

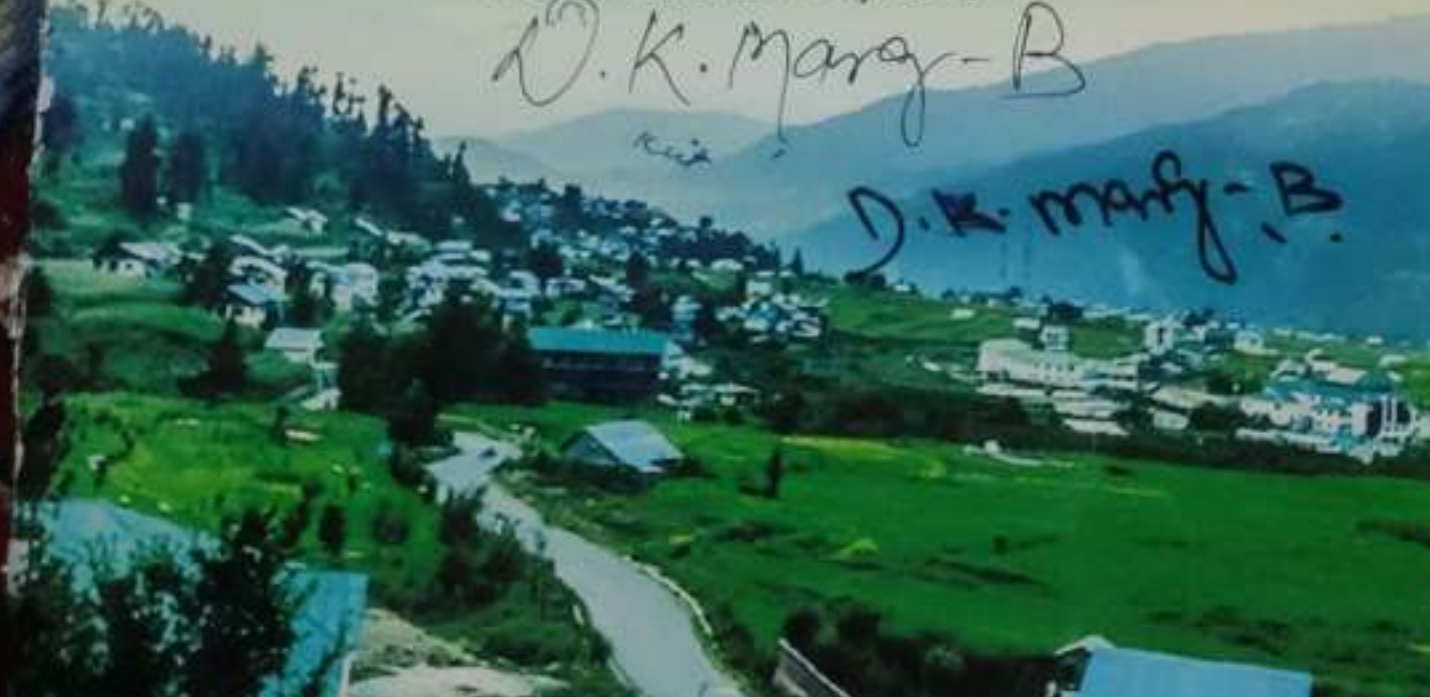
**Back to
Village 2**
B2V2

Governance at the Doorstep

November 25-30, 2019

D.K. Mary-B

D.K. Mary-B



Government of Jammu & Kashmir

Back to Village 2 (B2V2) - Report

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

A) DETAILS OF REPORTING OFFICER:

- Name: **SUHAIL AHMAD BHAT.**
- Designation: **Lecturer**
- Department/place of posting: **School Education / H.S.S. Malwan**
- Mobile No: **9906694241**
- Email id: **Seek Suhail 786@gmail.com**
- Home District: **Kulgam**
- Dates of visit: **25/26/27/28/29/30, November 2019**

B) LOCATIONAL DETAILS OF PANCHAYAT:

- Name of the Panchayat: **D.K. Marg. B**
- Local Government Directory (LGD) code of the Panchayat: **004106**
(To be sourced from Rural Development Department/by DC)
- Name of CD Block: **D.K. Marg.**
- Name of Tehsil: **D.H. Dora**
- Name of District: **Kulgam**

C) PANCHAYAT PROFILE:

- No. of revenue villages in the Panchayat: **01**
- No. of hamlets in the Panchayat: **09**
- No. of households in the Panchayat: **513**
- Population (approx.) of the Panchayat: **1900**

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

S. No.	Department	Designation of the officer/official
1	Manzoor M. Malik (LGD)	VLW/GORS.
2	Nadeem ul Rehman (Agriculture)	A.E.A.
3	Javaid Ah. Malik (School Education)	Teacher.
4	Dr. Adil Rasool (Animal Husbandry)	Veterinarian ^{ASM} Surgeon.
5	Salena Bano. (AHH) (COS)	LGDs (Aww)
6	Aijaz Ahmad Bhat (Sheep Husbandry)	ASM.
7	Shameem M. Malik (Revenue)	Patwari
8	Farooq M. Malik (PDD)	Lineman.

