

CITIZENS REPORT CARD

KOLAZHY GRAMA PANCHAYAT

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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 Kolazhy 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

1.1.1 KOLAZHY GRAMA PANCHAYATH

The Kolazhi Grama Panchayath is in Thrissur District, which is situated in the central part of Kerala. The eastern boundary of the Panchayat has hilly areas and paddy fields. The central part has laterite stones and south western part has paddy fields. Eventhough the main occupation of the people is agriculture, it faced many problems. The prospects of small scale industries in the panchayath are not rosy.

1.2 Geographic and demographic profile of the Panchayath

Area : 16.62 Sq.Kms.
Number of wards : 16

1.2.1 Households

Category	Number of Households	Percentage
Below poverty line	3105	40
Above poverty line	4659	60
TOTAL	7764	100

1.2.2 Gender of the population

Table 2: Gender of the Population		
Gender	Number	Percentage
Male	13319	49
Female	13861	51
TOTAL	27180	100

1.2.3 Boundaries of the Panchayath

Table 3: Boundaries of the Panchayat	
Direction	Boundary
North	Achuthapuram Road, Mulankunnathukavu G.P.
East	Viyyoor Canal
West	Kolangattu kara
South	Trichur Corporation

1.2.4 Details of Institutions in the Panchayath

Table 4:Details of Institutions in the Panchayath		
Sl.No.	Name of Institution	No.of units.
1.	Primary Health Centre	-
2.	Family Welfare Centre	2
3.	Govt. Ayurveda Dispensary	1
4.	Govt. Homeo Dispensary	1
5.	Anganwadi	18
6.	Continuing Education Centre	3
7.	Govt. Primary School	1
8.	Krishi Bhavan	1
9.	Vetenary Dispensary	2
10.	ICDS Supervisor's office	1
11.	VEO Office	2

1.2.5 Details of road facilities

Table 5: Details of road facilities		
Sl.No.	Item	Numbers
1	Length of Village roads (Black topped)	38.8 Kms
2	Length of village roads (Soil	49 Kms.

2 CITIZEN REPORT CARD

2.1 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.

2.2 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.

2.3 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 pro-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.

3 GENERAL PROFILE

- A sample of 521 households were taken from Kolazhy Grama Panchayat for the study

4 Demographic Features

4.1 Composition of Household

- The household composition in terms of adults and children show that 65% are adults and 35% are children.
- The average household size of a family is 6

Table 6: Composition of Household		
Category	Number	Average Number of Persons
Below 18 Years	982	2
Adults	1857	4
TOTAL	2839	6

4.2 Gender of the Head of the Household

- 93% of the families are headed by males and 7% of the households are headed by females.

Table 7: Gender of the Head of the Household		
Gender	Number	Percentage
Male	486	93
Female	35	7
TOTAL	521	100

4.3 Age Distribution of the Respondent

- Majority of the respondent are below 35 years of age (52%).
- 32% of respondents come in the age group of 36 to 50.

Table 8: Age Distribution of the Respondent		
Age Category (in Years)	Number of Families	Percentage
Less than 35	273	52
36 to 50	164	32
51 to 70	76	15
Above 70	8	1
TOTAL	521	100

4.4 Educational level of respondents

The educational level of the respondents are given below

Level	Number	Percentage
Illiterate	13	2.5
Literate but not Formal	2	0.4
Lower Primary	69	13.2
Upper Primary	112	21.5
SSLC	216	41.5
PDC/Plus Two	74	14.2
Degree and Above	35	6.7
TOTAL	521	100

- Majority of the respondents are having school education
- 41.5 % are having S.S.L.C
- 2.5 % are illiterates

4.5 Occupation of the head of the household

- The occupational pattern of the head of the households shows that 23% are non-agricultural labourers and 22% are private employees.

Occupation	Number	Percentage
Non-Agricultural Labour	119	23
Small Trade	29	5
Agricultural Labour	31	6
Mason	38	7
Govt. Employee	35	7
Unemployed	21	4
Farmer	24	5
Private Employee	115	22
Other Business	95	18
Housewife	14	3
Total	521	100

4.6 Duration of stay in the panchayat

- Most of the respondents (84%) have been residing in the same Panchayat for more than 5 years.

Table 11: Duration of Stay in the Panchayat		
Duration (in Year)	Number	Percentage
Less than 3	55	11
3 to 5	27	5
Greater than 5	439	84
TOTAL	521	100

4.7 Caste composition

- The table below show that 44% of the respondents belong to OBC and 41% comes in the general category. Only 15% belong to SC/ST category.

Table 12: Caste Composition of the Sample Households		
Category	Number	Percentage
SC/ST	76	15
OBC	230	44
General	215	41
TOTAL	521	100

4.8 Type of dwelling

- Majority of the respondents (84%) lives in packa houses.
- Only 16% lives in kutcha houses.

