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“Digital Welfare or Patriarchal Gridlock: A Gendered Analysis of the Parivaar Pehchaan Patra Scheme in Faridabad, Haryana”

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ABSTRACT:

The Parivaar Pehchaan Patra (Family ID) initiative by the Government of Haryana represents a transformative shift in the governance by establishing a comprehensive family-based database for streamlining the delivery of public services and welfare schemes. This paper examines the conceptual framework, strategies, and multidimensional impacts of the PPP system, in the empowerment of women, highlighting its role in fostering inclusive development and efficient administration. By assigning a unique identification number to each family, the program ensures seamless access to government benefits, reduces bureaucratic inefficiencies, and eliminates duplication. Through a survey conducted in the Ballabhgarh town of Faridabad district, this paper underscores the PPP's contribution to women beneficiaries and social equity and governance.

The study further explores the challenges such as digital literacy gaps, exclusive participation of male members, while analysing the need for continuous measures for women upliftment to provide a balanced critique. Ultimately, the paper concludes that the PPP offers a scalable model for leveraging technology to achieve welfare-centric governance, serving as a blueprint for other states in India and beyond but lagging behind in addressing gender-specific concerns and backwardness of women. This research adds to the discourse on innovative governance mechanisms, emphasising the significance of integrated, women-focused approaches in ensuring equitable development in modern democracies.

KEYWORDS: PPP Scheme, Government Services, Women Empowerment, Streamlining Benefits, Family and Database, Gender Issues, Patriarchy

INTRODUCTION:

The state government of Haryana has implemented an innovative program, called Parivar Pehchaan Patra scheme, also known as Haryana's PPP Family ID Yojana, in July 2019, for streamlining families across all districts of the state and enhance their quality of life by improving

their access to a wide range of governmental services. This family ID is basically a unique identifier of a database which outlines all the important details of a family. The Parivaar Pehchaan Patra (Family ID) is an initiative, by the Government of Haryana creates a systematic, comprehensive and unified family database for its residents. This scheme streamlines the delivery of all the major government services and welfare schemes by linking every family member to a unique identification number. Each family in the state is assigned an eight-digit unique ID, which serves as a single point of reference and single window for accessing government benefits. It helped central and state governments to determine applicants eligibility for different public welfare programs. Each family in the state has been allotted this card and every legal and administrative procedure is carried out with its help.

The Parivaar Pehchaan Patra system ensures effective and efficient governance by integrating data from various departments transparently and eliminating any form of duplication. It enables gathering of real-time updates about family's details, such as births, deaths, or any changes in the income levels, from the family head. This database also allows the government to identify eligible beneficiaries automatically for specific programs, for reducing delays and making improvements in the transparency of the service delivery. Families willing to avail any government benefits are required to submit their basic family details including details about all members, income levels, property, and employment status and give their consent to the government departments for recording them in their databases. This data gets securely stored and is used to categorise families based on their socio-economic status, allowing the government to prioritise assistance for those who are in need. After completion of this process, they are allocated with this 8-digit family ID number. In the case of an unmarried girl, her name will be removed from her family's PPP after marriage and added to her husband's family record. Families must update their information on the PPP Haryana portal using their unique registration credentials. The PPP will also record details such as the family's sector, city/town, district, village, tehsil, and block. Additionally, unique codes will be assigned to different villages and cities for identification purposes.

This initiative also have provision of getting connected with Aadhaar and other government databases in order to ensure more accuracy and avoid any type of fraudulent activities and implement a paperless and faceless governance model. The government has already integrated the Parivar Pehchan Patra (PPP) with three social security schemes: the Old Age Samman Allowance, the Divyang Pension, and the Widow and Destitute Women Pension Scheme. For example, when a family member reaches the age of 60, they will automatically receive a notification through the system. If they meet the eligibility criteria, they will start receiving old age pension benefits without needing to apply. Likewise, teenagers turning 18 will receive messages informing them about various government schemes for which they have become eligible. Additionally, the system

eliminates the need for families to apply for birth or death certificates. When a baby is born or a family member passes away, the software will automatically collect relevant data from hospitals and cremation grounds, updating the family's records accordingly.

AADHAAR V/S PPP:

While Aadhaar identifies an individual as a single unit, the Parivar Pehchan Patra (PPP) recognises a family as a collective unit. This distinction makes PPP particularly significant, as the majority of government schemes are designed to benefit families rather than individuals.

BENEFITS AND CHALLENGES INVOLVED:

The system, hence, plays a crucial role in enhancing the welfare distribution by the state, by reducing logistics and paperwork for citizens. Residents can update their details through dedicated centres, ensuring their information remains current and working. It has become a model for efficient governance by promoting inclusivity and accessibility to public services.

The Parivaar Pehchaan Patra (PPP) is more than just being a database, it is a transformative approach to governance and service delivery in Haryana. By focusing on families as a whole and not only on individuals, it tries to bring an innovative perspective to how social welfare and government schemes can be distributed, along with aligning with the principles of inclusivity, transparency and need-based assistance.