E) FUNCTIONALITY OF THE GRAM PANCHAYAT:

1. INFRASTRUCTURE:

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

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- 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	P.R.'s building needs repairing at the basic level. Structure.
Computer/printer	Yes/No	Yes/No	An Officer and necessary equipments allocated for quick response to the digital transactions.
Telephone facility	Yes/No	Yes/No	Arrived Telecommunication Service of Permanent nature. Still not an internet facility.

- 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: June-2019
- ii. Whether Gram Sabha meeting is being held regularly on quarterly basis: Yes/No
- Date of last meeting held: 24 June-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

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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 lakhs)	Whether at least one transaction has been made
14 th Finance Commission	Yes/No	BDO	Yes/No		Yes/No
ICDS (Nutrition)	Yes/No	Administrative	Yes/No	0.29 lacs	Yes/No
ICDS (Honorarium)	Yes/No	Administrative	Yes/No	1.2150 lacs	Yes/No
Mid Day Meals (MDM)	Yes/No	Administrative	Yes/No	Rs. 1000000	Yes/No
Own resources of Panchayat	Yes/No		Yes/No		Yes/No
Any other Scheme, if yes, indicate name	NI				

(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. 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: 03 No. (30 % to total)

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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: 01 No. (10 % to total)

If no, reason thereof: _____

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

1) Sarpanch

2) BDO

3) Others (specify): _____

g. 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: _____

Also mention if it is being purchased by someone else: ICDS /

AWW themselves.

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

If no, reason thereof: _____

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

If no, reason thereof: In the concerned G.P. in A-112
delimited their honorarium disbursement is still to become the domain of
delimited P.R.'s and still unconstitutional of their P.R.'s.

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)

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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: Expenditure of Sarpanch has in
G.P. after the same meal is regular.

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

If no, reason thereof: Due to shortage of food kind of Panchayat is yet
to be awarded to P.R.'s.

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 Nil lakh

✓ No. of works approved: 25

✓ No. of works started: nil

✓ No. of works completed: nil

✓ No. of Job Card holders in the Panchayat: 290

✓ No. of man days generated: 40

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: Due to paucity of financial resources
and even Reserve fund, no scope for

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Plan in G.P.

- 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	Timely disbursement of wages and stipends would ensure no force for finding unskilled assignments.
VLW	RDD	Yes/No	Has to show hard-earned assignments.
JE	RDD	Yes/No	Need to be more dynamic and present enough for important work of bills.
CDPO	Social Welfare	Yes/No	Has to be vigilant enough to prevent any kind of suicidal plotting of persons.
TSWO	Social Welfare	Yes/No	An Honest TSWO can win the hearts of the poor and ensure proper work of the poor.
Anganwadi Supervisor	Social Welfare	Yes/No	Need to be more proactively engaged towards children especially catering their needs of Nutrition and Education.
Headmaster/Principal/ZEO	School Education	Yes/No	The concerned official is obliged to keep an account of student's money and create an ideal teacher-student environment.
I/c MDM	School Education	Yes/No	A good officer has to exclusively take out food and money for students.
BMO	Health	Yes/No	Has to ensure procurement and proper maintenance of drugs and other equipments.
Tehsildar/Naib-Tehsildar	Revenue		
Patwari	Revenue	Yes/No	The officer has to be facilitator in settling the land disputes and also ensure the needs to reach out to public and provide them with various services.
Agriculture Extension Official	Agriculture	Yes/No	
Horticulture Extension Official	Horticulture	Yes/No	Timely broadcast of welfare schemes would help masses to get various challenges confronting them.
Village functionaries		Yes/No	The Social Assessment Officer has to take regular appraisal of developmental works and welfare schemes in their G.P.
Any other			

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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: 25-30 (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 visit of the officer in B2V1 has been completed: Yes/No

If not, likely date of completion: _____ (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) Road from Main Road to D.C. Marg. (2020)

(2) _____

(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: 2020 (date)

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

Sector/Department	Name of work sanctioned/taken up	Whether completed (yes/no)	Remarks:
RDO	Road for main Road to P.K. nagri	No	There is a natural water and bar & also from nearby village
B2V1 - 14 th	Fc. 2.0 lac.		
	Canal = 1.50 lac		
	G.O.P. = 2.50 lac.		
	Total = 6.0 lac.		