Table 13: Type of Dwelling		
Type	Number	Percentage
Packa	437	84
Packa Wall & Katcha Roof	22	4
Katcha Wall & Roof	62	12
TOTAL	521	100

4.9 Nature of ownership of the house

- The table given below indicates that most of the respondents (94%) live in their own houses and those living in rented houses constitute only 6% of the total sample households

Table 14 :Nature of Ownership of House		
Category	Number	Percentage
Owned	489	94
Rented	32	6
TOTAL	521	100

4.10 Household facilities

- The households have reasonably good facilities
- 54% of the respondents have LPG connection
- 94% have electricity connection in their houses
- 28% have telephone connection
- 74% have television sets at their home

Table 15: Household Facilities		
Item	Number	Percentage
Cooking Gas	281	54
Electricity	490	94
Telephone (land line)	144	28
Television	385	74

4.11 Sample Units for Data collection

Response from 521 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.

Table 16:Response from Sectors	
Service	Number
Education	44
Health	295
ICDS	265
Panchayat Service	276
Sanitation	355
Governance	417

SECTOR WISE DETAILS

5 Education

It is reported that only 44 households have at least one child going to the government primary school. Details collected from 44 households.

5.1 Gender of the eldest school going child

- The table below shows that 64% of the eldest school going children are boys and 36% are girls.

Gender	Number	Percentage
Male	28	64
Female	16	36
TOTAL	44	100

5.2 Age distribution of the eldest school going child

- The age distribution of the eldest school going child ranges from 6 years to 10 years.
- 34% are 6 years of age.
- 23% are 9 years old.

Age(years)	Frequency	Percentage
6	15	34
7	8	18
8	9	20
9	10	23
10	2	5
TOTAL	44	100

5.3 Distribution of children in various classes

- Highest percentage of the children (34%) are studying in 4th standard and 25% of them are in 1st standard.

Class	Frequency	Percentage
1	11	25
2	8	17
3	9	22
4	15	34
6	1	2
TOTAL	44	100

5.4 Category of School

- The table given below shows that 98% students study in Govt. Lower Primary School and 2% in Govt. Upper Primary School.

Category	Number	Percentage
Government LP School	43	98
Government UP School	1	2
TOTAL	44	100

5.5 Type of schools

Types of schools	No. of children going	Percentage
Boys only schools	0	0
Girls only schools	0	0
Mixed schools	44	100
Total	44	100

- All students are studying in mixed schools.

5.6 Medium of instruction

Medium of instruction	No. of respondents	Percentage
Malayalam	44	100

English	0	0
TOTAL	44	100

- Malayalam is the medium of instruction of all students.

5.7 ACCESS TO SCHOOL

5.8 Distance to School

- Most of the students (59%) have access to school within a distance of 1 k.m.
- 41% has to cover a distance of 1 k.m. to 3 k.m.s to reach the school.

Distance	Number	Percentage
Less than 1 k.m.	26	59
1 k.m. to 3 k.m.	18	41
TOTAL	44	100

5.9 Mode of travel of children to school

Mode of transport	Number	Percentage
By foot	35	80
By bus	6	14
By autorikshaw	3	6
Total	44	100

- 80% of the students are going to school by foot.
- 14% are going by bus and 6% by autorikshaw.

5.10 Regularity of children to school

- 93 % students are going to school regularly
- 7 % are irregular due to illness

Regularity	Number	Percentage	Reasons of irregularity
Regular	41	93	
Irregular	3	7	illness
TOTAL	44	100	

5.11 Facilities and services in the school.

Facilities /services	Responses			
	Yes	%	No	%
Good condition of wall and roof of school building	25	57	19	43
Separate class room for each classes	44	100		

Pucca partition of classroom	44	100		
Availability of bench and desk to all children	43	98	1	2
Usable latrine in the school	44	100		
Separate latrine for boys and girls	37	84	6	14
Facility for drinking water	43	98	1	2
Good quality of water	27	63	17	37
Electrified classroom	34	77	10	23
Library in the school	42	96	2	4
Laboratory in the school	2	4	42	96
Use of computer as a teaching aid for computer education	37	84	7	16
Medical check-up in the school during 2005-06	43	98	1	2

- 57% reported that the school building is good.
- It has been reported that all schools have separate class room with benches and desks
- 77% reported that the class rooms are electrified.
- 96% informed that library is there in the school.
- Majority of the students (96%) reported that there is no laboratory in their school.
- 84% reported that they have computers as teaching aids.

5.12 Availability of drinking water.

- 98% of the respondents reported that there is drinking water facility in schools.
- Only 63% reported that the water is good for drinking.

5.13 Toilet facility

- Latrines are available in all schools and all of the respondents reported that children are using it.

- 84% of the respondent informed that there are separate latrines available for boys and girls.

5.14 Medical check up for children in schools

- Most of the respondents (98%) reported that medical check up has been conducted.

5.15 Distribution of materials and its timeliness

- 75% of the respondents have received free text books and out of which 97% of them have got it in time.
- 32% have got free note books.
- 68% of the children have got free uniforms and all of them have received it in time.

