

BRAP Feedback Exercise 2017-18

Unlike other surveys of businesses in India, the BRAP 2017-18 incorporated feedback directly from users of reforms as claimed by the States/UT. More than 5,000 users spread across more than 300 districts in 23 States/UT were selected out of more than 50,000 users and were surveyed to validate whether implemented reforms were felt on the ground.

The pioneering feedback exercise was carried out primarily through face-to-face interviews on 78 out of 372 reforms under BRAP 2017-18.

An independent agency was appointed by the World Bank for this exercise. The enumerators of the selected agency were given extensive training by the World Bank team. These enumerators conducted the feedback survey from February to June 2018. Non availability of respondents due to the financial year closing at the end of March and Monsoon rains in States of Southern India prolonged the exercise of executing the survey.

Challenges faced during the survey: The list of users from the states was generated through several rounds of dialogue with states, including through videoconferences. Despite these efforts, the user data provided by the States/UTs were found to have several issues, such as:

1. Incorrect contact information;
2. Information provided for such respondents who were not actual users;
3. Listed users availed the services after the reform deadline of October 31, 2017;
4. The users had no experience with the reforms, as others had applied on their behalf.

The survey team could not conduct feedback for such reform points.

DIPP along with the World Bank shall continue to work with States/UTs in the forthcoming BRAP to ensure correct and complete information is provided to make the feedback exercise robust and impeccable. The experience gained from this first-ever feedback exercise would benefit all the stakeholders.