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Leadline



Back to
Village 2

B2V2

Governance at the Footstep

November 25-30, 2019

Government of Jammu & Kashmir



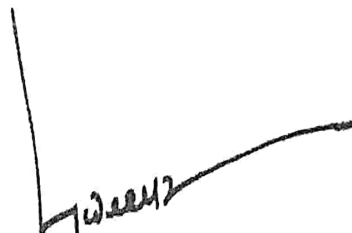
Message

In June 2019, Jammu & Kashmir embarked on a unique initiative "Back to Village". The project was both daunting and ambitious - a public outreach of this size and scale had never been attempted before, certainly not in a state like Jammu & Kashmir with its unique problems of geography, climate and law and order.

Undaunted by the skeptics and the naysayers we decided to go ahead with the programme. The response of the programme exceeded our own expectations. Everywhere the visiting officers were welcomed, feted and honoured. The affection and respect with which officers were received across geographies was, for us, a testimony to the innate goodness and hospitality of the common people. The officers spent two days and a night with the people- living with them, eating the same food and learning first hand the challenges and difficulties of their existence. For many it was a unique learning experience -the *sweet lore of nature* brought home to them the *beauteous forms of things* ; for others was a humbling experience as it laid bare to them the dignity which the rural population lives, notwithstanding the myriad challenges of their existence. Such was the enthusiasm generated by the programme that a resident of Shopian District wrote to the Hon'ble Prime Minister about this programme following which the Prime Minister made a mention of it in his *Mann ki Baat* Programme calling it a 'festival of development, public participation and public awareness'.

Encouraged by the success of the first edition of the programme, we have now decided to embark on its second phase. While the first phase of the programme was focussed on collecting feedback and assessing needs, the second phase intends to look more closely at the task of empowering, energising and institutionalizing the functioning of Panchayati Raj Institutions, invariably they will associate Panches/Sarpanches. The other objective of this edition of the programme will be to look at the various flagship programmes and individual beneficiary oriented schemes and learn more about the impediments, grievances which hampers their full implementation and their disposal also be ascertained. The visiting officers would also study agriculture and allied activities in the Panchayats, particularly with the objective of our national goal of doubling farmers' income by 2022.

I am confident that our entire team will once again rise to the occasion and replicate the success of the first edition of the programme. I am also confident that the Deputy Commissioners and Administrative Secretaries will create the necessary conditions for the visiting officers to discharge their role effectively. I am equally sure that this programme will evolve into an institutionalized, doorstep governance programme which will not only be a genuine, unadulterated ear to the ground but will also cut the infamous red tape and help in delivering development better and faster.



(G. C. Murmu)

Suggested Activity Schedule for the Visiting Officer

Pre and Post Visit Activities

- Meeting with the Deputy Commissioner for collection of documents and briefing regarding the visit before going to the Panchayat.
- Debriefing meeting with the Deputy Commissioner and submission of one copy of the filled-in booklet and other papers before leaving the district.

Day 1

- Arrival in the Panchayat by 10 A.M. (capture picture).
- Attend the Gram Sabha:
 - Read out the charter of Fundamental Duties.
 - Discuss B2V1 report card, critical gap analysis report and obtain feedback on follow up of B2V1 activities.
- ○ Unveil the GPDP booklet in the Gram Sabha.
 - Get the resolution for approval of GPDP and MGNREGA passed in the Gram Sabha.
- ○ Unveil the 14th FC plan booklet in the Gram Sabha.
 - Inspect the four pass books- 14th FC, MDM, ICDS, Own Resources.
 - Check the purchase record register for MDM and ICDS.
 - Distribute the information flyers on Individual Beneficiary Based Schemes.
 - Fill up those columns of the B2V2 booklet which require Gram Sabha responses.
 - Distribute guidelines of government schemes which can help increase rural incomes e.g. Backyard Poultry, Dairy Entrepreneurship Scheme etc.
 - Get the Panchayat Biodeversity Committees constituted if not already constituted through a Panchayat (not Gram Sabha) resolution. The format for the resolution will be made available by the district administration.
 - Check Panchayat Asset register and Infrastructure register. If the same is not available, the officer will get it prepared.