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:

The Frontline Departments like RDO, Agriculture and Education are maintaining their performance in terms of their performance & delivery. Any department whose staff is absent most of the time: PDD.

Any department whose officers/officials 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: Animal Husbandry and Veterinary Services

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vi. Areas of major complaints brought to notice:

Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
(1) Disbursement of monthly relief upon Social welfare deptt. in favour of widows w/o small children	Social welfare deptt.	Yes/No	As she is in a steel poverty the favour should be done immediately
		Yes/No	
		Yes/No	

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
(1) Fresh Ration Cards instead of archaic and obsolete ones had to be issued.	LAPD	Yes/No	Departmental subside and Red tapism
(2) Increasing Quota of P.H.H. in So-Box	LAPD	Yes/No	no
3. Sanitary arrangements at all ICDS Centres	R.D.O.	Yes/No	Funds yet to be allocated
4. Demand for Sub-centre (Health)	Health and Family welfare	Yes/No	Pre-requisites for feasibility for same yet to be defined
5. Increasing the Quota of Kerosene oil.	LAPD	Yes/No	Demand-Supply Ratio has not overcome the Centre for improvement

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G) PLANNING, EXECUTION AND TRAININGS:

1. GRAM PANCHAYAT DEVELOPMENTAL PLAN (GPDP):

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

If no, reason thereof: Schemes are yet to be formulated and subsequently transferred to G.P. Panchayat is sincerely for it.

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: As per request of the concerned we got to be submitted.

iv. Whether Public Information Board indicating the schemes with allocation for the year 2020-21 has been installed in Panchayat Chair 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 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 st Meeting Date ()		2 nd Meeting Date ()	
S. No.	Department	S. No.	Department
1	RDD	1	ICDS
	GRS		Supervisor
2	Educative Teacher	2	RDD
			WV/JE

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1 st Meeting Date ()		2 nd Meeting Date ()	
S. No.	Department	S. No.	Department
3	ICDS	3	Animal Husbandary
	AWWS		A.S.M
4	PDD	4	Swamp Husbandary
	Linman		Office clerk.
5	P.H.E	5	PDD
	Supervisor		Inspector
6	Health and Family Welfare (M.S)	6	Education
	Promotional Officer		Head of Institution
7	Secretariat Office	7	Revenue
	Clerk		Patwari
8	Agriculture A.E	8	Agriculture
	Deptt.		H.D.D.

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: _____

viii. Whether the GPDP 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: _____

(WV to demonstrate the reports to the Visiting Officer)

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x. Whether the critical gaps identified in the Panchayat during Mission Anudhyak Survey, 2019 are being bridged while preparing GPCP plan for 2020-21: Yes/No
 If no, reason thereof: *GPDP-2021 is yet to be finalised and disiminated*

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

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

- iii. Whether any exposure visit within J&K/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)

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iv) INDIVIDUAL BENEFICIARY ORIENTED SCHEMES

- i. Visiting Officer to fill approximately 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	210	30	<i>Insufficient fees, no work to sell for schemes among parents</i>	
Scholarship for Minority students	N/A	—		
Pension - Old Age	82	38	<i>prominent elderly could not get 08</i>	
Pension - Widow	67	04	<i>officer could not find 09</i>	
Pension - Disability	71	04	<i>disabled 5th mother, family not able to find direction, son officer</i>	
PM Kisan Nidhi	459	60	<i>summarised by family members, 06</i>	
Ayushman Bharat	310	15	<i>Deficiency in family card, 04 schemes</i>	
PM Jeevan Jyoti Bima Yojana	N/A	N/A	<i>Here =</i>	
PM Suraksha Bima Yojana	—	do		
PM Awas Yojana - Gramin	61	21		09
State Marriage Assistance Scheme	12	20	<i>Death of Requester, 4 families</i>	—

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Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
NREGA Job Card	290	35	→ Awaiting to be approved by Deptt.	
Ladli Beti	= Not in vogue here =			
Swachh Bharat Mission- Individual Household Toilets	287	76	Funds under specific Head yet to be dispensed.	
PM Ujjwala Yojana	300	209	→ Ration and Resubmission moved the card to be Co-ops	
Ujala	513	nil	—	
Jandhan Account	402	110	→ Deliberate Spurn of Govt financial Assistance	
PM Matru Vandana Yojana	= Currently Not in vogue =			

* 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	56	New Habitations Sprawl and non-Afford from Govt. yet	56
Electricity connection	→ 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): Mechanical 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: Rain Water Harvesting, dug wells can be employed.
- Whether the Panchayat has potential for drip/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:
Installation of untapped water sources at upper catchment, to existing ones, Scientific Management of water resources can help augment the irrigation needs.

