



Citizen Survey Report
Kottiyur Gram Panchayat
Kannur District

A civic society report conducted for transforming Kottiyur Gram
Panchayat as a people-friendly Panchayat

Prepared by: Kottiyur Gram Panchayat
Leadership: Kerala Institute of Local Administration



INTRODUCTION

Kottiyoor Grama Panchayat is located in Kannur district, Kerala. Our aim is to ensure satisfaction and timely service delivery to the residents of the Grama Panchayat, eliminating any self-interest and accountability from the local government. We strive to enhance the functioning of the Panchayat by providing services that meet the required standards and establishing an office that operates in an appropriate manner. As part of the 12th Five-Year Plan, we envision creating an atmosphere that promptly caters to the needs of the people through the implementation of Total Quality Management (TQM) principles, thereby achieving the I.S.O. (International Organization for Standardization) certification, which will serve as the emblem of our service-oriented governance. With the rigorous efforts of the Quality Management System (QMS), we aim to reach the status of a "People-friendly Panchayat" by bringing Kottiyoor Grama Panchayat under its purview. Hence, we are now working towards obtaining ISO 9001:2015 certification, which will serve as the new face of our endeavor.

To achieve success in the given context, the governing body and residents of Kottiyoor Grama Panchayat in Kannur district collaborated fully with the decision made by the government-appointed Consistency Board. The Panchayat's executive committee, president, secretary, and staff played a crucial role in this endeavor.

President

Secretary

ACKNOWLEDGEMENT

We extend our gratitude and appreciation to the entire community who actively participated in the implementation of the ISO certification process. Special thanks to the residents who provided their valuable suggestions and opinions, which were documented and submitted. We would also like to acknowledge the technical support provided by Kerala Institute of Local Administration (KILA) for conducting the necessary training programs and providing the required technological assistance. Additionally, we express our thanks to Ms. Sharanya K. M, the Co-ordinator of the TQM-ISO Project at the District Co-ordination Centre, for her guidance and training.

President
Kottiyoor Grama Panchayat

Secretary
Kottiyoor Grama Panchayat

INDEX

INDEX

Sl. No.		Page no
1.	I. Introduction II. Courtesy III. Content	
2.	Significance	
3.	Objectives of Citizen Survey	
4.	methodology	
5.	Outline of Panchayat	
6.	Citizen Survey - Key observations and findings	
7.	Suggestions for improving the service core system	
8.	Appendices	

INFORMATION - TABLES / CHARTS

Sl. No	Contents	Page No.
1.	Ward level people participation in the Survey	
2.	Male/female participation	
3.	Facilities for the public to sit and write	
4.	Drinking water facility for public	
5.	Restroom facility for public	
6.	Whether the stationery requirements for the public are available at the front office	
7.	Grievance Redressal Mechanism	
8.	Availability of newspapers and magazines for public reading	
9.	Availability of first aid kit	
10.	Front office counter facilities	
11.	Accuracy of information received from front office	
12.	Is the front office people friendly?	
13.	Does the public receive services in a timely manner?	
14.	Are timely notifications received from Gram Panchayat Notice Board?	
15.	Is the ramp facility adequate for the differently abled?	
16.	Is the Panchayat office and premises kept clean?	
17.	Should e-token system be implemented in front office?	
18.	Is a touchscreen system required?	
19.	Notification through SMS / E-mail	
20.	Are you satisfied with the service attitude of the staff?	

21.	Are the services of Harithakarma Sena properly accessible to all?	
22.	Remedies for drinking water shortages	

CHAPTER - 1
SIGNIFICANCE

SIGNIFICANCE

Background

Gandhi envisioned "Swaraj" (self-government) and "Suraaj" (good governance) through panchayat raj. The recommendations of the committee headed by Dr. Satyabhatt Sen, appointed by the state government in 1996 to submit suggestions to make decentralization meaningful, incorporate good governance features. The amendments made to the Kerala Panchayat Raj Act and the Kerala Municipality Act in 1999, as per the recommendations of the Sen Committee, are based on the principles of good governance such as participation, rule of law, transparency, responsiveness, consensus, equality, efficiency, and commitment. By transferring more powers and transforming panchayats into local self-government institutions, Kerala has been able to realize Gandhi's vision of "swaraj". However, Kerala has a long way to go in implementing Suraaj (good governance) through local governments

People's Planning

The ninth five-year plan (1997-2002) in Kerala adopted people's planning based on the principles of good governance. The main principles of good governance followed in people's planning are people-centric approach and participation.

During the tenth five-year plan (2002-2007), as part of the government modernization program, it was suggested that local self-government institutions should provide services to citizens based on the following 18 principles: equality, inclusion, rationality, effectiveness, transparency, accountability, grievance redressal, people-centricity, good behavior, right to service, setting standards for

services, continuous progress, increasing efficiency, completeness, justice, honesty, coordination, and sustainability. (Kerala Government, 2004).

Good Governance Plan is considered essential in the guidelines of the Eleventh FYP of local self-government institutions. There has been many examples of good governance models in local self-government institutions.

Good governance: Models

Various initiatives have been taken in Kerala to implement the government's good governance principles. One of the notable efforts is the attempt made by Enmakaje Grama Panchayat in Kasaragod to improve office management by issuing an office order. The efforts made by the Karakulam Grama Panchayat and Nellikkal Grama Panchayat in Thiruvananthapuram to prepare an action plan for the panchayat office and its constituent institutions and to improve the functioning are also commendable models. The Quality Management System (QMS), implemented by Cheruvannur-Nallalam Grama Panchayat in Kozhikode district in 2007, proved to be a practical management tool to make possible better office management and quality service delivery system in local self-government institutions. The Quality Management System (QMS) proposed by the Central Government and the State Government in the 12th Five-Year Plan is a management tool that is sufficient to improve the service delivery system in gram panchayats and ensure good governance.

12th Five-Year Plan

The focus of the planning guidelines for the 12th Five-Year Plan of the Central Government and the State Government is to increase the quality of service. The Planning Commission has proposed QMS as a means of improving the quality of service delivery and good governance in the 12th Five-Year Plan

planning guidelines. The 12th Five-Year Plan planning guidelines for local self-government institutions recommend giving priority to improving the quality of the service delivery system from a good governance perspective. The inclusion of 16 services through a gazette notification by the Local Self-Government Department in accordance with the Kerala State Service Rights Act, 2012, is also an attempt to make good governance possible by ensuring quality.

The necessity of quality management

The purpose of the local governance system is to meet the needs of the people according to the regional context. Various services obtained through traditional and modified means contribute to the development of village panchayats. To effectively determine, implement, and shape the needs of the people, scientific guidelines are formulated, and quality management principles are established. This is known as the Quality Management System (QMS). QMS is a practical management system that ensures the provision of services and the delivery of quality services through an institution that is well established and adheres to quality standards.