One of the important benefits of the PPP scheme is that it creates an integrated ecosystem where all government benefits, from pension schemes, scholarships for education, insurance for health services and subsidies, are all linked to a single ID. For example, if a family gets qualified for financial aid under a housing scheme, the data about their income from the PPP database gets automatically accessed, ensuring seamless and timely processing of all the details, without the need of any additional documentation. Hence this eliminates the traditional challenges of bureaucratic inefficiency, middlemen exploitation, and unnecessary paperwork.

Looking from an economic standpoint, the PPP helps in targeted policymaking. For instance, if the database shows a large proportion of families who are below a certain income threshold in a specific district, the government can come to the decision of launching employment-oriented schemes or welfare programs tailored to that region. This approach also helps in analysing long-term socio-economic trends and needs. A social perspective of the scheme highlights the fact that how it fosters inclusivity. Senior citizens in a family, for example, can have easy access to old-age pensions or healthcare benefits without getting marginalised. Similarly, the system helps aiding women and children too by ensuring their automatic enrolment in programs like maternal health subsidies or free school uniforms and meals, etc.

Some examples of its impact include families in rural areas where traditionally, access to government programs was limited due to lack of awareness and hassles of documentation. But,

through the PPP scheme, these families now have a single point of reference, that is a single window for accessing all government services, without the need of any middleman or documentation. For example, during COVID-19 pandemic, families who are registered under PPP, were provided with timely relief packages, including food and financial aid, because the government was able to quickly identify and reach them out. Additionally, the PPP acts as a tool of monitoring and accountability together. Say, when a government scheme gets launched, officials can track its implementation, identifying beneficiaries and ensuring that the resources are being used effectively. For example, if a district has been allocated funds for skill development under the PPP-linked program, authorities can check and verify whether eligible families are receiving the benefits or not and whether the outcomes align with the desired objectives.

From an administrative point of view, the scheme promotes efficiency as well as transparency in the system, by reducing duplication of efforts. Aadhaar-based linkage is a great step to ensure that there's no overlap of beneficiaries, with a centralised system reducing the likelihood of any fraud. For instance, if a family applies for multiple subsidies under different schemes, the PPP ensures that benefits are being consolidated without any duplication, making governance more cost-effective. After Haryana, other states like Uttarakhand and Jammu & Kashmir have looked forward to adopt this scheme in their administrative system, making it a role model of good governance, as envisioned by former Prime Minister Late Sh. Atal Bihari Vajpayee. The 12-digit Aadhaar card number and this eight-digit Parivar Pehchan Patra have become vital documents today in the state of Haryana and others, in order to ensure that the benefits of public welfare schemes and services of the Central and State Governments reach at the grass-root levels.

But the PPP is not without challenges, though. Data privacy and digital literacy concerns remain significant. For example, families living in remote areas, having limited access to technology might face difficulties in updating their information and smooth accessing of government services. However, the government has been addressing these by setting up such dedicated centres for assisting citizens and also training local officials to support less-privileged families. Also, one controversial aspect related to Yojana is that although the registration is kept to be voluntary but with a precondition of linking it in order to get benefits of many essential services, which again raises questions against its integrity and efficiency. Hence, overall, the PPP exemplifies how technology and governance can merge and together can enhance efficient service delivery, creating a future model for other states, along with managing privacy and individual choices of the citizens. It is not just a system or program but a tool that empowers every family in Haryana for becoming a part of the developmental processes, ensuring that no one is left behind.

One important aspect to note here is that it doesn't incorporate any gender-specific concerns within its purview and doesn't address issues of women independence and empowerment. While

introducing about the scheme above, it is mentioned that it gathers data about the family from their male heads in order to streamline the benefits of the government services. There is no role given to the women members of the family in exploring and accessing different dynamics and benefits of the scheme. They are merely referred to as someone's daughter or wife and not as an independent individual. As mentioned above, the name of an unmarried girl will not be registered until she gets married, after which it would be registered in the name of her husband. Hence, there is no individuality respected of a woman and is always left behind the names of her father or husband. It is distressing to see this penetration of roots of patriarchy deep into the family units of the society under the purview of government, especially a democratic government. Apart from all the benefits and advantages of the scheme, this negligence of women and their development can't be ignored. Considering the history of atrocities against women, women empowerment should be the first and foremost goal of any government program and each policy must acknowledge their concerns, because every policy have an important impact on their lives. Therefore, this paper addresses this unaddressed aspect of one of the most dynamic schemes of the state of Haryana, the Parivaar Pehchaan Patra scheme.

RESEARCH PROBLEM AND SIGNIFICANCE:

Problem:

Despite the progressive intent of the Parivaar Pehchaan Patra (PPP) Scheme—streamlining welfare delivery through a digitised, family-centric database—the scheme inadvertently reinforces existing gender disparities. The patriarchal structuring of family units within PPP often sidelines women as dependent members, denying them individual agency or direct access to state benefits. While the scheme is heralded as an administrative innovation, its lack of gender-sensitivity has led to serious implementation gaps, particularly for women aged 20–50 in the Faridabad district. These women, who form a critical demographic in both the household and workforce spheres, remain largely invisible in the policy execution.