- Collect copy of Panchayat Plastic Collection and Disposal plan.
- Get scheme-wise list of individuals who are desirous of accessing individual beneficiary oriented schemes but have not applied so far.
- Collect any complaint/grievance that people may have, especially with regard to non-sanctioning of benefits under individual beneficiary oriented schemes.
- Get list of households without piped water/electricity connection.

Day 1 Afternoon:

- Visit local schools, health institutions, AWCs, government assets, banks, water bodies, tubewell, electric station, important private enterprises.
- Visit other villages in the Panchayat.
- Evening informal interaction with PRI representatives, frontline government functionaries and prominent citizens to discuss and deliberate upon the core problems/issues being faced by the locals of the Gram Panchayat and ways to increase rural incomes and energise village/micro industries.
- Capture evening interaction picture by 8.00 P.M.

Day 2:

- Capture morning picture at 7 A.M.
- Formal meeting with the Panchayat members:
 - Get various subjects/portfolios assigned to the panches by the Sarpanch if not already assigned and get a Panchayat resolution passed for the same.
 - Inspect the *karwai* register and make the Panchayat members aware about the requirement of monthly meetings as per the Act.
 - Check the digital signatures of Sarpanch/Panchayat Secretary/Administrator.
 - Assess the functionality of Panchayats and discuss the difficulties being faced by the Panchayat in carrying out its functions and development works.
- Formal interaction with:
 - Frontline government functionaries (Doctor/Teacher/Patwari/Anganwadi Workers/ASHAs/ANMs/VLW/PDS storekeeper/representatives of PHE, PDD, PWD, Agriculture, Animal Sheep, Horticulture etc.)
 - Social activists/NGOs.
 - Prominent citizens/retired teachers/Govt. employees/ex-servicemen etc.

(If further to be filled up by the Surveying Officer after the Survey has been completed)

A) DETAILS OF MEMBERS OFFICER

1. Name Sh. Shiv Prasad
 2. Designation Assistant Secretary
 3. Department/Office of posting Block & Village, Jyoti Civil Services
 4. Mobile No. 9882829234
 5. E-mail ID 1963_jyoti@rediffmail.com
 6. Name District Jammu
 7. Office of work Project 28/2010 Jammu

B) LOCALITIONAL DETAILS OF PANCHAYAT

1. Name of the Panchayat Luchhwal
 2. Local Government District L.D. Dist of the Panchayat
 3. (To be supplied by the Local Government/Department) (G.O.)
 4. Name of CD Block Batala
 5. Name of Tehsil Batala
 6. Name of District Jammu

ANCHAYAT PROFILE

No. of revenue villages in the Panchayat 04
 No. of hamlets in the Panchayat 07
 No. of households in the Panchayat 430
 Population (approx.) of the Panchayat 1810

C) FACILITIES AND SERVICES AVAILABLE AND PRESENT DURING THE VISIT:

Sr.	Facilities	Availability of the facilities
1	Water supply	45% 75%
2	Electricity	75%
3	Public library	Yes Approved E.M. Dept.
4	Post office	Post Office
5	Health centre	Field Post.
6	School/College/Hostels and Teachers.	
7	Social Forestry	Forest Guard.
8	Social Welfare	Anganwadi workers and helpers

E) FUNCTIONALITY OF THE GRAM PANCHAYAT:

1. INFRASTRUCTURE:

i. Whether Panchayat Char is available in the Panchayat: Yes/No
 construction
 If yes, whether functioning in: Own building/Other government building
 building
 If no, whether land is available for construction of the Panchayat Char: Yes/No
 ii. Whether the BDC office has been established (in case the officer visits Panchayat): Yes/No/Not applicable

iii. If not, whether the building for BDC office has been identified: Yes/No/Not applicable ✓

iv. Facilities available in the Panchayat Raj Institutions:

Facilities available	Panchayat Office	BDC Office	Remarks
Furniture	Yes/No ✓	Yes/No ✓	Panchayat Office is not functional due to litigations court case
Computer/printer	Yes/No ✓	Yes/No ✓	do
Telephone facility	Yes/No ✓	Yes/No ✓	do

v. In case Panchayat has not been constituted, whether Administrator has been appointed: Yes/No

vi. Whether Infrastructure and Assets Register has been prepared: Yes/No ✓

(Visiting Officer to physically check the register)

