	68.0	73.6	57.2	70.4	67.3	54.8	53.3	57.7	46.7	53.1
No	80	66	107	74	327	235	243	220	277	975
%	32.0	26.4	42.8	29.6	32.7	45.2	46.7	42.3	53.3	46.9
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of the total 3080 respondents, 1778 (57.7 percent) respondents both from rural and urban, had driving licence. 67.3 percent respondents from the urban and 53.1 percent respondents from the rural areas had driving licence. Maximum percentage of urban (73.6 percent) respondents of Gurgaon division and 57.7 percent from rural areas of Hisar division had it. Those who did not possess it, respondents from Hisar division topped in urban with 42.8 percent and respondents from Rohtak division topped in rural with 53.3 percent respondents not possessing a driving licence (Table 5.12).

**Table 5.13 Division and Location-wise Distribution of Respondents who faced Problem in getting Driving Licence**

	Urban					Rural				
If yes, did you face any problem in getting your driving licence?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	46	90	66	49	251	59	181	83	44	367
%	27.1	48.9	46.2	27.8	37.3	20.7	65.3	27.7	18.1	33.2
No	124	94	77	127	422	226	96	217	199	738
%	72.9	51.1	53.8	72.2	62.7	79.3	34.7	72.3	81.9	66.8
Total	170	184	143	176	673	285	277	300	243	1105
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1778 total driving licence holders, 618 (34.7 percent) told that they had faced problem getting the licence. Looking at the rural-urban situation, 37.3 percent urban and 33.2 percent rural respondents had faced problem while getting the document. Interestingly, in this regard there was no marked rural-urban difference. When asked further, all 618 of them reported to have bribed the officials at various levels (Table 5.13).

## V. Caste Certificate

**Table 5.14 Division and Location-wise Distribution of SC/OBC Respondents who were having Caste Certificates**

	Urban					Rural				
Are you certified SC/ST/OBC person?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	51	42	62	46	201	142	208	254	130	734
%	71.8	48.3	92.5	74.2	70.0	77.6	72.7	94.8	86.1	82.7
No	20	45	5	16	86	41	78	14	21	154
%	28.2	51.7	7.5	25.8	30.0	22.4	27.3	5.2	13.9	17.3
Total	71	87	67	62	287	183	286	268	151	888
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Our sample consisted of 1175 respondents who belonged to SC and OBC categories, 935 (79.5 percent) respondents, from both urban and rural areas, informed that they had caste certificates. Their representation was more in urban as well as rural areas in Hisar division. Majority of respondents who were not certified belonged to urban as well as rural areas of Gurgaon division (Table 5.14).

**Table 5.15 Division and Location-wise Distribution of SC/OBC Respondents who were having Caste Certificates and faced Problems in Procuring**

	Urban					Rural				
If yes, have you faced Any problem in getting your caste certificate?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	8	8	10	12	38	16	70	9	10	105
%	15.7	19.0	16.1	26.1	18.9	11.3	33.7	3.5	7.7	14.3
No	43	34	52	34	163	126	138	245	120	629
%	84.3	81.0	83.9	73.9	81.1	88.7	66.3	96.5	92.3	85.7
Total	51	42	62	46	201	142	208	254	130	734
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 935 respondents who had Caste Certificate, 143 (15.3 percent) respondents from both rural and urban areas stated to have faced problem. Among these, 19 percent urban and 14.3 percent rural respondents reported that they faced problem in getting their caste certificates. Among those who faced problem in urban areas, the highest 26.1 percent belonged to Rohtak division and in rural the highest 33.7 percent belonged to Gurgaon division. The problem of getting the caste certificate was faced more by urban respondents than by the rural (Table 5.15).

**Table 5.16 Division and Location-wise Distribution of SC/OBC Respondents who faced Problems in Procuring Caste Certificates and Types of Problems Mentioned by them**

	Urban					Rural				
If yes, what?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Process is cumbersome	8	8	6	10	32	16	63	9	8	96
%	100.0	100.0	60.0	83.3	84.2	100.0	90.0	100.0	80.0	91.4
Paid bribe	-	-	4	2	6	-	7	-	2	9
%	-	-	40.0	16.7	15.8	-	10.0	-	20.0	8.6
Total	8	8	10	12	38	16	70	9	10	105
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 143 respondents, 128 (89.5 percent) told that the process to get caste certificate was cumbersome and 15 (10.5 percent) mentioned that they had bribed the officials to get their work done. More rural respondents reported to have reported cumbersome process to get caste certificate and more urban respondents reported to have paid bribe to officials than rural (Table 5.16).

## VI. E-Governance

E-governance programme in Haryana has been started to provide timely high volume citizen-centric services. These services are catered through multi-service single-window e-Disha centres (Citizen Service Centres) that have been established in all the District Headquarters. This system keeps out the middlemen and ensures transparent, efficient and effective service delivery. It also keeps the applicants informed of the status of their application and saves them from making visitations to the concerned office. As these services have been brought under Right to Service Act, time limit has been fixed. It also provides citizens with clear guidelines for availing services, forms and formats as well as information regarding fee and application status.

**Table 5.17 Division and Location-wise Awareness about e-Disha Centres Among the Respondents**

Responses	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	205	181	152	180	718	422	366	223	310	1321
<b>%</b>	82.0	72.4	60.8	72.0	71.8	81.2	70.4	42.9	59.6	63.5
<b>No</b>	45	69	98	70	282	98	154	297	210	759
<b>%</b>	18.0	27.6	39.2	28.0	28.2	18.8	29.6	57.1	40.4	36.5
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of total 3080, a large number of respondents 2039 (66.2 percent) both from rural and urban areas were found to be aware about the existence of e-Disha centres. 71.8 percent urban and 63.5 percent rural respondents were aware about it. When asked, they told that they or any other member in their family had availed service at e-Disha centres, including those who lived in rural areas. 36.5 percent rural and 28.2 percent urban respondents were unaware about the centres and services provided therein. The purpose of this programme was to provide hassle free services to the citizens. Although 36 services are enlisted in the programme, many of these are still not available to the citizens (Table 5.17).

## VI POLICE SERVICES

Providing security of life and property to the citizens and maintenance of law and order is responsibility of the State. The State delivers these services through the agency of police. Recently, police has also been entrusted with the additional responsibility of some civic and community services. This chapter seeks to analyze peoples' satisfaction with the delivery of services by the police.

### Police-Public Interface

**Table 6.1 Division and Location-wise Distribution of Respondents who came in Contact with Police**

Response	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	176	146	111	128	561	186	242	116	194	738
<b>%</b>	70.4	58.4	44.4	51.2	56.1	35.8	46.5	22.3	37.3	35.5
<b>No</b>	74	104	139	122	439	334	278	404	326	1342
<b>%</b>	29.6	41.6	55.6	48.8	43.9	64.2	53.5	77.7	62.7	64.5
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Less than half, to be exact 42.1 percent (both urban and rural) respondents came into contact with police for one reason or the other. While interviewing it was observed that most hesitated to talk about the way police worked. Many respondents were of the opinion that police has its own way of functioning that differs from the way other departments work. They further told that police appeared more authoritative and police department has power that is perceived as a reason to fear by common people. More urbanites (56.1 percent) came into contact with police in comparison to their rural counterparts (35.5 percent). During the fieldwork it was observed that more people in rural areas were afraid of police and they avoided blaming or even talking about it. Table 6.1 is instructive that, more respondents from the urban areas from Ambala division i.e., 70.4 percent came into contact with police while urban as well as rural respondents from Hisar division contacted police the least. In rural areas, highest number of respondents i.e. 46.5 percent from Gurgaon division came into contact with police. The lower interface of rural population with the police may be traced partly to the fear of police and partly to the availability of the social support system existing in the villages of Haryana. In case of minor disputes or scuffle, specifically in property related disputes, people prefer going to the

informal form of Panchayat where elderly men of the villages or clan sit together and decide. The villagers prefer decisions taken by these informal bodies over reporting the matter to police. It was also observed that they resort to police only when the Panchayat fails to find a solution or when any of the parties in dispute do not find the decision acceptable. The widely accepted 'Informal Justice System' in the villages results into less interface of people and police. On the other hand, urbanites are educated and confident to describe their interface with the police in a better manner than the rural respondents.

