APPENDIX – I

OLD AGE PENSION/PHYSICALLY HANDICAPPED PENSION/ DESTITUTE WIDOW PENSION BENEFICIARIES

1. Name of the Beneficiary:

2. Name of the Father/ Husband/Wife/Mother:

3. Age:

4. Sex:
   1=Male, 2=Female

5. Marital Status:
   1=Married  2=Unmarried 3=Widow 4=Divorce 5=deserted

6. No of Household Members:
   1=1,2=2,3=3-4,4=5-8,5=8 and Above.

7. Caste:
   1=SC,2=ST,3=OBC,4=others.

8. Religion:1=Hindu,2=Muslim,3=Christain,4=Jain,5=Budhist.

9. Level of Education:
   1=Illiterate, 2=Primary,3=Higher Primary, 4=PUC, 5=Degree, 6=Other

10. Present Occupation:
    1=Cooli,2=Domestic work, 3=Nothing, 4=Begging, 5=Others

11. Land holding Details:(In Acres and Guntas)

12. Housing:
    1=No house,2=Hut,3= Country Tile house,4=Mangalore tiled house,5=RCC,

13. Who are the  Dependents living with you:
    1=Husband/Wife
    2=Daughter/Son
    3=Grand Children
    4=The above

14. Are you dependent on your family?
    1=Yes, 2=No
17. Are you alone in your home?
   1=Yes, 2=No

15. Do you hold any Ration Card?
   1=Anthodaya, 2=Akshaya BPL, 3=APL card, 4=None

16. Which Pension Benefit are you getting?
   1=Old Age Pension, 2=Destitute Pension, 3=Physical Handicapped Pension

17. How did you come to know this Scheme?
   1=Other Beneficaries
   2=Village Leaders
   3=Officials

18. Did you find any difficulties getting the application?
   1=Yes, 2=No

19. How much did you spend for the Application?

20. Do you spend for getting the other records?
   1=Yes, 2=No
   If yes, how much did you spend?

21. Where did you submit your application?
   1=Village leader
   2=Village Accountant
   3=Nemmadi Kendra
   4=Taluk Office
   5=By Post

22. Did anybody Accompanied you while filing the application?
   1=Yes, 2=No

23. Did you entrust this work to any body?
   1=Yes, 2=No
   If yes to whom?
   1=Agent
   2=Village leader
   3=Revenue Official
   4=Local people
24. How much you spend for them?(In Rs.)
   1=Nothing, 2=100,  3=200-300,  4=400,  5=500, 6=500-1000, 
25. How did you get this money?
   1=Savings, 2=from Cooli,  
   3=Loan, 4=of the Family Members
26. Are you aware of NEMMADI Kendras functioning in Taluk office and Hobali Centres? 
   1=Yes, 2=No
27. Did you submit the Application to the NEMMADI Kendra without anybody’s help? 
   1=Yes, 2=No
28. How much did you pay for registering the application? (In Rs.)
28(A). How many times did you visit the NEMMADI Kendra after finalize your application?
29. After how many days did you receive the sanction order? 
   1=1month, 2=2months, 3=3months, 4=4months, 5=5months, 6=6months.
30. Do you think that your work was done easily through the Nemmadi Kendra? 
   1=Yes, 2=No

(Common to OAP, PHP and DWP Beneficiaries)

For Physical Handicapped Beneficiaries
31. Since when are you receiving the benefit? 
32. What is the kind of disability you have?  
   1=Blind, 2=Locomotor, 3=Deaf, 4=Mentally retarded
33. What is the percentage of disability? 
   1=40% and above  2=75% and above
34. How did it happened? 
   1=by birth, 2=accident, 3=epidemic disease

For Destitute Widow Pensioners
35. When did your husband die (year)? 
36. What was the cause of death? 
   1=natural, 2=unnatural, 3=accident, 4=do not know
37. Is your destitution due to death of your husband?  
   1=Yes  2=No

38. What is your family status  
   1=Joint family,  2=Separate

(From here common to OAP, DWP and PHP beneficiaries)

