



Worker Facilitation Centers A Pilot Programme

By Department of Labour, Government of Karnataka
and GIZ (German Development Cooperation)

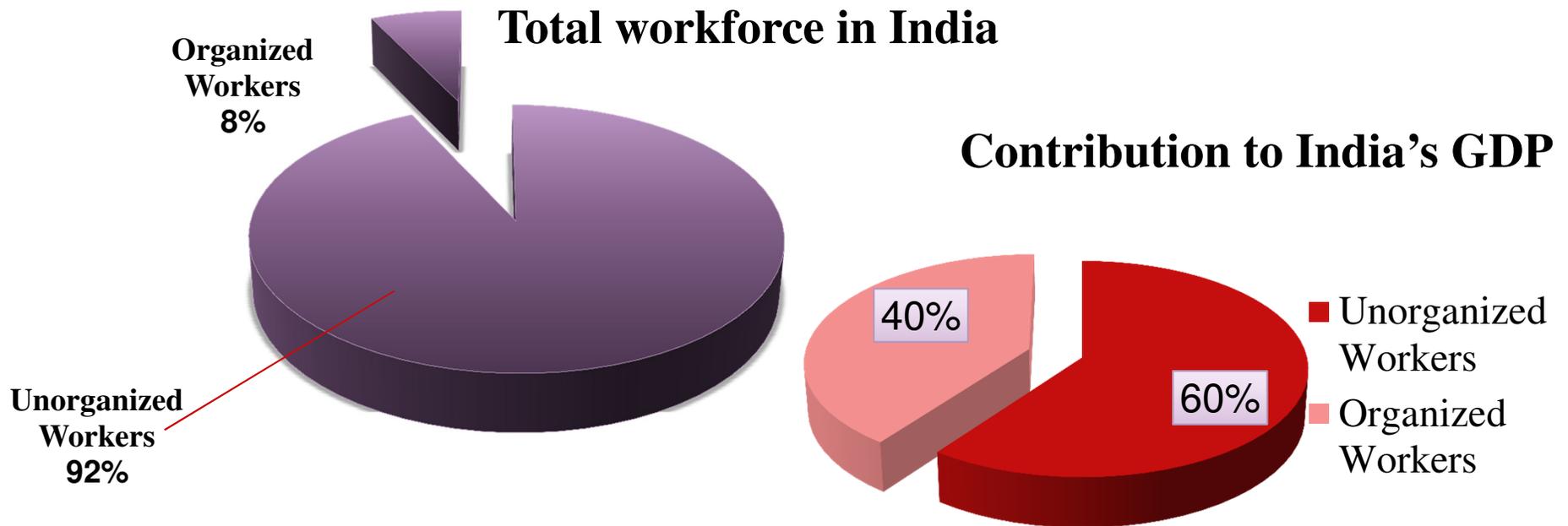


Agenda

- 1. Background**
- 2. Pilot Project:**
 - **Objective**
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 - **WFC**
 - **Facilitation Process**
- 3. Management Information System**
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- 5. Impact of Project**
- 6. Lessons Learnt**
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Background



- More than 400 million workers are in the unorganised /informal sector and contribute significantly to the National wealth. They have limited access to social security benefits.
- Government of India passed the **unorganised workers social security Act in 2008**



Unorganised Workers Social Security Act, 2008

- Minimum social security – Covering risks due to ill health, old age and death
- Responsibility to provincial/state government to set up social security board
- Establishment of Worker Facilitation Center (WFC) to improve the access of social security benefits

Establishment of WFC main focus of the project



State of Karnataka

Karnataka is one of the four southern states in India

- Known for Information Technology (IT) and Bio Technology (BT).
- Population of the State = 61 million
- Unorganised Workforce in the State = 17 million
- 43 notified informal sector occupations





Government Schemes

Government
of Karnataka
has more
than 50
schemes
covering

- Housing security
- Food and Nutrition
- Education
- Wage Employment
- Self Employment
- Old Age (Social Assistance and Contributory pensions)
- Disability
- Secondary and Tertiary health care
- Death (Natural and Accidental)
- **However, these schemes are not universal and delivered by many departments - leads to fragmentation**



Objective of Project

Access of government social security schemes to
Unorganised Workers in selected districts of
Karnataka has improved.



Target group - Unorganised Workers



Definition:

Unorganised worker means a home based worker, self employed worker or wage worker in the unorganised sector.



