





Chief Secretary  
Jammu and Kashmir

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IAS

## Message

One of the key elements of good governance is the empowerment of democratic institutions so that people become real partners in decision making. After the successful conduct of Panchayat Elections in 2018, it was essential to reach out to the people for getting their valuable feedback for making the functioning of the democratic institutions as vibrant and meaningful institutions of governance.

With a view to reaching out to every nook and corner of Jammu & Kashmir, the Government conceived 'Back to Village (B2V) programme,' the first of its kind in Jammu & Kashmir. The programme which was organized from June 20-27, 2019, across all 4483 Panchayats focussed on energizing Panchayats, collecting feedback on delivery of government schemes/programmes, capturing specific economic potential and undertaking assessment of needs of the villages. People came out in droves to welcome the visiting officers and appreciated the initiative of the government. The initiative was widely acknowledged with Prime Minister Mr. Narendra Modi mentioning it in 'Mann ki Baat' on 28<sup>th</sup> July, 2019. The interface was visible and response so overwhelming and enthusiastic that some officers stayed in their Panchayats beyond the schedule.

Government has already released funds for the Panchayats to address the priority works identified during the first phase of B2V programme.

As B2V envisages equitable development of Panchayats with a sound financial base, it is expedient that the initiative is carried forward to assess the level of empowerment and institutionalization of the Panchayati Raj Institutions (PRIs) at the grassroot level viz-a-viz the impact of various flagship programmes and welfare schemes on the rural populace. The feedback so obtained will help the government to tailor the various central and other government schemes/programmes in improving delivery of village-specific services and making the village life better in terms of improved amenities and facilities. I am confident that B2V programme will evolve into an institutionalized, doorstep governance programme, which will help to deliver speedy and faster services and development.

I fervently appeal to Panchayat representatives as well as people to come forward to project their views before the visiting officers for strengthening the PRIs.

I would urge the Deputy Commissioners to coordinate the visit of officers to various Panchayat Halqas for better outcomes.

I am confident that our officers who will be a part of the B2V programme will work indefatigably to make the initiative a grand success.

(B. V. R. Subrahmanyam)

## **General Instructions for the Visiting Officer Back to Village 2 (B2V2)**

- i. A suggested activity schedule has been prepared for the visiting officer. It shall be incumbent on the officer to ensure that all activities and elements mentioned in the schedule are carried out/covered fully.
- ii. The visiting officer shall hold a meeting with the Deputy Commissioner of the district before undertaking the village visit. During this meeting he will be briefed about the action taken on the issues raised in the previous Back to Village visit in June and shall also be given various booklets, flyers and analyses.
- iii. Before undertaking the visit, officer must familiarise himself/herself with important schemes especially flagship schemes, rural income focussed programmes and individual beneficiary oriented programmes e.g. PM-Kisan, Dairy Entrepreneurship Development Scheme and Backyard Poultry Scheme, Pension Schemes etc. She/he must also be familiar with 14<sup>th</sup> FC, MDM and ICDS (nutrition component).
- iv. During his visit, the officer shall participate in the Gram Sabha, unveil the Gram Panchayat Development Plan (GPDP) and also ensure the constitution of various committees including Panchayat Biodiversity Committee.
- v. He/she shall hold detailed deliberations in the Gram Sabha about the issues raised in Back to Village-1 and the follow up action taken on the same by the district administration and the various line departments. He/she shall also share the report card and critical gap analysis under Mission Antyodaya prepared by the District Administration with the Gram Sabha.
- vi. The visiting officer shall distribute the information flyers regarding 100% coverage of all beneficiary oriented schemes and also discuss the issue in the Gram Sabha. He will ensure that frontline workers accompanying him explain at least some of these schemes in detail to the people.
- vii. The officer should assess the level of functionality of the Panchayat, infrastructure available in the Panchayat, support provided to it by the officials and the difficulties being faced by it in implementing various developmental schemes. For this purpose he/she should hold detailed meetings with Panchayat members and also officials.

- vi. The visiting officer should try and visit as many local institutions including schools, PNCs, Anganwadi Centres etc. as possible. He should also inspect at least some of the works carried out/being carried out under various schemes like 14<sup>th</sup> FC, MNREGA and other government programmes. In case, there is a long-pending project in the village, the officer should certainly inspect the same and record its progress.
- vii. In addition to all other activities that the visiting officer will carry out, he/she should lay special emphasis on 100% enrolment of school children (age 4-14 years), 100% coverage of PM-Kisan, Ayushman Bharat and 100% coverage of all beneficiary oriented schemes including pensions and scholarships. He/she should also try to understand how various government programmes can be better used for doubling rural incomes and energising rural/micro enterprises and village industries.
- viii. The visiting officer shall restrain himself/herself from giving or offering any commitment on behalf of the government.
- ix. The visiting officer shall adopt an unbiased attitude in reporting issues. As far as possible, his observations should be based on a consensual view emerging from his interactions in the village.
- x. The report of the visiting officer shall be submitted both physically and electronically in the pre-circulated format. The officer should exercise all care and objectivity while filling up the same.
- xi. After completing the village visit and before leaving the district, the officer must hold a debriefing meeting with the Deputy Commissioner and his/her team and deposit the B2V2 booklets and any other lists/applications/grievances that may have been handed over to him/her during the visit.

