

CITIZEN REPORT CARD

# KADAPLAMATTAM 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 Kadaplamattam 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 KADAPLAMATTAM GRAMA PANCHAYATH

The Kadaplamattom Grama Panchayat is in Kottayam district. Historically Kadaplamattom was inhabited by Lords and Kings. 80% of the people in this panchayat depend on agriculture for their livelihood. Paddy, plantain, turmeric, coconut, ginger and vegetables are mainly cultivated. Nowadays rubber is the main crop. The Panchayat is very weak in industrial development. Efforts are being made to organize rubber- based industries.

### 2.1 Geographic and democratic profile of the Panchayat

Area : 22.02 Sq.Kms.  
Number of wards : 12

#### 2.1.1 Households

<b>Table 1: Households</b>		
<b>Category</b>	<b>Number of Households</b>	<b>Percentage</b>
Below poverty line	1168	59
Above poverty line	1685	41
<b>TOTAL</b>	<b>2853</b>	<b>100</b>

#### 2.1.2 Gender of the population

<b>Table 2: Gender of the Population</b>		
<b>Gender</b>	<b>Number</b>	<b>Percentage</b>
Male	6697	49.7
Female	6774	50.3
<b>TOTAL</b>	<b>13471</b>	<b>100</b>

### 2.1.3 Boundaries of the Panchayat

<b>Direction</b>	<b>Boundary</b>
North	Kidangur Grama Panchahayat and Kanakkari Grama Panchahayat
South	Maragattupally Grama Panchahayat & Mutholi Grama Panchahayat
East	Kuravilangad Grama Panchahayat
West	Kidangur Grama Panchahayat

## 2.2 Details of Institutions in the Panchayat

<b>Sl.No.</b>	<b>Name of Institution</b>	<b>No.of units.</b>
1.	Primary Health Centre	-
2.	Family Welfare Centre	2
3.	Govt. Ayurveda Dispensary	2
4.	Govt. Homeo Dispensary	1
5.	Anganwadi	13
6.	Continuing Education Centre	2
7.	Govt. Primary School	3
8.	Govt. High School	1
9.	Govt. Higher Secondary School	1
10.	Krishi Bhavan	1
11.	Vetenary Dispensary	1
12.	ICDS Supervisor's office	1
13.	VEO Office	1

### 2.2.1 Details of water supply and road facilities

<b>Sl.No</b>	<b>Item</b>	<b>Numbers</b>
1	Micro water supply schemes	7
2	Length of village roads(Black topped)	71.21 K.ms
3	Length of village road (Soil)	39.91 K.ms

## 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 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.

## 4 DEMOGRAPHIC FEATURES

For the study of Education, Health, ICDS, Sanitation and Panchayat Office services at Kadaplamattom Grama Panchayat, 622 sample households were selected.

### 4.1 Composition of Household

<b>Table 6: Composition of Household</b>		
<b>Category</b>	<b>Number</b>	<b>Average Number of Persons</b>
Below 18 Years	1072	2
Adults	2077	3
<b>TOTAL</b>	<b>3149</b>	<b>5</b>

- The average household size of a family is 5.

### 4.2 Gender of the Head of the Household

<b>Table 7: Gender of the Head of the Household</b>		
<b>Gender</b>	<b>Number</b>	<b>Percentage</b>
Male	578	93
Female	44	7
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- The gender composition of the head of the households is 93% male and 7% female.

### 4.3 Age Distribution of the Respondent

<b>Table 8: Age Distribution of the Respondent</b>		
<b>Age Category (in Years)</b>	<b>Number of Families</b>	<b>Percentage</b>
Less than 35	245	39
36 to 50	263	42
51 to 70	97	16
Above 70	17	3
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- The age distribution of the respondent shows that 81% of them are below the age of 51 years.

### 4.4 Educational level of respondents

<b>Table 9: Level of Education of the Respondent</b>		
<b>Level</b>	<b>Number</b>	<b>Percentage</b>
Illiterate	9	1.4
Literate but not Formal	12	1.9
Lower Primary	64	10.3
Upper Primary	205	33.0
SSLC	182	29.3
PDC/Plus Two	100	16.1
Degree and Above	50	8
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- More than 86% of the respondents are in the Upper Primary level or above.
- Only 1.4 % are illiterates.
- 8 % have degree and above education.

### 4.5 Occupation of the head of the household

<b>Table 10: Occupational Pattern of the Head of the Household</b>		
<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>
Non-Agricultural Labour	235	38
Others	39	6
Small Trade	33	5
Agricultural Labour	112	18
Mason	23	4
Govt. Employee	15	2
Unemployed	1	0
Farmer	109	18

Private Employee	24	4
Other Business	14	2
Housewife	17	3
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- 38% of the head of household are non-agricultural labourers.
- 18% are agricultural labourers and other 18% are farmers.

#### 4.6 Duration of stay in the Panchayat

<b>Table 11: Duration of Stay in the Panchayat</b>		
<b>Duration (in Year)</b>	<b>Number</b>	<b>Percentage</b>
Less than 3	29	5
3 to 5	16	3
Greater than 5	577	92
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- The majority of the respondents (92%) are staying in the same garama panchayat for more than 5 years.

#### 4.7 Caste Composition

<b>Table 12: Caste Composition of the Sample Households</b>		
<b>Category</b>	<b>Number</b>	<b>Percentage</b>
SC/ST	113	18
OBC	185	30
General	238	38
Others	86	14
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- Caste composition shows that 38% of families belong to the general category.
- OBC constitute 30%.
- 18% are SC/ST.

#### 4.8 Type of Dwelling

<b>Table 13: Type of Dwelling</b>		
<b>Type</b>	<b>Number</b>	<b>Percentage</b>
Packa	525	84
Packa Wall & Katcha Roof	22	4
Katcha Wall & Roof	75	12
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- Most of the families live in pukka houses (84%).
- Only 16% live in katcha houses.

## 4.9 Nature of Ownership of the House

<b>Table 14: Nature of Ownership of House</b>		
<b>Category</b>	<b>Number</b>	<b>Percentage</b>
Owned	605	97
Rented	16	3
Others	1	0
<b>TOTAL</b>	<b>622</b>	<b>100</b>

- 97% families have own houses.
- The remaining 3% live in rented houses.

## 4.10 Household Facilities

<b>Table 15: Household Facilities</b>		
<b>Item</b>	<b>Number</b>	<b>Percentage</b>
Cooking Gas	258	41
Electricity	490	79
Telephone (land line)	259	41
Television	322	53

- Households have reasonably good facilities.
- 79% sample households have electricity connection.
- 53% have television.
- 41% have cooking gas
- 41% have landline telephone connection.

