

# **Community Feedback on 102 Referral Transport Services**

## **in Chhattisgarh**

(November 2016)

Draft prepared by

**State Health Resource Centre, Chhattisgarh**

Community feedback was gathered through block-level group discussions with rural Mitanins/VHSNC and their facilitators regarding any gaps being noticed by them in 102 services. This feedback was collected during November 2016.

The following table summarizes the key issues:

**Summary of community feedback on 102 vehicle**

Indicator	No.of Blocks	% of Blocks having the gap
No. of Blocks from which community feedback on 102 service was received	136	
No.of blocks were feedback was received regarding gaps related to <b>102 vehicle <u>not reaching in remote areas/kachcha road</u></b>	74	54%
No. of blocks were feedback was received regarding gaps related to <b>102 vehicle <u>not going in night time</u></b>	48	35%
No.of blocks were feedback was received regarding gaps related to <b>102 vehicle <u>usually being out of order</u></b>	16	12%
No.of blocks were feedback was received regarding gaps related to <b><u>refusal to send 102 vehicle</u></b>	10	7%
No.of blocks were feedback was received regarding gaps related to <b><u>not receiving phone call</u></b>	18	13%
No.of blocks were feedback was received regarding <b><u>driver's behavior being bad</u></b>	12	9%
No.of blocks were feedback was received regarding <b><u>vehicle staff asking for money</u></b>	38	28%

**Identification of villages with poor mobile-phone connectivity:** Through discussions with Mitanin Trainers, 2294 villages were identified where mobile-phone connectivity is poor. The district wise number of such villages is shown in Table 8 of this report. Most of such villages are unable to contact 102 for deliveries. A large proportion of these villages belong to tribal areas and it constitutes around 5% to 10% population of the state.

The following tables list the blocks with specific type of gaps being reported in community feedback:

**1. Blocks where feedback was received regarding gaps related to 102 vehicle not reaching in remote areas/kachcha road**

<b>S.N.</b>	<b>District</b>	<b>Block</b>
1	Balod	DONDILOHARA
2	Balod	DONDEE
3	Balod	GURUR
4	Balodabazar	BALODABAZAR
5	Balodabazar	BILAIGARH
6	Balodabazar	KASDOL
7	Balrampur	VANDRAFNAG
8	Balrampur	RAMANUJGANJ
9	Balrampur	RAJPUR
10	Balrampur	KUSMI
11	Balrampur	BALRAMPUR
12	Bastar	LOHANDIGUDA
13	Bastar	BASTANAAR
14	Bastar	DARBHA
15	Bijapur	BHOPALPATNAM
16	Bijapur	USOOR
17	Bilaspur	KOTA
18	Dantewada	GEEDAM
19	Dantewada	KUAKONDA
20	Dantewada	KATEKALYAA
21	Dhamtari	NAGARI
22	Durg	DURG
23	Durg	PAATAN
24	Gariyaband	GARIYABAND
25	Gariyaband	CHHURA
26	Gariyaband	MAINPUR
27	Gariyaband	DEVBHOG
28	Janjgir	DABHARA
29	Jashpur	DULDULA
30	Jashpur	MANORA
31	Jashpur	KUNKUREE
32	Jashpur	JASHPUR
33	Jashpur	BAGEECHA
34	Jashpur	KANSABEL
35	Jashpur	PHARASABAH
36	Kanker	KANKER

37	Kanker	CHARAMA
38	Kanker	BHANUPRATA
39	Kanker	ANTAGARH
40	Kanker	DURG KONDA
41	Kawardha	KAWRDHA
42	Kawardha	PANDRIYA
43	Kondagaon	KONDAGAON
44	Kondagaon	KESHKAAL
45	Kondagaon	PHARASAGAO
46	Korba	KORBA
47	Korba	PAALI
48	Korba	PODIUPAROD
49	Koriya	BAIKUNTHPU
50	Koriya	SONHAT
51	Koriya	KHADGAVAN
52	Mahasamund	BAAGBAHARA
53	Mahasamund	PITHAURA
54	Mahasamund	SARAYAPAAL
55	Mungeli	MUNGELI
56	Mungeli	LORMI
57	Narayanpur	NARAYANPUR
58	Raigarh	SARNGGARH
59	Raigarh	KHARSIYA
60	Raigarh	BARAMAKELA
61	Raipur	AARNG
62	Rajnandgaon	CHAUKEE
63	Rajnandgaon	MAANPUR
64	Rajnandgaon	CHHURIYA
65	Rajnandgaon	KHAIRAGARH
66	Rajnandgaon	RAJNANDGAON
67	Rajnandgaon	DONGARGARH
68	Sarguja	LUNDRA
69	Sarguja	UDAYAPUR
70	Sarguja	LAKHANPUR
71	Sarguja	AMBIKAPUR
72	Sukma	CHHINDGARH
73	Surajpur	PREMNAGAR
74	Surajpur	ODAGI

