

CITIZENS REPORT CARD

KEEZHUPARAMBA GRAMA PANCHAYAT

Kerala Institute of Local Administration
Thrissur, Kerala
Tel: +91-487-2201402, Fax: +91-487-2201062

with technical assistance of

Public Affairs Foundation
Bangalore

1.	INTRODUCTION.....	7
2.	KEEZHPARAMBA GRAMA PANCHAYATH.....	7
2.1.	GEOGRAPHIC AND DEMOGRAPHIC PROFILE OF THE PANCHAYAT.....	7
2.1.1.	<i>Population</i>	7
2.1.2.	<i>Households</i>	8
2.1.3.	<i>Boundaries of the Panchayath</i>	8
2.2.	INSTITUTIONS IN PANCHAYAT.....	8
2.2.1.	<i>Details of water supply and road facilities</i>	9
3.	CITIZEN REPORT CARD.....	9
3.1.	WHAT IS THE CITIZEN REPORT CARD?.....	9
3.2.	WHY USE A CITIZEN REPORT CARD?.....	11
3.3.	OUTCOMES OF CITIZEN REPORT CARDS.....	12
4.	DEMOGRAPHIC FEATURES OF SAMPLE HOUSEHOLDS	13
4.1.	COMPOSITION OF HOUSEHOLD.....	13
4.2.	GENDER OF HEAD OF THE HOUSEHOLD.....	13
4.3.	AGE DISTRIBUTION OF RESPONDENTS	14
4.4.	GENDER OF THE RESPONDENTS	14
4.5.	EDUCATION OF RESPONDENTS	14
4.6.	OCCUPATIONAL PATTERN	15
4.7.	CASTE COMPOSITION	15
4.8.	DURATION OF STAY AT PANCHAYAT	16
4.9.	NATURE OF HOUSING.....	16
4.9.1.	<i>Nature of Ownership</i>	16
4.9.2.	<i>Household Facilities</i>	17
4.10.	SAMPLE UNITS FOR DATA COLLECTION	17
5.	EDUCATION.....	17
5.1.	GENDER OF CHILDREN.....	18
5.2.	AGE DISTRIBUTION OF CHILDREN.....	18
5.3.	CATEGORIES OF SCHOOLS.....	18
5.4.	ACCESS TO SCHOOL.....	19
5.5.	INFRASTRUCTURE AND OTHER FACILITIES IN THE SCHOOL.....	19
5.6.	AVAILABILITY OF DRINKING WATER AND TOILETS.....	19
5.7.	MID-DAY MEALS PROGRAMME.....	19
5.8.	MEDICAL CHECK UP FOR THE CHILDREN	19
5.9.	SUPPLY OF TEXTBOOKS AND NOTEBOOKS	20
5.10.	ACTIVITIES OF TEACHERS	20
5.11.	HOW REGULAR ARE THE CHILDREN TO THE SCHOOL?.....	20
5.12.	ARE CHILDREN HAPPY AT SCHOOL?.....	21
5.13.	INTERFACE WITH THE SCHOOL	21
5.14.	FOR WHAT PURPOSE PARENTS VISIT SCHOOL?	21
5.15.	FINANCIAL CONTRIBUTION OF PARENTS TO SCHOOL.....	22
5.16.	HOW PROBLEMS ARE SOLVED.....	22
5.17.	WERE THERE CASES OF BRIBERY?	22
5.18.	ARE SCHOOLS IMPROVING OVER THE YEARS?	22
5.19.	LEVEL OF SATISFACTION	23
5.20.	SUGGESTIONS FOR IMPROVEMENT	23
5.21.	HOW SCHOOLS ARE RATED?	24
6.	HEALTH	24
6.1.	GENDER OF RESPONDENT.....	24
6.2.	AGE DISTRIBUTION OF PATIENTS	24
6.3.	TYPE OF ILLNESS.....	25

6.4.	ACCESS	25
6.5.	USAGE.....	26
6.6.	FACILITY FOR WAITING	26
6.7.	AVAILABILITY OF DOCTOR	26
6.8.	DURATION OF TIME TAKEN FOR MEETING THE DOCTOR	27
6.9.	AVAILABILITY OF MEDICINE.....	27
6.10.	EFFECTIVENESS OF TREATMENT	27
6.11.	QUALITY OF MEDICINE	28
6.12.	IMPROVEMENT OVER FOUR YEARS	28
6.13.	LEVEL OF SATISFACTION.....	28
6.14.	HOW HEALTH SERVICES RATED?.....	29
6.15.	HOW PROBLEMS ARE SOLVED?.....	29
6.16.	BOOSTER MONEY?.....	29
6.17.	SUGGESTIONS FOR IMPROVEMENT.....	29
7.	INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS)	30
7.1.	ACCESS	30
7.2.	NATURE OF OWNERSHIP OF ANGANWADI BUILDING.....	30
7.3.	NUMBER OF CHILDREN TO ANGANWADIES	31
7.4.	AVAILABILITY OF TEACHER.....	31
7.5.	AWARENESS ABOUT ANGANWADIS	31
7.6.	FACILITIES AND SERVICES AT ANGANWADIES	32
7.7.	SERVICE DURING PREGNANCY;.....	32
➤	IT HAS BEEN NOTICED THAT ONLY A FEW RECEIVED SERVICE DURING PREGNANCY.	32
7.8.	VACCINATION TO CHILDREN.....	32
7.9.	LEVEL OF SATISFACTION.....	33
7.10.	IMPROVEMENT OVER PAST FOUR YEARS.....	33
7.11.	HOW PROBLEMS ARE SOLVED?.....	34
7.12.	HOW ANGANWADIS RATED?.....	34
7.13.	SUGGESTIONS FOR IMPROVEMENT	34
8.	PANCHAYAT OFFICE SERVICE	35
8.1.	PURPOSE OF VISIT TO PANCHAYAT OFFICES DURING LAST ONE YEAR	35
8.2.	PURPOSE OF LAST VISIT TO PANCHAYAT OFFICES.	35
8.3.	INTERFACE WITH PANCHAYAT	36
8.3.1.	<i>Reasons for Engaging Agents</i>	36
8.3.2.	<i>Time Spent at Panchayat Office</i>	36
8.3.3.	<i>Number of visits for last purpose</i>	37
8.3.4.	<i>Loss of wage days due to visit to Panchayat Office</i>	37
8.4.	PROBLEM FACED AT PANCHAYAT OFFICE.....	37
8.5.	LEVEL OF SATISFACTION.....	38
8.6.	HOW PANCHAYAT OFFICE SERVICE RATED?	38
8.7.	CHANGE IN QUALITY OF SERVICE OVER PAST FOUR YEARS.....	38
8.8.	SUGGESTIONS FOR IMPROVEMENT	39
8.9.	SPEED MONEY	39
8.10.	AWARENESS ABOUT THE CITIZEN CHARTER	39
9.	SANITATION AND SOLID WASTE MANAGEMENT	40
9.1.	ACTIVITIES RELATING TO SANITATION AND SOLID WASTE MANAGEMENT	40
9.2.	AVAILABILITY OF LATRINES IN THE HOUSES	40
9.3.	QUALITY OF LATRINES.....	41
9.4.	FINANCING FOR LATRINES	41
9.5.	SENSITISATION ON SANITATION	41
9.6.	WASTE WATER DISPOSAL FROM KITCHEN, BATHROOM ETC.	42
9.7.	HOUSEHOLD WASTE DISPOSAL	42
9.8.	LEVEL OF SATISFACTION ON SANITATION ACTIVITIES.	43
9.9.	SPEED MONEY?.....	43
9.10.	SUGGESTIONS FOR IMPROVEMENT	43

