

Grama Panchayat Services in Kerala

Training Manual for the Field Work

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1. Purpose of the Survey

Local Governments spend a significant part of their scarce resources on basic public services. The effectiveness of this expenditure are not easy to observe and measure. The Citizen Report Card is considered to be a very effective instrument in measuring the people satisfaction level.

In Kerala, basic services like primary education, health, child development and sanitation services are provided directly by Panchayats. The survey is aimed at collecting feed backs from the actual users of the services and evolve policies to improve the quality of there services. Kerala, Where decentralized Governance is a reality, the service delivery improvement is a challenge to the local governments.

Kerala Institute of Local Administration (KILA), in association with Public Affairs Foundation, Bangalore with financial support of the World Bank is conducting the Survey. Four Grama Panchayats of Kerala are identified for the study. They are Kadaplamattom (Kottayam District), Avoli (Ernakulam District), Kolazhi (Thrissur District) and Keezhuparamba (Malappuram District). The study is proposed to be conducted during April-May 2006. The actual Users of the Particular Services shall be identified and 300 samples of each sector shall be collected from each local body. Citizen Report Card will be prepared on the basis of the collected data and evaluate the performance of the panchayats.

2. General Instructions

This questionnaire is intended for collecting household feedback. Even though you may have identified one adult person (20 years or older) in the household as your contact point, it is useful to get responses on services from the member of the household who uses these services the most and hence, is in the best position to explain various issues associated with that particular service. For e.g., on drinking water, it is useful to talk to the particular household member who usually collects water or who can provide the best information on issues related to drinking water. This will enable you to record critical issues and problems arising out of the experiences of those actually using these services.

Before commencing to ask the questions, make sure that the respondents understand the purpose of the survey. You have to ensure that the data collected from the respondents will be treated quite confidentially and the whole purpose of this exercise is to enable the agencies to deliver services better. Take care to avoid any reference to any individual or political party while soliciting the responses. The focus should be on the services and not on any individual. Remember your respondents may have clear political affiliations which could bias their responses. So, it is very critical that you take time to explain the overall purpose of the study, emphasizing how honest and credible feedback can provide valuable information to identify problems and issues and enable the agencies to serve the people better.

Please keep in mind the following tips:

- Establish a good rapport with the respondent.
- Ask questions in a language and manner the respondent will be comfortable with. If by any chance you are rephrasing the questions in a manner different from that given in the questionnaire, ensure that the meaning of the question is not altered.
- Don't rush through the questions. Remember! A little investment in time makes all the difference between an accurate and a distorted message.
- For questions where some explanation is required, please explain the details and then ask the question.
- Do not ask any leading questions
- At the end of the survey, remember to thank the respondent!

3. Specific Instructions

- For questions which provide pre-coded answer choices, circle the appropriate choice. Do not write in the box (it will be filled in later).
- For questions which provide numeric answers, write the number
- For open ended questions write the verbatim response

The questionnaire is divided into six sections, the details of which are described below

Section	Title	What the Section records
A	Identification	Identification pertains to the district, village and the name and address of the head of the household covered in the survey. It also includes the gender and age of the head of the household and details of the interview like date, time, identity of the interviewer and the supervisor.
B	Demographic details	Social profile of the household in terms of respondent's age, gender, education, caste and household size and economic profile in terms of occupation, dwelling characteristics, ownership of land etc. Questions on the use of the four services also included with a view to provide the section that are to be covered in the investigation with respect to the household.
C	School (Primary, higher primary and secondary)	Type of school, medium of instruction, access, usage, infrastructure of the school, free provisions, regularity of teachers, interaction and incidence of problems, payment of fees, community involvement, satisfaction with the service and suggestions
D	Health (PHC & Sub centres)	Types of ailments, access and usage, payment of fees, quality of service, incidence of problems, satisfaction with the service and suggestions
E	Integrated child development service (ICDS)	Access, usage, type and quality of service, interaction and speed money, satisfaction with the service and suggestions
F	Animal husbandry and veterinary services	Access, usage, type and quality of service, payment of fees, incidence of problems, satisfaction with the service and suggestions.

