

Key Findings of the CHO Phone Survey for the State of West Bengal

In Phase one of survey conducted in March 2019, data was available for four Community Health Officers. However, the survey could not be completed for any Community Health Officers (CHOs). Four calls were made, of which three calls were disconnected by the respondent and one CHO refused to undertake the survey.

In Phase two of survey conducted in May, 2019 total 13 calls were made. Table below presents a brief summary of the total calls made and survey completed.

Survey Done	Received and disconnected	Received and refused	Ringing but not received	Switch off	Out Of Coverage Area	Wrong Number	Total calls done
1	1	1	3	1	5	1	13

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.