

ADMINISTRATIVE BURDEN IN INDIA'S WELFARE SYSTEM



This report draws on surveys with workers across two Indian states to understand the hidden costs of accessing social protection and how these costs change in systems with stronger citizen-centred interventions.



1
Manpreet, a daily wage worker with no safety net, returns home anxious about rising costs and uncertain work



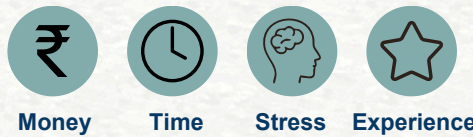
2
A collision scatters pamphlets for a welfare scheme that could help workers like Manpreet weather financial hardship.



3
Manpreet walks away unaware. Welfare is a right, yet remains inaccessible for those who need it most.

What is Administrative Burden?

Administrative burden is the time, money, stress and effort that people spend trying to access welfare and public services.



What Does it Actually Take to Apply?



The Way Forward

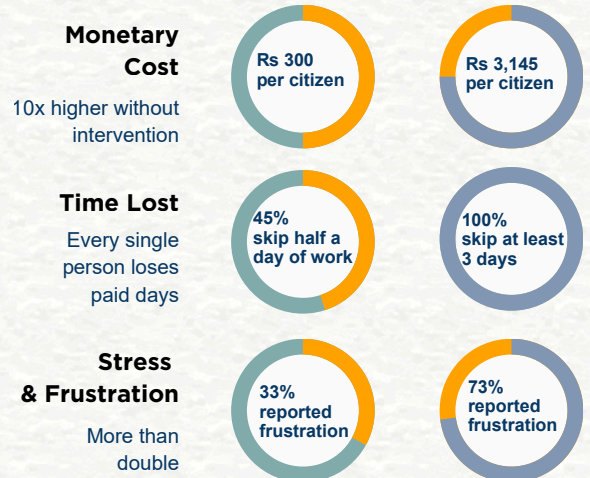
This report shows that reducing administrative burden requires more than simplifying processes. It needs sustained efforts to improve both systems and citizen-state relationships.

How Indus Action Reduces Administrative Burden

Through user-friendly websites and mobile apps, integrating government databases to automate eligibility checks, redesigning schemes to remove unnecessary documents and approval layers, and improving administrative processes.

Where systems improve, burden falls dramatically

Mature State	Nascent State
Where Indus Action has worked for several years	Where Indus Action's work is just beginning



To access the full report, scan the QR code.