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# Annexure

চিকিৎসা ব্যবস্থা সম্পর্কে সাধারণ গ্রাহকদের মতামতের ক্ষেত্র-সমীক্ষা  
**Questionnaire for People Availing Healthcare Services**

স্থানঃ / Location:

সমীক্ষার দিনাঙ্কঃ / Date of Survey:

নামঃ / Name:

বয়সঃ / Age:

লিঙ্গঃ স্ত্রী/পুরুষ/অন্যান্য / Sex: Female/Male/Other

ঠিকানাঃ / Address:

জাতিঃ / Caste:

শিক্ষাগত যোগ্যতাঃ / Educational Qualification:

মাসিক আয়ঃ / Monthly Income:

প্রাথমিক চিকিৎসা কেন্দ্রে পরিষেবা কেমন? ভালো/খারাপ/মাঝামাঝি

How do you rate the services of Primary Healthcare Facilities in your area? Good/Bad/Okay

স্বাস্থ্যকেন্দ্রের এমারজেন্সি পরিষেবা কেমন? ভালো/খারাপ/মাঝামাঝি

How are the emergency services in your local health centre? Good/Bad/Okay

কোভিড পরিস্থিতিতে কেমন পরিষেবা দেওয়া হয়েছিল? ভালো/খারাপ/মাঝামাঝি

How were the services during COVID19 pandemic? Good/Bad/Okay

চিকিৎসা সংক্রান্ত বিষয়ে কোথায় যান? সরকারি/বেসরকারি ব্যবস্থায়

Where do you go for health needs? Government/Private facilities

বাড়িতে কেউ অসুস্থ হলে আয়া রাখেন? হ্যাঁ/না

Do you employ an Ayah at home when required? Yes/No

স্বাস্থ্য কেন্দ্রে কী কী পরিষেবা দেওয়া হয়?

What services do you get at your local health centre?

বাচ্চাদের পোলিও ড্রপঃ হ্যাঁ/না

Have your children received Polio vaccination? Yes/No

কোভিড টিকা দেওয়া হয়েছিল? হ্যাঁ/না

Have you received COVID19 Vaccination? Yes/No

স্বাস্থ্য কেন্দ্রে রোগী ভর্তি করে রেখে দেওয়ার 'বেড' আছে কি? হ্যাঁ/না

Does your local health centre have inpatient facility? Yes/No

ওপিডি-তে ডাক্তার দেখাতে কোথায় যান? সরকারি/বেসরকারি হাসপাতাল/স্বাস্থ্যকেন্দ্রে

Where do you seek OPD services? Government/Private Facilities

অস্ত্রোপচার করার জন্য কোথায় যান? সরকারি/বেসরকারি হাসপাতাল

Where do you go for Operations or Surgeries? Government/Private Facilities

স্বাস্থ্যকেন্দ্রের ডাক্তার/নার্স/আয়াদের ব্যবহার কেমন? ভালো/খারাপ/মাঝামাঝি

How is the behaviour of the Doctors, Nurses and Ayahs in your local health centre?

Good/Bad/Okay

স্বাস্থ্যকেন্দ্রে গর্ভবতী মহিলাদের আয়রন ট্যাবলেট বা অন্যান্য ওষুধ দেওয়া হয়? হ্যাঁ/না

Does your local health centre stock iron tablets and other necessary medicines for pregnant women? Yes/No

স্বাস্থ্যকেন্দ্রে গর্ভবতী মহিলাদের জন্য কোনও বিশেষ ডাক্তার আছেন কি? হ্যাঁ/না

Does your local health centre have a gynaecologist-obstetrician? Yes/No

স্বাস্থ্যকেন্দ্রে এক্স-রে ও রক্ত পরীক্ষার ব্যবস্থা আছে কি? হ্যাঁ/না

Does your local health centre have pathological facilities (like X-ray, blood test etc.)? Yes/No

আপনি এখান থেকে কী কী পরিষেবা পেয়েছেন?

What other services do you get from your local health centre?