Section A: Identification Data

In the top right hand corner, schedule number is **NOT TO BE FILLED UP DURING THE TIME OF THE INTERVIEW. THIS NEEDS TO BE CODED LATER BY THE SUPERVISOR ON COMPLEION OF THE FIELD WORK.**

Question No.	Instructions
A1 & A2	Should be filled in by the supervisor in advance. Do not waste time in filling this question during the time of the interview.
A3	Write the name legibly (preferably in block letters)
A4	Write the address of household viz., door number and street
A5	Circle the code based on the name. Ask the gender of the head of the household only if the name does not suggest the gender.
A6	Record the age of the household member in completed years. For e.g. a person who is 23 years and 6 months old should be recorded as 23 years old.
A7	Write the name of the interviewer. This can be written after completing the interview.
A8	Write the name of the supervisor. This can be written after completing the interview.
A9	Record the date of the interview (DD MM YY)
A10	Write the time of the interview - use the 24 hr clock. First two boxes are for the hour and the second two boxes are for the minutes. For e.g. 4:30 PM will be 1630 and, 9:20 AM will be 0920
A11to A14	NOT TO BE FILLED BY ENUMERATORS. The supervisor of each team should fill these only after completion of the tasks.
A 15	Any other supervising person should fill it only after completion of the task.

Section B: Demographic Details of the Household

B1	Write the name of the respondent legibly
B2	Record the age of the respondent in completed years. For e.g. a person who is 23 years and 6 months old should be recorded as 23 years old
B3	Do not ask the gender of the respondent. Just note and circle the code
B4	Ask the question and circle the appropriate code for the education level completed by the respondent. For e.g. if the respondent is studying PUC write his education level as Secondary
B5	Ask the question and circle the appropriate code for occupation of the respondent. If the respondent has more than one occupation, code the major occupation i.e. from which the major part of the income comes
B6	Ask total number of members in the household and record it in the total. Then ask the number of persons who are above 16 years and record it for adults and the remaining members classify as children after verifying with the respondent
B7	Ask how long has the family been residing in the village and record it. From the response classify into one of the 3 categories viz., less than one year, 1 to 5 years and above 5 years
B8	Ask whether the household belong to SC/ST; if yes code 1 otherwise code 2
B9	Do not ask the question. Looking at the house, classify the house as per the following definitions: Kutcha: House having walls of solid mud, un burnt bricks or wood and a thatched roof Pukka: If both wall and roof are made of materials like burnt bricks, GI sheets, asbestos or cement sheets, stone, cement concrete. Semi-Pukka: Houses which are not kutcha or pukka are classified as semi-pucca.
B10	Ask the question and record the code
B11	Ask the question and circle the appropriate code for occupation of the head of the household. Here also ask about the main occupation i.e. the occupation which provides the major chunk of his annual income
B12	Ask the land owned by the household and put the figure as reported by the respondent. Based on the figure the supervisor should write the appropriate code. If the respondent answers in local unit, investigator should note the answer in local unit while the supervisor needs to collect the conversion factor and change the same into hectares
B13	Ask the question and circle the appropriate code. Note that "LPG" is equivalent to domestic cooking gas
B14	Preferably circle the appropriate code from observation
B15	Ask the question and record the code. Note that toilet implies latrine and not only bath room
B16	Ask the question and record the code. If the response is no, skip school section
B17	Ask the question and record the code. If response is no, skip health section
B18	Ask the question and record the code. If response is no, skip ICDS section
B19	Ask the question and record the code. If response is no, skip Animal husbandry and veterinary services section

Section C: School (Class 1-10)