The concept of QMS encompasses integrity, quality management, and systematization. QMS is a continuous process that aims to ensure quality and efficiency in services by using elements that are currently in place. It involves efforts from employees, representatives, and citizens to achieve quality in all aspects. QMS is a holistic approach that creates a culture of satisfaction based on the understanding of the reality of the people. It requires the examination and improvement of practices to meet the goals set for achieving the satisfaction of the objectives established. Along with documents and records, it also involves conceptual clarity and enhancement. QMS is a scientific discipline that uncovers

practical activities by examining the actions required to provide services based on the needs of the people.

Through the implementation of QMS, efficient practices and satisfactory performance become achievable. It enables the realization and continuous improvement of operational procedures and effective maintenance. QMS can be applied in commercial, trade, and public sectors to ensure operational quality. It has been implemented in village panchayats, including Chervannur-Nallalam Gram Panchayat in Kozhikode district since 2007, to enhance the quality of operations in the business, trade, and public sectors.

Citizenship Charter and Service Rights Act

The Citizen Charter and the Service Rights Act declare that service is a citizen's right. The Citizen Charter is a policy approach service rights charter that reveals to the people the services available from a panchayat, their terms and conditions, and the time period within which they are available. The panchayat must publish the Citizen Charter of the services provided by it within 6 months of the assumption of office by a governing council. The responsibility of preparing and issuing this document rests with the officials. Sections 272A (1) and (2) of the Kerala Panchayat Raj Act provide detailed explanations on this. If the service received is not satisfactory or if it is not received within the time limit prescribed by law, there are appeal mechanisms such as the governing council and the tribunal under Section 276 of the Kerala Panchayat Raj Act. In line with this very objective, the Kerala Service Rights Act, 2012, has designated the Panchayat Director as the authority to hear and decide appeals related to services

provided and the date of service provision, and if the service is not provided on time. In

addition, there is also an Ombudsman system with the status equivalent to that of a High Court judge, to hear and dispose of any complaint for local bodies.

General Information

- All service forms can be provided free of charge or at the actual price from the panchayat.
- The columns for the date of receipt, number, date of service, and other information should be printed with the date of receipt, number, date of service, and other information.
- When issuing certificates as part of the services, the name, designation, office, and phone number of the concerned officials should be clearly stamped. In cases where the application is rejected (including pensions), the reason for rejection and the time limit for appeal/revision, if any, should be informed.
- If the application for services under the Service Rights Act is not disposed of within the specified time and the applicant is not informed, the citizen has the right to file a complaint with the appellate authorities under the Service Rights Act.
- The time limit for each service is indicated on the basis of the relevant laws, rules, and the notification of the Panchayat Director under the Service Rights Act.
- When an application is received for a service, a receipt should be issued with the date of service included, ensuring that the applicant has submitted the required documents. If the required documents are not submitted along with the application submitted, the information of the application should be recorded at the time of submission and the receipt should be issued only after

the receipt is produced. The information of the required documents is mentioned in the content of each service.

- The provisions for appeal before the panchayat executive committee against the notice or order issued by the president or secretary, except for sections 235I, 235J, 235N, 235W, and 235X of the Kerala Panchayat Raj Act, and the right to appeal to the finance standing committee regarding tax matters.
- The appeal against the notice issued by the secretary under sections 235I, 235J, 235N, 235W, and 235X of the Kerala Panchayat Raj Act should be submitted before the Tribunal for Local Self-Government Institutions.

CHAPTER - 2
OBJECTIVES OF CITIZEN SURVEY

SURVEY OBJECTIVES

In the context of the Service Rights Act and the characteristics of the panchayat, it is essential to act by knowing the public opinion. On this occasion, the panchayat decided to conduct a citizen survey based on the goals given below as part of the most important principle of QMS, which is people-centric.

- Identify the expectations and aspirations of the people about the service delivery system.
- Determine the level of satisfaction of the people with the existing service delivery system.
- Formulate suggestions to improve the existing service delivery system.

Conclusion

On this occasion, when Kottiyoor panchayat has decided to achieve ISO, the panchayat decided to conduct a citizen survey as part of the most important principle of QMS, which is people-centric. This is the report of the said survey. The next chapters include methodology, panchayat's outline, and codification of details of personal information provided. The last chapters include analysis of information collection and suggestions.

CHAPTER - 3
METHODOLOGY

METHODOLOGY

- The methodology of the citizen survey conducted by Kottiyoor Grama Panchayat as part of the implementation of ISO is presented below.
- The report of the citizen survey was prepared using primary and secondary sources.

Primary Source : Questionnaire (Appendix I)

Secondary Sources : Development document

Citizen Charter

KILA publications

Project document

Sampling method

- To ensure the representation of all wards, information was collected through quota sampling, with an average of 6 each from each ward, including people from all sections.
- A total of 150 samples were collected here.

Information collection method

- The information was collected based on the questionnaire designed by the panchayat. (Questionnaire Appendix I)
- A checklist was used to analyze the current status of the 620 office.
- (See Appendix II)

Profile of Respondents

- Number of wards: 20
- Sample collected from each ward: Average 12
- Participants: 150

CHAPTER - 4
OUTLINE OF THE PANCHAYAT

KOTTIYOOR GRAMA PANCHAYAT

General Information

Area	
Revenue villages included	
Wards	
Block panchayat	
District panchayat	
Taluk	
Assembly constituency	
Parliamentary constituency	
Borders	
Population	
Women	
Men	

KOTTIYUR GRAM PANCHAYAT**Details of the Governing Body**

Sl. No.	Name	Position	Ward
1.		President	
2.		Vice president	
3.		Development Standing Committee Chairperson	
4.		Health and Education Standing Committee Chairperson	
5.		Welfare Standing Committee Chairman	
6.		Member	
7.		Member	
8.		Member	
9.		Member	
10.		Member	
11.		Member	
12.		Member	
13.		Member	
14.		Member	
15.		Member	
16.		Member	
17.		Member	
18.		Member	
19.		Member	
20.		Member	

KOTTIYUR GRAM PANCHAYAT**Details of Employees**

Sl. No.	Name	Designation
1.		Secretary
2.		Asst. Secretary
3.		Junior Superintendent
4.		Accountant
5.		Senior Clerk
6.		Senior Clerk
7.		Senior Clerk
8.		Senior Clerk
9.		Senior Clerk
10.		Clerk
11.		Clerk
12.		Clerk
13.		Clerk
14.		OA
15.		OA
16.		Part Time Sweeper
17.		Part Time Sweeper
18.		Part Time pound keeper
19.		Technical Assistant
20.		Project Assistant
21.		Driver

KOTTIYUR GRAM PANCHAYAT

**Details of the Heads of Constituent Institution / Implementing Officers
of the LSG**

Sl. No.	Name	Designation
1.		Secretary
2.		Assistant Secretary
3.		Agricultural officer
4.		YES, LSGD
5.		Medical Officer, CHC
6.		Medical Officer, Homeo
7.		Medical Officer, Ayurveda
8.		Vetinery Surgeon
9.		Fisheries Sub Inspector
10.		HM, GWLPS Cheruvakkara
11.		ICDS Supervisor
12.		DEO
13.		VEO
14.		VEO

CHAPTER - 5
CITIZEN SURVEY – KEY OBSERVATIONS
AND FINDINGS

CITIZEN SURVEY – KEY OBSERVATIONS AND FINDINGS

A Citizen Survey was conducted as part of the ISO Certification of Kottiyur Grampanchayat. A total 150 people participated in the survey including 93 Woman and 67 men.