আপনাদের কি স্বাস্থ্য-বীমা আছে? হ্যাঁ/না

Do you have Health Insurance? Yes/No

যদি স্বাস্থ্য-বীমা থাকে, তবে তা কি সরকারি/বেসরকারি/উভয়ই

If yes, then is your insurance provided by Government/Private/Both?

আপনার স্থানীয় পঞ্চায়েত প্রধান/মিউনিসিপালিটির কাউন্সিলারের নাম কি?

Who is your local Panchayet Pradhan / Municipality Councillor?

স্থানীয় এমএলএ-র নাম কি?

Who is your local MLA?

এই অঞ্চলের লোকসভার এমপি'র নাম কি?

Who is your local MP?

এই অঞ্চলের কোন কোন পরিষেবার আরও উন্নতির প্রয়োজন? (টিক দিন)

পানীয় জল/রাস্তাঘাট/স্বাস্থ্য/নিকাশি ব্যবস্থা/সবগুলি

Which of the following services needs improvement in your area? (You can choose more than one)

Drinking water / Road infrastructure / Health / Drainage and Sanitation / All of the above

আপনার এলাকায় কি কি রাজ্যের প্রকল্প চালু আছে?

What State Government run welfare schemes are available in your area?

আপনার এলাকায় কি কি কেন্দ্রীয় প্রকল্প চালু আছে?

What Central Government run welfare schemes are available in your area?

আপনি কি নিয়মিত ভোট দেন? হ্যাঁ/না

Do you cast your vote regularly? Yes/No

যদি দিয়ে থাকেন, তবে ভোট দান ছাড়া অন্য কী কী রাজনৈতিক প্রক্রিয়ার সঙ্গে আপনি যুক্ত?

Are you involved in any other political work?

২০১১ সালের পর থেকে এই এলাকায় স্বাস্থ্য পরিষেবার আগের চেয়ে কি উন্নতি হয়েছে? হ্যাঁ/না

Has the health services in your area improved since 2011? Yes/No

যদি মনে করেন উন্নতি হয়েছে তবে তার কয়েকটি উল্লেখ করুন।

If Yes, please specify how it has improved.

যদি মনে করেন উন্নতি হয়নি, তবে সেই বিষয়ের কয়েকটি উল্লেখ করুন।

If No, please specify which areas need improvement.

স্বাক্ষর / Signature

তারিখ /Date

আয়া-দের ক্ষেত্র-সমীক্ষা / Questionnaire for Ayahs

স্থানঃ / Location:

সমীক্ষার দিনাঙ্কঃ / Date of Survey:

নামঃ / Name:

বয়সঃ / Age:

ঠিকানাঃ (বর্তমান) / Address: (Current)

ঠিকানাঃ (স্থায়ী) / Address: (Permanent)

মূল বাসস্থান কোথায় ছিল? / Place of Origin:

শিক্ষাগত যোগ্যতাঃ / Educational Qualification:

কত বছর এই কাজ করছেন? / How long have you worked in the current field?

এই পেশায় এলেন কেন? / Why did you join this profession?

মাসিক আয়ঃ / Monthly income:

এই কাজের জন্য কোনও প্রশিক্ষণ কি আছে? হ্যাঁ/না / Are you trained for this job? Yes/No

কোন সেন্টারে যুক্ত আছেন? (ঠিকানা সহ) / Are you associated with any Centre? (If Yes, specify along with address of the centre)

সেন্টার কত কমিশন নেয়? (শতাংশে) / How much does the Centre take as commission? (In percentage)

বেতন কে দেয় (হ্যাঁ/না)ঃ রোগীর বাড়ির লোক / স্বাস্থ্যকেন্দ্র / Who pays your salary? Patient party / Medical Institution you are associated with



দিনে কত ঘণ্টা কাজ করতে হয়? / What are your daily working hours?

মাসে কোনও ছুটির দিন আছে কি? / Do you get any leaves?

কি কি কাজ করতে হয়? / What are your duties?