9.11.	HOW SANITATION AND SOLID WASTE MANAGEMENT IS RATED?.....	44
10.	GOVERNANCE.....	44
10.1.	VISIT TO PANCHAYAT OFFICE DURING LAST YEAR.....	44
10.2.	PARTICIPATION IN GRAMA SABHA	44
10.3.	PARTICIPATION IN POVERTY REDUCTION PROGRAMME.....	45
10.4.	HOW PARTICIPATION IN GOVERNANCE RATED?	45
11.	SUMMARY AND RECOMMENDATIONS	45
11.1.	EDUCATION.....	45
11.1.1.	<i>Conclusions</i>	45
11.1.2.	<i>Suggestions</i>	46
11.2.	HEALTH	46
11.2.1.	<i>Conclusions</i>	46
11.2.2.	<i>Suggestions</i>	46
11.3.	INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS).....	47
11.3.1.	<i>Conclusions</i>	47
11.3.2.	<i>Suggestions</i>	47
11.4.	PANCHAYAT OFFICE SERVICE	47
11.4.1.	<i>Conclusions</i>	47
11.4.2.	<i>Suggestions</i>	48
11.5.	SANITATION AND SOLID WASTE MANAGEMENT	48
11.5.1.	<i>Conclusions</i>	48
11.5.2.	<i>Suggestions</i>	48
11.6.	GOVERNANCE	48
11.6.1.	<i>Conclusions</i>	48
11.6.2.	<i>Suggestions</i>	49
12.	REPORT CARD.....	49
	NOTE:	49

Table of Content

Table 1: Population	7
Table 2: Incidence of Poverty	8
Table 3: Details of Institutions in the Panchayat	8
Table 4: water supply and road facilities	9
Table 5: Composition of Household	13
Table 6: Gender of the Head of the Household	13
Table 7: Age Distribution of the Respondent	14
Table 8: Gender of the Respondent	14
Table 9: Level of Education of the Respondent	14
Table 10: Occupational Pattern of the Head of the Household	15
Table 11: Caste Composition of the Sample Households	15
Table 12: Duration of Stay in the Panchayat	16
Table 13: Type of Dwelling	16
Table 14: Nature of Ownership of House	16
Table 15: Household Facilities	17
Table 16: Response from Sectors	17
Table 17: Gender of Eldest School Going Child	18
Table 18: Age Distribution of the Eldest School Going Child	18
Table 19: Category of School	18
Table 20: Access to School	19
Table 21: Distribution of Materials and its Timeliness	20
Table 22: Monitoring and Evaluation by Teachers	20
Table 23: Change in Quality of Service over Past Four Years	22
Table 24: Level of Satisfaction with the School Services	23
Table 25: Suggestions for Improving the School	23
Table 26: Gender of the Respondent	24
Table 27: Age Distribution of Patients	24
Table 28: Type of Illness	25
Table 29: Access to Health Centre	25
Table 30: Usage of Health Institutions	26
Table 31: Facility for Outpatients for Waiting	26
Table 32: Availability of Doctor	26
Table 33: Duration of Time for Meeting the Doctor, after the arrival of doctor	27
Table 34: Availability of Medicine	27
Table 35: Effectiveness of Treatment	27
Table 36: Quality of Medicine	28
Table 37: Change in Quality of Service over Past Four Years	28
Table 38: Level of Satisfaction on Health Service	28
Table 39: Suggestions for Improving Health Centres	29
Table 40: Access to Anganwadi	30
Table 41: Nature of Ownership of Anganwadi Building	30
Table 42: Number of Children to Anganwadies	31
Table 43: Availability Teacher	31

Table 44: Awareness about the Anganawadi	31
Table 45: Facilities at Anganwadies	32
Table 46: Service During Pregnancy	32
Table 47: Vaccination at Anganwadies	32
Table 48: Level of Satisfaction on ICDS Service	33
Table 49: Change in Quality of Service over Past Four Years	33
Table 50: Suggestions for Improving Anganwadies Centres	34
Table 51: Visit to Panchayat During Last One Year	35
Table 52: Reason for Last Visit to Panchayat.....	35
Table 53: Interface with Panchayat	36
Table 54: Time Spent at Panchayat Office	36
Table 55: Number of Visits for Last Purpose	37
Table 56: Number of Man days Lost due to Visit to Panchayat.....	37
Table 57: Level of Satisfaction on Panchayat Office.....	38
Table 58: Change in Quality of Service over Past Four Years	38
Table 59: Suggestions for Improving Panchayat Office services	39
Table 60: Awareness about citizen charter	39
Table 61: Opinion of Respondents on Sanitation Activities of Panchayat .	40
Table 62: Availability of Latrine	40
Table 63: Type of Latrine.....	41
Table 64: Source of Finance for Latrine.....	41
Table 65: Sensitisation About Sanitation	41
Table 66: Flow of Present Drainage.....	42
Table 67: Process of Disposal of Waste	42
Table 68: Level of Satisfaction on Panchayat Office.....	43
Table 69: Suggestions for Improvement.....	43
Table 70: Interface with Panchayat	44
Table 71: Involvement in Grama Sabha	44
Table 72: Involvement in Poverty Reduction Programme (Kudumbashree)	45
.....	45
Table 73: Report Card.....	49

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 Keezhparamba 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. KEEZHPARAMBA GRAMA PANCHAYATH

The Keezhparamba Grama Panchayat is situated in Malappuram District of Kerala. It is the Southern Part of Malabar region of Kerala. Keezhparamba is surrounded on three sides by Chaliar river. From time immemorial, water transport was developed in this area. Most of the people in this area have been tenant farmers and agriculture is their main occupation. Cattle rearing is also an important occupation.

The panchayat is industrially very backward. Even the existing village and cottage industries like mat weaving, beedi, timber mills etc. face threat of closure. As a result of this, The panchayat is an economically backward area with more than fifty percent of its population below poverty line.