The Major observations of the survey are as follows,

- It was noted that the general public is 100 percent comfortable with the facility to sit and write.
- People expressed that they are 100 percent comfortable with the availability of drinking water.
- About 98 percent of the public is satisfied with the availability of toilet facility and 2 percent said that it should be improved.
- When asked whether the stationery for the public needs is received from the front office correctly, 96 percent said that there is enough and 4 percent said that it should be improved.
- On the question of grievance redressal system, 94 percent said that there is a proper system and 6 percent said that the system should be improved.
- On the question regarding the availability of newspapers and magazines 100 percent commented yes.
- On the question of whether there is a first aid kit, 96 percent said yes and 4 percent said it should be improved
- When asked whether the public is getting accurate information from the front office or whether the front office is people-friendly, 99 percent said yes and 1 percent said it should be improved.

- 96 percent commented yes on whether the public receives services on time and 4 percent said it should be improved.
- When asked whether they are getting the latest information from the panchayat notice boards, 96 percent said yes and 4 percent said that it needs to be improved.
- 97 percent of the respondents answered yes to the question whether the cleanliness of the Panchayat office is satisfactory. 3 percent that it needs to be improved.
- When asked about the token system, 99 percent said yes and 01 percent said a slight improvement is needed.
- 97 percent of the respondents said they want information touch screen system in the front office for public information and 2 percent said they don't want.
- When asked whether the applicants need to be informed the service information through SMS/email ,100 percent commented the availability of an existing system.
- 97 percent of respondents said they were satisfied with the service attitude of the officers and 2 percent said they were not.
- On the question whether the service of the 'Haritha Karma Sena' available to everyone 98 percent of people want it and 2 percent do not want it.
- Regarding the solutions of the drinking water shortage, 64 percent of people want it and 36 percent of people do not want it.

TABLE NO.1- WARD & COUNT DETAILS

Ward No	Count of Ward
1	10
2	9
3	7
4	8
5	9
6	7
7	8
8	5
9	8
10	6
11	2
12	5
13	9
14	10
Grand Total	103

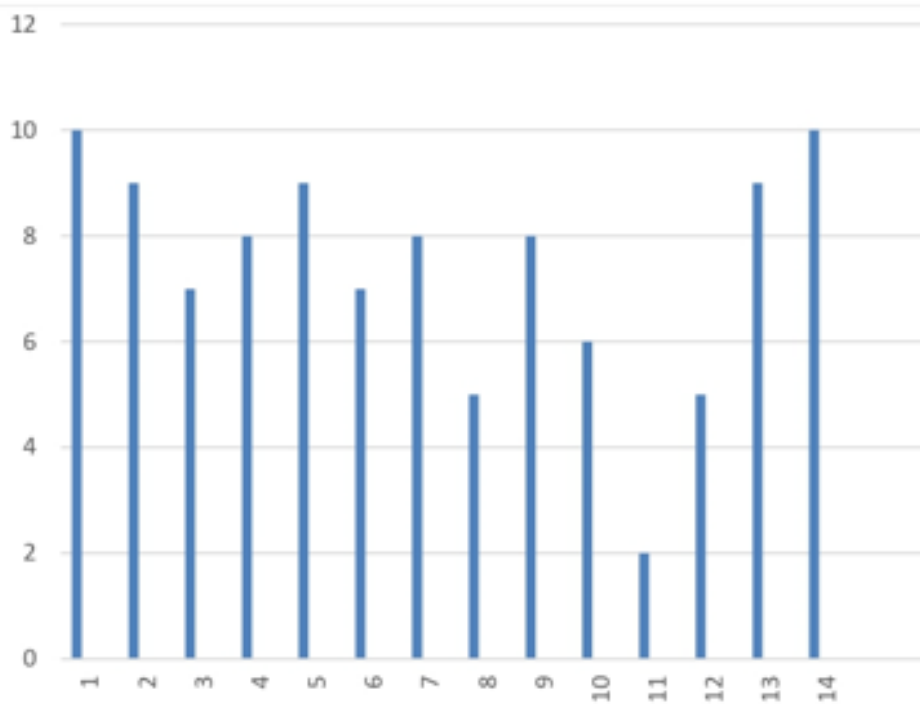


TABLE NO.2 - GENDER DETAILS

	Count of M/F
F	52
M	51
Grand Total	103

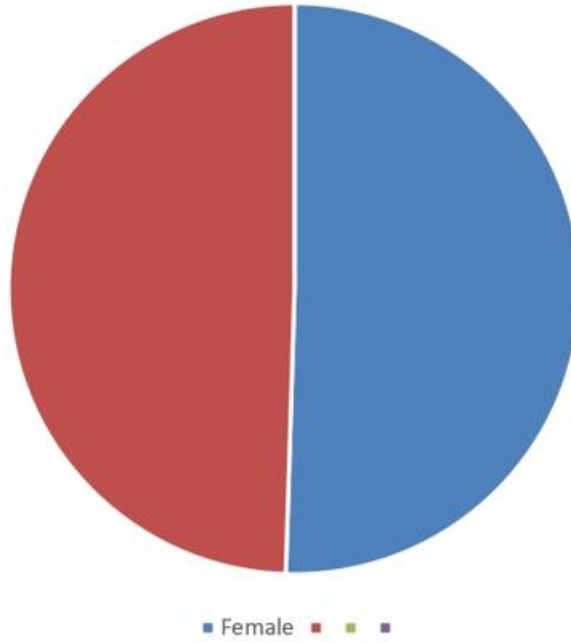


TABLE NO.3

Seating – Writing	Count Of Seating – Writing Facility
Yes	98
No	01
Can Be Improved	04
Grand Total	103