39. Is the amount enough to maintain your life?  
   1=Yes  2=No

40. Do you spend yourself/Your children from out of this facility?  
   1=Yes  2=No

41. Do you make any saving out of this Facility?  
   1=Yes  2=No

42. If yes how much ?( In Rs.)

43. Do you wish to be separated from family?

44. Do you have a card of NREGS? BPL card? Member of Self Help Group(Streeshakthi)?  
   1=Yes  2=No

45. How many times you had visit to obtain the sanction order?  
   1=Nada Kacheri,2= Taluk Office, 3= Village accountant,  
   4=Revenue Inspectors Office

46. Did you face any problem during your visits to the offices, and at the time of application?  
   1=Castism,2=Gender,3=Bribe, 4=All the three

47. Did any body troubled at the time of sanction?  
   1=Yes  2=No

48. Did the office personnel treat you courteously while sanction the order?  
   1=Yes  2=No

49. Are you satisfied with the Taluk office/Nemmadi Kendra for getting your Pension?  
   1=Yes  2=No

50. Are you getting the pension regularly?  
   1=Yes  2=No

51. What was the pension amount received by you last month?

52. How much do you pay to the pension who disburses pension to you?

53. If yes, Why do you pay them?  
   1=Voluntarily,2=by force,3= for fear,4=for unknown reason
54. Do you generally received the pension delayed?
   1=No delay, 2=Always, 3=Some times
55. Have you opened a Savings account to receive the pension?
   1=Yes 2=No
56. Do you have to pay while drawing the amount from your account?
   1=Yes 2=No
57. Why are you paying?
   1= fear of stopping the pension, 2= Voluntarily
58. Do you want any alternative arrangements in place of payment?
   1=Yes 2=No
   If yes, please intimate:
59. What are your suggestions to over the problems?
   1
   2
   3
60. How were your member of the family treating you earlier to your getting the pension?
   1=Neglect, 2=Satisfactory, 3=treated well, 4=Carelessly
61. How did they treat your after you obtaining the pension?
62. Do you give your pension to your family?
   1=Yes 2=No
63. How do you give them?
   1=happly, 2=out of fear, 3=obligation
64. Do you want to live away from your family?
   1=Yes 2=No
65. How is your health?
   1=Good, 2= Satisfactory, 3=Not Good,
66. Do you go to Government hospital for treatment?
   1=Yes 2=No
   If yes, do you spent any money?
67. If No, Do you go to private Hospital?
   1=Yes 2=No
   What is the source of meeting this expenditure?
   1=Old Age Pension, 2=Other Income
68. Do you seek any body’s assistance for your day to day needs?
   Source of Assistance:
   1=Husband/Wife, 2=Children, 3= Relatives, 4= Paid assistances, 5= Other

69. Who helps you to get treatment?
   1= Own, 2= Childrens, 3= Relatives, 4= Free treatment, 5= Others

70. How do you manage to get the food every day?
   1= Regular food from the family, 2= from charity institutions, 3= from outside the home, 4= other

71. Are you happy with the quality of the food you are getting?
   1= Satisfied, 2= Not satisfied, 3= Require improvement,

72. Are You able to meet you food requirement out of the pension you receive?
   1= Yes 2= No

73. How you were managing earlier?
   1= Dependent on family, 2= Begging, 3= Neighbors help

74. If the amount is not sufficient how do you meet your other requirements?
   1= By earning, 2= family Help, 3= begging, 4= others

75. Do you spend the Entire pension every month?
   1= Yes 2= No

76. What do you spend it for?
   1= food, 2= Clothing, 3= other needs.

77. Who meets your other expenditures?
   1= Self, 2= family, 3= Relatives, 4= Friends, 5= Nobody.

   If additional you requires, How much you need extra? In Rs.?
   1= Yes 2= No

78. Annual Income?

79. What was your annual income earlier to this benefit? (in Rs.)

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Occupation</th>
<th>Sources of Income</th>
<th>Regular</th>
<th>Uncertain</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agriculture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Daily Wages</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Business</td>
<td></td>
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<td>4</td>
<td>Dairying</td>
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<td>5</td>
<td>Handicraft</td>
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<tr>
<td>6</td>
<td>Begging</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Others</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
80. Is this pension Sufficient to meet your basic needs?