Items	Given Free		Given in Time	Percentage to Total Having Materials
	Number	Percentage	Number	
Free Text Books	33	75	32	97
Free Note Books	14	32	13	93
Free Uniforms	30	68	30	100

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

- The table given below indicates that there is regular monitoring and evaluation by teachers at school.
- 98% have reported that monthly examinations are held regularly
- 96% have reported that progress cards are issued on time.
- 96% reported that home work is given regularly.
- 98% are of the opinion that teachers are regularly coming to schools

	Yes		No	
	Number	%	Number	%
Regular attendance of teachers	43	98	1	2
Conduct of monthly exams	43	98	1	2
Distribution of progress card	42	96	2	4

Giving homework	42	96	2	4
Evaluation and correction of homework	39	93	3	7
Happiness of children at studies	43	98	1	2

5.17 Functioning of PTA

- Out of 44 respondent 40 (91%) are satisfied about the functioning of Parent Teacher Association

5.18 Visit to schools and problems

- 91% of the parents have visited the school during the year and 9% of them have never visited the school

5.19 Problem solving at school

There is no problem with the school.

5.20 Level of satisfaction with the school services

- From the table given below it is clear that majority of the respondents are satisfied with the services at school.
- Regarding the quality of teaching 72% are completely satisfied and 68% are completely satisfied about the attitude of teachers.
- While considering the overall satisfaction level about the school service, 60% are completely satisfied, 13% are partially satisfied and 17% are not satisfied at all.

Indicators	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Total
Study Material	69	9	22	0	100
Quality of Teaching	72	10	18	0	100
Playground	61	11	12	16	100
Toilets	56	9	19	16	100
Attitude of Teachers	68	9	12	11	100
Overall Satisfaction	60	13	17	10	100

5.21 How satisfied are the people with school activities

- The level of satisfaction is high in the case of attitude of teachers, quality of teaching and availability of study materials
- In the case of infrastructure facilities like playground, toilet facility etc the level of satisfaction is between 56 and 61%.
- The overall satisfaction reported is 60%

5.22 Rating on school services

- **Average mark given by the respondents is 56.21 percent**

5.23 Reasons for dissatisfaction

- Out of large number of reasons, the major reason for dissatisfaction is lack of infrastructure facilities

Reasons	Percentage
Lack of adequate infrastructure facilities	19
Lack of availability of study materials in time	3
Quality of teaching	4
Activities of teachers	2
Total	28

5.24 Change in quality of service over past four year

- From the table it is clear that 84% have reported that the quality of services has been better over the past four years.

Response	Number	Percentage
Better	37	84.1
No responding	7	15.9
Total	44	100

5.25 Suggestions for improving the school services

- Suggestion for improving the services of the school is detailed in the table given below. The main suggestion for improvement is regarding the building and water supply.

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Impr. Std of Curriculum	0	1	0	1
Need Computer		1		1
Need Desk and Bench		1	1	2
Impr. Building Facility	15	1	0	16
To have own building	4			4
Need Sports Materials			1	1
Need Water supply		2	2	4

6 HEALTH SECTOR

A sample of 295 households was selected to study the Health Sector.

6.1 Gender of the respondent

- The gender composition of the respondents shows that 67% are female and 33% are male.

Gender	Number	Percentage
Male	98	33
Female	197	67
TOTAL	295	100

6.2 Age of the patient

- Age distribution shows that 39.6% participants are in the age group of 19-45.
- 14 % are old people having age greater than 65 years.

Age group	number	percentage
1-6	33	11.3
7-12	17	5.8
13-18	12	4.0
19-45	116	39.6
46-65	74	25.3
Above 65	41	14
Total	293	100

6.3 Type of illness

- People go to Govt. health centres for treatment of minor illness
- Majority of respondents (40%) have availed the services of health centre for fever. 19% went for body pain.

Illness	Number	Percentage
Fever	119	40
Body Pain	56	19
Skin Disease	31	11
Joint Pain	30	10
Asthama	20	7
ENT	13	4
Pressure	13	4
Karappan	7	2
Gastritis	4	1
Sugar	2	1
Heart	1	1
TOTAL	295	100

6.4 Usage of health institutions

- Majority of the respondents (56%) use Ayurveda dispensary
- 42% of them use Govt. Homeo Dispensaries.

Table 36: Usage of Health Institutions		
Institutions	Number	Percentage
Primary Health Centre	4	1
Sub-Centre	4	1
Ayurveda Dispensary	162	56
Homeo dispensary	125	42
Total	295	100

6.5 Type of patients

- All patients are out patients

Table 37:Types of treatments		
Type of treatments	Numbers	Percentage
Outpatient	295	100
Inpatient	0	0
Total	295	100

6.6 Access to health institutions

- The below table shows that 53% of the respondents have to travel only 1k.m. to 3 k.m.s to reach the nearest health centre.
- 44% of them have public health institutions within a distance of 1km from their residence

Table 38: Distance to Health Institutions		
Distance	Number	Percentage
Less than 1 k.m.	129	44
1 k.m. to 3 k.m.	156	53
3 to 5 Km	10	3
Total	295	100

6.7 Availability of doctor

- 96% of the respondents reported that the doctor was present when they arrived

Table 39: Presence of doctor				
Presence of doctor	Yes		No	
	Number	Percentage	Number	Percentage
Presence of doctor, when patient arrived	282	96	13	4

6.8 Availability of facilities for out patients

- Majority of respondents reported that the facility for waiting is available
- 56% reported that toilet facilities are available.