## 4.11 Sample Units for Data collection

Response from 622 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

<b>Table 16: Response from sectors</b>	
<b>Service</b>	<b>Number availed the service</b>
Education	104
Health	307
ICDS	275
Panchayat Service	312
Sanitation	322
Governance	577

## SECTOR WISE DETAILS

### 5 EDUCATION

#### 5.1 Gender of the Eldest School Going Child

<b>Table 17: Gender of Eldest School Going Child</b>		
<b>Gender</b>	<b>Number</b>	<b>Percentage</b>
Male	59	57
Female	45	43
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- 57% of the eldest school going children are boys and 43% are girls.

#### 5.2 Age distribution of the Eldest School Going Child

<b>Table 18: Age Distribution of the Eldest School Going Child</b>		
<b>Age</b>	<b>Frequency</b>	<b>Percentage</b>
6	12	12
7	12	12
8	18	17
9	25	24
10	18	17
11	9	8
12	6	6
13	4	4
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- All children come under the age group of 6-13.
- This is because, only primary schools come under the control of the grama panchayat.

#### 5.3 Distribution of Children in Various Classes

<b>Table 19: Distribution of Children in various Classes</b>		
<b>Class</b>	<b>Frequency</b>	<b>Percentage</b>
1	14	14
2	13	12
3	21	20
4	26	25
5	15	14
6	9	9
7	6	6
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- The table shows that majority of children are in lower primary classes.

## 5.4 Category of School

<b>Table 20: Category of School</b>		
<b>Category</b>	<b>Number</b>	<b>Percentage</b>
Government LP School	54	52
Government UP School	50	48
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- 52% of children are studying in Government Lower Primary School.
- 48% are in Government Upper Primary School.

## 5.5 Type of Schools

<b>Table 21: Type of School</b>		
<b>Types of schools</b>	<b>No.of children going</b>	<b>Percentage</b>
Boys only schools	0	0
Girls only schools	0	0
Mixed schools	104	100
<b>Total</b>	<b>104</b>	<b>100</b>

- All children are studying in mixed schools.

## 5.6 Medium of Instruction

<b>Table 22: Medium of instruction</b>		
<b>Medium of instruction</b>	<b>No.of respondents</b>	<b>Percentage</b>
Malayalam	104	100
English	0	0
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- All students are in malayalam medium.

## 5.7 Access to School

### 5.7.1 Distance to School

<b>Table 23: Distance to School</b>		
<b>Distance</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 k.m.	67	64

1 k.m. to 3 k.m.	37	36
<b>TOTAL</b>	<b>104</b>	<b>100</b>

- 64% children have access to school within a distance of one kilometre.
- No primary school child has to travel more than 3 kilometres.

### 5.7.2 Mode of travel of children to school

<b>Table 24: Mode of travel</b>		
<b>Mode of transport</b>	<b>Number</b>	<b>Percentage</b>
By walk	101	97
By bus	1	1
By autorikshaw	2	2
<b>Total</b>	<b>104</b>	<b>100</b>

- As these schools are accessible within a distance of 3 kilometres, 97% of the children go by foot to school.

### 5.8 Regularity of Children to School

<b>Table 25: Regularity of children to school</b>			
<b>Regularity</b>	<b>Number</b>	<b>Percentage</b>	<b>Reasons of irregularity</b>
Regular	94	90.38	
Irregular	10	9.62	Illness
<b>TOTAL</b>	<b>104</b>	<b>100.00</b>	

- 90.38% reported that children are regular in schools.
- The only reported reason for absence is illness.

### 5.9 Donation and Fee to School

<b>Table 26: Donation and fee to School</b>				
<b>Amount (Rs)</b>	<b>Donation</b>		<b>Fees</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
No amount given	15	14	95	91
5-99	24	23	5	5
100-199	62	60	1	1
200-250	3	3	2	2
More than 200	0	-	1	1
<b>Total</b>	<b>104</b>	<b>100</b>	<b>104</b>	<b>100</b>

- 86% reported that they gave donations to schools.
- In the case of fee, 91% reported that they did not give any fees.

## 5.10 Regularity in Getting Receipt for Payments

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Received regularly	37	42
Received occasionally	16	18
Never received	36	40
<b>Total</b>	<b>89</b>	<b>100</b>

- It may be noted that, only 60% reported that they got receipts for payment.
- 40% of the respondents reported that they never received the receipt.

## 5.11 Facilities and Services in the School

Opinion about the facilities and service of the school are given below.

<b>Facilities /services</b>	<b>Responses</b>			
	<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>
Good condition of wall and roof of school building	98	94.2	6	5.8
Separate class room for each classes	99	95.2	5	4.8
Pucca partition of classroom	19	18.3	85	81.7
Availability of bench and desk to all children	97	93.3	7	6.7
Usable latrine in the school	91	87.5	13	12.5
Separate latrine for boys and girls	76	73.1	28	26.9
Facility for drinking water	100	96.2	4	3.8
Good quality of water	96	92.3	8	7.7
Electrified classroom	42	40.4	62	59.6
Library in the school	73	70.2	31	29.8
Laboratory in the school	2	1.9	98	98.1
Use of computer as a teaching aid/ for computer education	67	64.4	37	35.6
Medical check-up in the school during 2005-06	85	81.7	19	18.3
Play ground in the School	68	65.4	36	34.6
Supply of Mid-day meals	102	98.1	2	1.9

- Majority of the parents (94.2%) reported that the school building is in good condition.
- 95.2% reported that there are separate class rooms for each class.
- Majority reported that the children have benches and desks, usable latrine, drinking water facilities.
- 73.1% reported that children used the latrine.
- 92.3 % reported that the quality of water is good.
- 70.2 % reported that school has a library.

- It has been reported by 64.4% of parents that Computer is used in the school as a teaching aid or for computer education.
- 81.7 % respondents reported that medical check-up was carried on in the school.

## 5.12 Distribution of Materials and its Timeliness

Items	Given Free		Given in Time	
	Number	Percentage	Number	Percentage to Total Having Materials
Free Text Books	66	64	63	96
Free Note Books	3	3	3	100
Free Uniforms	26	25	26	100

- 64% of children received free text books.
- Only 3% received free notebooks.
- 25% reported that they got free uniform.
- The State Government is giving free text books to all girls and all SC/ST students. No free supply of note books and uniform by the State Government. It is given by the PTA.
- Supply of free books and uniforms are in time.

## 5.13 Regularity of teachers, Monitoring and Evaluation by Teachers and Happiness of Children

Description	Yes		No	
	Number	%	Number	%
Regular attendance of teachers	100	96	4	4
Conduct of monthly exams	100	96	4	4
Distribution of progress card	103	99	1	1
Giving homework	103	99	1	1
Evaluation and correction of homework	95	92	9 (doing occasionally)	8
Happiness of children at studies	104	100	0	0

- More than 90% respondents reported positively about the regulatory of teachers, conduct of monthly examinations, distribution of progress cards etc.
- 100% parents reported that children are happy in school.

## 5.14 Functioning of PTA

- Out of 104 respondents, 100 (96%) are satisfied in the functioning of Parent Teacher Association.