1=Sufficient
2=Not Sufficient
3=Need more

81. If you are solely Independent on the pension amount and not sufficient how much do you expect more? (in Rs.)

82. What is a better arrangement to take care of your welfare?

1=Cash, 2=separate Care arrangement,

83. What is your position in your family after this pension?

1=Social status improved, 2=Care me with respect and love

84. Do your family members take you seriously while taking decision in the home?

1=Yes 2=No

85. Does your children treat you with respect after you got the pension?

1=Yes 2=No

86. If no why do they not caring you respect and love?

87. Do You think that your social status has improved after you received the pension?

1=Yes 2=No
APPENDIX – II

QUESTIONNAIRE FOR
NATIONAL FAMILY BENEFIT SCHEME BENEFICIARIES

1. Name of the Beneficiary:

2. Name of father/mother/husband:

3. Name of the head of the family:

4. Village:

5. Taluk:

6. Age:

7. Sex: 1=Male, 2=Female

8. Marital Status: 1=Married, 2=Unmarried

9. Caste: Category: 1=SC, 2=ST, 3=Backward Class, 4=Others

10. Religion: 1=Hindu, 2=Muslim, 3=Christian, 4=Jain, 5=Buddhist

11. Education Level: 00/1/8/7

12. Housing: 1/0?

13. Occupation: 1?

   1=Yes, 2=No

15. Who is your head of the household now?
   1=Father, 2=Mother, 3=Husband, 4=Wife, 5=Son, 6=Daughter, 7=Self.

16. What is your source of income?
   1=Agriculture
   2=Agricultural labourer
   3=Handicrafts
   4=others.

17. What was the annual income of your head of the household at the time of his/her death? (in Rs.)
18. What was the age at the time of death of the Head of the household?

19. What was the cause of death?
   1=Natural, 2=Unnatural, 3=Accident, 4=Do not know

20. Did you cremate soon after the death?
   1=On the same day, 2=Next day, 3=Third day


22. How did you meet the expenses?
   1=Self, 2=Friends, 3=Relatives, 4=Loan, 5=From Government source.

23. Are you in joint family or nuclear family?
   1=Undivided family, 2=Nuclear family

24. How did you come to know of the National Family Benefit Fund Scheme?
   1=Media, 2=Revenue officials, 3=Village leaders, 4=Other Beneficiaries

25. Do you know what are the eligibility criteria to get this benefit?
   1=Yes, 2=No

26. When did you apply?(Date)

27. When was it sanctioned? (Date)

28. What is date you received the amount under this Scheme?

29. When did you get the cash on hand?

30. Did you find it difficult to get the application?
   1=Yes, 2=No

31. Where did you get the application?
   1=From the Taluk office
   2=From private vendor

32. Did you spend money to get the relevant documents? if so, how much?

33. Who helped you to get the certificate?
   1=Relatives, 2=Beneficiaries, 3=Village leaders, 4=Nobody

34. Where did you file the application first?
   1=Village leaders, 2=Village Accountant, 3=Taluk office, 4=Post office

35. How many times did you go to the following offices before you get the fund?
   1=Nada Kacheri
   2=Taluk office
   3=Village Accountants office
   4=Revenue Inspector’s office
36. How much did you spend to get the sanction? in Rs.

37. Did the officials treat you well in the course of your work?
   1=Yes, 2=No

38. Did you entrust this work to any body to get it done?
   1= Yes, 2=No
   If yes, whom did you entrust?
   1=Agent, 2=Officials, 3=Leaders, 4=Relatives, 5=Neighbours

39. Did any body deliberately troubled you in the course of this sanction?
   1=Yes, 2=No
   If yes, who troubled you?
   1=Village leaders, 2=Officers, 3=Nobody

40. Did you receive the amount at right time?
   1=Yes, 2=No

41. Who helped you most in the offices to get the funds released? and why do you remember them?
   1=village Accountant, 2=Revenue Inspector 3=Tahasildar, 4=Village leader, 5=Community leader