### Type of Police-Public Interface

**Table 6.2 Division and Location-wise Reasons behind Contact with Police**

Reasons	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No Answer	-	-	2	-	2	-	-	-	19	19
%	-	-	1.8		0.4	-	-	-	9.8	2.6
Complaint registration	96	54	68	85	303	152	204	56	132	544
%	54.5	37.0	61.3	66.4	54.0	81.7	84.3	48.3	68.0	73.7
Passport verification/ PCC/Other Documents	45	75	37	21	178	34	19	56	9	118
%	25.6	51.4	33.3	16.4	31.7	18.3	7.9	48.3	4.6	16.0
Traffic Challan	24	17	4	22	67	-	19	2	29	50
%	13.6	11.6	3.6	17.2	11.9	-	7.9	1.7	14.9	6.8
Being MCs and Sarpanch of village	11	-	-	-	11	-	-	2	5	7
%	6.3	-	-	-	2.0	-	-	1.7	2.6	0.9
Total	176	146	111	128	561	186	242	116	194	738
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1299 respondents who contacted police for any reason, nearly two-third (65.2 percent) of the respondents from rural and urban areas came into contact with the police for registration of complaints for multiple reasons. More than one-fifth and close to a quarter (22.8 percent) contacted police for verification related services (passport, character, service, arms license, tenant verification etc.), 9 percent for violation of traffic rules, 1.4 percent contacted police being responsible, elected and nominated representatives (being MCs or Sarpanchs), while 1.6 percent did not answer. As many people visit police stations just to register

complaints, police remains occupied dealing with parties in dispute. It was also observed that due to this occupancy, the police personnel couldn't pay attention to their field jobs, resulting in pendency in investigations and lack of day and night patrolling. It may also be because of shortage of police staff: as of 270 policemen per lakh population, our national average stands at 138 and Haryana has 174 policemen<sup>3</sup>. Nine percent of the respondents came into contact with police due to violation of set rules, especially those related to traffic. Overall, a much larger percentage of people contacted police for security reasons than for purposes of verification services. As in all divisions, so in rural areas: police-public interface was found more on account of registration of complaints than for other reasons for interface. However, the proportion of urban respondents (nearly 32 percent) exceeds their rural counterparts (16 percent) for verification related services. Far more urbanites, roughly twice to their rural counterparts, came into contact with police for violation of traffic rules. This is understandable on account of the huge volume of traffic in urban areas.

## Public Experience

**Table 6.3 Division and Location-wise Distribution of Respondents who Expressed their Experience with Police**

Experience	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No Answer	-	16	7	37	60	6	-	37	20	63
%	-	11.0	6.3	28.9	10.7	3.2	-	31.9	10.3	8.5
Pleasant	22	18	-	19	59	10	8	12	28	58
%	12.5	12.3	-	14.8	10.5	5.4	3.3	10.3	14.4	7.9
Unpleasant	154	112	104	72	442	170	234	67	146	617
%	87.5	76.7	93.7	56.3	78.8	91.4	96.7	57.8	75.3	83.6
Total	176	146	111	128	561	186	242	116	194	738
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of those who contacted police for one reason or another, a vast majority (81.5 percent) shared that they had an unpleasant experience dealing with the police. More rural respondents, nearly as large as 84 percent, reported having had an unpleasant experience dealing with the police, 78.8 percent of the urban respondents also reported the same. They said that the police failed to render any service on time and so they had to take self precautionary measures. Most of them mentioned that the policemen do not behave in a civilized manner and are often rude to them. Such response was given more by the urban

<sup>3</sup> Crime in India (2012), National Crime Records Bureau, Ministry of Home Affairs, New Delhi. Can be accessed at: <http://ncrb.gov.in/CD-CII2012/cii-2012/Chapter%2017.pdf>



respondents (93.7 percent) from Hisar division and rural respondents from Gurgaon division (96.7 percent). Only 10.5 percent urban and 8 percent rural respondents said that they had a pleasant experience dealing with police and they were satisfied with the manner police treated them. Having a pleasant experience while dealing with police was mentioned more by urban respondents (12.5 percent) from Ambala division and rural respondents (14.4 percent) from Rohtak division. A similar proportion of urban as well as rural respondents did not answer when asked about the manner in which police treated them.

## Public – Security Audit

**Table 6.4 Division and Location-wise Feeling of Security with the Police Presence**

	Urban					Rural				
Do you feel secure under police presence in your area?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	217	189	198	158	762	375	271	440	395	1481
<b>%</b>	86.8	75.6	79.2	63.2	76.2	72.1	52.1	84.6	76.0	71.2
<b>No</b>	33	61	52	92	238	145	249	80	125	599
<b>%</b>	13.2	24.4	20.8	36.8	23.8	27.9	47.9	15.4	24.0	28.8
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of the total 3080 respondents, 2243 (72.8 percent) respondents told that they felt secure under presence of police in their respective areas. This response was given by 76.2 percent urban and 71.2 percent rural respondents. Urban respondents from Ambala division (86.8 percent) and 84.6 percent rural respondents from Hisar division topped the list who felt more secured in comparison to relatively close respondents from other divisions. Among those who reported that they did not feel safe even under the police presence in their areas – close to 24 percent urban and 29 percent rural respondents said so. The highest level of insecurity was reported more by the urban respondents from Rohtak division (36.8 percent) in comparison to 48 percent rural respondents who belonged to Gurgaon division. Respondents who did not feel safe told that recent years have seen rise in the incidents of theft and other crimes. Many respondents from district Mewat (Gurgaon division) reported feeling of insecurity. They further added that the police presence was hardly felt in the rural areas of Mewat. The respondents from district Gurgaon, however, mentioned that due to the massive inflow of migrants in

Gurgaon following inclusion of Gurgaon in the National Capital Region (NCR) has led to more insecure conditions.

### Reasons for Police failure to provide Security

**Table 6.5 Division and Location-wise Reasons cited by Respondents' who Expressed that they don't Feel Secure**

	Urban					Rural				
If No, why?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No Answer	10	-	2	-	12	12	-	1	9	22
%	30.3	-	3.8	-	5.0	8.3	-	1.3	7.2	3.7
Police works under political pressure	23	30	26	29	108	57	150	45	15	267
%	69.7	49.2	50.0	31.5	45.4	39.3	60.2	56.3	12.0	44.6
Increase in Crime/ theft/ risk to property	-	31	21	13	65	51	34	27	48	160
%		50.8	40.4	14.1	27.3	35.2	13.7	33.8	38.4	26.7
Women does not feel safe	-	-	3	-	3	3	-	-	-	3
%	-	-	5.8	-	1.3	2.1	-	-	-	0.5
No services rendered readily/ Have to remain vigilant ourself	-	-	-	47	47	22	49	7	47	125
%	-	-	-	51.1	19.7	15.2	19.7	8.8	37.6	20.9
Harsh treatment	-	-	-	3	3	-	9	-	-	9
%	-	-	-	3.3	1.3	-	3.6	-	-	1.5
No response from the central control room when approached	-	-	-	-	-	-	-	-	6	6
%	-	-	-	-	-	-	-	-	4.8	1.0
Police hand in gloves with criminals	-	-	-	-	-	-	7	-	-	7
%	-	-	-	-	-	-	2.8	-	-	1.2
Total	33	61	52	92	238	145	249	80	125	599
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 837 such respondents who told they did not feel safe under police presence, a majority (44.8 percent) told that police works under political pressure. This response was given by 45.4 percent urban and 44.6 percent rural respondents. They further added that working under such pressure affects police work. The second largest reason cited by nearly 27 percent respondents was increase in incidences of theft and crime. 27.3 percent urban and 26.7 percent rural respondents cited that increase in cases of crime against body and theft, had lead to this insecurity. Third largest reason for feeling unsafe which was reported by 20.5 percent of the respondents was that police does not render services readily, 20 percent urban and 21 percent rural respondents said so. They further added that due to failure of providing readily services by police, citizens have to remain vigilant by themselves. They reported that the police does not react quickly and work in a sluggish manner. Among other reasons, safety of women, rude behavior of police personnel and approach of police towards criminals were also cited by some of the respondents. They were of the opinion that police itself gives patronage to criminals resulting into increase in the incidences of crime and violence; further leads to rise in the level of insecurity in the society and trust deficit for police among the citizens. Some of the rural respondents from Rohtak division reported that they did not get positive or satisfactory response from the control room on dialing 100.

## Types of Services

**Table 6.6 Division and Location-wise Perception about the Readily Services Rendered by Police**

Locations	Urban					Rural				
Divisions	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Registration of FIR										
Do not know	-	-	26	-	26	7	1	9	-	17
%	-	-	10.4	-	2.6	1.3	0.2	1.7	-	0.8
Yes	138	107	93	114	452	308	186	274	339	1107
%	55.2	42.8	37.2	45.6	45.2	59.2	35.8	52.7	65.2	53.2
No	112	143	131	136	522	205	333	237	181	956
%	44.8	57.2	52.4	54.4	52.2	39.4	64.0	45.6	34.8	46.0
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Urban					Rural				
Night Patrolling	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Do not know	-	-	12	-	12	-	1	6	-	7
%	-	-	4.8	-	1.2	-	0.2	1.2	-	0.3
Yes	187	89	50	106	432	64	56	47	33	200
%	74.8	35.6	20.0	42.4	43.2	12.3	10.8	9.0	6.3	9.6
No	63	161	188	144	556	456	463	467	487	1873
%	25.2	64.4	75.2	57.6	55.6	87.7	89.0	89.8	93.7	90.0
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Urban					Rural				
Verification for various purposes	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Do not know	-	-	12	-	12	-	1	15	-	16
%	-	-	4.8	-	1.2	-	0.2	2.9	-	0.8
Yes	127	106	76	125	434	307	156	326	347	1136
%	50.8	42.4	30.4	50.0	43.4	59.0	30.0	62.7	66.7	54.6
No	123	144	162	125	554	213	363	179	173	928
%	49.2	57.6	64.8	50.0	55.4	41.0	69.8	34.4	33.3	44.6
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Opinion of all the respondents was taken to know their perception regarding readily delivery of services like – registration of FIR, night patrolling, and verification for various purposes – by the police. In rural as well as in urban areas, 50.6 percent of the total respondents told that the police do register FIR while the remaining 49.4 refuted it. To probe deeper, 45.2 percent urban