Table 40: Availability of facilities for out patients				
Facility	Yes		No	
	Number	Percentage	Number	Percentage
Waiting facilities	272	92	23	8
Toilet facilities	164	56	131	44

6.9

6.10 Availability of medicine

- Only 52 % of the respondents informed that the medicines are always available.
- 14 % did not get any medicine

Table 41: Availability of Medicine		
Frequency of Availability	Number of Respondents	Percentage
Always received	153	52
Occasionally received	100	34
Never received	42	14
TOTAL	295	100

6.11 Quality of medicine

- 82 % received good medicine
- 18 % received outdated medicine

Table 42: Quality of Medicine		
Opinion	Number of Respondents	Percentage
Good Medicine	242	82
Outdated Medicine	53	18
TOTAL	295	100

6.12 Effectiveness for treatment

- Majority of the respondents (62%) had been cured of their illness by the treatment of the Govt. health centres.
- In the case of 38 % the illness is continuing.

Table 43: Effectiveness of Treatment		
Cured with Treatment	183	62
Not Cured	112	38
TOTAL	295	100

6.13 Alternative choice to cure the diseases

Table 44: Alternative choice to cure the diseases		
Alternative	Number	Percentage
Went the private hospital/doctor	53	47
Went to other public health institutions	46	41
Not went to anywhere	13	12
Total	112	100

- As an alternative choice 47% of patients went to private hospital/doctor
- 41% visited other public health institution to cure the disease.
- 12% didn't approach another doctor.

6.14 Problem faced by the patients

- There have not been any major problems with the hospital

6.15 Speed money

- No bribery is reported by the respondents

6.16 Level of satisfaction on health services

- Only 55% of the respondents are completely satisfied with the duration for Consideration, 17% are partially satisfied.
- 23 % are dissatisfied with the nurse's behaviour
- Only 54% are completely satisfied with staff's mentality to help.
- Only 48% of the respondents are completely satisfied about the neatness of the institute
- Only 50% are completely satisfied about the availability of medicines.
- Only 49% of the respondents are completely satisfied with the overall performance.

Table 45 : Level of Satisfaction on Health Service				
(All figures are in percentages)				
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent
Duration for Consideration	55	17	20	8
Doctor's Behaviour	58	17	18	7
Nurse's Behaviour	60	15	23	2
Others Mentality to Help	54	20	21	5
Neatness of Institute	48	21	24	7
Availability of Medicine	50	20	25	5
General Opinion	49	19	26	6

6.17 Rating of health services

- **Average mark given by the respondents is 46.5percent**

6.18 Change in the quality of service over past four years

- Regarding the quality of services over past few years, majority of the respondents (73%) are of the opinion that it has been better.
- But 2% are of the opinion that the situation has been worsened.

Response	Number	Percentage
Better	216	73
Equal	19	6
Worsen	6	2
No Responding	54	19
Total	295	100

6.19 Suggestion for improving health services

- Majority of the suggestions point out to the need for appointing a permanent doctor in the Govt. health centres, making the medicines available and facility for admitting patients.

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Permanent Dr. Required	16	1	0	17
Facility for Admit	14	3	17	34
Make available Medicine	26	7	0	33
Need building	6	0	0	6
Facility for Waiting	4	1	0	5
Latrine Facility Required	1	0	1	2
Drinking Water Needed	0	0	3	3
Doctors Service is required in Evening	2	2	0	4
Two Doctors	2	1	0	3

Required				
Doctor should come in time	6	4	5	15
Pharmacist & Nurse should come every day	7	3	1	11
Token system	1	0	0	1
Laboratory	9	10	2	21
Increase Staff	3	0	0	3
Electrification	0	0	1	1

7 INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS)

- A sample of 265 households was selected to study the ICDS.

7.1 Number of Children from a household to Anganwadi

- From majority of the households (89%) only one child is going to Anganwadi

Number of Children to Anganwadi	Number of Families	Percentage
1	236	89
2	23	9
3	6	2
Total	265	100

7.2 Nature of ownership of Anganawadi building

- Majority of the respondents (58%) have reported that the anganwadi buildings are on rent.
- Only 38% has own building

Table 49: Nature of Ownership of Anganwadi Building		
Type of Ownership	Number of Respondents	Percentage
Own	102	38
Rental	154	58
Youth Club/Mahila Samajam	9	4
Total	265	100

7.3 Access to Anganawadi

- 91% of the respondents have access to Anganwadi within a distance of 1 k.m. from their residence.

Table 50 : Distance to Anganwadi		
Distance	Number	Percentage
Less than 1 k.m.	242	91
1 k.m. to 3 k.m.	23	9
TOTAL	265	100

7.4 Regularity of Anganawadi teacher

- Majority of the respondents (85 %) have reported that the teachers come regularly.

