

CITIZENS REPORT CARD

AVOLI GRAMA PANCHAYAT

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with technical assistance of

Public Affairs Foundation
Bangalore

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1 INTRODUCTION

This study is a pilot attempt to prepare a Citizens Report Card on the services provided by local bodies based on a feedback survey of beneficiaries of the services in Avoli Grama Panchayat.

In order to prepare the Citizen Report Card information have been collected based on a questionnaire. The core area of the study are education, health & ICDS. For these core areas 300 sample units have been identified from the list of beneficiaries of respective institutions. In the case of the list having less than 300 beneficiaries census method has been applied. In addition on core areas, information on subsequent areas, i.e, Panchayat Services, Sanitation and governance has been collected from the identified sample units

2 AVOLI GRAMA PANCHAYATH

The Avoli Grama Panchayat is in Ernakulam District. Thirty per centage of the area of the Panchayat is hilly. Coconut, Rubber, Coco, Coffee and Pepper are the main crops of this area. At present pineapple is also cultivated on a large scale. Agriculture is the main occupation of the people. Modern industries like Chappal manufacturing, rubber based industries, edible oil extraction etc. are also coming up in the Panchayat. Fruit processing unit with the help of European Economic Community has also been organized in the Panchayat.

2.1 Geographic and demographic profile of the Panchayath

Area : 18.6 Sq.Kms.
Number of wards : 13

2.2 Households

Table 1: Households		
Category	Number of Households	Per centage
Below poverty line	1350	31
Above poverty line	2978	69
TOTAL	4328	100

2.3 Gender of the population

Table 2: Gender of the Population		
Gender	Number	Per centage
Male	11035	51
Female	10601	49
TOTAL	21636	100

2.4 Boundaries of the Panchayat

Table 3: Boundaries of the Panchayat	
Direction	Boundary
North	Kothamangalam – Kaliyar rivers
South	Thodupuzha River
East	Manjallur Grama Panchayat
West	Muvattupuzha Municipality

2.5 Details of Institutions in the Panchayat

Table 4: Details of Institutions in the Panchayat		
Sl.No.	Name of Institution	No.of units.
1.	Primary Health Centre	1
2.	Family Welfare Centre	1
3.	Govt. Ayurveda Dispensary	1
4.	Govt. Homeo Dispensary	1
5.	Anganwadi	13
6.	Continuing Education Centre	3
7.	Govt. Primary School	1
8.	Krishi Bhavan	1
9.	Vetenary Dispensary	1
10.	ICDS Supervisor's office	1
11.	VEO Office	1

2.6 Details of water supply and road facilities

Table 5: Details of water supply and road facilities		
Sl.No	Item	Numbers
1	Micro water supply schemes	5
2	Length of village roads (Black topped)	34.08 K.m
3	Length of village road (Soil)	11.28 K.m

3 CITIZEN REPORT CARD

3.1 *What is the Citizen Report Card?*

The Citizen Report Card (CRC) is a simple but powerful tool to provide public agencies with systematic feedback from users of public services. CRCs elicit feedback through sample surveys on aspects of service quality that users know best, and enable public agencies to identify strengths and weaknesses in their work.

In the context of sector reform programmes, CRCs provide an empirical “bottom-up” assessment of the reach and benefit of specific reform measures. It serves to identify the key constraints that citizens (especially the poor and the underserved) face in accessing public services, benchmark the quality and adequacy of these services as well as the effectiveness of staff providing services. These insights help generate recommendations on sector policies, programme strategy and management of service delivery, to address these constraints and improve service delivery.

Citizen Report Cards entail a random sample survey of the users of different public services (utilities), and the aggregation of the users’ experiences as a basis for rating the services. CRCs also help to convert individual problems facing the various programmes into common sector issues. It facilitates prioritization of reforms and corrective actions by drawing attention to the worst problems highlighted. CRCs also facilitate cross fertilization of ideas and approaches by identifying good practices. Citizen Report Cards provide a benchmark on quality of public services as experienced by the users of these services. Hence, they go beyond the specific problems that individual citizens may face, and place each issue in the perspective of other elements of service design and delivery, as well as a comparison with other services, so that a strategic set of actions can be initiated.

Citizen Report Cards capture citizens' feedback in simple and unambiguous terms by indicating their level of satisfaction or dissatisfaction. Apart from giving summative feedback on services, CRCs also capture the user feedback on specific aspects of the service. For example, the most basic but clear feedback that a citizen may give about the quality of drinking water is total dissatisfaction. To appreciate this feedback, we must relate it to the ratings given to other dimensions by the same person. For example, adequacy of water supply may be rated worse than quality. When we look at these two pieces of information, we can conclude that quality of water supply may be a cause of dissatisfaction, but the priority for corrective action may be on providing adequate water supply. Hence **measures of citizens’ satisfaction** across different dimensions of public services constitute the core of Citizen Report Card studies.

Citizen Report Cards do not stop with mere measures of satisfaction - they go on to enquire into specific aspects of interaction between the service agency and the citizen, and seek to identify issues that emerge in connection with the same. In

more simple terms, it suggests that dissatisfaction has causes, which may be related to the quality of service enjoyed by the citizen (like reliability of water supply, or availability of learning materials in a public school), the type of difficulty encountered while dealing with the agency to solve service problems (like complaints of water supply breakdown), and hidden costs in making use of the public service (special tuition fees to teachers or investments in filters to purify "drinking water"). Therefore we can see that Citizen Report Card studies go into different **aspects of performance in interfacing with citizens**, to provide indicators of problem areas in public services.

Citizen Report Card studies are not merely a means of collecting feedback on existing situations from citizens. They are also a means for testing out different options that citizens wish to exercise, individually or collectively, to tackle current problems. For example, whether citizens were willing to pay more or be part of citizens' bodies made responsible for managing public water sources. Hence, Report Cards are also means for **exploring citizens' alternatives** for improvements in public services. An important aspect of Citizen Report Cards is the credibility they have earned. The conclusions in a Citizen Report Card are not opinions of a few persons who think in a particular manner, nor the complaints of a few aggrieved citizens. The methodology involves systematic sampling across all subsections or segments of citizens - including those who are satisfied as well as the aggrieved - and presents a picture that includes all opinions. This is possible because the methodology makes use of advanced techniques of social science research, for selecting samples, designing questionnaires, conducting interviews, and interpreting results. As a result, the report cards provide **reliable and comprehensive** representation of citizens' feedback.

3.2 Why use a Citizen Report Card?

As a ***diagnostic*** tool: The CRC provides citizens and governments with qualitative and quantitative information about gaps in service delivery. It can also measure the level of awareness about citizens' rights and responsibilities. However, in light of the past experiences in varied contexts, the efficacy of CRC as an effective pointer for diagnosing weak areas in the service delivery processes has been well documented. In particular, when conventional monitoring of services and provisions are weak, CRCs become a powerful tool to inform key issues and themes. Also, the richness of the comparative feedback generated by CRCs across locations and sub-groups (gender, economic, social etc) enable service providers and other stakeholders to identify critical variations and possible pockets of exclusion.

