

Questionnaire of Village Panchayat for Deen Dayal Upadhyay Panchayat Sashaktikaran Puraskar(DDUPSP) Award for the Appraisal Year 2020-2021
Civic Services (GP)



Note:

1. Please enter answer /reply in the box provided against each question.
2. Please attach documentary proof (like Photo, MOM of Gram Sabhas, Audit Reports/other Documents) in support of Answers through the link provided at the end of the questionnaire.
3. BLC/DLC/SPPAC should ensure evaluation and verification of each question with utmost care. Evaluation & verification should be critical and clear.
4. BLC/DLC/SPPAC should ensure all the requisite documents to be uploaded on the Panchayat Awards portal. All the uploaded documents should be correct, properly structured and verified in prescribed format by SPAAC/State Government.

			Total Marks : 20.0
Sl.No	Topic/Subtopic Name	Question Description	Max.Marks
1	Consultation with the community and collective decision making/Discussion in Gram Sabha and collective decision making	Whether issues related to civic service requirements have been discussed and decisions were taken in Gram/Ward Sabha? For example a. Local civic service requirements and prioritization of services b. Action to be taken by the GP c. Community contribution d. Inclusiveness in service delivery and positive discrimination towards SC/ST	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
2	Consultation with the community and collective decision making/Discussion in Gram Sabha and collective decision making	Whether issues related to civic service requirements have been discussed and decisions were taken in Gram Panchayat/Standing Committee meetings? For example a. Discussion on resolution taken in Gram Sabha on service delivery b. Actions to be taken by GP	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
3	Delivery of services reach, inclusiveness, quality etc/Connectivity	Has GP taken other initiatives to improve road connectivity? e.g. construction of small bridges, culvert etc.	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
4	Delivery of services reach, inclusiveness, quality etc/Connectivity	Has GP got system in place for maintenance of roads, culverts etc.?	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
5	Delivery of services reach, inclusiveness, quality etc/Connectivity	Has GP ensured that all the habitations/hamlets have road connectivity? key considerations a. Roads under the purview of GP b. Roads are accessible throughout the year c. Habitations/hamlets having SC/ST populations have not been left out	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
6	Delivery of services reach, inclusiveness, quality etc/Connectivity	Has GP taken efforts to facilitate improvement in electricity coverage in the GP area?	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
7	Delivery of services reach, inclusiveness, quality etc/Connectivity	Has GP made efforts to facilitate improvement in telephone/internet connectivity in the GP area?	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
8	Transparency, accountability, grievance redress mechanism related to service delivery/Grievance Redress Mechanism	Whether GP has in place grievance redressal system related to service delivery in following criteria a.Any citizen can lodge grievances with the GP (complaint box accessible to citizens) b.Registers and grievances are recorded properly c.GP has stipulated a time line for taking action against grievances d.Any specific grievance redressal forum developed by the GP? e.Fixed day of week/month when grievances are discussed and action initiated For example:GP takes action on public grievances	1.0
		<input type="radio"/> Yes <input type="radio"/> No	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>
9	Transparency, accountability, grievance redress mechanism related	Whether the GP has developed Citizens Charter or Disclosure of information on services provided by the GP along with contact person and expected time of delivery of such services?	1.0
		<input type="radio"/> Yes	Comments, if any: <div style="border: 1px solid black; height: 40px;"></div>



Civic Services (GP)

	to service delivery/Grievance Redress Mechanism	<input type="radio"/> Yes <input type="radio"/> No	
10	Drinking Water/Issuance of certificate and NOC	Whether the GP is providing the services within fixed statutory time period ? <input type="radio"/> Yes <input type="radio"/> No	0.5 Comments, if any:
11	Drinking Water/Issuance of certificate and NOC	Whether the GP provides services related to registration of birth/marriage/death, house building permission/residence proof/trade license etc? <input type="radio"/> Yes <input type="radio"/> No	0.5 Comments, if any:
12	Drinking Water/Public infrastructure or amenities Development and maintenance	Whether the GP has proper mechanism for operating and maintenance of local market/haat,community centre, burial ground, cemetery, crematorium, roads, etc. <input type="radio"/> Yes <input type="radio"/> No	0.5 Comments, if any:
13	Drinking Water/Public infrastructure or amenities Development and maintenance	Whether the GP has built or develop public infrastructure? For example a. Community centre b. Panchayat Office c. Local market or haat d. Childrens Park e. Play ground f. Burial ground cemetery or crematorium g. Any other Note: Please provide details in remarks field.	1.0 Comments, if any:
14	Drinking Water/Public infrastructure or amenities Development and maintenance	Whether the hamlets with SC/ST populations have been given priority and have full access to the public amenities or facilities developed by GP? <input type="radio"/> Yes <input type="radio"/> No	1.0 Comments, if any:
15	Drinking Water/Initiatives of the Gram Panchayat to ensure availability of safe and adequate drinking water to all	Whether GP has undertaken special efforts to overcome the problem of drinking water in its term? If yes, which of the following have been focused upon to bring about the desired change- a. Spreading awareness of hygienic water handling, safe drinking water b. Priority to remotely located/SC/ST and uncovered households c. Regulatory measures undertaken for protection of drinking water sources d. Infrastructure development including operations and maintenance etc. <input type="radio"/> None <input type="radio"/> Only one issue focused <input type="radio"/> Two issues focused <input type="radio"/> Three issues focused <input type="radio"/> All four issues focused	1.0 Comments, if any:
16	Drinking Water/Street lights	Has GP system in place for maintenance of streetlights/ drinking water pipelines including payment of electricity bill? <input type="radio"/> Yes <input type="radio"/> No	1.0 Comments, if any:
17	Drinking Water/Street lights	Whether the GP has taken initiative for installation of street lights within the GP area? For example GP has ensured that all the habitations have functional streetlights. <input type="radio"/> Yes <input type="radio"/> No	1.0 Comments, if any:
18	Drinking Water/Outputs	Whether the availability of safe drinking water improved in the village due to efforts of GP. If yes please click on no. of efforts as mentioned below- a. Infrastructure development more coverage of pipe line/safe drinking water b. Every household is covered c. Testing of water quality/chlorination timely undertaken d. Effective O&M <input type="radio"/> None <input type="radio"/> Only one effort	1.0 Comments, if any:



Civic Services (GP)

		<input type="radio"/> Only one effort <input type="radio"/> Two efforts <input type="radio"/> Three efforts <input type="radio"/> All four efforts	
19	Innovation or Good Practice	Whether any innovative measures to improve delivery of civic services ? <input type="radio"/> Yes <input type="radio"/> No	0.5 Comments, if any:
20	Innovation or Good Practice	Describe the key features of the innovation in civic services with focus on following issues in 300 words- a. Improvement it has brought in delivery of services like system, reach, quality, affordability etc. b. How the GP has managed resources to finance the innovation c.Sustainability d. Key players like ER, functionaries, CBOs etc. who have played catalytic role in this initiative may be identified .	3.0