CHART NO.3

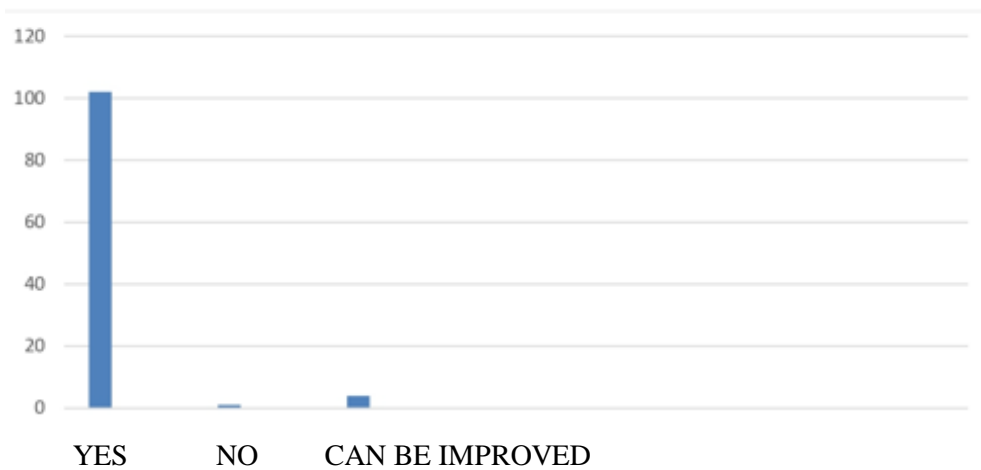


TABLE NO. 4

Drinking Water	Count Of Drinking Water
Yes	101
No	01
Can Be Improved	01
Grand Total	103

CHART NO. 4

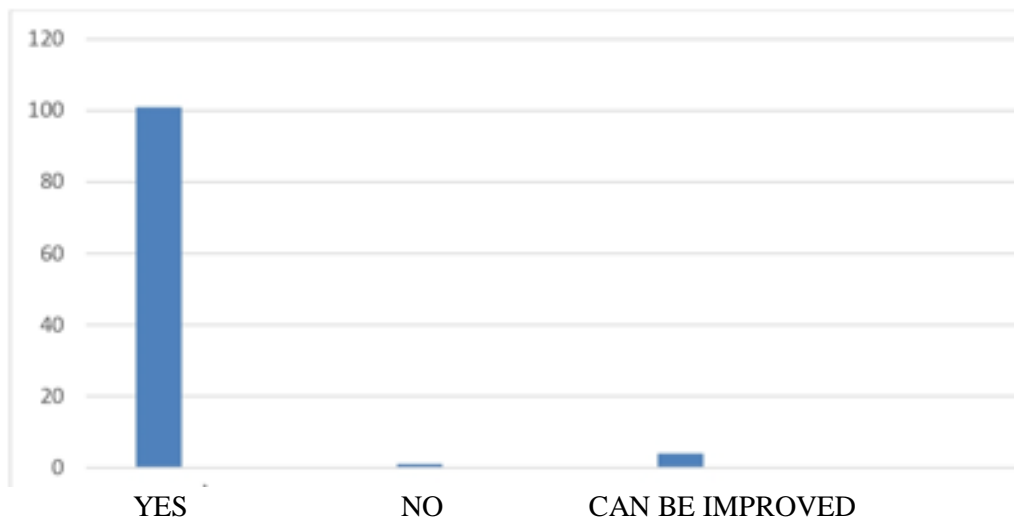


TABLE NO.5

Toilet	Count Of Toilet
Yes	98
No	02
Can Be Improved	01
Grand Total	102

CHART 5

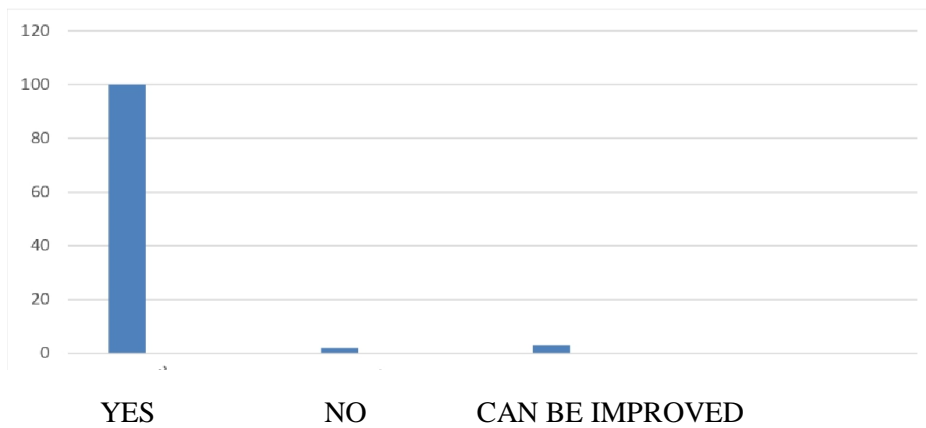


TABLE NO. 6

Application Forms – Stationary	Count Of Application Forms & Stationary
Yes	99
No	02
Can Be Improved	01
Grand Total	102

CHART 6

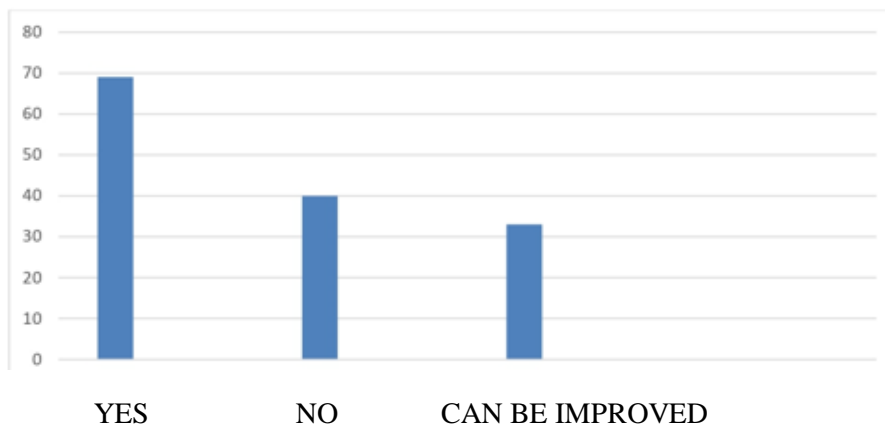


TABLE NO. 7

Complaint Box	Count Of Complaint Redressal
Yes	99
No	01
Can Be Improved	02
Grand Total	102

CHART 7

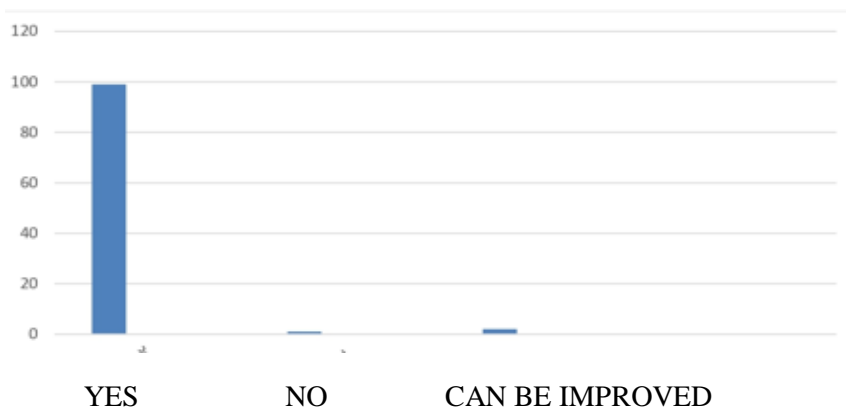


TABLE NO. 8

Newspaper – Stationary	Count Of Newspaper & Magazine
Yes	92
No	02
Can Be Improved	05
Grand Total	99