As an ***accountability*** tool: The CRC reveals areas where the institutions responsible for service provision have not fulfilled their obligations. The findings can also be used to identify and demand improvements in services/provisions. A clear advocacy pointer emerging from CRC findings is the potency to translate findings and interpretations into 'rights based' advocacy statements and positions.

To **benchmark** changes: The CRC, if conducted periodically, can track variations in service quality over time. This credible and objective tracking of performance often brings about a pressure on the poor performers to improve the quality of services.

To **reveal hidden costs**: A powerful outcome of CRCs is the generation of credible user feedback on hidden costs like bribes. Moreover, by organizing the information, the nature of corruption (whether bribes are paid voluntarily or extorted) and the size of payments can be effectively highlighted and racked. The feedback also allows for the extrapolation of the amount of private resources spend to compensate for poor service provision (e.g., water purifiers, voltage stabilizers, private tuitions etc.)

Citizen Report Cards are a powerful tool when used as part of a local or regional plan to improve services. Institutions undertaking a program to improve services could use CRCs to determine the types of changes that are necessary and to evaluate the impact of their intervention.

3.3 Outcomes of Citizen Report Cards

The concept of citizen feedback surveys to assess the performance of public services is relatively new, and fast gaining wide acceptance. The responses to Citizen Report Cards indicate impact at four levels:

Stimulating Reforms: Citizen Report Card studies can clearly bring to light a wide panoply of issues, both quantitative and qualitative that could send strong signals to public service providers. The use of a rating scale permit the respondents to quantify the extent of their satisfaction or dissatisfaction with the service of an agency, as well as different dimensions of its service. The inter-agency comparisons that a report card permits make possible quantification and rankings, which demand attention in a way that anecdotes do not.

Activating Stakeholder Responsiveness: Many public agencies have used the Citizen Report Card findings as a diagnostic tool to trigger off further studies and strategies for internal reforms. These findings have also helped the senior leadership to monitor effectiveness of service delivery across wide areas, in a simple and direct manner and free of technical details. For administrators and planners, CRC findings have provided insights into aspects of service delivery where greater care, supervision and investment may be required.

Raising Public Awareness: Citizen Report Card findings are always placed in public domain and disseminated widely through the media. Needless to say, specific findings and the novelty of the method used, make it useful and attractive for the media. Since issues of poor public service come up from time to time, the media as well as researchers link it to Citizen Report Card findings, and use the valid and reliable base for raising issues and proposing change.

Mobilization of State – Public Partnerships: Seminars and meetings are an integral part of disseminating Citizen Report Card findings, and involve both

government officials and representatives of civil society organizations and NGOs. Citizen Report Cards have given civil society organizations a handy tool to focus on issues of concern and stimulated them to move from anecdotal and subjective issues to facts and figures while requesting public service agencies for specific improvements in priority areas. It also provided these groups with an opportunity to understand the constraints under which service providers' function, and explore options for community initiatives for problem solving.

In short, the insights derived from CRCs can shed light on the degree to which poor services are reaching the target groups, the extent of gaps in service delivery, and the factors that contribute to any misdirection of resources and services. They help identify issues that constrain the poor from accessing and using the services, like availability, ease of access, quality, reliability and costs. CRCs also help to identify possible ways to improve service delivery by actively seeking suggestions from citizens. Finally, CRC findings help test from the citizens' point of view some of the policy conclusions reached in other analytical studies.

GENERAL PROFILE

4 DEMOGRAPHIC FEATURES

- A sample of 642 households was selected for the survey from Avoli Grama Panchyat of Ernakulam District.

4.1 *Composition of Household*

Table 6: Composition of Household		
Category	Number	Average Number of Persons
Below 18 Years	1039	2
Adults	2003	3
TOTAL	3042	5

- The household composition in terms of adults and children shows that 66 per cent are adults and 34 per cent are children.
- The household size on an average is 5.

4.2 Gender of the Head of the Household

Table 7: Gender of the Head of the Household		
Gender	Number	Per centage
Male	610	95
Female	32	5
TOTAL	642	100

- Most of the families are headed by male, which constitute 95 % of the total sample households

4.3 Age Distribution of the Respondent

Table 8: Age Distribution of the Respondent		
Age Category (in Years)	Number of Families	Per centage
Less than 35	312	49
36 to 50	224	35
51 to 70	93	14
Above 70	13	2
TOTAL	642	100

- The age distribution of the respondents shows that 84% of them are below the age of 51 years.

4.4 Educational level of respondents

- The table shows that almost all the respondents are literate and more than 60% of them have SSLC or above level of education.

Table 9: Level of Education of the Respondent		
Level	Number	Per centage
Illiterate	12	1.9
Literate but not Formal	1	0.2
Lower Primary	49	7.6
Upper Primary	187	29.1
SSLC	192	29.8
PDC/Plus Two	157	24.5
Degree and Above	44	6.9
TOTAL	642	100

4.5 Occupation of the head of the household

- The occupational pattern of the respondents clearly indicates that majority of them are non- agricultural labourers (39 %) which is followed by agricultural labourers (20 %) and farmers constitute 10 %.

Occupation	Number	Per centage
Agricultural Labour	127	20
Farmer	66	10
Govt. Employee	24	4
Housewife	3	0
Mason	12	2
Non-Agricultural Labour	250	39
Other Business	55	8
Others	12	2
Private Employee	45	7
Small Trade	38	6
Unemployed	10	2
TOTAL	642	100

4.6 Duration of stay in the panchayat

- The table below depicts that most of the respondents (75%) have been residing in the Panchayat for more than 5 years.

Duration (in Year)	Number	Per centage
Less than 3	91	14
3 to 5	71	11
Greater than 5	480	75
TOTAL	642	100

4.7 Caste composition

- 56 % of the respondents belong to OBC and 33 % to the General category.
- The SC/ST community constitute 10 % of the sample households.

Category	Number	Per centage
General	217	33
OBC	360	56
Others	4	1
SC/ST	61	10

TOTAL	642	100
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4.8 Type of dwelling

- Majority of the rural households in the Panchayat lives in Pukka houses.
- Only 8% of the households live in Kutchha houses. The type of dwelling units is given below.

Table 13: Type of Dwelling		
Type	Number	Per centage
Packa	550	86
Packa Wall & Katcha Roof	40	6
Katcha Wall & Roof	52	8
TOTAL	642	100

4.9 Nature of ownership of the house

- Most of the respondents have own houses (92 %) and those living in rented houses constitute only 7% of the total sample households.

Table 14 :Nature of Ownership of House		
Category	Number	Per centage
Owned	590	92
Rented	46	7
Others	6	1
TOTAL	642	100

4.10 Household facilities

- Households have reasonably good facilities.
- 69 % of the rural households have LPG connection.
- 90 % of the households have electricity connection in their houses.
- 46 % of them have telephone connection.
- 70 % of the households have television sets in their houses.