42. What suggestions have you to give to overcome the difficulties?

43. Do you want any other arrangements in place of cash?
   1=Yes, 2=No
   If yes, what kind of help do you expect?

44. How much cash did you receive from this benefit? In Rs.

45. Are you aware the amount of benefit is Rs. 10000/-?
   1=Yes, 2=No

46. What did you do with the amount which you have received?
   1=To perform death ceremony, 2=To carry on the routine life, 3=To clear the loan, 4=Loan, 5=Savings account

47. In how many days did you spend the whole amount?

48. Has this assistance was of any use?
   1=Yes, 2=No

49. What changes have you seen after the sanction of amount?
   1=Better identity, 2=Better treatment, 3=Self confidence, 4=Self reliance
APPENDIX – III

ELIGIBLE CASES OF OLD AGE PENSION/ PHYSICALLY HANDICAPPED PENSION/DESTITUTE WIDOW PENSION/ DEPRIVED OR LEFT OUT FROM SOCIAL ASSISTANCE

1. Name of the Beneficiary:

2. Name of the Father/Husband/Wife/Mother:

3. Age:

4. Sex:
   1-Male  2-Female

5. Marital Status:
   1=Married  2=Unmarried  3=Widow  4=Divorce  5=Deserted

6. No. of Household Members:
   1=1  2=2  3=3-4  4=5-8,  5=8 and above.

7. Caste:
   1=Sc.  2=St,  3=OBC,  4=others.

8. Religion:
   1=Hindu,  2=Muslim,  3=Christian,  4=Jain,  5=others.

9. Level of Education:
   1=Illiterate,  2=Primary,  3=Higher Primary,  4=PUC,  5=Degree,  6=other

10. Present Occupation:
   1=Cooli,  2=Domestic work,  3=nothing,  4=begging,  5=others

11. Land holding details: (In Acres and Guntas)
12. Housing:

1=No house, 2=Hut, 3=Country Tile house, 4=Mangalore tiled House, 5=RCC

13. Since when are you residing in this address:

14. Whom are you dependent upon?

1=Husband 2=Wife 3=Son 4=Daughter 5=Grand Children 6=All

15. If you are dependent, are you living alone?

1=yes 2=No

16. Do you possess any of the cards

1=Anthodaya, 2=Akshaya BPL, 3=APL card, 4= None

17. Have you applied from old age pension, Sandya Suraksha, Destitute widows pension on physically handicapped pension?

1=Yes 2=No

18. Why didn’t you apply?

19. If applied which pension did you apply?

1=Old Age Pension, 2=Destitute Widow Pension, 3=Physical Handicapped Pension

20. How did you come to know this Scheme?

1=Other Beneficiaries, 2=Village Leaders, 3=Officials

21. Who helped you get the application?

1= Village Accountant, 2=Village Leader, 3=Other Beneficiaries

22. Did you find any difficulties getting the application?

1=Yes, 2=No

23. How much did you spend for the Application?

24. Did you spend for getting the other records?

1=Yes, 2=No
25. Where did you submit your application?

1= Village leader, 2= Village Accountant, 3=Nemmadi Kendra, 4= Taluk Office, 5=By Post.

26. Did anybody Accompanied you while filing the application?

1=Yes, 2=No
27. Did you entrust this work to any body?

1=Yes, 2=No
If yes to whom?
1=Agent, 2=Village leader, 3=Revenue Official, 4=Local people.

28. How much you spend for them? (In Rs.)

1=Nothing, 2=100, 3=200-300, 4=400, 5=500, 6=500-1000, 7=1000-2000, 8=Above 2000.

29. How did you get this money?

1=Savings, 2=from Cooli, 3=Loan, 4=of the Family Members

30. Are you aware of NEMMADI Kendras functioning in Taluk office and Hobali Centres?

1=Yes, 2=No.

31. Did you submit the Application to the Nemmadi Kendra without anybody’s help?

1=Yes, 2=No

32. Did the officials registered your application immediately?

1=Yes, 2=No

33. How much did you pay for registering the application? (In Rs.)

34. When you applied what was your annual income?

<table>
<thead>
<tr>
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<td>7.</td>
<td>Others</td>
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</tr>
</tbody>
</table>
35. Have you received any written endorsement that from Taluk office/Nemmadi Kendra? Why your application is not considered for sanction?