2.1. *Geographic and demographic profile of the Panchayat*

Area : 14.99 sq.km.
Number of wards : 13

2.1.1. Population

Table 1: Population		
Gender	Number	Percentage
Male	9319	51
Female	9080	49
TOTAL	18399	100

2.1.2. Households

Table 2: Incidence of Poverty		
Category	Number of Households	Percentage
Below poverty line	2400	53
Above poverty line	2100	47
TOTAL	4500	100

2.1.3. Boundaries of the Panchayath

North : Kudiyathoor Grama Panchahayat
South : Chaliar River
East : Cherupuzha and Chaliar River
West : Chaliar River

2.2. *Institutions in Panchayat*

Table 3: Details of Institutions in the Panchayat		
Sl.No.	Name of Institution	No.of nits.
1	Primary Health Centre	1
2	Family Welfare Centre	1
3	Govt.High School	1
4	Govt.Higher Secondary School	1
5	Anganwadi	14
6	Continuing Education Centre	5
7	Govt. Primary School	5
8	Krishi Bhavan	1

9	Veterinary Dispensary	1
10	ICDS Supervisory Office	1
11	VEO Office	1

2.2.1. Details of water supply and road facilities

Table 4: water supply and road facilities		
Sl No	Item	Numbers
1.	Micro water supply schemes	38 Numbers
2.	Length of village roads (Black topped)	18.25 K.ms
3.	Length of village road (Soil)	64.98 K.ms
4.	Metalled roads	5.04 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 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 OF SAMPLE HOUSEHOLDS

For the purpose of our study information from 739 households were collected.

4.1. *Composition of Household*

Category	Number	Average Number of Persons
Below 18 Years	1913	3
Adults	2296	3
TOTAL	4209	6

- There are 4209 persons in 739 families with 1913 children and 2296 adults.
- Average number of persons in a family is 6 comprising of 3 adults and 3 children.

4.2. *Gender of Head of the Household*

Gender	Number	Percentage
Male	708	96
Female	31	4
TOTAL	739	100

- Majority of the families (96 per cent) are male headed.
- Only 4 per cent are female headed.

4.3. Age Distribution of Respondents

Table 7: Age Distribution of the Respondent		
Age Category (in Years)	Number	Percentage
Less than 35	277	37
36 to 50	365	49
51 to 70	90	12
Above 70	7	2
TOTAL	739	100

- Around fifty per cent of respondents have age between 36 years to 50 years.
- Only two per cent of respondents are above 70 years.

4.4. Gender of the respondents

Table 8: Gender of the Respondent		
Gender	Number	Percentage
Male	222	30
Female	517	70
TOTAL	739	100

- Majority of respondents are females (70 per cent).

4.5. Education of Respondents

Table 9: Level of Education of the Respondent		
Level	Number	Percentage
Illiterate	3	0.4
Literate but not Formal	5	0.7
Lower Primary	76	10.3
Upper Primary	256	34.6
SSLC	305	41.3
PDC/Plus Two	64	8.7
Degree and Above	30	4.0
TOTAL	739	100

- Out of 739 respondents 305 have passed S.S.L.C (41 per cent).
- 256 respondents (35 per cent) are at the upper primary level.
- Only 4 per cent have education at the level of degree and above.

4.6. Occupational Pattern

Table 10: Occupational Pattern of the Head of the Household		
Occupation	Number	Percentage
Non-Agricultural Labourer	281	38
Small Trade	97	13
Agricultural Labourer	72	10
Mason	54	7
Govt. Employee	43	6
Unemployed	32	4
Farmer	17	2
Private Employee	17	2
Other Business	114	16
Housewife	12	2
TOTAL	739	100

- Major category of occupation of head of the household is non-agricultural labour (38 per cent).
- Only 10 per cent are agricultural labourers.
- Small traders constitute 13 per cent.

4.7. Caste Composition

Table 11: Caste Composition of the Sample Households		
Category	Number	Percentage
SC/ST	67	9
OBC	634	86
General	38	5
TOTAL	739	100

- Caste composition shows that majority are Other Backward Class (86 per cent).
- Scheduled Castes and Scheduled Tribes constitute 9 per cent.

4.8. *Duration of Stay at Panchayat*

Table 12: Duration of Stay in the Panchayat		
Duration (in Year)	Number	Percentage
Less than 3	109	15
3 to 5	42	5
Greater than 5	588	80
TOTAL	739	100

- Majority are permanent settlers (80 per cent).
- Only 15 per cent are staying in the Panchayat for a period of less than three years.

4.9. *Nature of Housing*

Table 13: Type of Dwelling			
Type	Number	Percentage	
Packa	662	90	
Packa Wall & Katcha Roof	53	7	
Katcha Wall & Roof	24	3	
TOTAL	739	100	

- Majority (90 per cent) of families are having packa houses.
- Around 10 per cent of families have katcha houses.

4.9.1. *Nature of Ownership*

Table 14: Nature of Ownership of House			
Category	Number	Percentage	
Owned	723	98	
Rented	10	1	
Others	6	1	
TOTAL	739	100	

- 98 percent of families are having own houses.

4.9.2. Household Facilities

Table 15: Household Facilities		
Item	Number	Percentage
Cooking Gas	356	48
Electricity	675	91
Telephone (land line)	364	49
Television	312	42

- Households have reasonably good facilities.
- Cooking gas is available for 48 per cent of households.
- Electricity connection is existing for 91 per cent.
- Landline telephone connection is available for 49 per cent.
- Television is available for 42 per cent.

4.10. *Sample Units for Data collection*

Response from 739 households have been collected. From one sample household 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	295
Health	307
ICDS	303
Panchayat Service	297
Sanitation	303
Governance	303

5. EDUCATION

As a result of decentralisation in Kerala, the Grama Panchayats have been entrusted with the responsibility of the management of government primary schools. Now the schools are managed by the local governments.

Out of the total sample families, 295 families have at least one child going to government school managed by Panchayat, and we have collected details relating to the eldest school going child.

5.1. Gender of Children

Table 17: Gender of Eldest School Going Child		
Gender	Number	Percentage
Male	146	49
Female	149	51
TOTAL	295	100

- Females outnumber males in school going children.
- Out of the total eldest school going children, 51 per cent are females.

5.2. Age Distribution of Children

Table 18: Age Distribution of the Eldest School Going Child			
Age	Number	Percentage	
5 to 8 Years	161	55	
9 to 12 Years	134	45	
TOTAL	295	100	

- Age distribution of school going children shows that majority (55 per cent) are in the age group of 5 years to 8 years.
- The age group of 9 years to 12 years have 45 per cent of children.

