

**……………… Gram Panchayat**

Panchayath Address with Phone number

Email address………………………………….

**Citizen Survey Form**

To achieve ISO 9001 for Gram Panchayat, citizens are being asked to complete an evaluation form about the services provided by the panchayat, its employees, and its people's representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Name : |  |  | Address : |
| Ward Number : |  |  | Male Female  Transgender |
| Mobile Number : |  |  | APL BPL |
| Do you regularly participate in the Gram Sabha meetings? | YES | NO |  |

Panchayat Office Evaluation sheet (Put Tick Mark)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Particulars** | **Good** | **Bad** | **Should be strengthened** | **Remarks** |
| 1. | Front Office Counter |  |  |  |  |
| 2. | Seating arrangement |  |  |  |  |
| 3. | Drinking Water Facilities |  |  |  |  |
| 4. | Toilet facilities |  |  |  |  |
| 5. | Availability of Stationeries & application forms |  |  |  |  |
| 6. | Complaint Box |  |  |  |  |
| 7. | Newspapers for reading |  |  |  |  |
| 8. | Facilities for Person with Disability |  |  |  |  |

Evaluation of services provided by Panchayat (Put Tick Mark )

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Particulars** | **Good** | **Bad** | **Should be strengthened** | **Remarks** |
| 1. | Availability of accurate information from office |  |  |  |  |
| 2. | Details required to be included with the application form (Check list) |  |  |  |  |
| 3. | Notification regarding new services provided by panchayat |  |  |  |  |
| 4. | The Panchayat Office provides prompt service. |  |  |  |  |
| 5. | System to track the progress of applications |  |  |  |  |
| 6. | Meeting of the Gram Sabha |  |  |  |  |
| 7. | Grievance Redressal Mechanism |  |  |  |  |

Evaluation of Elected Members and Employees of Panchayats (Put Tick Mark)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Particulars** | **Good** | **Bad** | **Should be strengthened** | **Remarks** |
| 1 | Performance of employees |  |  |  |  |
| 2 | The conduct of the front desk employees |  |  |  |  |
| 3 | Participation of Elected members in the issues of people |  |  |  |  |
| 4 | General attitude of elected officials |  |  |  |  |

Analyzing the

performance of the Panchayat's constituent institutions (Put Tick Mark)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Particulars** | **Good** | **Bad** | **Should be strengthened** | **Remarks** |
| 1 | Primary Health Centre |  |  |  |  |
| 2 | Office of the Assistant Engineer |  |  |  |  |
| 3 | Kudumbashree Office |  |  |  |  |
| 4 | Employment Guarantee Scheme Office |  |  |  |  |
| 5 | VEO Office |  |  |  |  |
| 6 | Krishi Bhavan |  |  |  |  |
| 7 | Veterinary Clinic |  |  |  |  |
| 8 | Government L P School |  |  |  |  |
| 9 | Ayurveda Hospital |  |  |  |  |
| 10 | Homeo Dispensary |  |  |  |  |

Submit feedback and ideas.

**Place : Signature:**

**Date :**