- The rest, 4 respondents never attended a PTA meeting, so they have no opinion about PTA.

## 5.15 Visit to Schools and Problems

- 96 (92%) respondents reported that they visited the school during 2005-06.
- Majority reported that they had no problem.
- 16 parents (15%) visited the school with a problem. The reported issues were related to the functions of PTA, and progress card.

## 5.16 Problem Solving at School

- 63% parents are aware of whom to contact to solve the problem.
- Only 37% are satisfied in consideration of the problem and solving of the problem.

## 5.17 Level of satisfaction on problem solving

- Considering the level of satisfaction on problem solving, majority are neither satisfied nor dis-satisfied.

## 5.18 Level of Satisfaction with the School Services

<b>Indicators</b>	<b>Completely Satisfied</b>	<b>Partially Satisfied</b>	<b>Dissatisfied</b>	<b>Indifferent</b>	<b>Total</b>
Study Material	63.7	20.6	11.8	3.9	100
Quality of Teaching	66.2	23.8	4.3	5.7	100
Playground	52.5	19.8	21.8	5.9	100
Toilets	57.4	25.8	8.9	7.9	100
Attitude of Teachers	76.2	14.9	6.96	1.94	100
Overall Satisfaction	61.4	27.3	5.52	5.78	100

- 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 52 and 58%.
- The overall satisfaction reported is 61.4%

## 5.19 Rating on School Services

- **Average marks given by the respondents is 59.1 per cent .**

## 5.20 Reasons for Dissatisfaction

<b>Reasons</b>	<b>Percentage</b>
Lack of adequate infrastructure facilities	52.5
Lack of availability of study materials in time	20.4
Quality of teaching	16.4
Activities of teachers	10.7
<b>Total</b>	<b>100</b>

- The major reason for dissatisfaction (52.5% reported) is due to the lack of adequate infrastructure facility.

## 5.21 Change in Quality of Service Over Past Four Years

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Better	87	83.6
Equal	17	12.6
No responding	4	3.8
<b>Total</b>	<b>104</b>	<b>100</b>

- 83.6% of respondent reported that the quality of service is better than that of the situation four years ago.
- Only 13% reported that there has not been any change.

## 5.22 Suggestions for Improving the School Services

<b>Suggestion</b>	<b>Number Suggestions as First Preference</b>	<b>Number of Suggestion as Second Preference</b>	<b>Number of Suggestion as Third Preference</b>	<b>Total Number of Suggestion</b>
Need Play Ground	14	8	3	25
Impr. Std of teaching	13	6	4	23
Need Computer	5	4	0	9
Need Desk and Bench	9	7	6	22
Impr. Building Facility	20	8	4	32
To have own building	2	0	0	2
Need Electrification	1	2	0	3
Divide Classrooms	4	8	1	13
Need road facility	12	0	0	12
Need Sports Materials	0	1	2	3
Need Library	3	0	2	5
Need Toilet	11	5	1	17

- The above table indicates the concern of the parents about the services and facilities of school.
- Parents expect quality teaching, good quality building, good play ground, permanently divided separate classroom, good toilet facilities etc.
- Even though majority are satisfied with present facilities, they have suggestion for improvement.

## 6 HEALTH SECTOR

- A sample of 307 house holds have been selected to study the health sector

### 6.1 Gender of the respondents

<b>Table 35: Gender of the respondents</b>		
<b>Gender</b>	<b>Number</b>	<b>Percentage</b>
Male	74	24.1
Female	233	75.9
<b>TOTAL</b>	<b>307</b>	<b>100</b>

### 6.2 Age Group of Patients

<b>Table 36: Age group of Patients</b>		
<b>Age Group</b>	<b>Number</b>	<b>Percentage</b>
1-6	55	17.9
7-12	20	6.5
13-18	15	4.9
19-45	119	38.8
46-65	73	23.8
Above 65	25	8.1
<b>Total</b>	<b>307</b>	<b>100</b>

- It has been found that 38.8 % of patients are in the age group of 19 to 45.
- 8.1% patients have age greater than 65 years.

### 6.3 Type of Illness

<b>Table 37: Type of Illness</b>		
<b>Illness</b>	<b>Number</b>	<b>Percentage</b>
Fever	113	36.8
Body Pain	79	25.7
Head Ache	11	3.6
ENT Diseases	13	4.2
Asthama	15	4.9
Gastritis	14	4.6
Blood Pressure	7	2.3
Skin Disease	18	5.9
Sugar	1	0.3
Karappan	7	2.3
Ulcer	1	0.3
Joint Pain	28	9.1
<b>TOTAL</b>	<b>307</b>	<b>100</b>

- The above table shows that the majority visited the Public Health Institutions only for minor ailments.
- When the people need treatment for major diseases they usually visit other hospitals.

### 6.4 Usage of Health Institutions

<b>Table 38: Usage of Health Institutions</b>		
<b>Institutions</b>	<b>Number</b>	<b>Percentage</b>
Primary Health Centre	1	0.3
Sub-Centre	1	0.3
Ayurveda Dispensary	141	45.9
Govt. Hospital	164	53.5
<b>Total</b>	<b>307</b>	<b>100</b>

- More than 50% respondents reported that they have used Govt. hospital (Allopathy) for treatment.
- 45.9% visited Ayurveda Dispensary for treatment.

### 6.5 Type of Treatment

<b>Table 39: Types of treatments</b>		
<b>Type of treatments</b>	<b>Numbers</b>	<b>Percentage</b>
Outpatient	307	100
Inpatient	0	0
<b>Total</b>	<b>307</b>	<b>100</b>

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

## 6.6 Access to health institutions

### 6.6.1 Distance to Health Institutions

<b>Distance</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 k.m.	111	36.2
1 k.m. to 3 k.m.	151	49.2
3 to 5 Km	38	12.4
5 Km above	7	2.2
<b>Total</b>	<b>307</b>	<b>100</b>

- The above table shows that 36.2% of respondents have a health institutions within the distance of 1 KM.
- Above 50% of respondents have to travel 1 k.m. to 3 k.m. to reach the public health institutions.
- 92% of the respondents sought treatment from the nearest public health institutions.
- Only 8% avoided the nearest institutions.
- The reported reasons for avoiding the nearest one are poor treatment, irregularity of doctor and non-availability of medicines and lab tests.

## 6.7 Availability of Doctor

<b>Presence of doctor</b>	<b>Yes</b>		<b>No</b>	
	<b>Number</b>	<b>Percentage</b>	<b>Number</b>	<b>Percentage</b>
Presence of doctor, when patient arrived	287	93.5	20	6.5

- 93.5% reported that the doctor was available in the hospital when the patient arrived.

