



Back to Village 2

B2V2

Governance at the Doorstep

November 25-30, 2019

SOUTH



Government of Jammu & Kashmir

Back to Village 2 (B2V2) - Report

(Form to be filled up by the Reporting Officer during his/her two day visit to the Panchayat)

A) DETAILS OF REPORTING OFFICER:

- i. Name: *Arjun Kumar Singh*
- ii. Designation: *Assistant S.D.O. Mr. Nishu Sharma (GATE)*
- iii. Department/Place of posting: *9965151521*
- iv. Mobile No: *9965151521*
- v. Email id: *arjun.kumar15@gmail.com*
- vi. Home District: *Patna*
- vii. Dates of visit: *25/2/2019/26/2/2019*, November 2019

B) LOCAL DETAILS OF PANCHAYAT:

- i. Name of the Panchayat: *Soukha* *Zone Block*
- ii. Local Government Directory (LGD) code of the Panchayat: *(To be sourced from Rural Development Department by DC)*
- iii. Name of CD Block: *Block*
- iv. Name of Tehsil: *Block*
- v. Name of District: *Patna*

C) PANCHAYAT PROFILE:

- i. No. of revenue villages in the Panchayat: *One* *Soukha*
- ii. No. of hamlets in the Panchayat: *05*
- iii. No. of households in the Panchayat: *196*
- iv. Population (approx.) of the Panchayat: *926*

D) FRONTLINE OFFICERS/OFFICIALS WHO ARE PRESENT DURING THE VISIT:

S. No.	Department	Designation of the officer/official
1	<i>Agriculture Deptt</i>	<i>Agriculture Extension Asst</i>
2	<i>PHE. Deptt</i>	<i>JE</i>
3	<i>Power Dev. Deptt</i>	<i>JE</i>
4	<i>Water Supd Deptt</i>	<i>Senior Subdivision</i>
5	<i>PWD Deptt</i>	<i>JE</i>
6	<i>Education Deptt</i>	<i>Asst</i>
7	<i>Police Deptt</i>	<i>Constable</i>
8	<i>Sanitation Deptt</i>	<i>JE</i>

E) FUNCTIONALITY OF THE GRAM PANCHAYAT:

1. INFRASTRUCTURE:

- i. Whether Panchayat Ghar is available in the Panchayat: *Yes/No/Under construction*
- ii. If yes, whether functioning in: Own building/Other government building/Private building
- iii. If no, whether land is available for construction of the Panchayat Ghar: *Yes/No*
- iv. Whether the BDC office has been established (in case the officer visits block 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	<u>Yes/No</u>	<u>Yes/No</u>	<u>No Infrastructure No Building</u>
Computer/printer	<u>Yes/No</u>	<u>Yes/No</u>	<u>Not available</u>
Telephone facility	<u>Yes/No</u>	<u>Yes/No</u>	<u>No facilities</u>

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

Yes/No 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: Advise to prepare Assets Register

2. FUNCTIONALITY:

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

Date of last meeting held: 20-11-2019

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

Date of last meeting held: 10-11-2019

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

(Officer to inspect the register)

iv. Whether the Sarpanch/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 Sarpanch	Funds received	Balance in the account as on date (Rs. in lakh)	Whether at least one transaction has been made
14 th Finance Commission	<u>Yes/No</u>		<u>Yes/No</u>	<u>8839006</u>	<u>Yes/No</u>
ICDS (Nutrition)	<u>Yes/No</u>		<u>Yes/No</u>		<u>Yes/No</u>
ICDS (Honarium)	<u>Yes/No</u>		<u>Yes/No</u>		<u>Yes/No</u>
Mid Day Meals (MDM)	<u>Yes/No</u>		<u>Yes/No</u>		<u>Yes/No</u>
Own resources of Panchayat	<u>Yes/No</u>		<u>Yes/No</u>		<u>Yes/No</u>
Any other Scheme, If yes, indicate name					

(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 Sarpanch.)

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: Committee constituted

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: 16 No. 100 % (to total)

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

If no, reason thereof:

Approved

e. Whether the works have been started: Yes/No

No. of works started: 2 No. (in % to total)

If no, reason thereof:

Started

f. Who is issuing work order for works being executed under 14th FC (tick one):

1) Sarpanch

✓

2) BDO

(✓)

3) Others (specify):

✓

vii. Integrated Child Development Scheme (ICDS):

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

If no, reason thereof:

No Purchase level of nutrition

Also mention if it is being purchased by someone else:

Purchase

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

If no, reason thereof:

being provided by 1000000

c. Is the Panchayat/Sarpanch paying honorarium to AMWs/Helpers directly at Panchayat level: Yes/No

If no, reason thereof:

No funds available for

2 Sarpanch

d. Whether the record on account of purchase of nutrition and payment of honorarium is being maintained by the Panchayat: Yes/No