C1.1	For boys, girls, and total children aged 6 to 16, record total number, the number attending school, and the number not attending school. If all are attending, skip question C1.2 and ask C1.3
C1.2	Circle any answers. Multiple responses are possible. If "other", write the reason in verbatim response
C1.3	All the questions in this section should pertain to the eldest child attending government school. The reference period is the current academic year Ask the gender of the child if he/she is not available at the time of the investigation
C1.4	Ask the question and fill it up in completed years (see B2)
C1.5	Write the class or standard
C1.6	Circle the type of school
C1.7	Circle the category of school
C1.8	Multiple responses are possible. If 'other', write the language
C2.1	Write the "number" of kilometers and circle the appropriate code
C2.2	Circle the mode of travel. If 'other', write the mode of travel. This is a single response question. If the child uses more than one means of transportation, select the one that takes longer time to reach the school.
C2.3	Circle the response. If "yes", skip question C2.4 and go to C2.5
C2.4	Multiple responses are possible. If 'other', write the reason
C2.5	Write the fee for each category. Write the donation paid during this academic year. Monthly fee refers to the recurring fee paid every month. Write 'nil' if fee is not for a category. All the fees getting captured are only for this financial year
C2.6	Circle the response code
C2.7	Circle the response code
C2.8	Circle the response code. Boarding and lodging implies that the whether the child is getting hostel facilities.
	For this section starting from Q 3.1 to Q 3.23 the student should be with the parent while providing the answers
C3.1	Circle the response code
C3.2	Circle the response code
C3.3	Circle the response code. Shift in the school implies that the school operates separately in two or three time slots, i.e. morning, day, evening.
C3.4	Circle the response code
C3.5	Circle the response. If "No Toilets are available go to C3.7"
C3.6	Circle the response code
C3.7	Circle the response code. If "no", skip question C3.8
C3.8	Circle the response code
C3.9	Circle the response code
C3.10	Circle the response code
C3.11	Circle the response code 1 or 2 if the student is in secondary school. Circle 'not applicable' if the student is not in secondary school
C3.12	Circle the response code
C3.13	Circle the response code. If there is some playground outside the school premises which belongs to the school authority then the answer should be yes. However if there exists some open space outside the school where the students play but the play ground is not a property of the school the answer should be no

C3.14	Circle the response code. If 'no' go to 3.16
C3.15	Circle the response code.
C3.16	Circle the response code.
C3.17	Circle the response code for each item
C3.18	If any item in C3.17 is coded 'yes', then ask corresponding item in this question and circle the response code
C3.19	Circle the response code
C3.20	Circle the response code
C3.21	Circle the response code. If "never", go to C.23
C3.22	Circle the response code
C3.23	Circle the response code
C3.24	Circle the response code
C4.1	Circle the response code, If "no", go to C5
C4.2	Circle the response code If "no", go to C5
C4.3	Write the nature of problem in verbatim as reported by respondent.
C4.4	Circle the response code, if 'yes' go to C4.6
C4.5	Multiple responses possible but circle the single response which is the important one.
C4.6	Circle the response code.
C4.7	Circle the response code
C4.8	In the grid given below circle the response for each item circle one response from 1 to 3. If 'satisfaction' is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from C4.8a to C4.8f
C5.1	Circle the response code, if "no" go to C6
C5.2	Multiple responses are possible. Circle the response codes reported by the respondent.
C5.3	Circle the response code.
C5.4	Record total money paid for all the purposes.
C5.5	Circle the response code.
C6	In the grid given below circle the response for each item circle one response from 1 to 3. If 'satisfaction' is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from C6.a to C6.g and other aspects of the service.
C6.1	If "dissatisfaction" is reported in C6.h, then record the reasons for dissatisfaction. Record to a maximum of 3 reasons.
C6.2	Circle the response code. If "no" go to C 6.4
C6.3	Circle the response code. Single response only
C6.4	Record up to 3 suggestions
C6.5	Circle the response code.

Section D: HEALTH CENTRE

Information on health care should be collected only the family has used the services of PHC or Sub-centre during the last one year.

Information on the latest illness of any family member to be collected preferably in the presence of the member availed the treatment.