and 53.2 percent rural respondents said so. The urban as well as rural respondents from Gurgaon division however outnumbered others and told that the police do not register FIR in a prompt manner. When asked about the status of night patrolling by police, 20.5 percent respondents told that the police do so. Problematic in this regard appeared more in urban Hisar (75.2 percent) and rural Rohtak (93.7 percent) divisions where largest proportion of respondents informed non-availability of night patrolling in their respective areas. However, none of the divisions had adequate provision for night patrolling except urban areas of Ambala division where the situation was reasonably better than other divisions. Besides providing security related services, police also provides some civic-related services related to verifications, NOCs, permissions etc. When asked whether police provided verification related services in a proper manner, almost half, 51 percent to be exact, told that they did provide it in a readily manner. Situation appeared relatively better in the urban areas of Ambala and Rohtak division followed by Gurgaon and Hisar division. On the contrary, in rural areas, the respondents from Gurgaon division appeared least satisfied with the delivery of verification related services by police.

### Corruption in Police

**Table 6.7 Division and Location-wise Distribution of Respondents who came in Contact with Police and Mentioned that they Bribed Police**

	Urban					Rural				
Have you had any occasion to bribe the police	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>No Answer</b>	1	-	-	-	1	-	-	22	-	22
<b>%</b>	0.6	-	-	-	0.2	-	-	19.0	-	3.0
<b>Yes</b>	99	115	98	84	396	120	242	71	79	512
<b>%</b>	56.3	78.8	88.3	65.6	70.6	64.5	100.0	61.2	40.7	69.4
<b>No</b>	76	31	13	44	164	66	-	23	115	204
<b>%</b>	43.2	21.2	11.7	34.4	29.2	35.5	-	19.8	59.3	27.6
<b>Total</b>	176	146	111	128	561	186	242	116	194	738
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

1299 respondents who contacted police were later asked whether on any occasion they had to bribe. A majority 908 (69.9 percent) of them informed that they had to bribe police to get their work done. In urban areas the largest proportion of respondents who said so belonged to Hisar division (88.3 percent), while all the respondents from rural Gurgaon reported to have bribed the police on various occasions. Adding to it, many respondents said that it's better to pay off some money to police than to delay things and sometimes avoid long legal procedures. On the other hand, 28.3 percent never paid bribe to police. They were of the opinion that people should not promote corruption instead should follow the guidelines set up under a particular law, traffic rules for instance. Table 6.7 depicts that more of the urban respondents reported to have paid bribe to police than the rural respondents.

**Table 6.8 Division and Location-wise Reasons cited for Bribe by Respondents who came in Contact with Police and Paid Bribe**

	Urban					Rural				
If yes, in what connection?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No Answer	-	-	-	-	-	-	-	3	-	3
%	-	-	-	-	-	-	-	4.2	-	0.6
For compromise	30	46	32	14	122	82	137	1	16	236
%	30.3	40.0	32.7	16.7	30.8	68.3	56.6	1.4	20.3	46.1
Verifications	69	63	52	50	234	17	31	45	24	117
%	69.7	54.8	53.1	59.5	59.1	14.2	12.8	63.4	30.4	22.9
For delaying investigation process by the IO	-	-	14	-	14	-	10	-	-	10
%	-	-	14.3	-	3.5	-	4.1	-	-	2.0
FIR registration	-	-	-	-	-	21	35	22	14	92
%	-	-	-	-	-	17.5	14.5	31.0	17.7	18.0
Other purposes like Traffic Challan	-	6	-	20	26	-	29	-	25	54
%	-	5.2	-	23.8	6.6	-	12.0	-	31.6	10.5
Total	99	115	98	84	396	120	242	71	79	512
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 908 respondents who bribed police, majority 358 (39.4 percent) paid money to police to reach compromise with the other party in dispute and close the case. 46.1 percent rural and 30.8 percent urban respondents cited this as major reason to bribe the police. Surprisingly, the

rural respondents from Hisar division had a negligible response in this aspect. This may be due to hesitation to talk about police in open. 38.7 percent respondents reported that they bribed police for various verification purposes like – passport verification, character verification etc. More urban (59.1 percent) than rural (22.9 percent) respondents mentioned it. The urban respondents from Ambala division and rural respondents from Hisar outnumbered others in this regard. 10.1 percent respondents accepted to have paid bribe to register FIR in the concerned police stations. It is to be noted that no respondent from urban areas complained to have bribed police to register FIR. Those who said so belonged to rural areas and constituted 18 percent of the total (512) rural respondents. Besides these, 6.6 percent urban and 10.5 percent rural respondents claimed to have paid bribe for other reasons like avoiding traffic challan etc. some of them also mentioned that besides challan sometimes they had paid money to policemen to escape from legal action for violation of minor laws as well as for friendly favors. 3.5 percent urban and 2 percent rural respondents told that they had bribed the Investigation Officer (IO) to delay the investigation process.

### Public Satisfaction with Police Services

**Table 6.9 Division and Location-wise Satisfaction and Dissatisfaction Expressed by Respondents from Police Service**

Are you satisfied with the overall police service in your area?	Urban					Rural				
	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	165	128	135	134	562	399	261	439	427	1526
<b>%</b>	66.0	51.2	54.0	53.6	56.2	76.7	50.2	84.4	82.1	73.4
<b>No</b>	85	122	115	116	438	121	259	81	93	554
<b>%</b>	34.0	48.8	46.0	46.4	43.8	23.3	49.8	15.6	17.9	26.6
<b>Total</b>	250	250	250	250	1000	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of the total 3080 respondents, 2088 (67.8 percent) respondents were satisfied with the overall police service in their respective areas. More urban (43.8 percent) respondents than their rural (26.6 percent) counterparts were dissatisfied with the overall police services. The respondents from Gurgaon division in both urban (48.8 percent) and rural (49.8 percent) areas were more dissatisfied than others. They further opined that the police should be made

accountable to the public. It can be seen that the public dissatisfaction with the police was found to be relatively more in urban areas than in the rural.

**Table 6.10 Division and Location-wise Reasons cited for Dissatisfaction by Respondents from Police Service**

	Urban					Rural				
If No, why?	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
No Answer	12	-	3	-	15	-	-	-	8	8
%	14.1	-	2.6	-	3.4	-	-	-	8.6	1.4
Corrupt/Non serious	63	56	70	104	293	42	147	43	44	276
%	74.1	45.9	60.9	89.7	66.9	34.7	56.8	53.1	47.3	49.8
No patrolling [day/night]	-	42	39	11	92	14	79	24	5	122
%	-	34.4	33.9	9.5	21.0	11.6	30.5	29.6	5.4	22.0
No initiative taken to curb liquor mafia	10	-	3	-	13	44	19	14	10	87
%	11.8	-	2.6	-	3.0	36.4	7.3	17.3	10.8	15.7
No response to any complaint/ Rude behaviour	-	24	-	1	25	21	14	-	23	58
%	-	19.7	-	0.9	5.7	17.4	5.4	-	24.7	10.5
Increase in theft cases	-	-	-	-	-	-	-	-	3	3
%	-	-	-	-	-	-	-	-	3.2	0.5
Total	85	122	115	116	438	121	259	81	93	554
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 992 respondents who were not satisfied with the services provided by police, 569 (57.4 percent) said that the police was corrupt and did not act till they were bribed. This response was given more by urban (66.9 percent) than the rural (49.8 percent) respondents. Respondents from the urban areas of Rohtak division and rural respondents from Gurgaon division top the list. Close to one-fifth (21.6 percent) of the respondents reported that they were not satisfied as police does not patrol either at day or at night. This reason was cited by nearly equal number of urban (21 percent) as well as rural respondents (22 percent). Many of them informed that despite numerous requests, police in their respective areas did not patrol either during day or at night. They further explained that due to this 'non-serious' attitude of the police; recent days had seen a rise in instances of theft and other crimes in their areas. 10.1 percent respondents raised the issue of liquor mafia and told that police had failed to curb the illegal selling of country-made as well as foreign liquor. They told that it had added to the rising



level of crime, especially cases of harassment of women and girls in the market places as well as villages. They further told that police did not respond even after many requests made and pressure created by the religious groups and local authorities. The issue of drug trafficking was raised more by the rural (15.7 percent) respondents than urbanites (3 percent) with Ambala division topping the list in both urban and rural areas. Some of them (8.4 percent) also told that police always reacted rude and paid no heed to their complaints.