CHART 8

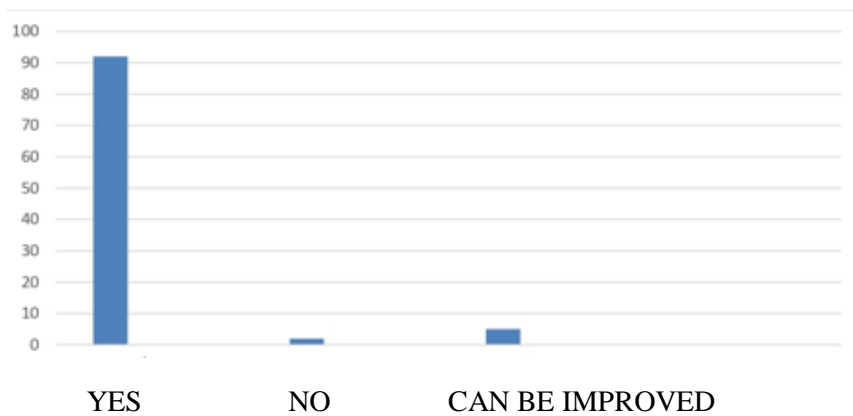


TABLE NO 9

Fab	Count
Yes	89
No	02
Can Be Improved	08
Grand Total	99

CHART 9

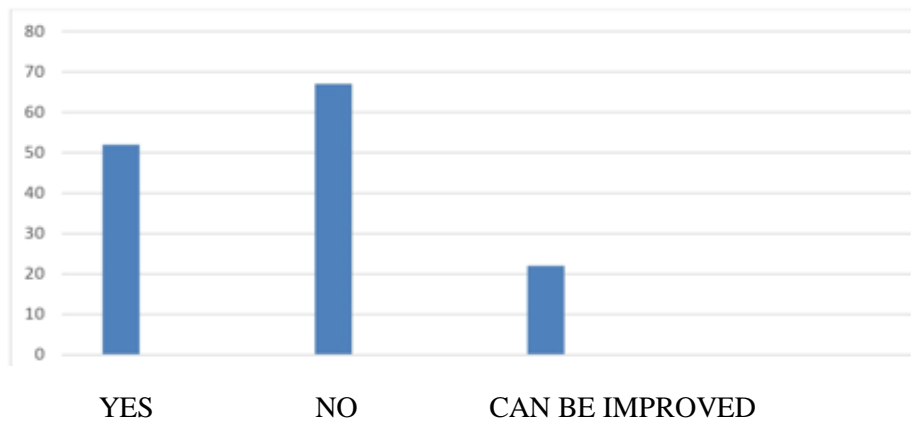


TABLE NO 10

Facilities In Fo	Count
Yes	94
No	03
Can Be Improved	05
Grand Total	102

CHART 10

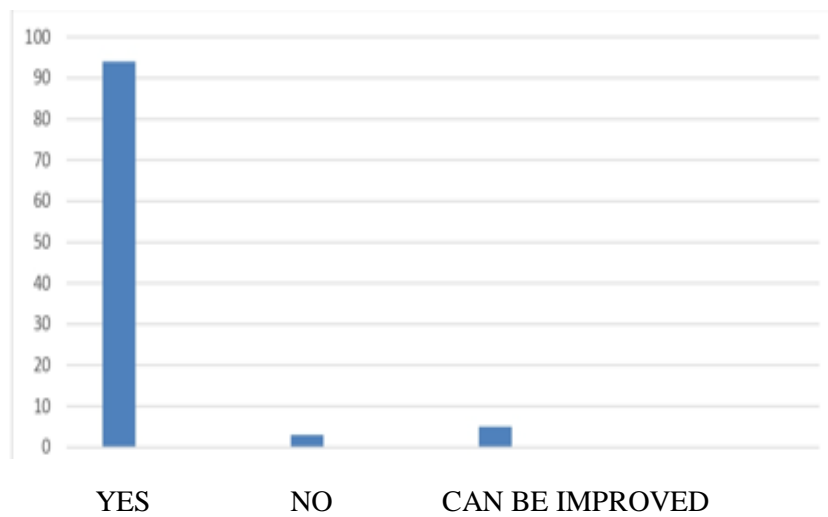


TABLE NO 11

Information To Public	Count
Yes	88
No	09
Can Be Improved	04
Grand Total	101

CHART 11

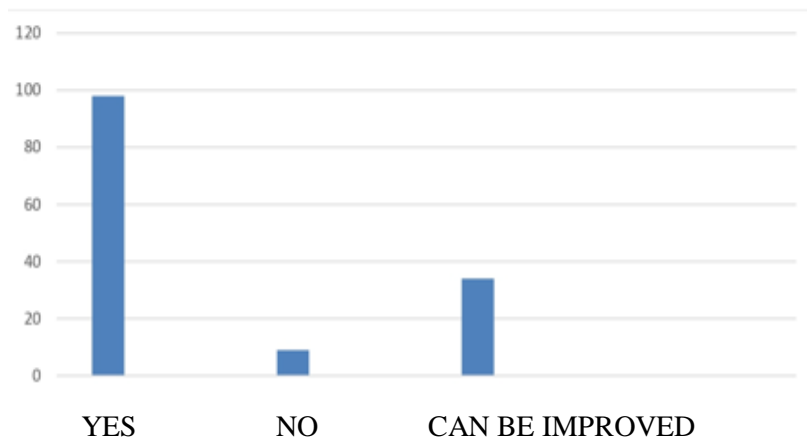


TABLE NO 12

Public Friendly	Count
Yes	97
No	01
Can Be Improved	02
Grand Total	100

CHART 12

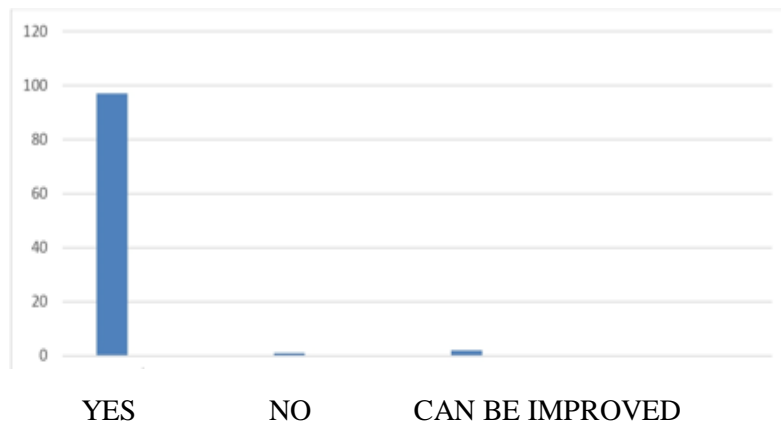


TABLE NO 13

Timely Service	Count
Yes	91
No	05
Can Be Improved	06
Grand Total	102

CHART 13