Table 15 : Household Facilities		
Item	Number	Per centage
Cooking Gas (LPG)	445	69
Electricity	580	90
Telephone (land line)	294	46
Television	450	70

4.11 Sample Units for Data collection

Response from 642 house holds have been collected. from one sample house details more than one sectors is collected. Table 16 gives the number of households from which sector-wise details are collected

Service	Number
Education	25
Health	307
ICDS	312
Panchayat Service	303
Sanitation	326
Governance	447

SECTOR WISE DETAILS

5 EDUCATION

- It is reported that only 25 households have at least one child going to the Government Primary School. Details collected from 25 households.
- The survey collected information about the eldest child who is attending the Govt. primary school.

5.1 Gender of Eldest School Going Child

- Out of the 25 children covered in the survey 52 % of them are female and 48 % are male.

Gender	Number	Per centage
Male	12	48
Female	13	52
TOTAL	25	100

5.2 Age distribution of the eldest school going child

- The age distribution of the eldest school going child is given below.
- 56 % of the children are 8 years of age and 20 % of them are 7 years old.

Age	Frequency	Per centage
5	1	4
6	3	12

7	5	20
8	14	56
9	2	8
TOTAL	25	100

5.3 Distribution of children in various classes

- Most of the children are studying in 3rd standard i.e., 48 % and 32 % of them in 2nd standard.

Class	Frequency	Per centage
1	3	12
2	8	32
3	12	48
4	2	8
TOTAL	25	100

5.4 Category of School

- Of the sample of 25 students, 92 % of the children are going to Govt. L.P. School and only 8 % is studying in Govt. U.P School.

Category	Number	Per centage
Government LP School	23	92
Government UP School	2	8
TOTAL	25	100

5.5 Type of schools

- The below table shows that all are studying in mixed school

Types of schools	No. of children going	Per centage
Girls only schools	0	0
Mixed schools	25	100
TOTAL	25	100

5.6 Medium of instruction

- The table shows that all the students are in Malayalam Medium

Table 22: Medium of instruction		
Medium of instruction	No. of respondents	Per centage
Malayalam	25	100
TOTAL	25	100

5.7 ACCESS TO SCHOOL

5.8 Distance to School

Table 23: Distance to School		
Distance	Number	Per centage
Less than 1 k.m.	12	48
1 k.m. to 3 k.m.	13	52
TOTAL	25	100

School is accessible to the children.

48% have a school within 1 km distance

- 52% have a school within 3 km distance

5.9 Mode of travel of children to school

- The table below shows that most of the children (68 %) go to the school by foot.
- Only 32 % of them use other modes of travel.

Table 24: Mode of travel		
Mode of transport	Number	Per centage
By Foot	17	68
Others	8	32
TOTAL	25	100

5.10 Regularity of children to school

- The respondents reported that most of the children (96%) are attending the school regularly.
- Only 4% are not regular due to illness

Table 25: Regularity of children to school			
Regularity	Number	Per centage	Reasons of irregularity
Regular	24	96	
Irregular	1	4	Illness
TOTAL	25	100	

5.11 Donation and fee to school

- No fee is charged for education in Govt. Primary School. Contribution to the school by the parents are limited to occasional donations for specific purpose.

5.12 Regularity in getting receipt for payments

- The table below shows that 56 % of the respondents are getting receipt regularly while 40 % of them pointed out that they never get the receipt properly

Response	Number	Per centage
Regularity	14	56
Occasionally	1	4
Never	10	40
TOTAL	25	96

5.13 Facilities and services in the school.

Facilities /services	Responses			
	Yes		No	
	Number	Per centage	Number	Per centage
Good condition of wall and roof of school building	25	100	0	0
Separate class room for each classes	12	48	13	52
Pucca partition of classroom	1	4	24	96
Availability of bench and desk to all children	20	80	5	20
Usable latrine in the school	25	100	0	0
Separate latrine for boys and girls	25	100	0	0
Facility for drinking water	25	100	0	
Good quality of water	25	100	0	0
Electrified classroom	25	100	0	0

Library in the school	25	100	0	0
Laboratory in the school	7	28	18	72
Use of computer as a teaching aid for computer education	25	100	0	0
Medical check-up in the school during 2005-06	23	92	2	8

- All the students reported that the school wall and roof were in good condition
- 48 % reported that the school has separate class rooms
- 96 % reported that the type of partitions of class room was Kutcha.
- 80% reported that they have enough Bench and Desk in the class rooms
- All reported that they have usable latrine for boys and girls separately and have facility for potable drinking water
- All of them reported that their class rooms are electrified and their school have library and computer facility
- 92% reported that they have medical check-up in the school during 2005-06

5.14 Distribution of materials and its timeliness

- The table given below illustrates that 60 % of the children have received free text books and 93 % of them have received it on time.
- Only 12 % of them have got free note books and among them 67 % on time.
- 48 % reported that uniforms were given free, out of which 92 % had got it on time.

Table 28: Distribution of Materials and its Timeliness				
Items	Given Free		Given in Time	
	Number	Per centage	Number	Per centage to Total Having Materials
Free Text Books	15	60	14	93
Free Note Books	3	12	2	67
Free Uniforms	12	48	11	92

5.15 Regularity of teachers, monitoring and evaluation by teachers and happiness of children

- A positive feedback has come from the respondents regarding the punctuality of teachers
- Cent per cent positive response has been received about conducting monthly examinations, issuing progress cards and giving homework.
- 96 % of the respondents reported that teachers have been regular

Table 29: Regularity of teachers, monitoring and evaluation by teachers and happiness of children				
Regular attendance of teachers	Yes		No	
	Number	Per centage	Number	Per centage
Regular attendance of teachers	24	96	1	4
Conduct of monthly exams	25	100	0	0
Distribution of progress card	25	100	0	0
Giving homework	25	100	0	0
Evaluation and correction of homework	24	96	1	4
Happiness of children at studies	25	100	0	0

5.16 Functioning of PTA

- Out of 25 respondents 23 (92%) are satisfied about the functioning of Parent Teacher Association.
- The rest 2 respondents never attend PTA meeting So they have no opinion about PTA.

5.17 Visit to schools and problems

- All the respondents reported that they have visited the school during 2005-06.

- Majority reported that they had no problem.
- Only 4 % of the respondents have approached the school with issues and that to know about the progress in learning.
- The problem was considered and solved in a proper way. The respondents are completely satisfied about the manner in which it was handled.