Unorganised Workers do not have access to formal social security benefits such as old age pensions, unemployment benefits, health insurance, maternity benefits etc.



Steering Structure

Steering Committee (Chief Secretary)

Provides guidance and support for inter-departmental coordination and cooperation



Implementation Committee (Labour Commissioner)

Facilitates inter-departmental coordination in the selected districts



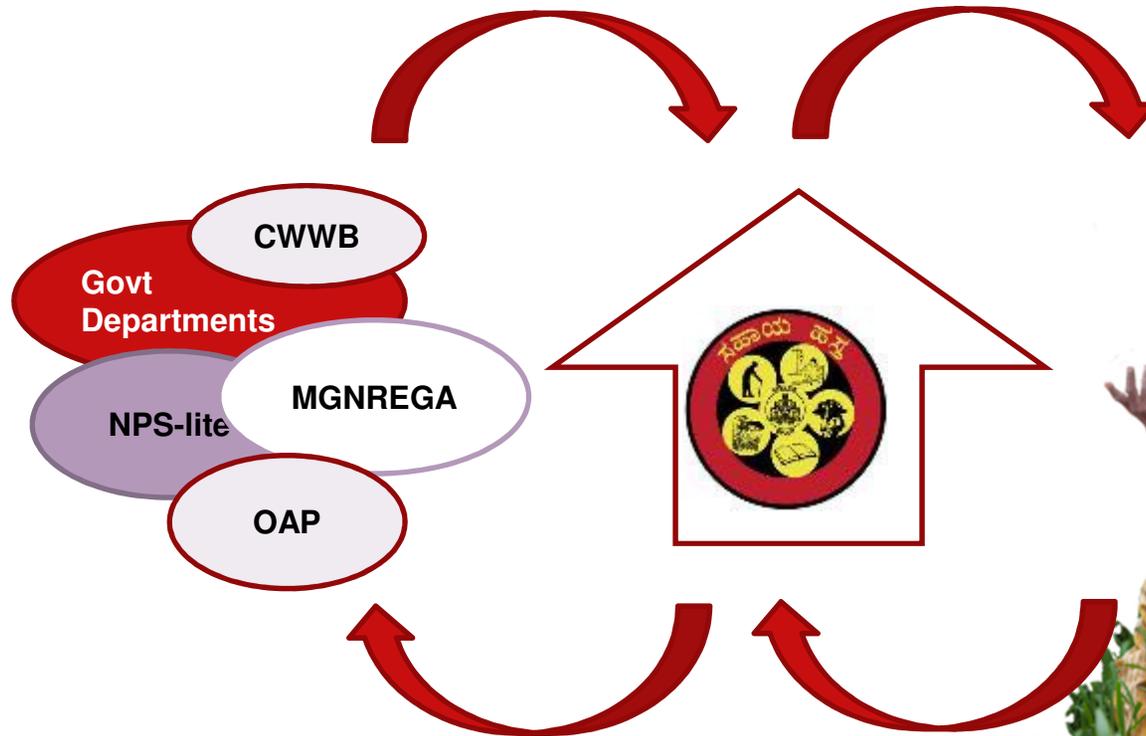
District Coordination Committee (Deputy Commissioner)

Facilitates inter-departmental cooperation towards convergence and reach of benefits to the unorganised workers