1=Yes, 2=No

36. Do you know why the Taluk Officials have not sanctioned?

37. Whether your village leaders or officers did not help to get the sanction order?

1=Leaders did not get it done, 2=Officials did not get it done, 3=Nobody showed interest.

38. Whether anybody else has been receiving the assistance whose socio-economic condition is as yours.

1=Yes, 2=No

39. If they are getting how did they manage to get?

40. Do you also wish to try as they did?

1=Yes, 2=No

41. Are there any more people in your village whose socio-economic condition is like yours?

1=Yes, 2=No

42. If yes how many are there please mention?

1.
2.
3.
4.
5.
6.

43. If you are still interested to make one more attempt what is method do you employ?
44. Do you know there are cases who are economically well off have been sanctioned the pension?
   1=Yes, 2=No, 3=I do not know, 4=I will not tell

45. If yes how many such cases are there?

(Common to OAP, PHP and DWP)

PHYSICALLY HANDICAPPED PENSION BENEFICIARIES ONLY

46. What is the kind of disability your have?
   1=Blind, 2=Physical, 3=Deaf, 4=Mentally Retarded

47. What is percentage of disability?
   1=40% and more, 2=75% and more.

48. Is it by birth?
   1=Yes, 2=No

49. Since whom are you physically handicapped?

50. How did it occur?

DESTITUTE WIDOW PENSION BENEFICIARIES ONLY

51. When did your husband die? (year)

52. What was the cause of death?
   1=Yes, 2=No

53. Is your destitution because your husband died deserted?
   1=Joint Family, 2= Separated

54. How were you living when your husband died?
   1=Joint Family, 2= Separated

55. Are you dependent on your children to lead your life?
   1=Yes, 2=No
APPENDIX – IV

QUESTIONNAIRE FOR
PROGRAMME IMPLEMENTING OFFICIALS AND AUTHORITIES

1. Name:

2. Designation:

3. How many years of experience in the process of sanction of Old Age Pension, Physically Handicapped Pension, Destitute Widows Pension, and National Family Benefit Scheme

4. Have you understood all these programmes?
   1=Fully, 2=To some extent, 3=Do not know.

5. What is your role in the implementation of social security programmes, i.e., OAP, PHP, DWP and family Benefit Fund?
   1=Receiving the application, 2=Enquiry, 3=Reporting, 4=Verification, 5=Sanction

6. Do you visit the residence of the applicant for enquiry?
   1=Yes, 2=No

7. Do you issue notice for them to appear in your office?
   1=Yes, 2=No

8. Do you elicit information directly from the applicant?
   1=Yes, 2=No

9. If yes, do you collect necessary documents from them?
   1=Yes, 2=No

10. If not, do you collect from their:-
    1=Members of the family, 2=Neighbours, 3=Village leaders.

11. What is the period of time required by you to process your portion of responsibility?
    1=1 Week, 2=2 Weeks, 3=3 Weeks, 4=Indefinite.

12. Do you dispose of all the applications you receive during the month or not?
    1=Yes, 2=Some only, 3=No

13. How many days do you require to enquire and report for the applications you receive through Nemmadi Kendra?
    1=1 or 2 days, 2=With in a week, 3=2 weeks, 4=Cannot say.
14. What are the problems you are facing in the villages while implementing of these social security programmes?

1. 

2. 

3. 

15. Have you thought of any improvement in processing the social security applications? If yes, please give your suggestions?

16. Where is it most delayed in the process of grant of assistance?
1=Our office, 2=Taluk office, 3=Treasury.

17. Has it came to your notice that the middlemen take money from the beneficiaries before the sanction of the benefit?
1=Yes, 2=No.

18. Have you noticed that certain staff taking money from the beneficiaries before the sanction of the benefit?
1=Yes, 2=No.

19. Is there any target fixed by your superior officers for disposing of the applications?
1=Yes, 2=No.

20. Do you show any special interest to dispose of the applications?
1=Yes, 2=No.

21. If yes, why do you show special interest?
1=Compassion 2=Duty 3=Because of pressure

22. Normally who pressurises you to sanction the assistance?
1=Official superior, 2=Political leaders, 3=Nobody.

23. Generally, where is the process of sanction delayed?
1=For want of documents, 2=In the lower offices, 3=Taluk office.