5.18 Level of satisfaction with the school services

- Majority of the respondents are satisfied with the school services.
- 60 % of the respondents are completely satisfied about the distribution of study materials, 8 % partially satisfied and 28 % are dissatisfied.
- Higher per centage of the respondents are completely satisfied with the quality of teaching, school facilities like playground and toilets.
- 52 % are completely satisfied about the attitude of teachers, 8 % partially satisfied.
- About the overall satisfaction regarding the school services, 60 % are completely satisfied and 7 % are partially satisfied

Table 30: Level of Satisfaction with the School Services					
(All Figures are Per centages)					
Indicators	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Total
Study Material	60	8	28	4	100
Quality of Teaching	61	9	30	0	100
Playground	58	7	35	0	100
Toilets	56	13	31	0	100
Attitude of Teachers	52	8	40	0	100
Overall Satisfaction	60	7	33	0	100

5.19 How satisfied are the people with school activities

- The level of satisfaction is high in the case of attitude of teachers, quality of teaching etc
- 60 % is satisfied about the availability of study materials
- In the case of infrastructure facilities like playground, toilet facility etc the level of satisfaction is high.
- The overall satisfaction reported is 60%

5.20 Rating on school services

- Average marks given by the respondents are 58.1 per cent.

5.21 Reasons for dissatisfaction

- The table below shows that lack of adequate infrastructure facilities is the major reason for dissatisfaction.

Table 31: Reasons for dissatisfaction	
Reasons	Per centage
Lack of adequate infrastructure facilities	38
Lack of availability of study materials in time	25
Quality of teaching	19
Attitude of teachers	18
Total	100

5.22 Change in quality of service over past four year

- There was cent per cent positive response regarding the improvement in the quality of services over the past four years.

Table 32: Change in Quality of Service over Past Four Years		
Response	Number	Per centage
Better	25	100
Total	25	100

5.23 Suggestions for improving the school services

- The table given below shows the major suggestions for improving the school facilities and services as per the preference.

Table 33: Suggestions for Improving the School				
Suggestions	Number of Suggestions as First Preference	Number of Suggestions as Second Preference	Number of Suggestions as Third Preference	Total Number of Suggestion
Need Play Ground		2		2
Impr. Std of Curriculum		2		2
Need Desk and Bench	7	6	1	14
Impr. Building Facility	4	1	1	6
Need Electrification			1	1
Divide Classrooms	6	3	0	9
Need Sports Materials	1			1

- The above table indicates the concern of the parents about the need for desk and benches, division of classrooms and improvement of building facility.

6 HEALTH SECTOR

- A sample of 307 households was selected to study the health sector

6.1 Gender of the Respondents

- The gender composition of the respondents shows that 82 % of them are female and only 18 % are male.

Gender	Number	Per centage
Male	55	18
Female	252	82
TOTAL	307	100

6.2 Age group of the patients

- It has been found that majority of the patients (47.6%) are under the age group of 19 to 45.

Age Group(in years)	Number	Per centage
1-6	26	8.5
7-12	9	2.9
13-18	6	2
19-45	146	47.6
46-65	95	30.9
Above 65	25	8.1
TOTAL	307	100

6.3 Type of illness

- Most of the respondents (52 %) have approached the hospital with fever and 23 % with body pain.

Illness	Number	Per centage
Fever	160	52
Body Pain	72	23
Head Ache	9	3
ENT	6	2
Asthma	17	6
Gastritis	9	3

Pressure	6	2
Skin Disease	7	2
Sugar	7	2
Karappan	4	1
Ulcer	4	1
Joint Pain	5	2
Heart	1	1
TOTAL	307	100

6.4 Usage of health institutions

- Majority of the respondents use (80%)the PHC and those using the homeo dispensary constitute 17 % of the total sample taken

Institutions	Number	Per centage
Primary Health Centre	247	80
Sub-Centre	6	2
Ayurveda Dispensary	4	1
Homeo Dispensary	50	17
TOTAL	307	100

6.5 Type of treatment

- All those who used the service of public health institutions are out-patients

Type of treatments	Numbers	Per centage
Out-patient	307	100
Inpatient	0	0
TOTAL	307	100

6.6 Access to health institutions

- The table shows that 50 % of the respondents have access to health centres within a distance of 1 km from their residence.
- 39 % of them have to travel a distance of 1km to 3km to reach the nearest health institution.

Distance	Number	Per centage
Less than 1 k.m.	152	50
1 k.m. to 3 k.m.	121	39
3 to 5 Km	34	11
TOTAL	307	100

6.7 Availability of doctor

- Majority of the respondents (92%) reported that doctor was present there at the time of their arrival.
- For 8%, doctor was not available when they reached the health institution.

Presence of doctor	Yes		No	
	Number	Per centage	Number	Per centage
Presence of doctor, when patient arrived	283	92	24	8

6.8 Duration of time for the arrival of doctor

- It is clear from the table below that, majority of the patients have to wait less than 15 minutes for the arrival of doctor.

Duration	Number	Per centage
Less than 15 minutes	20	83
15-30minutes	1	4
More than 1 hour	3	13
TOTAL	24	100

6.9 Duration of time for meeting the doctor.

- Majority of respondents (84 %) have reported that they have to wait for less than 15 minutes to consult the doctor after his/her arrival.

Duration	Number	Per centage
Less than 15 min	20	84
15-30 min	2	8
More than 1 hour	2	8
TOTAL	24	100

6.10 Availability of facilities for out patients

- 96% of the respondents reported that there is adequate facility for waiting in the health centre.
- Only 33 % reported that toilet facilities are available.
- A good per cent of the respondents (99.7 %) reported that the premises of the health centre are neat and tidy.

Table 43: Availability of facilities for out patients				
Facility	Yes		No	
	Number	Per centage	Number	Per centage
Waiting facilities	295	96	12	4
Toilet facilities	100	33	207	67
Cleanliness of the institutions	306	100	1	0

6.11 Availability of medicine

- 92 % of the respondents have reported that the medicines are always available

Table 44: Availability of Medicine		
Frequency of Availability	Number of Respondents	Per centage
Always	281	92
Occasionally	26	8
TOTAL	307	100

6.12 Quality of medicine

- The majority (98 %) responded that the medicines they received were good. Only 2 % have got outdated medicine.

Table 45: Quality of Medicine		
Opinion	Number of Respondents	Per centage
Good Medicine	300	98
Outdated Medicine	7	2
TOTAL	307	100

6.13 Effectiveness of treatment

- The table below shows that for 88 % of the respondents their illness were cured by their treatment in the health centre.
- It clearly indicates that the treatment in Govt. health centres have been effective.

Table 46: Effectiveness of Treatment		
Result	Number	Per centage
Cured with Treatment	271	88
Not Cured	36	12

TOTAL	307	100
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6.14 Alternative choice to cure the diseases

Table 47: Alternative choice to cure the diseases		
Alternative	Number	Per centage
Went to the private hospital/doctor	16	44.4
Went to another public institutions	10	27.8
Not went to anywhere	10	27.8
TOTAL	36	100

6.15 Problem faced by the patients

- Out of the 307 respondents 302 (98.4%) reported that they never faced any problem in the course of treatment. Only 5 (1.6%) respondents faced problem

6.16 Speed money

- All the respondents said that they have not given any speed money during the course of treatment.