Worker Facilitation Center

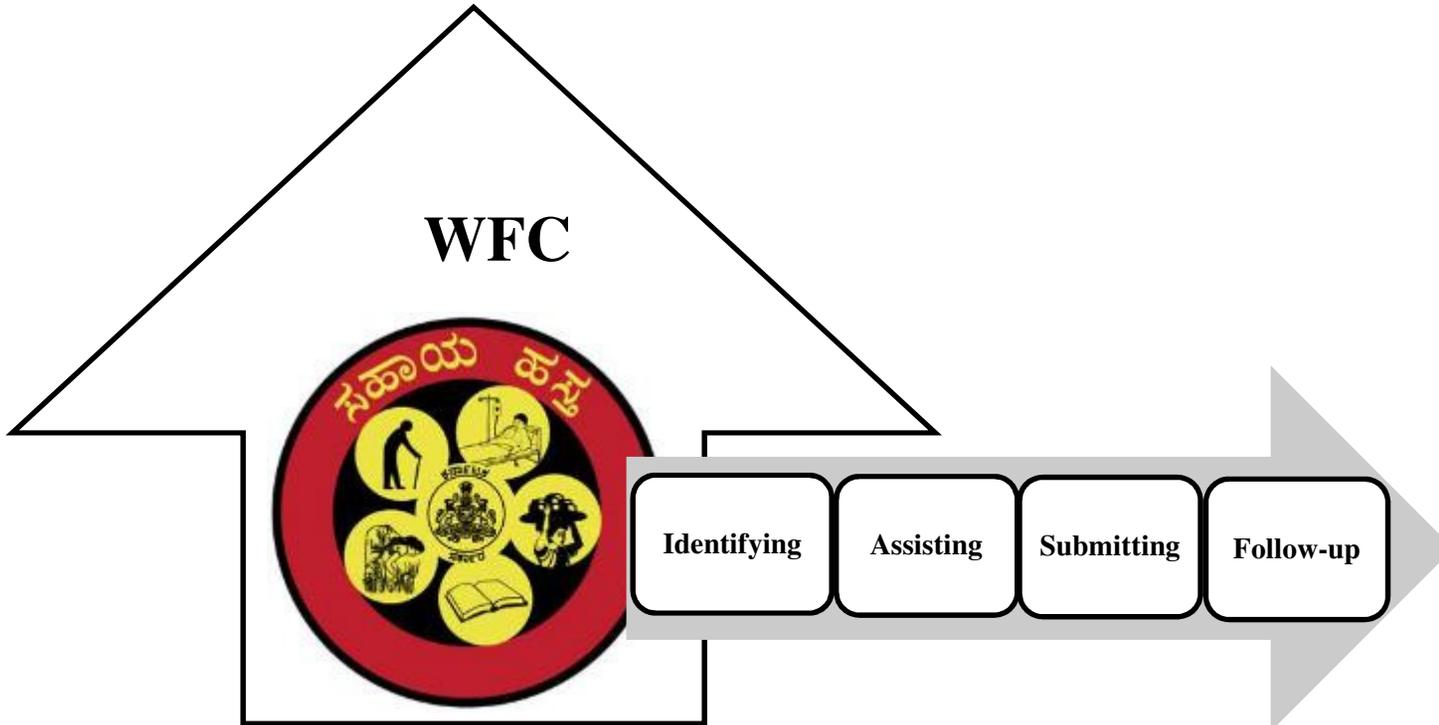
As a bridge between government departments and unorganised workers





Facilitation Process

Eligible Unorganised Worker provided with Social Security Benefit



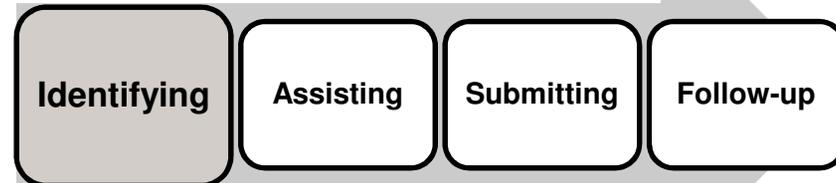


Identifying

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Community Facilitator (CF):

1. **Contacts** local SHGs
2. **Visits** unorganised workers households and **collects** data (i.e. no. of HH members, annual income etc.)
3. **Analyses** data and **identifies** eligible unorganised workers or family member for social security schemes



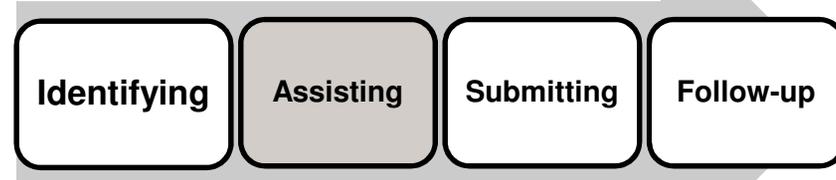


Assisting

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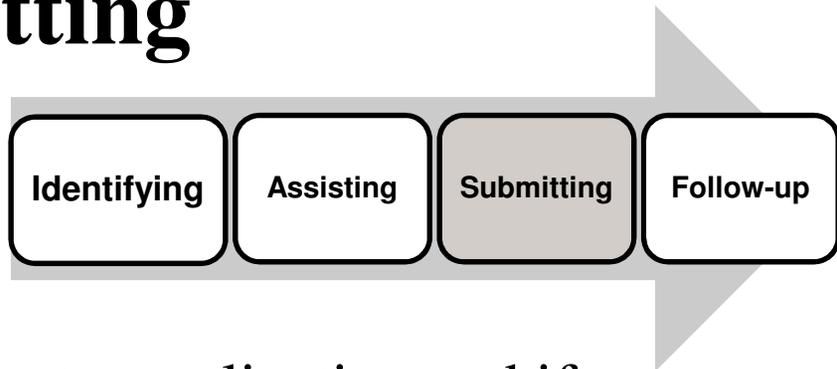
Community Facilitator:

- 1. Builds up awareness** about schemes which family members (unorganised workers) are eligible for
- 2. Assists in** obtaining/collecting required documents and filling-in of application forms for schemes





Submitting



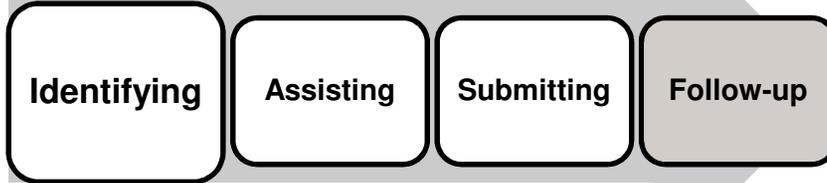
Community Facilitator:

1. **Submits** the required documents, application and if applicable registration/membership fees to the concerned department



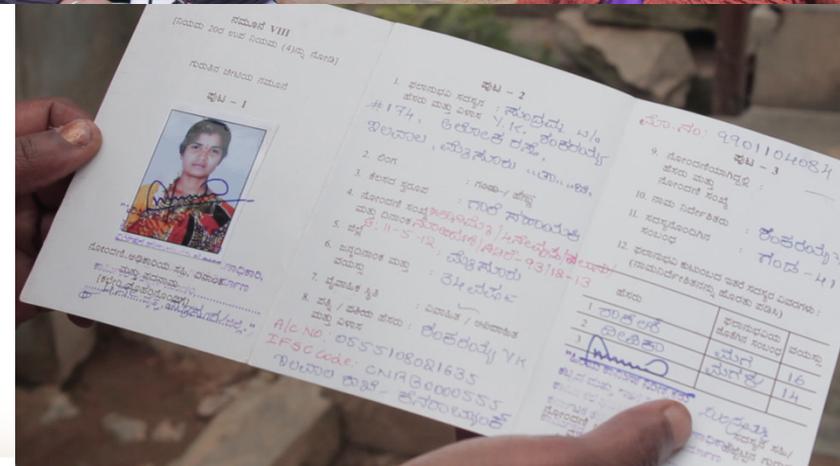
Follow up

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CF's and District Coordinator:

- 1. Follow up** application with department in case of sanctioning
- 2. Report** bottlenecks in the administration process to Project Management Unit (PMU) Bangalore
- 3. Notify** unorganised worker/family in case of sanctioning/ decline of application





Management Information System (MIS) and design

**MIS
software
facilitate**

- **Provide decision-making support for routine, structured decisions**
- Uploading of household data collected by using survey questionnaire.
- Analysis of data for mandatory reports (MIS reports)
- Check the eligibility status against social security schemes for each household



Human Capacity Development (HCD)

Objectives:

- Strengthen soft skills and technical skills of the Community Facilitators (CF), who act as interface between the unorganised workers and the government system.
- Create awareness among the field functionaries/stakeholders



Methodology

- Experiential learning methodology
- Mentoring, individual coaching and guidance through quality control





Impact Study

Institute for Social Economic Change (ISEC) and Bristol University conducted impact study on –

“To what extent can WFCs improve access to government-sponsored social security benefits among unorganised workers?”

Methodology: Randomized Control Trial

(150 WFCs and 3875 households)



Results

WFCs have had a significant impact on unorganised workers where introduced

- The individual approach increased the access to social security schemes and created more awareness
- “Single window services” reduces access cost for beneficiaries



Key Learnings



- Individual approach improved the access to Social Security (SS) benefits
- Appointment of local person as community facilitator (CF), builds trust and creates better awareness



- Need based capacity development enables CF to realize full potential
- MIS supports the process and provides status social security schemes at household level



- Individual coaching and guidance through quality control improves efficiency of work of CFs and improves quality of facilitation



Result of the Pilot

**WORKING LIFE IS HARD.
MAKE IT SAFE!**

ಶ್ರಮಿಕ ಜೀವನವನ್ನು
ಸುರಕ್ಷಿತಗೊಳಿಸಿ



Government of Karnataka is extending the concept of SWS in all districts of the State and GIZ is supporting as a Knowledge Partner