If no, Visiting Officer to get the register prepared in his/her presence and confirm: _____

2. FUNCTIONALITY:

i. Whether Gram Panchayat meeting is being held regularly on monthly basis: Yes/No

Date of last meeting held: 18-10-19

ii. Whether Gram Sabha meeting is being held regularly on quarterly basis: Yes/No

Date of last meeting held: 2-10-19

iii. Whether the Karwal register is being maintained by the Panchayat Secretary: Yes/No

(Officer to inspect the register)

iv. Whether the Sapanch/Administrator/Panchayat Secretary have digital signatures: Yes/No

v. Bank Account opening and receipt of funds:

Name of the Scheme	Separate bank account opened	Official signatory other than Sapanch	Funds received	Balance in the account as on date (Rs. in lakh)	Whether at least one transaction has been made
14 th Finance Commission	Yes/No ✓	Socy	Yes/No	17.84	Yes/No ✓
ICDS (Nutrition)	Yes/No ✓	Super user	Yes/No		Yes/No
ICDS (Honorarium)	Yes/No	Super user	Yes/No		Yes/No
Mid Day Meals (MDM)	Yes/No ✓	11c Head Master	Yes/No		Yes/No
Own resources of Panchayat	Yes/No ✓	Socy	Yes/No		Yes/No ✓
Any other Scheme, If yes, indicate name	Nil				

(Visiting Officer to personally check the Passbook and enter the above details. He/she will also check that the bank account is in the name of the Panchayat and operated by Sapanch.)

vi. Whether Panchayat Biodiversity Committee has been constituted: Yes/No ✓

If no, the visiting officer to ensure that the Committee is constituted in his/her presence and confirm: confirmed

vii. 14th Finance Commission Award:

a. Whether 4 year Action Plan 2016-20 has been prepared: Yes/No ✓

b. Whether the detailed estimates for all works have been prepared: Yes/No

c. No. of works for which estimates have been prepared: 14 No. (100 % to total)

d. Whether Action Plan has been approved by the DDC: Yes No

If no, reason thereof: _____

e. Whether the works have been started: Yes No

No. of works started: 02 No. (25% to 50%)

If no, reason thereof: _____

f. Who is issuing work order for works being executed under 147 FO (for one):

1) Sarpanch

2) BDO

3) Others (specify): _____

iii. Integrated Child Development Scheme (ICDS):

a. Is the Parityeal Sarpanch purchasing nutrition items for Parityeal level for use in the Anganwadi Centres of the Parityeal: Yes No

If no, reason thereof: _____

Also mention if it is being purchased by someone else: Provision is being made by Sarpanch with help of

b. Is nutrition being provided to Anganwadi Centres in the Parityeal: Yes No

If no, reason thereof: _____

c. Is the Parityeal Sarpanch paying nutrition to AWW's helpers directly at Parityeal level: Yes No

If no, reason thereof: _____

Salary paid being provided with.

d. Whether the record on amount of purchase of nutrition and payment of nutrition is being maintained by the Parityeal: Yes No

(Using Order to check the register and verify the signatures of the Sarpanch on the same)

2. Mid Day Meal (MDM) Scheme

e. Whether Parityeal Sarpanch is purchasing items at Parityeal level for serving Mid Day Meal in the school: Yes No

If no, reason thereof: _____

Provision is being made by Sarpanch

f. Whether the Parityeal Sarpanch is providing Mid Day Meal to the school children in the Parityeal: Yes No

If no, reason thereof: _____

Also mention if it is being provided by someone else: With

g. Whether the record on amount of purchase of MDM items and nutrition items is being maintained at the Parityeal: Yes No

(Using Order to check the register and verify the signatures of the Sarpanch on the same)

3. MGNREGS

a. Whether MGNREGS Plan in PDS has been submitted: Yes No

b. If yes:

✓ Funds allocated to the Parityeal Rs 31.45 Lakhs

✓ No. of works executed: 19

✓ No. of works started: 02

✓ No. of works completed: Nil

✓ No. of job Cardholders in the Parityeal: 130

✓ No. of man days generated: 1296

c. Whether the Action Plan for funds on amount of Own Resources of the Parityeal is being prepared: Yes No

d. Yes, whether approved by the Gram Sabha: Yes No

If no, reason thereof: _____

Nil MGNREGS Plan is being submitted by Sarpanch

xii. Whether subjects have been assigned by the Sarpanch to the Panchs: Yes/No ✓
 If no, whether subjects have been assigned in presence of the visiting officer:
 Yes/No

xiii. Major challenges being faced by the Panchayat in functioning and execution of works:

a) Whether full support and cooperation being provided by:

Officer	Department	Response	Remarks
BDO	RDD	Yes/No ✓	
VLW	RDD	Yes/No ✓	
JE	RDD	Yes/No ✓	
CDPO	Social Welfare	Yes/No ✓	
TSWO	Social Welfare	Yes/No ✓	
Anganwadi Supervisor	Social Welfare	Yes/No ✓	
Headmaster/Principal/ZEO	School Education	Yes/No ✓	
I/c MDM	School Education	Yes/No ✓	
BMO	Health	Yes/No ✓	
Tehsildar/Naib-Tehsildar	Revenue	Yes/No ✓	
Patwari	Revenue	Yes/No ✓	
Agriculture Extension Official	Agriculture	Yes/No ✓	
Horticulture Extension Official	Horticulture	Yes/No ✓	
Village functionaries		Yes/No ✓	
Any other			

b) Is the Panchayat facing any difficulty in execution of works, identification beneficiaries/any other schemes: Yes/No ✓

Non co-operation by officials: Yes/No ✓

If yes, who: _____ (specify)

Non disclosure of funds available/schemes by officials: Yes/No ✓

Delay in preparation of estimates/technical sanctions by engineering staff: Yes/No ✓

Delay in administrative approval by officials: Yes/No ✓

If yes, how long: _____ (specify number of days)

Officers not sharing details of guidelines/lists of beneficiaries: Yes/No ✓

Any other difficulty, give details: _____

F) FOLLOW UP OF BACK TO VILLAGE-1 (B2V1):

i. Whether the construction work of playground inaugurated/started during the vi of the officer in B2V1 has been completed: Yes/No ✓

If not, likely date of completion: Not started yet (date)

ii. Whether any other works started during Back to Village-1 have been complete Yes/No

If not, list of such works and date by which they are likely to be completed:

(1) Const Trader Road from NH1A leading to

(2) graveling via MS Luddh to Bandara

(3) _____

iii. Whether any funds have been released for works identified in B2V1: Yes/No ✓

If yes, amount released: Rs _____ lakh.

Whether works identified in B2V1 have been started: Yes/No ✓

Likely date of completion: _____ (date)

iv. Whether any new work(s) has/have been sanctioned/taken up/completed in the Panchayat after B2V1, details thereof:

Sector/Department	Name of work sanctioned/taken up	Whether completed (Yes/No)	Remarks:
Nil	Nil	Nil	Nil

v. Whether any improvement in attendance of following Government functionaries has been noticed after B2V1:

- a) Doctors/Paramedics/other Health staff (Yes/No) ☒
- b) Teachers/Ret Teachers (Yes/No) ☒
- c) Anganwari Workers/Helpers (Yes/No) ☒
- d) RDD staff (Yes/No) ☒
- e) JES/other engineering staff (Yes/No) ☒
- f) Agriculture/Horticulture staff (Yes/No) ☒
- g) Animal Husbandry/Sheep Husbandry staff (Yes/No) ☒

In case any particular department has shown improvement, please specify:

School Education, Rural and AMLA but school

Any department whose staff is absent most of the time Animal Husbandry, Sheep Husbandry, AMLA, AASH

Any department whose officers/staffs has not visited the Panchayat even once since B2V1: _____

Any department which has organized any event or camp or tour of senior officer in the Panchayat since B2V1 Ministry Scheme

vi. Areas of major complaints brought to notice:

Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
Dispensing	Health Med Estn	Yes/No <input checked="" type="checkbox"/>	
Water Filtration Plant	PHE	Yes/No <input checked="" type="checkbox"/>	
Installation of Transformers	PDD	Yes/No <input checked="" type="checkbox"/>	