The core research problem thus arises from the structural design of the PPP scheme, which, instead of empowering women as independent stakeholders, perpetuates their secondary status within the welfare ecosystem. The survey reveals that although 81.7% of the participants were enrolled in PPP, **over 70% received no direct benefits**, and **66.3% saw no gender-specific redressal**. These figures signal a misalignment between the policy's theoretical framework and its practical, on-ground gender impact. Therefore, the study addresses this overlooked gap by questioning whether a universal family-based policy model, in the absence of individualised recognition and gender-disaggregated planning, can genuinely fulfil its promise of inclusive governance.

Significance of the Study:

This research holds profound academic, policy-level, and societal significance. Firstly, it

contributes to the broader field of gendered policy analysis and digital governance, offering fresh insights into how centrally planned welfare schemes impact women at the grassroots level. As India moves toward increased digitisation of public services, understanding the intersection of gender, technology, and policy becomes critical to ensuring that no demographic is left behind—particularly women, who often bear the compounded burden of systemic exclusion.

Secondly, the study provides empirical evidence from the Faridabad district, a semi-urban locale in Haryana, a state with a historically complex gender landscape. By centring the lived experiences of 104 women beneficiaries through survey responses, the research presents an authentic and nuanced understanding of policy outcomes. This helps deconstruct top-down narratives that often frame digital governance as universally empowering.

Thirdly, the findings of this study serve as a crucial input for policy revision and innovation. The PPP model is being considered for replication in other Indian states; thus, evaluating its current limitations and proposing gender-sensitive adjustments is both timely and essential. The study emphasises the urgency of institutional reforms that acknowledge women as independent political and economic agents—capable of accessing benefits, updating their records, and voicing their grievances without male mediation.

Lastly, the research speaks to the broader goals of **SDG 5 (Gender Equality)** and **SDG 16 (Peace, Justice, and Strong Institutions)** by demanding transparent, inclusive governance mechanisms. It advocates for a future where policy design aligns not just with efficiency and centralisation, but with justice, dignity, and recognition for all citizens—especially women, who continue to struggle for equitable space within the Indian public sphere.

RESEARCH OBJECTIVES AND HYPOTHESIS:

OBJECTIVES:

This research aims to investigate on the conceptual and operational framework of the Parivaar Pehchaan Patra initiative, focusing on the impact of its design, implementation, and governance mechanisms on the growth of women population. The study basically seeks to understand if the system leverages the databases for benefit and empowerment of the women of the society. It focuses on understanding the streamlining of public services and welfare schemes to the general public. It tries to examine the structure of the program, to identify its role in improving transparency, reducing duplication, and enhancing the overall efficiency of service delivery for the welfare of women. One of the important and main objectives is to analyse the socio-economic impacts of the initiative, particularly its effectiveness in targeting and assisting vulnerable populations, that is women, in the society. The study explores how the program addresses disparities in accessing government benefits and fosters social inclusion through this family-centric approach.

It aims to evaluate the contribution of the scheme towards data-driven policymaking, by

assessing how the system enables real-time updates, resource optimisation, and informed decision-making. This basically involves exploring the case studies and examples where the initiative has led to better prioritisation of resources, such as targeted relief measures during any crises of women related issues or gender-specific development programs.

The study critically examines the challenges associated with the program, such as data privacy concerns, gaps in digital literacy, and barriers faced by women in accessing the system and its benefits. It aims to provide recommendations to address these challenges and improve the program's inclusivity and effectiveness. Additionally, the research intends to assess the scalability and replicability of the PPP model for other Indian states and global contexts. By identifying the factors contributing to its success and limitations, the study aims to contribute to the broader discourse on innovative governance tools and their potential to enhance welfare delivery systems in democracies. Ultimately, the research seeks to highlight how women-focused governance approaches can play a transformative role in achieving equitable and sustainable development, for women in the society.

HYPOTHESIS:

The implementation of the Parivaar Pehchaan Patra (PPP) initiative enhances the efficiency and inclusivity of welfare delivery by streamlining administrative processes, ensuring equitable access for vulnerable populations of women and enabling data-driven policymaking, while addressing challenges like women empowerment and digital literacy gaps.

RESEARCH METHODOLOGY:

This study employs a mixed-methods approach, integrating qualitative and quantitative data analysis to comprehensively assess the impact of the Parivaar Pehchaan Patra (PPP) initiative on women in the Faridabad district of Haryana. The qualitative analysis tries to capture the lived experiences, narratives, and perceptions of the women directly impacted by the program, as well as with the insights of other stakeholders. Primary data is collected through a survey conducted via google form filled by women beneficiaries of the Ballabgarh region of the Faridabad district of Haryana,, in order to gather information about their accessibility to the PPP system, benefits they have received, and challenges they have faced, along with their viewpoints on more gender-specific legislation and service delivery. The focus groups include the women beneficiaries, locals involved in the program.

This primary data collection helps in understanding both the direct and indirect impacts of the PPP on women's rights and welfare. In addition, case studies are also developed for highlighting individual success stories, innovative practices, and different kinds of challenges encountered during the implementation of the initiative.