5.3. Categories of Schools

Table 19: Category of School			
Category	Number	Percentage	
Government LP School	293	99	
Government UP School	2	1	
TOTAL	295	100	

- Compared to Govt.U.P.School, Majority (99 per cent) of the children are going to Government Lower Primary School.
- Only one per cent are going to the Government Upper Primary School.

5.4. Access to School

Table 20: Access to School			
Distance	Number	Percentage	
Less than 1 k.m.	242	82	
1 k.m. to 3 k.m.	53	18	
TOTAL	295	100	

- Distance to the school shows that schools are accessible to the children.
- For majority of children (82 per cent) schools are located in less than one kilometre distance.

5.5. Infrastructure and other facilities in the school

- Majority of respondent (96.3 per cent) reported that the school has good building
- 95.6 per cent reported that there are separate classrooms
- 90.5 per cent observed that the classrooms have packa partition
- 91.2 per cent noted that there are benches and desks available for students
- 72.9 per cent informed that schools are electrified
- Library is available in schools according to 94 per cent respondents.

5.6. Availability of Drinking Water and Toilets

- 93.2 per cent reported that there are usable latrines ;but only 90.5 per cent reported that children are using toilets.
- 90.22 per cent observed that there are separate latrines for girls and boys
- 91.5 per cent informed that drinking water is available in the school. But quality of water is not up the mark and 27 per cent informed that water is not drinkable

5.7. Mid-day Meals Programme

- All respondents have reported that Mid day meals are provided by the school.

5.8. Medical check up for the children

- 74.2 per cent reported that medical check up was done at the school.

5.9. Supply of Textbooks and Notebooks

Table 21: Distribution of Materials and its Timeliness				
Items	Given Free		Given in Time	
	Number	Percentage	Number	Percentage to Total Having Materials
Free Text Books	170	58	76	45
Free Note Books	11	4	9	82
Free Uniforms	6	2	6	100

- Free textbooks were received by 58 per cent of students; and out of which 45 per cent received textbooks in time.
- Usually notebooks are not distributed, but for encouraging poor children, teachers take initiatives for providing materials like notebooks, umbrella, uniforms, etc.

5.10. Activities of Teachers

Table 22: Monitoring and Evaluation by Teachers		
Activity	Number	Percentage
Monthly Examination	65	22
Progress Card	277	94
Giving Homework	288	98
Teachers Regular	281	95

- Performance of teachers in terms of providing progress card, assigning homework, and regularity in duty are good, but monthly examinations are not conducted regularly.
- Majority (94) are reporting that progress card is given.
- Ninety eight per cent reported that they have been given home works.
- Ninety five per cent reported that teachers are regular.
- But only 22 per cent reported that monthly examinations are conducted.

5.11. How regular are the children to the school?

- Children are not regular in attending the school.

- 66.1 per cent children are going regularly to school and 33.9 per cent are not attending the school regularly.

5.12. *Are children happy at school?*

Children Happy at School?	Yes	288	98
	No	7	2
Group Total		295	100

- In general (98 per cent), children are happy at school.
- Only 2 per have the opinion that children at school are unhappy.

5.13. *Interface with the School*

About PTA	Satisfactory	260	88
	Not Satisfactory	17	6
	Never attended PTA	18	6
Group Total		295	100

- Majority (88 per cent) of parents are happy about the activities of PTA.
- In the activities of PTA 6 per cent are unhappy.
- Some parents (6 per cent) have never attended PTA.

		Count	Percentage
Visited School in 05-06?	Yes	279	95
	No	16	5
Group Total		295	100

- Parents are having good interface with the School.
- During last year 95 per cent of parents visited the school.
- Only 5 per cent did not visit the school.

5.14. *For What Purpose Parents visit school?*

- Around 50 per cent of parents visited the school related to some issues/activities.
- Others visited school without any issue. They visited for some other proposes.
- The following tables show the purpose of visit.

		Count	Percentage
Purpose of visit	PTA Meeting	17	12
	Progress Card	80	58
	Mark List	5	4
	to know about study	35	25

	Admission	1	1
Group Total		138	100

- Parents visit the school for PTA meeting (12 per cent), progress card (58 per cent), to know about study (25 per cent), getting mark list (4 per cent).

5.15. Financial Contribution of Parents to School

- Contribution to the school by parents is limited to annual fee and occasional donations for specific purposes

5.16. How Problems are Solved

- The problems were solved when they contacted the school.
- All are satisfied with the availability and behaviour of teaching and non-teaching staff.

5.17. Were there cases of bribery?

- There is no issue of bribery relating to the activity of school.

5.18. Are schools improving over the years?

Response	Number	Percentage
Better	258	87
Equal	17	6
Worsen	6	2
Not Responding	14	5
Total	295	100

- Majority of respondents (87 per cent) are of the opinion that compared to the situation in four years ago, the services are better.
- Six per cent respondents are of opinion that there is no change in the quality of service.
- Few (2 per cent) feel that the situation has worsened.

5.19. Level of satisfaction

Indicators	Completely Satisfied	Partially Satisfied	Dissatisfied
Study Material	91	7	2
Quality of Teaching	42	43	15
Playground	40	41	19
Toilets	32	38	30
Attitude of Teachers	54	32	14
Overall Satisfaction	52	32	16

- 91 % of parents are completely satisfied in the case of study material.
- In the case of quality of teaching 42% are completely satisfied.
- 54% are completely satisfied on the attitude of teachers.
- In the case of play ground and toilets the complete satisfaction is 40% and 32% respectively.

5.20. Suggestions for Improvement

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Need Play Ground	67	15	5	87
Improving. Std of Curriculum	28	19	1	48
Need Computer	14	22	4	40
Need Water	29	4	5	38
Need Desk and Bench	8	13	2	23
Improve. Building Facility	10	2	1	13
To have own Building	8	2	1	11
Need Electrification	7	3	1	11
Divide Classrooms	1	4	0	5
Road facility	1	1	2	4
Need Library	3	1	0	4

- The suggestions are for improving the basic infrastructure facilities
- Largest number of suggestion (87) is for having a play ground

- There are 48 suggestions for improving the curriculum
- Other suggestions are for computer facility (40), water supply system (38), Desk and Bench (23), Building (11), Electrification (11).

5.21. *How schools are rated?*

- **Average mark for the performance of school is 54.42 per cent.**

6. HEALTH

Kerala has a good network of Primary Health Centres (PHCs) and Sub-Centres for providing health services to the people in Allopathy, Indian System of Medicine (Ayurveda) and Homeopathy. The management of these institutions is the responsibility of local governments. In order to study these institutions, responses from 307 families have been collected.

6.1. *Gender of Respondent*

Table 26: Gender of the Respondent		
Gender	Number	Percentage
Male	81	26
Female	226	74
TOTAL	307	100

- Majority (74 per cent) of the respondents are women.