Besides the feedback given by people, it is equally pertinent to look at police performance from perspective of the police force itself. It may help to identify ailments police is suffering from. It was found that due to their engagement in VIP duties, security, investigation, etc., civic-related services gets hampered. This occupancy adversely affects a policeman's efficiency and performance.

The study focused to identify police-public interface and its manifestations. The aim was to find out the types of interface and record experiences through a public audit to identify the reasons of their dissatisfaction with the police. It was observed that there is a need to establish and promote a positive-interface among the police and public. This will not only raise faith in the police but will also reduce the existing anxieties and trust deficit. Though, it is difficult to break decades-old prejudice against the police, community policing may be seen as one such initiative, a welcome step.

Community policing is being adopted in a significant manner in India. It aims to provide citizens a transparent and hassle-free service delivery in a prescribed time frame. The States are trying to change public perception about police functioning by adopting various community policing initiatives. The computerisation of the entire police department and bringing all its services to one point reduces common man's contact with the Government officials, identified as the point of corruption. Police Station is the first point of interface between police and public. Police Station delivers most of the related citizen-centric services. For instance, Punjab has successfully institutionalized SAANJH Kendras as centres for delivery of services. It provides most of the police related services under Right to Service Act, 2011. These centers also claim to have delivered 99 percent services within the prescribed time limit.

Taking clues from the findings of the study and peoples' dissatisfaction with the working of the police at many courses directs a need to upgrade the traditional service delivery mechanism by the police. An institution which can provide hassle-free and clean service delivery, and people-friendly policing will be a good initiative. Any such model should however be socially and geographically inclusive.

## VII LAND RELATED SERVICES

Haryana is predominantly an agrarian state known for its resourceful contribution in the agricultural production of the country. Given its all-pervasive agrarian social order, the significance of land-related services provided by the government can hardly be over-emphasized. Hence, this chapter is on peoples' satisfaction with land-related services. Such services include those offered by land and revenue department, agriculture department, credit cooperatives, marketing agencies, veterinary and gram panchayats.

### I. Land

**Table 7.1 Division and Location-wise Ownership of Agricultural Land**

Location	Urban					Rural				
Do you own agriculture land	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	20	32	28	40	120	385	374	249	314	1322
%	8.0	12.8	11.2	16.0	12.0	74.0	71.9	47.9	60.4	63.6
No	230	218	222	210	880	135	146	271	206	758
%	92.0	87.2	88.8	84.0	88.0	26.0	28.1	52.1	39.6	36.4
Total	250	250	250	250	1000	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 7.1 indicates that majority of rural respondents (63.6 percent) have agricultural land than their urban (12 percent) counterparts. Those who affirmed to own agricultural land but staying in urban localities had their land located in rural areas only.

The majority of land owners were recorded highest in the Ambala division where 74 percent rural and 16 percent from Rohtak Urban affirmed to own agricultural land. In Hisar division the situation was bit different with only 47 percent rural respondents and 11.20 percent urban respondents reported to have owned agricultural land. Further, the size of the agricultural land is discussed in table 7.2 below.

**Table 7.2 Division and Location-wise Size-wise Ownership of Agricultural Land**

Location	Urban					Rural				
If yes, how much	Ambala	Gurgaon	Hisar	Rohtak	Total	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>1 or less than 1 Acre</b>	-	-	1	1	2	51	40	22	36	149
%	-	-	3.6	2.5	1.7	13.2	10.7	8.8	11.5	11.3
<b>2-5 Acres</b>	13	23	10	30	76	250	204	74	180	708
%	65.0	71.9	35.7	75.0	63.3	64.9	54.5	29.7	57.3	53.6
<b>6-10 Acres</b>	7	1	12	7	27	76	118	51	82	327
%	35.0	3.1	42.9	17.5	22.5	19.7	31.6	20.5	26.1	24.7
<b>10-20 Acres</b>	-	8	5	2	15	6	10	31	16	63
%	-	25.0	17.9	5.0	12.5	1.6	2.7	12.4	5.1	4.8
<b>Above 20 Acres</b>	-	-	-	-	-	2	2	71	-	75
%	-	-	-	-	-	0.5	0.5	28.5	-	5.7
<b>Total</b>	20	32	28	40	120	385	374	249	314	1322
%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 7.2 signifies that the average land holding of the respondents was not very large as majority of 53.6 percent rural and 63.3 urban respondents reported to own between 2 acres to 5 acres of land. In this category, the percentage was recorded high in the Rohtak division where 75 percent urban and 57.3 percent rural respondents reported to own 2 to 5 acres of land holdings. Similarly, 24.7 percent rural and 22.5 percent urban respondents acknowledged owning the land of size between 6 to 10 acres. The percentage of the respondents who owned between 10 to 20 acres was very minimal, very few respondents of Rohtak and Gurgaon division affirmed about it. Further, it can also be seen in the above table that the people who owned the land of size above twenty acres were merely 5.7 percent. The percentage was recorded high in Hisar division with 28.5 percent respondents affirmed to own more than 20 acres of land.

**Table 7.3 Division-wise Sources of Irrigation for Agricultural Land of the Respondents**

	Division				
<b>Tubewell</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
<b>Yes</b>	372	359	115	258	1104
<b>%</b>	91.9	88.4	41.5	72.9	76.6
<b>No</b>	33	47	162	96	338
<b>%</b>	8.1	11.6	58.5	27.1	23.4
<b>Total</b>	405	406	277	354	1442
<b>%</b>	100.0	100.0	100.0	100.0	100.0
	Division				
<b>Canal</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
<b>Yes</b>	55	22	205	223	505
<b>%</b>	13.6	5.4	74.0	63.0	35.0
<b>No</b>	350	384	72	131	937
<b>%</b>	86.4	94.6	26.0	37.0	65.0
<b>Total</b>	405	406	277	354	1442
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Nearly 76.6 percent respondents who owned agricultural land mentioned tubewell as the only source of irrigation. The percentage of tubewell based irrigation by the respondents was recorded high in Ambala division where close to 91 percent respondents owning the agricultural land affirmed it. Similarly, 88.4 percent respondents from Gurgaon division and 72.9 percent respondents from Rohtak division affirmed high percentage of tubewell based irrigation. Besides tubewell based irrigation, 35 percent respondents also reported use of canal water as a source of irrigation. Canal irrigation was recorded high amongst the respondents from Hisar (74 percent) and Rohtak (63 percent) division. In this regard, problems faced by the respondents in irrigating their agricultural land are discussed below in table 7.4.

**Table 7.4 Division-wise Problems Specified Related to Irrigation of Land**

	Division				
Problems	Ambala	Gurgaon	Hisar	Rohtak	Total
Limited power supply	5	58	11	24	98
%	20.8	65.2	30.6	55.8	51.0
Low pressure	-	-	13	3	16
%	-	-	36.1	7.0	8.3
Water level dries in summer	19	15	9	6	49
%	79.2	16.9	25.0	14.0	25.5
No supply from irrigation department	-	11	3	4	18
%	-	12.4	8.3	9.3	9.4
No canal	-	5	-	6	11
%	-	5.6	-	14.0	5.7
Total	24	89	36	43	192
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 7.4 shows that more than 51 percent respondents reported to have faced the problem of limited power supply. The percentage of such respondents was recorded high in Gurgaon division where 65.2 percent respondents who owned the agricultural land expressed their distress in this regard followed by 55.8 percent respondents from Rohtak division. A vast majority (79.2 percent) respondents from Ambala division reported decreased ground water level in Summer resulting difficulties for those who were dependent on it for irrigation purpose. Few respondents also reported the problem of inadequate water supply from irrigation department and lack of canal system in their region.

**Table 7.5 Division-wise Problems faced in Marketing of Farm Produce**

	Division				
Food grains	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	103	21	28	13	165
%	25.4	5.2	10.1	3.7	11.4
No	302	385	249	341	1277
%	74.6	94.8	89.9	96.3	88.6
Total	405	406	277	354	1442
%	100.0	100.0	100.0	100.0	100.0
	Division				
Sugarcane	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	63	22	13	8	106
%	15.6	5.4	4.7	2.3	7.4
No	342	384	264	346	1336
%	84.4	94.6	95.3	97.7	92.6
Total	405	406	277	354	1442
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

The majority of farmers in the State are producing foodgrains along with sugarcane. Table 7.5 indicates that few respondents who produced food grains like paddy, rice etc. and related grains faced problems in marketing of their farm produce. The percentage was recorded high in Ambala division where 25.4 percent respondents expressed their dissatisfaction in this regard. The similar concern was raised by some 7.4 percent respondents pertaining to the marketing of sugarcane. The problems pertaining to the marketing of farm produce is discussed in table 7.6 below.