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
Providing bore drinking water.	PHE	Yes/No <input checked="" type="checkbox"/>	
Providing regular power supply	PDD	Yes/No <input checked="" type="checkbox"/>	
Engagement of four new AMLA workers	Health Medical Education	Yes/No <input checked="" type="checkbox"/>	
Providing playgrounds in the middle school building	Youth services & Sports Dept	Yes/No <input checked="" type="checkbox"/>	
opening of library	Libraries & Record Dept.	Yes/No <input checked="" type="checkbox"/>	

G) PLANNING, EXECUTION AND TRAININGS:

1. GRAM PANCHAYAT DEVELOPMENTAL PLAN (GPD):

- i. Whether the GPD for the schemes transferred to the Gram Panchayats have been prepared for the year 2019-20: Yes/No

If no, reason thereof: _____

- ii. Whether the schemes and activities approved under GPD for 2019-20 are under implementation: Yes/No.

- iii. Whether Panchayat-wise disaggregation of the resources earmarked for the schemes for 2020-21 has been done by the Sectoral Officers: Yes/No

If no, reason thereof: _____

- iv. Whether Public Information Board indicating the schemes with allocation for the year 2020-21 has been installed in Panchayat Ghar or at some prominent place: Yes/No

If no, the officer should get it installed and confirm: _____

- v. Whether the meeting schedule of Gram Sabha has been prepared and uploaded on GPD Portal for preparation of GPD 2020-21: Yes/No

If no, the visiting officer to ensure that the meeting schedule is framed in his/her presence and confirm: Framed Schedule.

- vi. Whether the frontline workers of the subjects transferred to the Gram Panchayats are participating in the scheduled Gram Sabha meetings: Yes/No

If yes, provide details of participation of frontline workers (Govt. functionaries) in the last two meetings:

1 st Meeting Date ()		2 nd Meeting Date ()	
S. No.	Department Designation	S. No.	Department Designation
1		1	
2		2	

1 st Meeting Date ()		2 nd Meeting Date ()	
S. No.	Department Designation	S. No.	Department Designation
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	

If no, reason thereof: due to shortage of frontline workers

- vii. Whether the Gram Sabha Proceedings are read out in front of Gram Sabha after the conclusion of the meeting: Yes/No

If no, Reason thereof: _____

- viii. Whether the GPD Plans are being approved by the Gram Sabha: Yes/No

If no, reason thereof: _____

- ix. Whether the approved Plans and Facilitator feedback reports are being uploaded through Plan Portal: Yes/No

If no, reason thereof: due to non availability of computer, telephone, VLVW to demonstrate the reports to the Visiting Officer

- x. Whether the critical gaps identified in the Panchayat during Mission Antyodaya Survey, 2019 are being bridged while preparing GPDP plan for 2020-21: Yes/No. If no, reason thereof: _____

2. SOCIAL AUDIT:

- i. Whether the details with regard to the schemes being implemented by the Gram Panchayats are placed before the Gram Sabha on quarterly basis for carrying out audit: Yes/No
If no, reason thereof: _____
- ii. Is the Social Audit Committee framed in B2V1 conducting social audit: Yes/No
- iii. Whether the issues raised during the audit are being redressed by the department concerned: Yes/No
If no, reason thereof: _____

3. CAPACITY BUILDING & TRAININGS:

- i. Whether, the capacity building and training has been imparted to the elected representatives: Yes/No
If yes, provide details:

No of Elected Representatives trained	Place of training	Theme of training	No of days
08	Chief Headquarters of Gram Panchayat	of schemes/works	12-days

- ii. Quality of training: Poor/Satisfactory/Very Good/Excellent

- iii. Whether any exposure visit within JK/Outside has been conducted: Yes/No

- If yes, Visiting Officer to record the experiences/Views of the elected representatives about the visit: Poor/Satisfactory/Very Good/Excellent

- iv. Whether any digital literacy training has been conducted for Sarpanches: Yes/No

- If yes, quality of training: Poor/Average/Good/Excellent

- v. Level of awareness among the elected representatives and general public about the schemes devolved to Panchayats:

- a. Elected representatives: Poor/Satisfactory/Good/Excellent

- b. General Public: Poor/Satisfactory/Good/Excellent

(Visiting officer to read out the schemes from the pamphlet available)

H) INDIVIDUAL BENEFICIARY ORIENTED SCHEMES:

- i. Visiting Officer to fill approximate number of beneficiaries covered and approximate number left out:

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
Scholarship for SC/ST/OBC students				Nil
Scholarship for Minority students				Nil
Pension - Old Age				Nil
Pension - Widow		30	No response from District Commissioner	Nil
Pension - Disability		12	Nil	Nil
PM Kisan Nidhi	220	310	Non receipt of funds	Nil
Ayushman Bharat				Nil
PM Jeevan Jyoti Bala Yojana				Nil
PM Suraksha Bima Yojana				Nil
PM Awas Yojana - Gramin				Nil
State Marriage Assistance Scheme				Nil

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
NREGA Job Card				
Ladli Bet				
Swachh Bharat Mission- Individual Household Toilets				
PM Ujjwala Yojana				
Ujala				
Jandhan Account				
PM Matsya Vandana Yojana				

* The visiting officer to enclose schema-wise list of individual beneficiaries who are interested to avail the benefit under the schemes. He/she to also collect any applications and handover at district headquarter.

ii. Visiting Officer to fill number of cases pending and fresh demands:

Schemes/Services	No. of cases pending	Reasons for pendency	Fresh demands/applications submitted (Nos.)
Piped water connection	nil	nil	nil
Electricity connection	nil	nil	nil

visiting officer to also collect any applications and handover at district headquarter

1) DOUBLING FARMERS INCOME

1. IRRIGATION

- Topography of the Panchayat: Some High/Low Farm Lands ☒
- Major sources of irrigation: Canal/River/Tube well/Ponds/Springs/Water harvesting/Tanks/Rainfed Others (please specify) ☒
- Status of adequacy of irrigation facility in the Panchayat: Sufficient/Insufficient ☒
- Are there any unutilized irrigation sources in the Panchayat? Yes/No ☒
- If yes, please specify (Canal/Cultured Water/Springs/Water Ponds/Any other water body) ☒
- Is there any area which can be developed for water conservation measures for irrigation purpose? Yes/no ☒
- If yes, please specify: Village: Ganeshpur, Luthi, Tanga, Kaha ☒
- Whether the Panchayat has differential water supply/irrigation? Yes/No ☒
- No. of farmers who use drip/sprinkler irrigation in the Panchayat: Nil ☒
- No. of farmers who intend to use drip/sprinkler irrigation: 100 (Nos.) ☒
- Any suggestions to improve irrigation facilities in the Panchayat: CANAL Ponds and Lift Schemes

2. HIGH YIELDING VARIETY (HYV) SEEDS:

- Formers using High Yielding Variety seeds (Approx. 50 %age) ☒
- Are adequate HYV seeds available to the farmers: Yes/No ☒
- If no, reasons thereof: _____

3. LOANING FACILITY AVAILABLE TO THE FARMERS:

i. No. of farmers without Kissan Credit Card 150 (Nos.)

ii. No. of farmers who have availed loan facility through KCC during 2019
nil Nos.

iii. No. of farmers who applied for KCC Loan but not provided so far
40 Nos.

iv. Problems being faced by farmers in availing KCC loan (tick whatever relevant):

- a) Difficult processes and procedures ✓
- b) Delay by concerned Deptt ✓
- c) Delay by bank concerned ✓
- d) Any other problem, please specify: nil

v. Suggestions for improving the process of availing loan under KCC

The beneficiaries should get KCC loan without Guarantor as he is depositing land papers

4. MARKETING INTERVENTIONS:

i. How is agriculture/horticulture produce sold (tick whichever relevant)

- a) Through organized market (mandi) ✓
- b) Through un-organized market ✓
- c) Any other, please specify: nil

ii. If the surplus produce is not being sold in any market, what measures can be taken to ensure its better marketing.

To make functional the existing market (Frid mandi) Bate. in the panchayat.

iii. Any other suggestions for bringing improvements in the marketing of surplus agriculture/horticulture produce:

nil

iii. Suggestions for encouraging more households/farmers to set-up new units

7. List 5 suggestions in order of priority which can help in increasing income of farmers/rural households:

1.
2.
3.
4.
5.

