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# Back to Village 2

B2V2

Governance at the Doors

November 25-30, 2019

Dust



LIEUTENANT GOVERNOR  
JAMMU & KASHMIR



RAJ BHAVAN  
JAMMU-180001


## 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)





**Chief Secretary  
Jammu and Kashmir**

**B. V. R. Subrahmanyam  
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.



### **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 Public Collection and Disposal plan
- Get schedule-wise list of individuals who are members of existing Beneficiary beneficiary oriented schemes but have not applied so far.
- Collect any suggestions/queries that people may have, especially with regard to non-availability of benefits under individual beneficiary oriented schemes.
- Get list of households without piped water/electricity connection.

### Day 1 Afternoon

- Visit local schools, health institutions, ASHA's, government assets, banks, water bodies, telecent, electric station, important private enterprises.
- Visit other villages in the Panchayat.
- Evening informal interaction with PFI 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 emerge village/micro industries.
- Capture evening interaction picture by 6:00 P.M.

### Day 2

- Capture morning picture at 7 A.M.
- Formal meeting with the Panchayat members.
  - Get various subjects/portfolios assigned to the panchas by the Sarpanch if not already assigned and get a Panchayat resolution passed for the same.
  - Inspect the karnal 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/LW/PDS storekeeper/representatives of PFI, PDD, PWD, Agriculture, Animal Sheep, Horticulture etc.)
  - Social activists/VGOs
  - Prominent citizens/retired teachers/Govt. employees/ex-servicemen etc.



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

**A) DETAILS OF REPORTING OFFICER:**

- i. Name: DR. Nazir Ahmad Agoo  
ii. Designation: Medical officer.  
iii. Department/place of posting: ISM & H, Health, NOWGAM  
VERINAG  
iv. Mobile No: 7006591443  
v. Email id:  
vi. Home District: ANANTNAG  
vii. Dates of visit: 25/26/27/28/29/30, November 2019

**B) LOCATIONAL DETAILS OF PANCHAYAT:**

- i. Name of the Panchayat: DUPATYAR, BIJ.  
ii. Local Government Directory (LGD) code of the Panchayat: 274711  
(To be sourced from Rural Development Department/by DC)  
iii. Name of CD Block: BIJBEHARA-  
iv. Name of Tehsil: BIJBEHARA-  
v. Name of District: ANANTNAG

**PANCHAYAT PROFILE:**

- i. No. of revenue villages in the Panchayat:  
ii. No. of hamlets in the Panchayat:  
iii. No. of households in the Panchayat:  
Population (approx.) of the Panchayat:

NAME OF THE OFFICER/OFFICIALS WHO ARE PRESENT DURING THE VISIT:

S. No.	Department	Designation of the officer/official
1	Education	Head master B.M. School Dupalija
2	Health	Health Sup. By.
3	CARD	Dept. Asst. By.
4	ICDS	Supervisors
5	PHE	J.E. Div. By.
6	Flood Control	works supervisor
7	Revenue	Patwari Dupaljar
8	RDD	GRS Prog. officer.

#### E) FUNCTIONALITY OF THE GRAM PANCHAYAT:

##### 1. INFRASTRUCTURE:

- i. Whether Panchayat Ghar is available in the Panchayat: Yes/No/under construction ☒

If yes, whether functioning in: Own building/Other government building/Private building

If no, whether land is available for construction of the Panchayat Ghar: Yes/No ☒

- ii. Whether the BDC office has been established (in case the officer visits block Panchayat): Yes/No/Not applicable ☒



applicable

iv. Facilities available in the Panchayati Raj Institutions:

Facilities available	Panchayat Office	BDC Office	Remarks
Furniture	Yes/No	Yes/No ✓	Panchayat neel Panchayat Ghar
Computer/printer	Yes/No ✓	Yes/No ✓	
Telephone facility	Yes/No ✓	Yes/No ✓	

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:

No Panchayat Ghar, No Assets in Panchayat

2. FUNCTIONALITY:

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

Date of last meeting held: 25.11.2019

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

Date of last meeting held: 25.11.2019

iii. Whether the Karwai 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 ✓



Whether the Scheme	Bank account opened	Signature of Sarpanch	Amount received	Amount received as on date (Rs. in lakh)	Whether the amount has been made
14 <sup>th</sup> Finance Commission	Yes/No	V L W	Yes/No	Rs 2065937	Yes/No
ICDS (Nutrition)	Yes/No	Admission	Yes/No	—	Yes/No
ICDS (Honorarium)	Yes/No	Admission	Yes/No	—	Yes/No
Mid Day Meals (MDM)	Yes/No	Head Master	Yes/No	Rs 44105	Yes/No
Own resources of Panchayat	Yes/No	Nil	Yes/No	Nil	Yes/No
Any other Scheme, If yes, indicate name	Nil	Nil	Nil	Nil	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 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: \_\_\_\_\_

vii. 14<sup>th</sup> 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: 6 No. (93 % 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: 4 No. (85 % to total)