**Table 7.6 Division wise Types of Problems faced while Selling the Produce**

Types of Problems	Division				Total
	Ambala	Gurgaon	Hisar	Rohtak	
<b>Paid less against weight</b>	34	6	25	3	68
%	32.7	26.1	78.1	23.1	39.5
<b>Long waiting period [In relation with sugarcane]</b>	32	9	7	4	52
%	30.8	39.1	21.9	30.8	30.2
<b>Late payment</b>	1	-	-	1	2
%	1.0	-	-	7.7	1.2
<b>Support price is less</b>	37	8	-	5	50
%	35.6	34.8	-	38.5	29.1
<b>Total</b>	104	23	32	13	172
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 7.6 indicates that 39.5 percent respondents have reported that they were paid less against the weight of the produce sold to the respective agency. This problem was recorded highest in Hisar division where 78.1 percent respondents expressed their dissatisfaction against this, followed by Ambala division where 32.7 percent respondents reported the same. The second problem reported by the farmers was of less support price, opined by 29.1 percent respondents. It was reported by close to 35 percent respondents from all the division except Hisar where none of the respondent reported it. Many farmers expressed their dissatisfaction pertaining to the less support price.

The Sugarcane farmers reported the problem of long waiting period in the sugar mills and market. This waiting period dehydrates the sugarcane later affecting the weight and quality of the produce making considerable losses to the farmers. This problem was reported high by the respondents from Gurgaon (39.1 percent), Ambala (30.8 percent), and Rohtak (30.8 percent) respondents. Few respondents also reported the incidences of late payment as well.

## II. Revenue

Fard and Inteqal are very essential documents for every farmer and these documents are used for various purposes while issuing loans, subsidies and other financial as well as administrative services. Table 7.7 shows percentage of respondents who availed services like Fard and Inteqal from the department.

**Table 7.7 Division-wise classification of responses who availed services (Fard and Inteqal) from Land and Revenue Department**

	Division				
Those who avail any sort of service from Land and Revenue Department	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	371	357	253	291	1272
%	91.6	87.9	91.3	82.2	88.2
No	34	49	24	63	170
%	8.4	12.1	8.7	17.8	11.8
Total	405	406	277	354	1442
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Close to 88 percent respondents who owned agricultural land affirmed to have approached the department for availing the above mentioned services. Further, it was necessary to ascertain the perception of satisfaction pertaining to services discharged by the Land and Revenue Department officials in this regard as discussed in table 7.8 below.

**Table 7.8 Division-wise Perception of Satisfaction Pertaining to the Services Provided by the Land and Revenue Department**

Satisfaction	Division				Total
	Ambala	Gurgaon	Hisar	Rohtak	
Satisfied	296	122	210	283	911
%	79.8	34.2	83.0	97.3	71.6
Dissatisfied	75	235	43	8	361
%	20.2	65.8	17.0	2.7	28.4
Total	371	357	253	291	1272
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

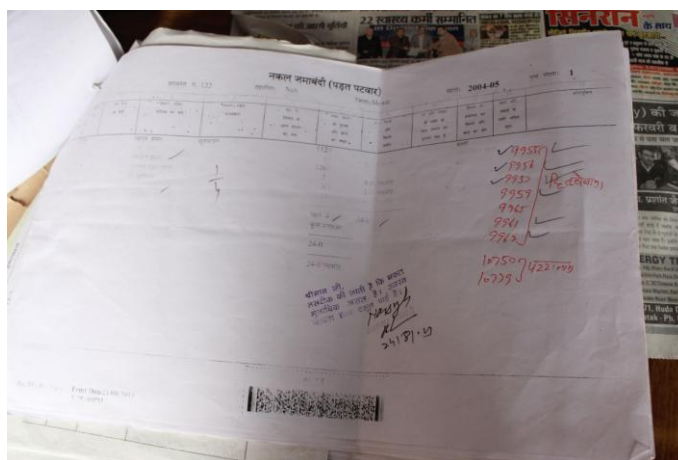
Table 7.8 indicates that majority of the respondents (71.6 percent) who approached the Land and Revenue Department for availing the services expressed their satisfaction in this regard. On the contrary, the percentage of dissatisfied respondents was recorded 28.4 percent. The percentage of dissatisfaction was recorded highest (65.8 percent respondents) in Gurgaon division followed by Ambala division where close to 20 percent of them expressed their dissatisfaction pertaining to the services rendered by the Land and Revenue Department. It is pertinent to ascertain the reasons of dissatisfaction in this regard which are discussed in table 7.9.

**Table 7.9 Division-wise Reason of Dissatisfaction Expressed by those who were not Satisfied with the Services Rendered by the Land and Revenue Department**

	Division				
Reasons of Dissatisfaction	Ambala	Gurgaon	Hisar	Rohtak	Total
Bribe paid to Patwari	75	235	39	8	357
%	100.0	100.0	90.7	100.0	98.9
Patwarkhana not in village	-	-	4	-	4
%	-	-	9.3	-	1.1
Total	75	235	43	8	361
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Table 7.9 indicates that majority of respondents who expressed their dissatisfaction pertaining to the services rendered by Land and Revenue Department affirmed to have paid bribe to the Patwari to get their work done. Fewer (1.1 percent) respondents also reported that the Patwarkhana was not in the village which caused difficulty to them.



*Image 7.1 - Digitally signed nakal attested by Patwari*





Image 7.2



Image 7.3

Poorly maintained computerised office, Tehsil Nagina, Mewat [Nuh]

### III. Agriculture

**Table 7.10 Division-wise Distribution of Respondents who Approached Agriculture Department for any Service**

	Division				
Approached	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	391	311	221	287	1210
%	96.5	76.6	79.8	81.1	83.9
No	14	95	56	67	232
%	3.5	23.4	20.2	18.9	16.1
Total	405	406	277	354	1442
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1442 respondents who owned agriculture land, a significant 1210 (83.9 percent) respondents had approached Agriculture Department to avail the services rendered by it. Among those who contacted the Agriculture Department, majority of respondents from Ambala division (96.5 percent) contacted it followed by respondents from Rohtak, Hisar and Gurgaon divisions. On the other hand, nearly 16.1 percent of them never contacted Agriculture Department for any purpose. The respondents who never contacted the department either had

small landholdings or they were not so much aware about various schemes run by the department. They suggested that the schemes which were beneficial for the farmers must be publicized in a manner that all the information must reach to the end user. A few of them expressed their opinion that the open market is easily accessible and they always had choice to choose among different products.

**Table 7.11 Division-wise reasons for approaching Agriculture Department**

Reasons	Division				
If yes, mention the services	Ambala	Gurgaon	Hisar	Rohtak	Total
For subsidy and information about various schemes	389	266	158	175	988
%	99.5	85.5	71.5	61.0	81.7
For seeds, pesticides, and fertilizers	2	45	63	112	222
%	0.5	14.5	28.5	39.0	18.3
<b>Total</b>	391	311	221	287	1210
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1210 respondents who had approached Agriculture Department, majority 988 (81.7 percent) respondents contacted it to avail subsidies and to get information about various schemes which may be beneficial for them. Ambala division topped the list with maximum number of respondents availing subsidies and information about various schemes. The remaining 222 (18.3 percent) approached the department to get seeds, pesticides and fertilizers. Among these, 39 percent respondents from Rohtak division top the list with merely 0.5 percent respondents from Ambala division appeared as least. It was observed while conducting the fieldwork that more respondents from urban areas contacted Agriculture Department for subsidies and other information while respondents from the rural areas approached the department more for seeds and pesticides.

**Table 7.12 Division-wise Number of Respondents who faced Problem while Receiving the Services from Agricultural Department**

	Division				
Problem faced	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	162	236	30	16	444
<b>%</b>	41.4	75.9	13.6	5.6	36.7
<b>No</b>	229	75	191	271	766
<b>%</b>	58.6	24.1	86.4	94.4	63.3

<b>Total</b>	391	311	221	287	1210
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1210 respondents who approached Agriculture Department for any service, more than one-third (36.7 percent) respondents told that they experienced difficulty while receiving subsidy. Three-fourth (75.9 percent) of the respondents from Gurgaon reported to have faced problem while availing services from the department followed by Ambala (41.4 percent), respondents from Hisar (13.6 percent) and Rohtak (5.6 percent) faced the problems least while receiving the services.

**Table 7.13 Division-wise Specification of Problems**

	<b>Division</b>				
<b>If yes, specify problems?</b>	<b>Ambala</b>	<b>Gurgaon</b>	<b>Hisar</b>	<b>Rohtak</b>	<b>Total</b>
<b>Corrupt Practices</b>	151	217	17	11	396
<b>%</b>	93.2	91.9	56.7	68.8	89.2
<b>Agro machinery/products are too expensive even after subsidy</b>	11	19	13	5	48
<b>%</b>	6.8	8.1	43.3	31.3	10.8
<b>Total</b>	162	236	30	16	444
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 444 respondents who experienced difficulty while receiving the services, a majority of them (89.2 percent) specified the prevailing corrupt practices in the Agriculture Department. It was cited more by the respondents belonging to Ambala division (93.2 percent) followed by those from Gurgaon division (91.9 percent). Some respondents from the rural areas of Gurgaon reported that one has to pay 10 percent of the total subsidy in advance to the official concerned or face unmerited delay. The rest 10.8 percent reported that the agro-machinery/equipments as well as other products were too expensive even after the subsidy. This was cited more by the respondents from Hisar (43.3 percent) followed by Rohtak division (31.3 percent). It was observed that the farmers from Hisar and Rohtak division, which contribute significantly to the total food grain produce in Haryana, were more worried about the expensive equipments and related products than those who belonged to Ambala and Gurgaon division who rather talked more about corruption. They also told that similar products which were equally good were available in the market at a much cheaper price.