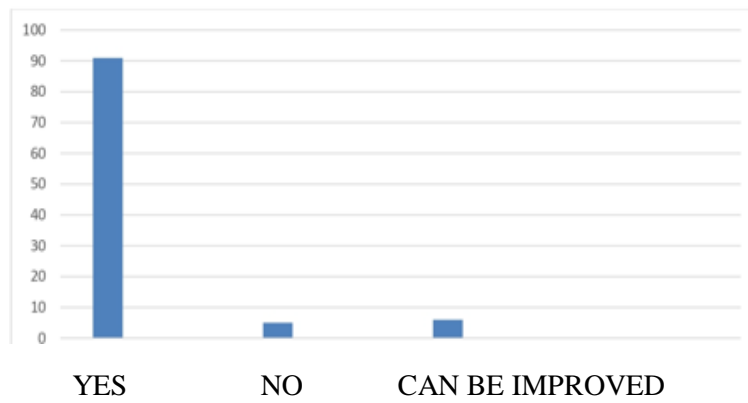


TABLE NO 14

Timely Service	Count
Yes	91
No	04
Can Be Improved	06
Grand Total	101

CHART 14

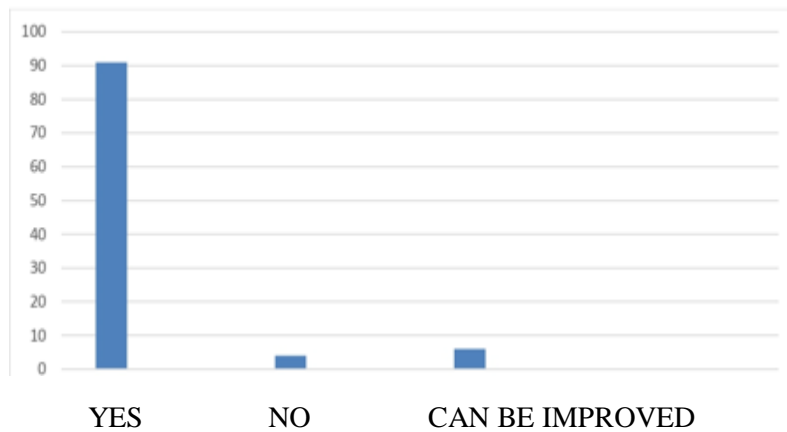


TABLE NO 15

Ramp Facility	Count
Yes	87
No	08
Can Be Improved	05
Grand Total	100

CHART 15

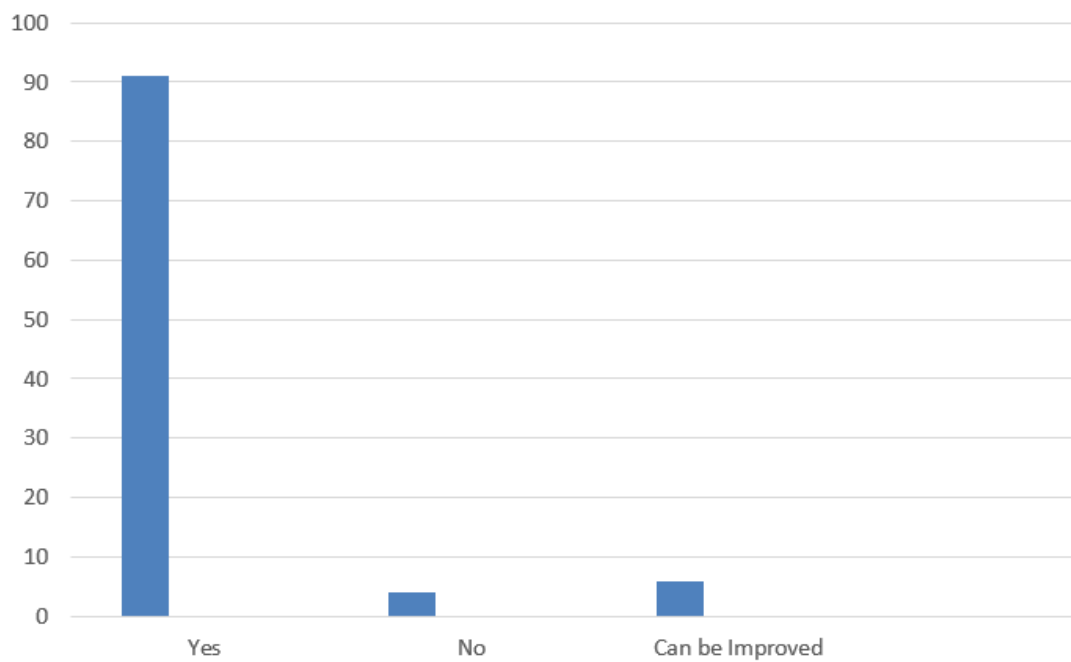


TABLE NO 16

Office cleanliness	Count
Yes	101
No	1
Can be Improved	1
Grand Total	103

CHART 16

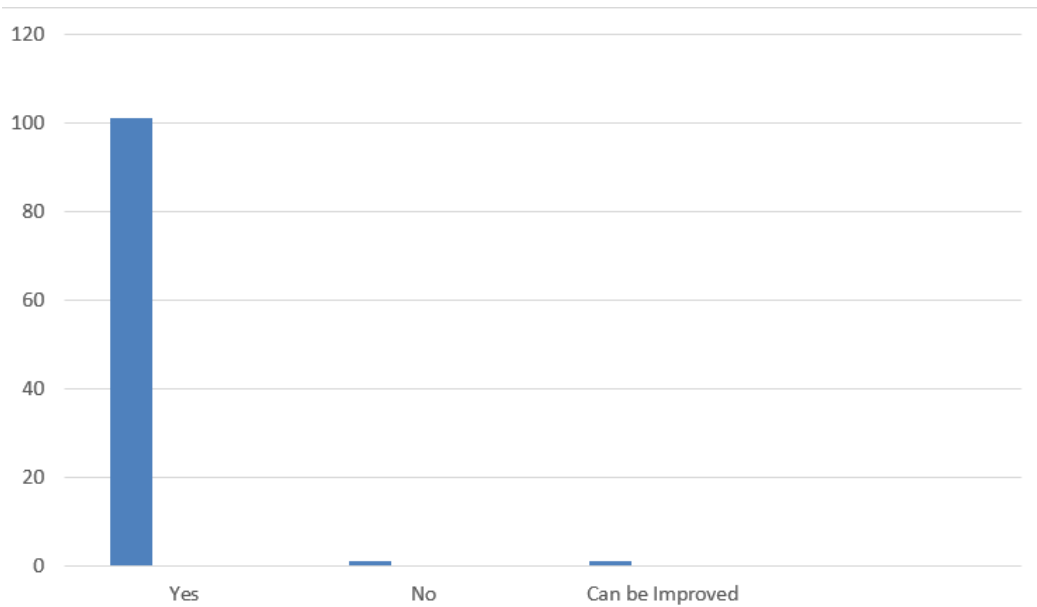


TABLE NO 17

Token system	Count
Yes	84
No	4
Can be Improved	14
Grand Total	102

CHART 17

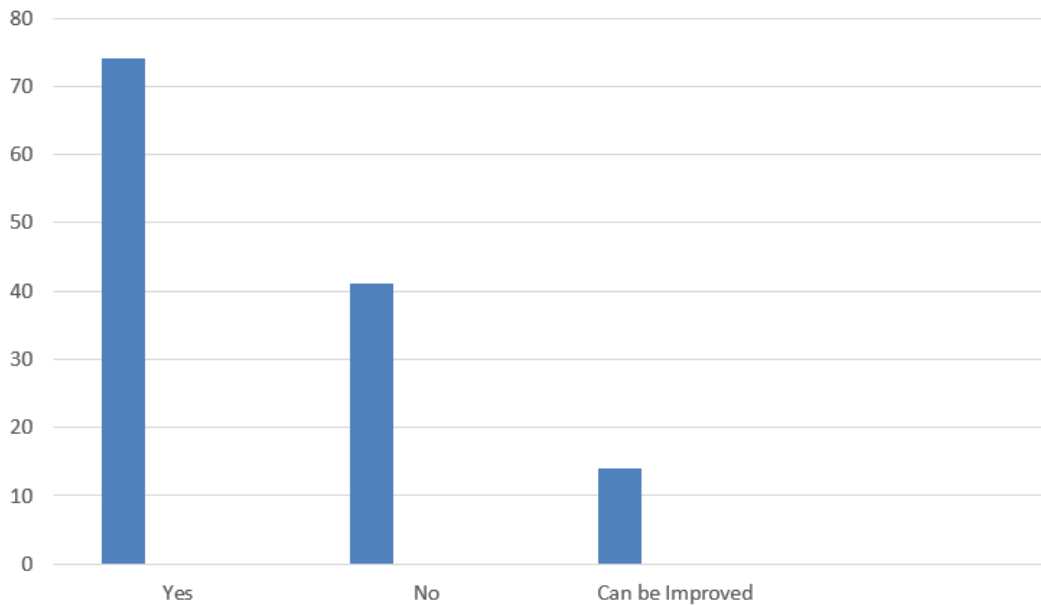


TABLE NO 18

Touch screen	Count
Yes	80
No	12
Can be Improved	9
Grand Total	101

CHART 18

