

# Facilitating Access to Social Protection Schemes & Services from Government for Factory workers and community members through Unified Help Desk

## *A Concept Note*

### **About Organization**

Swasti was established as a non-profit society in 2002 with a vision to enhance the wellbeing of marginalised communities. The society was set up by a group of committed professionals who envisioned an organization that would make a difference in public health. To achieve its goal of empowering people and communities, particularly the poor and marginalised, Swasti operates through its various thematic areas of expertise such as Health Systems Strengthening, Sexual and Reproductive Health and Right including prevention of HIV, Life Skill Development, Gender Based Violence, Social Protection for the marginalised, Water, Sanitation and Hygiene.

The communities that benefit through Swasti's endeavours in public health include rural poor and marginalised, urban poor and marginalised, workforce in formal settings (factory workers, health workers), vulnerable children and at risk adolescents and women - to violence/HIV and key affected populations to HIV (Women in Sex Work, Men who have Sex with Men, Transgender, People Who Inject Drugs and People Living with HIV/AIDS). Swasti also caters to the needs of vulnerable children and adolescents by providing them linkages to education, vocational training and employment opportunities.

### **Background**

Despite a plethora of well-designed welfare schemes from the Government and large presence of government functionaries at all levels, the benefits of the schemes do not reach the vulnerable poor and their families including factory workers. The reasons of these are many: ignorance, lack of information/ awareness, illiteracy, guidance, errors of exclusion and inclusion of beneficiaries, corruption, middle men, vested interests, lack of enforcement of legislative provisions etc. At implementation levels, government officials are also not popularizing these schemes due to various practical reasons.

### **Unified Help Desk- Our proposed solution**

#### *One desk... Many services...*

UHD is a one stop solution for all the needs of families from low income families. It intends to bridge the gap between demand and supply created because of lack of information, and inefficient delivery mechanism, by using an innovative approach that builds human resources and uses technology as an enabling mechanism to facilitate access to government schemes and benefits families in the areas of financial

security, livelihood, health and education. The UHD is a medium to provide a number of services that includes social protection, financial security and other welfare schemes and facilities

**Project Title:** Lives Enhanced by facilitating Government Schemes through Unified Help Desk for factory workers and their family members.

**Project description:** By establishing Unified Help Desk, we propose to facilitate access to legal services, social entitlements, financial services and other schemes from the Government and other stakeholders.

**Target Group**

- Community Members who are economically backward in the proposed project location
- Factory workers and their families

**Project objectives:**

This project aims to facilitate access to legal, social financial security services & livelihood schemes as well as other government services through a unique approach of establishing a unified help desk. Around Rs. 1 crores values of welfare benefits would be received by the target group through this project facilitation.

**Specific objectives**

1. Stimulate awareness on various social protection schemes and services among the target group
2. Assist and facilitate access to social protection schemes, services & facilities from Government and other stakeholders
3. Sensitizing Government and other stakeholders for effective facilitation of schemes and services
4. Develop champions in the factory and within communities in the field, and establishing functional systems and mechanism to continue the work beyond the project period

**Intervention strategies & Key activities**

We propose 3A intervention strategies for this project

Strategies	Description
<b>Awareness</b>	Awareness creation is the first and crucial component of the proposed project which aims at educating and sensitizing communities rights, duties and relevant schemes and services from Government and other stakeholders
<b>Access</b>	Access to social entitlements & relevant schemes/services is one of the key interventions to combat poverty and other related issues. This project facilitates access to social entitlements for targeted families in

	project locations from Government and other stakeholders
<b>Positive influence on policy makers (Advocacy)</b>	Positively influencing Government, Civil Society and Corporate Sector, as required, on the rights, entitlements and needs of the marginalized communities is planned. Activities carried out will not be one-time meetings; but will involve sustained engagement and follow up.

**Key activities**

Key activities to be carried out as part of the proposed project are as below

- Preparatory works
- Setting up the help desk
- Demand generation
- Facilitating access to services
- Linkages with stakeholders & UHD management

**Anticipated outcomes of the Project**

**WORKERS**

- Factory workers and families are aware of all relevant schemes and services from the Government and other stakeholders
- At least one scheme per individual will be facilitated through Help Desk based on needs and eligibility
- Individuals who have accessed schemes and services, receive benefits (timely and appropriately)
- Functional mechanism in place to provide factory workers and their families friendly critical social protection and financial security facilitation services

**FACTORY**

- Increased ownership among employees towards to factory might contribute towards improved retention, reduced absenteeism, improved quality and production among workers
- The help desk of SP can be further used to address other Worker Well-being related issues among workers
- Strategic involvement of production and HR team in facilitating SP would result in improved relationship among workers, supervisors and management
- As this programme will even reach family and community, this will build better relationship among family of workers and factory. This will also help in building better image among the community regarding the factory.