#### IV. Credit

**Table 7.14 Division-wise Respondents Availing Farm Credit from different Sources  
(Nationalized Banks, Co-operative Banks and other Non-formal Institutions)**

	Division				
Those who take farm credit from different sources	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	396	356	250	241	1243
<b>%</b>	97.8	87.7	90.3	68.1	86.2
<b>No</b>	9	50	27	113	199
<b>%</b>	2.2	12.3	9.7	31.9	13.8
<b>Total</b>	405	406	277	354	1442
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

When asked about the source of credit, out of 1442 respondents (who owned agricultural land), 1243 (86.2 percent) respondents told that they had taken credit from various sources. Maximum number of respondents who had taken credit belonged to Ambala division (97.8 percent) and the least from Rohtak division (68.1 percent). It was observed that taking credit from the non-formal institutions like- commission agents, traders, partners etc., was the first choice of cultivators; Co-operative Banks being second; Nationalized Banks as third choice. When probed, it was reported that to avoid long delays and documentary process they found non-formal institutions more prompt even if the rate of interest was higher.

**Table 7.15 Division-wise Perception of Satisfaction of Borrowers Pertaining to the Terms and Conditions of Farm Credit Agreement**

	Division				
Are you satisfied with the terms and conditions of credit?	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	206	190	164	95	655
<b>%</b>	52.0	53.4	65.6	39.4	52.7
<b>No</b>	190	166	86	146	588
<b>%</b>	48.0	46.6	34.4	60.6	47.3
<b>Total</b>	396	356	250	241	1243
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1243 total respondents who had taken credit from any source, 588 (47.3 percent) of them told that they were not satisfied with the terms and conditions of credit. 60.6 percent respondents from Rohtak division reported that they were not satisfied with the terms and conditions of credit.

**Table 7.16 Division-wise Reasons of Dissatisfaction with Terms and Conditions of Farm Credit Agencies**

	Division				
If No, why?	Ambala	Gurgaon	Hisar	Rohtak	Total
High interest rate	12	42	68	23	145
%	6.3	25.3	79.1	15.8	24.7
Non professional methods of recovery	178	124	18	123	443
%	93.7	74.7	20.9	84.2	75.3
Total	190	166	86	146	588
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Among 588 respondents who showed dissatisfaction towards the terms and conditions of credit, a majority three-fourth (75.3 percent) of them were not satisfied with the methods of recovery. In this category, respondents from Ambala top the list with 93.7 percent who gave such response. The rest quarter of them mentioned high interest rate as biggest reason for their dissatisfaction. It was highly mentioned by 79.1 percent respondents from the Hisar division.

## V. Veterinary

As veterinary services are mainly availed in rural areas, the study has focused only on the rural areas in this regard.

**Table 7.17 Division-wise Availability of Veterinary Unit in Village (Rural Area)**

	Division				
Is there a veterinary unit in your village?	Ambala	Gurgaon	Hisar	Rohtak	Total
Yes	356	322	463	342	1483
%	68.5	61.9	89.0	65.8	71.3
No	164	198	57	178	597
%	31.5	38.1	11.0	34.2	28.7
Total	520	520	520	520	2080
%	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 2080 rural respondents, 1483 (71.3 percent) respondents told that there was a veterinary unit in their village. However, 28.7 percent of them told that there was no veterinary unit available at the village level.

**Table 7.18 Division-wise Level of Satisfaction Pertaining to the Veterinary Services (Rural Area)**

	Division				
If yes, are you satisfied with its services?	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	42	91	362	252	747
<b>%</b>	11.8	28.3	78.2	73.7	50.4
<b>No</b>	314	231	101	90	736
<b>%</b>	88.2	71.7	21.8	26.3	49.6
<b>Total</b>	356	322	463	342	1483
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Among those who reported to have veterinary unit in their respective villages, 50.4 percent of them told that they were satisfied with the services being provided by it, while a close proportion of them (49.6 percent) were dissatisfied with the delivery of services by these veterinary units. While probing reasons for their dissatisfaction, a majority informed that the doctors at the veterinary units were never available. Further they told that in case they were available, there were hardly any medicines or vaccines available. It was observed that non-availability of the veterinary unit/doctor/vaccines, the respondents end up either calling a private veterinary doctor or transporting cattle to the nearby town. 88.2 percent respondents from Ambala division showed dissatisfaction followed by Gurgaon, Rohtak and Hisar division.

## VI. Gram Panchayat

### Level of Satisfaction

**Table 7.19 Division-wise Level of Satisfaction with the Functioning of the Gram Panchayat (Rural Area)**

	Division				
Are you satisfied with the services delivered by the Gram panchayat?	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Yes</b>	259	105	276	222	862
<b>%</b>	49.8	20.2	53.1	42.7	41.4
<b>No</b>	261	415	244	298	1218
<b>%</b>	50.2	79.8	46.9	57.3	58.6
<b>Total</b>	520	520	520	520	2080
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Taking exclusively the rural respondents i.e. 2080 who lived in villages, 1218 (58.6 percent) of them reported that they were not satisfied with the services delivered by their respective Gram Panchayat. On the contrary, however, 41.4 percent of them were satisfied. Taking note of the division wise picture, 79.8 percent respondents from Gurgaon division seem most dissatisfied with working of their respective Gram Panchayat in comparison to other divisions. Among highly satisfied (53.1 percent) were the respondents from Hisar division.

### Reasons for Dissatisfaction

**Table 7.20 Division wise Reasons of dissatisfaction pertaining to functioning of Gram Panchayats (Rural Area)**

	Division				
If No, why?	Ambala	Gurgaon	Hisar	Rohtak	Total
<b>Gram Panchayats are inefficient</b>	251	332	181	218	982
<b>%</b>	96.2	80.0	74.2	73.2	80.6
<b>Corruption</b>	1	58	22	67	148
<b>%</b>	0.4	14.0	9.0	22.5	12.2
<b>Discrimination on caste basis</b>	9	25	41	13	88
<b>%</b>	3.4	6.0	16.8	4.4	7.2
<b>Total</b>	261	415	244	298	1218
<b>%</b>	100.0	100.0	100.0	100.0	100.0

Source: IDC Survey, 2014.

Out of 1218 respondents who were not satisfied with the working of their respective Gram Panchayats gave three major reasons for their dissatisfaction. A majority 80.6 percent of them reported that the existing Gram Panchayats were inefficient and do not work in an effective manner. They told that Panchayats had failed to provide basic facilities to the people and rendered inefficient administration. Some of them also complained that no complaint was entertained in the Gram Sabha. The respondents from Ambala (96.2 percent) topped the list followed by Gurgaon, Hisar and Rohtak divisions. Nearly 12.2 percent cited corruption as the second major problem leading to dissatisfaction. They further explained that the chosen leaders had divided the village according to the villagers' affiliation to political parties. 22.5 percent respondents from Rohtak division followed by those who belonged to Gurgaon division (14 percent) mentioned corruption as the biggest hurdle in the functioning of Panchayats. A small proportion (7.2 percent) told that Panchayats discriminate on the basis of caste while rendering services. They informed that no step is taken for the welfare of BPL/poor families and they were the ignored lot. 16.8 percent respondents from Hisar topped the list among others in this regard.



## CONCLUSION

The study was conducted to assess peoples' satisfaction with public services delivered by the Government of Haryana. These services included basic utilities like water and electricity; public amenities like roads and transport, sanitary and health care services; civic services like issuance of ration card, pension card, birth and death registration certificates, driving licence etc.; police and related services. The study represents people's perception towards the above mentioned services. After analysing the above mentioned services on the parameters of 1) the availability of services, 2) effectiveness of the service delivery mechanism and 3) efficiency of the staff in the concerned department, besides focusing on the level of satisfaction and corruption in these departments. In this regard the deductions of every service are mentioned herewith.

### Main Findings

#### I. BASIC UTILITIES: WATER AND ELECTRICITY

##### a. Water

**Availability** – In Haryana 92.7 percent urban respondent as well as 76.78 percent rural respondents affirmed the availability of domestic water connections. The poor state of availability was recorded in Mewat region both at urban and rural region where citizens have expressed their anguish intensely and reported various water related health issues.

**Quality of Water Supply and Service** – Contaminated water was a common problem mainly reported by rural respondents (10.7 percent) and found prominent in all seasons. In urban areas especially, the respondents of ward no 11-15 of district Jhajjar reported that contaminated water supply received in their household was caused by the mixture of sewerage water and drinking water pipeline running in parallel and has several leakages at same locations. This issue was strongly registered by the respondents from Jhajjar urban localities. The enormity of poor quality of water was multifold in the Mewat region followed by poor availability of water at rural as well as urban localities in all season. Some respondents also expressed their concern pertaining to contaminated water supply. They also performed litmus test for acidity and reported about the colour of water being yellow or dark pale, mostly.