**2. Blocks where feedback was received regarding gaps related to 102 vehicle not going in night time**

<b>S.N.</b>	<b>District</b>	<b>Block</b>
1	Balod	DONDEE
2	Balod	GURUR
3	Balod	GUNДАРDEHI
4	Balodabazar	SIMGA
5	Balodabazar	BHATAPARA
6	Balodabazar	KASDOL
7	Balrampur	RAMANUJGAN
8	Bastar	LOHANDIGUD
9	Bemetara	SAAJA
10	Bijapur	BHOPALPATT
11	Bijapur	USOOR
12	Bilaspur	MARAVAH
13	Bilaspur	MASTOORI
14	Bilaspur	BILHA
15	Bilaspur	KOTA
16	Bilaspur	TAKHATPUR
17	Dantewada	GEEDAM
18	Dantewada	KUAKONDA
19	Dantewada	KATEKALYAA
20	Dhamtari	MAGARLOD
21	Dhamtari	NAGARI
22	Durg	DHAMADHA
23	Gariyaband	CHHURA
24	Gariyaband	FINGESHWAR
25	Gariyaband	MAINPUR
26	Jashpur	MANORA
27	Jashpur	KUNKUREE
28	Jashpur	BAGEECHA
29	Jashpur	PHARASABAH
30	Kawardha	KAWRDHA
31	Kawardha	PANDRIYA
32	Kondagaon	KONDAGAON
33	Kondagaon	KESHKAAL
34	Korba	KORBA
35	Korba	PAALI
36	Koriya	BAIKUNTHPU
37	Mungeli	LORMI

38	Narayanpur	NARAYANPUR
39	Raigarh	DHARAMJAIG
40	Raigarh	LAULOONGA
41	Raigarh	SARNGGARH
42	Raigarh	BARAMAKELA
43	Raipur	AARNG
44	Rajnandgaon	CHHUIKHADA
45	Sarguja	LAKHANPUR
46	Sarguja	SEETAPUR
47	Sukma	KONTA
48	Surajpur	ODAGI

3. Blocks where feedback was received regarding gaps related to **102 vehicle** usually being out of order

S.N.	District	Block
1	Balod	GUNDARDEHI
2	Bastar	BASTANAAR
3	Bastar	DARBHA
4	Jashpur	KANSABEL
5	Jashpur	PHARASABAH
6	Kondagaon	KESHKAAL
7	Kondagaon	MAAKDI
8	Korba	KARTALA
9	Koriya	BAIKUNTHPU
10	Koriya	BHARATPUR
11	Koriya	KHADGAVAN
12	Mahasamund	BASANA
13	Mungeli	LORMI
14	Raigarh	LAULOONGA
15	Raigarh	SARNGGARH
16	Sukma	KONTA

4. Blocks where feedback was received regarding gaps related to **refusal to send 102 vehicle**

S.N.	District	Block
1	Balrampur	VANDRAFNAG
2	Balrampur	RAMANUJGAN
3	Dhamtari	DHAMTARI
4	Dhamtari	NAGARI
5	Gariyaband	MAINPUR
6	Janjgir	DABHARA
7	Kanker	NARHARPUR
8	Kanker	ANTAGARH
9	Kanker	KOYALIBEDA
10	Mungeli	MUNGELI