## 6.8 Duration of Time for the Arrival of Doctor

<b>Duration</b>	<b>Number</b>	<b>Percentage</b>
Less than 15 minutes	14	70
15-30minutes	3	15
30-60 minutes	0	0
More than 1 hour	3	15
Total	20	100

- 85% reported that they waited less than half an hour for the arrival of doctor.
- But 70% had to wait only less than 15 minutes for the arrival of doctor.

## 6.9 Availability of Facilities for out Patients

Facility	Yes		No	
	Number	Percentage	Number	Percentage
Waiting facilities	296	96.4	11	3.6
Toilet facilities	26	8.5	281	91.5
Cleanliness of the institutions	305	99.3	2	0.7

- The major problem reported by the patients is lack of toilet facility.

## 6.10 Availability of Medicine

Frequency of Availability	Number of Respondents	Percentage
Always received	218	71.0
Occasionally received	87	28.3
Never received	2	0.7
<b>TOTAL</b>	<b>307</b>	<b>100</b>

- 71% received medicine all the time from the health centre.
- 28% received medicine occasionally.
- 0.7% received no medicine at all.
- In public health institutions all medicines are supplied free of cost.

## 6.11 Quality of Medicine

Opinion	Number of Respondents	Percentage
Good Medicine	274	89.25
Outdated Medicine	33	10.75
<b>TOTAL</b>	<b>307</b>	<b>100</b>

- The above table shows that patients are satisfied with the medicines because they felt that the medicines which they received are good medicines.

## 6.12 Expenses for treatment

- All the respondents reported that they didn't pay any amount for treatment or medicines.

## 6.13 Effectiveness of the treatment

<b>Description</b>	<b>Number</b>	<b>Percentage</b>
Cured with Treatment	240	78.2
Not Cured	67	21.8
<b>TOTAL</b>	<b>307</b>	<b>100</b>

- 78% of respondents are satisfied with the treatment because they reported that their diseases were cured with the treatment.
- Only about 22% have the opinion that their diseases were not cured.

## 6.14 Alternative Choice to Cure the Diseases

<b>Alternative</b>	<b>Number</b>	<b>Percentage</b>
Went to the private hospital/doctor	20	29.9
Went to another public institution	30	44.8
Not went to anywhere	17	25.3
<b>Total</b>	<b>67</b>	<b>100.00</b>

- It is found that 25.3% didn't approach another health Institutions or a doctor as an alternative measure.

## 6.15 Problem Faced by the Patients

- Out of 307 respondents 289 (94 %) reported that they have not faced any problem in the course of treatment.
- Only 15 (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

<b>Indicator</b>	<b>Completely Satisfied</b>	<b>Partially Satisfied</b>	<b>Dissatisfied</b>	<b>Indifferent</b>
Duration for Consideration	74.5	14.9	10.3	0.3
Doctor's Behaviour	78.3	11.1	5.6	5
Nurse's Behaviour	74	15	5.4	5.6

Others Mentality to Help	58	2.2	2.2	37.6
Neatness of Institution	55.1	44.2	0.7	0
Availability of Medicine	56.9	32.2	9.6	1.3
General Opinion	59.6	23.8	9.9	6.7

- About 89% satisfied with the behaviour of doctors and nurses completely or partially.
- About 89% satisfied with availability of medicines completely or partially.
- Three-fourth of the respondents said that there was no need of a long waiting to consult the doctor, and they were not dissatisfied in this regard.
- In the case of neatness of the institutions 44.2% are partially satisfied.

## 6.18 Rating of Health Services

- **By rating of health services an average mark of 51.6 % are given by the respondents**

## 6.19 Reasons for Dissatisfaction

- The major reasons for dissatisfaction are (1) Non-availability of doctor in time (2) Non-availability of medicines and lab test facilities (3) Lack of latrine facility.

## 6.20 Change in the Quality of Service Over Past Four Years

<b>Table 49: Change in Quality of Service over Past Four Years</b>		
<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Better	187	61
Equal	60	19.5
No Responding	59	19.2
Worsen	1	0.3
<b>Total</b>	<b>307</b>	<b>100</b>

- The above table shows that about 61% have opined that the quality of services is better over past four years.
- The opinion of 19.5% is that there is no change in the quality of services.

## 6.21 Suggestions for Improving Health Services

<b>Suggestion</b>	<b>Number of Suggestions as First Preference</b>	<b>Number of Suggestions as Second Preference</b>	<b>Number of Suggestions as Third Preference</b>	<b>Total Number of Suggestions</b>
Facility for Admit	50	12	5	67
Two doctors required	3	2	0	5
Waiting Facility is required	21	18	0	39
Latrine Facility is required	50	24	4	78
Make available medicine	48	20	3	71
Need building	8	8	4	20
Permanent doctor required	15	10	6	31
Not to use outdated medicine	2	2	0	4
Doctor should come in time	12	7	4	23
Need Quarters	3	0	0	3
Need lab testing facilities	7	6	3	16
Need Drinking water	1	3	3	7

- Respondents have many suggestions to improve health services. Important among them are the facility for admit patients, availability of more than one doctor, availability of adequate medicines, latrine and drinking water facilities etc.

## 7 INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS)

- Sample of 275 households were selected to study the ICDS sector.

### 7.1 Number of the Children from a Household to Anganwadi

<b>Number of Children to Anganwadi</b>	<b>Number of Families</b>	<b>Percentage</b>
1	235	85.4
2	35	12.7
3	3	1.1
4	2	0.8
<b>Total</b>	<b>275</b>	<b>100.00</b>

- Only one child is attending the anganawadi from 235 households (85.4%).

- Only 14.6% is sending more than one child to anganawadi.

## 7.2 Nature of Ownership of Anganawadi Building

<b>Type of Ownership</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Own building	118	42.9
Rented building	140	50.9
Youth Club/Mahila samajam's building	16	5.8
Others	1	0.4
<b>Total</b>	<b>275</b>	<b>100</b>

- 42.9% of respondents reported that anganawadies have own building.
- 50.9% reported that anganawadis are working in rented buildings.

## 7.3 Access to Anganawadi

### 7.3.1 Distance to Anganawadi

- The following table shows the distance to anganawadi. 72% have an anganawadi within the distance of 1Km and 26.5 have within the reach of 1-3 Kms.

<b>Distance</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 k.m.	198	72
1 k.m. to 3 k.m.	73	26.5
3 .m. to 5 k.m.	4	1.5
<b>TOTAL</b>	<b>275</b>	<b>100</b>

## 7.4 Regularity of Anganawadi Teacher

<b>Regularity</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Regular	254	92.4
Occasional	21	7.6
<b>Total</b>	<b>275</b>	<b>100</b>

- The above table shows that the regularity of the anganawadi teacher. 92.4% reported that anganawadi teacher is regular in anganawadi. Only 7.6 have another opinion.