6.2. *Age Distribution of Patients*

Table 27: Age Distribution of Patients		
Age Group	Number	Percentage
01-06	67	21.8
07-12	32	10.4
13-18	19	06.2
19-45	131	42.7
46-65	44	14.3
66 & Above	14	04.6
TOTAL	307	100

- The age distribution of patients shows that 43 per cent patients are in the group of 19 years to 45 years.
- 22 per cent are children in the age group of 1 to 6.
- Around 5 per cent are old ones and have age greater than 65 years.

6.3. Type of Illness

Illness	Number	Percentage
Fever	194	63
Body Pain	42	14
Head Ache	14	5
ENT	13	4
Asthama	13	4
Gastritis	9	3
Pressure	9	3
Skin Disease	7	2
Sugar	3	1
Others	3	1
TOTAL	307	100

- Generally people approach health centres for illness such as fever, body pain, etc.
- The health centres are not equipped to treat major illness.
- 63 per cent respondents went to health centres for treating fever.
- 14 per cent with body pain.

6.4. Access

Distance	Number	Percentage
Less than 1 k.m.	112	37
1 k.m. to 3 k.m.	190	62
Greater than 3 k.m.	5	1
TOTAL	307	100

- By location, health centres are accessible to the people.
- 37 per cent have the centres within one kilometre.
- 62 per cent have health institutions within 3 kilometres.
- Only one per cent have to travel more than 3 kilometres.

6.5. Usage

Institute	Number of Respondents	Percentage
PHC	278	90
Sub-Centre	11	4
Ayurveda Dispensary	18	6
Total	307	100

- 90 per cent of respondents went to PHC.
- 4 per cent to Sub-Centre.
- 6 per cent approached Ayurveda Dispensary.

6.6. Facility for Waiting

Facility	Percentage Respondents
Waiting Facility	74
Toilet Facility	51
Clean Environment	61

- 74 per cent reported that there are facilities for waiting.
- Only 51 per cent reported that there is toilet facility.
- 61 per cent reported that the environment is clean.

6.7. Availability of Doctor

Presence of Doctor	Count	Percentage
Doctor was there when arrived	294	96
There was no Doctor when arrived	13	4
Total	307	100

- Doctors are regular at health centres.
- 96 per cent report that doctor was present when they visited.
- Only 4 per cent observed the absence of doctor.

6.8. *Duration of Time Taken for meeting the Doctor*

Table 33: Duration of Time for Meeting the Doctor, after the arrival of doctor	
Duration	Number
Less than 15 min	10
15-30 min	2
More than 1 hour	1
Total	13

- Normally, though doctor was present when a patient arrived, the patient has to wait for meeting the doctor due to large number of patients or due to other engagements of the doctor.
- In the present study only one patient had to wait for more than one hour.

6.9. *Availability of Medicine*

Table 34: Availability of Medicine		
Frequency of Availability	Number of Respondents	Percentage
Always	261	85
Occasionally	45	15
Never	1	0
TOTAL	307	100

- Medicines are distributed free from the health centres.
- 85 per cent report that they got medicine all the time.
- 15 per cent got occasionally.
- Only one respondent did not get any medicine.

6.10. *Effectiveness of Treatment*

Table 35: Effectiveness of Treatment		
Cured with Treatment	155	50.48
Not Cured	152	49.52
TOTAL	307	100.00

- Treatments are not found to be effective.
- Only 50 per cent patients were cured.
- 50 per cent report that illness is continuing.

6.11. Quality of Medicine

Table 36: Quality of Medicine		
Opinion	Number of Respondents	Percentage
Good Medicine	292	95
Outdated Medicine	15	5
TOTAL	307	100

- Majority (95 per cent) are of opinion that good medicines are distributed in the health centres.
- 5 per cent are of opinion that outdated medicines are distributed.

6.12. Improvement over Four Years

Table 37: Change in Quality of Service over Past Four Years		
Response	Number	Percentage
Better	269	88
Equal	7	2
Not Responding	31	10
Total	307	100

- People observe improvements in the service.
- 88 per cent are of opinion that the situation now is better.

6.13. Level of Satisfaction

Table 38: Level of Satisfaction on Health Service				
All figures are in percentages				
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Total
Duration for Consideration	52	25	23	100
Doctor's Behaviour	64	24	12	100
Nurse's Behaviour	75	16	9	100
Others Mentality to Help	62	21	17	100
Neatness of Institute	58	17	25	100
Availability of Medicine	67	13	20	100
General Opinion	51	21	28	100

- Only 52% are completely satisfied with the duration for consideration, 23% are dissatisfied.

- 64% are completely satisfied with the behaviour of doctors and 75% are completely satisfied with the behaviour of nurse.
- 25% dissatisfied about the neatness of the institutions and 20% dissatisfied about the availability of medicine.

6.14. How Health Services Rated?

- Average mark for health centres is 52.31 per cent.

6.15. How Problems are Solved?

Only 3 patients have problems with the hospital. And the problems were solved when they contacted and there were no further issues.

6.16. Booster Money?

- There was no booster money element.

6.17. Suggestions for improvement.

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Permanent Dr. Required	93	45	35	173
Facility for Admit	93	40	71	204
Make available Medicine	112	56	63	231
Need building	114	76	68	258
Facility for Waiting	66	53	34	153
Latrine Facility Required	82	89	33	204
Drinking Water Needed	95	81	51	227
Doctors Service is required in Evening	56	88	63	207
Two Doctors Required	87	75	66	228
Doctor should come in time	15	12	10	37
Pharmacist & Nurse should come every day	36	18	20	74
Token system	18	30	34	82
Laboratory	54	64	41	159

- Majority suggested improvement in building, drinking water and latrine facility.

- Many respondents suggested the facility for admitting patients, requirement of permanent doctor, availability of doctors service in evening hours, facility for waiting etc.

7. INTEGRATED CHILD DEVELOPMENT SCHEME (ICDS)

Anganwadies are Pre-School centres for the children in the age group of 3-6. Anganwadies also provide services to children in the age group of 0-3; pregnant women and lactating mothers. Information from 303 households has been collected for studying anganwadies.

7.1. Access

Distance	Number	Percentage
Less than 1 k.m.	268	88
1 k.m. to 3 k.m.	34	11
3 .m. to 5 k.m.	1	1
TOTAL	303	100

- Anganwadies are accessible to children.
- 88 per cent have aganwadies within 1 k.m.
- 11 per cent have within 1 k.m to 3 k.m.

7.2. Nature of Ownership of Anganwadi Building

Type of Ownership	Number of Respondents	Percentage
Own	249	82
Rental	41	14
Others	13	4
TOTAL	303	100

- 82 per cent reported that anganwadies have own building.
- 14 per cent observed that the buildings are on rent.