J) PUBLIC GRIEVANCES AND GOOD GOVERNANCE:

i. Whether Aadhaar card has been provided to all people in the Panchayat: Yes/No ☒

If no, the number of people in the Panchayat yet to get Aadhaar card: _____

ii. Overall satisfaction level of the people about the ration shops: ☒
Poor/Satisfactory/Good/Excellent

Major problems/complaints with regard to ration shops:

- a) Irregular opening: ☒ Yes/No
- b) Inadequate stock: ☒ Yes/No
- c) Overcharging: ☒ Yes/No
- d) Rude behaviour of store owner: ☒ Yes/No
- e) Long distance to be covered to reach the store: ☒ Yes/No
- f) Non-display of rates: ☒ Yes/No
- g) POS machine not working: ☒ Yes/No

h) any other: nil

iii. Number of FIRs registered in last 3 months: nil

a) Are people generally satisfied by response of Police to complaints: Yes/No ☒

b) Is copy of FIR given to people: Yes/No ☒

c) Are people satisfied about the overall security situation in Panchayat: Yes/No ☒

d) Any suggestions: nil

iv. Public perception:

a. Are departmental staff available: ☒ Poor/Good/Very Good/Excellent

b. Are departmental staff responsive: ☒ Poor/Good/Very Good/Excellent

v. Average time taken for processing of applications/requests or redressal of complaints by the departmental field functionaries:

Department	Average time taken	Remarks/details, if any
Revenue	<ul style="list-style-type: none"> • Within 1 month <input checked="" type="checkbox"/> • More than 1 month • Never 	
Social welfare	<ul style="list-style-type: none"> • Within 1 month • More than 1 month • Never <input checked="" type="checkbox"/> 	
Police Station	<ul style="list-style-type: none"> • Within 1 month <input checked="" type="checkbox"/> • More than 1 month • Never 	
PHE	<ul style="list-style-type: none"> • Within 1 month <input checked="" type="checkbox"/> • More than 1 month • Never 	

PDD	<ul style="list-style-type: none"> • Within 1 month • More than 1 month ✓ • Never 	
Any other	<ul style="list-style-type: none"> • Within 1 month • More than 1 month • Never 	

vi. Any specific observation or complaint regarding any particular department: _____

K) OTHERS:

i. Whether land has been identified within Panchayat for collection and disposal of plastic waste: Yes/No ✓

ii. Whether Panchayat Plastic Collection and Disposal plan is ready: Yes/No ✓
(Visiting officer to collect a copy of the Plan)

iii. Number of children in the age group of 4-14 years in the Panchayat: _____

iv. Number of children in the age group of 4-14 years enrolled in the schools: _____

v. Is there any High/Highest Secondary school with more than 40% girl students: Yes/No ✓

Whether RDD has provided Sanitary Napkin Vending Machines in any of the above Schools: Yes/No/Not applicable

✓ If yes, details of schools: _____

✓ If yes, whether the machine is functional: Yes/No

Whether RDD has provided Sanitary Napkin Incinerator in the above Schools: Yes/No/Not applicable

✓ If yes, whether the incinerator is functional: Yes/No

L) GENERAL ASSESSMENT OF THE VISITING OFFICER:

1	Urgent public requirements in order of priority (Max. 07):
1.	Const. of drain from SEHA to the provided street water
2.	Const. of P. Water from Sundas Road to Govt. Hospital
3.	Extension of P. Water from the feeding to the school.
4.	P. water at temple near Sundas Road.
5.	
6.	
7.	
II	Any major complaint brought to notice of the Visiting Officer:
	Non completion of Panchayat work due to litigation

III	Overall perception of functioning of the government:
	<p>Non release of funds to complete / start various Schemes / Projects in the Panchayat Ludhiana</p>
IV	Overall assessment of visit and suggestions:
	<p>(the visiting officer to ensure that the overall assessment is recorded in detail along with concrete suggestions.)</p>
	<p>Panchayat Char is not functional as yet.</p>

Signature of the visiting officer

Name Muni Lal Sharma

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