6.17 Level of satisfaction on health services

- Feedback from the respondents clearly points to a good level of satisfaction about the health services.
- Only 42% of the respondents are completely satisfied about the duration for consideration. 25 % partially satisfied and 32% unsatisfied
- 47% of the respondents are completely satisfied with the doctor's behaviour and 59 % are completely satisfied with the nurse's behaviour.
- 48 % of the respondents are completely satisfied about the mentality of other staff for help and 28 % are not at all satisfied.
- 55% of the respondents are completely satisfied with the neatness of the health centre and about availability of medicine, 40% is completely satisfied.
- Regarding the overall satisfaction of the health services provided, 50 % are completely satisfied and 15 % are partially satisfied and 34% are dissatisfied.

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent
Duration for Consideration	42	25	32	1
Doctor's Behaviour	47	23	30	0
Nurse's Behaviour	59	10	31	0
Others Mentality to Help	48	7	28	17
Neatness of Institute	55	10	35	0
Availability of Medicine	40	15	45	0
General Opinion	50	15	34	1

6.18 Rating of health Services

- **Average marks given by the respondents is 48 per cent.**

6.19 Reasons for dissatisfaction

- The major reasons for dissatisfaction are non availability of medicines and non- availability of doctor in time.

6.20 Change in the quality of service over past four years

- From the table below it is clear that 90 % of the respondents have indicated that the quality of services have improved over the past 4 years, for 2 % of the respondents, there is no notable change in the services. But 6 % have reported that it has become worse and 2 % have not responded to the query.

Response	Number	Per centage
Better	278	90
Equal	7	2
No Responding	5	2
Worsen	17	6
TOTAL	307	100

6.21 Suggestion for improving health services

- The suggestions for improving the health services are given in the table below;

Table 50: Suggestions for Improving Health Services				
Suggestions	Number of Suggestions as First Preference	Number of Suggestions as Second Preference	Number of Suggestions as Third Preference	Total Number of Suggestions
Two Dr. Required	3	3		6
Facility for Admit	120	11	4	135
Make available Medicine	15	2	1	18
Need building	10	11	2	23
Latrine Facility Required	30	18	7	55
Drinking Water Needed		5	1	6
Doctors Service is required in Evening	4	6		10
Permanent Doctors Required	37	35	5	77
Waiting facility is required	6	5	6	17
Pharmacist & Nurse should come every day		2		2
Token system	2		1	3
Laboratory	2	13	5	20
Bottle should be supplied	1	1		2
Need Neatness	1			1
Need Child specialist		1		1
Treatment for Poison		1		1

- A large number of respondents suggested that, provide facilities for admitting patients.
- Need for permanent doctors, improvement of latrine facilities are the other major suggestions.

7 INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS)

- A sample of 312 household was selected to study about the ICDS

7.1 Number of Children from a household to Anganwadi

- Only one child is attending the Anganwadis from 251 Households (80%)

Table 51: Number of Children to Anganwadis		
Number of Children to Anganwadi	Number of Families	Per centage
1	251	80
2	9	3
3	52	17
TOTAL	312	100

7.2 Nature of ownership of anganawadi building

- The table below depicts that 39 % of the respondents have their Anganwadi building owned by the Panchayat itself.
- 59 % of them functions in rented building.

Type of Ownership	Number of Respondents	Per centage
Own building	122	39
Rental building	183	59
Youth Club/Mahila Samajam's building	1	0
Others	6	2
TOTAL	312	100

7.3 Access to Anganawadi

7.4 Distance to Anganwadi

- Majority of the respondents (76%) access to the Anganwadi within a distance of 1 km from their residence and 24 % of them reaches the Anganwadi after covering a distance of 1 km to 3 km.

Distance	Number	Per centage
Less than 1 k.m.	237	76
1 k.m. to 3 k.m.	74	24
3 .m. to 5 k.m.	1	0
TOTAL	312	100

7.5 Regularity of Anganawadi teacher

- 95 % of the respondents have reported that teachers are regular.
- But 4 % of them have informed that the teachers come occasionally.

Regularity	Number of Respondents	Per centage
Regular	297	95
Occasional	14	4
Never	1	1
TOTAL	312	100

7.6 Awareness about anganawadi

- Majority of the respondents (78 %) informed that they had sent their children to the Anganwadi by their own decision.
- For 6 % of them the decision was taken as per the suggestion of neighbours and for another 6 % it was as suggested by the Anganawadi teacher.

Source of Information	Number of Families	
Self	244	78
Neighbours	18	6
Anganwadi Teacher	20	6
Others	30	10
TOTAL	312	100

7.7 Facilities and services at Anganwadi

- Regarding the availability of enough space for children in the Anganwadi building only 41 % have responded positively which points to the need for improving such facility.
- 84 % of the respondents have reported that children are receiving nutrient food.
- 79 % of them have informed that there are enough toys in the Anganwadi for the children to play.
- Only 56 % have reported that the growth charts are maintained and 55 % have reported that there is Medical check up in every 3 months.

Facilities/services	Responses			
	Yes		No	
	Number	Per centage	Number	Per centage
Enough space for children	128	41	184	59
Giving nutrient food	263	84	49	16
Provide toys to children	248	79	64	21
Keep growth chart	176	56	136	44
Medical check up in every 3 months	172	55	140	45

Major food items provided are 'Kanji, Beans, Upuma'.

7.8 Vaccination to children

- Out of 312 respondents 6 have reported that they have received vaccination on BCG, 44 have received DTP vaccination and 144 have received Polio vaccination.

Table 57 :Vaccination to children	
Vaccination	Number availed
BCG	6
DPT	44
Polio	144

7.9 Service during pregnancy

- Regarding the pregnancy related services, 48 respondents have reported that they have received nutrient food.

Table 58: Service during pregnancy	
Services	Number of women received the service
Measuring Weight	2
T.T. injection	2
Nutrient Food	48
Others	2

7.10 Post natal services

- Post natal services received from the Anganwadi teacher are given below

Table 59: Service after Delivery	
Service	Number of mothers received the services
Information on need for cleanliness	5
Encouragement for Breast Feeding	3
Others	24

7.11 Level of Satisfaction on Anganawadi Services

- Per centage of the respondents completely satisfied with the behaviour of the Anganwadi teacher and the helper are 51% and 49 % respectively.
- 60% of them completely satisfied with the supply of food and 58 % completely satisfied with the supply of toys by the Anganawadi.