7.3. *Number of Children to Anganwadies*

Table 42: Number of Children to Anganwadies		
Number of Children	Number of Families	Percentage
1	283	93
2	16	5
3	4	2
Total	303	100

- Majority (93 per cent) families have one child going to anganwadi.
- 16 families have 2 children going to anganwadi.
- 4 families have 3 children going to anganwadi.

7.4. *Availability of Teacher*

Table 43: Availability Teacher		
Availability	Number of Respondents	Percentage
Regular	289	95
Occasional	14	5
Total	303	100

- 95 per cent report that anganwadi teachers are coming regularly.
- 5 per cent observe that teachers are not regular.

7.5. *Awareness about Anganwadis*

Table 44: Awareness about the Anganwadi		
Source Information	of Number of Families	Percentage
Self	292	96
Anganwadi Teacher	9	3
Others	2	1
Total	303	100

- People are aware about the anganwadies and its activities.
- 96 per cent themselves were aware of anganwadies.
- 3 per cent parents send their children when suggested by teacher.

7.6. *Facilities and Services at Anganwadies*

Facility/Service	Percentage
Enough Space for Children	52
Giving food regularly	95
Giving nutrient food	55
Provide Toys to Children	55
Keep Growth Chart	51
Check up in every 3 months	30

- According to the feedback, facilities and services are not good.
- Only 52 per cent report that there is enough space for children.
- Food is supplied, but quality is not very good.
- 95 per cent report that food is supplied regularly.
- But, only 55 per cent are of opinion that nutrient food is given.
- 55 per cent observe that children are given toys.
- Only 51 per cent got growth chart.
- Only 30 per cent have got medical check-up.

7.7. *Service During Pregnancy;*

Service	Number of Respondents
Measuring Weight	8
T.T.	8
Nutrient Food	20
Others	1

- It has been noticed that only a few received service during pregnancy.

7.8. *Vaccination to Children*

Service	Number of Respondents	Percentage
BCG	45	15
DPT	50	17
Polio	280	92
Hepatitis B	12	4

- 92 per cent have undergone vaccination for polio at Angamwadi.

- 17 per cent have DPT.
- 15 per cent have BCG.

7.9. *Level of Satisfaction*

Table 48: Level of Satisfaction on ICDS Service				
All figures are in percentages				
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Total
Behaviour of Teacher	55	24	21	100
Behaviour of Helper	54	14	32	100
Supply of Food	52	15	33	100
Supply of Toys	58	18	24	100
Service during pregnancy	40	13	47	100
Service during delivery	30	12	58	100
Providing preventive measures	62	19	19	100
General	51	13	36	100

- Level of satisfaction is relatively low and this is particularly due to the lack of facilities and low quality of food and inadequate toys.

Reasons for dissatisfaction are:

- Absence of good building
- Lack of toys
- Lack of toilet facility
- Poor quality of food
- Considering over all services only 51% are completely satisfied. 36% are dissatisfied.

7.10. *Improvement over past four years*

Table 49: Change in Quality of Service over Past Four Years		
Response	Number	Percentage
Better	249	82
Equal	23	8
Worse	1	0
No Responding	30	10
Total	303	100

- The quality of services is found to be improving.
- 82 per cent reported that there is improvement in quality.
- 8 per cent observe that there is no change in quality.

7.11. *How problems are solved?*

There is no significant problem with Anganawadi. Only 3 respondents have reported that they have problem with this institution; and they have not approached for a solution.

7.12. *How Anganwadis Rated?*

- The average mark to anganwadis is 49.21 per cent.

7.13. *Suggestions for Improvement*

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestion
Drinking water facility	145	117	14	276
Good Building is required	128	115	11	254
Own building is required	126	111	10	247
Regular Nutrition is required	120	119	10	249
Toys are required	120	116	13	249
Play Ground is required	118	111	12	241
Electrification is required	112	113	11	236
Standard of study should be improved	118	111	10	239
Neat cooking is required	117	113	1	231
Road Facility is required	115	111	11	237
Good Latrine required	114	112	10	236
Permanent Employees Required	111	110	11	232
Improve service of employees	11	10	1	22
People should be informed	1	2	1	4
Pregnant Women require nutrition/ Vitamin Tabs	16	180	4	200
Sensitisation for Mothers	10	11	3	24

- Majority suggested improvements in drinking water and building
- Improvements in supply of nutritious food is suggested by many.
- Demand for toys is very high.

8. PANCHAYAT OFFICE SERVICE

- Details from 297 families were collected for analysing the panchayat office service.

8.1. Purpose of visit to panchayat offices during last one year

Purpose	Number of Respondents	Percentage
Certificate	26	9
Building Permit	8	3
Trade License	81	27
Pay Building Tax	61	21
Pay Employment Tax	2	1
Ownership Certificate	47	16
Number for Building	32	11
Others	40	12
TOTAL	297	100

- People visit panchayat for various purposes.
- 27 per cent visited for getting trade license.
- 21 per cent visited for paying the building tax.
- For getting ownership certificate 16 per cent visited.

8.2. Purpose of last visit to panchayat offices.

Purpose	Number of Respondents	Percentage
Certificate	26	9
Building Permit	8	3
Trade License	81	27
Pay Building Tax	59	20
Pay Employment Tax	2	1
Ownership Certificate	47	16
Number for Building	32	11
Others	42	13
TOTAL	297	100

- 27% visited for getting trade licences.
- 20% visited for paying the building taxes.
- 16% visited for getting ownership certificate.

8.3. *Interface with Panchayat*

Table 53: Interface with Panchayat		
Mode of Interface	Number of Respondents	Percentage
Direct	287	97
Through Agent	10	3
Total	297	100

- Majority of respondents (97 per cent) interact directly with the panchayat office.
- Three per cent engage agents for approaching the panchayat office.

8.3.1. Reasons for Engaging Agents

- To speed up the process.
- For overcoming the difficulties.
- Due to lack of time.
- Lack of information.
- There was no cost for engaging an agent.

8.3.2. Time Spent at Panchayat Office

Table 54: Time Spent at Panchayat Office		
Duration	Number of Respondents	Percentage
Upto 10 Minutes	51	17
11 to 30 Minutes	144	49
31to 60 Minutes	60	20
Above 60 Minutes	42	14
TOTAL	297	100

- There is not much delay at the panchayat office for the fulfilment of purpose.
- More than 60 per cent respondents spent less than 30 minutes in the office.
- Only 14 per cent spent more than one hours.