## 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 14<sup>th</sup> FC plan booklet in the Gram Sabha.
  - Inspect the four pass books- 14<sup>th</sup> 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.

**B2V2/PD&MD/2019**

vi. Areas of major complaints brought to notice:

Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
Drinking water scarcity in Erujar Ashti Arhama	PUE	Yes/No ✓	The department should supply drinking water through Tankers twice in a week.
Improvement of HT/LT distribution system	Electric PDD	Yes/No ✓	To arrest leakages and avoid mishaps HT/LT system to be upgraded.
Lack of Health facility in Erujar Ashti Arhama	Health	Yes/No ✓	Health Sub center to be established in the area.

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
Descending families to be registered under APL Scheme	CARD	Yes/No ✓	Revenue / CARD to re-verify the beneficiaries and register genuine families under APL
Establishment of ③ more AWCs	SCDS	Yes/No ✓	⑦ hamlets scattered over a large area have only ④ AWCs
Establishment of Vety. Sub centres in Arhama & Erujar Ashti	Animal Husbandary	Yes/No ✓	The area has good potential of rearing cattle and has good population of cattle.
Establishment of Sheep Station Centre in Erujar Ashti Arhama	Sheep Husbandary	Yes/No ✓	The area has good potential of sheep rearing.
		Yes/No	

- h) any other: Residents of Lugarbashi have to travel long distances to reach the station depot.
- iii. Number of FIRs registered in last 3 months: nil

- a) Are people generally satisfied by response of Police to complaints: Yes/No ☒ Yes
- b) Is copy of FIR given to people: Yes/No ☒ Yes
- c) Are people satisfied about the overall security situation in Panchayat: Yes/No ☒ Yes
- d) Any suggestions: \_\_\_\_\_

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	<input checked="" type="checkbox"/> Within 1 month <input type="checkbox"/> More than 1 month <input type="checkbox"/> Never	Patwari of Panchayat has jurisdiction comprising of 4 Panchayats and is thus overburdened; one additional Patwari to be posted in the Panchayat
Social welfare	<input type="checkbox"/> Within 1 month <input checked="" type="checkbox"/> More than 1 month <input type="checkbox"/> Never	
Police Station	<input checked="" type="checkbox"/> Within 1 month <input type="checkbox"/> More than 1 month <input type="checkbox"/> Never	
PHE	<input type="checkbox"/> Within 1 month <input checked="" type="checkbox"/> More than 1 month <input type="checkbox"/> Never	The PHE division is situated at a distance of about 22 kms from the Panchayat

PDD	<ul style="list-style-type: none"> <li>• Within 1 month</li> <li>✓ More than 1 month</li> <li>• Never</li> </ul>	EMARE DW is also situated at a distance of about 20 kms from the Panchayat
Any other	<ul style="list-style-type: none"> <li>• Within 1 month</li> <li>• More than 1 month</li> <li>• Never</li> </ul>	

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: 228 (218)

iv. Number of children in the age group of 4-14 years enrolled in the schools: 228 (218)

v. Is there any High/Higher 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/Not applicable

✓ If yes, details of schools: \_\_\_\_\_

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

vii. 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:

I Urgent public requirements in order of priority (Max. 07):

1. Providing drinking water facility to Gugar basti Ashams

2. Const of Adl. class rooms for M/S Ashams

3. Improvement of HT/LT Distribution network.

4. Restoration of damaged pipe line leading to Gugarbasti.

5. Establishment of adl. ③ no AWCS in Ashams / Gugar basti.

6. Establishment of ration depot in Gugarbasti Chaurahad.

7. Issuance of solar lights to inhabitants of Gugarbasti Ashams.

II Any major complaint brought to notice of the Visiting Officer:

Public Participation was limited, hence Public grievances were negligible.

III Overall perception of functioning of the government:

Public in general is satisfied with the functioning of the Govt, However, are demands that the demands of the Public in general should be addressed.

IV Overall assessment of visit and suggestions:

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

The elected members of the Panchayat are mostly unqualified, it is suggested that, 2 to 3 members should be nominated / elected amongst the experienced retired employees of the area.

Signature of the visiting officer

Name

Syed Bilal Ahmed.