## 7.5 Awareness About Anganawadi

<b>Source of Information</b>	<b>Number of Families</b>	<b>Percentage</b>
Self	222	80.7
Anganawadi Teacher	16	5.8
Others	23	8.4
Neighbour	14	5.1
<b>Total</b>	<b>275</b>	<b>100</b>

- People are aware of the institution of anganawadi and its activities.
- Majority of the respondents (80.7%) reported that they had sent their children to the anganawadi by their own decision.
- About 11% of the respondents took the decision as per the suggestions of their neighbours and anganawadi teacher.

## 7.6 Facilities and Service at Anganawadi

<b>Facilities/services</b>	<b>Responses</b>			
	<b>Yes</b>		<b>No</b>	
	<b>Number</b>	<b>Percentage</b>	<b>Number</b>	<b>Percentage</b>
Enough space for children	175	63.6	100	36.4
Giving nutrient food	255	92.7	20	7.3
Provide toys to children	227	82.5	48	17.5
Keep growth chart	172	62.5	103	37.4
Medical check up in every 3 months	142	51.7	133	48.3

- 63.6% reported that there is enough space for children
- 92.7% reported that nutritious food is given
- 82.5% observed their children are given toys
- 62.5% knew about the keeping of the growth chart.
- only 51.7% have got medical checkup.

## 7.7 Food items Supplied

- It has been reported that the major food items supplied in the anganawadi were 'Kanji', Gram and Wheat Upuma.

## 7.8 Vaccination to Children

<b>Vaccination</b>	<b>Number availed</b>
BCG	1
DPT	5
Polio	28
Hepatitis B	1
Nothing	240

- The above table shows that out of 275 respondents 240 of them didn't get any kind of vaccination.

## 7.9 Service During Pregnancy

- Only 62 pregnant women had got services during their pregnancy period. The following are the details of the services they had got from anganawadi

<b>Services</b>	<b>Number of women received the service</b>
Measuring weight	28
Nutrient food	31
Vitamin B tablets	3
TOTAL	62

## 7.10 Post Natal Services

- The following table shows that only 33 mothers have got post natal services from the anganawadi. The details of the services received from anganawadi are given below.

<b>Service</b>	<b>Number of mothers received the services</b>
Information on need for cleanliness	8
Encouragement for Breast Feeding	2
Testing Blood and Urine	1
Nutrient food	3
Awareness on child care	1
Information on post natal care	18
TOTAL	33

- The above table shows that anganawadi is not providing much services after delivery.

## 7.11 Problems Faced

- The problem reported by respondent are (1) Irregularity of anganawadi teacher and helper (2) Poor quality of food (3) Bad behaviour of anganawadi teacher and helper.

## 7.12 Problem Solving

- 69.2% of the problem faced mothers approached others (Panchayat member, higher officers of ICDS) for help. 50% of them got quick consideration for their problem. For 41% of respondents, problems were solved after the complaint.

## 7.13 Level of Satisfaction on Anganawadi Services

- Majority reported satisfaction on the services rendered to children from the Anganawadi. But, majority reported dissatisfaction on the services provided to the pregnant women and post natal services. The following table shows its details.

<b>Indicator</b>	<b>Completely Satisfied</b>	<b>Partially Satisfied</b>	<b>Dissatisfied</b>	<b>Indifferent</b>
Behaviour of Teacher	71	12.3	13.8	2.9
Behaviour of Helper	69.4	16.2	12.2	2.2
Supply of Food	54.7	23.6	13.2	8.5
Supply of Toys	59.5	20.6	12.8	7.1
Service during pregnancy	19.7	4.1	22.1	54.1
Post natal service delivery	14.7	0.9	26.1	58.3
Vaccination	12.6	0.0	45.5	41.9
Overall satisfaction	53.5	20.4	19.8	6.3

## 7.14 Rating on Anganawadi Services

- **Average mark given for the anganwadi services by the respondents is 47.45 percent**

## 7.15 Reasons for Dissatisfaction

<b>Reason</b>	<b>Number of Respondents</b>	<b>Percentage to the total (275)</b>
Absence of Building	38	13.8
Attitude of Teacher	24	8.7
Lack of Toys	31	11.3
Nutrition food is not regularly	19	6.9
Absence of Toilet Facility	7	2.5
People don't know about service	5	1.8
Others	2	0.7

- The above table shows that the reasons for dissatisfaction on Anganawadi services. The major complaint is about the building facility.

## 7.16 Change in Quality of Service Over Past Four Years

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Better	141	51.3
Equal	56	20.4
Worse	14	5.1
No Responding	64	23.2
<b>Total</b>	<b>275</b>	<b>100</b>

- The above table shows the opinion of the respondents about the change in quality of services over past four years. 51.3% reported that, it is better than before. 20.4% responded that there is no change in quality. A noted thing is 23.2% of respondents did not respond to this question. 5.1% believed that it is worse than before.

## 7.17 Suggestions for Improving ICDS Services

<b>Suggestion</b>	<b>Number of Suggestions as First Preference</b>	<b>Number of Suggestion as Second Preference</b>	<b>Number of Suggestion as Third Preference</b>	<b>Total Number of Suggestion</b>
Drinking water facility	23	18	2	43
Good Building is required	26	9	17	52
Own building is required	74	6	0	80

Regular Nutrition is required	14	7	9	30
Toys are required	24	6	1	31
Play Ground is required	1	3	0	4
Electrification is required	4	2	1	7
Standard of teaching should be improved	11	13	9	33
Neat cooking is required	1	2	1	4
Road Facility is required	0	1	0	1
Good Latrine required	12	15	4	31
Permanent Employees Required	0	2	4	6
Improve service of employees	6	1	0	7
People should be informed	8	4	0	12
Pregnant Women require nutrition/ Vitamin Tablets	1	0	0	1
Sensitisation for Mothers	1	4	2	7
Gas connection required	0	3	0	3

- The respondents put forward several suggestions to improve the quality of anganawadi services. The important suggestions are, the need for own building, drinking water facility, toilet facility etc. Suggestions of few are to improve the quality of education. The table above shows the suggestions.

## 8 SERVICES FROM PANCHAYAT OFFICE

312 samples were selected to study the quality of services from panchayat office

### 8.1 Purpose of Visit to Panchayat Office During Last one Year

- The following table shows the purpose of visit to panchayat office. About one third visited the panchayat office to get a certificate. 55% visited Panchayat Office for other purposes.

<b>Table 64: Visit to Panchayat During Last Year</b>		
<b>Purpose</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Certificate	101	32.4
Building Permit	10	3.2
Trade License	37	11.8
Pay Building Tax	34	10.9
Pay Employment Tax	1	0.3
Ownership Certificate	25	8
Number for Building	30	9.6
Pensions	10	3.2
Other purposes	172	55.1

### 8.2 Purpose of last Visit to Panchayat Office

- The following table shows the purpose of the last visit to respondents to the panchayat office

<b>Table 65: Reason for Last Visit to Panchayat</b>		
<b>Purpose</b>	<b>Number of Respondents</b>	
Certificate	73	23.4
Building Permit	6	1.9
Trade License	35	11.2
Pay Building Tax	26	8.4
Pensions	7	2.3
Ownership Certificate	21	6.7
Number for Building	20	6.4
Other purposes	124	39.7
<b>Total</b>	<b>312</b>	<b>100</b>

### 8.3 Interface with Panchayat Office

<b>Mode of Interface</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Direct	298	95.5
Agent	14	4.5
<b>Total</b>	<b>312</b>	<b>100</b>

- The above table shows that 95.5% of the respondents went to the panchayat office directly for their purpose. Only 4.5% used an agent. But everybody reported that there was no cost for engaging an agent.