24. Has it came to your notice that many ineligible persons are receiving the pension?
1=Yes, 2=No, 3=Some cases.

25. What action have you taken in such to the cases?
1=Cancellation 2=Bring them to the knowledge of official superiors 3=Nothing.

26. In the process of sanction
1=It take more time to reach me
2=Time is required to reach the more authority to sanction.
27. Do you think of any changes to the eligibility criteria of the programme?
   1=Yes, 2=No.

   If yes, please mention them.

28. Are there any cases which are eligible and not yet granted?
   1=Yes 2=No.

29. What are the reasons for missing them?
   1=Not applying, 2=Not aware, 3=Political, 4=Accidental, 5=Don’t know.

30. Whether the present system of processing of application is appropriate? Or there is need for changes? If yes, what changes do you suggest please mention.
   1=
   2=
   3=

31. Is there any need to decentralise the authority to sanction the assistance?
   1=Yes, 2=No.

   If yes, who should be given the power to sanction?
   1=Revenue Inspector, 2=Gramapanchayat.

32. Whether the schemes like OAP, PHP, and DWP continue in the present form of implementation?
   1=The Government only.
   2=Through other alternate system.
   3=Through NGOs.

33. Do you think all the cases you have recommended have been sanctioned?
   1=Yes, 2=No.

35. What is the time required for the order to reach the beneficiary?

36. Have you ever voluntarily identified and extended the benefit for those who are eligible?
   1=Yes, 2=No.

37. Have you helped such poor people who did not know how to make application?
   1=Yes, 2=No.

38. Do you expect the applicant to furnish all the required documents?
   1=Yes, 2=No

39. What do you do with the incomplete application?
   1=Reject, 2=Obtain the information.
40. Are the applicants aware of the criteria to be fulfilled by them?
   1=Yes,   2=No.

41. Do you personally intimate the applicant regarding sanction / rejection
   1=Yes,   2=No.

   Do you have any regular system to intimate them about the fate of the application?
   1=By post, 2=In person, 3=Letter, 4=None

42. Is your office fully equipped to implement the schemes?
   1=Yes,   2=No.

43. What is your opinion about the delegation of power to sanction these programs to grampanchayats/ local institutions?
   1=Transfer these necessary   2=Not desirable

44. Have you thought of any better way of implementation?
   1=Yes,   2=No.

   If yes, please mention the methods of implementation

45. Do the beneficiaries express their application for the work you have done?
   1=Yes,   2=No.

46. Whether your work is being regularly revived by your higher officers?
   1=Yes,   2=No.

   If yes, whether it is : 1=Every month, 2=Once in two months, 3=Uncertain

47. Do you have pressure from political side?
   1=Yes,   2=No.

48. Do you consider the cases requested/referred by the political leaders?
   1=Yes,   2=No.

48A If yes, why do you consider their request?

49. Normally, what kind of cases do they recommend for sanction and pressurise you?
   1. All cases which are eligible
   2. ineligible cases
   3. Both kind of cases

50. Do you generally receive eligible cases?
   1=Yes,   2=No.

51. Before the launch of these programmes did the State or Central Government conducted any survey to identify the beneficiaries?
   1=Yes,   2=No.
52. Did you process the application only after the applicants approached you?
   1=Yes, 2=No.

53. Are you supplied with sufficient quantity of stationary required from your office to
discharge your duties and responsibilities?
   1=Yes, 2=No.

54. Are your travel expenses are regularly being met by Taluk office to perform your duties?
   1=Yes, 2=No.

55. If it is no, how did you meet the expenditure?
   1. Own source
   2. Beneficiaries
   3. Government
   4. Applicants spend

56. What are the common complaints received from the beneficiaries?
   1=
   2=
   3=

57. Are you aware that the beneficiaries have misused the scheme?
   1=Yes, 2=No

   If yes, for what purpose?
   1. For Traveling
   2. Lending
   3. Expenditure on unnecessary things.