**5. Blocks where feedback was received regarding gaps related to not receiving phone call**

<b>S.N.</b>	<b>District</b>	<b>Block</b>
1	Balodabazar	SIMGA
2	Bemetara	NAVAAGARH
3	Bilaspur	TAKHATPUR
4	Dantewada	GEEDAM
5	Dhamtari	DHAMTARI
6	Dhamtari	KURUD
7	Durg	DHAMADHA
8	Gariyaband	FINGESHWAR
9	Kawardha	PANDRIYA
10	Korba	KARTALA
11	Mahasamund	MAHASAMUND
12	Mungeli	MUNGELI
13	Mungeli	PATHARIYA
14	Mungeli	LORMI
15	Raipur	DHARSEEVA
16	Raipur	AARNG
17	Rajnandgaon	DONGARGAON
18	Surajpur	PREMNAGAR

**6. Blocks where feedback was received regarding driver's behavior being bad**

<b>S.N.</b>	<b>District</b>	<b>Block</b>
1	Balrampur	RAMANUJGAN
2	Bastar	BAKAVAND
3	Bilaspur	KOTA
4	Bilaspur	TAKHATPUR
5	Dhamtari	NAGARI
6	Gariyaband	CHHURA
7	Mahasamund	MAHASAMUND
8	Mungeli	MUNGELI
9	Mungeli	LORMI
10	Raigarh	BARAMAKELA
11	Raipur	AARNG
12	Sarguja	LAKHANPUR



**7. Blocks where feedback was received regarding vehicle staff asking for money**

<b>S.N.</b>	<b>District</b>	<b>Block</b>
1	Balod	DONDILOHAR
2	Balodabazar	KASDOL
3	Balrampur	RAMANUJGAN
4	Bemetara	BEMETARA
5	Bilaspur	MARAVAHI
6	Bilaspur	PENDRA
7	Bilaspur	GAURELA
8	Bilaspur	KOTA
9	Bilaspur	TAKHATPUR
10	Durg	DURG
11	Durg	PAATAN
12	Gariyaband	GARIYABAND
13	Gariyaband	MAINPUR
14	Janjgir	MAALKHARAU
15	Janjgir	DABHARA
16	Jashpur	DULDULA
17	Kawardha	SAHASPUR L
18	Kawardha	KAWRDHA
19	Kondagaon	KESHKAAL
20	Korba	KORBA
21	Korba	KATGHORA
22	Korba	KARTALA
23	Korba	PAALI
24	Koriya	BHARATPUR
25	Mungeli	MUNGELI
26	Mungeli	LORMI
27	Raigarh	DHARAMJAIG
28	Raigarh	LAULOONGA
29	Raigarh	BARAMAKELA
30	Raigarh	PUSAUR
31	Raipur	ABHANPUR
32	Raipur	TILDA
33	Raipur	DHARSEEVA
34	Raipur	AARNG
35	Rajnandgaon	KHAIRAGARH
36	Rajnandgaon	RAJNANDGAO
37	Rajnandgaon	DONGARGARH
38	Sarguja	LAKHANPUR

**8. District wise % of villages not able to call 102 due to poor mobile network connectivity:**

S.N.	District	No.of Blocks covered in study	Total No.of Villages	No.of villages identified with poor mobile connectivity	% of villages identified with poor mobile connectivity
1	Balod	5	703	79	11.2%
2	Balodabazar	6	838	35	4.2%
3	Balrampur	6	636	101	15.9%
4	Bastar	7	594	65	10.9%
5	Bemetara	4	704	5	0.7%
6	Bijapur	4	631	155	24.6%
7	Bilaspur	7	901	48	5.3%
8	Dantewada	4	218	53	24.3%
9	Dhamtari	4	629	34	5.4%
10	Durg	3	387	3	0.8%
11	Gariyaband	5	709	119	16.8%
12	Janjgir	9	892	42	4.7%
13	Jashpur	8	766	156	20.4%
14	Kanker	7	1109	180	16.2%
15	Kawardha	4	955	108	11.3%
16	Kondagaon	5	541	101	18.7%
17	Korba	5	716	50	7.0%
18	Koria	5	641	69	10.8%
19	Mahasamund	5	1130	68	6.0%
20	Mungeli	3	672	64	9.5%
21	Narayanpur	2	454	166	36.6%
22	Raigarh	9	1456	82	5.6%
23	Raipur	4	606	33	5.4%
24	Rajnandgaon	9	1610	175	10.9%
25	Sarguja	7	580	71	12.2%
27	Sukma	3	386	134	34.7%
26	Surajpur	6	550	98	17.8%
<b>Total</b>		<b>146</b>	<b>20014</b>	<b>2294</b>	<b>11.5%</b>

