

CHAPTER–IV

Beneficiaries' Survey

CHAPTER-IV

Beneficiaries' Survey

This chapter presents the findings of a beneficiaries' survey conducted by Audit to assess the implementation and impact of the SAUBHAGYA scheme in Uttar Pradesh. The survey covered 2,208 beneficiaries and 224 villages across 16 districts.

The majority of the respondents confirmed receiving energy meters (94.66 *per cent*), stable power supply (55.84 *per cent*), improved access to consumer durables (81.79 *per cent*), increased study hours for children (71.11 *per cent*), and enhanced mobility and security at night (98.91 *per cent*). Similarly, most of the Gram Pradhans confirmed the availability of a sufficient number of distribution transformers in their villages (80.80 *per cent*) and reported no use of voltage stabilizers/inverters (85.71 *per cent*). On the other hand, 41.89 *per cent* of the respondents reported voltage fluctuations, and 44.75 *per cent* did not receive LED lamps. Additionally, 16.07 *per cent* of Gram Pradhans highlighted inadequate distribution transformers.

Introduction

4.1 To elicit the views of the beneficiaries and Gram Pradhans of Gram Panchayats regarding the implementation of the SAUBHAGYA scheme and the extent to which the envisaged benefits reached the targeted population, Audit conducted a survey during August–October 2021 and January–February 2023. The survey covered two to five villages from each of the 47 selected blocks across 16 sample districts.

Two independent sets of questionnaires were prepared for the survey. One for the beneficiaries' survey and another for the village survey. These questionnaires included various elements of the benefits envisaged under the scheme. Audit personnel visited the houses of the beneficiaries and the Gram Pradhans in the selected villages to conduct the survey. After obtaining consent, responses to each question were recorded, and the completed questionnaires were jointly signed by the beneficiaries and the Audit personnel. Additionally, photographs of the surveyed beneficiaries were taken with geo-tagging.

The survey covered 2,208 beneficiaries across 224 villages out of the 232 selected villages¹ in the 16 sample districts.

Results of the beneficiaries' survey

4.2 The survey aimed to capture the beneficiaries' experiences regarding the scheme's effectiveness and the impact it had on their lives. The results of the beneficiaries' survey are discussed in the succeeding paragraphs.

Provision of LED lamps and energy meters to beneficiaries

4.2.1 As per para 2.4 of the guidelines of the SAUBHAGYA scheme, electricity connections to un-electrified households under the scheme would, *inter-alia*, include provision of energy meter and LED lamp to the beneficiaries.

Out of the 2,208 beneficiaries surveyed, 1,216 (55.07 *per cent*) reported receiving LED lamps, and 2,090 (94.66 *per cent*) reported receiving energy meters. While four and seven beneficiaries did not respond regarding LED

¹ Beneficiaries' survey could not be conducted in eight villages as four villages were not traceable and the other four villages were either not energized, or no population was found in the village, or the village was merged with the Nagar Palika, or the electrified beneficiaries were not found.

lamps and energy meters, respectively, the remaining 988 (44.75 *per cent*) and 111 (5.03 *per cent*) beneficiaries reported not receiving LED lamps and energy meters from the DISCOMs, respectively.

Voltage fluctuations in power supply

4.2.2 In response to the survey question on voltage fluctuations in power supply, 1,233 beneficiaries (55.84 *per cent*) confirmed stable power supply. While 50 beneficiaries did not provide any remarks, the remaining 925 beneficiaries (41.89 *per cent*) experienced fluctuations.

Availability of distribution transformers

4.2.3 In response to the survey question on availability of distribution transformers, 181 Gram Pradhans (80.80 *per cent*) confirmed the availability of sufficient number of distribution transformers in their villages. Further, while seven Gram Pradhans did not offer their remarks, the remaining 36 Gram Pradhans (16.07 *per cent*) reported insufficient availability of distribution transformers in their villages.

Use of voltage stabilizers/inverters in the villages

4.2.4 In response to the survey question on the use of voltage stabilizers/inverters, 192 Gram Pradhans (85.71 *per cent*) reported that the villagers did not use voltage stabilizers/inverters. Two Gram Pradhans did not offer their remarks, while the remaining 30 Gram Pradhans (13.39 *per cent*) reported the use of voltage stabilizers/inverters by the villagers.

Impact on use of consumer durables

4.2.5 Out of the total 2,208 beneficiaries surveyed, 1,806 beneficiaries (81.79 *per cent*) reported using consumer durables such as fans, irons, televisions, refrigerators, *etc.*, after receiving electricity connections. Further, while five beneficiaries did not provide remarks, the remaining 397 beneficiaries (17.98 *per cent*) stated they were not using these items.

Impact on study hours of children

4.2.6 Out of the total 2,208 beneficiaries surveyed, 1,570 beneficiaries (71.11 *per cent*) reported an increase in their children's study hours after receiving the connection. Further, 592 beneficiaries did not provide remarks. Of the remaining 46 beneficiaries, seven had no children, and 39 reported no change or a decrease in their children's study hours following the connection.

Impact on mobility/security at night

4.2.7 Out of the total 2,208 beneficiaries surveyed, 2,184 beneficiaries (98.91 *per cent*) reported an increase in mobility/security at night due to electrification of the villages. Further, while seven beneficiaries did not offer their remarks, the remaining 17 beneficiaries denied any increase in mobility/security at night due to electrification of the villages.

Impact on supply of electricity

4.2.8 Out of the total 2,208 beneficiaries surveyed, 1,919 beneficiaries (86.91 *per cent*) reported an improvement in supply of electricity. Further, while 134 beneficiaries did not offer their remarks, the remaining 155 beneficiaries (7.02 *per cent*) denied any improvement in supply of electricity.

During the Exit Conference (January 2024), the Management stated that the beneficiaries are not experts on technical issues and their responses to the survey questions depend on human behavioural factors. The Government also acknowledged the Management's reply.

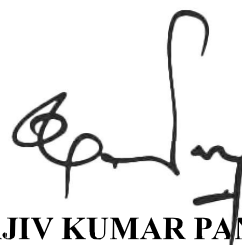
Audit is of the view that the survey was unbiased, as is reflected in the findings, which included both positive and negative views of the beneficiaries regarding the scheme's benefits and its impact on their lives.

Conclusion

The survey conducted by Audit provided valuable insights into the implementation of the SAUBHAGYA scheme and its impact on the lives of the beneficiaries and the villages. The responses highlight both the achievements and shortcomings in the scheme's execution. While a significant number of beneficiaries acknowledged improvements in study hours for children, mobility, security, and access to consumer durables due to electrification, issues such as inadequate provision of LED lamps and voltage fluctuations were also observed.

Lucknow

The 22 September 2025



(RAJIV KUMAR PANDEY)

Principal Accountant General (Audit-II),
Uttar Pradesh

Countersigned



New Delhi

The 23 SEP 2025

(K. SANJAY MURTHY)

Comptroller and Auditor General of India