### 8.4 Reasons for Utilizing Service of Agents

- The following table shows the reason for using an agent

<b>Reason</b>	<b>Number of Respondents</b>
For Speed	5
Difficulty	4
Lack of Time	3
Lack of Information	2
<b>Total</b>	<b>14</b>

### 8.5 Time Spent at Panchayat Office

<b>Duration</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Upto 10 Minutes	58	19.4
11 to 30 Minutes	174	58.4
30 to 60 Minutes	41	13.8
Above 60 Minutes	25	8.4
<b>Total</b>	<b>298</b>	<b>100</b>

- 91.6 % respondents reported that they spent only less than an hour in the panchayat office for their purpose. 8.4 % have spent more than one hour.

## 8.6 Number of visits to Panchayat Office for the Last Purpose

<b>Number of Visits</b>	<b>Number of Respondents</b>	<b>Percentage</b>
1	146	49
2	62	20.8
3	36	12.1
Above 3	54	18.1
<b>Total</b>	<b>298</b>	<b>100</b>

- 49% of the respondents said that they visited the panchayat office only one time for the purpose. Only 18.1% required more than 3 visits for their purpose.

## 8.7 Loss of Wage Days Due to Visit to Panchayat Office

<b>Number of Man days</b>	<b>Number of Respondents</b>	<b>Percentage</b>
1	31	52.5
2	9	15.3
3	8	13.6
4	3	5.1
Above 4	8	13.5
<b>Total</b>	<b>59</b>	<b>100</b>

- The above table shows that 52.5% lost only one day's wage due to the visit to the panchayat office for their purpose. 2 days were lost for 15.3% of the respondents and 3 days were lost for 13.6% of respondents.

## 8.8 Loss of Wage Per Day

<b>Wage per day (Rs)</b>	<b>Number of respondents</b>	<b>Percentage of 59</b>
Rs. 25- Rs.100	16	27.1
Rs.101- Rs.200	33	55.9
Rs.201- Rs.500	7	11.9
Rs.500 and above	3	5.1
<b>Total</b>	<b>59</b>	<b>100</b>

- It has been found that 83% have a loss of below Rs.200/- due to the visit to the Panchayat Office.

## 8.9 Problems Faced at Panchayat Office

- Out of 298 respondents, 249 reported that they had not faced any problem. Only 49 have faced problems. The reported major problem is the absence of concerned employee in the office.
- Out of 49, 17 respondents said that their problems were solved.
- Nobody paid speed money for getting the things done.

## 8.10 Level of Satisfaction on Panchayat Office Service

- The following table shows the level of satisfaction of respondents regarding the services of panchayat office. Majority reported satisfaction, but some are dissatisfied and some are indifferent.

<b>Table 72: Level of Satisfaction on Panchayat Office Services</b>						
<i>(All figures are in percentages)</i>						
<b>Indicator</b>	<b>Completely Satisfied</b>	<b>Partially Satisfied</b>	<b>Dissatisfied</b>	<b>Indifferent</b>	<b>Not Applicable</b>	<b>Total</b>
Information on Working Hours	55.5	3.5	11.20	17.3	12.5	100
Waiting Time & Facility	67.6	13.1	10.6	3.2	5.5	100
Procedure and Process	62.1	18.3	8.7	4.5	6.4	100
Simplicity in filling of forms	61.2	14.2	3.8	7.7	13.1	100
Attitude of Officers	62.6	13.9	17.1	1.0	5.4	100
Speed in Processing	62.4	15.8	8.0	1.6	12.2	100
Transparency in fixing fees/rates	30.1	1.6	9.3	8.7	50.3	100
General Opinion	53.3	18.6	8.2	4.2	15.7	100

- 55% are completely satisfied with Panchayat's system of informing about the working hours.
- 67.6% are completely satisfied with the waiting time for meeting the purpose and the facilities available for it.
- About 62% are completely satisfied with the process and procedures involved, attitude of officers and in processing the request after the submission of documents.

## 8.11 Rating on Panchayat Office Services

- **Average mark given by the respondents is 54.3 percent**

## 8.12 Reasons for Dissatisfaction

<b>Reasons</b>	<b>Respondents</b>
Delay	49
Complexity of procedures	36
Attitude of staff	42
Availability of staff	31
Illegal activities	21
Lack of information counter	19

- The major reasons reported by the respondents are; delay, attitude of the staff, complexity of procedures, availability of staff etc.

## 8.13 Changes in the Quality of Service Over Past Four Years

- The following table shows the opinion about the change in quality of services of panchayat office over the past four years. The opinion of 57% of respondents is, that it is better than before, the remaining do not have a good opinion.

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Better	169	57
Equal	58	19
Worse	14	5
No Responding	57	19
<b>Total</b>	<b>298</b>	<b>100</b>

## 8.14 Suggestions for Improving Panchayat Office Services

- The following are the suggestions for improvement

<b>Suggestion</b>	<b>Number of Suggestions as First Preference</b>	<b>Number of Suggestion as Second Preference</b>	<b>Number of Suggestion as Third Preference</b>	<b>Total Number of Suggestion</b>
Needs should be attended without delay	21	13	8	42
Transparency in procedure	17	12	9	38

Waiting Facility is required	13	3	6	22
Change attitude of Employees	14	12	8	34
Facility for Information in in every ward	7	12	4	33
Panchayat Staff should keep time	17	2	0	19
Facility for information	27	6	0	33
Benefit Should be given to all eligible	9	2	1	12
Attention of Panchayat Samiti is Required	9	2	6	17
Computer is required for Office	1	3	0	4
Corruption should be stopped	8	1	1	10

- Even though the majority reported satisfaction on Panchayat Office services, they have many suggestions to improve the services of Panchayat Office. The above table shows the details of the suggestions.

## 8.15 Awareness About Citizen Charter

Description	Yes		No	
	Number	Percentage	Number	Percentage
Have known about the citizen charter	130	43.6	168	56.4
Have seen the citizen charter	67	22.5	231	77.5

- Every Grama Panchayat in the state has published a citizen charter.
- But the above table shows that 56.4% of the respondents have not known about the citizen charter of their Panchayat.
- Only 22.5% have seen the citizen charter.

