



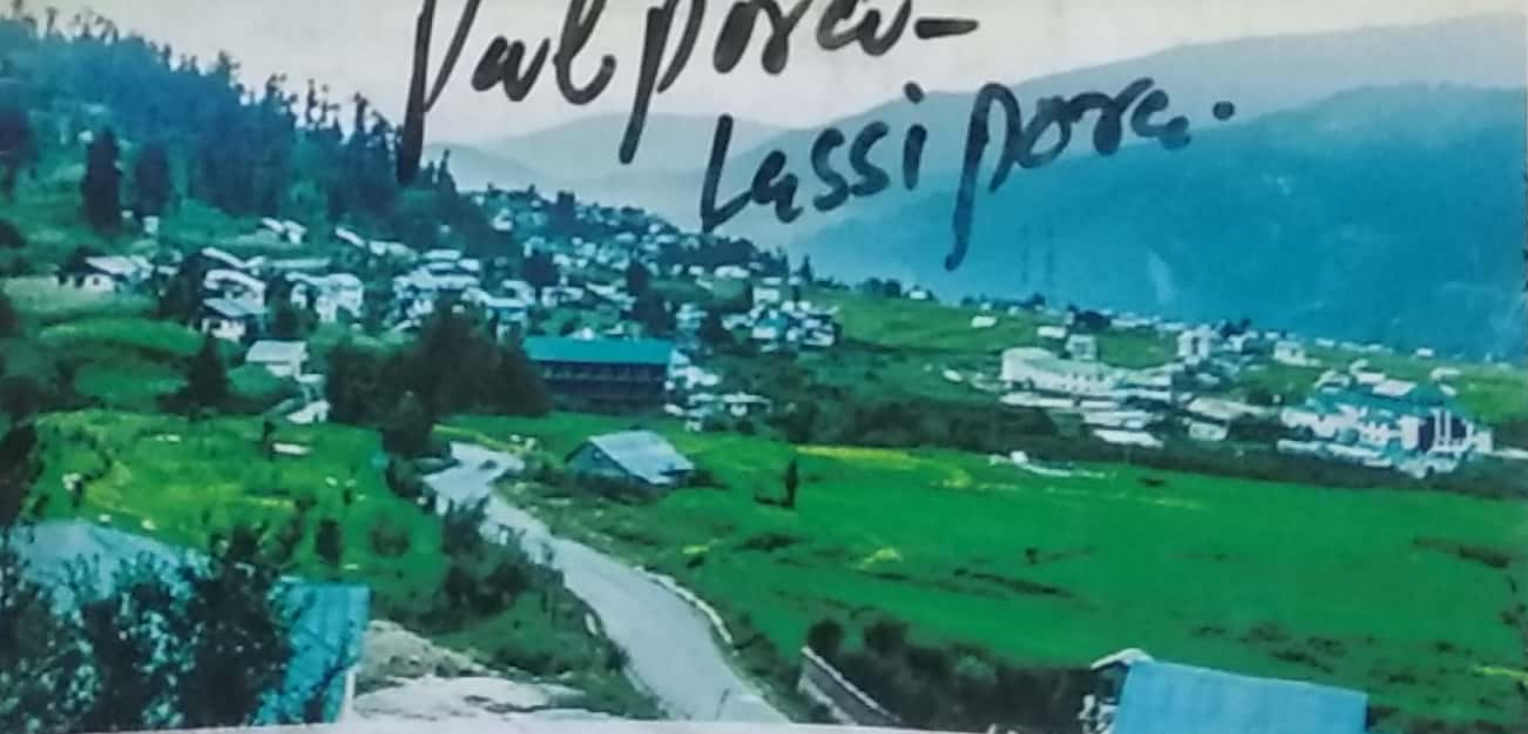
Back to Village 2

B2V2

Governance at the Doorstep

November 25-30, 2019

*Paul Porew-
Lassi Porew.*



Government of Jammu & Kashmir



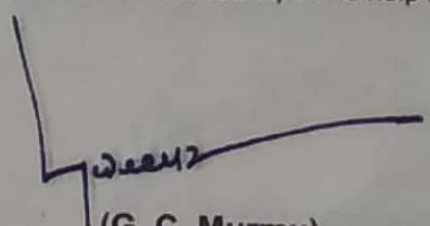
Message

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

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

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

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


(G. C. Murmu)

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:

- i. Name: Mohd. Iqbal Bhat
- ii. Designation: Assistant Professor, Computer Application
- iii. Department/place of posting: Dept. of higher Education, Grant Degree College (Boys) Pulwama
- iv. Mobile No: 9797974024
- v. Email id: iqbal.prof.hghr.edu@jk.gov.in
- vi. Home District: Pulwama
- vii. Dates of visit: 25/26/27/28/29/30, November 2019

B) LOCATIONAL DETAILS OF PANCHAYAT:

- i. Name of the Panchayat: Palpora
- ii. Local Government Directory (LGD) code of the Panchayat: 242078
(To be sourced from Rural Development Department/by DC)
- iii. Name of CD Block: LITTER
- iv. Name of Tehsil: LITTER
- v. Name of District: PULWAMA

C) PANCHAYAT PROFILE:

- i. No. of revenue villages in the Panchayat: 02
- ii. No. of hamlets in the Panchayat: 01
- iii. No. of households in the Panchayat: 154
- iv. Population (approx.) of the Panchayat: 750

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

S. No.	Department	Designation of the officer/official
1	RDD	✓ VLW ✓ ERS
2	PDD	Incharge JE
3	DHE	E-Liniman
4	sheep husbandary	Sr. Assistant
5	ICDS	✓ Supervisor ✓ AWW
6	Food dept	Store keeper
7	Revenue	✓ Patwardi, ✓ Naib Tehsildar
8	Horticulture	H79-III

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 ✓

- iii. If not, whether the building for BDC office has been identified: Yes/No/Not applicable ✓
- iv. Facilities available in the Panchayati Raj Institutions:

Facilities available	Panchayat Office	BDC Office	Remarks
Furniture	✓ Yes/No	Yes/No	
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: _____

2. FUNCTIONALITY:

- i. Whether Gram Panchayat meeting is being held regularly on monthly basis: ✓
Yes/No
Date of last meeting held: 12-11-2019
- ii. Whether Gram Sabha meeting is being held regularly on quarterly basis: ✓
Yes/No
Date of last meeting held: 12-11-2019
- 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 ✓

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	✓ Yes/No	VLW	✓ Yes/No	11.88	✓ Yes/No
ICDS (Nutrition)	Yes/No	ICDS Supervisor	✓ Yes/No	0.33	✓ Yes/No
ICDS (Honorarium)	Yes/No	ICDS Supervisor	✓ Yes/No	0.0	✓ Yes/No
Mid Day Meals (MDM)	✓ Yes/No	Headmaster	Yes/No	0.0	✓ Yes/No
Own resources of Panchayat	✓ Yes/No		Yes/No		Yes/No
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: _____

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: 11 No. (100 % to total)

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

If no, reason thereof: _____

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

No. of works started: _____ No. (_____ % to total)

If no, reason thereof: Due to prevailing conditions in the valley from Aug 5, 2019.

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

1) Sarpanch ()

2) BDO ()

3) Others (specify): Administrators

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 purchasing orders have been initiated after the joint a/c has been opened.

Also mention if it is being purchased by someone else: _____

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

If no, reason thereof: Unawareness regarding it.

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

If no, reason thereof: _____

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: Joint account opened recently.

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

If no, reason thereof: Unawareness

Also mention if it is being provided by someone else: by respective schools.

- 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 34.95 lakh

✓ No. of works approved: 13

✓ No. of works started: Nil

✓ No of works completed: Nil

✓ No of Job Card holders in the Panchayat: 89

✓ No. of man days generated: 1270

- 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: we have yet to create a separate a/c for own resources and plan things for it.

xii. Whether subjects have been assigned by the Sarpanch to the Panchs: Yes/No

If no, whether subjects have been assigned in presence of the visiting officer:
Yes/No

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

a) Whether full support and cooperation being provided by:

Officer	Department	Response	Remarks
BDO	RDD	Yes/No	
VLW	RDD	Yes/No	He assigned VLW is totally unaware of most of panchayat matters.
JE	RDD	Yes/No	
CDPO	Social Welfare	Yes/No	
TSWO	Social Welfare	Yes/No	
Anganwadi Supervisor	Social Welfare	Yes/No	
Headmaster/Principal/ZEO	School Education	Yes/No	He concerned ZEO is not cooperating well in proper functioning of the school in pursuance.
I/c MDM	School Education	Yes/No	
BMO	Health	Yes/No	There is no medical facility available in the halga.
Tehsildar/Naib-Tehsildar	Revenue		
Patwari	Revenue	Yes/No	In spite of having a govt building for patwari khana, it is forfeited from a rented building in nearby village wasoora.
Agriculture Extension Official	Agriculture	Yes/No	
Horticulture Extension Official	Horticulture	Yes/No	
Village functionaries		Yes/No	
Any other			

b) Is the Panchayat facing any difficulty in execution of works, identification 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: _____

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) NO WORK HAS BEEN STARTED

(2) _____

(3) _____

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

If yes, amount released: Rs 5.0 lakh.