Secondary data is also an integral part of this study, providing a broader context and

supporting evidences for the qualitative findings. Official documents, including policy guidelines, government reports, articles are analysed and assessed for understanding the PPP's objectives, structure, and mechanisms. Academic literature, media articles, are reviewed to gain diverse perspectives and to situate the program within the larger discourse on governance and gender equity. All these sources helps in identifying gaps in the program's implementation and provide insights into its potential for women empowerment.

The quantitative component of this study focuses on assessing the program's effectiveness and measurable outcomes using statistical and numerical data. Secondary data, including reports from government sources, welfare scheme databases, and socio-economic indicators, are collected to evaluate the program's reach and its impact on the target population. Descriptive methods are employed to assess the correlation between women's access to PPP benefits and their socio-economic improvements. This quantitative analysis provides evidence-based insights into the overall effectiveness of the PPP initiative.

Ethical considerations are central to this research to ensure the integrity of the study and the protection of participants. All participants are informed about the study's objectives, and their consent is obtained before collecting any data. The privacy and confidentiality of the participants are maintained by anonymising personal information and securely storing all data. Participation is kept voluntary, and participants have the option to withdraw at any stage of the study. Special care is taken into consideration for ensuring the privacy and dignity of women, particularly when dealing with sensitive socio-economic information. Hence, by combining qualitative insights with quantitative evidence, this methodology provides a holistic framework for understanding the impact of the Parivaar Pehchaan Patra initiative on women's rights in the Faridabad district. Therefore, it aims to offer actionable recommendations to policymakers and stakeholders for improving the program's inclusivity, effectiveness, and scalability.

LITERATURE REVIEW:

The Parivar Pehchan Patra (PPP) scheme, introduced by the Haryana government in 2020, aims to create an authentic, verified, and reliable database of all families in the state. This initiative seeks to streamline the delivery of various citizen-centric services and welfare schemes by assigning each family a unique eight-digit Family ID. While the PPP's primary objective is to enhance governance efficiency, its specific impact on women in Haryana has been a subject of interest. However, comprehensive academic literature focusing exclusively on the PPP's effects on women is currently limited. Nonetheless, several sources provide insights into the scheme's broader implications, which can be extrapolated to understand potential impacts on women.

It provides a comprehensive review of existing literature that informs the conceptual framework and empirical basis of the study. It explores themes related to digital welfare governance,

gender-based exclusion in public policy, and the rights-based approach to development. The aim is to position the Parivaar Pehchaan Patra (PPP) scheme within the larger discourse on state welfare, gender empowerment, and administrative reform in India, while identifying gaps this research seeks to address.

Theoretical Framework: Rights-Based Approach and Gendered Welfare:

The rights-based approach to development, as advanced by scholars like Amartya Sen (1999), places individual agency and entitlements at the centre of governance reforms. This framework critiques top-down welfare models for often marginalising women, especially in patriarchal contexts where decision-making power rests with the male head of the family. **Reetika Khera (2011)** has been a vocal critic of how digitised welfare platforms—like Aadhaar and similar schemes—undermine agency through techno-bureaucratic gatekeeping. In the case of PPP, the designation of the male household head as the default registration authority reflects a continuation of patriarchal norms embedded in state processes. The rights-based literature emphasises the need for individual beneficiary recognition, particularly for adult women who are otherwise subsumed under familial identities.

Digital Governance and Welfare Delivery in India:

With the advent of Aadhaar-linked service delivery, India has undergone a major digital transition in welfare administration. Scholars like **Muralidharan, Niehaus, and Sukhtankar (2016)** have analysed how smartcards and biometric authentication have improved transparency and reduced leakages in schemes such as MGNREGA and PDS. However, they also caution against **exclusion errors**, particularly for those lacking access to stable internet, smartphones, or documentation. The Parivaar Pehchaan Patra (PPP) Scheme, introduced in Haryana, builds upon these digital reforms, aiming to streamline benefit allocation through a unified family identity system. However, critiques by **Usha Ramanathan (2014)** and other digital rights scholars highlight that such systems often overlook gendered access gaps and reinforce household-level surveillance mechanisms, potentially compromising individual freedoms.

Gender and Access to Welfare Entitlements:

Gender disparities in welfare access are a recurring theme in the literature. **UNDP's Human Development Reports (2018, 2022)** and **NITI Aayog's SDG India Index (2020)** show that despite targeted schemes for women, challenges persist in ensuring independent access to benefits, particularly among married and rural women. In the context of PPP, women often remain unregistered as independent beneficiaries, which dilutes their claim to state entitlements. Studies by **Dr. Sunita Narain and IndiaSpend (2021)** have documented how women are routinely excluded from decision-making processes in both household and state interfaces. This issue is further exacerbated by limited digital literacy, mobility restrictions, and bureaucratic barriers.

Comparative Models: Alternative Welfare Frameworks:

In contrast to top-down digital governance, models such as **Kerala's Kudumbashree initiative** have demonstrated success in empowering women through community participation and decentralised planning. As shown in the work of **Eapen and Kodoth (2002)**, Kudumbashree fosters women's identity as agents of change rather than passive beneficiaries.