আপনার সঙ্গে এঁরা কেমন ব্যবহার করেন? (সঠিক উত্তরে টিক চিহ্ন দিন)

নার্সঃ ভাল/খারাপ/মারামাফি ডাক্তারঃ ভাল/খারাপ/মারামাফি পেশেন্ট পাটিঃ ভাল/খারাপ/মারামাফি

স্বাস্থ্যকেন্দ্রের অন্যান্য কর্মীঃ ভাল/খারাপ/মারামাফি

In your experience, how have the following people behaved with you? (Tick the suitable option)

Nurses: Good/Bad/Okay. Doctor: Good/Bad/Okay. Patient Party: Good/Bad/Okay. Others in your Medical Institution: Good/Bad/Okay.

শৌচালয় ব্যবহারের সুযোগ আছে? হ্যাঁ/না / Do you have access to proper toilets? Yes/No

এখানে কাজ করতে কী কী সমস্যার সম্মুখীন হতে হয়? / What challenges do you face working here (medical institution)?

রোগীর বাড়িতে কাজ করতে কী কী সুবিধা ও সমস্যার সম্মুখীন হতে হয়? / What are the challenges, and advantages, of working in the house of the patient?

কাজের ক্ষেত্রে কোনও হেনস্থার শিকার হতে হয়েছে কি? হ্যাঁ/না \* কোনও যৌন হেনস্থার? হ্যাঁ/না

Have you ever had to face harassment at your workplace? Yes/No

Have you ever had to face sexual harassment? Yes/No

সরকারি/বেসরকারি স্বাস্থ্যকেন্দ্র/হাসপাতাল/ নার্সিং হোমে চিকিৎসা ব্যবস্থা সম্পর্কে আপনার ব্যক্তিগত মত কি?

What are your opinions regarding healthcare facilities in Government/Private Medical Institutions like Health Centres, Hospitals and Nursing Homes?

করোনার সময়ে দৈনন্দিন জীবন চালাতে, স্বাস্থ্যবিধি বজায় রাখতে ও ভ্যাকসিন নিতে সাহায্য পেয়েছেন কোথা থেকে?  
সরকার/প্রাইভেট হাসপাতাল/স্থানীয় কোনও ক্লাব/সংগঠন/রোগীর বাড়ি

During COVID19 pandemic, who among the following supported you in your daily livelihood, COVID awareness and following health protocols, and facilitating access to vaccines?

Government/Private medical institutions / Local neighbourhood Associations or NGOs / Patient Party

আয়াদের কি কোনও ইউনিয়ন থাকা প্রয়োজন? হ্যাঁ/না  
Should Ayahs get unionised? Yes/No

স্বাস্থ্য পরিষেবায় গত দশ বছরে (২০১১-র পর থেকে) কেমন উন্নতি হয়েছে? ভাল/খারাপ/মাঝামাঝি/আগের মতোই  
How has the healthcare scenario / services changed in the last 10 years (since 2011)?  
Improved / Got worse / No change

কোনও বীমা ব্যবস্থায় অন্তর্ভুক্ত আছেন কি? সরকারি/বেসরকারি  
Do you have any insurance? Yes / No. If Yes, Government / Private

বাড়িতে সন্তান বা আপনার ওপরে নির্ভরশীলদের ভবিষ্যতের ব্যাপারে কি ভেবেছেন?  
What are your plans for your children or any other dependants?

স্বাক্ষর / Signature

তারিখ / Date

## Questionnaire for Nurses

Name:

Sex:

Age (approximate, if not sure):

Name of the Hospital/Nursing Home you are associated with:

Place of Birth:

Family Members:

Address:

If you have migrated from outside West Bengal, why?

How long have you been staying here?

When did you first arrive (if a first generation migrant)?

How long have you been working?

Are you paid by the Hospital / Nursing Home / Agency?

How were you recruited? Through Agencies / Personal Contacts / Directly by Hospital or Nursing Home

Which category of nurses do you belong to? B.Sc. / GNM / ANM / Others (specify)

Do you think Ayahs perform an important role in a healthcare facility?

Are you part of any Unions? If yes, please mention.