Table 51 : Regularity of Teacher		
Regularity	Number of Respondents	Percentage
Regular	225	85
Occasional	40	15
Total	265	100

7.5 Awareness about Anganawadi

- 91% of the parents have sent their children to Anganwadi by their own decision
- For 7% of them, it was as suggested by the Anganwadi teacher.

Table 52 : Awareness about the Anganawadi		
Source of Information	Number of Families	
Self	242	91
Anganawadi Teacher	19	7
Others	4	2
Total	265	100

7.6 Facilities and service at anganawadi

- 65% of the respondents have reported that there is enough space for children in the Anganwadi building.
- 96% have reported that nutrient food is given
- Toys have been provided to children as informed by 76% respondents.
- Only 64% reported that growth chart has been maintained.
- According to 71% of the respondents, there is medical check up in every 3 months.

Facilities/services	Responses			
	Yes		No	
	Number	Percentage	Number	Percentage
Enough space for children	173	65	92	35
Giving nutrient food	255	96	10	4
Provide toys to children	201	76	64	24
Keep growth chart	169	64	96	36
Medical check up in every 3 months	188	71	77	29

- The major food items provided in the Anganwadi are 'Kanji' Beans and 'Upma'

7.7 Vaccination to children

- 60% of the respondents reported that children have received polio vaccination.
- BCG and DPT are other vaccinations given at Anganwadi.

7.8 Service during pregnancy

- The table below shows the services obtained during pregnancy

Services	Number of women received the service
Measuring weight	23
Nutrient food	30
Others	6

7.9 Post natal services

A very few lactating women obtained services from aganawadi teacher. The details are as follows.

Service	Number of mothers received the services
Information on need for cleanliness	9
Encouragement of Breast Feeding	8

7.10 Problems faced

- There is no major problem with Anganwadies. The minor problems are solved then and there

7.11 Level of Satisfaction on Anganawadi Services

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent
Behaviour of Teacher	90	6	1	3
Behaviour of Helper	82	11	4	3
Supply of Food	76	18	5	1
Supply of Toys	44	35	15	6
Service during pregnancy	14	24	31	31
Service during delivery	11	15	39	35
Providing preventive measures	23	25	21	31
General	42	44	6	8

- Level of satisfaction in terms of complete satisfaction, is low in the case of services obtained by pregnant and lactating women.
- In general, complete satisfaction is only for 42 percent

7.12 Rating on anganawadi services

- An average mark of 47.71 percent is given by the respondents

7.13 Reasons for dissatisfaction

- The major reasons for dissatisfaction are
- Absence of own building
- Attitude of teacher
- Lack of toys
- No vaccination
- Absence of toilet facility
- Lack of space in the anganawadi

7.14 Change in quality of service over past four years

- Majority of the respondents (66%) reported that the quality of services has been better comparing the past four years.
- 2% have reported that it has been worsened.

Response	Number	Percentage
Better	175	66
Equal	17	6
Worse	5	2
No Responding	68	26
Total	265	100

7.15 Suggestions for improving ICDS services

- The table given below show the suggestions for improving the quality of services of Anganwadi.

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Good Building is required	51	3	3	57
Neat cooking is required	1	1	4	6
Good Latrine required	2	2	2	6
Drinking water	1	11	4	16

facility				
Electrification is required	3	3	6	12
Standard of study should be improved	4	2	3	9
Own building is required	42	1	2	45
Regular Nutrition is required	6	4	1	11
Permanent Employees Required	1	3	2	6
Improve service of employees	4	5	3	12
People should be informed	1	2	4	7
Road Facility is required	1	3	2	6
Toys are required	12	2	3	17
Play Ground is required	1	1	1	3

- It can be noted that majority of the suggestions points out to the need for improving the Anganwadi building and to have other infrastructure facilities.

8 SERVICES FROM PANCHAYAT OFFICE

- A sample of 276 Households was selected to study the quality of services from Panchayat Office

8.1 Purpose of visit to panchayat office during last one year

- Most of the respondents (67%) have visited the Panchayat office during the last one year to pay the building tax.
- 14% visited to obtain the certificates.

Purpose	Number of Respondents	Percentage
Certificate	40	14
Building Permit	9	3
Trade License	8	3

Pay Building Tax	186	67
Pay Employment Tax	2	1
Ownership Certificate	8	3
Number for Building	12	5
Others	11	4
Total	276	100

8.2 Purpose of last visit to Panchayat office

- 63% of the respondents have visited the Panchayat Office previous time to pay the building tax.

Purpose	Number of Respondents	Percentage
Certificate	34	12
Building Permit	7	3
Trade License	6	2
Pay Building Tax	176	63
Pay Employment Tax	2	1
Ownership Certificate	7	3
Number for Building	11	4
Others	33	12
Total	276	100

8.3 Interface with panchayat office

- 96% of the respondents have approached the Panchayat Office directly for their purpose.
- 4% have utilized the service of an agent.
- Nobody paid money for utilizing the service of agent

Mode of Interface	Number of Respondents	Percentage
Direct	265	96
Agent	11	4
Total	276	100

8.3.1 Reasons for utilizing service of agents

- The following are the reasons for employing an agent
- For speed
- To avoid difficulty
- Lack of time
- Lack of information

8.3.2 Time spent at panchayat office

- Majority of the respondents (64%) had spent 11 to 30 minutes in the Panchayat office to meet their purpose.