(Visiting Officer to check the register and verify the signatures of the Sarpanch on the same)

ix. Mid Day Meal (MDM) Scheme:

a. Whether Panchayat/Sarpanch is purchasing items at Panchayat level for serving Mid day meal in the schools: Yes/No

If no, reason thereof:

not purchased in form

of MGNREGS Sarpanch

b. Whether the Panchayat/Sarpanch is providing Mid day meal to the school children in the Panchayat: Yes/No

If no, reason thereof:

Mid-day meal is being provided

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

c. Whether the record on account of purchase of MDM items and honorarium to cooks is being maintained at the Panchayat: Yes/No

(Visiting Officer to check the register and verify the signatures of the Sarpanch on the same)

x. MGNREGA:

a. Whether MGNREGA Plan 2019-20 has been approved: Yes/No

b. If yes,

✓ Funds allocated to the Panchayat: Rs 15 lakh

✓ No. of works approved: 15

✓ No. of works started: 02

✓ No. of works completed: 02

✓ No. of Job Card holders in the Panchayat: 109

✓ No. of man days generated: 70 days

xi. Whether the Action Plan for funds on account of Own Resources of the Panchayat is being prepared: Yes/No

If yes, whether approved by the Gram Sabha: Yes/No

If no, reason thereof:

Not approved - funds

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

xii. 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	<u>Yes/No</u>	
VLV	RDD	<u>Yes/No</u>	
JE	RDD	<u>Yes/No</u>	
CDPO	Social Welfare	<u>Yes/No</u>	
TSWO	Social Welfare	<u>Yes/No</u>	<u>Remain about 2000 B.N.</u>
Anganwadi Supervisor	Social Welfare	<u>Yes/No</u>	
Headmaster/Principal/ZEO	School Education	<u>Yes/No</u>	
I/c MDM	School Education	<u>Yes/No</u>	
BMO	Health	<u>Yes/No</u>	
Tehsildar/Naib-Tehsildar	Revenue		
Patwari	Revenue	<u>Yes/No</u>	
Agriculture Extension Official	Agriculture	<u>Yes/No</u>	
Horticulture Extension Official	Horticulture	<u>Yes/No</u>	<u>Remain about 1800</u>
Village functionaries		<u>Yes/No</u>	
Any other			

b) Is the Panchayat facing any difficulty in execution of works, identification of beneficiaries/any other schemes:

✓ Non co-operation by officials: Yes/No

If yes, who: 4 (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 officers: Yes/No

If yes, how long: 4 (specify number of days)

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

✓ Any other difficulty, give details: 4

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

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

If not, likely date of completion: 4 (date)

II. Whether any other works started during Back to Village-1 have been completed: Yes/No

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

(1) Boundary wall on S. Road, under construction

(2) to be completed 24/10/2020 April May.

(3) 4

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

If yes, amount released: Rs. 2000 lakh.

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

Likely date of completion: 17/10/2020 (date)

iv. Whether any new works has been sanctioned taken up/completed in the Panchayat after B2V1, details thereof:

Section/Department	Name of work sanctioned/taken up	Whether completed (Yes/No)	Remarks:
R.D.D.	R.D.D. - Road work at Kiri-ns		
R.D.D.	R.D.D. - Drainage work at Kiri-ns		
R.D.D.	R.D.D. - Drainage work at Kiri-ns		
R.D.D.	R.D.D. - Drainage work at Kiri-ns		
R.D.D.	R.D.D. - Drainage work at Kiri-ns		

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

- Doctors/Paramedics/other Health staff (Yes/No) ☒
- Teachers/Ret Teachers (Yes/No) ☒
- Anganman Workers/Helpers (Yes/No) ☒
- RDD staff (Yes/No) ☒
- JEs/other engineering staff (Yes/No) ☒
- Agriculture/Horticulture staff (Yes/No) ☒
- Animal Husbandry/Sheep Husbandry staff (Yes/No) ☒

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

Any department whose staff is absent most of the time: Y

Any department whose officers/officials has not visited the Panchayat even once since B2V1: Govt. Sec. Stationer Officer JS M

Any department which has organized any event or camp or tour of senior officer in the Panchayat since B2V1: NO

vi. Areas of major complaints brought to notice

Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
Work of land in D/S side electric lines.	RDD Dept	Yes/No	
Payment of land in D/S side electric lines.	W&A, S&A Dept	Yes/No	
Payment of land in D/S side electric lines.	W&A, S&A Dept	Yes/No	

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
Work of land in D/S side electric lines.	W&A, S&A Dept	Yes/No	Peoples' suffering badly.
Construction of Panchayat Shop.	RDD Dept	Yes/No	Need to be constructed.
Health Centre due need.	Health Dept	Yes/No	Need to be constructed.
Renovation of Piller Road.	P&E Dept	Yes/No	Need to be constructed.
Upgradation of H.S. - Road.	W&A, S&A Dept	Yes/No	Need to be up graded.