How would you categorise the behaviour of the following:

Fellow nurses: Good / Bad / Okay

Doctors: Good / Bad / Okay

Administration: Good / Bad / Okay

Patient Party: Good / Bad / Okay

Have you faced any form of workplace harassment, including sexual harassment?

Do you plan to migrate outside India?

In the last 10 years (since 2011), has there been any change in the healthcare sector and services in West Bengal? If Yes, then how would you categorise it? Good / Bad / Okay

Signature

Date

**Number of Nursing Training Institutions in Private and Government Sector, West Bengal** (source: West Bengal Nursing Council and Swasthya Bhawan):

In 2017-18:

Course	Government				Private				Total			
	Institutions		Seats		Institutions		Seats		Institutions		Seats	
	West Bengal	India	West Bengal	India	West Bengal	India	West Bengal	India	West Bengal	India	West Bengal	India
Schools/diploma	43	259	2345	10313	29	2699	1210	108093	72	2958	3555	118406
Colleges/BSc	12	117	570	6462	11	1573	645	78480	23	1690	1215	84942
Colleges(PG)	8	43	135	870	4	534	77	10239	12	577	212	11109
ANM	10	289	470	8719	Not available	Not available	1632	46140	10*	1921	470*	54859

A comparison with other states:

States	Year									
	Schools					Colleges				
	2000	2005	2010	2014	2015	2000	2005	2010	2014	2015
Andhra Pradesh	53	130	244	263	253	1	76	215	230	225
Bihar	9	13	9	15	16	0	0	0	4	4
Delhi	8	16	21	18	18	3	5	11	11	11
Karnataka	47	283	526**	531	519	6	160	315	334	334
Kerala	42	92	220	210	209	1	12	104	128	126
Madhya Pradesh	8	24	69	295	313	1	18	86	124	133
Maharashtra	28	60	109	221	254	3	12	75	95	97
Punjab	12	79	149	215	214	3	16	82	94	101
Rajasthan	3	55	157	173	173	1	4	116	140	152
Tamil Nadu	21	72	169	205	210	7	46	138	169	172
Uttar Pradesh	8	35	114	219	228	0	2	28	56	58
West Bengal	11	28	49	63	64	1	2	15	18	18
All India***	285	983	2083	2865	2958	30	377	1326	1641	1690

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#### IV

### Migration and Care-giving in Kolkata in the Age of Globalisation

MADHURILATA BASU

Two trends distinguish globalisation in contemporary times. On the one hand, we see an unprecedented flow of capital and labour and, on the other, the waning of single-site-centred manufacturing industry. The focus is now on 'assembling' industries scattered across the globe (for instance, Tata Motors in Singur was only an 'assemblage' site). In terms of labour, the emphasis is now on 'informalisation'. Even in the formal sector, employees are recruited on a 'casual'/informal basis. A significant rise in informal labour, manifested as 'new', especially 'service'-related, jobs to serve the needs of 'new' or recreated urban centres/spaces, is noticeable. 'Care' is one such sector, which has grown rapidly. Be it in private nursing homes and hospitals, beauty clinics or private households, the element of care is becoming more and more important and commercially valorised.

Labour mobility consists of changes in the location of workers both across physical space (geographic mobility) and across a set of jobs (occupational mobility). With the failure of the State to deliver welfare through various schemes, the chasm between villages and cities has increased. Further, the divide between agriculture and industry, and informal and formal economies, has increased, resulting in proletarianisation.<sup>1</sup> Though Amitabh Kundu talks of a 'decline' in migration, according to the 2001 Census the total migrant population in the country is a little above 30 crore (315 million), indicating that migration has increased.<sup>2</sup> We are also witnessing a great flow/movement/migration of the persons involved in the 'care economy' both locally and globally.