Table 62 : Time Spent at Panchayat Office		
Duration	Number of Respondents	Percentage
Up to 10 Minutes	17	6
11 to 30 Minutes	170	64
30 to 60 Minutes	46	18
Above 60 Minutes	32	12
TOTAL	265	100

8.3.3 Number of visits to panchayat office for the last purpose

- The table below shows that 62 % of the respondents was able to fulfil their purpose with a single visit to the Panchayat Office.
- 20 % visited 3 times for their purpose

Table 63 : Number of Visit for Last Purpose		
Number of Visits	Number of Respondents	Percentage
1	164	62
2	47	18
3	53	20
Above 3	1	0
Total	265	100

8.3.4 Loss of wage days due to visit to panchayat office

- 25 respondents have lost one wage day due to their visit to the Panchayat Office.

Table 64 : Number of Man days Lost due to Visit to Panchayat		
Number of Man days	Number of Respondents	Percentage
1	25	76
2	7	21
3	1	3
Total	33	100

8.3.5 Loss of wage per day

Table 65: Loss of wage per days		
Wage per days (Rs)	Number of respondents	Percentage
Rs. 25- Rs.100	20	61
Rs.101- Rs.200	11	33
Rs.201- Rs.500	2	6
Rs.500 and above	0	0
Total	33	100

- 20 persons have a loss of Rs.. less than 100 each.
- 11 persons have a loss of Rs.100- Rs.200 each.

8.3.6 Problem faced at panchayat office

- There has not been any problem other than procedural delay

8.4 Level of satisfaction on panchayat office service

The table below shows the level of satisfaction of the respondents about the functioning of the Panchayat Office.

Table 66: Level of Satisfaction on Panchayat Office						
(All figures are in percentages)						
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Information on Working Hours	77	12	5	4	2	100
Waiting Time & Facility	80	9	7	3	1	100
Procedure and Process	70	23	6	1		100
Simplicity in filling of forms	65	17	7	4	7	100
Attitude of Officers	50	20	10	10	10	100
Speed in Processing	44	41	13	1	1	100
Transparency in fixing fees/rates	52	12	32	2	2	100
General Opinion	40	16	41	1	2	100

- Only 40% are completely satisfied on the overall performance of the panchayat office. 41% reported dissatisfaction on this matter.

8.5 Rating on panchayat office services

- Average mark given by the respondents is 52.8 percent

8.6 Reasons for dissatisfaction

- Neglected though eligible
- Complexity of procedures
- Attitude of staff
- Availability of staff
- Illegal activities
- Lack of information counter
- Lack of transparency

8.7 Changes in the quality of service over past four years

- 65% of the respondents feels that the quality of services have been better over the past 4 years.
- 14% of them reported that it has been the same.

Response	Number	Percentage
Better	172	65
Equal	38	15
Worse	6	2
No Responding	49	18
Total	265	100

8.8 Suggestions for Improving Panchayat Office Services

- The table below shows the suggestions for improving the functions of the Panchayat Office.

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Every ward should have facility	3	2	1	6
Computer is required for Office	1	2	2	5
Benefit Should be given to all eligible	1	1	1	3
Panchayat Staff should keep time	1	1	2	4
Demand should be attended without delay	5	1	3	9
Transparency in procedure	6	1	2	9
Facility for information	1	1	1	3
Change attitude of Employees	3	1	4	8
Sanitation facility is required	1	1	2	4

8.9 Speed Money

- No speed money is reported by the respondents

8.10 Awareness about citizen charter

- It is pathetic to note that only 7% of the respondents are aware of the citizen charter and only 2% have seen it.

Description	Yes		No	
	Number	Percentage	Number	Percentage
Have known about the citizen charter	19	7	246	93
Have seen the citizen charter	6	2	259	98

9 SANITATION

- A sample of 355 households was selected to study the sanitation activities of the Panchayat.

9.1 Opinion of respondents on sanitation activities of panchayat.

- Out of the 355 households taken as the sample to enquire about the sanitation activities of the Panchayat, Majority of them (64%) reported that Panchayat has not done any sanitation activities.
- 33% have reported that Panchayat is cleaning the roads.

Activity	Number of Respondents	Percentage to total (322)
Cleaning of Roads	117	33
Cleaning of Drainages	10	3
Other Services	1	0
No Service	227	64
Total	355	100

9.2 Availability of latrine in the house

- Most of the respondents (99%) have toilets in their home.

Table 71 : Availability of Latrine		
Description	Number of Respondents	Percentage
Available	353	99
Not Available	2	1
Total	355	100

- 99% respondents have latrine in their houses

9.3 Type of latrine

- All do not have quality toilets
- 93 % have toilets with a closet

Table 72 : Type of Latrine		
Type	Number of Respondents	Percentage
Open	10	3
Pit	6	2
With Closet	331	93
Others	6	2
Total	353	100

9.4 Source of finance for latrine

- 87% of the respondents have used own money to construct the latrine.