If no, reason thereof: \_\_\_\_\_

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

1) Sarpanch ( )

2) BDO ( )

3) Others (specify): Administration

viii. 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 funds received & Sarpanch not notified

Also mention if it is being purchased by someone else: ICDS Deptt. - Purchased himself till date.

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

If no, reason thereof: No funds received yet & Sarpanch not notified

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

If no, reason thereof: No funds received yet.

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)



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

If no, reason thereof: Still not yet, because Panchayat is not fully functional, as there is no sarpanch

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

If no, reason thereof: Still not yet.

Also mention if it is being provided by someone else: \_\_\_\_\_

School Management.

- 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 49 lakh

✓ No. of works approved: 138

✓ No. of works started: Nil

✓ No of works completed: Nil

✓ No of Job Card holders in the Panchayat: 263

✓ No. of man days generated: Nil

- 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: Because Panchayat has not its own resources.



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: \_\_\_\_\_ (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: \_\_\_\_\_ (specify number of days)

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

✓ Any other difficulty, give details: None

#### 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: Estd. Awaited (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) Work not taken up till date for Link Roads  
Roads to be improved, work under progress
- (3) So no work has been done so far initiated

iv. Whether any new work(s) has/have been taken up after B2V-1, details thereof:

Sector/Department	Name of work sanctioned/taken up	Whether completed (yes/No)	Remarks:
ReB. Deptt.	401.5 KMP Linde Road from M.S to Jamal Shah	No	work to be taken up.
ReB. Deptt.	Roads to be improved	NO	work under progress.

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:

✓ RDD & Education is improving

Any department whose staff is absent most of the time: NO

Any department whose officers/officials has not visited the Panchayat even once since B2V1: NO

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



Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
up gradation of water Filtration Plant Dupalgar	PHE	Yes/No	Not taken. But UG is necessary.
Improvement of HT/LT network at Dupalgar	PDD	Yes/No	Lines on trees, Danger for peoples.
upgradation of S/C to NTPHC	Health	Yes/No	A Doctor must visit twice a week because of hilly Topography

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
upgradation of M/s to High School	Education	Yes/No ✓	Should be taken on priority
LT/HT network & Electric Poles	PDD	Yes/No ✓	Should be taken on priority
Dragging & widening of Loddar Nallah at Gantalepore	Flood Control	Yes/No ✓	urgent need. On priority
Kidomati Centre	P&S Baule	Yes/No	Should be priority.
		Yes/No ✓	

ii. Whether the schemes and activities approved under GPDP 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: Internet Blockade

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: No Panchayat Ghar

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

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

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 <sup>st</sup> Meeting Date (25/11/19)			2 <sup>nd</sup> Meeting Date (29/11/19)		
S. No.	Department	Designation	S. No.	Department	Designation
1	ICDS	ANW	1	Education	Head master BMS
2	Rev.	Patwari	2	ICDS	ANW



1 <sup>st</sup> Meeting Date (25/11/19)			2 <sup>nd</sup> Meeting Date (29/11/19)		
S. No.	Department	Designation	S. No.	Department	Designation
3	Education	Head Master BMS	3	Health	Supervisor Block BMS
4	PHE	JE	4	CARD	Deputy Asst.
5	Sanitation	Helper	5	R&B	Worker Sup.
6	RDD	VLW / GRS	6	Flood Control	Worker Sup.
7	Health	FMPHW	7	PHE	JE
8	Horticulture	Horti Technician	8	RDD	VLW / GRS

If no, reason thereof: \_\_\_\_\_

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: \_\_\_\_\_

Whether the GPDP Plans are being approved by the Gram Sabha: Yes/No

If no, reason thereof: \_\_\_\_\_

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

If no, reason thereof: Internet Blockade

(LW to demonstrate the reports to the Visiting Officer)