8.3.3. Number of visits for last purpose

Table 55: Number of Visits for Last Purpose		
Number of Visits	Number of Respondents	Percentage
1	110	37
2	109	37
3	42	14
Above 3	36	12
TOTAL	297	100

- People have to visit several times for a purpose.
- 37 per cent made only one visit for a purpose.
- 37 per cent visited twice for the last purpose.
- 14 per cent visited thrice.
- 12 per cent more than three times.
- Repeated visits indicates the inefficiency of the system

8.3.4. Loss of wage days due to visit to Panchayat Office.

Table 56: Number of Man days Lost due to Visit to Panchayat		
Number of wage days	Number of Respondents	Percentage
1	15	33
2	14	31
3	8	18
4	3	7
Above 4	5	11
Total	45	100

- People suffer financial loss when they visit panchayat office due to loss of work.
- 45 respondents have reported that they have lost wage days.
- 5 respondents have lost more than 4 wage days.

8.4. ***Problem faced at Panchayat office.***

- There are problems at Panchayat Office but they are not perusing the issue.

8.5. *Level of Satisfaction*

- The table given below shows the level of satisfaction of respondents regarding the services provided by panchayat office.
- While considering the overall services only 59% are completely satisfied. 29% satisfied only partially. 4% dissatisfied.

Table 57: 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	58	22	11	3	6	100
Waiting Time & Facility	53	22	21	0	4	100
Procedure and Process	63	20	8	4	5	100
Simplicity in filling of forms	70	15	5	3	7	100
Attitude of Officers	74	18	3	0	5	100
Speed in Processing	66	20	6	1	7	100
Transparency in fixing fees/rates	62	14	7	4	13	100
General Opinion	59	29	4	0	8	100

8.6. *How Panchayat Office Service Rated?*

- Average mark given by respondents on panchayat service is 51.82 per cent.

8.7. *Change in quality of service over past four years.*

Table 58: Change in Quality of Service over Past Four Years		
Response	Number	Percentage
Better	245	82
Equal	17	6
Worse	2	1
No Responding	33	11
Total	297	100

- 82 per cent reported that there is improvement in quality.

- 6 per cent reported that there has not been any change.
- One per cent is of opinion that the situation has worsened.

8.8. Suggestions for improvement

Suggestion	Number of Suggestions as First Preference	Number of Suggestion as Second Preference	Number of Suggestion as Third Preference	Total Number of Suggestions
Demand should be attended without delay	30	18	12	60
Transparency in procedure	40	38	14	92
Waiting Facility is required	50	45	35	130
Change attitude of Employees	28	23	12	63
Every ward should have office facility	5	1	0	6
Panchayat Staff should keep time	64	26	15	105
Facility for information	48	36	19	103
Benefit Should be given to all eligible	1	1	0	2
Attention of Panchayat Samiti is Required	37	24	13	74
Computer is required for Office	42	32	14	88
Corruption should be stopped	1	0	0	1

8.9. Speed Money

- No speed money is reported by the respondents

8.10. Awareness about the citizen charter

Description	Yes		No	
	Number	Percentage	Number	Percentage
Have known about the citizen charter	114	38.4	183	61.6
Have seen the citizen charter	55	18.5	242	81.5

- It has been noticed that only 38.4% of respondents are aware of the Citizen Charter and only 18.5 % have seen it.

9. SANITATION AND SOLID WASTE MANAGEMENT

Kerala is known for cleanliness and hygiene, compared to other states in India. Sanitation and solid waste management are two important functions of local governments. Panchayat provides toilet facilities in public buildings including hospitals, anganawadis, schools and market places. For constructing individual latrines subsidy is given by panchayats to poor people.

For collecting citizens feedbacks, information from 303 households has been collected.

9.1. Activities Relating to Sanitation and Solid Waste Management

Activity	Number of Respondents	Percentage to total (309)
Collecting Waste from Houses	3	0.9
Cleaning of Roads	7	2.3
Cleaning of Drainages	3	0.9
Other Services	18	5.9
No Service	278	90.0
TOTAL	309	100.00

- It may be noted that panchayat's activities relating to sanitation and solid waste management is very limited.
- Majority (90%) reported that there is no activity by the panchayat.
- Cleaning of Roads and Cleaning of drainages are not found to be important activities of the panchayat.

9.2. Availability of Latrines in the houses

Description	Number of Respondents
Available	303
Not Available	6

- Generally, Latrines are available in houses.
- Only six houses, out of 309 houses, do not have latrine facility.

9.3. *Quality of Latrines*

Type	Number of Respondents	Percentage
Open	8	3
Pitch	2	1
With Closet	281	93
Others	12	3
Total	303	100

- Houses are found to be having latrines, but the quality of all is not good.
- 93 per cent of respondents have latrines with a closet.
- 7 per cent do not have good quality latrines.

9.4. *Financing for Latrines*

Source	Number of Respondents	Percentage
Own Resources	227	75
Own Resources & Govt. Support	74	24
Govt. Support	2	1
TOTAL	303	100

- People construct latrines with own resources (75 per cent).
- 24 per cent constructed their latrines with partial financial support (subsidy) from governments.
- Only one per cent had latrines completely supported by government.

9.5. *Sensitisation on Sanitation*

Agency	Number of Respondents	Percentage
Panchayat	112	37

NGO	4	1
PHC	3	1
Kudumbashree	4	1
Anganwadi	23	8
School	6	2
Hospital	6	2
Others	61	20
No Advice	84	28
Total	303	100

- Several agencies have been involved in sensitising the people about sanitation.
- Panchayat plays an important role in sensitisation.

9.6. *Waste Water disposal from Kitchen, Bathroom etc.*

Description	Number of Respondents	Percentage
To Land	194	64
To a Pit in Land	103	34
Others	6	2
TOTAL	303	100

- Drainage system is non-existing.
- Waste water from houses are flowing either to open land (64 per cent) or to a pit in the land (34 per cent).

9.7. *Household waste disposal.*

Description	Number of Respondents	Percentage
Throwing out of House	41	14
Throwing to Land	17	6
Burning	199	66
Composting	33	11
Others	13	3
TOTAL	303	100

- Solid waste management system is not in place.
- 20 per cent throw their wastes outside the house.
- 66 per cent are burning the wastes.
- Only 11 per cent have composting facility.

9.8. Level of satisfaction on sanitation activities.

Table 68: Level of Satisfaction on Panchayat Office						
All figures are in percentages						
Indicator	Completely Satisfied	Partially Satisfied	Dissatisfied	Indifferent	Not Applicable	Total
Cleaning Road	2	0	1	1	96	100
Cleaning Drainage	1	0	1	0	98	100
Operation of Public Toilets	0	0	1	0	99	100
Procedure of Providing Latrine	45	8	3	1	43	100
General Opinion	9	16	2	1	72	100

- The level of satisfaction is found to be very low.
- Majority are of opinion that there is no service by panchayats.

9.9. Speed Money?

- No speed money is involved in providing latrines.

