

### Key Findings of the CHO Phone Survey for the State of Odisha

In Phase one, conducted in March, calls were made to 30 CHOs as per the available data, however, the survey could not be completed for any Community Health Officer (CHOs) due to various issues elaborated in Table below

#### Summary of call responses

Call did not connect	Call Disconnected	Out of coverage area	Received and Disconnected	Received and refused	Switch off	Survey completed	Total calls done
14	3	6	2	1	4	0	30

In phase two, conducted in May, Calls were made to 46 CHOs. Table below presents the brief summary of the total calls made and survey completed during phase two.

Survey Done	Received And Disconnected	Ringling but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
0	1	20	18	2	5	46

The table highlights concern about the quality and accuracy of CHO data uploaded on HWC portal and the level of readiness of CHOs to participate in the survey. Duplication in reporting same contact details for multiple health facilities has also been observed.