58. Have you devised any method to identify the newly eligible cases?
   1=Yes, 2=No

   If Yes, how do you come to know
   1. Through Grama sahayaka
   2. Through political leaders
   3. only after they apply.

59. Do women and men meet you without any fear?
   1=Yes 2=No

60. Do you consider BPL card as the basis to sanction the benefit?
   1=Yes, 2=No

61. Do you undertake regular verification of the beneficiaries in your jurisdiction?
   1=Yes, 2=No

   Do you give a certificate of living for all the beneficiaries?
   1=To all those who ask for.
   2=For all
62. Among them how many cases are found to be economically sound?

63. What is the percentage of the beneficiaries you conduct verification?

64. What do you report to the Taluk office after you conduct the verification /enquiry annually?

65. Whether the work of the beneficiaries are done quickly through Nemmadi kendra?  
   1=Yes, 2=No

66. If it is no, what are the reasons for delay? What is a better method? Please give suggestions.
   1.
   2.
   3.
APPENDIX – V

QUESTIONNAIRE FOR
POST OFFICE OFFICIALS: POST MASTER/POSTMAN

1. Name & Designation:

2. What is your total service:

3. Since when are you working in the present place?

4. How many villages come under your jurisdiction?

5. What are the names of the village?

6. What is the distance of villages from your post office?

7. Do you disburse OAP, DWP, PHP?

8. If yes, in a month what is the no. of pensions to disburse?

9. Do you pay the pension going to the doorstep of the beneficiaries?

10. If no where do you pay?

   1= My office only
   2= In the Presence of Superior officers
   3= Calling all the pensioners to one place.

11. Do you receive the pension amount of all the three social security schemes?

12. Does the amount reach you on a definite date?

13. If yes, when.

   1=First week
   2=Second week
   3=Third week
   4= Last week of the month

14. Do you distribute the pension on the day you receive the amount?

   1=Yes     2=No
15. If not, after how many days do you start disbursing?
   1. After one day
   2. After two days
   3. After three days
   4. After four days
   5. After five days

16. Every month do you have the arrangement of informing the beneficiaries in advance?
   1=Yes  2=No

17. If yes what is the mode?
   1=Telephone,  2=Mobile,  3=Through Villagers

18. Do you disburse on a specific date in a month?
   1=Yes  2=No

19. What do you do if the beneficiaries is not available during your visit?

20. Do you inform the members of the household to come to your office to receive the pension?
   1=Yes  2=No

21. What is the number of social security pension amount do you disburse in a day? In Rs.

22. How many beneficiaries to you pay?

23. Generally what is the amount you pay to each beneficiary? In Rs.

24. Is it true that you make payment once in two months?

25. If yes why do you pay once in two months?

26. What is your mode of transport when you go to villages?
   1-By walk  2=Bicycle  3=Motor cycle/Scooter  4=By bus

27. How you made payments to PHP beneficiaries?

28. If beneficiaries are reported to be dead what do you do?
   1=Report the death,  2=No reporting,  3=Pay the family members
29. Do you face any problems for payment?
   1=Yes  2=No

30. If yes, what are the problems?

31. Do the beneficiaries count the payment made by you?

32. What is the tips paid by each of the beneficiary when you make payment?

33. Do they give you voluntarily?

34. Otherwise, do you deduct the amount from the pension?

35. If yes what is the amount? (in Rs.)

36. Are the beneficiaries happy with this manner of payment?

37. If they are not happy why?

38. The beneficiaries say that you deduct Rs. 20 out of Rs. 400 and Rs.40 out Rs.800 and some people deduct more Rs.50 and give the remaining pension to them what do you say?