G) PLANNING, EXECUTION AND TRAININGS:

1. GRAM PANCHAYAT DEVELOPMENTAL PLAN (GPPD):

i. Whether the GPPD 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 GPPD 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 GPPD Portal for preparation of GPPD 2020-21. Yes/No

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

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 (16/11/19)		2 nd Meeting Date (22/11/19)	
S. No.	Department	S. No.	Department
1	Agriculture	1	Program
	DE		JE
2	Forest	2	Edna
	Forest Guard		Headmaster

1 st Meeting Date ()			2 nd Meeting Date ()		
S. No.	Department	Designation	S. No.	Department	Designation
3	Education	Headmaster	3	Water Supply	JE
4	Water Supply	JE	4	Water Supply	Chief Executive Officer
5	Water Supply	Social Platform	5	RDD	Quarter
6	RDD	JE	6	PHE	JE
7	PHE	Sanitary	7	Agri	Sanitary
8	Water Supply	Guard	8	Agri	JE

If no, reason thereof: _____

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: Yes/No

viii. Whether the GPPD forms are being submitted by the Gram Sabhas. Yes/No

If no, reason thereof: _____

ix. Whether the required forms and Evaluation Worksheet reports are being submitted through Gram Panchayat. Yes/No

If no, reason thereof: Yes/No

(VLM to demonstrate the reports to the Visiting Officer)

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

2. SOCIAL AUDIT:

1. Whether the details with regard to the schemes being implemented by the Gram Panchayat are placed before the Gram Sabha on quarterly basis for carrying out audit. Yes/No Yes
 If no, reason thereof: _____
2. Is the Social Audit Committee formed in BZV1 conducting social audit. Yes/No Yes
 If no, reason thereof: _____
3. Whether the issues raised during the audit are being redressed by the department concerned. Yes/No Yes
 If no, reason thereof: _____

3. CAPACITY BUILDING & TRAININGS:

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

No of Elected Representatives trained	Place of training	Theme of training	No of days
08	BZV - online	status of Panchayat	05 days

2. Quality of training: Poor/Satisfactory/Very Good/Excellent. Very Good
3. Whether any exposure visit within J&K/Outside has been conducted. Yes/No Yes
 If yes, Visiting Officer to record the experiences/views of the elected representatives about the visit: Poor/Satisfactory/Very Good/Excellent Very Good
4. Whether any digital literacy training has been conducted for Sarpanches. Yes/No Yes
 If yes, quality of training: Poor/Average/Good/Excellent Good
5. Level of awareness among the elected representatives and general public about the schemes derived to Panchayats: Good
- a. Elected representatives: Poor/Satisfactory/Good/Excellent Good
- b. General Public: Poor/Satisfactory/Good/Excellent Good
 (Visiting officer to read out the schemes from the pamphlet available)

4) INDIVIDUAL BENEFICIARY ORIENTED SCHEMES:

1. Visiting Officer to fill approximate number of beneficiaries covered and approximate number left out.

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applying but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
Scholarship for SC/ST/OBC students	05	Nil	-	-
Scholarship for Minority students	11	-	-	-
Pension - Old Age	-	-	-	-
Pension - Widow	-	-	-	-
Pension - Disability	-	-	-	-
PM Kisan Nidhi	108	-	-	-
Ayushman Bharat	108	-	-	-
PM Jeevan Jyoti Bima Yojana	-	-	-	-
PM Suraksha Bima Yojana	-	-	-	-
PM Awas Yojana - Gramin	02	02	-	-
State Marriage Assistance Scheme	-	-	-	-

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
NREGA Job Card	70	4		4
Ladi Bel	1	1		1
Swachh Bharat Mission- Individual Household Toilets	196	03	Notified by Panchayat	01
PM Ujjwala Yojana	1	1		1
Ujala	1	1		1
Jandhan Account	850	1		1
PM Matru Vandana Yojana	1	1		1

* The visiting officer to enclose scheme-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 enclose the list of individuals/households who need fresh connections. He/she to also collect any applications and handover at district headquarter.