**Grievance-Redressal and Staff Conduct** – Close to 50 percent respondents expressed their dissatisfaction pertaining to the grievance-redressal. Most of the respondents from the urban localities reported on the water bill being inflated and expressed their anguish

regarding the poor quality of water and poor service received. Most of the respondents from urban localities of district Panchkula, Hisar, Gurgaon and Rohtak expressed their concern about unavailability of online payment facility for hassle-free payment of their water bills like electricity bills.

While reporting about the grievance-redressal mechanism, respondents from rural region reported the problem of unavailability of officials at the water works station. The situation was worse because in most of the water works stations, the staff was hired on contractual basis. Many citizens reported their satisfaction pertaining to the staff conduct except in Gurgaon and Mewat region which reported low level of satisfaction where 61.8 percent respondents reported harsh behavior and non cordial approach of the officials. Though water is a fundamental need, some of the respondents reported on corruption pertaining to repair work and related services.

**Suggestions** – Adequate availability of water supply can be supported along with the quality maintenance of the pipeline to ensure good quality of drinking water. For urban population, the online payment facility along with grievance-redressal; a portal for payment of water bills can bring hassle free payment facility and register their grievances and get the status of complaints as well.

## **b. Electricity**

**Availability** – During field study it was observed that ample amount of domestic electricity connections were available across rural (94.09 percent) and urban (98.3 percent) localities with good scope for improving the 100 percent availability across the state.

About the availability some of the unique cases were registered in district Hisar where 19.8 percent respondents of Hisar division (the households of village Kharampur and Siswal) reported that their regular domestic connection was connected to non domestic source causing huge difficulty of inadequate electricity supply in their households.

## **Quality of Electricity Supply and Service**

It was observed that majority of the rural sector intensely expressed their distress about the poor availability of electricity supply and in urban localities such as Hisar, Sirsa, Jhajjar and Mewat, similar problems were echoed by the respondents.

The situation of power supply was worst in non domestic connections where the electricity supply was hardly available for 6-8 hours a day causing difficulties for farmers for performing

their agricultural routine. The Industrial sector was also found unhappy about the frequent power cuts of longer duration badly affecting the production line.

**Grievance-Redressal and Staff Conduct** – 65.1 percent urban respondents and 85.2 percent rural respondents remained dissatisfied about grievance-redressal mechanism pertaining to poor electricity supply. People from rural localities were hugely distressed on receiving the inflated bills and some of them disconnected the connection because they could not pay the amount quoted in the faulty/inflated bill. The similar situation was also recorded in urban locations where 86 percent respondents expressed their distress pertaining to the problem of inflated bill.

A great level of anguish was observed about the grievance redressal mechanism as most of the respondents reported that their grievances remained unheard and unresolved. This caused a huge problem for billing section where these kinds of complains were commonly heard. Further, some of the respondents also affirmed about the incidences of corruption pertaining to billing, repairing and related services.

**Suggestions** – The maintenance of electrical infrastructure was quite poor in the state especially about the safety and security measures which were not adopted while installing electrical infrastructure such as high tension cables, wires, poles, capacitors etc. In the state, it was commonly observed that while installing electrical units and gadgets safety measures were bypassed, causing severe threats to the lives of citizens and such incidences were reported in districts of Jhajjar and Rohtak, where the electrical infrastructure was poorly maintained.

Apart from infrastructure, it was commonly observed that at some places the meters were installed on the nearby electric pole of the households making the electronic meter and its components vulnerable to high temperature (Last high temperature recorded in Haryana was 46 degree) and cold waves of winter and rains. This has increased problems of faulty meters across the state and can be confirmed from the above observations as well.

The demand of the electricity was not fulfilled and only availability/generation of electricity can ensure uninterrupted power supply supported by quality maintenance to reduce transmission and commercial losses.

Necessary training pertaining to the safety measures while installation of electrical establishment can help to build safe and quality electrical infrastructure and sensitise the officials about its importance; and can further avoid accidents.

## **II. PUBLIC AMENITIES: ROADS AND TRANSPORT, SANITARY AND HEALTH CARE SERVICES**

### **a. Roads**

**Availability** – Some of the rural respondents did not have necessary and metalled roads connecting to the areas where they live. Majority of the urban respondents have affirmed the availability of network of metalled roads, however, it was contradictory situation in the rural areas where some of the villages barely have approach roads to their village.

**Quality of Roads and related services** – Pertaining to the quality of roads, majority of rural as well as urban respondents expressed their anguish with the poor condition of roads. More respondents from Rohtak and Hisar division expressed dissatisfaction over the poor quality of roads as well as poor quality of service (repair and maintenance). Some urban respondents also mentioned problems like cattle menace, parking problem etc.

**Grievance Redressal and Staff Conduct** – Most of the rural respondents reported that the local authorities do not resolve the issues raised by respondents pertaining to the quality of roads. Similar situation was also recorded in urban localities as well. The respondents living in the periphery of cities and villages reported that none of the official accept their requests and do not take necessary action.

### **b. Street Lights**

Some of the respondents reported non-availability of street lights in their respective localities. Many of those who affirmed the availability of street lights also expressed dissatisfaction pertaining to the poor maintenance and functioning of street lights. Theft of lamps and poor maintenance of street lights were the reasons cited by many of them.

### **c. Transport**

**Availability** – Most of the respondents reported that their localities were not well connected by the public transport. The availability of bus service in rural areas was found less as in some of the villages the frequency was barely one bus of state transport service arriving in a day.

**Quality of Transport Services** – Most of the respondents remained dissatisfied with the quality of transport service (condition of buses, bus stops/stands) and quality of service (cleanliness, frequency and punctuality of buses). Some urban respondents from Hisar and Rohtak also expressed their concern regarding safety of women and girls because of over crowding.

**Quality of Bus Stands/Stops** – Most of the rural respondents expressed their distress regarding inconvenience caused by buses that do not stop at villages due to unavailability of bus stops. The poor maintenance and lack of public hygiene services at bus stands was another major issue raised by the rural as well as urban respondents. Mostly women respondents expressed their distress caused because of it.

**Grievance Redressal and Staff Conduct** – Most of the people were satisfied with the staff's conduct except some of the rural respondents who reported the incidences of harsh behavior by the transport staff. Many urban respondents complained non availability of time tables at bus stands and unavailability of staff at information counters.

**Suggestions** – The frequency of the public transport buses can be increased to ensure good connectivity across rural as well as urban localities. This can reduce the problem of over crowding and ensure safe transportation conditions to all citizens, especially women and girls.

#### **d. Hygiene and Sanitation facility**

**Availability** – The garbage collection was properly done in most of the urban locations with certain exceptions in some wards, but it was at all not provided in the villages. However, some of the progressive farmers and other villagers were dumping the generated household waste and agro waste in the pit at farmland and utilized it as organic fertilizer.

Further, it was shocking to see that at most of the urban locations the segregation of garbage was not done into wet and dry garbage causing huge problem of fire in various dumping yards because of the process of fermentation and rotting of garbage. None of the Municipal Corporation across the state found promoting the importance of segregation of household garbage into dry and wet. The pile of unattended garbage was a common site in rural areas.

**Sanitation** - During fieldwork it was observed that in urban localities the concrete drain lines were laid and mostly they were covered but on the contrary the picture looked bizarre in rural context where approximately 95 percent rural respondents reported to have open drain lines and not even concrete drain lines causing difficulties to the natives. Most of the villages face problem of water logging due to irregular cleaning of drain lines. The poor maintenance was also one of the major concerns expressed by most of the urban as well as rural respondents. This caused several health issues such as communicable diseases etc.

#### **e. Health facility**

**Availability** – The situation pertaining to the fundamental service of health was recorded in poor state due to lack of availability of basic health establishments; primary as well as community health centres. The poor availability of well equipped health centers in the rural areas was the major rationale of dissatisfaction expressed by the respondents.

**Quality of Health Service** - Among those who mentioned availability of Health Sub Centre in their village remained dissatisfied due to poor availability of doctors, supporting staff and stock of medicines and vaccines. The poor availability of Gynecologist in rural areas was of a great concern expressed by many female respondents in rural areas. The lack of clinical laboratories and equipments such as X ray and C T Scan machines was also reported by the respondents imposing them to visit the district for required treatments and check up.

**Grievance Redressal and Staff Conduct** - A vast majority (87.7 percent) of the respondents were not satisfied with the grievance redressal pertaining to health care facilities. Overall, 64.4 percent of the respondents were not satisfied with the functioning of the public health establishments.