## 9 SANITATION

322 samples were selected to study the sanitation activities of the panchayat

### 9.1 Opinion of Respondents on Sanitation Activities of Panchayat

- There is only a least role for Grama Panchayat in rural areas in sanitation activities. The reported activities of the panchayat are given below.

<b>Activity</b>	<b>Number of Respondents</b>	<b>Percentage to total (322)</b>
Collecting Waste from Houses	25	7.8
Cleaning of Roads	42	13.1
Cleaning of Drainages	23	7.1
Other Services	21	6.5
No Service	194	60.2
Awareness class	17	5.3
<b>Total</b>	<b>322</b>	<b>100</b>

- More than 60% of the respondents reported that there is no sanitation activities done by the panchayat.

### 9.2 Availability of Latrine in the House

<b>Description</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Available	284	88.2
Not Available	38	11.8
<b>Total</b>	<b>322</b>	<b>100</b>

- 88.2 % of the houses have latrine facility. Only 11.8% have no latrine facility in their houses.

### 9.3 Type of Latrine

<b>Table 79: Type of Latrine</b>		
<b>Type</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Open	3	1.1
Pitch	7	2.5
With Closet	265	93.3
Others	9	3.1
<b>Total</b>	<b>284</b>	<b>100</b>

- 93.3% have a sanitary latrine with closet.

### 9.4 Source of Finance for Latrine

<b>Table 80: Source Finance for Latrine</b>		
<b>Source</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Own Recourses	117	41.2
Own Recourses & Govt. Support	164	57.7
Govt. Support	3	1.1
<b>Total</b>	<b>284</b>	<b>100</b>

- 57.7% constructed the latrine with own money and govt. subsidy. 41.2% constructed the latrine with own money.

### 9.5 Alternatives for Those who do not have a Latrine

<b>Table 81: Alternatives for those who do not have latrine</b>		
<b>Place</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Public Latrine	24	63.2
Others	14	36.8
<b>Total</b>	<b>38</b>	<b>100</b>

- Only 38 families reported, that there is no latrine. Out of these 38 families 24 of them is using public latrine.

### 9.6 Reason for not Having a Latrine

<b>Table 82: Reason for Not having a latrine</b>		
<b>Reason</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Lack of money	25	65.8
Other reasons	13	34.2
<b>Total</b>	<b>38</b>	<b>100</b>

- 65.8% reported that the reason for not constructing a latrine is lack of money.

## 9.7 Request for Financial Support for Constructing a Latrine

Description	Number	Percentage
Number requested	24	63.2
Number not requested	14	36.8

- Out of the 38 latrineless families, 24 of them have requested for a latrine, but 14 of them didn't place a request before the authorities.

## 9.8 Reason for Rejecting the Application for Latrine

- The following are the responses of panchayat on request of latrine.

Indicators	Number of Respondents
No reason is given	5
Rejected due to ineligibility	4
Incomplete application	2
Rejected due to other factors	13

## 9.9 Sensitisation About Sanitation During Last One Year

- The following table shows that awareness programmes were conducted about the importance of sanitation. Majority (160 respondents) reported that there were no awareness activities done by anybody. But 122 respondents reported that awareness programmes were conducted by Grama Panchayat.

Agency	Number of Respondents	Percentage
NGO	2	0.6
PHC	3	0.9
Kudumbashree	6	1.9
Anganwadi	5	1.5
School	1	0.3
Grama Panchayat	122	37.9
No Advice	160	49.7
Others	23	7.2
<b>Total</b>	<b>322</b>	<b>100</b>

## 9.10 Flow of Waste Water from Kitchen, Bathroom etc.

Description	Number of respondents	Percentage
To the open place out of the compound through drain	190	59
To a pit in the compound	78	24.2
To open places in the compound	54	16.8
<b>Total</b>	<b>322</b>	<b>100</b>

- The above table shows the unhealthy habit of people in sanitation activities. About 76% flowed the waste water to open places.

## 9.11 Household Waste Disposal

Description	Number of Respondents	Percentage
Throwing to canal	13	4.0
Throwing to open land	277	86
Burning	17	5.3
Composting	5	4.7
<b>Total</b>	<b>322</b>	<b>100</b>

- 86% reported that the wastes were thrown to open land. Only a few reported the burning and composting of wastes.

## 9.12 Level of Satisfaction on Sanitation Activities of Panchayat

Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Cleaning Road	28.4	6.5	6.8	4.5	53.8	100
Cleaning Drainage	21.7	3.6	7.5	2.8	64.4	100
Operation of Public Toilets	.7		6.8	2.9	89.6	100
Procedure of Providing Latrine	63.8	8.4	6.5	5.4	15.9	100
General Opinion	45.5	22.9	6.9	14.4	10.3	100

- The above table shows the level of satisfaction of respondents. 63.8% are completely satisfied in the case of procedure of providing latrine to individuals.

### 9.13 Rating on Sanitation Activities

- **Average marks given by the respondents is 34.6 percent**

### 9.14 Reasons for Dissatisfaction

- The following table shows the reasons for dissatisfaction of respondents on sanitation activities of Grama Panchayats. Only important responses are enlisted.

<b>Table 89: Reasons for dissatisfaction</b>		
<b>Reasons</b>	<b>Number of respondents</b>	<b>Percentage to the total (322)</b>
Panchayat does not concentrate on sanitation activities	46	14.3
Lack of public latrine	18	5.6
Lack of waste bins in public places	29	9.0
Lack of providing household latrines	17	5.3
Reject eligible applications for household latrine	11	3.4

### 9.15 Suggestions for Improving Sanitation Activities

<b>Table 90: Suggestions for improving sanitation activities</b>				
<b>Suggestion</b>	<b>Number of Suggestions as First Preference</b>	<b>Number of Suggestion as Second Preference</b>	<b>Number of Suggestion as Third Preference</b>	<b>Total Number of Suggestion</b>
public latrine required	19	6	9	34
Sensitisation for sanitation	49	7	7	63
Public compost facility	48	6	1	55
Facility for Solid Waste Management	11	4	8	23
Compost pits at home required	6	8	4	18

Vermi Composting required		5	2	7
Banning of Plastics	2	1	7	10
Sewage facility is required	15	8	4	27
Mosquito eradication	8	3	2	13
Organise Medical Camp	4	1		5

- The respondents have many suggestions to improve the quality of sanitation activities of the Grama Panchayat. The above table shows the suggestions. The major suggestion is the need for awareness about sanitation.

## 10 INTERFACE WITH PANCHAYAT

- Information from 577 respondents were collected to assess the interface with panchayat.

### 10.1 Visit to Panchayat Office During Last Year

- The following table shows the number of visits by the respondents in Panchayat Office during last year.