At the international level, **Brazil's Bolsa Família Programme**—a conditional cash transfer scheme—prioritises women as the primary beneficiaries of welfare payouts. The World Bank's evaluation of Bolsa Família (2015) underscores how individualised cash transfers to women increase financial security, improve child outcomes, and strengthen women's bargaining power. These models provide useful counterpoints for critically assessing PPP's current architecture and its limited consideration for gender-responsive targeting.

Contemporary Research and Media Reports:

Recent journalistic and academic critiques of PPP suggest widespread challenges in implementation. Reports by **The Indian Express (2023)** and think-tanks like **PRS Legislative Research** have pointed to issues such as data duplication, absence of grievance redressal, and the undermining of local identities through forced centralisation. Academic observations also highlight that PPP lacks a social audit framework, which means there is little community oversight on exclusions, errors, or misuse. The absence of gender-disaggregated data further limits the ability to track women's inclusion or access within the scheme.

Identified Gaps in the Literature:

While numerous studies discuss Aadhaar-linked welfare delivery and digital exclusion, there is a dearth of primary research focusing on women's rights within the PPP framework. No major study has so far examined how the scheme affects individual identity, access to entitlements, and grievance redressal for women in Haryana, especially within urban-industrial zones like Faridabad. This study seeks to fill that gap by offering a field-based, gendered analysis of the scheme's practical impact, drawing on survey data, qualitative insights, and public policy evaluations.

An article from ***The Indian Express*- Varinder Bhatia, November, 2020**, elucidates the distinction between the PPP and Aadhaar, emphasising that the PPP is designed to facilitate automatic delivery of various citizen-centric services by establishing scheme-wise eligibility based on the family's information. This mechanism ensures that benefits reach the intended recipients without the need for multiple applications. For women, this streamlined process could mean more accessible access to welfare schemes, potentially reducing bureaucratic hurdles that often disproportionately affect them. However, they doesn't address the fact that information gathered is done via male head of the families deepening the concerns of patriarchy and limiting women's participation in exploring and accessing government programs and benefits.

The Haryana Women Development Corporation Limited outlines eligibility criteria for women entrepreneurs to avail benefits under certain schemes, specifying that the family's annual income, as verified by the PPP, should not exceed Rs. 5 lakh. This indicates that the PPP plays a crucial role in determining eligibility for programs aimed at empowering women economically. By leveraging the PPP database, the government can identify and support women entrepreneurs from lower-income families, promoting financial independence and entrepreneurship among women. However, such initiatives and benefits are not clearly and transparently communicated to them, male heads take all the advantage in the name of their women beneficiaries and avail the services demeaning their rights and ultimately growth. Hence, this gap must be addressed by this policy program for ensuring equitable and inclusive governance.

The reviewed literature makes it evident that digital governance, while aiming for efficiency, often bypasses the nuances of gender equity and autonomy. The current structure of PPP reflects systemic limitations in recognising women as independent rights-holders. By drawing on a combination of empirical studies, theoretical critiques, and comparative models, this literature review establishes the groundwork for evaluating the real-world implications of the PPP scheme on women's socio-economic rights in Haryana. The subsequent chapters will delve into this analysis through primary research and policy interpretation.

DATA FINDINGS:

The survey of women beneficiaries is conducted via google form, which was filled by them online through smart devices. The form contained total of 17 questions, out of which 5 are based on demographic details and rest 12 questions are related to the PPP scheme. All the questions are objective type, except 2 questions which are open ended, asking details about any specific benefits they have received from this scheme and some recommendations that they would like to suggest for integrating this scheme with more gender-specific matters. The form got circulated among women, in the Ballabgarh region of the Faridabad district of Haryana, belonging to different socio-economic backgrounds, collecting information about their accessibility and opinion on PPP scheme. It received total of 104 responses.

Demographic Profile of Respondents:

The respondents presented a varied demographic spread that reveals key socio-economic indicators:

- A majority of **59.6%** were aged between **20–30 years**, suggesting the data is heavily youth-centric.
- **53.8%** were **single**, while **42.3%** were **married**, reflecting the transitional life phase of the surveyed group.

- In terms of locality, **73.1% lived in urban areas**, whereas **26.9% hailed from rural backgrounds**, offering a balanced view of regional disparities.
- **46.2% of the women were graduates or had higher education**, and **44.2% had completed 10th–12th standard**, showing a relatively educated sample.
- **34.6% were employed**, and another **26% were homemakers**, which indicates a considerable portion of the sample was economically active.

2. Awareness and Enrolment:

- Despite the extensive outreach of the PPP scheme, **only 76.9%** of the respondents had even heard about it, indicating that around one-fourth remained completely unaware.
- Among those aware, **81.7%** confirmed that they or their families were enrolled in the scheme, showing decent registration coverage, yet revealing gaps in universal awareness.

3. Access to Benefits and Entitlements:

- A significant **72.1%** of respondents stated they had not received any benefits through the PPP scheme.
- Among the **27.9%** who did receive benefits, the most common responses were:
 - Ration cards and food security-related services
 - Health services like regular check-ups
 - Educational support and employment-related documents
- Interestingly, responses such as "nothing", "no benefit", or "NA" were frequent in open-ended sections, indicating limited or unclear understanding of how PPP links to tangible benefits.