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This chapter probes a gendered domain of labour under contemporary capitalism, namely care-giving, with a focus on *ayahs* and nurses in Kolkata—the nature of their jobs, pattern of mobility—on the basis of field studies in and around Kolkata in 2014, 2015 and 2016. References to domestic help and part-time domestic help, or *thike*, working in households have also been made in this chapter. For this research, interviews of *ayahs* were conducted in various placement centres in Kolkata. Informal interviews were also conducted in some private hospitals and nursing homes in Kolkata. Informal interviews in government hospitals have provided important insights. This chapter looks at 'care' as operating through both formal and informal structures. Nurses, working in hospitals and nursing homes, form a part of the institutional or formal care system, while the *ayahs*, mostly working in private households, are part of the informal care system. Though there are centres offering the services of 'trained' nurses, that aspect will not be dealt with in detail in this chapter. It is also worth mentioning here that even within a formal or institutional setup there is a formal-informal divide.

It is also pertinent to highlight the fact that nurses, who are inextricably related to 'care' activity by dint of their knowledge, skills, experience and status, constitute the mainstream of the sector. *Ayahs*, on the other hand, get relegated to the margins because they lack the requisite skills, education and training. In the latter case, they are both the insider and the outsider—the fact that they are women and that the general perception is that women are natural care-givers make them insiders to the idea of care, but in the arena of care-giving as a part of Western medical hegemony, they remain outsiders.

#### INFORMAL LABOUR AND WOMEN

The informal sector, characterised by 'mobile' labour, various kinds of mobile exchange and production, a 'grey' area not taxed or regulated by the State, has grown in size since the advent of a deregulated, globalised economy. Needless to say, women are not in a favourable position in the labour market since patriarchal ideologies influence general perceptions of women as workers and patriarchal culture and norms relegate women to a secondary status in the family and society. Since women are

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To: [basu.madhurilata@gmail.com](mailto:basu.madhurilata@gmail.com) <[basu.madhurilata@gmail.com](mailto:basu.madhurilata@gmail.com)>  
Cc: Economics Pinaki Das Faculty <[pdasvu@mail.vidyasagar.ac.in](mailto:pdasvu@mail.vidyasagar.ac.in)>

To  
Ms. Madhurilata Basu  
Assistant Professor,  
Sarojini Naidu College for Women.  
Kolkata

Dear Ms. Basu,

We have received the review comments on your paper entitled "Healthcare Policies and Electoral Politics in West Bengal: 2011-2021" submitted for publication in Vidyasagar University Journal of Economics ( Vol 27 ,2022-23) , which is a peer reviewed Journal with ISSN (0975-8003) and also currently UGC-Listed Journal.

Please send your final revised paper within October,2022.

Reviewer Comments on your paper:

The paper is interesting and covers an important and relevant topic. The style of writing is really good. Some comments that might help you to improve the paper are given below:

1. Research gaps, motivation and objectives of the study are not identified in the paper. It is recommended to add a paragraph in the introduction section to explore gaps, motivation and objectives. |
2. Title of Table 1 not reflects its content and the unit of measurement is also missing. It would be better if you rename the title as " Percentage Share of ~~www~~ Anemic Children and Adults in India, 2015-16 and 2019-21.
3. Subsection 5.2 requires a title to maintain parity.

Best wishes,

-----  
**Dr. ~~www~~ Sebak Kumar Jana**  
Professor of Economics  
Managing Editor, Vidyasagar University Journal of Economics  
Department of Economics  
Vidyasagar University  
Midnapore, West Bengal, India:721102  
Email: [sebakjana@yahoo.co.in](mailto:sebakjana@yahoo.co.in)  
Mob. 9434653435

From: **sebak jana** <[sebakjana@yahoo.co.in](mailto:sebakjana@yahoo.co.in)>

Date: Mon, 31 Oct, 2022, 23:16

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To: **madhurilata basu** <[basu.madhurilata@gmail.com](mailto:basu.madhurilata@gmail.com)>

Dear **Madhurilata**,

Thanks. Received your revised paper. You shall contact you if needed. The tentative time of publication of the current issue of the Journal is Feb- March 2023.

Please feel free to contact if anything you need to know.

Best wishes,

**Dr. Sebak Kumar, Jana**  
Professor of Economics  
Department of Economics  
Vidyasagar University  
Midnapore, West Bengal, India:721102  
Email: [sebakjana@yahoo.co.in](mailto:sebakjana@yahoo.co.in)  
Mob. 9434653435

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