<b>Number of times</b>	<b>Number of respondents</b>	<b>Percentage</b>
1 to 3 times	242	42.0
4 to 5 times	96	16.6
6 to 10 times	60	10.4
10 times and above	22	3.8
Never visited	157	27.2
<b>Total</b>	<b>577</b>	<b>100</b>

### 10.2 Timely Notice on Grama Sabha Meeting

<b>Descriptions</b>	<b>Respondents</b>	
	<b>Number</b>	<b>Percentage</b>
Received notice for grama sabha meeting	524	90.8
Not received notices for grama sabha meeting	53	9.2
<b>Total</b>	<b>577</b>	<b>100</b>

- From the above table, it has been found that 90.8% of respondents had received the notice for Grama Sabha meeting.

### 10.3 Number of Grama Sabha Meetings Attended during Last Year

Number of times	Respondents	
	Number	Percentage
One time	38	6.6
Two time	149	25.8
Three time	145	25.1
Four time	20	3.5
Never attend	225	39
<b>Total</b>	<b>577</b>	<b>100</b>

- The above table indicated the attendance of Grama Sabha meeting. 39% never attended during last year.

### 10.4 Membership in Kudumbashree/ Neighbourhood Groups (NHG)

	Respondents			
	Yes		No	
	Number	Percentage	Number	Percentage
Any member having membership in kudumbashree NHG	392	67.9	185	32.1

- From the above table it is found that 67.9% of families have a membership in Kudumbasree/NHG. Only 32.1% have not come under the Kudumbasree activities.

### 10.5 Rating on interface with Panchayat

- **Average mark given by respondent is 53.4 percent**

## 11 SUMMERY AND RECOMMENDATION

### 11.1 EDUCATION

#### 11.1.1 Conclusions

- All children have access to school and almost all children go school by foot;
- Though the distance is short, 97% of the children go by foot to school.
- Since primary education is free of cost no fee is charged from the children
- Attitude of teachers are reported good, but the teaching quality have to be improved.
- Major reasons for dissatisfaction are lack of adequate infrastructural facilities, lack of availability of study materials in time and low quality of teaching
- The school is not having adequate laboratory facilities
- The class rooms are not partitioned properly
- The majority of parents reported that they had no problems to be solved in the school
- The schools are rated by the respondents by giving 59% marks

### **11.1.2 Suggestions**

- Improvement of building facility
- Provision of play ground in the campus
- Improvement of standard of teaching
- Provide road facility
- Construction of more toilets
- Establish laboratory facility
- Provide computer for teaching
- Electrify the class rooms
- Provide library facility

## **11.2 HEALTH**

### **11.2.1 Conclusion**

- Only outpatients are treated in the health centre
- Most of the patients are in the age category of 19 to 45 years
- Most of the patients visited the centre for minor ailments
- Health institutions are more accessible to the people

- More than 50 percent uses the Allopathy and 46 percent uses Ayurvedic medicine
- There is no payment of speed money reported during the course of treatment
- Doctor's attitude and presence are good but the inadequacy of infrastructure and modern medical facilities/instruments lead to poor service from the health centres
- Toilet facility is very limited and poor in quality
- Medicines are not given regularly
- It is reported that outdated medicines are supplied occasionally
- Treatments are effective and 20 percent reported that diseases are continuing
- Only minor problems were reported and were solved when they approached the centre
- Major reasons for dissatisfaction are non availability of doctor in time, non availability of medicines and lack of lab test facilities and latrine facility.
- Majority opined that the quality of services is better over the past four years
- The health institutions are rated with 51 percent marks by the respondents

### **11.2.2 Suggestions**

- Provide facility for admitting patients
- Infrastructure including building have to be improved
- Make available adequate medicines
- Supply only quality medicine
- Provide facility for the waiting patients
- Appoint permanent and specialised doctors
- Lab facilities are to be established
- Staff should keep punctuality

## **11.3 ICDS**

### **11.3.1 Conclusions**

- Anganwadies are functioning in own buildings and rented buildings
- All Anganwadies are accessible to the children
- Major vaccination taken by the children is Polio vaccination

- Anganwadi's services during pregnancy and after delivery are poor.
- Major problems reported are irregularity of Anganwadi teacher, poor quality of food and bad behaviour of Anganwadi teacher and helper
- Major reasons for dissatisfaction are absences of enough building space, lack of enough toys, irregular supply of food and absence of toilet facility
- The average marks given for the Anganwadi service is 47.45 percent by the respondents

### **11.3.2 Suggestions**

- Construct own building
- Provide good latrine facility
- Standard of teaching should be improved
- Provide enough toys for children
- Ensure good drinking water facility
- Regular supply of food
- Electrification of the Anganwadi

## **11.4 PANCHAYAT SERVICE**

### **11.4.1 Conclusions**

- Most of the people visit the panchayat office to get certificates and licences
- Very few approach the office indirectly by engaging an agent
- Every body reported that there was no cost for engaging an agent to speed up the service
- During their visit to the panchayat office, they have to wait for sometime and this has led to loss of wage days.
- About 21%of the respondents have lost one or more wage days
- However nobody reported about the payment of speed money to meet their needs
- Major reasons for dissatisfaction are delay, attitude of staff, complexity of office procedures and non-availability of staff.
- Majority of the respondents are not aware about the Citizen Charter
- The net service is rated by an average mark of 54.3 percent by the respondents

## **11.4.2 Suggestions**

- Provide facility for information
- Attend the needs of the people without delay
- Ensure the punctuality of the office staff
- Change in the attitude of the staff
- Provide waiting facility
- Make the office procedure more transparent
- Computerisation of the panchayat office

## **11.5 SANITATION AND SOLID WASTE MANAGEMENT**

### **11.5.1 Conclusions**

- Grama Panchayat is not giving serious attention for sanitation activities
- Most of the households have latrines with closet constructed with own money or with Government support
- Majority reported that there is not much sensitisation about sanitation in Grama Panchayat
- Most of the people reported that waste management facility is poor. Most of the people throw solid waste and water to open places
- The average mark given to sanitation is 34.6 percent by the respondents

### **11.5.2 Suggestions**

- Provide public latrine facility
- Sensitize the people for sanitation activities
- Sewerage facility is to be improved
- Provide facility for solid waste management

## **11.6 GOVERNANCE**

### **11.6.1 Conclusions**

- The number of visit by the respondents shows that the participation of the people in governance is not good
- Some of the respondents are not informed about the Grama Sabha meeting
- Participation in Grama Sabha meeting is 61%
- The coverage of Kudumbasree activities is above 68 percent

### 11.6.2 Suggestions

- Ensure maximum involvement of the people
- All members should be informed in time
- Enhance the coverage of Kudumbasree / Neighbourhood groups

## 12 Report Card

<b>Table 95: Report Card</b>		
<b>Sector</b>	<b>Rating in Percentage</b>	<b>Grade</b>
Education	59.1	B
Governance	53.40	B
Health	51.6	B
Panchayat Services	54.30	B
I.C.D.S	47.45	C
Sanitation	34.60	D
<b>Overall Ratings</b>	<b>50.07</b>	<b>B</b>

### 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%

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