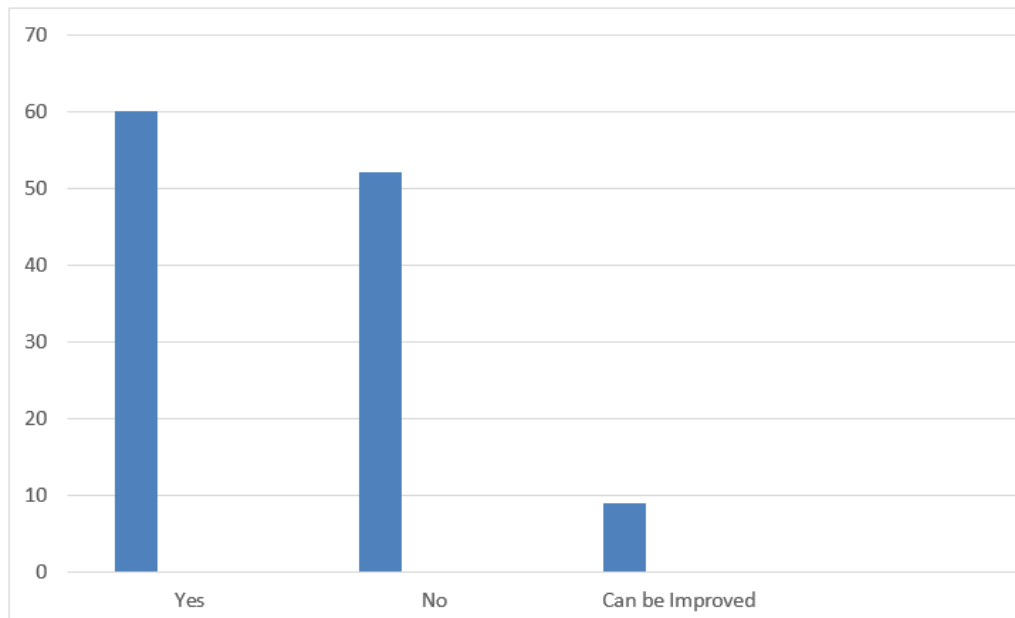


TABLE NO 19

SMS	Count
Yes	95
No	3
Can be Improved	4
Grand Total	102

CHART 19

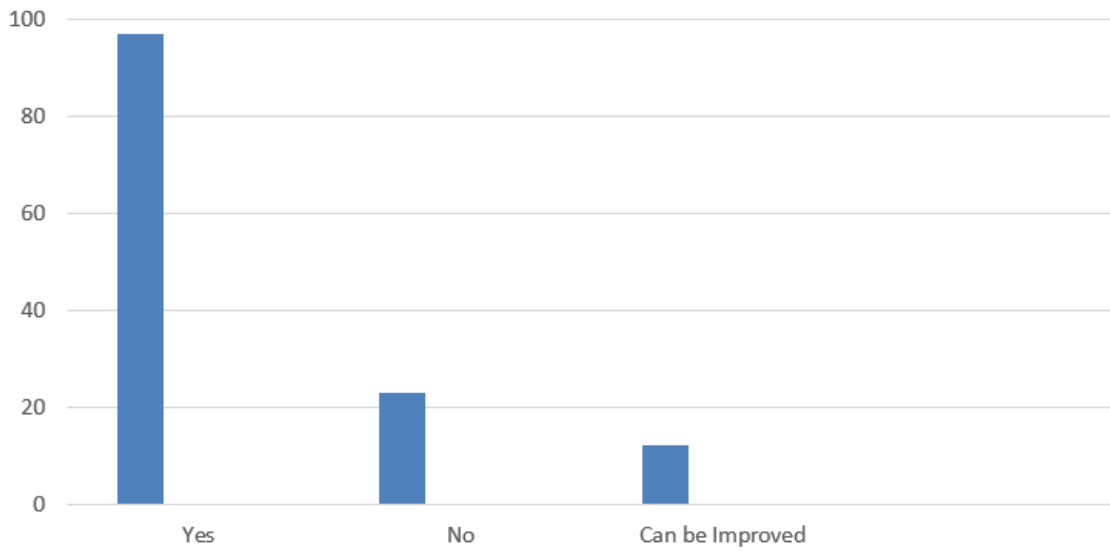


TABLE NO 20

Staff mentality	Count
Yes	84
No	10
Can be Improved	8
Grand Total	102

CHART 20

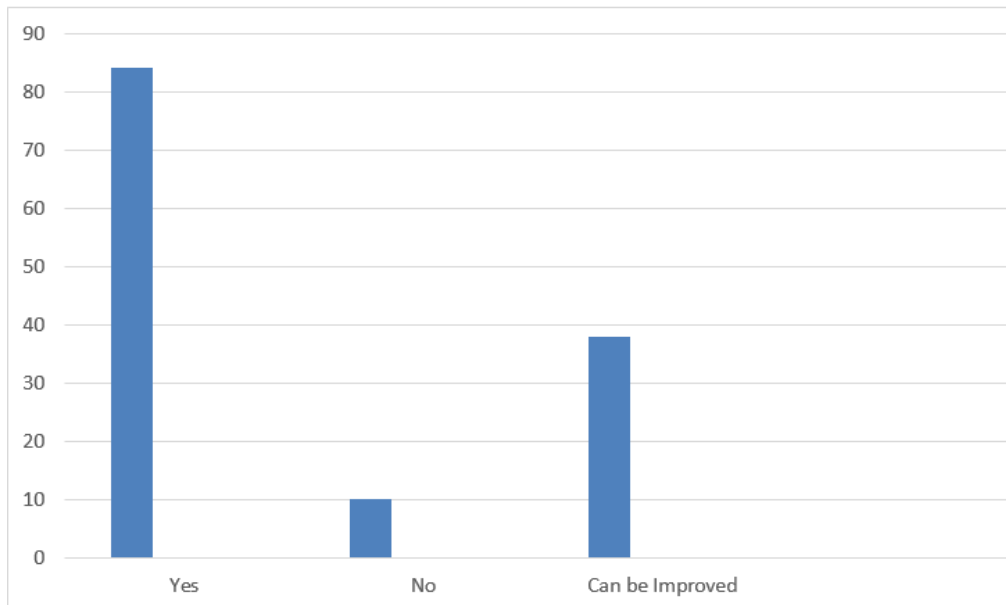


TABLE NO 21

Harithakarma sena	Count
Yes	101
No	1
Can be Improved	1
Grand Total	103

CHART 21

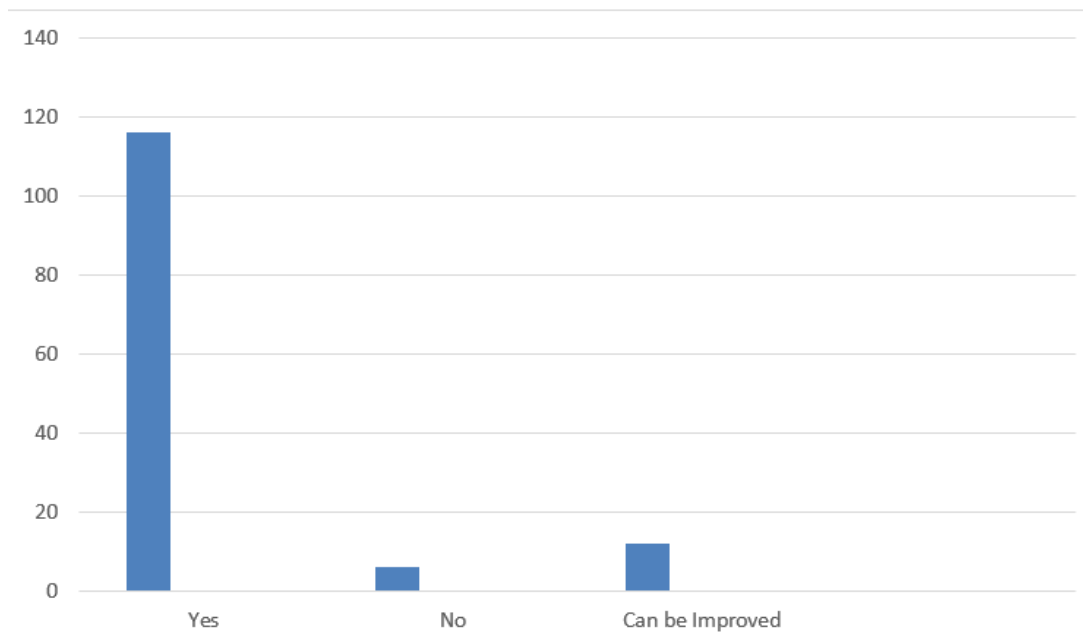
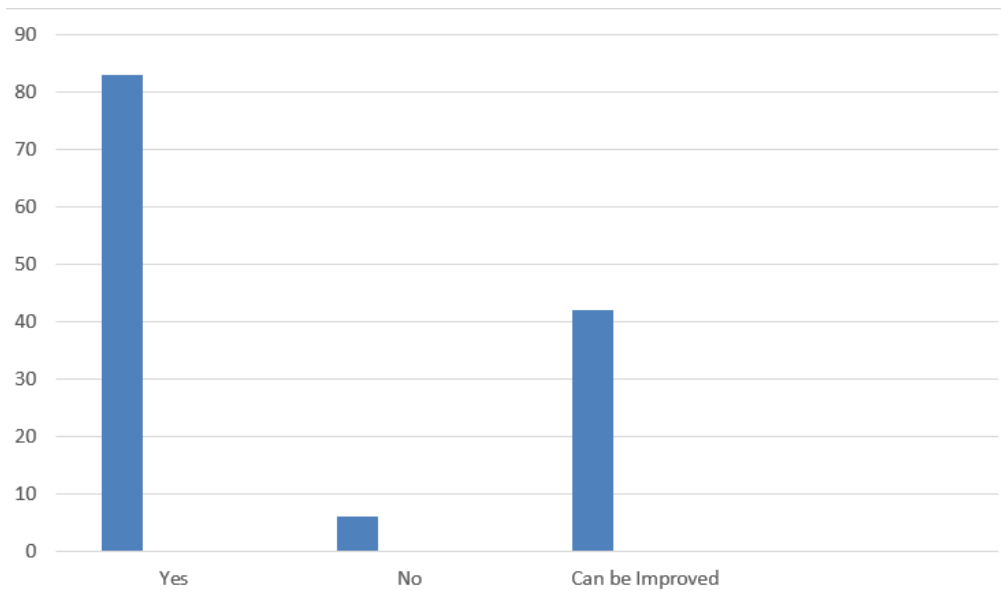


TABLE NO 22

Project Quality	Count
Yes	83
No	6
Can be Improved	12
Grand Total	101

CHART 22



CHAPTER - 6

SUGGESTIONS TO IMPROVE THE SERVICE DELIVERY SYSTEM

There was good public participation in the public survey conducted as part of renewal of ISO certification through quality management and many suggestions and comments were received. The main disadvantage of panchayat office is the limitation of space. The management and staff are committed to providing better services to the people from this limited space.

- Install benches and lights on the bund.
- Make stationery items available in the front office.
- Ensure the efficiency of street lights.
- Provide drinking water facility.
- Provide more newspapers and magazines in the front office.
- Establish public toilets in crowded places.
- Provide facilities for pedestrians on the roads of the panchayat.

APPENDICES