D1.1	If the member availed the treatment is present, do not ask the question. Circle the code from observation. If the member is not present, ask the question and circle the code.
D1.2	Record the age in completed years.
D1.3	Write the illness as mentioned by the respondent
D1.4	Circle the response code.
D1.5	Circle the response code.
D1.6	Write the distance as mentioned by the respondent and circle the appropriate code.
D1.7	Write the distance as mentioned by the respondent and circle the appropriate code. Ask the question irrespective of whether the patient took the treatment from there
D1.8	Write the distance as mentioned by the respondent and circle the appropriate code. Ask the question irrespective of whether the patient took the treatment from there
D2.1	Circle the response code. If "no" skip D2.2 and go to D2.3
D2.2	Circle the response code.
D2.3	Ask the question about the general availability and circle the response code
D2.3a	Ask the question for the recent visit and circle the response code.
D2.4	Read the options to the respondent and circle the appropriate code.
D2.5	Read the options to the respondent and circle the appropriate code.
D2.6	Circle the response code.
D2.7	Circle the response code. If "not at all" go to D2.10
D2.8	Circle the response code.
D2.9	Circle the response code.
D2.10	Circle the response. If "no" go to D2.12
D2.11	Write the amount separately for consultancy and medicines.
D2.12	Ask only for inpatient treatment and circle the response code
D2.13	Ask only for inpatient treatment and circle the response code
D2.14	Ask only for inpatient treatment and circle the response code
D2.15	Circle the response code
D3.1	Circle the response code If "no", go to D4.1. Here problem refers to any sort of administrative problem faced during the course of treatment.
D3.2	Write the nature of problem in verbatim as reported by respondent.
D3.3	Circle the response code If "no", go to D4.1
D3.4	Circle the response code, if 'yes' go to D4.1
D3.5	Multiple responses possible but circle the single response which is the important one. If "others" write as reported by respondent

D3.6	Circle the response code. If “others” specify
D3.7	Circle the response code
D3.8	Circle the response code
D3.9	In the grid given below circle the response for each item circle one response from 1 to 3. If ‘satisfaction’ is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from D3.9a to D3.9f
D4.1	Ask the question for the entire treatment period. Circle the response code. If “no” go to D5
D4.2	Circle the response code
D4.3	Multiple responses are possible. Circle a maximum of three responses
D4.4	Ask did any person from the PHC/sub-centre demanded and circle the response
D4.5	The total amount paid as bribe on all the occasions during the course of treatment.
D4.6	Circle the response code.
D5	In the grid given below circle the response for each item circle one response from 1 to 3. If ‘satisfaction’ is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from D5a to D5h
D5.1	Ask the question If coded “2” in D5i and record up to three reasons for dissatisfaction in verbatim as reported by respondent.
D5.2	Circle the response code. If “no” go to D5.4
D5.3	Circle the response code. Single response only
D5.4	Record up to 3 suggestions

Section E: ICDS

Ask this section only if the response is “yes” in B18.

E1.1	For boys, girls, and total children aged 3 to 6, record total number, the number attending anganwadi, and the number not attending anganwadi. If all are attending, skip question E1.2 and ask E1.3
E1.2	Record reasons as reported by respondent, if a child is not attending anganwadi. Multiple reasons are possible. Record maximum three reasons.
E1.3	Circle the response code. If “no” go to E1.6.
E1.4	Circle the response code. If “no” go to E1.6.
E1.5	Record the reasons. Multiple reasons are possible
E1.6	Circle the response code. If “others” write from where it is operating
E1.7	Ask the question and record the distance and then circle the appropriate code.
E2.1	Circle single response
E2.2	Circle the response code
E2.3	Circle the response code.
E2.4	Circle single response. If “others” write the response in verbatim