# H) INDIVIDUAL BENEFICIARIES

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	Online	-	-	-
Scholarship for Minority students	Online	-	-	-
Pension - Old Age	08	10	case are not sanctioned yet	same as pending
Pension - Widow	11	04	= do =	= do =
Pension - Disability	05	03	= do =	= do =
PM Kissan Nidhi	N.A	N.A	N.A	N.A
Ayushman Bharat	74	Nil	Nil	10
PM Jeevan Jyoti Bima Yojana	26	Nil	Nil	- Nil
PM Suraksha Bima Yojana	628	Nil	Nil	Nil
PM Awas Yojana - Grameen	Nil	Nil	Nil	Nil
State Marriage Assistance Scheme	04	08	B-Phase passed 7 Phase on pipeline	= do =



Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
NREGA Job Card	263	Nil	Internet Blockade	-
Ladli Beti	20	Nil	200 =	-
Swachh Bharat Mission- Individual Household Toilets	Nil	Nil	Nil	Nil
PM Ujjwala Yojana	57	Nil	Nil	Nil
Ujala	719	Nil	Nil	Nil
Jandhan Account	45	Nil	Nil	Nil
PM Matru Vandana Yojana	03	02	Internet Blockade	02

\* 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.

## I) DOUBLING FARMERS INCOME:

### 1. IRRIGATION

- Topography of the Panchayat: Semi-Hilly/Hilly/Plain/Kandi ✓
- Major sources of irrigation: Canal/Khuls/Tube well/Ponds/Springs/Water harvesting Tanks/Rainfed/Others (please specify): Lift Irrigation ✓
- 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: \_\_\_\_\_ (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: \_\_\_\_\_
- Whether the Panchayat has potential for drips/sprinkler 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: Nil (Nos.)
- Any suggestions to improve irrigation facilities in the Panchayat:

upgradation of Lift Irrigation Scheme & Liddar Canal  
needs desilting, widening & Concreting channeling

### 2. HIGH YIELDING VARIETY (HYV) SEEDS:

- Farmers using High Yielding Variety seeds (Approx. 60 %age)
- Are adequate HYV seeds available to the farmers: Yes/No ✓
- If no, reasons thereof: \_\_\_\_\_



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

= No need of Guarantor  
= Interest Rate Should be decreased.

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

1. Awareness Camps should be organised for diff schemes by the concerned Deptt.

2. To provide farmers HPU seeds/Agro-techniques

3. Sheep units

4. Small scale Industry/units

5. Poultry units.

#### 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: 15%

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 ✓

(Internet Blockade)

h) any other: No

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: \_\_\_\_\_

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"><li>• Within 1 month</li><li>• More than 1 month ✓</li><li>• Never</li></ul>	For simple procedure, Rev. officials are not available on time.
Social welfare	<ul style="list-style-type: none"><li>• Within 1 month</li><li>• More than 1 month ✓</li><li>• Never</li></ul>	Because of less employs and heavy duty and work load.
Police Station	<ul style="list-style-type: none"><li>• Within 1 month</li><li>• More than 1 month ✓</li><li>• Never</li></ul>	Because of too much time in field and heavy duty.
PHE	<ul style="list-style-type: none"><li>• Within 1 month</li><li>• More than 1 month ✓</li><li>• Never</li></ul>	Because of unavailability of repairing deems.



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

1. Removal of silt, cleaning & widening of Luddar Nallah Aadwani for Irrigation purposes.

2. Improvement of Damaged HT/LT network & Electric Poles at Dupatyan.

3. Upgradation of M/S to High school.

4. Allocation of Land for C/O buildings for G.M. School & B.M. School at Dupatyan.

5. Upgradation of Lift Irrigation Scheme which is too old.

6. Upgradation of un-Hygienic Water Tank and old PHE Pipelines at Dupatyan.

7. C/O H. Shed and Pucca fencing (200 feet) on River side at Gantalepora Dupatyan.

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

1. Cleaning & widening of Luddar Nallah Aadwani at Gantalepora.
2. Upgradation of M/S to High School at Dupatyan.
3. Upgradation of un-Hygienic water Tank & old PHE pipelines at Dupatyan.



III Overall perception of functioning of the government:

Good, as functioning of the Govt. improves a lot by B2V Programme. People of the area in particular and general public in general are happy with the Govt. missionary.

IV Overall assessment of visit and suggestions:

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

1. Issues raising during B2V Programme needs to be addressed.
2. Capacity building programme must be conducted at an earlier in the Panchayat.

  
Signature of the visiting officer

Name Dr. Nazir Ahmad Agor