2. HIGH YIELDING VARIETY (HYV) SEEDS:

- Farmers using High Yielding Variety seeds (Approx. 30 %age)
- Are adequate HYV seeds available to the farmers: Yes/No
If no, reasons thereof: Non-Availability of Government Centre and outreach of officials about such services and facilities

3. LOANING FACILITY AVAILABLE TO THE FARMERS:

- No. of farmers without Kissan Credit Card 213 (Nos.)
- No. of farmers who have availed loan facility through KCC during 2019 300 Nos.
- No. of farmers who applied for KCC Loan but not provided so far Nil 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: /

- Suggestions for improving the process of availing loan under KCC

→ Documenta need to be meagre, Interest Rates should plummet to encourage farmers a hassle free service.

4. MARKETING INTERVENTIONS:

- How is agriculture/horticulture produce sold (tick whichever relevant):

- Through organized market (mandi) ✓
- Through un-organized market /
- Any other, please specify: /

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

→ The Surplus Fruits can potentially find Market by making Juices. The vegetables and Nuts can be sold in local markets or used for developing into fodder and manure.

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

→ Market Intervention schemes and Enhancing the minimum Standard price of crop yields. Besides, an urgent need

28 of a Transport Union to G.P. for all time available goods carrier vehicles.

5. DIVERSIFICATION TO HIGH VALUE CROP/FRUIT:

- Is there any scope/potential for diversification towards high value crops/fruits in the Panchayat: Yes/No
✓ If yes, please specify:

Sr. No	Non-remunerative crop/fruit	Potential for diversification towards the crop/fruit	Remarks (if any)

6. 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	300	20
2	Dairy units	460	15
3	Sheep Units	03	06
4	Fish Ponds	02	03

- iii. Suggestions for encouraging more households/farmers to set-up new units
- Subsidized Loan facility, Quick appraisal of demands for such units
 - Insurance on a affordable premium benchmark, Adequate Compensation in case of damage or death of such animals
7. List 5 suggestions in order of priority which can help in increasing income of farmers/rural households:

1. Vermicomposting units
2. Institutionalized Dairy farming units
3. Sheep Rearing/Breeding under P-P-P
4. Handicrafts Training Mechanisms Establishment
5. Retrofitting Irrigation Procedures And Right Irrigation to orchards.

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: _____

iii. Number of FIRs registered in last 3 months: 03

- 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: Unprejudiced and Timely Redressal of Grievances and Conduct of Ground Zero visits at a situation

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	• Within 1 month • More than 1 month • Never	The concerned official needs to dispose off grievances and settle skirmishes in an impartial manner.
Social welfare	• Within 1 month • More than 1 month • Never	Decipher of such advantageous schemes to common masses at right time and update the data regularly as is needed.
Police Station	• Within 1 month • More than 1 month • Never	Disposal of settled cases within specific timeframe. FIR copies should be handed over to complainants. Maintaining privacy and security while dealing with offences. (Female).
PHE	• Within 1 month • More than 1 month • Never	Sensitizing people about importance of water resources & its judicious use.

III Overall perception of functioning of the government:

→ The Major Part of Age Pyramid of GP Melancholically express their woes, grieving the Govt's failed promises and most Help-thrusters, mourning the tantalising services tokened to them. Yet some functionaries of the current establishment have shown upliftment in delivery of results post B2V1. in context of public feedbacks.

IV Overall assessment of visit and suggestions:

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

→ Barring all odds and vagaries of indolent weather we had a grand Zero interaction with people. The masses especially young guns have appreciated the Govt. of this State of the Art Initiative & thanked us of coming to their rescue and reaching to their doorsteps. They again pinned hopes on us bridging their grievances & placing them before the concerned Competent authorities in a true form & unbiased contents.

Signature of the visiting Officer
Name

03/12/2019.
Sulail M. Bhal
Lecturer.