### **III. CIVIC SERVICES**

#### **a. Ration Card**

Overall, the availability of ration cards was good in the state as 94.6 percent rural and 95 percent urban respondents acknowledged the possession of ration cards. However, there still was a need to improve and focus upon the issuance procedure in a more effective and citizen-friendly manner. The biggest problem cited by most of the respondents to get the ration card was corruption. Most of them told that it was lack of an effective implementation of the said procedures. The delay in issuance (upto two years) was also mentioned by many. Besides this irregular distribution, substandard products, not receiving entitled foodgrains and overpricing also needs to be checked.

#### **b. Pension Card**

Nearly 2.8 percent rural and 1.3 percent urban respondents were pension card holders. Mainly three categories were recorded – senior citizen [vridhavastha pension], physically challenged and widow pension. Some of them reported the incidences of corruption during the application and verification procedure of the pension card.

### **c. Birth and Death Registration Certificate**

Tedious documentation and procedural delay was cited as the major problem by those who have applied for any of the three, i.e., birth, death or senior citizens certificates. Fewer respondents also hinted at the incidences of corruption causing dissatisfaction among them. Steps can be taken to reduce the documentation and citizens' interaction with the officials to avoid chances of corruption.

### **d. Driving Licence**

Total 57.7 percent of the respondents have acknowledged the possession of driving licence. Out of those who had it, many among them reported that the process was a hassle and reported the incidences of corruption at various levels of interaction with the officials.

### **e. Caste Certificate**

Out of 1175 respondents who belonged to SC and OBC categories, 935 (79.5 percent) respondents, from both urban and rural areas, informed that they had caste certificates. About 19 percent urban and 14.3 percent rural respondents reported that they faced problem in getting their caste certificates. 89.5 percent told that the process to get caste certificate was cumbersome and 10.5 percent mentioned that they had bribed the officials to get their work done.

### **f. E-Governance**

Out of total, a large number of respondents (66.2 percent) both from rural and urban areas were found to be aware about the existence of e-Disha Centres. 71.8 percent urban and 63.5 percent rural respondents were aware about its existence. 36.5 percent rural and 28.2 percent urban respondents were still unaware about the e-Disha Centres and services provided therein. Among listed, many of them were still not provided at e-Disha Centres.

## **IV. Police Services**

42.1 percent respondents from both urban and rural areas came into contact with the police for one or the other reason. People contacted police mainly for matters pertaining to security, service and violation of rules. Many of them told that they had an unpleasant experience dealing with the police. More people were dissatisfied with the delivery of security-related services than those by civic services. Relatively more than one-third of the respondents agreed to have paid bribe to the police to get their work done. Close to three-fourth of the

respondents were satisfied with the overall police service. The rest of them opined that police should be reformed and made accountable to the public.

## **V. Land-Related Services**

**Availability** – Complimenting to the agrarian state 46.8 respondents from both urban and rural areas have affirmed to own agricultural land. 76.6 percent respondents acknowledged tubewell and 35 percent respondents affirmed Canals as a source of irrigation for their agricultural land. Further to cater the needs of the farmers to get land records and who are mainly located in the rural localities, Government has established e-Disha centres and Patwari offices in almost every village of the state with certain exception of some villages. Good availability of the centres and offices were recorded across all the divisions. Various services are rendered by the Land and Revenue department in Haryana, like issuing of Nakal, Fard, Integal to cater the needs of citizens.

**Quality of Service Delivery** – In terms of irrigation many of the respondents expressed their distress pertaining to restricted irrigation or sometimes no irrigation to their land caused because of the limited power supply, drying up of ground water in summer and limited water supply by the irrigation department. The problem was sensed in a major way in the Gurgaon and Rohtak division and certain areas of Sirsa district (adjacent to the Rajasthan border) of Hisar Division. Further, many of the respondents also reported the issues while marketing their produce, majority of the respondents who owns the agricultural land expressed their distress majorly for the problem of less payment in lieu of weight as the biggest problem. Majority of sugarcane farmer respondents reported that they had to wait for a long time to sell the sugarcane causing dehydration of the sugarcane and loss to them because of reduced weight. Similarly, respondents who were farmers echoed the problems pertaining to the marketing of food grains in the grain market and to receive payment against the sold produce.

A significant proportion of them contacted agriculture department to receive subsidies followed by purchase of seeds, pesticides and fertilizers also faced the problems pertaining to tedious procedures, administrative delays, etc.

More respondents chose Co-operative banks to take credit and reported frequent incidences of corruption while applying and disbursing of the loan, otherwise faced delayed processing and disbursement of the loan causing difficulty for farming their land.

**Grievance-Redressal and Staff Conduct** – Pertaining to the marketing of Food grains and sugarcane very few respondents were aware about whom to approach. About the services of



the Land and Revenue department most of the rural respondents who have approached the department in connection with various services expressed their dissatisfaction pertaining to poor grievance redressal mechanism practiced by the department. Many of the respondents also mentioned the non cordial behavior of the staff causing delay for their work for which they have approached the department. Some of the respondents also mentioned about the incidences of corruption.

#### **a. Veterinary**

**Availability** - A vast majority of the rural respondents told about the availability of veterinary unit in their respective villages.

**Quality of Service** – Pertaining to the various veterinary services rendered through these units for the betterment of cattle such as vaccination, medicinal support and routine health check up and in certain establishments breeding facility and surgical support, if required. Nearly half of them mentioned that they were satisfied with the functioning of the unit and the rest half were dissatisfied by the way they function. The respondents who were dissatisfied mentioned that neither the doctor nor medicines were available at the veterinary unit when approached causing difficulties to transport their cattle to nearby villages for check and vaccination purpose and purchase medicines from private medical doctors.

#### **b. Gram Panchayat**

**Availability** – Gram Panchayat was available in most of the villages except some; in this case these villages were affiliated to the gram panchayat of adjacent village.

**Quality of Service** – Gram Panchayat discharges various duties for the welfare of the citizens. In this regard, nearly 59 percent of the rural respondents were not satisfied with the services provided by the Gram Panchayat. A majority of them showed dissatisfaction over its functioning. Two-third rural respondents mentioned lack of accessibility as the key reason for dissatisfaction with their respective Gram Panchayats. Most of the respondents also expressed their distress about the functioning of the Gram Panchayats as they feel that Panchayats could not provide basic facilities to the people and rendered inefficient administration. In some of the villages of Hisar and Rohtak, few of the respondents also mentioned the incidences of caste discrimination while discharging the services.

**Grievance Redressal and Staff Conduct** – Many of the respondents across the divisions mentioned about the poor grievance redressal mechanism as gram sabha was not a regular phenomenon where the respondents from their respective village can discuss their issues with

the village authorities. Many of the respondents, especially women, expressed their distress that their problems were not discussed and resolved; issues pertaining to the public hygiene and sanitation facilities were poorly maintained.

**Suggestions** – Many of the Gram Panchayats do not have firm source of income to execute administration efficiently, restraining those villages from comprehensive development. It is pertinent to provide steady sources of income especially to the small panchayats so as the standard of the village life can be escalated. It is also important to understand that tax collection from the villagers was a major challenge in front of the Gram Panchayat officials of some villages, certain guidelines can be provided in this regards.

### **Highlights of All services**

Comparing services on the basis of availability of the infrastructure, service delivery and staff conduct, 'key areas' were found where the problem actually persisted. For instance, it was found that:

- *Coverage of a Majority of services was wide but quality of service delivery was poor;*
- *The service was delivered to the public but they were not satisfied with it's quality and the procedures involved therein; and,*
- Many respondents were of the opinion that the staff conduct was not citizen friendly. *Non-friendly behavior of the staff literally fails the objective of the existence of public service institutions.*

#### **a. Equal Access to the Services**

- Most of the services were accessible to the people with variations in the coverage and infrastructure, quality of supplies, quality of service delivery and staff conduct;
- Steps can be taken to ensure coverage which must be socially and demographically inclusive; and,
- Local bodies can also take suggestions from the people by forming community groups which includes people from different levels of castes and class to note their specific needs and make delivery of services effective.

#### **b. Status of the Grievance-Redressal Mechanism**

- Respondents were dissatisfied with the existing grievance redressal mechanism. They reported that even after complaints, their plight was never responded seriously;

- The departments can ensure an effective grievance redressal mechanism and make sure that their complaints be heard and the issue solved in a suitable manner; and,
- The complainants can also be informed through mobile messaging services and web support to keep them updated.

#### **c. Satisfaction with the Online Services**

- Majority of the urban respondents were dissatisfied with it and expressed need to have online bill payment system to avoid long queues and delay in payments;
- It is pertinent to have all the information and procedures available online. Steps can be taken to promote citizen-friendly convenient ways to reduce level of dissatisfaction; and,
- Such a transparent and hassle-free system can help fulfilling the trust deficit.

#### **d. Suggestions to Improve Service Delivery**

- Though all the services had necessary infrastructure available but there is a need to focus more on ensuring after-availability supplies and providing quality services;
- All the citizen-centric services can be made available to people through a single window system;
- Merely providing infrastructure doesn't solve the purpose. The integrity and etiquette of the staff and their conduct also needs to be sensitised as one of the significant aspect of good governance; and,
- Quality training and induction programs can be of a great help.