39. Do you think the manner in which you are paying is correct?

40. If no, what changes do you suggest?

41. Whether the beneficiaries have opened SB Account in post office?

42. What is the number of such SB Accounts in your post office?

43. If no why have they have not opened SB Account?

44. Why have they opened the account?
   1-Security  2=Savings  3=Pressure  4=No need to draw every month

45. Is it compulsory that you insist on two witnesses for the beneficiaries who cannot sign?
APPENDIX – VI

QUESTIONNAIRE FOR VILLAGE LEADERS (GRAMA PANCHAYATI LEADERS/POLITICAL LEADER/OTHER LEADERS)

1. Name:

2. Age:

3. Sex: Male/Female:

4. What organization to you represent?
   1=Political Party, 2=Gram Panchayati, 3=Taluk Panchayati, 4=Co-operative Society, 5=Other NGOs, 6=Community Leaders, 7=None

5. Details of the post:

6. Are you aware of the Old Age Pension/Physically Handicapped Pension/Destitute Widow Pension/National Family Benefit Programmes?
   1=Yes, 2=No

7. These schemes are dealt in which Department?
   1=Revenue Dept., 2=Panchayati, 3=Don’t know

8. Where did you come to know of these Programmes?
   1=Officers, 2=Beneficiaries, 3=News Papers

9. Has anybody approached you seeking help for applying for these schemes?
   1=Yes, 2=No

10. What class of people contacted you?
    1=Educated, 2=Illiterate, 3=Both

11. What kind of assistance did you extend?
    1=Provide application, 2=Fill the application, 3=Meet the concerned officers, 4=When the pension is not received.

12. What for did you help them?
    1=Their welfare, 2=Political purpose.

13. Did you spend money from your pocket to apply?
    1=Yes, 2=No

14. If yes, how much did you spend for each application? In Rs.

15. Did you take the applicants along with you to the Nemmadi Kendra?
    1=Yes, 2=No
16. If yes, how many times did you take them there?

17. Did you take the applicants along to Taluk office?
   1=Yes, 2=No

18. If yes, how many times did you take them there?

19. Who met the charges for to and fro?
   1=Self, 2=Applicant

20. How is the processing of application through the Nemmadi Kendra?
   1=Better than earlier, 2=Not so active

21. Are the action taken faster and transparent after the Nemmadi Kendras are established?
   1=Yes, 2=No

22. If it is no, do you think the earlier procedure of making application directly to Taluk office is better to get the sanction for the schemes?
   1=Yes, 2=No

23. After the pension is sanctioned to the beneficiaries, what do you expect from them?
   1=Money, 2=Political gain, 3=Gratitude

24. Are the beneficiaries helped by these schemes?
   1=Yes, 2=No

25. Do you think the pension amount is sufficient to meet their basic needs?
   1=Sufficient, 2=Not sufficient

26. If it is not sufficient what changes are required?
   1=Enhancement of pension, 2=Provide the basic needs

27. Are the present schemes appropriate?
   1=Satisfactory, 2=Good, 3=Very good, 4=Not suitable

28. Do the beneficiaries bring complaints before you?
   1=Not receiving the sanction order, 2=Not receiving the pension timely
   3=Stopping of pension, 4=For all the three reasons, 5=No

29. Has it come to your knowledge that, the beneficiaries misusing the schemes?
   1=Yes, 2=No

30. Have you noticed even ineligible people have managed to get the benefit?
   1=Yes, 2=No
   If Yes, who is responsible?
   1=false statement of applicant
   2=Officers not noticing the criteria properly
   3=Owing to political influence
   4=Do not know
31. Is it appropriate to entrusting these schemes to any other organization?  
   1=Gram panchayati or  
   2=Non Governmental organization?  

32. If yes, why it should be transferred?  
   1=Political profit, 2=Properly identify the beneficiaries,  
   3=Better management  

33. Is it desirable to entrust these schemes to be handled by the charitable institutions or Non Government Organization?  
   1=Yes, 2=No  

34. What are the deficiencies in the present set up?  
   1=Delaying by the officials, 2=Not properly identifying the beneficiaries.  

35. What are the other assistance you extend to the beneficiaries?  
   1=Taking them to hospital when they are sick  
   2=Providing food  
   3=Providing work  

36. Whether all the eligible persons of your village have been sanctioned the social assistance?  
   If no what is the reason?  
   1=Not properly identifying, 2=Not applying by the people  
   3=Rejection by the Taluk office, 4=Do not know the reason  

37. Present system of receiving the pension is correct?  
   1=Post Office, 2=Bank, 3=Money order