Table 73 : Source Finance for Latrine		
Source	Number of Respondents	Percentage
Own Recourses	309	87
Own Recourses & Govt. Support	35	10
Govt. Support	11	3
Total	355	100

9.5 Reason for not having a quality latrine

- Lack of money is the major reason for not having a latrine

9.6 Sensitisation about sanitation during last one year

- Only 1% of the respondents reported that Panchayat has conducted sensitisation programmes on sanitation.
- Majority of the respondents have reported that no advise was given to them by anybody.

Agency	Number of Respondents	Percentage
Panchayat	4	1
NGO	8	2
PHC	11	3
Kudumbashree	4	1
Anganwadi	2	1
School	4	1
Hospital	5	1
Others	55	15
No Advice	262	75
Total	355	100

9.7 Flow of waste water from kitchen, bathroom etc.

Description	Number of respondents	Percentage
To the open place out of the compound through drainage	79	22
To a pit in the compound	269	76
To open places in the compound	7	2
Total	355	100

9.8 Household waste disposal

- The table given below shows the process of disposal of waste from houses.
- 12% throw their waste to canal
- 22 % of them into open land

- 64 % burn their wastes
- 2 % waste composting

Description	Number of Respondents	Percentage
Throwing to canal	43	12
Throwing to open land	78	22
Burning	227	64
Composting	7	2
Total	355	100

9.9 Level of satisfaction on sanitation activities of panchayat

- The table given below shows the level of satisfaction on sanitation activities of the Panchayat.
- Only 45% of the respondents are completely satisfied about the cleaning of roads, 44% on cleaning drainage, 32% on the maintenance of Public latrines, 40% on the procedures of providing latrines,.
- Considering the overall factors only 28% of the respondents are completely satisfied

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Cleaning Road	45	15	34	5	1	100
Cleaning Drainage	44	15	36	3	2	100
Operation of Public Toilets	32	30	25	12	1	100
Procedure of Providing Latrine	40	30	12	14	4	100
General Opinion	28	34	14	21	3	100

9.10 Rating on sanitation activities

- **Average mark for the sanitation activities given by the respondents is 32 percent**

9.11 Reasons for dissatisfaction

- The reasons for dissatisfaction are the neglect of Panchayat in sanitation activities
- There is no solid waste management system
- No public composting facility is available
- Lack of public latrine

9.12 Suggestions for improving sanitation activities

- The table given below indicate the major suggestions obtained for improving the sanitation activities.

Table 78 : 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
Sensitisation for sanitation	13	15	10	38
Public compost facility	17	18	14	49
Facility for Solid Waste Management	19	15	14	48
Clean public wells	40	38	32	110
Sanitation for all is required	10	8	4	22
Banning of Plastics	15	10	4	29
Sewage facility is required	36	34	28	98
Mosquito eradication	32	22	14	68
Organise	12	10	8	30

Medical Camp				
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10 Interface with panchayat

- A sample of 417 households was selected to assess the interface with Panchayat

10.1 Visit to panchayat office during last year

- Majority of the respondents (53%) have visited the Panchayat 1 to 3 times during the previous year.
- Repeated visits indicates inefficiency of the office

Number of times	Number of respondents	Percentage
1 to 3 times	219	53
4 to 5 times	52	12
5 to 10 times	10	2
Above 10 times	2	0
Never visited	134	33
Total	417	100

10.2 Timely notice on grama sabha meeting

- 91% of the respondents have reported that they have received notice for Grama Sabha meeting.
- 9 % did not have any information

Descriptions	Respondents	
	Number	Percentage
Received notice for grama sabha meeting	380	91
Not received notices for grama sabha meeting	37	9
Total	417	100

10.3 Number of grama sabha meetings attended during last year

- The below table illustrates that 29% respondents have attended Grama Sabha 2 times. 26% attend only 1 time.
- 48% of households never attended the Grama Sabha meeting during last year.

Table 81: Number of grama sabha meetings attended during last year		
Number of times	Respondents	
	Number	Percentage
One time	108	26
Two time	121	29
Three time	15	4
Four time	12	3
Never attended	161	48
Total	417	100

10.4 Membership in Kudumbasree/ Neighbourhood Groups (NHG)

- 56% of the respondents are having membership in Kudumbasree.

Table 82: Membership in Kudumbasree/ Neighbourhood Groups (NHG)				
	Respondents			
	Yes		No	
	Number	Percentage	Number	Percentage
Any member having membership in kudumbashree NHG	233	56	184	44

10.5 Rating on interface with Panchayat.

- **Average mark given by respondents is 54.5 percent**

11 SUMMERY AND RECOMMENDATION

11.1 EDUCATION

11.1.1 Conclusions

- Children have access to school since all children have schools within 3 k.m.
- Both girls and boys are studying in the school.
- Majority of children go to school by foot.
- Drinking water is provided by the school, but its quality is not good.
- Majority of students are studying LP school.
- Children are going to the school regularly.
- Majority is in Malayalam medium.
- Toilet is available and students are using it.
- Medical check up is done at school.
- Textbooks and uniforms are supplied to students.
- There is regular monitoring and evaluation of students by teachers.
- Monthly examinations are conducted.
- Homework is given.
- Satisfaction level of parents are good in the case of attitude and activities of teachers.
- But relating to the facilities and its quality the level of satisfaction is low.
- The mark given to school is 56.21.