9.10. Suggestions for Improvement

Table 69: Suggestions for Improvement			
Suggestion	Number of Suggestions as First Preference	Number of Suggestions as Second Preference	Total Number of Suggestions
Public latrine required	1	2	3
Sensitisation for sanitation	1	1	2
Public compost facility	21	0	21
Facility for Solid Waste Management	4	0	4
Compost pits at home required	14	0	14
Vermi Composting required	3	1	4
Banning of Plastics	21	2	23
Sewage facility is required	10	2	12
Mosquito eradication	3	1	4
Organise Medical Camp	3	2	5

9.11. How Sanitation and Solid Waste Management is Rated?

- Average mark for sanitation is 32.33.

10. GOVERNANCE

In order to study the level of participation of people in governance, information was collected from 303 households.

10.1. Visit to Panchayat Office during last year.

Table 68 gives the frequency of visit to Panchayat office during the last one year.

Table 70: Interface with Panchayat		
Visit to Panchayat Office During Last Year	Percentage	
1 to 3 times	116	38
4 to 5 times	123	41
5 to 10 times	42	14
Above 10 times	22	7
TOTAL	303	100

- 38 per cent visited the Panchayat office up to three times.
- 41 per cent visited 4 to 5 times in the year.
- 7 per cent visited more than 10 times.

10.2. Participation in Grama Sabha

Grama Sabha is the lowest statutory unit for local governance. All voters in a ward constitute the Grama Sabha; and this is a forum for participation of people in governance.

Table 71: Involvement in Grama Sabha		
Description	Number of Respondents	Percentage to total (303)
Received invitation for Grama Sabha	249	82
No Invitation for Grama Sabha	54	18
Participation in Grama Sabha	190	63

- Invitation to Grama Sabha meeting has been received by 82 per cent of the respondents.
- But, there is only limited (63 per cent) attended the Grama Sabha.
- No information has been received by 18 per cent respondents.

10.3. Participation in Poverty Reduction Programme

'Kudumbashree' is the poverty reduction programme of Government of Kerala.

Table 72: Involvement in Poverty Reduction Programme (Kudumbashree)		
Description	Number of Respondents	Percentage
Any member having membership in Kudumbashree	288	95
No membership in Kudumbashree	15	5
Total	303	100

- Majority of respondents (95 per cent) are involved in 'Kudumbashree' programme.
- Only 5 per cent are not involved in poverty reduction programme.

10.4. How Participation in Governance Rated?

- The respondents give 52.41 per cent mark for the participatory governance system.

11. SUMMARY AND RECOMMENDATIONS

11.1. Education

11.1.1. Conclusions

- Generally people express satisfaction over the efforts and services of the school.
- The schools are accessible to the students.
- It may be noted that the curriculum and staff are provided and controlled by State Government and management and supervision rests with the local body.
- Local bodies are providing infrastructure facilities and maintain the assets.
- Considering the limitations in providing the services, high expectations leads to lower rating of schools. The suggestions reflect this trend.
- There is an improving trend in the performance of the school.
- The education is given free of cost.

- There is no bribery in the schools.
- The problems are minor in nature and are solved very smoothly.

11.1.2. Suggestions

- Infrastructural facilities have to be developed.
- Quality of teaching has to be improved.
- Timely supply of books and materials
- Computer facility has to be augmented
- Library has to be strengthened.
- Clean water should be supplied.
- Play ground has to be provided.
- Curriculum has to be improved.

11.2. Health

11.2.1. Conclusions

- Health centres are easily accessible to the people.
- People are using health institutions for the treatment of minor illness and for vaccination.
- The approaches of doctors and nurses are good.
- Due to lack of sufficient doctors, services are limited to a short period in a day.
- No specialised doctors are available
- Medicines are distributed in limited manner.
- Existing infrastructure facility is not equipped for admission of inpatients.
- Around fifty per cent patients are cured and the rest are continuing with illness.
- No corruption is reported in the survey.

11.2.2. Suggestions

- Improve the infrastructural facilities.
- Ensure regular supply of medicine.
- Provide drinking water.
- Appointment of permanent doctors.
- Facility for admitting inpatients.
- Establish laboratory
- Doctor's service may be provided in the evening also.
- Latrine facility has to be provided.

11.3. Integrated Child Development Scheme (ICDS)

11.3.1. Conclusions

- Anganwadies are accessible to children.
- Anganwadies provide support to mother and child.
- Children are given education, food and medical check up.
- Toys are provided for playing.
- In general, infrastructural facilities are limited, particularly in the case of play ground for children.
- The level of satisfaction is relatively low, primarily due to lack of sufficient facilities.
- The behaviour of the teacher and the helper is satisfactory.
- Quality of food is reported to be low.
- There is lack of toilet facility.

11.3.2. Suggestions

- Improve the infrastructural facilities.
- Construct buildings
- Provide drinking water.
- Provide quality food.
- Provide sufficient toys.
- Develop play ground.

11.4. Panchayat Office Service

11.4.1. Conclusions

- Panchayat office provides various services including issue of licences and certificates.
- People approach directly and indirectly the office for various purposes. But majority approached directly
- There is delay at the office and people have to visit several times.
- There is a cost, in terms of losing the work, in visiting the panchayat office.
- Complexity in procedures
- Level of transparency is not satisfactory
- Attitude of employees has to be changed
- Office is not computerised and there is delay in processing files.
- Office staff is not regular in panchayats.

11.4.2. Suggestions

- Provide waiting facility at panchayat.
- Ensure punctuality of the staff.
- Computerise the office.
- Establish facility for information.
- Simplify the procedure.
- Transparency in procedure has to be established.
- Change the attitude of employees

11.5. Sanitation and Solid Waste Management

11.5.1. Conclusions

- Sanitation and solid waste management are responsibilities of panchayats.
- But, the activities of the panchayats are very limited and found to be far below the expectations of the people.
- Virtually there is no activity for solid waste management.

11.5.2. Suggestions

- Provide public latrines in public places and public institutions.
- Sensitise people on sanitation and solid waste management.
- Install composting facility.
- Provide sewerage facility.
- Ban plastics in panchayat area.
- Eradicate mosquitoes.
- Establish solid waste management system.
- Keep roads and drains clean.

11.6. Governance

11.6.1. Conclusions

- Feedback from this study points out that Participation of people on governance is limited.
- Many members of Grama Sabha are not even informed about Grama Sabha meeting.
- At present the functions of Grama Sabha is limited to the selection of individual beneficiaries.

11.6.2. Suggestions

- Powers and functions of Grama Sabha have to be augmented.
- Local Governments have to initiate awareness programmes about Grama Sabha.

12. REPORT CARD

Table 73: Report Card		
Sector	Rating in Percentage	Grade
Education	54.42	B
Health	52.31	B
Panchayat Services	51.82	B
Governance	52.41	B
I.C.D.S	49.21	C
Sanitation	32.33	D
Overall ratings	48.75	C

Note:

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