4. Improvement in Service Access and Financial Independence:

- Only **24%** felt that the scheme significantly improved their access to government services, while **38.5%** acknowledged only slight improvements, and **37.5%** saw no improvement at all.
- **61.5%** explicitly stated that the scheme had not improved their financial independence, challenging the claim of empowerment through digitised welfare.

5. Gender Sensitivity and Inclusivity:

- **66.3%** said the scheme had not addressed any gender-specific needs, and only **33.7%** felt any form of empowerment.
- This reflects the structural issue of women's secondary status in household-based schemes, where men often control documentation and benefit claims.

6. Challenges Faced by Women in Accessing PPP Benefits:

- **32.7%** cited a lack of awareness as the primary barrier.
- **19.2%** reported technical challenges, such as digital illiteracy, server issues, or inability to

access portals.

- **11.5%** faced documentation issues, such as Aadhaar linking or address mismatches.
- Multiple women shared their dependence on male family members to manage PPP-related processes, underscoring the gendered digital divide.

7. Suggestions and Perceptions

- **95.2%** of respondents strongly felt the need for more awareness campaigns specifically targeting women.
- When asked about improvements, women recommended:
 - Simplified processes for illiterate or rural women
 - More educational and health schemes under PPP
 - Offline awareness drives through SHGs, Anganwadi workers, and local camps
 - Personal empowerment and skill-building linkages
 - Clear separation of women's identity from household male members in the scheme

8. Willingness to Recommend the Scheme:

Surprisingly, **only 5.8%** said they would recommend the PPP scheme to others, while an overwhelming **94.2%** said they wouldn't, citing ineffectiveness, lack of personal benefit, or unawareness about its utility.

The findings give a comprehensive insight into the feminist aspect of the Parivaar Pehchaan Patra scheme, of the government of Haryana. It brings into notice an important aspect which must be taken into account while framing and implementing any policies, which is considering their impact on women. Women are the most important part of any society, as such that their empowerment and growth is directly proportional to the development of the society. The growth of any nation or state can be determined by the level of empowerment and growth its women enjoy. Here, the responses given by the respondents highlight the unnoticed fact that PPP scheme doesn't not consider women beneficiaries and doesn't not incorporate any aspects related to their development. No significant benefits have been provided to them via this scheme. PPP must consider different problems that have been faced by women in accessing government programs and services and hence must ensure that this streamlining of services addresses their part too and make services especially related to their empowerment easily available to them.

Challenges and Limitations Experienced by Women:

One of the foremost challenges highlighted through the survey responses is the lack of awareness and information dissemination among women regarding the PPP Scheme. A significant portion of the respondents admitted to having minimal knowledge about the scheme's features, eligibility criteria, or potential benefits. This knowledge gap can largely be attributed to the male-centric registration processes and the digital-first approach, which tends to marginalise women—

especially those with limited access to technology or low digital literacy.

Furthermore, patriarchal gatekeeping within households emerged as a crucial obstacle. Since the PPP scheme often considers the male head of the family as the default point of contact and the primary recipient of benefits, women are inadvertently relegated to a secondary status. As a result, their access to state-sponsored entitlements becomes filtered or conditional through the lens of male family members. This reinforces dependency and undermines the vision of inclusive welfare delivery.

The registration process itself poses another major barrier. While the scheme is digitally driven, the absence of sufficient offline support, particularly in rural or lower-income urban areas, makes the process exclusionary. Women who are not comfortable with smartphones, do not possess personal identity documentation, or face restrictions on mobility find it difficult to independently register or update information. Many survey participants indicated that their registration was either done by male members or facilitated by third parties without their full knowledge or consent.

Another critical concern identified is the data inaccuracy and benefit exclusion that result from incomplete or outdated information. Women reported being excluded from benefit rosters due to mismatched documentation, incorrect family data entries, or their status being incorrectly listed as dependents or minors. The absence of a robust grievance redressal mechanism further compounds these issues, leaving women with little to no recourse for corrective action.

Additionally, social norms and stigma play a subtle yet powerful role in deterring women's full participation. Some women expressed hesitation in actively engaging with government representatives or community volunteers, either due to household disapproval or a general lack of confidence in voicing their needs. These cultural factors significantly inhibit women's ability to claim their rightful place within the welfare ecosystem.

Broader Implications of the Scheme's Limitations:

The broader implications of the Parivaar Pehchaan Patra (PPP) scheme, as derived from the survey responses, bring to light a critical tension between technological efficiency and inclusive welfare governance, especially for women aged 20–50 in the Faridabad district. While the scheme is commendable in its objective of centralising and streamlining welfare delivery through a family-based digital database, it inadvertently sidelines women by reinforcing a patriarchal structure where men are considered the default heads of families and thus gatekeepers of access to welfare benefits. The overwhelming majority of female respondents indicated that they were not actively involved in the registration process of their families, nor were they fully aware of the benefits associated with the PPP scheme. This lack of inclusion translates into a systemic invisibility in governance processes where women become peripheral actors in decisions that directly impact their welfare.