1) DOUBLING FARMERS INCOME:

1. IRRIGATION

- Topography of the Panchayat: Semi-Hilly/Hilly/Plain/Kandi
- Major sources of irrigation: Canal/Kubets/Tube well/Ponds/Springs/Water harvesting Tanks/Rainfed/Others (please specify) of
- Status of adequacy of irrigation facility in the Panchayat: Sufficient/Insufficient
- Are there any un-tapped irrigation sources in the Panchayat: Yes/No
 - ✓ If yes, please specify (Canal/Ground Water/Stream/Lake/Spring/Ponds/Any other water body: 4 (tick as many as needed)
- Is there any area which can be developed by way of water conservation measures for irrigation purposes: Yes/no
- If yes, please specify: 4
- Whether the Panchayat has potential for drips/sprinkler irrigation: Yes/No
- No. of farmers who use drips/sprinkler irrigation in the Panchayat: 4
- No. of farmers who intend to use drips/sprinkler irrigation: 4 (Nos.)
- Any suggestions to improve irrigation facilities in the Panchayat: The dept may be directed to buy special and full attention for Sanitation of irrigation canals

2. HIGH YIELDING VARIETY (HYV) SEEDS:

- Farmers using High Yielding Variety seeds (Approx. 20 %age)
- Are adequate HYV seeds available to the farmers: Yes/No
- If no, reasons thereof: 4

3. LOANING FACILITY AVAILABLE TO THE FARMERS:

- No. of farmers without Kissan Credit Card NA (Nos.)
- No. of farmers who have availed loan facility through KCC during 2019 01 Nos
- No. of farmers who applied for KCC Loan but not provided so far 02 Nos.
- Problems being faced by farmers in availing KCC loan (tick whatever relevant):
 - Difficult processes and procedures ☒
 - Delay by concerned Deptt. ☒
 - Delay by bank concerned ☒
 - Any other problem, please specify: X

4. MARKETING INTERVENTIONS:

- Suggestions for improving the process of availing loan under KCC
awareness camp should be organized in every panchayat to make the people aware about the KCC.

5. INCREASING LIVESTOCK PRODUCTION:

- Awareness level of farmers about subsidy schemes of Animal/Sheep Husbandry Department: Poor/Satisfactory/Good/Excellent
- Status of households/farmers engaged with Animal/Sheep Husbandry Sector and those interested to set-up new units

S. No.	Sector	No. of households/farmers engaged	No. of households/farmers interested in setting up new units
1	Backyard Poultry	-	-
2	Dairy units	-	-
3	Sheep Units	155 KR 01	N/A
4	Fish Ponds	-	-

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

- Suggestion for encouraging more households/farmers to set-up new units
 Start the country with the provision of electricity
 with the provision of electricity
 List 5 suggestions in order of priority which can help in increasing income of farmers/rural households:

1.	Start the country with the provision of electricity
2.	Provision of good roads
3.	Good supply of irrigation water
4.	Need of official visit time-to-time for the policy making program for farmers
5.	Need of special attention towards farmers

J) PUBLIC GRIEVANCES AND GOOD GOVERNANCE:

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

If no, the number of people in the Panchayat yet to get Aardhar card: 4

- 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: 4

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: Police station should be

Organized Camps of Panchayat for farmers to provide the common security.

- 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	• Within 1 month • More than 1 month • Never	More than one month
Social welfare	• Within 1 month • More than 1 month • Never	There are some cases pending for already known about during B.Y.
Police Station	• Within 1 month • More than 1 month • Never	They are more time for the cases
PHE	• Within 1 month • More than 1 month • Never	More services in the area of PHE.

PDO	• Within 1 month • More than 1 month • Never	Not saying how times cleaning complaints of people.
Any other	• Within 1 month • More than 1 month • Never	X

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

Not informing to Panchayat regarding the
not giving details of many things B2V

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: 100

iv. Number of children in the age group of 4-14 years enrolled in the schools: 83

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

vi. Whether RDD has provided Sanitary Napkin Vending Machines in any of the above Schools: Yes/No

✓ If yes, details of schools: X

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

vii. Whether RDD has provided Sanitary Napkin Incinerator in the above Schools: Yes/No

✓ 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.	Immediate Construction of Road from To Paga (urgent need)
2.	Construction of Amalgamated Clinic
3.	Establishment of Sub-Health Centre
4.	Establishment of Agriculture Sub office
5.	Establishment of Food supply Store
6.	Construction of Piped Water
7.	Establishment of Veterinary Sub office
ii	Any major complaint brought to notice of the Visiting Officer:
During PDO visit, Panchayat, Social Welfare Officer are not performing their services as for complaint lodged by Panchayat as there is worst condition of Panchayat's road and there are several pension cases of poor people pending in court.	

III Overall perception of functioning of the government:

As for our observation, Govt is seriously moving forward for the welfare of public but unfortunately some official/employees are not dealing seriously with public, with the result public frequently find could not be implemented well in time and public is suffering.

IV Overall assessment of visit and suggestions:

(the visiting officer to ensure that the overall assessment is recorded in detail along with concrete suggestions.)

Higher authorities are requested to ensure every clerk is accountable for their work. A strong duties are required to some serious official/employee shall be punished with. If you find any may be removed from their post for their more serious or their by duties.

Signature of visiting officer

Name

Dr. Indras Sharma
Headmaster
Govt Girls School
Nikla Road,
Bhadrauli.