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

Likely date of completion: _____ (date)

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

Sector/Department	Name of work sanctioned/taken up	Whether completed (yes/No)	Remarks:
RDD	Const. of lenic road from Jalmia Majid Pulporn to Shree Pannypora	NO	work approved but not started.

- 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:

_____ X _____

Any department whose staff is absent most of the time: _____ X _____

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

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

vi. Areas of major complaints brought to notice:

Major area of complaint made during B2V1	Department	Resolution of Complaint	Remarks
Poor electricity and electrical infrastructure (poles, wires)	PDD	Yes/No ✓	There is 0% improvement since last visit.
dilapidated roads in entire halga	RDD	Yes/No ✓	0% improvement since last visit
Renovation of Patwar Khana to make it functional	Revenue	Yes/No ✓	No steps taken to resolve the problem.

vii. Major problems confronting the people:

Major problem highlighted during B2V1	Department	Resolution of problem	Remarks
0% Coverage under health sector	Health	Yes/No ✓	No steps taken in this regard
Requirement of water tank	PHE	Yes/No ✓	- do -
Overhauling of electrical infrastructure (poles, wires)	PDD	Yes/No ✓	- do -
Degraded roads in entire halga	RDD	Yes/No ✓	- do -
Link road from palpara to Smith panchayat	RDD	Yes/No ✓	work approved but not started

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: _____

- 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: reasons not available

- 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 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	Designation	S. No.	Department	Designation
1			1		
2			2		

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

If no, reason thereof: There is no information regarding front line workers transferred to franchisee as reported by VLW.

- 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: _____

(VLW to demonstrate the reports to the Visiting Officer)

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

If no, reason thereof: _____

2. SOCIAL AUDIT:

- i. Whether the details with regard to the schemes being implemented by the Gram Panchayats are placed before the Gram Sabha on quarterly basis for carrying out audit: Yes/No ✓

If no, reason thereof: Sarpanch and VLW unaware of it

- 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
01	IMPA Srinagar	Regarding development of villages	02

- 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)

H) INDIVIDUAL BENEFICIARY ORIENTED SCHEMES:

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

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
Scholarship for SC/ST/OBC students	-	-	-	-
Scholarship for Minority students	-	-	-	-
Pension - Old Age	18	21	lack of funds	-
Pension - Widow	06	nil	-	-
Pension - Disability	07	02	lack of funds	-
PM Kissan Nidhi	122	-	-	-
Ayushman Bharat	N.A	-	-	-
PM Jeevan Jyoti Bima Yojana	N.A	-	-	-
PM Suraksha Bima Yojana	N.A	-	-	-
PM Awas Yojana - Grameen	-	08	lack of funds	-
State Marriage Assistance Scheme	04	-	-	-

Schemes/Services	Beneficiaries covered (Nos.)	Pendency (applied but not sanctioned) (Nos.)	Reasons for pendency	Fresh applications submitted to visiting officer (Nos.)
NREGA Job Card	89	-	-	-
Ladli Beti	10	05	Non availability of Internet Service	-
Swachh Bharat Mission- Individual Household Toilets	58	20	Lack of funds	-
PM Ujjwala Yojana	N.A	-	-	-
Ujala	120	-	-	-
Jandhan Account	600	-	-	-
PM Matru Vandana Yojana	N.A	-	-	-

* 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	N.A	-	Nil
Electricity connection	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

- i. Topography of the Panchayat: Semi-Hilly/Hilly/Plain/Kandi ✓
- ii. Major sources of irrigation: Canal/Khuls/Tube well/Ponds/Springs/Water harvesting Tanks/Rainfed/Others (please specify): _____ ✓
- iii. Status of adequacy of irrigation facility in the Panchayat: Sufficient/Insufficient ✓
- iv. 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) ✓

- v. Is there any area which can be developed by way of water conservation measures for irrigation purposes: Yes/no

If yes, please specify: Horticulture land in upper Karawa of Pulpura ✓

- vi. Whether the Panchayat has potential for drips/sprinkler irrigation: Yes/No
- vii. No. of farmers who use drip/sprinkler irrigation in the Panchayat: Nil
- viii. No. of farmers who intend to use drip/sprinkler irrigation: 20 (Nos.)
- ix. Any suggestions to improve irrigation facilities in the Panchayat:

Development of canals by constructing concrete banks. Moreover people demand usage of wasora pumpshed for Pulpura horticulture land

2. HIGH YIELDING VARIETY (HYV) SEEDS:

- i. Farmers using High Yielding Variety seeds (Approx. 90 %age)
- ii. Are adequate HYV seeds available to the farmers: Yes/No ✓
- iii. If no, reasons thereof: _____

3. LOANING FACILITY AVAILABLE TO THE FARMERS:

- i. No. of farmers without Kissan Credit Card 100 (Nos.)
- ii. No. of farmers who have availed loan facility through KCC during 2019
08 Nos.
- iii. No. of farmers who applied for KCC Loan but not provided so far
Nil Nos.
- iv. Problems being faced by farmers in availing KCC loan (tick whatever relevant):
 - a) Difficult processes and procedures _____
 - b) Delay by concerned Deptt. _____
 - c) Delay by bank concerned ✓
 - d) Any other problem, please specify: The necessary requirement of a govt. employed guaranter is the main bottle neck.
- v. Suggestions for improving the process of availing loan under KCC
A govt. employed guaranter should not be a necessary condition for availing loan.

4. MARKETING INTERVENTIONS:

- i. How is agriculture/horticulture produce sold (tick whichever relevant):
 - a) Through organized market (mandi) _____
 - b) Through un-organized market ✓
 - c) Any other, please specify: _____
- ii. If the surplus produce is not being sold in any market, what measures can be taken to ensure its better marketing;
Through awareness programmes in addition to providing market at panchayat level.
- iii. Any other suggestions for bringing improvements in the marketing of surplus agriculture/horticulture produce:
More and more chain cold stores should be constructed in valley ^{to} that people can easily avail them at cheaper rates.

5. DIVERSIFICATION TO HIGH VALUE CROP/FRUIT:

- i. 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)
1	Paddy	high density apples	there is a great potential of cultivating HD apple trees on paddy land.
2	traditional apple trees	high density apple trees	- do -
3			

6. INCREASING LIVESTOCK PRODUCTION:

- i. Awareness level of farmers about subsidy schemes of Animal/Sheep Husbandry Department: Poor/Satisfactory/Good/Excellent
- ii. 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	Nil	Nil
2	Dairy units	Nil	Nil
3	Sheep Units	Nil	Nil
4	Fish Ponds	Nil	Nil

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

By setting awareness camps in the
Malga

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

1.	Shifting to high density fruit cultivation on paddy fields and as a replacement for traditional apple trees
2.	Use of green house sheds for vegetable cultivation.
3.	People should shift to pea (arela) cultivation with good market value.
4.	People should be aware regarding setting up new units and the procedure for same should be made easy and people friendly.
5.	

J) PUBLIC GRIEVANCES AND GOOD GOVERNANCE:

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

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

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

Major problems/complaints with regard to ration shops:

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

h) any other: _____

iii. Number of FIRs registered in last 3 months: 01

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">• Within 1 month✓ • More than 1 month• Never	
Social welfare	<ul style="list-style-type: none">• Within 1 month✓ • More than 1 month• Never	
Police Station	<ul style="list-style-type: none">✓ • Within 1 month• More than 1 month• Never	
PHE	<ul style="list-style-type: none">• Within 1 month✓ • More than 1 month• Never	

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

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

Old and damaged roads have been the major nuisance for people of whole talga (RDD)

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: 163

iv. Number of children in the age group of 4-14 years enrolled in the schools: 163

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. Better road connectivity is in entire halga is first and foremost requirement. Moreover a road should be constructed from Shith to adora.
	2. Overhauling of electricity infrastructure (transformers, poles, wires) on priority basis. Moreover, arrangement of electricity for horticulture land in upper Karewa.
	3. Coverage under health sector by sanctioning a PHC at palpora and Shith parayphora. At least a dispensary should be sanctioned to Shith parayphora to cater the needs of 375 girls studying in girls boarding school.
	4. Construction of water tanky for drinking water supply for whole halga. Moreover the pipes of borewell on the main road should be replaced upto Jamea Masjid.
	5. Establishment of animal/sheep husbandary units at palpora/Shith parayphora.
	6. Skill development Centre for women at palpora.
	7. Upgradation of PS Shith parayphora to middle level. Moreover a govt. building should be constructed for PS palpora.
II	Any major complaint brought to notice of the Visiting Officer:
	A patwar halga was sanctioned to the halga with its own building in palpora. But the patwar Khana is functioning from the nearby village wastora in a rented building due to some reasons. The people are demanding that the patwar Khana should be renovated and made functional.