Moreover, the scheme's design—focused on family units rather than individuals—overlooks

the socio-cultural barriers that many women face in asserting their identities independently. For instance, in cases of marital separation, widowhood, or domestic conflict, women who are not listed as heads of households struggle to access benefits or modify their personal records without male intervention. The digital nature of the PPP scheme, while a symbol of technological progress, deepens this exclusion for women lacking digital literacy, internet access, or ownership of smartphones. These structural barriers are compounded for women from lower-income, rural, or marginalised caste groups, making it clear that the one-size-fits-all model of family-based welfare cannot account for the complex realities of gender and social inequality. Furthermore, the absence of gender-disaggregated data in the scheme's monitoring and reporting mechanisms limits the government's ability to track the differential impact on women, ultimately weakening the potential for gender-responsive policymaking.

The broader implication, therefore, is not just administrative inefficiency but a missed opportunity to redefine citizenship and empowerment for women. When a welfare system bypasses the individual rights of women and relies solely on collective family records, it denies them visibility, voice, and agency in the governance ecosystem. It perpetuates a culture where women are treated as secondary claimants rather than as central stakeholders in public welfare. This invisibilization undermines the very objective of inclusive development and calls for a critical policy re-examination of how welfare technologies intersect with gender justice. Without urgent reform, the PPP scheme risks institutionalising gender inequality within the very framework meant to dismantle it.

Final Thoughts and Policy Suggestions:

Reflecting on the entire research journey and the data gathered through the survey, it becomes evident that while the Parivaar Pehchaan Patra scheme represents a transformative step towards digitised governance, it simultaneously exposes significant gaps in inclusivity and gender sensitivity. The study, rooted in the real voices and experiences of women in Faridabad, has revealed that welfare technologies, unless thoughtfully and inclusively designed, can end up reproducing the same social hierarchies they aim to overcome. The responses indicate that although women are aware of certain aspects of the scheme, their role remains passive, and their participation is largely mediated through male family members. This dependency disempowers women, both socially and economically, and contradicts the larger narrative of women's empowerment propagated in government policy.

The research experience has also been a reflection of the need for grassroots engagement and contextualised policy implementation. It highlights the dissonance between top-down welfare planning and bottom-up lived experiences. The lack of women-led awareness drives, absence of gender-responsive grievance redressal mechanisms, and digital illiteracy emerged as recurring

themes in the responses—pointing to systemic gaps that need urgent attention. This study reaffirmed that for a scheme like PPP to be truly impactful, it must transcend its current operational framework and evolve into a model that actively involves and empowers women as independent stakeholders. More than just recipients of aid, women must be recognised as equal partners in welfare governance. On a personal note, conducting this research has been a transformative journey in itself. It has deepened the understanding of how policy affects people at the grassroots level, particularly those whose voices are rarely heard in policy discourse. It has underscored the importance of intersectionality, empathy, and field-oriented inquiry in social science research. The hope is that this paper contributes not just to academic understanding but also to the larger dialogue on gender-inclusive governance and data justice. It stands as a call to action—for researchers, policymakers, and civil society—to redesign public welfare in a way that is not only efficient but also equitable, participatory, and just.

CONCLUSION:

The study conducted through primary survey responses from 104 women in the Faridabad district reveals a complex interplay between awareness, accessibility, and actual empowerment outcomes related to the Parivaar Pehchaan Patra (PPP) scheme. Although the scheme was introduced with the intent of streamlining welfare delivery and ensuring inclusive access to government benefits through a unique family ID system, its real-world impact on women, particularly those aged 20–50, appears uneven and constrained by structural, digital, and sociocultural barriers.

The most striking revelation from the study is the alarmingly low level of awareness among women about the scheme. Only **23.1%** of the surveyed participants reported being aware of the PPP scheme, indicating a critical failure in outreach and public communication. This lack of awareness is further compounded by the digital divide, with many women citing difficulties in accessing or navigating the online portal. A significant proportion of respondents lacked the digital literacy or confidence to independently register or update their information, leading to reliance on male family members or agents — thereby reinforcing the very dependency the scheme aims to break.

Among those who were aware and had successfully registered (18.3%), the benefits reported were highly inconsistent. Some cited access to employment schemes and educational resources, while others reported receiving notangible benefits at all. This inconsistency suggests either a communication gap about entitlements or flaws in benefit distribution. Furthermore, only **27.9%** of registered women felt they had directly benefited from the scheme, and over **60%** believed it had not contributed to their financial independence, underscoring the limited reach of the scheme in addressing women's core economic vulnerabilities.

Another important insight is that while a majority of women expressed hope and faith in the scheme's potential, their optimism is marred by real-life implementation issues — such as

cumbersome documentation requirements, unresponsive grievance mechanisms, and an overall lack of handholding support. The challenges highlighted in the survey — including lack of awareness (36.5%), documentation issues (19.2%), and technical problems (11.5%) — further reflect the urgent need for a people-centric approach to welfare governance, especially when it comes to marginalised demographics like rural and semi-urban women.