- 53 % and 41 % of respondents are completely satisfied with the services provided by the Anganwadi at the time of pregnancy and delivery respectively.
- 60 % of the respondents reported that they are completely satisfied by the preventive services provided by the Anganwadi and 10% are partially satisfied while 23 % of them are not at all satisfied
- About the overall satisfaction regarding the services provided by the Anganwadi 55 % are completely satisfied, 9 % are partially satisfied and 33% are not at all satisfied

Table 60: Level of Satisfaction on Anganawadi Services				
All figures are in per centages				
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent
Behaviour of Teacher	51	12	34	3
Behaviour of Helper	49	9	38	4
Supply of Food	60	4	25	11
Supply of Toys	58	18	16	8
Service during pregnancy	53	7	15	25
Service during delivery	41	7	11	41
Providing preventive measures	60	10	23	7
General	55	9	33	3

7.12 Rating on Anganawadi services

- **Average marks given by the respondents is 52.6 per cent**

7.13 Reasons for dissatisfaction

- The reasons for dissatisfaction with the Anganawadi services are given in the table below.

Table 61: Reasons for Dissatisfaction	
Reason	Number of Respondents
Absence of Building and other facilities	14
Attitude of Teacher	25
Lack of Toys	36
Nutrition food is not regularly supplied	36

7.14 Change in quality of service over past four years

- Majority of the respondents (78 %) have reported that the quality of services have improved over the past four years.

- For 9 % of the respondents there has not been much change.

Response	Number	Per centage
Better	243	78
Equal	29	9
Worse	1	0
No Responding	39	13
Total	312	100

7.15 Suggestions for improving ICDS services

- The respondents put forward several suggestions to improve the quality of ICDS services which are given in table below.

Suggestions	Number of Suggestions as First Preference	Number of Suggestions as Second Preference	Number of Suggestions as Third Preference	Total Number of Suggestions
Drinking water facility	9	7	5	21
Good Building is required	43	17	8	68
Own building is required	65	10	4	79
Regular Nutrition is required	28	13	3	44
Toys are required	20	6	11	37
Play Ground is required	2	3	2	7
Electrification is required	5	4	2	11
Standard of study should be improved	8	2	3	13
Neat cooking is required	3	2	0	5
Road Facility is required	2	2		4
Good Latrine required	44	21	5	70
Permanent Employees Required	1			1
Improve service of employees	4	3		7
Gas connection is required		3	1	4
Pregnant Women require nutrition/ Vitamin Tabs	7	1		8

- Most of the respondents have reported that own & good buildings are required and also toilet facility is essential.

8 SERVICES FROM PANCHAYAT OFFICE

- A sample of 303 households was selected to study the quality of services from Panchayat office.

8.1 Purpose of visit to panchayat office during last one year

- The following tables show the purpose of visit to the panchayat office during the last one year.
- Majority of the respondents (33%) have visited the panchayat for getting the ownership certificate.

Purpose	Number of Respondents	Per centage
Certificate	51	16
Building Permit	12	4
Trade License	21	7
Pay Building Tax	10	3
Pay Employment Tax	1	0
Ownership Certificate	105	33
Number for Building	45	14
Others	57	18
Pension	16	5
TOTAL	318	100

8.2 Purpose of last visit to panchayat office

- The table below depicts the purpose of last visit to the Panchayat.

Purpose	Number of Respondents	Per centage
Certificate	50	16
Building Permit	11	4
Trade License	20	7
Pay Building Tax	9	3
Pay Employment Tax	1	0
Ownership Certificate	101	33
Number for Building	44	14
Others	16	5
Pension	54	18
TOTAL	306	100

8.3 Interface with panchayat office

- Majority of respondents (99%) have approached the Panchayat directly for the services. Only 1 % has utilized the services of the agents

Mode of Interface	Number of Respondents	
Direct	303	99
Agent	3	1
Total	306	100

8.3.1 Reasons for utilizing service of agents

- The following table shows the reason for using an agent

Reason	Number of Respondents
For Speed	2
Lack of Information	1

8.3.2 Time spent at Panchayat office

- 40 % of the respondents have spent more than 60 minutes in the Panchayat office for getting the things done.
- 24 % of them have spent 30 to 60 minutes and 34 % have spent 11 to 30 minutes for the same.

Duration	Number of Respondents	Per centage
Upto 10 Minutes	7	2
11 to 30 Minutes	102	34
30 to 60 Minutes	74	24
Above 60 Minutes	120	40
TOTAL	303	100

8.3.3 Number of visits to panchayat office for the last purpose

- 34 % of the respondents have reported that they have visited the Panchayat only once for the fulfilment of the purpose.
- 30% have visited the panchayat 2 times, 20 % of them have visited 3 times and 16 % of the respondents for more than 3 times.

Table 69: Number of Visit for Last Purpose		
Number of Visits	Number of Respondents	Per centage
1	103	34
2	93	30
3	60	20
More than 3	47	16
TOTAL	303	100

8.3.4 Loss of wage days due to visit to panchayat office

- Most of the respondents (72%) have lost a working day due to their visit to the Panchayat.
- 2 working days were lost for 10% of the respondents and 3 working days for 12% of respondents.

Table 70 : Number of wage days Lost due to Visit to Panchayat		
Number of Man days	Number of Respondents	Per centage
1	68	72
2	10	10
3	11	12
4	2	2
Above 4	4	4
TOTAL	95	100

8.3.5 Loss of wage per day

Table 71: Loss of wage per day		
Wage per days (Rs)	Number of respondents	Per centage
Rs. 25- Rs.100	49	52
Rs.101- Rs.200	42	44
Rs.201- Rs.500	3	3
Rs.500 and above	1	1
Total	95	100

8.4 Level of satisfaction on panchayat office service

- 55% of the respondents are completely satisfied with Panchayat's system of informing about the working hours, days etc, 15% are partially satisfied and 26% are not at all satisfied.
- Only 46% are completely satisfied with the waiting time for meeting the purpose and the facilities available for it. 30% are not satisfied at all.

- 39% of the respondents are completely satisfied with the process and procedures involved in getting the things done.
- 48% are completely satisfied about the simplicity in filling the forms 18% partially satisfied and 29% not satisfied at all.
- 34% of the respondents are completely satisfied with the attitude of the officers.
- 45% are satisfied with the speed in processing the request after the submission of documents.
- Regarding the transparency in fixing the rates/ fees 50% of the respondents are completely satisfied, 10% are partially satisfied and 32% not satisfied at all.

Table 72: Level of Satisfaction on Panchayat Office

(All figures are in per centages)

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Information on Working Hours	55	15	26	2	2	100
Waiting Time & Facility	46	20	30	2	2	100
Procedure and Process	39	20	37	2	2	100
Simplicity in filling of forms	48	18	29	2	3	100
Attitude of Officers	34	21	39	3	3	100
Speed in Processing	45	23	24	3	5	100
Transparency in fixing fees/rates	50	10	32	4	4	100
General Opinion	40	26	25	6	3	100

8.5 Rating on Panchayat office services

- **Average marks given by the respondents is 47 per cent**

8.6 Reasons for dissatisfaction

- Major reasons for dissatisfaction are delay, complexity of procedures and attitude of staff.