11.1.2 Suggestions

Infrastructural facility of the school has to be improved substantially.
Benches and desks are to be upgraded.
Computers may be provided for teaching.
Provide sports materials.
Quality of drinking water should be improved

11.2 HEALTH

11.2.1 Conclusions

- Majority of patients are females.
- Around 40 per cent are in the age group of 19 years to 45 years.
- Health centres are accessible to people.
- Only outpatients are treated.
- Facilities are available only to provide minor treatment.
- Waiting facility is available, but toilet facility is not sufficient.
- Medicines are not supplied regularly.
- Some are reporting that outdated medicines are supplied.
- More than fifty per cent opted for treatment in Ayurveda.
- Many patients are not cured after treatment.
- All patients are not satisfied with doctor's and nurse's behaviour.
- Staff's mentality is not very good.
- General level of satisfaction is low.

11.2.2 Suggestions

- Expand the services to inpatients also.
- Develop infrastructural facilities, including toilets.
- Ensure regular supply of quality medicine.
- Permanent doctors may be appointed.
- Doctor's service is required for more time including the evening.
- Specialised doctors may be appointed.
- Drinking water facility has to be provided.
- Waiting facility has to be provided.

11.3 ICDS

11.3.1 Conclusions

- Many of the Anganwadies are functioning in rented buildings.
- Anganwadies are accessible to children, they are located within around one k.m. from their house.
- People are aware of the services at anganwadies.
- Food is supplied at anganwadies, but the quality of food is low.
- Toys are given to children, but it is not sufficient.
- Medical check ups and vaccination are given by anganwadis.
- Teachers in general are regular.
- Level of satisfaction of respondents is low, due to lack of facilities.
- Marks given to anganwadies is 47.7 per cent.

11.3.2 Suggestions

- Good building is required for anganwadies.
- Neatness in cooking has to be ensured.
- Latrine facility has to be improved.
- Standard of teaching has to be improved.
- Nutritious food has to be supplied.
- Permanent employees have to be appointed.
- Play ground has to be developed.

11.4 PANCHAYAT SERVICES

11.4.1 Conclusions

- Panchayat office provides licenses and certificates.
- Majority of respondents visited panchayat office for paying taxes and obtaining certificates.
- Majority approach directly, but some are approaching indirectly by engaging agents.
- People have to visit several times the office for the same reason.
- Level of satisfaction on panchayat service is low.

- Information on working hours is not known to all.
- Waiting facility is not sufficient.
- Forms are complicated to fill up.
- There is no transparency in fixing the rates.
- The office procedures are cumbersome in nature.

11.4.2 Suggestions

- Procedures have to be simplified for reducing the processing time.
- Transparency in fixing rates and procedures has to be established.
- Facilities, including waiting facility have to be improved.
- Computerisation has to be done to speed up the activities.
- Forms have to be simplified.
- Officers have to be regular in attending the office.
- Citizen's charter has to be given wide publicity.

11.5 SANITATION AND SOLID WASTE MANAGEMENT

11.5.1 Conclusions

- Sanitation activities of Panchayat are very limited.
- People are having toilets in their home, but the quality of these toilet are not good in some cases.
- Sensitisation on sanitation by panchayat is very weak.
- No solid waste management system is existing in the panchayat.
- People are throwing their wastes outside their home.
- There is no public composting facility.
- Public toilets are not provided by the panchayat.
- Public wells are not cleaned by panchayat.

11.5.2 Suggestions

- Panchayat has to initiate sanitation activities.
- Sensitisation on sanitation is required.
- Public toilets are to be provided.
- Financial support to the poor has to be given for construction of toilets.
- Solid waste management system has to be introduced.
- Public wells have to be kept clean.
- Public composting facility has to be established by panchayat.

11.6 Governance

11.6.1 Conclusions

- People have to visit panchayat office several times for the same purposes due to the inefficiency of the office.
- More than fifty per cent of respondents are members of Kudumbashree.

- Many are not receiving any information on grama sabha.
- Level of satisfaction on interface is very low.
- The average mark given is 54.5 per cent.

11.6.2 Suggestions

- Wide publicity has to be given to grama sabha.
- Each member has to be informed about the meeting of grama sabha.
- More powers and functions have to be given to grama sabha.

12 Report Card

Table 83: Report Card		
Sector	Rating in Percentage	Grade
Education	56.21	B
Panchayat Services	52.80	B
Governance	54.50	B
Health	46.5	C
I.C.D.S	47.71	C
Sanitation	32.00	D
Overall Ratings	48.28	C

12.1Note:

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%