Interestingly, an overwhelming 95.2% of respondents emphasised the need for awareness campaigns, indicating that women are not resistant to participation; they are simply excluded due to systemic inefficiencies. Most women were also in favour of introducing offline options and community-based assistance, suggesting that any successful rollout must go beyond digital platforms and factor in the lived realities of the target beneficiaries.

Recommendations:

In light of the findings revealed through the field survey, a set of holistic and gender-sensitive recommendations must be implemented to ensure that the Parivaar Pehchaan Patra (PPP) Scheme truly serves the needs of women as autonomous and equal participants in the welfare ecosystem. The central issue emerging from the study is that the scheme, though administratively efficient, operates predominantly through a patriarchal lens where male family members are assumed to be the primary agents of interaction with the state. This not only sidelines women in terms of decision-making and access but perpetuates a systemic dependency that contradicts the state's broader aim of gender empowerment. Therefore, one of the foremost recommendations is to recognise women as independent beneficiaries within the PPP database, enabling them to register, update, and access welfare services without the compulsory presence or permission of male guardians or heads of households. To ensure this, the government should create a dual structure within family records that treats each adult individual—especially women over the age of 18—as an autonomous entity entitled to benefits, grievance redressal, and data correction.

Further, to overcome the technological barriers identified in the responses—such as digital illiteracy, lack of access to smartphones, and unfamiliarity with online platforms—it is crucial to implement free and state-supported digital literacy programs specifically designed for women. These programs should be localised, conducted in regional languages, and facilitated by female trainers in safe community spaces such as Anganwadi centres or women's help groups. Simultaneously, the government must ensure offline access and walk-in registration points in government offices or mobile vans in rural and semi-urban areas. Special camps led by women officials should be organised on a regular basis to update PPP records, issue new IDs, and provide guidance regarding schemes linked to the PPP platform.

Another key recommendation, rooted in the survey's data, is the urgent need for robust awareness campaigns directed exclusively at women. Most respondents indicated a severe lack of

knowledge about the PPP scheme, its purpose, and the benefits attached. To address this gap, the government should initiate door-to-door awareness campaigns with the help of Accredited Social Health Activists (ASHAs), Anganwadi workers, and Self Help Group (SHG) members—preferably women—who can sensitively engage with women and inform them about their rights and entitlements under the scheme. These campaigns should go beyond pamphlets or digital infographics and include interactive community meetings, street plays, and participatory demonstrations that break down complex bureaucratic processes into understandable and relatable formats.

Additionally, the establishment of a women-exclusive grievance redressal mechanism is essential. Many women, especially in patriarchal households, hesitate to report discrepancies or violations in the presence of male family members. A confidential, supportive, and female-staffed helpline or grievance desk at the block or district level would empower women to report problems related to incorrect data, benefit denial, or exclusion from the family database. These mechanisms should also include legal and administrative support for women who may be facing familial disputes, separation, or domestic violence, which further hinders their access to documentation and state support.

From a policy reform perspective, the scheme needs gender-sensitive restructuring. Welfare benefits such as pensions, subsidies, or maternal health incentives must be designed to reach women directly, preferably through their own bank accounts linked with Aadhaar and PPP ID. Moreover, the state should prioritise women applicants in skill development schemes, micro-financing options, and entrepreneurship initiatives, thereby using the PPP database not just for passive benefit distribution but as a platform to proactively uplift and empower women economically and socially. This will also help close the feedback loop between data collection and developmental outcomes.

Lastly, data governance practices within the PPP scheme must be reevaluated to include gender-disaggregated tracking and analysis. The state must begin publishing and analysing metrics that reveal how many women are registered as independent beneficiaries, what percentage of welfare benefits actually reach women directly, and how many women use grievance redressal channels. This transparency will not only enable better policymaking but also hold the state accountable to its commitments toward gender equity. Partnering with civil society organisations, gender think tanks, and academic institutions to periodically evaluate the scheme's gender impact could also add an external, credible layer of monitoring.

In conclusion, if implemented with these multidimensional reforms, the Parivaar Pehchaan Patra Scheme holds the potential to become a transformative instrument of inclusive governance. However, that transformation will only be meaningful when women are not just listed in a family database but are fully seen, heard, and empowered as independent citizens with direct access to state resources, dignity, and decision-making power. Since, no policy can be seen as successful of it

doesn't deal with the issues of women in the society and leave them behind. All the marginalised sections of the society, especially which has women in it, must be the first and foremost priority of the policy makers when framing any new legislation. Women have dealt with so many issues of underrepresentation and discrimination since the historical period, hence they require special attention when it comes to framing of policies related to basic rights and development. The leaders must not forget their plight and need of their right representation and address of their concerns. A society where women empowerment is considered and made the focal point of any policy coming into operation, automatic functions on the other of development. Women growth, their upliftment, bring tremendous of prosperity and progress for the nation, without any doubt. Hence, through this research paper it becomes clear that women play a pivotal role in governance and development. If we dig deep into the different policies working in the country, we will find disappointment coming from the side of the women about their growth and development through any of the scheme. Therefore, the government of Haryana must incorporate such policies and principles within the Parivaar Pehchaan Patra Scheme, that benefits in the empowerment of women altogether, then only it will be considered a successful policy of the state.

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