Table 73: Some Reasons for dissatisfaction

(All figures in per centage)

Reasons	Respondents
Delay	28
Attitude of staff	16
Complexity of procedures	25
Availability of staff	4
Illegal activities	2
Lack of information counter	1

8.7 Changes in the quality of service over past four years

- Majority of the respondents (72%) have reported that the quality of services have been better during the past four years.
- For 12 % of them the quality of services has been the same.
- 2 % of them have reported that it has been worse over the past four years.

Response	Number	Per centage
Better	221	72
Equal	37	12
Worse	6	2
No Responding	42	14
Total	306	100

8.8 Suggestions for Improving Panchayat Office Services

- The following are the major suggestions for improvement

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Demand should be attended without delay	75	25	1	101
Transparency in procedure	4	5	1	10
Waiting Facility is required	26	6		32
Change attitude of Employees	26	12		38
Every ward should have facility	2	1		3
Panchayat Staff should keep time	9	5	1	15
Facility for information	4	5	2	11
Benefit Should be given to all eligible	22	9		31
Attention of Panchayat Samiti is Required	6	2		8
Computer is required for Office	2	1	2	5
Sanitation Facility is required	1			1

- Majority have opined that their demands should be attended without delay and also a change in the attitude of employees.
- According to most of the respondents, waiting facility is required and the benefit should be given to all eligible applicants.

8.9 Awareness about citizen charter

- It has to be noted that only 5 % of the respondents are aware that the Panchayat has a citizen's charter
- And only 3 % have seen the citizen charter.

Description	Yes		No	
	Number	Per centage to total (303)	Number	Per centage
Aware that Panchayat has a Citizens Charter	14	5	289	95
Have seen the Charter	8	3	295	97

9 SANITATION

- 326 sample households were selected to study the sanitation activities of the Panchayat.

9.1 Opinion of respondents on sanitation activities of panchayat.

- Majority of the respondents (98%) have reported that Panchayat provides no sanitation services.
- Only 2 % of the respondents have reported that Panchayat is cleaning the roads.

Activity	Number of Respondents	Per centage to total (322)
Cleaning of Roads	3	2
Cleaning of Drainages	1	0
Other Services	1	0
No Service	321	98
Total	326	100

9.2 Availability of latrine in the house

- 97 % of the respondents have latrines in their home

Description	Number of Respondents	Per centage
Available	316	97
Not Available	10	3
Total	326	100

9.3 Type of latrine

- 97% of them have latrines with closet

Type	Number of Respondents	Per centage
Open	4	1
Pit	5	2
With Closet	307	97
Total	316	100

9.4 Source of finance for latrine

- Most of them (70%) have constructed the latrines with their own money and 20 % of them with support of the govt and own money.

Source	Number of Respondents	Per centage
Own Money	220	70
Own Money & Govt. Support	63	20
Govt. Support	33	10
Total	316	100

9.5 Alternatives for those who do not have a latrine

- Out of 10 families without latrines, 20% of them are using the open spaces.

Place	Number of Respondents	Per centage
Open Space	2	20
Others	8	80
Total	10	100

9.6 Reason for not having a latrine

- 50% has reported that the reason for not constructing the latrine is lack of money

Reason	Number of Respondents	Per centage
Lack of money	5	50
Others	5	50
Total	10	100

9.7 Request for financial support for constructing a latrine

Description	Number	Per centage
Number requested	7	70
Number not requested	3	30
Total	10	100

9.8 Reason for rejecting the application for latrine

Description	Number of Respondents
No reason is given	5
Others	2
Total	7

9.9 Sensitisation about sanitation during last one year

- From the following table it is clear that there a very little sensitisation programmes held on sanitation.
- 75 % of the respondents have reported that they have not received any advice from anybody on the matter.
- Only 8 % have reported that Panchayat has conducted awareness classes.

Agency	Number of Respondents	Per centage
Panchayat	25	8
NGO	20	6
Others	35	11
No Advice	246	75
Total	326	100

9.10 Flow of waste water from kitchen, bathroom etc.

Description	Number of respondents	Per centage
To the open place out of the compound through drain	146	45
To a Pit in the compound.	72	22
Others	108	33
TOTAL	326	100

9.11 Household waste disposal

- Burning is used as the important method of disposal of waste (78%)

Description	Number of Respondents	Per centage
Throwing out of House	39	12
Throwing to Land	5	2
Burning	256	78
Composting	11	3
Others	15	5
Total	326	100

9.12 Level of satisfaction on sanitation activities of Panchayat

- It is clear from the table given below that the respondents are dissatisfied with the sanitation activities undertaken by the Panchayat

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Cleaning Road	22	6	23	4	45	100
Cleaning Drainage	21	3	26	4	46	100
Operation of Public Toilets	20	1	13	4	62	100
Procedure of Providing Latrine	28	31	24	8	9	100
General Opinion	26	20	34	13	7	100

9.13 Rating on sanitation activities

- Average marks given by the respondents is 30 per cent

9.14 Reasons for dissatisfaction

- The following reasons are given by the respondent for their dissatisfaction with the sanitation activities of the panchayat

Reasons	Number of respondents
Panchayat does not Concentrate on Sanitation	38
Lack of Public Latrine	8
Lack of providing household latrines	4
Negated though eligible	8
No road cleaning	1
Lack of providing Compost Pits	2

- It can be noted that the majority of the respondents were of the opinion that the Panchayat should do more on sanitation.

9.15 Suggestions for improving sanitation activities

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
public latrine required	6	1		7
Sensitisation for sanitation	15	3		18
Public compost facility	5	3	3	11
Facility for Solid Waste Management	6	2	1	9
Compost pits at home required	2	2		4
Solid Waste Management for		3		3

Hotels required				
Clean Public Wells		2		2
Sewage facility is required	92	16		108
Mosquito eradication	40	31	6	77
Organise Medical Camp	32	8	1	41
Cleaning of Public Places in Every Month	19	3	1	23
Precaution of epidemic diseases		1		1

- The table given above indicate that majority of the respondents have pointed out to the need for sewage facility.
- They have also suggested mosquito eradication and organization of medical camps for improving the sanitation activities.

10 INTERFACE WITH PANCHAYAT

- 626 sample households were selected to assess the interface with Panchayat office.

10.1 Visit to panchayat office during last year

- 57% of the respondents have visited the Panchayat 1 to 3 times, and 22% have not visited during in the last year.

Table 91: Visit to panchayat office during last year		
Number of times	Number of respondents	Per centage
1 to 3 times	358	57
4 to 5 times	67	11
6 to 10 times	49	8
10 times and above	10	2
Never attended	142	22
Total	626	100

10.2 Timely notice on Grama Sabha meeting

- 84% of the respondents have received invitation to Grama Sabha meetings, and about 71 % of them have participated in it.