E2.5	Circle the response code.
E2.6	Circle the response code.
E2.7	Write the response given by the respondent
E2.8	Circle the response code
E2.9	Ask the question only if the response is "yes" in E1.4. Multiple responses are possible. If "others" write the service provided by anganwadi worker (no also possible)
E2.10	Ask the question only if the response is "yes" in E1.4. Multiple responses are possible. If "others" write the service provided by anganwadi worker (no also possible)
E2.11	Multiple responses are possible
E3.1	Circle the response code If "no", go to E4.1
E3.2	Write the nature of problem in verbatim as reported by respondent.
E3.3	Circle the response code If "no", go to E4.1
E3.4	Circle the response code, if 'yes' go to E3.6
E3.5	Multiple responses possible but circle the single response which is the important one. If "others" write as reported by respondent
E3.6	Circle the response code. If "others" write as reported by respondent
E3.7	Circle the response code
E3.8	Circle the response code
E4.1	Circle the response. If "no" go to E5
E4.2	Multiple responses are possible. Circle a maximum of three responses
E4.3	Ask did any person from anganwadi demanded and circle the response
E4.4	The total amount paid as bribe during the last one year
E4.5	Circle the response code.
E5	In the grid given below circle the response for each item circle one response from 1 to 3. If 'satisfaction' is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from E5a to E5g
E5.1	Ask the question If coded "2" in E5h and record up to three reasons for dissatisfaction in verbatim as reported by respondent.
E5.2	Circle the response code. If "no" go to E5.4
E5.3	Circle the response code. Single response only
E5.4	Record up to 3 suggestions

Section F: Animal Husbandry and Veterinary Services

Ask this section only if the response is "yes" in B18.

Ask for the latest illness treated for the livestock

F1.1	Mutiple responses are possible. If "others" write as reported by respondent.
F1.2	Circle single response which is more frequent.
F1.3	Code single response
F1.4	Write the distance as mentioned by the respondent and circle the appropriate code.
F2.1	Circle the response code. If "no" skip F2.2 and go to F2.3
F2.2	Circle the response code.
F2.3	Ask the question for the recent visit and circle the response code. If "yes" go to F2.5
F2.4	Read the options to the respondent and circle the appropriate code.
F2.5	Read the options to the respondent and circle the appropriate code.
F2.6	Circle the response code.
F2.7	Multiple responses are possible. If "others" write as reported by the respondent.
F2.8	Circle the response. If "not at all" go to F2.10
F2.9	Circle the response code
F2.10	Circle the response code
F2.11	Circle the response code. If "no" go to F2.13
F2.12	Write the amount separately for each item
F2.13	Code yes or no. If yes write the amount for each item
F2.14	Circle the response code. If "no" go to F2.16
F2.15	Write the amount received during last one year
F2.16	Circle the response code. If "no" go to F2.19
F2.17	Write the number separately for female and male
F2.18	Write the amount received during last one year
F2.19	Circle the response code. If "no" go to F3.1
F2.20	Write the number and the amount
F3.1	Circle response code. If "no" go to F4.1
F3.2	Write the nature of problem in verbatim as reported by respondent.
F3.3	Circle the response code If "no", go to F4.1
F3.4	Circle the response code, if 'yes' go to F3.6
F3.5	Multiple responses possible but circle the single response which is the important one. If "others" write as reported by respondent
F3.6	Circle the response code. If "others" specify
F3.7	Circle the response code
F3.8	Circle the response code
F3.9	In the grid given below circle the response for each item circle one

	response from 1 to 3. If 'satisfaction' is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from F3.9a to F3.9f
F4.1	Ask the question for the entire treatment period. Circle the response code. If "no" go to F5
F4.2	Circle the response code
F4.3	Multiple responses are possible. Circle a maximum of three responses
F4.4	Ask did any person from the veterinary hospital demanded and circle the response
F4.5	The total amount paid as bribe on all the occasions during the course of treatment.
F4.6	Circle the response code.
F5	In the grid given below circle the response for each item circle one response from 1 to 3. If 'satisfaction' is reported for an item then only ask for the level of satisfaction and circle the response. Otherwise skip the level of satisfaction for the item. Overall satisfaction is based on the items listed from F5a to F5f
F5.1	Ask the question If coded "2" in F5g and record up to three reasons for dissatisfaction in verbatim as reported by respondent.
F5.2	Circle the response code. If "no" go to F5.4
F5.3	Circle the response code. Single response only
F5.4	Record up to 3 suggestions