Table 92: Timely notice on Grama Sabha meeting		
Descriptions	Respondents	
	Number	Per centage
Received invitation for Grama Sabha	525	84
No Invitation for Grama Sabha	101	16
Participation in Grama Sabha	447	71

10.3 Number of Grama Sabha meetings attended during last year

Table 93: Number of Grama Sabha meetings attended during last year		
Number of times	Respondents	
	Number	Per centage
One time	150	33.6
Two time	217	48.5
Three time	37	8.3
Four time	43	9.6
Total	447	100

10.4 Membership in Kudumbashree/ Neighbourhood Groups (NHG)

Table 94: Membership in Kudumbashree/ Neighbourhood Groups (NHG)				
	Respondents			
	Yes		No	
	Number	Per centage	Number	Per centage
Any member having membership in kudumbashree/ NHG	350	56	276	44

- **56% of the families have a membership in Kudumbashree/NHG. Only 44% have not come under the kudumbashree activities.**

10.5 Rating on interface with Panchayat.

- **Average marks given by the respondents is 51.8 per cent**

11 SUMMARY AND RECOMMENDATIONS

11.1 EDUCATION

11.1.1 Conclusions

- **All the students have access to schools within 3 kilometres from the residence and most of them go to school by foot.**

- Most of the children are attending the school regularly and irregularity of a few children is due to illness only.
- Although the school building is good, there is absence of Pucca Partition of the classrooms.
- There is lack of laboratory facility in the school.
- Although most of the school have benches and desks, 20% schools do not have bench and desk.
- The level of satisfaction is high in the case of attitude of teachers and quality of teaching.
- Major reasons for dissatisfaction are lack of adequate infrastructural facilities, availability of study materials in time, quality and availability of teachers.
- The response from the respondents show that there is perceptible improvements in the quality of services over the past four years.
- Average marks given by the respondents for educational service is 58.1%

11.1.2 Suggestions

- Providing more desks & benches
- Separate class rooms are to be provided
- Additional building facilities to be provided

11.2 HEALTH

11.2.1 Conclusions

- Majority of respondents have access to health centres within three kilometres and only 11% have to travel more than 3 kilometres.
- Most of the patients that visit health institutions are in the age category of 19 to 45 years.
- Most of the patients that approached the hospital are with either fever or body pain.
- Majority of the respondents uses PHC and only 17% approached the Homeo dispensary.
- All those who used the service of public health institutions are out-patients.
- Majority have reported that there is adequate facility for waiting in the health centre.
- Majority have reported that the toilet facilities are very poor.
- Most of the patients received good medicine and the treatment in the health centre was reported to be effective.
- All respondents said that they have not given any speed money during the course of treatment.
- Majority of the respondents have reported that doctor was available but they have to wait for more time.
- However they reported that there are inadequate facilities like toilets, lab facility and building facility for admitting the patients.
- Major reasons for dissatisfaction are non availability of medicine and non availability of doctor in time.
- There is perceptible change in the quality of service over the past four years.
- The average marks given by the respondents is 48%.

11.2.2 Suggestions

- Facility for admitting in-patients to be provided
- Permanent doctor to be appointed and doctor's service to be made available in the evening.
- Latrine facility to be constructed.
- New building and laboratory are to be constructed.
- Waiting facility to be provided.
- Good medicines should be made available.

11.3 ICDS

11.3.1 Conclusions

- All the Anganwadis are accessible within a distance of maximum 3 kilometres
- Majority of the households have one child attending the Anganwadis.
- Almost all the Anganwadi Teachers are very regular.
- Majority of the Anganwadis are functioning in rented building.
- Most of the respondents reported that Anganwadis provide food, toys and maintained growth charts and made medical check ups regularly.
- The major vaccination availed is DPT vaccination.
- Major food items provided by the Anganwadi are Kanji, Beans and Upma.
- Major complaint reported against the Anganwadi services are lack of building facility irregular supply of food, bad attitude of teacher and lack of latrine facilities.
- Majority of the respondents have reported that the quality of services have improved over the past four years.
- Average marks given by the respondents is 52.6%

11.3.2 Suggestions

- Provide good latrine facility.
- Construct new building.
- Regular supply of nutrition.
- Supply of sufficient toys.
- Standard of teaching should be improved.
- Provide clean drinking water.

11.4 PANCHAYAT SERVICES

11.4.1 Conclusions

- Majority of the respondents have visited the Panchayat for getting the ownership certificates.
- Majority of the respondents have approached the Panchayat directly for the services.
- However most of them have to wait for more than half an hour in the office for getting things done.

- Majority of the respondents have visited the office more than once for the fulfilment of the purpose
- 31% of the respondents have lost one or more wage days due to their visit to panchayat office.
- Majority of the respondents are satisfied with Panchayat's system of informing about the working hours, days etc, process and procedures involved in getting things done and simplicity in filling of forms.
- However the major areas of dissatisfaction are in waiting time & facility, attitude of officers, speed in processing and transparency in fixing fees or rates.
- Majority of the respondents have reported that the quality of services have been better during the past four years.
- The awareness of the respondents about Citizen Charter is very poor.
- Average marks given by the respondents is 47%

11.4.2 Suggestions

- Attending the demand without delay
- Change of attitude of the staff.
- Requirement of waiting facility
- Benefits should be given to all the eligible persons.
- Panchayat staff should keep time.
- Facility for information should be given.
- Make the procedures more transparent

11.5 SANITATION AND SOLID WASTE MANAGEMENT

11.5.1 Conclusions

- Majority of the respondents have reported that Panchayat provides no sanitation services.
- Most of the respondents have latrines with closets
- Most of them have constructed the latrines with their own money
- The main reason for not constructing the latrine is lack of money.
- Majority of the respondents have reported that they have not received any advice from anybody on the matter.
- Burning is used as the important method of disposal of waste.
- Most of the respondents are dissatisfied with the sanitation activities undertaken by the Panchayat.
- The major reason for their dissatisfaction with the sanitation activities is that Panchayat is not concentrating on sanitation activities.
- Average marks given by the respondents is 30%

11.5.2 Suggestions

- Sewage facility is to be provided
- Mosquito eradication programme to be introduced
- Organize medical camps

- Cleaning of the public places in every month
- Sensitize the public for sanitation
- Public latrine facility to be provided.
- Facility for solid waste management is to be provided.

11.6 GOVERNANCE

11.6.1 Conclusions

- Majority of the respondents have visited the Panchayat Office more than once to get services.
- Majority of the respondents receive invitation for Grama Sabha and the participation of the people in Grama Sabha is below 71%.
- 56% of the respondents were members in Kudumbasree.
- Average marks given by the respondents is 51.8%

11.6.2 Suggestions

- Ensure maximum participation of the public in grama sabha meeting.
- Coverage of Kudumbashree should be enlarged

12 REPORT CARD

Table 95: Report Card		
Sector	Rating in Percentage	Grade
Education	58.1	B
I.C.D.S	52.6	B
Governance	51.8	B
Health	48	C
Panchayat Services	47	C
Sanitation	30	D
Overall Ratings	47.91	C

Note:

A for 60 % and above, B for 50 %-60%, C for 40% to 50%, D for 30% to 40% and E for less than 30%
